

## MINUTES of the

### SASKATOON PUBLIC LIBRARY BOARD

The Saskatoon Public Library Board met on Wednesday, April 20, 2022, by video conference.

Present: Brett Bradshaw (Chair) Elise Truscott  
Hilary Gough Carol Cooley, Director of Libraries & CEO  
Cheryl Starr Rachel Landriault (recorder)  
Jim Siemens

Regrets: Markel Chernenkoff, John Thronberg, Heather Kuttai

Guests: Janna Sampson, Director, Strategy & Communications  
Beth Côté, Director, Public Services  
Arin Jorgenson, Director, Human Resources  
Scott Gregor, Director, Finance & Administrative Services  
Sherry Tarasoff, member of the public

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B. Bradshaw, Chair, called the meeting to order at 4:01 p.m.

#### **AGENDA**

Moved by J. Siemens, seconded by C. Starr, **THAT the Agenda of April 20, 2022, be approved as circulated, including any items removed from, or added to the Agenda.**

Carried.

- Added Variance Report

#### **Consent Agenda**

Moved by E. Truscott, seconded by H. Gough, **THAT the Consent Agenda of April 20, 2022, be adopted as circulated, less any items requested for separate review and discussion.**

Carried.

#### **Previous Minutes**

Moved by J. Siemens, seconded by E. Truscott, **THAT the Saskatoon Public Library Board Minutes March 16, 2022, be adopted as circulated, including any revisions to be made.**

Carried.

No declaration of conflict of interest.

#### **B.1 DEPUTATIONS/PRESENTATIONS/PUBLIC MEETINGS**

##### **Sherry Tarasoff Deputation**

S. Tarasoff presented website suggestions to the Board. A copy of her [presentation](#) is attached.

In response to the presentation, the Board informed S. Tarasoff that some of her suggestions were already in progress. SPL Administration would look at the remaining operational items, and the Board's Governance Committee would review items as appropriate.

C. Cooley stated that she had been speaking with the Chair of the Governance Committee about reviewing the document relating to deputations at their next meeting. Administration does not anticipate any issues with converting the deputation form to a web form.

### **C. NEW BUSINESS**

#### **C.1 Board Skills, Strength & Diversity Matrix**

The Board was instructed to complete the Skills, Strength & Diversity Matrix and return it to R. Landriault. The compiled results will be included in the Board's May 18, 2022 agenda package.

Moved by H. Gough, seconded by C. Starr, **THAT the Saskatoon Public Library Board complete the Skills, Strength & Diversity Matrix as directed.**

Carried.

#### **C.2 Long Service Awards**

C. Cooley stated that City Council hosts the event to celebrate employees from Boards, Corporations and the City. If the Board decides to continue participating in the City's Long Service Awards event, SPL will establish a mechanism to ensure Board attendance. If they choose to opt out, this Board would be the only one not in attendance. No matter the Board's decision, SPL would continue with their internal celebration on SPL Day because it's an opportunity for all SPL employees to celebrate their colleagues.

The Board thought it appropriate to let employees choose if they wanted to participate in the City's event. If they participate, some members of SPL Administration and the Board will attend.

Moved by J. Siemens, seconded by E. Truscott, **THAT the Saskatoon Public Library Board proceed with Option 1 – Continue to participate in the City's Long Service Awards event.**

Carried.

#### **C.3 Room Rentals**

C. Cooley noted that SPL has not been renting rooms since Covid arrived in 2020 and is preparing to resume rentals on May 1st. They are implementing an online room booking system and identified changes they wish to implement in two phases. The report outlines the initial changes affecting rental regulations in preparation for May 1<sup>st</sup>. She intends to bring further changes before the Board when they are ready to go live with the online booking tool later this year.

C. Starr thanked C. Cooley for following up on her questions about where smudging is allowed. She said that she likes the plan going forward in this regard.

C. Cooley assured the Board that those options would be very clear in the online booking system.

The Board wondered why there was a 50% discount at Mayfair but not at other locations. They also asked what the rental fees were intended for.

