



**Owen Sound & North Grey Union Public Library Board  
Minutes**

**March 25, 2021 6:00 p.m.  
Virtual Meeting**

**MEMBERS PRESENT:**

Richard Thomas, Chair  
Esra Samli, Vice-Chair (City of Owen Sound)  
Rhonda Brown (City of Owen Sound)  
Rosemary Buchanan (Township of Georgian Bluffs)  
Bob Droine (City of Owen Sound)  
Frank Emptage (Meaford Public Library)  
Elizabeth Thompson (Township of Chatsworth, Councillor)  
Ryan Thompson (Township of Georgian Bluffs, Councillor)

**MEMBERS ABSENT/REGRETS:**

Nancy Shaw (City of Owen Sound)

**STAFF PRESENT:**

Tim Nicholls Harrison, CEO  
Nadia Danyluk, Deputy Chief Librarian  
Lindsey Harris, Administrative & Facilities Manager

**GUESTS PRESENT:**

None

**COMMENCEMENT: 6:02 P.M.**

**1. CALL TO ORDER**

The meeting was called to order by Chair, Richard Thomas at 6:02 p.m.

**2. ADDITIONAL ITEMS**

None

**3. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE  
THEREOF**

None

#### **4. CONFIRMATION OF MINUTES**

**22-21 Moved by Frank Emptage THAT the minutes of the Annual General Meeting held February 25, 2021 of the Library Board be received as information.** Carried.

**23-21 Moved by Frank Emptage THAT the minutes of the February 25, 2021 meeting of the Library Board be approved as presented.** Carried.

#### **5. DEPUTATIONS/QUESTIONS FROM THE PUBLIC**

None

#### **6. CORRESPONDENCE**

Harris reported that there was one item of correspondence circulated in the package.

**6.1: Letter from SOLS:** A letter was received from Southern Ontario Library Service regarding the amalgamation of Ontario Library Service.

Councillor Ryan Thompson entered at 6:04 p.m.

#### **7. REPORTS AND MATTERS TABLED**

##### **7.1 Board Chair's Report**

No report.

##### **7.2 CEO's Report**

CEO Tim Nicholls Harrison drew the Board's attention to the CEO's Report as distributed and provided additional information.

**"What is more important in a library than anything else – than everything else – is the fact that it exists." – Archibald MacLeish**

**7.2.1. Library Service Index:** We have finished reformatting the data collection and now focus on the overall service count. This enables us to continue to compare the current statistics to past data. Please see the attached performance report.

**7.2.2. Key Statistics:** Our total library membership is 9,516. We saw a drop of nearly 2,000 members in the last year. This is just one of the significant impacts of COVID-19 in our community. In February, we had 4,419 library visits and circulated 16,618 materials. Patrons used an additional 263 materials within the library. These numbers represent 28, 75 and 9 percent of the totals for February of 2020.

We are working to restore our services to pre-COVID levels as the pandemic becomes more controlled. We have realized that there has been a gap in how we capture statistics from away from the main service points. We have been designing and testing additional tools to assist us. Starting in April, we move from a paper-based recording system to utilizing online tools for more accuracy and efficiency.

**7.2.3. OSNGUPL Annual General Meeting:** Our AGM was held on February 25<sup>th</sup>, immediately before the regular Board meeting. Both the Annual Report and the presentation "*2020 – A Year in Review: Supporting our Community in a Pandemic*"

can be found at <http://bit.ly/osngupl-reports> on our library website. I will be visiting Owen Sound City Council on March 29<sup>th</sup> to present the information to them.

**7.2.4. COVID Update:** On January 14<sup>th</sup>, during the Province-wide shutdown, the library relaunched our curbside pick-up service model. Most staff were working from home with a limit of approximately five staff in the building at one time.

On February 16<sup>th</sup>, with the Province re-opening, and our local community placed at the yellow protect stage, we adjusted our services and moved away from curbside. We added additional protective screens at our welcoming service point and at the information desk.

