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Nov 25, 2024 · 30 tweets · [adamadonaldson/status/1861181979590287539](https://twitter.com/adamadonaldson/status/1861181979590287539)

Coming up at 6 pm, it's this month's Guelph Public Library Board meeting. What's coming up tonight?



MEETING PREVIEW: Guelph Public Library Board for November 25, 2024

The last Guelph Public Library Board of Directors meeting for 2024 will be focused on the future. Mostly. Hopefully, the board has spent the month sitting with the new direction for the Library for...

<https://guelphpolitico.ca/2024/11/19/meeting-preview-guelph-public-library-board-for-n...>

Chair Williamson has called the meeting to order!

Members Ellery, Sadagoban and Cllr Klassen not here tonight.

Declaration of Pecuniary Interests? Nope.

Consent agenda tonight. Cllr Goller wants to ask about the operating variance.

5	Consent Agenda (15 min) – Board Review	6:15 p.m.	Motion
5.1	Adoption of October 2024 Minutes		
5.2	Correspondence		
5.3	Acting CEO's Report	D. Atkins	
5.4	Service Utilization Scorecard	D. Atkins	
5.5	Service Capacity Scorecard	D. Atkins	
5.6	Operating Variance	D. Atkins	
5.7	New Central Library Update	D. Atkins	
5.8	Operational Policies Status Report	M. Campbell	

Motion to approve the rest of the consent agenda approved.

Goller asks about being \$72k short on user fees and being short on grant funding >\$100k. Acting CEO Atkins says the grant line refers to the ONgov operating grant, and that figure hasn't been announced yet. Coming soon though.

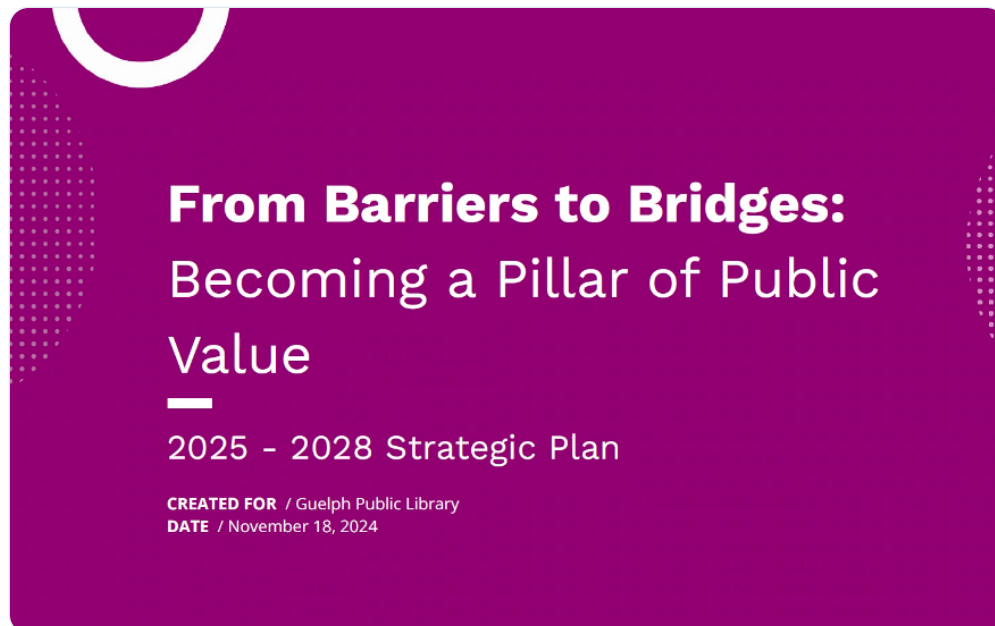
Revenue fees? Less room rentals due to the fact Library is using it's own rooms for programming. Also, less lost material, which they charged for, and this is mostly due to end

of overdue fees, more people returning stuff.

Williamson asks that in the future maybe the board can see a presentation about the full impact of ending late fees. Good news story that more stuff is coming back due to less stigma for lateness.

