



AGENDA: The Saskatoon Public Library Board Meeting

MEETING DATE: May 20, 2020

MEETING TIME: 4:00 pm

LOCATION: Video Conference

PREPARED BY: Carol Cooley, Director of Libraries & CEO

A. Call to Order

We are meeting on Treaty 6 territory and the homeland of the Métis and that as a Library Board, we affirm our relationship with First Nations Peoples and Métis Peoples of this land.

A.1 Approval of Agenda

Recommended (Move, second)

THAT the agenda of May 20, 2020, be approved as circulated, including any items added to the agenda.

A.2 Previous Minutes

Recommended (Move, second)

THAT the Saskatoon Public Library Board minutes of April 15, 2020, be adopted as circulated, including any revisions to be made.

A.3 Declaration of Conflict of Interest

B. Deputations / Presentations / Public Meeting

In accordance with Saskatchewan's *The Local Authority Freedom of Information and Protection of Privacy Act* (LAFOIPP), The Saskatoon Public Library Board wishes to inform the public that all information including opinions, presentations, reports and documentation provided for or at a Public Meeting, Public Consultation, or other Public Process are considered part of the public record. This information may be posted on the Saskatoon Public Library's website and/or made available to the public upon request.

C. New Business

C.1 Holds Lockers - Purchase

Recommended (Move, second)

THAT the Saskatoon Public Library Board ratifies the expenditure of \$66,000.00 from the IT Reserve.

C.2 Occupational Health & Safety Policy

Recommended (Move, second)

THAT the Saskatoon Public Library Board approve the Occupational Health & Safety Policy as attached.

C.3 Committee Appointments

Recommended (Move, second)

THAT the Saskatoon Public Library Board approve the appointments as outlined in this report.

C.4 Board Skills Matrix

Recommended (Move, second)

THAT the Saskatoon Public Library Board receive this report for information, discussion, and direction.

D. Reports from the Board

D.1 Chairperson Update

D.2 SLTA Report

E. Report from Administration

E.1 Director of Libraries & CEO Report

Recommended (Move, second)

THAT the Saskatoon Public Library Board receive this report for information and discussion.

E.2 Financial Variance Report – Q1

Recommended (Move, second)

THAT the Saskatoon Public Library Board receive this report for information.

F. In-Camera Session

Recommended (move, second)

THAT the meeting move in-camera for the purpose of addressing matters pertaining to Labour/Personnel under Sections 16(1)(c) of LAFOIPP and addressing matters pertaining to Economic/Financial-Land (Section 17(1)(d) and (e) of LAFOIPP.

Board moved in-camera at:

Board moved into public session at:

G. Adjournment

Recommended (Move, second)

THAT the Saskatoon Public Library Board does now adjourn at (time) p.m. to meet again Wednesday, June 17, at 4:00 pm, Frances Morrison Central Library, 311 23rd Street East, Saskatoon or at the call of the Chair.



MINUTES of the

SASKATOON PUBLIC LIBRARY BOARD

The Saskatoon Public Library Board met on Wednesday, April 15, 2020, by teleconference.

Present:	Brett Bradshaw (Chair)	Elise Truscott
	Hilary Gough	John Thronberg
	Cheryl Starr	Markel Chernenkoff
	Elizabeth Kuley	Carol Cooley, Director of Libraries & CEO
	Jim Siemens	Rachel Landriault (note taker)

Regrets:

Guests: Janna Sampson, Director, Strategy & Communications
 Beth Cote, Director, Public Services
 Brad Bird, Director, Reconciliation
 Scott Gregor, Director, Finance & Administrative Services
 Laura Warner, Director, Corporate Services & Facilities

B. Bradshaw, Chair, called the meeting to order at 4:03 pm.

AGENDA

Moved by C. Starr, seconded by E. Kuley **THAT the Agenda of April 15, 2020, be approved as circulated, including any items removed from, or added to the agenda.**

Carried.

Previous Minutes

Moved by H. Gough, seconded by J. Thronberg **THAT the Saskatoon Public Library Board minutes of March 18, 2020, be adopted as circulated, including any revisions to be made.**

Carried.

No declaration of conflict of interest.

DEPUTATIONS/PRESENTATIONS/PUBLIC MEETING

No deputations, presentations or public meeting.

C. NEW BUSINESS

C.1 COVID-19 Update

C. Cooley stated that B. Bradshaw had submitted some questions. Therefore, in addition to the written report, C. Cooley provided the following update.

C. Cooley indicated that the SPL website's home page provided visitors with a link to apply for a temporary library card. This option was advertised in other areas of SPL's website and social media outlets. Also, they obtained paid advertisement for this service on Instagram and Facebook. To date, they issued 597 temporary library cards, and they renewed all existing cards to ensure patrons continue to have access to the Library's resources.

C. Cooley confirmed that Board members could take the 4 Seasons Reconciliation training, which is offered to all SPL staff. Board members can work with R. Landriault to facilitate registration for the training.

B. Bradshaw asked if people could access the WIFI from outside the library branches. C. Cooley responded, yes. L. Warner indicated that the access points were moved closer to the windows to provide a stronger and greater range.

H. Gough stated that the detailed report is appreciated as it provides essential operational updates. She has been working closely with the Safe Community Action Alliance (SCAA) group. It has a stand-alone name, which is the Saskatoon Inter-Agency Response to COVID-19. The conversation of library staff redeployment or working within their role with that community response has been tremendous and very much appreciated by community partners. She believes that the Inter-Agency response has been an excellent opportunity to strengthen and grow new relationships between community agencies and various players who support our community, in particular, the vulnerable residents in our community. The Library's involvement in helping to address issues and solve problems during this crisis has been a great example of that. She thanked C. Cooley for the leadership on enabling staff to take up some of that work and be a part of those partnerships. She also thanked the staff who are doing the work that our community and partners value in serving the residents of our community who need extra support.

