

MINUTES of the

SASKATOON PUBLIC LIBRARY BOARD

The Saskatoon Public Library Board met on Wednesday, September 21, 2022, by video conference.

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

Regrets: Markel Chernenkoff

Guests: Janna Sampson, Director, Strategy & Communications
 Beth Côté, Director, Public Services
 Brad Bird, Director, Reconciliation
 Scott Gregor, Director, Finance & Administrative Services
 James Repesse, Senior Manager, Security
 Sherry Tarasoff, Member of the Public

B. Bradshaw, Chair, called the meeting to order at 4:05 p.m.

AGENDA

Moved by E. Truscott, seconded by H. Gough, **THAT the agenda of September 21, 2022, be approved as circulated, including any items removed from, or added to the agenda.**

Carried.

Previous Minutes

Moved by H. Kuttai, seconded by J. Siemens, **THAT the Saskatoon Public Library Board minutes of June 15, 2022, be adopted as circulated, including any revisions to be made.**

Carried.

Moved by H. Gough, seconded by E. Truscott, **THAT the Saskatoon Public Library Board minutes of July 4, 2022, 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 Board Self-Evaluation

The Board agreed to complete the Board Self-Evaluation and return them to R. Landriault before its next meeting on October 19, 2022.

Moved by H. Gough, seconded by E. Truscott, **THAT the Saskatoon Public Library Board receives this report for information, discussion and direction.**

Carried.

C.2 Ratification of Expenditures

C. Cooley informed the Board that the expenses, as noted in the report, were necessary and required ratification because they are expensed against reserves.

Moved by E. Truscott, seconded by H. Kuttai, **THAT the Saskatoon Public Library Board approve the expenditures from reserves as outlined in the report.**

Carried.

C.3 Community-Inspired Service Model

C. Cooley provided an overview of the report and asked if there were any questions regarding the Board's role. SPL intends to introduce the Community-Inspired Service Model to employees at SPL's Employee Development Day on September 28th, 2022.

The Board asked how Administration intended to provide updates to the Board.

C. Cooley responded that updates would primarily come through the Strategic Plan. The Plan's goals, actions and objectives are broad, so they want to apply the toolkit to ensure that their assumptions accurately reflect community needs in those areas. She noted that they were working on a framework for evaluating initiatives. In addition, they would assess the toolkit because it is based on many assumptions, so they might need to make adjustments.

A Board member indicated that the Strategic Plan reflected the same goals as the Community-Inspired Service Model regarding how they connect with and contribute to the community. The internally focused service areas that need creative strategies are relevant. The document states that the model is a relationship-based framework that allows SPL to strive to create a workforce that reflects the community demographics. However, SPL doesn't go to the community to find out what that looks like as a starting point, so they were pleased to hear there were plans for future reports around some of those things.

The Board asked if SPL was aware of other libraries using the model and if they shared lessons learned.

C. Cooley stated that many libraries adopted the original model developed in early 2000 called community-led. When SPL reorganized their structure, it did it in a way that allowed them to start serving and designing services using a community-informed approach. The biggest lesson learned stemmed from the work other libraries did with community-led, which is that it is more community-inspired and about how to say "no."

The needs that the community has for library services vary. They have to narrow it down and sometimes say “no.”

B. Côté added that they also heard from other libraries about the need to be cautious not to reinforce existing disparities in how different community members are served. SPL wants to continue asking the right questions to ensure what they do falls within their mandate. The Board may change the direction, or things may change to reflect the community over time. How to say “no” is a big piece; the evaluation is part of learning.

The Board recognized that the information about keeping the barriers in mind wasn’t about poverty or homelessness but rather the systems in which they operate.

C. Cooley said that the philosophy applies not only to the community as a whole but to neighbourhoods as well. It formalizes and creates a framework for SPL to dig into things. They are aware different branches and the neighbourhoods they serve have different needs. So the outcomes will be seen system-wide and at the neighbourhood level.

The Board wondered how the role of the Board in a community-inspired model would differ from any other model.

C. Cooley responded that, based on what was happening in Canada, there was no difference other than understanding that they would consider them within that framework when building budgets or setting strategic plans.

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

Carried.

C.4 Security Report

C. Cooley introduced J. Repesse, Senior Manager, Security. He has been instrumental in many SPL initiatives, particularly in working with GuardaWorld and SPL’s new system-wide security approach. For now, they are focusing on FMCL. The report provides an update on what they did and the outcomes in terms of statistics. Although the number and intensity of incidences at FMCL have been declining, there is more work to be done, and they will continue to refine their approach. They intend to go out to tender for security services in the next couple of weeks and have a contract for the new year. She noted that the issues in many of their libraries are beyond their capacity to resolve because they are community problems such as mental health, addiction and homelessness. Many problematic behaviours at different libraries across Canada were intensified by the pandemic and the lack of and reduced services to vulnerable populations.