On March 1<sup>st</sup>, our community was designated as green prevent stage. We have begun to “normalize” our service. Updated information about the pandemic can be found at the [Grey Bruce Health Unit](#).

Rhonda Brown entered at 6:06 p.m.

**7.2.5. OSNGUPL Further Reopening Plan:** As long as case numbers continue to stay low and Grey County remains in the Green zone, we will slowly expand our services to the public. This is how we plan to move forward:

Week of March 8<sup>th</sup>

- Continue door shift through March with contract tracing.
- Replace some chairs in the building, while continuing to observe social distancing
- Relocate Waterfront History cubes to where the DVDs are and return 2 of the chairs to either side of the fire place
- Extend time allowed in the Library to a maximum of 1 hour
- Continue allowing patrons to place browsed items in baskets. During quiet periods, staff will collect items from a basket and sanitize using wipes before marking items used in Workflows and placing for re-shelving
- Relocate check-ins back to the Circulation Desk from the Auditorium
- Keep changes unpublicized at first so that we have time to assess situations and challenges.

April

- Allow regular borrowing of board games and toy kits. They will need to be returned at the door.
- Allow magazines to be browsed. Since they are not able to be sanitized, so will be marked for in house use and quarantined.
- After consulting with representatives from the Ministry of Heritage Sport Tourism and Culture, the Grey Bruce Public Health Unit and other libraries, reassess our quarantine period for returns.
- Continue the door shift will continue through April

May - June

- Consider extending our hours for May to be the following: 10-8 Tuesday-Thursday, 10-5 Friday, and 10-2 Saturday.

July - August

- Consider adding back Sunday shifts 10-2.

**7.2.6. Quarantine Period:** We are currently requiring materials to be quarantined for six days based upon the REALM studies, [www.oclc.org/realm](http://www.oclc.org/realm). Many libraries, recognizing that COVID-19 is not being spread through fomites, have reduced or eliminated their quarantine periods. Libraries in British Columbia are not required to quarantine materials. Many libraries in Ontario, including Kitchener and Guelph; currently in a provincially designated red zone, have reduced their quarantine period to 24 hours.

Information from a CBC story about the changes can be found at <http://bit.ly/KW-Q-CBC>. With caution, effective April 1<sup>st</sup>, we will reduce our quarantine period to a minimum of 48 hours. This decision is being made after consulting with our local health unit and other libraries in Ontario. We will continue to monitor the information and science involved and make further changes when needed.

**7.2.7. Updated Service Hours:** The library is open to the public Tuesday through Saturday. The hours currently are Tuesday 12-8, Wednesday 12-5, Thursday 12-5, Friday 12-5 and Saturday 10-2. We are also open Thursday mornings from 10-12 for seniors during our "Silver Services" time. The hours are limited, in part, because we are utilizing some of our staffing hours to provide the additional door service point.

**7.2.8. Ontario Library Statistics:** Libraries in Ontario are required by the Province to complete an annual survey which represents one week in the life of the library. This data is multiplied to create annual statistics for all Ontario libraries. These comprehensive current data sets in North America, are online at [http://www.mtc.gov.on.ca/en/libraries/statistics\\_2019.shtml](http://www.mtc.gov.on.ca/en/libraries/statistics_2019.shtml).

One of the subsets collects information about medium sized libraries in Ontario (population 30,000 – 50,000) including the Owen Sound and North Grey Union Public Library (OSNGUPL). This data helps us to understand current successes and challenges for our library.

To assist the Library Board, the following reports have been prepared, based upon the Province's statistical information:

- a) Library Stats Comparison 2019 (30-50,000 Population)
- b) Library Stats Comparison 2019 (30-50,000 Population) – More Detail
- c) Library Stats Comparison (30-50,000 Population) – Last 10 Years

**7.2.9. Union Library Agreement:** Our current Union Library Agreement expires at the end of this year. When the agreement was negotiated in 2011, the negotiating committee, representing the municipalities of Chatsworth (2), Georgian Bluffs (2) and Owen Sound (4) met three times between August and October and the agreement was signed that November. Bracketed numbers above indicate the number of representatives appointed to the committee.