B. Cote responded that historically, the building that houses Mayfair was a community centre, and SPL had made an arrangement with the building owners that included a 50% discount for community-based non-profit organizations.

C. Cooley confirmed the intent of charging for room rentals was to recover costs for maintaining the rooms, set-up and wear and tear of the furniture. She informed the Board that they intend to do a more extensive review of their rental process, including fees. SPL wants to ensure the rooms are available to as many community members and groups as possible.

The Board requested, and C. Cooley agreed that SPL would base their fee review on clear principles and values.

Moved by H. Gough, seconded by J. Siemens, **THAT the Saskatoon Public Library Board approve the revised Room Rental Regulations as presented.**

Carried.

#### **C.4 Community-Inspired Service**

C. Cooley stated that Board members who attended the 2019 SPL Day might recall that it was launching the community-inspired service model and sharing it with employees. Unfortunately, the pandemic hit in 2020, forcing SPL to put some of their intended work on hold. One of the reasons for the 2018 reorganization was to prepare SPL to support NCL operations when it opens, breaking away from departments and having too many specialized roles. Also, they were thinking about being able to take on community-inspired work. The community-inspired model, formerly called the community-led model, has been around since the early 2000s. She believes the Board raised questions about it in the past and wanted clarity on the meaning of community-inspired. The Board report demonstrates SPL's perspective on what community-inspired means. She noted that they have been working on this service model for several years and that it will apply to SPL system-wide.

The Board thought the report was helpful and that looking at the community needs first instead of creating services in a vacuum was a great idea.

C. Cooley added that SPL also considers their mandate and strategic priorities.

The Board noted that the pandemic made meeting and engaging with the community in person challenging. They wondered if SPL felt they had to put their plans on hold or whether they were able to continue to engage with the community by adopting a new approach.

C. Cooley said that the extensive community engagement around the NCL demonstrates their adaptability. They learned a lot about reaching out to people during the pandemic. She agreed that although it is great to meet people in person, their online engagement has been very effective. It was easier for the community to engage and participate online, from the comfort of their home, rather than commuting to attend an in-person meeting. In addition, many of her colleagues across the country commented on the depth and breadth of their engagement.

C. Cooley added that SPL met a community need when they started the phone buddy service. They worked with their community partners to identify other needs because many agencies don't have the resources that a public library has. Hence, SPL was in a better position to support them. As a result, she believes many organizations now understand what SPL can do to help them.

B. Côté noted that she's always a bit shy to think about silver linings around the pandemic. It can be difficult for a large organization with established services to find the balance between learning a new way of doing things and continuing the beloved parts of their established services. However, in this case, there was an opportunity for employees to grassroots learn this new way of working with partners and run their services as a library. Although SPL halted their 2019 planned training path, they always considered who the service was intended for and what the need was. They are seeing all the roles they developed in 2018 come into their own and doing that kind of work. They are bringing this document back because they reviewed it and added some of the tools they built during the pandemic.

The Board asked how SPL intended to report the outcomes of their work.

C. Cooley responded that they are developing an employee toolkit and looking into how they will report the outcomes. She expects some will be reported through the strategic plan.

B. Côté left the meeting.

Moved by C. Starr, seconded by E. Truscott, **THAT the Saskatoon Public Library Board receive this report for information.**

Carried.

### **C.5 Occupational Health & Safety Policy**

C. Cooley reported that the Governance Committee reviewed the Occupational Health & Safety Policy on April 6<sup>th</sup>, 2022. SPL restructured their internal OH&S committees and drafted this policy.

A. Jorgenson informed the Board that the revised version would replace the interim policy created in 2020. It clarifies roles and responsibilities, and they removed the operational and logistical details, which now reside in the Committee's Terms of Reference.

A. Jorgenson left the meeting.

Moved by E. Truscott, seconded by J. Siemens, **THAT the Saskatoon Public Library Board approve the Occupational Health & Safety Policy.**

Carried.