C. Cooley thanked H. Gough for her feedback and indicated she would share the appreciation with the SPL employees.

J. Thronberg asked if the pricing issues on ebooks has been resolved. C. Cooley responded, yes, temporarily during the pandemic and added that the publishers have been working with libraries. They have lifted their embargoes and removed the barriers, which was well received by the public library community.

H. Gough asked if there were advocacy efforts underway to track the benefits of the work of publishers in alignment with libraries and make sure that those benefits continue past this crisis.

C. Cooley stated that CULC is still working on that issue. However, the focus has been on operational issues such as layoffs, trying to get people working from home and planning for re-opening.

H. Gough stated that many good interim policy changes are happening in light of this crisis, and she believes that it is essential that as we look to the future, SPL could work towards making some of those changes permanent. To acknowledge the need to serve the population through these types of services all the time and not just during isolation and crisis. She added that if SPL needed any support from the Board or Council to make sure that this is understood or followed-up towards the end of this crisis, she would be happy to support those efforts.

Moved by J. Thronberg, seconded by H. Gough **THAT the Saskatoon Public Library Board receive this report for information.**

Carried.

D. REPORTS FROM THE BOARD

D.1 Chairperson Updates

Nothing to report at this time.

D.2 SLTA Report

J. Thronberg reported that the Libraries Conference was cancelled and that they are figuring out what to do about the SLTA AGM.

E. REPORT FROM ADMINISTRATION

E.1 Director of Libraries & CEO Updates

Nothing to report at this time.

IN-CAMERA SESSION

Moved by J. Siemens, seconded by C. Starr **THAT the meeting move in-camera for the purpose of addressing matters pertaining to Economic/Financial – Land as permitted under Sections 17(1)(d) and (e) of LAFOIPP and matters pertaining to Labour/Personnel under Sections 16(1)(c) of LAFOIPP.**

Carried.

Board moved in-camera at 4:27 pm.

Board moved into public session at 5:46 pm.

Moved by J. Thronberg, seconded by C. Starr **THAT *the Saskatoon Public Library Board ratify the Memorandum of Agreement (MOA) pertaining to Casual Employee layoffs as presented.***

Carried.

ADJOURNMENT

Moved by E. Kuley, seconded by H. Gough **THAT the Saskatoon Public Library Board does now adjourn at 5:50 pm to meet again on Wednesday, May 20, 2020, Frances Morrison Central Library, 311-23rd Street East, Saskatoon or by teleconference at the call of the Chair.**

Carried.

DRAFT



REPORT TO: Saskatoon Public Library Board
MEETING DATE: May 20, 2020
SUBJECT: Holds Lockers
PREPARED BY: C. Cooley

A. Recommendations

THAT the Saskatoon Public Library Board receives this report for information;

AND that the Saskatoon Public Library Board ratify the expenditure of \$66,000.00 from the IT Reserve.

B. Background

The COVID 19 Pandemic creates significant challenges to materials handling and circulation. Library patrons have had no access to collections since March 13th.

Our reopening plans are under development, and we are taking a phased-in approach. Given the restrictions on gatherings and physical distancing requirements, we know that we will have to limit the number of people accessing library facilities. We also know that our stacks will remain closed to the public for some time after we are given the green light to reopen.

One of the strategies we have developed to connect patrons with physical materials is the use of holds lockers. As outlined in the attached report, holds lockers allow us to distribute books safely and maintain social distancing.

We anticipate that we may be in the position to offer this service in the summer, and, in preparation, we ordered two sets of lockers. We require funds from the IT reserve for this purchase and ask that the Board ratify the expenditure.

The current balance in the IT reserve is \$1,655,000.

C. The Saskatoon Public Library Strategic Plan

Goal#3 – Connecting Communities

Goal #4 – Preparing for the future

D. Budget Impact

E. Attached

1. Holds Lockers Report

Respectfully submitted,

Carol Cooley, CEO



REPORT

Holds Lockers

Report To: Carol Cooley
Date: 2020-04-30
Prepared By: Laura Warner

A. Recommendations

That this report be received for information.

B. Background

The closure of libraries due to the COVID-19 pandemic has impacted the community. Library users no longer have access to SPL as a physical facility, a digital access point or a source of items for information, literacy, and entertainment.

Using holds lockers, when the time is right, SPL can begin materials handling in a controlled manner.

Installing holds lockers in the lobbies of Frances Morrison and Alice Turner branch can be executed without significant electrical or carpentry work. Wires for data and power can be drawn to the machine's temporary set up. When the time is right, the lobbies can be opened for short periods for patrons to come down and collect their holds while physically distancing.

After surveying multiple vendors, only bibliotheca, D-Tech, and P.V. Supa offered the compatible hardware. An extensive list of requirements was developed, and each vendor's product was measured against those requirements. Interviews were conducted with each vendor's references. Factoring in all the requirements, references, and cost comparisons, D-Tech was the preferable vendor.

Following the pandemic, these devices will be redeployed to other locations where they can be continued to be accessed by the community.

C. Alignment with Strategic Plan

Goal #3 – Connecting Communities

Goal #4 – Preparing for the future

D. Budget Impact

Capital costs for two (including tax, delivery and installation): \$61,268.00

Operating warranty costs for two: \$4,664.00

E. Attached

N/A



REPORT TO: Saskatoon Public Library Board
MEETING DATE: May 20, 2020
SUBJECT: Occupational Health & Safety Policy
PREPARED BY: C. Cooley

A. Recommendations

THAT the Saskatoon Public Library Board receives this report for information;

And that the Saskatoon Public Library Board approve the Occupational Health & Safety Policy as attached.