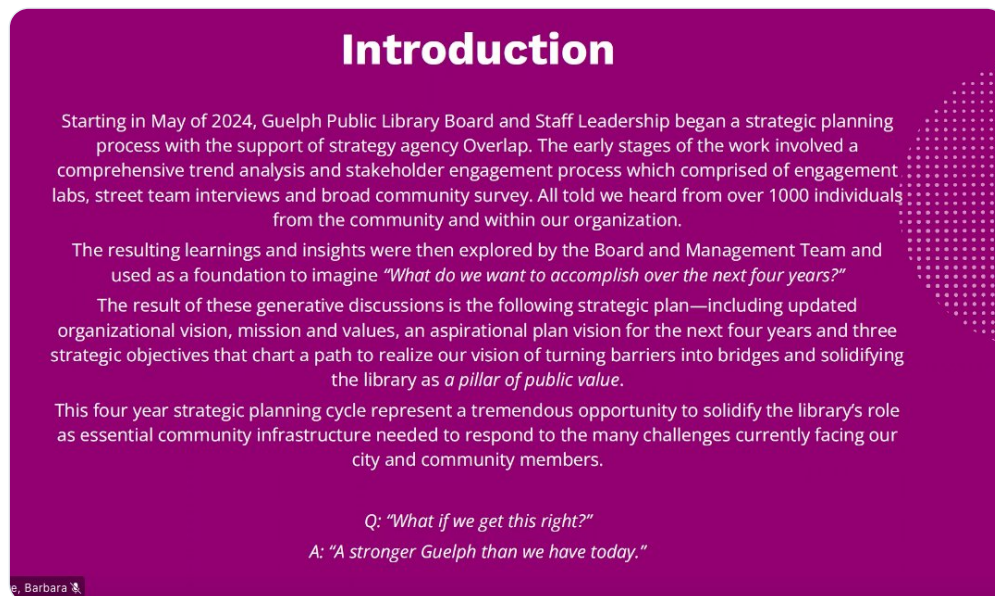
Motion to accept that variance report approved.

Next, 2025-2028 Strategic Plan. Reps from Overlap Associates here to discuss it.



This plan reflects some of the changes made as a result of board feedback at last month's meeting. Some stuff will be approved tonight, other stuff will be further built out by the management team, like multiyear workplan and metrics.

Bookmark to read later in its entirety.



The big piece is around becoming a corner stone of public value, and this document is about setting that up with the new main library coming online in 2026. The result is a strong

Guelph than we have today, an aspiration tone.

This is the change they're trying to make, and setting expectations both in the library and in the community. It's not an atypical vision statement, so it comes with some notes.

Our Organizational Vision Statement

Vision statement = Our big aspirational goal, the change we are trying to make:

Expect Empowerment

Empowerment is defined as *"the process of becoming stronger and more confident, especially in controlling one's life and claiming one's rights."* In many ways this is exactly what the Library strives to offer to the community—space, resources and support to grow, overcome barriers and craft lives of our own choosing. Our aspirational goal is that our community, staff and partners have "the expectation of empowerment" each and every time they interact with us!

This is our vision of who we are and what the library represents in the community. We encourage our community to hold us accountable to this expectation and we will hold ourselves accountable to this expectation. We are excited to commit to this strategic plan that we feel will help us achieve this standard.

Mission statement = purpose, how you journey to get to the vision. Mission statement for libraries tend to be quite generic, and this is no exception (I guess). The big shift is back in the vision.

Our Organizational Mission Statement

Mission Statement = our purpose, this is what we do, a little bit about how we do it and who we do it for:

The library offers inclusive, sustainable spaces and opportunities for people to engage their curiosity and create community.

The values:

Our Values

Organizational Values = Principles, behaviours and ways of being that describe how we show up for each other and our community.

We value:

- **TRUST**—We foster trust by acting with integrity, holding ourselves and others accountable, and consistently delivering compassion in our services.
- **BELONGING**—We deepen belonging by offering accessible, diverse services and space that promotes the individual and collective wellness of our community members.
- **CURIOSITY**—We nurture curiosity and creativity; we model lifelong learning and literacy.
- **RESILIENCY**—We cultivate resilience by embracing change as an opportunity to grow and transform, adapting to the evolving needs of our community. We create an environment where everyone feels empowered to be vulnerable and show up authentically, knowing they are part of a community that cares.

Barbara

This part of it is kind of new to the board, put together by the management team with the consultants about how to actualise some of the ideas the board generated in their retreat. These are the stops on the road in the journey.