### **C.6 Board 2021 Self-Evaluation Report**

E. Truscott, Chair of the Governance Committee, provided an overview of the Committee meeting minutes of April 6, 2022, and its report on the 2021 self-evaluation.

C. Cooley added that the report does not mention fund development, which requires significant work from the Board. The Committee is creating a work plan for Bylaw and Policy updates. To support that work, she sent a list of SPL Policies that come to the Board for oversight to the Chair of the Governance Committee.

The Bylaws created in 2015/2016 guide how the Board governs itself. These can also be utilized as educational opportunities when the Board reviews them.

The Committee noted that it has a lot of work to do. Many of the self-evaluation comments align with what it wants to do and include in their work plan. The Committee will reasonably limit the scope of that work because, as C. Cooley mentioned, a previous iteration of the Board did an extensive review of existing policies and put in place many new ones. However, the Governance Committee is committed to doing a quick tabletop review to ensure they fully understand the scope of work and prioritize what comes to the Board.

C. Cooley intends to provide the Board with a list of SPL bylaws and policies that come to them for review in May. Typically, the bylaws and policies will go to the Governance Committee for review first; then, the Committee brings them forward to the Board with recommendations.

Moved by H. Gough, seconded by C. Starr, **THAT the Saskatoon Public Library Board proceed with implementing the proposed action items.**

Carried.

#### **D. REPORTS FROM THE BOARD**

##### **D.1 Chairperson Updates**

No report from the Chair.

##### **D.2 SLTA Report**

No report from the SLTA representative.

#### **E. REPORT FROM ADMINISTRATION**

##### **E.1 New Central Library Updates**

C. Cooley opened the floor for questions from the Board.

The Board stated that it was very exciting to hear that SPL was delving into the operational design. They recognized that some of the elements require a lot of work but are confident that some teams are excited about envisioning how these spaces will function on a more granular level.

##### **E.2 Variance Report**

C. Cooley noted that the timing of variance reports is dictated by when they get the information from the City into their system.

The Board asked if there was further information on items marked as “variance to be investigated” and if any of them required particular attention.

S. Gregor noted that the report was a high-level summary of categories the Board asked to report on. SPL is currently developing reports to provide more details on each cost centre and account. He said that there was nothing in the variance report that alarmed him. However, he is aware that non-SPL payroll expenses were included in error. They have informed the City and are waiting for them to make the corrections.

C. Cooley informed the Board that security expenses would be over budget when they prepare the year-end projections this fall. However, they can use the contingency reserve if SPL has a deficit at the end of the year.

The Board wondered if SPL could include and align quarterly budgets to quarterly actuals in its reports. For example, sometimes it makes sense to capture 1/12 of an expense every month over the year (full expense divided by 12), but other times it makes more sense to capture an expense when it occurs.

C. Cooley responded that currently, they are unable to do so. However, SPL is building the tools necessary to have better oversight internally and better reporting for the Board. In the meantime, she believes they could provide more detailed comments in future reporting.

S. Gregor provided an overview of the report. He highlighted that SPL had expensed 24.6% of its total budgeted operating expenses in the first quarter of the year, indicating that operating expenses are reasonable. However, if the Board preferred, he believes he could pull out some of the revenues that come in later in the year in future reports.

The Board suggested doing so to ensure institutional knowledge is documented and remains with the organization when there is a change in staff.

C. Cooley noted that they have much more detail internally. She assured the Board that they would have more information in future reports. In addition, the Board will see the projections for year-end in September, which will be very helpful.

S. Gregor and S. Tarasoff left the meeting.

#### **IN-CAMERA SESSION**

Moved by J. Siemens, seconded by H. Gough, **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 5:12 p.m.

Board moved into public session at 7:22 p.m.

Moved by H. Gough, seconded by C. Starr, **THAT the Saskatoon Public Library Board approve the Donor Recognition Matrix and New Central Library Donor Recognition Matrix as presented.**

Carried.

Moved by J. Siemens, seconded by E. Truscott, **THAT the Saskatoon Public Library Board approve the process for naming the Storytelling & Learning Circle.**

Carried.

