



Guelph Public Library

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Guelph Public Library Board

Regular Monthly Meeting Minutes

Monday, March 25, 2024

Prepared by Barbara Powe

Members

Danny Williamson (Chair)

Randalin Ellery (Past Chair)

Vivian Webb (Vice Chair)*

Alexandra Ortiz Carlsson (2nd Vice Chair)

Renganathan Sadagoban

Bang Ly

Denise Rishworth

Claire Cowan

Candice Lepage

Councillor Rodrigo Goller

Councillor Leanne Caron

Councillor Carly Klassen

Staff

Dan Atkins (Acting CEO)

Michelle Campbell (Manager of Public Service)

Carolyn Elston-Ryder (Human Resources)

Meg Forestell-Page (Supervisor of Community Engagement)

Rupinder Chatha (Project Manager)

Andrew Kwan (Information & Technology Manager)*

Barbara Powe (Administrative Assistant)*

Guests

Rosanne Leung (Sidekick Consulting)

Jason Wong (Sidekick Consulting)

Regrets

Councillor Leanne Caron

***Attended Virtually**

1 Call to Order

The regular monthly meeting of the Guelph Public Library Board was called to order by the Chair, Danny Williamson, at 6:03 p.m. on Monday, March 25, 2024. Dan Atkins, Secretary, was present.

D. Williamson shared some correspondence regarding the Library.

1.1 First Nations Acknowledgement

A. Ortiz Carlsson read the Territorial Acknowledgement.

1.2 Guelph Public Library Values

D. Rishworth shared their GPL Values.

2 Approval of Agenda

Motion 17.24:

Moved by D. Rishworth

Seconded by B. Ly

That the Agenda of the March Library Board meeting be approved as circulated.

Carried

3 Apologies for Non-Attendance

Councillor Leanne Caron

4 Declaration of Pecuniary Interest

No declarations to report.

5 Consent Agenda

- 5.1 Adoption of February 2024 Minutes**
- 5.2 Correspondence**
- 5.3 Acting CEO's Report**
- 5.4 Service Utilization Scorecard Report**
- 5.5 Service Capacity Scorecard Report**
- 5.6 Operating Variance Report**
- 5.7 New Central Library - Milestones Update**

D. Williamson requested that item 5.6 Operating Variance Report be pulled for discussion. Moved to item 6.1 under Presentations and Reports.

Motion 18.24:

Moved by D. Rishworth

Seconded by R. Sadagoban

That the Consent Agenda be approved as amended.

Carried

6 Presentations & Reports

6.1 Operating Variance Report

R. Goller inquired about the variance in 2024's finances compared to 2023.

D. Atkins reported that the Library spent more in 2023 for leaves because two individuals were employed at once for the same position – one trainer and one trainee. The trainees are now settled in their new roles independently.

Motion 19.24:

Moved by R. Goller

Seconded by D. Rishworth

That the Guelph Public Library Board receive the Operating Variance Report for information.

Carried

6.2 Staff Report re: Communications Plan

M. Campbell highlighted how the board can support the implementation of this communication plan:

Keep the communication plan top of mind as we move through the strategic planning process for 2025-2029. I see these plans blending in some areas. We will be sharing this plan with the chosen consultant for the Strategic Plan.

Continue to support the hiring of a Communications Supervisor – position that is in the 2024 budget.

Support the brand campaign of “the place where” (once it goes live) we think this works not only because we are physically remapping the location of the library with the move, but it is a simple yet versatile message that positions the library as a place where lives are changed for the better.

Support the collection of testimonials and stories of impact – let us know what you are hearing out in the community and share your own stories with us.

Motion 20.24:

Moved by R. Ellery

Seconded by D. Rishworth

That the Guelph Public Library Board receive the Communications and Marketing Plan Report for information.

Carried

6.3 Marketing Communications Plan

Sidekick outlined their process in creating a multi-year marketing plan. They concluded with three short term recommendations:

1. Streamline the channel & content strategy.
2. Execute testimonial campaign.
3. Optimize resources.

A question-and-answer period followed.

A discussion followed.

Motion 21.24:

Moved by R. Ellery

Seconded by R. Sadagoban

That the Executive Committee discuss convening an External Affairs/Marketing Committee of the GPL Board that can provide support to staff to implement the Communications Plan.

Carried

Motion 22.24:

Moved by D. Rishworth

Seconded by B. Ly

That the Guelph Public Library Board receive the Marketing Communications Plan as presented.

Carried

Sidekick Consulting members left the meeting at 7:35 pm.

6.4 IT Annual Report

A. Kwan reported that the current infrastructure has served well, however, they need to acknowledge the demands of the present and the challenges of the future. The pace at which technology evolves forces the I.T. team to stay ahead of the curve, ensuring systems are robust, secure, and aligned with the needs of the Guelph Public Library.

Over the past year, the I.T. department successfully executed a significant number of infrastructure upgrades and deployment of new technologies.

Some key 2023 accomplishments that supported Guelph Public Library's goals across multiple departments were:

- Implemented Multi Factor Authentication (MFA).
- Obtained and implemented a new larger range of public IP addresses.
- Successfully completed the first phase of a multi phase Microsoft 365 migration project.
- Enhanced the Risk Management Platform by deploying a new virtual risk scanner and client agents to all devices in our network.
- Upgraded our Hyper-V Host, Polaris Telephony and Closed-Circuit Television servers.
- Upgraded the Polaris Integrated Library system to version 7.3.
- Deployed all new Axis 3D people counter devices with advanced analytics to all locations.