To assist the Library Board and our funding municipalities and us as we commence work on our new Union Library Agreement, we are assembling the following information:

- a) Owen Sound & North Grey Union Public Library Information Sheet 2021
- b) 2020 Annual Report information
  - I. 2020 OSNGUPL Annual Report
  - II. 2020 OSNGUPL Presentation – *A Year in Review: Supporting our Community in a Pandemic*
- c) Data collected from the Provincial Statistics
  - I. Library Stats Comparison 2019 (30-50,000 Population)
  - II. Library Stats Comparison 2019 (30-50,000 Population) – More Detail
  - III. Library Stats Comparison (30-50,000 Population) – Last 10 Years
- d) OSNGUPL Library Service Index Annual Data – 2015-2020
- e) 2008-2020 OSNGUPL Membership Comparison
- f) 2012-2021 Union Library Agreement

**24-21 Moved by Frank Emptage THAT the Library Board requests that the union library municipal partners, Chatsworth, Georgian Bluffs and Owen Sound appoint representatives and come together at their earliest convenience to negotiate the Union Library Agreement for the term beginning in 2022.** Carried.

**25-21 Moved by Frank Emptage THAT the Library Board asks that the union library municipal partners, when negotiating the next union library agreement, work to have the length of the agreement be at least as long as the previous ten-year agreements, with a review after the fifth year.** Carried.

**26-21 Moved by Frank Emptage THAT the Library Board asks that the union library municipal partners, when negotiating the next union library agreement, understanding the historic funding levels, consider implementing a fixed percentage-based funding formula, with a review, after the fifth year.** Carried.

Councillor Elizabeth Thompson entered at 6:28 p.m.

**7.2.10. Finance – Moving to Sage:** We anticipate utilizing our Sage software for the library accounts from this month on. The ALC accounts will move to the new accounting software after their March 31<sup>st</sup> fiscal year end. We were able to contract with the accountants at BDO to have expert training in the new software and the transfer of our accounts. I commend Stephanie Welsford and Lindsey Harris for the exemplary work done on helping us complete these significant steps to modernizing

our financial management.

**7.2.11. Technology Projects:** We have an upcoming meeting in March with City of Owen Sound IT staff and we will be getting an update from them on a number of projects. During very challenging times, we continue to need to build and enhance the technological supports needed to maintain adequate service delivery for our public. We thank the City for their ongoing support in these endeavors.

**7.2.12. Upcoming Changes to Email Addresses:** City of Owen Sound IT is making changes, which would both differentiate our emails from the standard city email address and eliminate the issues that staff have been having with their current emails. We anticipate that this project will be completed in March and then we can fully utilize the email changes.

**7.2.13. Ontario Library Consortium:** On February 10<sup>th</sup>, I participated in a Special Meeting online with members of the OLC. The meeting included appointments to the Cost-Sharing Committee and updates on the new contracts and vendor negotiation progress. As shared previously, starting in 2022, we will be using Sirsi-Dynix for the back-end (workflows) of the catalog and Bibliocommons for the front-end public-facing user/patron experience. Wellington County Public Library has already moved to this format and it can be seen at <https://wellington.bibliocommons.com>.

**7.2.14. Website Redesign:** The use of Bibliocore / Bibliocommons products will be part of the decisions that will need to be made. As part of our strategic plan, we will look at how we can enhance this essential “branch of the library”. For this reason, I have asked staff to share library sites that they prefer including special features, design elements etc. For comparison, here are the current websites for libraries of similar size in Ontario:

