



Adam A. Donaldson @adamadonaldson

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Coming up at 6 pm, it's the monthly meeting of the Guelph Public Library Board. Stand by for coverage.



MEETING PREVIEW: Guelph Public Library Board for March 28, 2023

This is the first month of the newly reschedule Guelph Public Library Board meeting now on the fourth Monday instead the third Tuesday due to the change in the council schedule. This month, there a...

<https://guelphpolitico.ca/2023/03/20/meeting-preview-guelph-public-library-board-for-m...>

Chair Ellery has called the meeting to order.

Agenda is approved.

Regrets from Scott Butler, Renganathan Sadagoban Vivian Webb, and Clair Cowen.

No Declaration of Pecuniary Interests.

Consent agenda approved.

5 Consent Agenda (15 min) – Board Review

- 5.1 Adoption of February 2023 Minutes
- 5.2 Correspondence
- 5.3 CEO's Report
- 5.4 Service Utilization Scorecard Report
- 5.5 Service Capacity Scorecard Report
- 5.6 Operating Variance Report

First report, Andrew Kwan with the IT Annual Report. Kwan is the Information Manager of the GPL operating out of the main data centre inside the main branch.

This report will cover three areas: customer support, internet security awareness and plans for 2023.

Responsiveness is important for customer support success, it's got to happen quick. Successes this year includes firewall upgrade, upgrade to server cluster, free doc scan on all public printed, bigger storage back-up, and 15 new hotspots.

Cybersecurity? The Library follows ETM: Engage, measure, and transform. All employees go through mandatory security training including training simulations like simulated phishing attacks.

Coming up:

Implement multi-factor ID for remote users, upgrades to Windows 11, install Axis 3d for counter devices, upgrade library system to Polaris 7.3, and continue looking at IT requirements for new building.

Cllr Klassen asks Kwan about the 15 hotspots, those are for customers to take out? Kwan says yes, the GPL currently has about 20 available.

Also, Axis 3D will be for counting people as they come into the library. The RFID gates on the libraries right now are failing.

Motion to receive report passes unanimously.

Next, 2022 Preliminary Year End Variance Report with deputy CEO Dan Atkins. He says he'll be brief.

Preliminary reports started during pandemic and Atkins reports a 1.3% positive variance, so a little over 97% of budget spent. Recommended target for variance is about 1% or \$105k. Staff are not recommending the transfer of surplus to reserve fund.

A full financial report will be coming in June.

Member Ly asks the source of variances in the early pandemic. Atkins says it's because they weren't doing the same levels of programming or circulating as many items. You may remember that it took a couple of months to get sidewalk and curbside pick-up going.

Motion to receive passed unanimously.

Next, Central Library Update/Peer Review Progress Report by Rupinder Chatha.

Chatha says the architect has done a presentation to library staff and about 80 people turned out and asked questions. The presentation will be shared with the board on their site.

Chatha is asked about the groundbreaking. He says they're waiting for a tentative date and are working in co-ordination with the City of Guelph. CEO Kraft says it will be GPL with say on the data and there will be Indigenous component.

Kraft says they want to make sure that things are going to happen after the groundbreaking, they don't want to hold a big ceremonial event and then nothing happens for months. (On original mention that it was planned for April.)

Motion to receive report passed unanimously.

Next, Partnerships Update with Samantha Wellhauser (main library manager) and Meg Forestell (community engagement).

Wellhauser notes that a lot of partnerships formed in the last year around harm reduction. There are industrial strength sharp containers in all washrooms + info on how to find CTS, staff got CPR training, naloxone training & training on i.d.-ing drug poisoning.

The Library is also working with Stonehenge. Two peer workers come into the library twice a week to meeting people. Welcoming Streets peeps also stop by. Royal City Mission is also a partner.

Forestell talks about the service and programming partnerships, which are in-part geared to new Canadians through Shelldale and GHSC through things like literacy and job seeking.

Staff is on the look out to outreach to other organisations because library staff doesn't have all the answers. One example is care for older loved ones.