B. Background

SPL has been actively engaged in reviewing, revising and developing procedures, regulations, bylaws and policies. As part of that review, the Occupational Health & Safety Policy was revised.

Under normal circumstances, the draft policy would be reviewed by the Governance Committee. At our April 15th meeting, the Board agreed that policies would come directly to the Board for the foreseeable future. Also, as discussed, the Board agreed that they could adopt policies on an interim basis and send them back to the Governance Committee for review once we return to normal or near-normal circumstances.

C. The Saskatoon Public Library Strategic Plan

Goal 4: Preparing for the Future

D. Budget Impact

E. Attached

1. Occupational Health & Safety Policy - Draft

Respectfully submitted,

Carol Cooley, CEO



Occupational Health & Safety (Interim) POLICY

- Governance Policy** (Approved by Saskatoon Public Library Board)
- Operational Policy** (Approved by CEO)

Date Effective: Click or tap to enter a date.

Date Last Reviewed or Revised: 2020-04-09

Review Cycle: Annually by Manager, Human Resources

Purpose

Saskatoon Public Library's *Occupational Health & Safety Policy* provides the terms and conditions to build and maintain a safe and healthy working environment for all Personnel and Patrons.

Policy Statement

Prevention is the first line of defence when it comes to safety in the Workplace. The Employer will focus on preventing injuries and illnesses by providing the necessary work safety training and instruction. Personnel are expected to perform their duties and responsibilities in a safe and healthy manner, and are accountable for their own health and safety, and that of others.

Employee Rights

Introduction

The Saskatchewan Employment Act and *The Occupational Health and Safety Regulations, 1996* are available for your [reference online](#).

Legislation gives employees the following rights:

- 1) The **right to know** the hazards at work and how to control them.
- 2) The **right to participate** in identifying, assessing, eliminating and controlling Workplace hazards.
- 3) The **right to refuse** work they believe is unusually dangerous.

Responsibilities

Executive Team/Senior Managers

- 1) Provide a statement of policy relating to the health and safety program.

- 2) Understand and enforce the Policy as well as the Legislation.
- 3) Maintain overall responsibility for the health and safety of Personnel and Patrons.
- 4) Ensure the Policy is administered and enforced in all areas.
- 5) Ensure that all employees are aware of and effectively practice the Policy, and follow health and safety regulations and procedures.
- 6) Provide information, instructions and assistance to Managers in order to protect the health and safety of all employees.
- 7) Provide Managers with proper, well-maintained tools and equipment.
- 8) Provide ongoing health and safety education or training programs.
- 9) Monitor departments and projects and hold them accountable for their individual health and safety performance.

Manager, Human Resources

- 1) Stays abreast of current Legislation and recommends Policy revisions as required.
- 2) Administers and reviews the Policy on an annual basis.
- 3) Brings occupational health and safety issues forward to the Executive Team.
- 4) Identifies and implements any necessary safety training as outlined in the Legislation.
- 5) Ensures any Workers' Compensation Board forms are submitted to the WCB within five days.

Managers & Supervisors

- 1) Co-operate with OHC members.
- 2) Provide instructions to employees about safe work procedures.
- 3) Ensure that new employees receive detailed safety instructions before they are allowed to start work.
- 4) Provide an example for others by always directing and performing work in a safe manner.
- 5) Work in cooperation with others in determining safe practices, enforce their observance, and develop procedures for dealing with violations and general safety and incident prevention.
- 6) Know and apply the Policy and relevant Legislation.
- 7) Conduct regular inspections for unsafe practices and conditions and ensure prompt corrective action.
- 8) Investigate reported health and safety concerns, and recommend corrective action.
- 9) Report all incidents immediately, investigate all incidents fully, and advise management on how to prevent similar incidents in the future.

- 10) Hold regular safety meetings to review safety conditions and general safety policies.
- 11) Accompany the government inspector during inspections.
- 12) When a work-related injury occurs, fill out a Workers' Compensation Board Employer's Initial Report of Injury (E1) form. Also fill out a City of Saskatoon Investigation Report with the injured employee. See the *WCB Claim & Investigation Report Procedure* for more details.
- 13) Arrange for medical treatment as required, including transportation to a doctor or hospital as necessary.

Personnel

- 1) Read, understand and comply with the Policy, safe work practices and procedures.
- 2) Follow safe work practices and procedures in compliance with Legislation.
- 3) Participate in education and training.
- 4) Report any incidents, near misses, injuries or illnesses.
- 5) Use the correct tools and equipment for the job.
- 6) Keep tools and personal protective equipment in good condition or replace when necessary. Report any defects in tools and equipment.
- 7) Suggest ways to eliminate hazards or control risk.
- 8) Co-operate with OHC members and representatives.
- 9) When a work-related injury occurs, fill out a Workers' Compensation Board Worker's Initial Report of Injury (W1) form. Also fill out a City of Saskatoon Investigation Report with the Supervisor or Manager. See the *WCB Claim & Investigation Report Procedure* for more details.

Occupational Health & Safety Committee

The Legislation requires that a joint health and safety committee be established at a Workplace at which ten or more workers are regularly employed.

- 1) The committee will be co-chaired by a member representing workers and a member who exercises managerial functions.
- 2) At least half of the members of an occupational health committee must represent workers other than workers connected with the management of the place of employment.
- 3) The Library will pay the joint health and safety committee members while they are carrying out their duties.

The OHS will:

- 1) Meet at least four times per year or once every three months.
- 2) Help management establish and promote occupational health and safety training and procedures.
- 3) Help employees identify and eliminate or control hazards.