Owen Sound & North Grey	<a href="http://www.owensound.library.on.ca">www.owensound.library.on.ca</a>
Bradford West Gwillimbury	<a href="http://www.bradford.library.on.ca">www.bradford.library.on.ca</a>
Brant County	<a href="http://www.brantlibrary.ca">www.brantlibrary.ca</a>
Cornwall	<a href="http://www.library.cornwall.on.ca">www.library.cornwall.on.ca</a>
Fort Erie	<a href="http://www.fepl.ca">www.fepl.ca</a>
Haldimand County	<a href="http://www.haldimandcounty.ca/haldimand-county-public-library">www.haldimandcounty.ca/haldimand-county-public-library</a>
Innisfil	<a href="http://www.innisfilidealab.ca">www.innisfilidealab.ca</a>
New Tecumseh	<a href="http://www.ntpl.ca">www.ntpl.ca</a>
Orillia	<a href="http://www.orilliapubliclibrary.ca">www.orilliapubliclibrary.ca</a>
Quinte West	<a href="http://www.library.quintewest.ca">www.library.quintewest.ca</a>
Stratford	<a href="http://www.stratford.library.on.ca">www.stratford.library.on.ca</a>
St. Thomas	<a href="http://www.stthomaspubliclibrary.ca">www.stthomaspubliclibrary.ca</a>
Timmins	<a href="http://tpl.timmins.ca">http://tpl.timmins.ca</a>
Whitchurch-Stouffville	<a href="http://www.wsplibrary.ca">www.wsplibrary.ca</a>
Woodstock	<a href="http://www.mywpl.ca">www.mywpl.ca</a>

**7.2.15. Multi-Year Accessibility Report:** We have updated the library's section of the City of Owen Sound's Accessibility Report went to the Accessibility Advisory Committee on February 23<sup>rd</sup>. We were asked to attend the May 25<sup>th</sup> meeting to share information about accessibility at the library and resources and tools available.

**7.2.16. Share Project and Archive:** We met with City IT and Desirée van Dijk, the Records Management Coordinator, in March to discuss the records management upgrade that the City of Owen Sound is undertaking. Library Management Team will be involved in this project. We will be working with library staff to improve our records management processes.

**7.2.17. Poet Laureate Legacy Project Launch:** On February 16<sup>th</sup>, over fifty people joined us online for the launch on zoom of Richard-Yves Sitoski's new book *No Sleep 'til Eden*. The evening celebrated Richard's multimedia book of poems. We are working on making the session viewable online for those that were unable to attend.

**7.2.18. Poet Laureate Visit to Owen Sound City Council:** On March 1<sup>st</sup>, Richard and I attended the Council meeting where Richard shared his COVID inspired piece *A Defiant Little Poem for Our Uncertain Times*. The poem is online at <https://owensoundhub.org/arts/11047-poet-laureate-returns-to-the-council-with-a-poem.html>. We will place the video from the city on our Facebook page soon.

**7.2.19. Adult Learning Centres:** We have received the Ontario Transfer Payment Agreements from the Ministry of Labour, Training and Skills Development for the 2021-2022 fiscal year. This is the core funding that we receive to deliver essential skills and upgrading services to adults locally. The learner targets and allocated dollars are listed below for the five sites in Grey-Bruce-Georgian.

**7.2.20. Early Years Literacy:** We have received word from Grey County that we will receive funding for our 2021 Early Years Literacy Program. Through this partnership, our Early Years Literacy Facilitator, Tammy Cruickshank, delivers programming throughout Grey County and help facilitate various early literacy collaborations. Currently, Tammy is developing presentations, supporting the field and developing online content.

**7.2.21. Salary Disclosure:** In accordance with the Provincial regulations concerning salary disclosure, public employers are required to provide the names and positions of all employees who earned more than \$100,000 in 2020. The information can be found at <https://www.ontario.ca/page/public-sector-salary-disclosure>.

**7.2.22. Promotion of eResources:** We are excited to offer our patrons an expanded choice of online resources including PressReader, Linked-in Learning for Libraries and the enhanced Libby / Overdrive service now with magazines. They can be found on our library website or via this link, <https://bit.ly/OSNGUPL-eResources>

**7.2.23. Final Comments:**

*"This is one of the best libraries I've ever been in, the staff are so welcoming and*

*always there to lend a hand if you need help looking for a book in any section. Our library is such a beautiful and wonderful place for adults and children to learn or just sit down and read. Thank you for all you do to keep it running everyday!!.*" – Google review online.