The Board requested an update on how the new approach was going and what steps SPL was taking to ensure the successful candidate of the new service contract captured the priorities that had been set.

C. Cooley said they were in constant contact with GuardaWorld or individual guards about their approach, and they were very responsive.

J. Repesse noted that it was clear to him that the inclusivity nature of the library and what they were trying to accomplish was essential. Ensuring they had a proactive approach with patrons was one of the more prominent strategies when GuardaWorld started. They wanted the guards to be involved with the day-to-day operation of patrons entering the library and introducing themselves so they could recognize them and get to know them. He believes that as a result, one of the most significant impacts is preventing patron-on-patron incidents because guards are interacting with them, asking people how they are doing or how their day is going. Medical emergencies have decreased significantly because they are approaching and talking to people. They are aware of SPL's Outreach programs, so when they encounter a patron suffering from addiction or mental health, the guards ask for assistance from Outreach instead of turning people away. SPL wants everyone to be accountable for their behaviour in the library so everyone has a chance to enjoy what it offers.

C. Cooley described several initiatives SPL has undertaken:

- They developed an orientation manual for guards.
- They are developing robust internal training for guards.
- They strive for consistency with guards in their locations so they can understand how things are done at the library versus other organizations and build relationships with patrons.
- They added a 5th guard dedicated to monitoring the lower level of FMCL, significantly reducing the number of issues.
- They are developing training for employees to respond appropriately to incidents. J. Repesse and S. Grant, Senior Manager, Planning, will begin delivering training at all SPL branches, starting with FMCL, Mayfair, DFA and Carlyle King, so employees understand and follow the guidelines, procedures and various approaches while still feeling comfortable using their judgment.

J. Repesse stated that when developing the RFP, the community and the need for the contractor to work within the guidelines and missions of SPL and its inclusivity was top of mind.

Moved by C. Starr, seconded by H. Gough, **THAT the Saskatoon Public Library Board receive this report for information and discussion.**

Carried.

B. Bird, J. Repesse and B. Côté left the meeting.

C.5 Safe Use & Conduct Bylaw

C. Cooley thanked E. Truscott, Chair of the Governance Committee, for agreeing to bring the Safe Use & Conduct Bylaw directly to the Board instead through Governance Committee.

Moved by E. Truscott, seconded by H. Gough, **THAT the Saskatoon Public Library Board approve the proposed change to the Safe Use & Conduct Bylaw.**

Carried.

D. REPORTS FROM THE BOARD

D.1 Chairperson Updates

B. Bradshaw asked Administration to forward SPL's Employee Development Day agenda scheduled for September 28, 2022, at Prairieland Park to Board members.

E. REPORT FROM ADMINISTRATION

E.1 Year-End Projection

C. Cooley noted that the cut-off date to get information from the City was September 15th. Hence, she could not include the information in the Board's agenda package, which was released on September 14th. She informed the Board that the expenditures were adjusted in March, anticipating higher security costs. Expenditures were adjusted again following reviews in August because they expected to be over budget due to added security costs, inflation and the rising cost of doing business. As a result, we are projecting a small surplus but can't guarantee that this will remain through to the end of the year.

E.2 Director of Libraries & CEO Report

C. Cooley reminded the Board that she was Vice-Chair of the Canadian Urban Library Council (CULC) and the Book and Periodical Council of Canada (BPCC). As such, she has been busy with activities and work related to these organizations.

Much of the recent work she and her team have been doing was presented through updates in the Board's agenda package. In addition, she intends to bring a report to the Board in October on SPL's partnership. They are preparing for the budget presentation and will continue focussing on Fusion, the new central library (NCL) and security.

Moved by H. Kuttai, seconded by J. Siemens, **THAT the Report from Administration be received as information.**

Carried.

S. Tarasoff left.

IN-CAMERA SESSION

Moved by H. Gough, seconded by E. Truscott, **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 4:50 p.m.

The Board moved into public session at 5:48 p.m.

Moved by J. Siemens, seconded by H. Kuttai, **THAT the Saskatoon Public Library Board approve the bargaining mandate as revised.**

Carried.

ADJOURNMENT

Moved by H. Kuttai, seconded by J. Siemens, **THAT the Saskatoon Public Library Board does now adjourn at 5:55 p.m. to meet again October 19, 2022, by video conference, or at the call of the Chair.**

Carried.