- 4) Make recommendations to the Employer for improving Workplace health and safety.
- 5) Talk with employees about health and safety concerns and help them resolve them.
- 6) Help employees comply with Legislation.
- 7) Conduct Workplace inspections at each SPL location.
- 8) Conduct investigations into any work refusals.
- 9) Deal with the occupational health and safety concerns of employees.
- 10) Send minutes of meetings to Branches and make them available to the Employer and employees.

Definitions

In this Policy:

- 1) **"Employer"**: Saskatoon Public Library Board.
- 2) **"Executive Team"**: SPL's CEO; Director, Public Services; Director, Corporate Services & Facilities; Director, Finance & Administrative Services; Director, Strategy & Communication; and Director, Reconciliation.
- 3) **"Legislation"**: *The Occupational Health and Safety Regulations, 1996 (Saskatchewan)* and *The Saskatchewan Employment Act*.
- 4) **"OHC"**: SPL's Occupational Health & Safety Committee.
- 5) **"Patron"**: Any person other than SPL Personnel using the Library and its services.
- 6) **"Personnel"**: SPL's term, part-time and full-time employees, pages, casuals, security guards, contractors, consultants, Board, and volunteers (Friends of the Saskatoon Public Library).
- 7) **"Policy"**: *Occupational Health & Safety Policy*.
- 8) **"Workplace"**: Any SPL-owned facility.
- 9) **"SPL"**: Saskatoon Public Library.



REPORT TO: Saskatoon Public Library Board
MEETING DATE: May 20, 2020
SUBJECT: Board Committee Appointments
PREPARED BY: Carol Cooley

A. Recommendations

That the Saskatoon Public Library Board approve the Board Committee appointments as outlined in this report.

B. Background

Board Committee appointments were made in January 2020. The attached Committee list outlines the 2020 appointments.

C. The Saskatoon Public Library' Strategic Plan

Goal #4 - Preparing for the future.

D. Budget Impact

N/A

E. Attached

1. Board Committee and Other Appointments 2020
2. Terms of Reference - Governance Committee
3. Terms of Reference – Personnel & Nominations Committee

Respectfully submitted,

C. Cooley

Signature

Finance & Budget Standing Committee (full Board)

- Brett Bradshaw, Chair
- John Thronberg, Vice Chair
- Councillor Hilary Gough
- Cheryl Starr
- Elizabeth Kuley
- Jim Siemens
- Elise Truscott
- Markel Chernenkoff

Governance Standing Committee

- John Thronberg, Chair
- Councillor Hilary Gough
- Elizabeth Kuley

Personnel and Nominations Standing Committee

- Brett Bradshaw, Chair
- Cheryl Starr
- Jim Siemens

Buildings & Grounds Committee (Full Board per March 2018 Board Meeting)**Liaison Roles**

Friends of the Library – Cheryl Starr

Saskatchewan Library Trustees Association (SLTA) – John Thronberg

Committee: *Governance Committee*

Type of Committee: *Standing Committee*

Date Approved: January 20, 2016

Date Revised: November 20, 2019

Purpose

The Governance Committee exists to assist the Board in developing and maintaining effective governance documents and processes.

Membership, chair and secretary

The committee will consist of no fewer than 3 and no more than 4 Board members, to be appointed annually by the full Board.

The vice chair of the Board will normally chair the committee.

The chair of the Board is a voting member, *ex officio*, in accordance with the Bylaws.

The CEO is secretary to the committee (non-voting) in accordance with the Act.

Meetings

The committee will meet at least 2 times per year, and at the call of the committee chair or at the request of the CEO or of any member.

Meetings are held in closed session. Board members who are not members of the committee may attend with voice but no vote. At the discretion of the committee, resource officers and external consultants may be invited to attend and to assist in the discussion and consideration of matters before the committee.

In accordance with the Bylaws, quorum is 2 members. The Board chair, as an *ex officio* member, may be counted for the purpose of quorum.

Accountabilities and Responsibilities

1. To review the SPL Board's bylaws, committee structure, committee terms of reference, and governance resolutions on a regular basis, to ensure that they are current, relevant, and reflective of sound governance practices, and to recommend any proposed changes to the Board for approval.

2. To develop a succession plan and role descriptions for the chair and vice chair and to develop role descriptions for committee chairs.
3. To identify and/or create opportunities for Board education and development that include:
 - a. reinforcement of expectations for Board member conduct and responsibility;
 - b. opportunities for strategic planning, generative thinking and risk identification;
 - c. education on current trends and developments relating to Saskatoon Public Libraries and to public libraries in general.
4. To develop a process for the annual self-evaluation of the Board, and to ensure the process is carried out and the results communicated to the Board.
5. To develop, in consultation with the CEO and the Board, a process for strategic planning for the library that engages the library's staff, Board and stakeholders.

Related policies and documents

- City of Saskatoon Council Policy on *Appointments to Civic Boards, Commissions, Authorities and Committees* and related procedures.
- The following Board Governance Resolutions:
 - Role and procedures for selection of the Board chair and vice chair*
 - Board self-evaluation and peer evaluation procedures*
 - Board agenda and use of the consent agenda

* to be determined

BOARD COMMITTEE TERMS OF REFERENCE

Committee:	<i>Personnel and Nominations Committee</i>
Type of Committee:	<i>Standing Committee</i>
Date Approved:	November 16, 2016
Date Revised:	November 20, 2019

Purpose

The Board and its committees do not involve themselves directly in management of Library's employees (except the Director of Libraries and Chief Executive Officer, hereafter "the CEO"). Rather, the Board exercises oversight, ensuring that appropriate, effective and current policies, processes and plans are in place to guide the CEO's management of the human resources of the Library. The Personnel and Nominations Committee has also been charged with responsibility for evaluation and emergency succession procedures for the position of CEO in addition to evaluation, recruitment, nomination and orientation of new Board members.