Our Plan Vision

From Barriers to Bridges: Becoming a Pillar of Public Value

Four years from now, our new central library is successfully opened and all of the library branches are vibrant hubs of community engagement, where everyone feels welcome and empowered. Barriers to access have been reduced or removed, making our spaces fully inclusive, with partnerships and outreach ensuring the community knows and uses our resources. Membership has grown, with new user groups drawn to our diverse collections and programming. Customer service is praised for its inclusivity, and our digital channels have reached non-users effectively. Through community-informed programming and cultural competency, we've deepened social connections. The library is now a cornerstone of public value, fostering connection, growth, and a thriving, engaged public.

KR 1.1—Create welcoming and inclusive spaces

We will foster partnerships, conduct accessibility audits, and engage in community outreach to ensure that our spaces are welcoming and inclusive. By promoting the resources we already have and addressing barriers to access, we aim to improve the public's ability to engage with us, both physically and digitally.

KR 1.2—Engage people in new and innovative ways

We will increase memberships, engage new user groups, and enhance the customer service experience by expanding youth programming, developing dedicated communication channels for non-users, and leveraging technology to meet diverse needs.

KR 1.3—Cultivate social connections through community-informed programming

We will strengthen social connections by delivering programs shaped by community feedback and insights. Engagement will provide consistent touchpoints in the community, and we will engage in cultural competency training to ensure inclusivity. Acknowledging room for growth, we will create a continuous feedback loop to adapt programs to evolving community needs.

How do we get there?

Our Strategic Objectives

At a Glance

We Will:

Invest in our team

Amplify our stories

Build future-focused libraries

There's no right way to put this in order, but the one presented means more to staff inside the library than outside. It's important for staff to feel seen and heard in this document.

The breakdown of the three areas:

Invest in our team

Continuous investment in our team is the foundation of enhancing our service delivery and achieving our mission and plan vision effectively. Investing in our team cultivates an environment of growth, collaboration, and mutual respect where every member feels valued and empowered to contribute. Reframing the mindset around training aims to foster a culture that not only facilitates continuous learning but also builds strong, trusting relationships within our organization.

Draft Key Results - (to be finalized by the Management Team)

KR 1.1—Reframe our mindset around training

KR 1.2—Growing the team's knowledge and size

KR 1.3—Build and maintain trust

Amplify our stories

Our aim is to strengthen the narrative of our library's services and impact within the community. Actively sharing our unique experiences, successes, and values will foster a deeper connection with patrons and community stakeholders. We want to arm defenders of the library with a "quiver of arrows" so they can become champions for us. This initiative emphasizes the importance of collective storytelling, where every voice contributes to a richer, more comprehensive understanding of our library's role in the community and the value we offer.

Draft Key Results - (to be finalized by the Management Team)

- KR 2.1—Celebrate who we are
- KR 2.2—Grow community partnerships
- KR 2.3—Improve internal communications

Build future-focused libraries

Our goal is to position the library as critical infrastructure. By thoughtfully executing the GPL's facilities plan and master plan we will further solidify the library's role as our community's third space—essential hubs of learning, connection, and cultural enrichment. The first major step in this journey is well underway, by successfully opening and integrating the new downtown branch we will create a new platform by which to welcome our community.

Draft Key Results - (to be finalized by the Management Team)

- KR 3.1—Successfully open new central library
- KR 3.2—Align services and programming across our branches
- KR 3.3—Planning to meet Guelph's growth

Williamson thanks the Overlap team for guiding the library through the process, 1,000 participants in this process marks a great success.

Question about sustainability meaning? Brock from Overlap says it does refer to environmental values, but it also refers to the consistency of the service and the collection that the Library offers, are they delivery services and spaces in ways that can be consistent.

So Strategic Plan – Staff Report was essentially embedded in the previous report.

Motion That the Guelph Public Library Board approves the 2025-2028 Strategic Plan is approved.

The board is now going into closed under Public Libraries Act, Section 16.1(4) A (d) for "labour relations or employee negotiations". As mentioned in the preview there are two different closed sessions. Why?

One of them has to do with the hiring of the new CEO, which means that the acting CEO can't sit in on that discussion.

Anyway, the meeting now is in



1.5 hours later...



Report:

- 1) Direction given to staff on labour issue
- 2) Direction was given to the chair on another (CEO) matter.

Next meeting is January 27, 2025.

Atkins' announcements for board:

- Holiday lunch is coming up
- OLA scheduled is up, early bird application deadline is Dec 6.

Williamson thanks board and staff for all their hard work this year.

And that's a wrap!



@threadreaderapp unroll please!

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