**ADJOURNMENT**

Moved by C. Starr, **THAT the Saskatoon Public Library Board does now adjourn at 7:30 p.m. to meet again on May 18, 2022, by video conference or at the call of the Chair.**

Carried.

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## The Saskatoon Public Library Board Meeting - April 20, 2022

Madam Chair, Director of Libraries & CEO Cooley and Board Members,

Thank you for permitting me to present today. My name is Sherry Tarasoff. I have attended many meetings as a guest and would like to present some website suggestions for the Saskatoon Public Library Board. While my topic addresses an operational issue, I also believe that it touches on governance and the responsibility of the Library Board for financial accountability to the citizens of the community.

<p><b>Dr. Freda Ahenakew Library</b></p> <p>The Dr. Freda Ahenakew Library is located in the Monarch Yards Housing complex at the site of the Station 20 West Centre. It was originally known as the Library on 20th Street.</p> <p>Dr. Freda Ahenakew was one of Canada's most well-known leaders in the preservation, revitalization and promotion of the Cree language.</p> <p><b>Getting Here</b></p> <p><b>Parking</b> There is limited, free parking available in front of the building.</p> <p><b>Using Public Transit</b> You can also reach the library by bus. Plan your route here: <a href="https://transit.saskatoon.ca/plan-my-trip">https://transit.saskatoon.ca/plan-my-trip</a></p> <table border="1"> <thead> <tr> <th>Location</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>100 - 219 Ave K S / 306.975.7508</td> <td>Mon - Sat 10 am - 6 pm Sun 1 pm - 5:30 pm</td> </tr> </tbody> </table> <p><b>Contact</b> 306.975.7508</p>	Location	Hours	100 - 219 Ave K S / 306.975.7508	Mon - Sat 10 am - 6 pm Sun 1 pm - 5:30 pm	<p><b>Rusty Macdonald Library</b></p> <p>The Rusty Macdonald Library is located in the Lawson Civic Centre. It is wheelchair accessible.</p> <p><b>Getting Here</b></p> <p><b>Parking</b> There is free parking available around the building.</p> <p><b>Using Public Transit</b> You can also get to the library by bus. Plan your route here: <a href="https://transit.saskatoon.ca/plan-my-trip">https://transit.saskatoon.ca/plan-my-trip</a></p> <table border="1"> <thead> <tr> <th>Location</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>225 Primrose Dr / 306.975.7600</td> <td>Mon - Fri 10 am - 9 pm Sat 10 am - 6 pm Sun 1 pm - 5:30 pm</td> </tr> </tbody> </table> <p><b>Contact</b> 306.975.7600</p>	Location	Hours	225 Primrose Dr / 306.975.7600	Mon - Fri 10 am - 9 pm Sat 10 am - 6 pm Sun 1 pm - 5:30 pm
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## Suggestions for Location Webpages

My local library branch offers an important service. Regular patrons become familiar with staff and the library serves as a community hub for borrowing materials, accessing computers and engaging in activities. The current SPL webpage lists each location with the minimum address, hours and how to get there. There is an opportunity to highlight each location for the community that it serves so that residents can look up their local branch and see what is available and what is happening soon. Options to consider:

- Background of library name, brief history
- Photos of the interior of each location
- Listing of features/services available, for example
  - Dr. Freda Ahenakew Library: free wi-fi, public computers, printing, scanning, photocopying, faxing, mobile charging locker, outreach workers
  - Rusty Macdonald Library: free wi-fi, public computers, printing, scanning, photocopying, faxing, in-branch laptop borrowing, video game spaces, innovation lab
- Upcoming events for the location

\* At the last board meeting that I attended, I learned of the smudging and ceremony opportunities at some branches, pending prior approval. This is an excellent offering but this does not seem to be listed anywhere on the SPL website. Perhaps it could be added (locations, approval process, timelines, restrictions, etc).

\* A [recent CBC story](#) highlighted how libraries are about connections. The SPL website could help demonstrate that for each branch.