There's a yearly review of partnerships with staff and community feedback. Currently in the process of creating formal partnership agreements with all the various orgs. Looking to make sure there's mutual benefit for each partner and the GPL.

Questions? Cllr Caron asks about the measurement for success. Forestell says they look at attendance, or they bring materials and measure the uptake there. It's imperfect, but they're looking for ways to improve how they measure the impact.

Caron asks about best practices on harm reduction. Wellhauser says things like the sharp containers are standard, but Welcoming Streets program is unique to Guelph, and we're also unique for having so many social services downtown.

Caron asks about getting the word out around all these extra things that the library does. Wellhauser says that library is about connecting people to resources, and that's about more than books.

Ly encourages everyone on staff at the library have naloxone on their person. Wellhauser notes that the reason they don't is so that they can better monitor the expiration dates.

Ly asks about staff debriefing after a poisoning. Wellhauser says its fortunately not happened for a while (thanks to partners), but peer2peer support workers and counsellors would come in and check on staff.

Member Williamson asks about working with the Board to build out with new connections. Forestell she always happy to hear about new opportunities, but there's no formal system for those referrals right now.

Ellery asks about any connections staff is looking for. Forestell says Pride is one area, also newcomers are constantly a struggle for outreach. Teens as well.



No further questions, motion to receive the report passed unanimously.

New business? Board retreat or training. Last year, was a virtual training about intellectual freedom, so Ellery asks board what they might be interested in topic-wise.

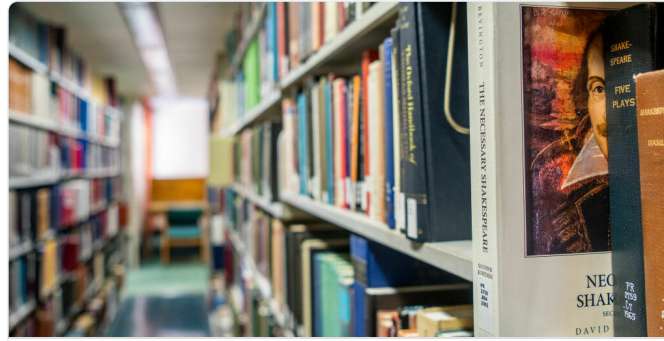
Ly suggests asking staff what they need the board to learn. Ellery says typically the topic would be more about governance than operations.

Kraft suggests that there are a lot of challenges around reading and programming, like Drag Queen Story Time events. Although they did it last year, perhaps intellectual freedom is an idea worth revisiting especially since nothing's happened in Guelph yet.

Kraft asks the board if they feel like they're ready to respond to those kinds of controversy if they've come up.

Cllr Goller says he's concerned about the increase in operation costs for the new library, but some focus on fiscal management, or own property for branches in the future and lay that groundwork.

Member Lepage says access to information would be a good issue, thinking about the lawsuit against the Internet Archive.



A judge sided with publishers in a lawsuit over the Internet Archive's o...

The nonprofit, which has a mission to provide "universal access to all knowledge," says it will appeal the ruling.

<https://www.npr.org/2023/03/26/1166101459/internet-archive-lawsuit-books-library-publ...>

Caron, attaching herself to Goller's comments, says that there will need to be a policy review, especially in the realm of renting space.

Ellery thanks everyone for the suggestions, the exec will consider those options and come back to the board. Kraft adds that the multiyear budget is coming in September, so they will look at some advanced work for the board to get them prepared.

Next, June meeting date. Kraft says it can't take place in the last Monday of June because the financial officer will be away and they're kinda necessary to that meeting. So June 19? Kraft asks board to check availability now.

Governance update? They're looking for additional members from the board.

Finally, a presentation of appreciation to Kraft who has worked in the Guelph Library for 40 years now. Kraft started in the children's library in 1983. He's been gifted with plaques from MPP Mike Schreiner and the Minister of Tourism, Culture and Sport.

Kraft said that he was only planning on staying a year, but the Guelph Library is just such a good place to work. He thanks the board for the recognition.

So that's a wrap! Next board meeting is April 24, 2023 at 6 pm.



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