The Personnel and Nominations Committee exists to assist the Board in this oversight role, and to recommend any new or revised policies for approval.

Membership, chair and secretary

The committee will consist of no fewer than 3 and no more than 5 Board members, to be appointed annually by the full Board on the recommendation of the Governance Committee. The chair of the Board is a regular voting member of the committee and will normally serve as its chair.

The CEO is secretary to the committee (non-voting) in accordance with the Act.

Meetings

The committee will meet at least 2 times per year, and at the call of the committee chair or at the request of the CEO or of any member.

Meetings are held in closed session. Board members who are not members of the committee may attend with voice but no vote. At the discretion of the committee, resource officers and external consultants may be invited to attend and to assist in the discussion and consideration of matters before the committee.

In accordance with the Bylaws, quorum is 2 members. The Board chair, as an *ex officio* member, may be counted for the purpose of quorum.

Accountabilities and Responsibilities

Policy and Procedure Development

1. To review and make recommendations to the Board through the Governance Committee regarding development of and revisions to human resource policies including, but not limited to, policies concerning employee recruitment, orientation and ongoing training, performance review, compensation and benefits, workplace harassment, vacation and leave provisions, and succession planning.
2. To make recommendations to the Board concerning the adoption or revision of policies related to the health and safety of employees, including the policy on workplace violence, and to review, revise and approve the workplace violence program in consultation with the Library's Occupational Health and Safety Committee.
3. To ensure that salary ranges and benefits recommended to the Board for approval are competitive.
4. To develop procedures for the regular evaluation of the CEO.
5. To develop procedures for emergency succession planning for the senior leadership of the library.

Planning

6. To exercise oversight in the development of human resources plan and other related plans and programs that will assist in achieving the Library's strategic objectives, including its objectives for a diverse and representative workforce.

Advice and Oversight

7. To provide advice and support to the CEO on human resource issues that the CEO may bring to the committee, including Collective Bargaining.
8. To receive reports concerning senior staff appointments, suspension or removal of employees, and concerning legal action or investigation relating to the Library's role as employer.
9. To receive reports about the Library's compliance with statutes and regulations that govern such matters as environmental protection, intellectual property, privacy, and occupational health and safety, and to identify and bring to the attention of the Board any perceived risks.

Board/Committee Liaison

10. To provide leadership to the Board in understanding the human resource policies, collective agreements, and employment contracts to which the Board is a signatory.
11. To protect the confidentiality of matters before the committee, in accordance with legislation and with due regard for the privacy of employees and patrons.
12. To report to the next regular meeting of the Board after each meeting of the committee.
13. To review the committee's terms of reference every three years at a minimum, and to make recommendations for any change to the Governance Committee.
14. To review the CEO's position profile on a regular basis and make recommendations to the Board for any changes.
15. To perform such other functions as the Board may assign.

Board Recruitment

16. To maintain a matrix of the skills, strengths and diversity that the Board as a whole should have, and to identify potential candidates to apply to serve on the Board.
17. To identify the desired attributes of new appointments based on the matrix of skills, strengths and diversity, and provide this input to Council.
18. To receive applications from the City Clerk's office and undertake a formal review of candidates including interviewing shortlisted candidates.
19. To make recommendations to the Board based on the formal review and to submit Board's approved recommendations to the City Clerk's office for Council's consideration.
20. To provide a comprehensive orientation to new members of the Board.

Related policies and documents

- Collective agreement between SPL Board and CUPE Local 2669
- The Local Authority Freedom of Information and Protection of Privacy Act
- SPL handbook of Administrative Practices*
- Board member orientation, education and development*
- Board skills, strengths and diversity matrix*
- The following Board Governance Resolutions:
 - CEO Position Profile
 - CEO Evaluation and Emergency Succession Planning

*in progress



REPORT TO: Saskatoon Public Library Board
MEETING DATE: May 20, 2020
SUBJECT: Board Skills, Strengths & Diversity
PREPARED BY: C. Cooley

A. Recommendations

THAT the Saskatoon Public Library Board receive this report for information, discussion, and direction.

B. Background

As part of the process for recruiting new members, the Library Board completes the Skills, Strength and Diversity matrix. The results are compiled and sent to the City Clerk's office and are included in the advertisement for new Board Members. The results also guide the Board in seeking out members of the community and encouraging them to apply. Also, they inform the interview process.

The Board completes the matrix in the spring.

The Personnel & Nominations Committee prepares a report based on outcomes and sends it to the City Clerk's office on behalf of the Board.

C. The Saskatoon Public Library Strategic Plan

Goal #4 - Preparing for the future.

D. Budget Impact

E. Attached

1. Skills, Strength & Diversity Matrix

Respectfully submitted,

Personnel & Nominations Committee

BOARD SKILLS, STRENGTHS AND DIVERSITY MATRIX

The Board as a whole should comprise a broad cross-section of the indicated competencies, should include connections with key communities, and should reflect the diversity of the library's broader community.

BOARD MEMBER	A	B	C	D	E	F	G	H	I	
Competencies (skills, experience, professional expertise and/or recognized qualifications)										
Accounting /Financial Management										
Legal										
Human Resources Management										
Governance (profit or non-profit)										
Strategic Planning, Research										
Intercultural Competency										
Marketing/communications										
Technology /Business Systems										
Capital Projects										
Public Policy/Government Relations										
Fundraising										
Community Development/Planning										
Literacy Advocacy										

Connections										
Indigenous Community										
Early Years										
K-12 sector; youth										
Post-Secondary Sector, Adult Education										
Non-Profit Sector										
Saskatoon business community										
Government (municipal, provincial, federal)										
Philanthropy										
Arts and Literary Community										
Cultural Communities										

Representation and diversity										
Gender (specify)										
Indigenous person (Y/N)										
Member of a Visible or Linguistic Minority (Y/N)										
Person Differently Able (Y/N)										
Other (specify)										

*In addition, every person seeking membership on the SPL Board should bring certain **qualities**:*

- A reputation for personal integrity;
- A willingness to listen carefully and understand others' views;
- An ability to think independently and conceptually and to analyze effectively;
- An openness to learn and to adapt to change;
- A commitment to holding themselves and others accountable;
- An ability to contribute to helping the Board develop trust and consensus;
- An ability to 'take the long view' in providing oversight and direction and in anticipating future threats and opportunities;
- A willingness to advise and mentor new members and to build partnerships;
- A passion for building a better community and a commitment to the values and vision of the Library.