## Suggestions for About Webpage

There is a noticeable lack of information on the Saskatoon Public Library's (SPL's) About page, particularly when compared to the Regina Public Library (RPL) or the Prince Albert Public Library (PAPL), the other Municipal Library Systems in the province.

There are no Audited Financial Statements available online. According to the [The Public Libraries Act, 1996](#), 73(2), "*The auditors of the municipality shall audit the accounts of a municipal library board in the same manner and at the same time as other accounts of the municipality, and immediately after the audit, the board shall lay the accounts before the council.*" Both the [RPL](#) and the [PAPL](#) have their Audited Financial Statements available online. Sharing this information demonstrates financial accountability.

In addition to the Audited Financial Statements, the RPL also provides a Mill Rate Request document for budget deliberations, a Public Accounts report for the RPL (unlike Regina, Saskatoon's [Public Accounts report](#) does not break out all of the library information) and a Management Discussion & Analysis report (a yearly overview from RPL's management team that covers the previous year's operations and how the organization performed). At the last budget deliberation in Saskatoon, there was a slideshow presented but [no detailed document](#) was available for public review (prior budget deliberations did have an [Operating & Capital Budget Submission](#), including expenditures by department).

The Public Library System in Saskatchewan produces a [Year in Review](#) report each year. These reports contain interesting information about the library system in the province and would be a relevant resource to share with library patrons. The PAPL shares these reports on their website and the RPL has discussed them in their board meetings. While SPL's Annual Community Report does have some key stats, it does not allow a comparison between the SPL and other libraries like the Year in Review report does. (I also note that there was no Board Message in this latest Annual Community Report, which is inconsistent with prior years.)

The SPL Board of Trustees webpage has minimal information. The [RPL's](#) website has background information and an email address for each Board Member. There is contact information for the Administration staff (name, title, email address and phone number). The Board of Directors Committees are listed, with the members that make up each committee. The RPL provides a lot of information. In contrast, in order to present this information to you, I had to print out a "[Request to make a Deputation](#)" form and complete it by hand. The form indicated to submit it to the Director of Libraries & CEO. In my opinion, this does not provide enough information. Should it be delivered in person somewhere? Can it be scanned and emailed? What would be the email address? I made an educated guess for the email address and cc'd a couple of known emails, just in case it didn't go through. Perhaps a request to speak to the Library Board could be done with an online form, similar to the [City of Saskatoon website](#).

### About

Strategic Plan

Annual Community Report

Our Path to Reopening

Major Projects

Work With Us

Board of Trustees

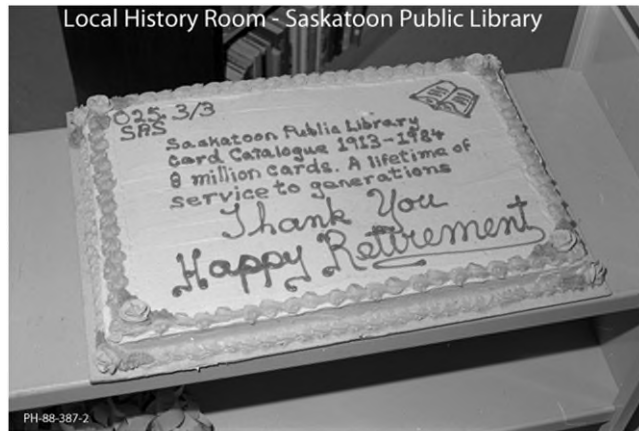
Policies

News

Frequently Asked Questions

Contact

There is no History of the SPL on the website. I believe that this is a missed opportunity. The SPL has an extensive Local History Collection, including a popular search for the [Library](#). With the New Central Library in progress, it would be so interesting to see how far the library system has come. How many people remember card catalogues and bookmobiles?



Libraries are a valuable asset in our community and the Saskatoon Public Library requires financial support from that same community in order to provide services. Please consider my website suggestions as steps towards better community connections, improved operational efficiency and increased financial transparency. Thank you for this opportunity to present.

Sherry Tarasoff