A discussion followed.

Authority to Move into Closed Session

Motion 23.24:

Moved by R. Goller

Seconded by B. Ly

That the Guelph Public Library Board now hold a meeting that is closed to the public pursuant to:

The Public Libraries Act, Section 16.1(4) A meeting or part of a meeting may be closed to the public if the subject matter being considered is,

- (a) the security of the property of the board;

Carried

The meeting was moved in-camera at 7:48 p.m.

A motion to present cyber security reports in-camera carried. – **Motion IC.13.24**

The meeting was moved out of in-camera at 8:05 p.m.

Motion 24.24:

Moved by B. Ly

Seconded by A. Ortiz Carlsson

That the Guelph Public Library Board receives the IT Department Annual Review Report for information.

Motion 25.24:

Moved by R. Goller

Seconded by C. Lepage

That the Guelph Public Library Board meeting be extended past 8:00 p.m.

Carried

6.5 2023 Preliminary Year-End Operating Variance Report

D. Atkins reported that the preliminary 2023 operating deficit of the Guelph Public Library is \$294,317 and represents a negative 2.4% variance to the full year operating budget.

The negative variance occurred due to three reasons, revenue not meeting assumptions, staffing, and consulting.

Following consultations with the City Treasurer, it was advised to establish a target reserve balance of up to 1% of the Guelph Public Library's annual operating budget. In 2024, this equates to a target reserve balance of \$132,128. If the Board approves the utilization of reserves to offset the 2023 deficit, the Contingency Reserve is projected to retain a balance of \$160,683.

The Guelph Public Library Board will receive a full financial report including Operating, Capital and Reserve Balance in July when the yearly audit has been completed.

Motion 26.24:

Moved by R. Ellery

Seconded by C. Lepage

That the Guelph Public Library Board receives the 2023 Preliminary Year-End Variance report as written and directs staff to draft a letter to be forwarded to the City Treasurer requesting that the 2023 deficit be funded from the Guelph Public Library Operating Contingency Reserve.

Carried

6.6 100 Norfolk Sale Update

V. Webb reported that City representative, James Goodram has been added to the Committee and terms of reference have been finalized.

Motion 27.24:

Moved by V. Webb

Seconded by R. Goller

That the Guelph Public Library Board reaffirms its commitment to the Baker District Project and directs funds generated from the sale of 100 Norfolk Street, the current Main Branch location, to support the new Central Library, contingent on the finalization of the tenancy agreement for the new facility. The Guelph Public Library will work to maximize revenue from the sale of 100 Norfolk Street for the benefit of the community, the Board and the City.

Motion 28.24:

Moved by C. Cowan

Seconded by B. Ly

That the word 'Board' be struck out, and the word 'Library' be inserted in its place. The motion now reads:

That the Guelph Public Library Board reaffirms its commitment to the Baker District Project and directs funds generated from the sale of 100 Norfolk Street, the current Main Branch location, to support the new Central Library, contingent on the finalization of the tenancy agreement for the new facility. The Guelph Public Library will work to maximize revenue from the sale of 100 Norfolk Street for the benefit of the community, the Library and the City.

Carried

Motion 27.24 carried unanimously as amended.

A discussion followed.

6.7 Board Evaluations

D. Williamson reported that there was very little variance in the responses compared to the previous year. He noted that this may be an indication of an ineffective evaluation tool.

Individual scores averaged around a 3 out of 4, while the collective score was around 2.5.

D. Williamson read some comments and requests made by Board members on the evaluations.

Motion 29.24:

Moved by D. Rishworth

Seconded by R. Sadagoban

That the Guelph Public Library Board receive the Board Evaluations oral report for information.

Carried

7 Authority to Move into Closed Session

Motion 30.24:

Moved by B. Ly

Seconded by C. Cowan

That the Guelph Public Library Board now hold a meeting that is closed to the public pursuant to:

The Public Libraries Act, Section 16.1(4) A meeting or part of a meeting may be closed to the public if the subject matter being considered is,

(d) labour relations or employee negotiations;

Carried

The meeting was moved in-camera at 8:28 p.m.

A motion to approve the agenda carried. – **Motion IC.15.24**

A motion to approve the consent agenda carried. – **Motion IC.16.24**

A motion directing the CEO Recruitment Committee to follow actions presented by the Board carried. – **Motion IC.17.24**

The meeting was moved out of in-camera at 8:37 p.m.

8 New Business

8.4 OLS Representative

D. Williamson requested that any Board member interested in being the OLS representative should reach out to him.

B. Unfinished Business

Nothing to report.

9 Next Meeting

Chair, Danny Williamson announced that the next Board meeting would be Monday, April 29, 2024 at 6:00 p.m.

10 Adjournment

Motion 31.24:

Moved by B. Ly

Seconded by C. Cowan

That the Guelph Public Library meeting of March 2024 be adjourned.

Carried

Meeting adjourned at 8:41 p.m.

Library Board Chair

Date

Library CEO (Board Secretary)

Date