How to complete the matrix

Board members should complete their column of the skills matrix at the time they join the Board. In completing the matrix, a scale of 0-3 should be used:

For the competencies:

3	Professional expertise, would be comfortable advising on this area.
2	Basic working knowledge, understand the area sufficiently to contribute effectively.
1	Rudimentary or minimal understanding
0	No knowledge or experience in this area.

For the connections:

3	Working in this sector or community.
2	Strong connections to this sector or community.
1	Some connections to this sector or community
0	No connections to this sector or community



REPORT TO: Saskatoon Public Library Board
MEETING DATE: May 20, 2020
SUBJECT: Director's Report
PREPARED BY: C. Cooley

A. Recommendations

THAT the Saskatoon Public Library Board receives this report for information and discussion.

B. Background

1. Our internal task force is developing a reopening plan. The Plan will take a phased-in and flexible approach allowing us to respond to external circumstances as necessary.
2. I'm participating in the Canadian Urban Library Council's Task Force Working Group for Information Services (public services). Other working groups include HR, Built Environment, Collections, Technology and Programming, among others. Our goal is to have a report by the end of May that Libraries can use to guide their reopening plans.
3. I'm also working with the City and other Boards. We're seeking to coordinate some of our efforts and safely reopen Saskatoon.
4. The Saskatchewan Integrated Library System (SILS) will discuss our reopening plans at our May meeting. Other than providing a joint integrated library system (Polaris), the primary function of SILS is province-wide holds. That service won't be up and running until much later and likely not this year. All members need time to reopen their own systems, and we need some of the rules to change (physical distancing & limits on group sizes) before we would be able to respond to the demands that holds shipping places on our resources.
5. In addition to the attached report on services during the pandemic, we have:
 - Adjusted our spending on digital resources to respond to increasing demands.
 - Distributed 90 Chromebooks throughout the community.
 - Ordered two sets of holds lockers in preparation for future services.
6. In the past two weeks, I participated as a member of the University Senate and as a member of the Committee reviewing the Dean of Libraries.
7. During the week of May 11-15, we were implementing a clean desk and shared spaces policy. All desks will be cleared of clutter for sanitizing; kitchen items will be removed and stored so they can be thoroughly cleaned. Since our closure, we have also been thoroughly cleaning other areas of the library. CUPE 59 members who do not usually work in the library will be engaged in this project.
8. At the end of May, I will visit all sites with the Director, Corporate Services and the Manager, Facilities, to develop plans to adjust the built environment. Adjustments would include installing plexiglass, blocking off portions of the library, adjusting workstations, preparing computer areas etc.

C. The Saskatoon Public Library Strategic Plan

Goal #3 – Connecting Communities

Goal #4 – Preparing for the future

D. Budget Impact

E. Attached

1. Public Services Report

Respectfully submitted,

Carol Cooley, CEO



REPORT

Public Services During COVID-19

Report To: Carol Cooley

Date: 2020-05-08

Prepared By: Stephanie Kurmey, Senior Manager, Central Access and
Beth Côté, Director, Public Services

A. Recommendations

That this report be received for information.

B. Services and Programs

The Saskatoon Public Library has been providing public service continually since closing all physical locations as of Monday, March 16, 2020. The two main components of these services have been Reference Service (phone, email and chat), Virtual Use and Borrowing, Online Programming, and Vulnerable Sector work with partners.

Reference and Virtual Use Service

Statistics March 17- May 5

2599 Reference questions in total

632 Technology help questions

754 Directional or community referral questions

948 New online patron registrations

Use of Digital Items

Statistics March 17- May 5

1481 Total checkouts

66 Average new users per day (200% increase from before closure)

	New Users			Checkouts		
	Overdrive	Cloud	Hoopla	Overdrive	Cloud	Hoopla
Daily average March 1-16 (before closure)	9	6	6	689	124	182
Daily average March 17-May 5 (during closure)	36	14	16	1067	181	233

Phone Service

Statistics March 17 - May 5

See above – no separate statistics for phone service

Hours

Monday – Saturday 10 am – 6 pm, beginning March 17, 2020

Employee Involvement

Senior Library Service Associates

Neighbourhood Librarians

Reference Librarians

Library Service Associates

Central Service Associates

Information Technology Services Employees

Overview

Due to the availability of employee laptops and a phone system accessible through Skype for Business, we were able to offer phone service to the public remotely, without interruption. Phones were initially answered by Senior Library Service Associates with help from Neighbourhood Librarians and Reference Librarians. Library Service Associates/Central Service Associates are now being trained to assist. This service is an important point of contact for our patrons. In particular, it has been invaluable for the vulnerable sector of our city. For those who do not have access to technology, this may be their only source of information. It is equally important to provide a friendly voice for those in isolation.

Stories

- Very early on, a parent called concerned about their adult child's mental health and not having the library as a regular place to visit. I wanted to take the time with this family to give them some tools, resources and some reassurances. I was able to engage with them in a very humane manner and

give them specific information for both the Outreach Workers and some online SPL resources. They thanked me numerous times. I felt as if I had made a positive impact on someone's life. It was very gratifying and the best part of my week.