It is fitting to share a google review from a year ago. We have been dealing with the COVID-19 pandemic and its ramifications for more than 365 days now. It has been an extremely challenging time, partly because nothing was normal. Patrons, until recently, were not able to "just sit down and read".

Staff have prided ourselves on being one of the most welcoming places in our community. It has been difficult to offer less than we wish we could, but we have remained focused on delivering the best possible library service in ways that respect the health and safety of our library users.

As more people are vaccinated, we will be able to return to some of the service models that our patrons have enjoyed in the past. Hopefully by the fall, it will be better for all of us.

Lastly, I thank our dedicated and committed library staff for their kindness and effort to make our patron's experiences the best that it can be.

Please check out all that's happening <http://bit.ly/OSNGUPL-news> at your library!

Additional items as per verbal report:

None

**27-21 Moved by Frank Emptage THAT the Library Board approve the CEO's Report as presented. Carried.**

### **7.3 Financial Committee Report**

#### **7.3.1 Statements and Accounts:**

**28-21 Moved by Bob Droine THAT Library accounts totaling \$54,826.30 for February be approved for payment and further, THAT the Adult Learning Centre's accounts totaling \$23,867.32 for February be approved for payment and further, THAT the Library's and Adult Learning Centre's Financial Statements to February 28, 2021 be received as information. Carried.**

#### **7.3.2 Reserve Accounts:**

**29-21 Moved by Bob Droine THAT the Library Board approve the transfer of \$233.93 from the Poet Laureate CD Project Reserve Account to the Poet Laureate Reserve Account, and further, THAT the Poet Laureate CD Project Reserve Account be closed, and further, THAT Larry Jensen and Rob Rolfe be thanked for this contribution. Carried.**



**30-21 Moved by Bob Droine THAT the Library Board approves the closure of the Ontario Library Capacity Reserve Account and the MCT Capacity Building Grant Reserve Account. Carried.**

**7.3.3 Adult Learning Centre:**

**31-21 Moved by Bob Droine THAT the Library Board approve the transfer of up to \$10,000.00 from the ALC Administration Reserve Account to the ALC 2020-21 operating budget to assist with the extraordinary challenges the program dealt with during this fiscal year. Carried.**

**7.4 Personnel Committee Report**

No report.

**7.5 Property/Building Committee Report**

No report.

**7.6 Library Foundation Committee Report**

No report.

**7.7 Policies and Bylaws Committee Report**

**32-21 Moved by Frank Emptage THAT the Library Board approve Policy L 7 Safety of Children in the Library as revised. Carried.**

**33-21 Moved by Frank Emptage THAT the Library Board approve Personnel Policy L 20 PE 26 Mileage and Vehicle Rental as revised. Carried.**

**34-21 Moved by Frank Emptage THAT the Library Board approve Policy L 34 Social Media as presented. Carried.**

**7.8 SOLS Trustee Council Report**

Frank Emptage updated Board Members on podcasts distributed by SOLS for library board members and their respective councils.

**8. OTHER BUSINESS**

None

**9. STRATEGIC PRIORITIES**

None

**10. RESOLUTION TO MOVE IN CAMERA - STRUCK**

**11. DECLARATION TO MOVE TO THE REGULAR BOARD MEETING - STRUCK**

**12. NEXT MEETING: Regular Board meeting to be held Thursday April 29, 2021 at 6:00 p.m. on Zoom.**

- 13. ADJOURNMENT:** The meeting was declared adjourned at 7:15 p.m.

A handwritten signature in black ink, appearing to be 'A. M.', written over a dotted line.

Chair

A handwritten signature in blue ink, appearing to be 'Michelle Harrison', written over a dotted line.

Secretary