- A senior patron who regularly called while we were open continues to call asking reference questions. They enjoy talking, so they have numerous questions per week.
- Two-parent/household families were trying to access library card info for their children for homeschooling.
- A senior wanted to pay their phone bill with a cheque and was unable to leave the house, had no credit card, and the company only accepted auto withdrawals from banks and credit cards - 1 hour 10-minute call.
- Answering reference questions ranging from cooking questions, geographical questions, finding obituaries online, consumer reviews and local City of Saskatoon services.
- I was able to show an elementary classroom teacher what SPL had to offer in the way of access to ebooks at students' reading levels. Three-quarters of his class then went on to make use of our online collection to keep reading and have a book available for their new online assignments for school.

Email (AskUs) from March 17 – May 5, 2020:

Statistics

2080 Total emails (double the usual volume)

Hours

Monday – Saturday 10 am – 6 pm, beginning March 17, 2020

Employee Involvement

Reference Librarians

Neighbourhood Librarians

Community Librarians

Welcoming Initiatives Librarian

Overview

The AskUs email service was also continually offered during the closure. The Reference Librarian received aid from the Neighbourhood Librarian, CL and Welcoming Initiatives Librarians to answer the increased volume of questions. The majority of the questions are new Patron registrations and library account questions. There are also many technology questions, which often require in-depth follow-up.

Stories

- We did a new card registration, and the patron wrote back: "I really appreciate the quick turnaround and your dedication to granting the community access to free content. Have a great week".
- Helping a patron with Overdrive and their Android tablet. The email turned into three to help this elderly couple sort out the issue. On the last phone call, I was working with the husband while the wife was out for a walk. During this call, we fixed the error, and the husband was extremely grateful that he could surprise his wife when she returned. He said his wife loved reading and was missing it. We made his day.

Chat from April 20 (new service):

Statistics up to May 5

284 Total chat sessions

Hours

Monday – Saturday 10 am – 6 pm, beginning March 20, 2020

Employee Involvement

Senior Library Service Associates
Neighbourhood Librarians
Reference Librarians
Community Librarians
Welcoming Initiatives Librarian
Library Service Associates
Central Service Associates
Information Technology Services Employees
Marketing and Communications Employees

Overview

Offering a chat service was a future project to be planned over the summer and implemented in the Fall of 2020 on the new SPL website. The closure of the libraries moved this timetable ahead considerably. Within two weeks of ensuring the software worked on the existing webpage, Neighbourhood Librarian and Reference Librarians had the service running live on April 20. They then developed training for the other Librarians, Senior Library Service Associates and Library Service Associates/Central Service Associates. This service is a valuable communication tool as it has the immediacy of a phone call with the more technical aspects of email. The majority of the questions are requests for help using our digital resources and our website. There are also in-depth reference questions being asked.

Stories – Example chat questions

- Hi, I'm interested in urban farming. Backyard farming? Do you have anything on that?
- I am looking for an article about the Sask Water Supply Board announcing the sale of lots for the Blackstrap Recreation Development in 1968.

- Hi, I'm trying to locate a copy of the 1935 StarPhoenix obit for my grandmother.
- Hi! I would like to access a digital copy of the most recent consumer report, specifically for stove oven ratings. Can you guide me to a source?
- I just saw an email from our school librarian, and I am interested in setting up a scavenger hunt for my grade 5/6 class.
- How can I get books for my 1st graders to read?
- Hi! I am looking for some online language learning programs. Do you have any recommendations?
- Is it possible to find StarPhoenix Sports articles from the 1950s?
- I am trying to discover what the circulation numbers of the StarPhoenix were between 1930 and 1950.

Online Programming

Statistics March 17- May 5

Program	Number	Total Attendance*
Boredom Busters	19	3007
Daily Doodles	18	694
Dance Party	17	1204
Deep Reads Book Club	1 Club	53
Light & Bright Book Club	1 Club	68
History Mystery	3	1009
Saskatoon Slideshow	1	125
Puppet Show	1	42
Storytime	18	4735
TOTAL	79	10,937

*Note: Total attendance refers to online views. The online statistics will increase over time, as all programs are available on social media, including YouTube, and free to view at any time.

Employee Involvement

Programming Librarians
 Senior Library Service Associate
 Programming Associates
 Special Collections Librarian, Local History
 Special Collections Assistants
 Information Technology Employees

Stories

- A grandparent who hasn't been able to see their grandchildren watches our Storytimes online every day, at the same time as the kids. They Facetime to share the experience and they say it's been a lifesaver for them and their children.

- Many parents have reported that their kids are recording their Storytime videos! They carefully choose books and songs. One parent said that this has really improved their child's reading skills!
- A friend they have not spoken to in years contacted one programmer: "it's been a long time, but we found your Storytimes on YouTube, and my kids just love them. [My child] has been asking what your favourite colour is and when we're going to your house!"
- A message from a parent: "You are making my day. I just drank a full coffee while it was still hot AND ate a muffin without having to share it. [My child] is currently pretending to be [a library programmer] and is reading stories to [their younger siblings]. We also had to instate a rule where we can only watch [the SPL programmer] once a day."
- From an employee: "I have been unable to see my Grandma at her care-home other than through the window, so her personal care nurse has been showing her my Storytime videos, which she told me she enjoys a lot. She's very excited for grownup Storytimes as well."
- The COVID-19 archive grew out of requests from community members. So far, many community members seem excited to be contributing to it, with particular enthusiastic feedback from the Lighthouse and Food Bank in terms of wanting to share reflections.
- From a parent: "We've enjoyed the SPL Storytimes in person, and having this continue online is amazing! At this time of closures, any kind of continuity is critical for my kids."
- One parent told us that their two children watch everything from the library every day. The kids make up their own stories and do the crafts. The parent appreciates that they can give the kids "quality screen time."
- Several teachers have told us that they're using SPL's programming videos in their virtual classrooms!
- From a parent: "I have a young family, and as we transitioned to our new Covid19 reality of physical distancing, I immediately sought out routine and online resources to fill our days. We frequent the SPL to borrow books and attend the scheduled children's activities, and we have been so thankful for how SPL has been able to pivot their in-person offerings for our children. Our favourites are the daily Storytimes, the dance party playlists, and the new boredom busters. They provide great activities."
- "As a Saskatoon mom, I'm proud of how our city has pivoted and adapted to our current reality. The quality and range of resources being offered by the SPL are meeting a real need at this moment. Thank you for your commitment to our families, your continued creativity, and for being what

Saskatoon needs right now. Keep up the fantastic work of providing consistency, friendly faces, and creative outlets during this time.”

- Indigenous author Richard Van Camp shared our Storytime with one of his books on his Facebook page.
- Special Collections employees have been helping various patrons and organizations with photos and information, including the City Archives, and the Saskatchewan Sports Hall of Fame.
- One patron was so thankful for help from Local History, they asked for information on how to donate to the library.

Activity Kits for Vulnerable Children and Youth

Statistics April 21- May 8

297 Kits for 218 families

971 Youth and children served

80 Youth and children per day of packing

Hours

Monday – Friday 9 am – 5 pm, beginning April 21, 2020 (with public donation days on Fridays starting April 17, 2020)

Location

Rusty Macdonald Library meeting room and auditorium

Employee Involvement

Welcoming Initiatives Librarian

Outreach Workers

Senior Library Service Associates

Central Service Associates

Library Service Associates

Circulation Associates

Facilities Support Assistant

Commissionaires

Delivery Contractors

Overview

In partnership with the Interagency Response to COVID-19 and working with READ Saskatoon and other agencies that serve youth, children and families in Saskatoon, SPL has set up a donation centre for activity kit items that have been requested by youth, children and their families. The donation centre is also a kit packing point for activity kits that include purchased items and other printed material for children and youth supplied through the partnership. SPL employees are working to collect referrals for families, plan kits for different age groups, sort and organize materials and pack kits for delivery to the partnering agencies for distribution to Saskatoon families.

As part of the work SPL is doing with the Interagency Response to COVID-19, SPL Delivery Contractors have been working with the group to deliver food kits to people who need them as well. SPL is also working with the group to support vulnerable older people and is planning further support with this group.

Stories

From partner organizations: Families were giving feedback that they were thrilled with their kits and were incredibly thankful. They also have commented on the quality of the items in the kits.

C. Alignment with Strategic Plan

Goal #1 – Inspiring learning, discovery & creation

Goal #2 – Honouring Indigenous perspectives

Goal #3 – Connecting Communities

D. Budget Impact

Operating within existing programming and operating budgets.

E. Attached

N/A

Operating Variance Report

Actuals, as of Mar 31, 2020

Area	2020 Approved Budget	2020 Budget YTD - Mar	2020 Actuals YTD - Mar	2020 - Mar \$ Variance	2020 - Mar % Variance	Q1 Variance
Property Levies	\$ 26,198,800	\$ 67,500	\$ (14,934)	\$ (82,434)	-22.1% Unfavourable	<u>Deficit Item:</u> Supplementary Property Levy - controlled by City Hall.
Province of Saskatchewan	\$ 667,500	\$ -	\$ -	\$ -	0.0% Favourable	
Misc. Revenue	\$ 326,500	\$ 81,625	\$ 108,544	\$ 26,919	133.0% Favourable	
Total Revenue	\$ 27,192,800	\$ 149,125	\$ 93,610	\$ (55,515)	62.77% Unfavourable	
Admin & Support	\$ 4,700,000	\$ 1,175,000	\$ 1,008,115	\$ 166,885	85.8% Favourable	<u>Surplus Items:</u> +Labor Relations and Special Services + Marketing Promo Items + Budget for Items that are a 1 time annual pmts (Insurance, Annual Audit, long service awards) + Freight - Mar invoice not processed. + Supplies + Car allowance <u>Deficit Items:</u> - Salary variance -Various items
IT Services	\$ 1,157,200	\$ 289,300	\$ 313,150	\$ (23,850)	108.2% Unfavourable	<u>Surplus Item:</u> + Computer Hardware <u>Deficit Items:</u> - Annual subscriptions- more are renewed in Q1 - Computer Expenses - Various Items
Collections	\$ 3,234,100	\$ 808,525	\$ 670,119	\$ 138,406	82.9% Favourable	<u>Surplus Items:</u> +Books + Electronic + Audio Visual <u>Deficit Item:</u> - Annual Periodicals
Public Services	\$ 9,860,000	\$ 2,465,000	\$ 2,481,274	\$ (16,274)	100.7% Unfavourable	<u>Surplus Items:</u> + Salary + Programing <u>Deficit Items:</u> - Circulation Assoc - Casual
Facilities	\$ 3,274,000	\$ 818,500	\$ 764,598	\$ 53,902	93.4% Favourable	<u>Surplus Items:</u> + Fixed Assets + Security - Mar Invoice not processed + Various items
Contributi	\$ 4,967,500	\$ 1,241,875	\$ 1,241,877	\$ (2)	100.0% Unfavourable	
Total Expenses	\$ 27,192,800	\$ 6,798,200	\$ 6,479,133	\$ 319,067	95.3% Favourable	
Net Revenue less Expenses	\$ -	\$ (6,649,075)	\$ (6,385,523)	\$ 263,552	Favourable Surplus	