



MINUTES of the

SASKATOON PUBLIC LIBRARY BOARD

The Saskatoon Public Library Board met on Wednesday, June 20, 2018, in the Meeting Room, Frances Morrison Central Library.

Present: Candice Grant, Chair
John Thronberg
Robyn Robertson
Councillor Hilary Gough
Venkat Subramanian
Chery Starr
Carol Cooley, Director of Libraries & CEO
Janice Hiebert, Recorder

Guests: Janna Sampson, Director, Marketing & Communications
Sandra Libbey, Director, Finance and Administrative Services
Audrey Sanders, Director Human Resources
Beth Côté, Director, Public Services
Laura Warner, Director, Corporate Services & Facilities

Regrets: Lisa Erickson, Vice-Chair
Sheena Greer

C. Grant, Chair, called the meeting to order at 4:02 p.m.

AGENDA

Additions to the Agenda:

None

Moved by J. Thronberg, seconded by R. Robertson **THAT the Agenda of June 20, 2018, be approved as circulated, including any items removed from or added to the Agenda.**

Carried.

Consent Agenda

Moved by J. Thronberg seconded by R. Robertson **THAT the Consent Agenda of June 20, 2018, be adopted as circulated, less any items requested for separate review and discussion.**

Carried.

Correspondence and Information

See Consent Agenda.

Previous Minutes

Moved by V. Subramanian seconded by J. Thronberg **THAT the Saskatoon Public Library Board minutes of May 21, 2018, be adopted as circulated, including any revisions to be made.**

Carried.

No declaration of conflict of interest.

B.1 Deputations/Presentations/Public Meeting

Carroll Chubb Deputation (copy attached)

C. Chubb is requesting more information from the Board in regards to staffing and the collection. She thanked the administration for the information provided to date. C. Chubb's understanding is that she would be granted the requested information provided there were no privacy issues. She would like clarification regarding what information can be shared.

C. Chubb is also requesting information about staffing, particularly the number of librarians and the number and type of librarian specialists employed between 2016 when the old system was in place and in the new structure. She also expressed concern with the treatment of staff since the Provincial government announced the library funding cuts last year.

J. Thronberg asked administration about the capability to track the number of books in the physical collection. C. Cooley reported we could get a current list of number of books, but this information has not been historically retained. C. Cooley also reported during the years 2012-2014 there was an aggressive removal of items from shelves by the previous administration.

C. Cooley stated that in 2015 Saskatchewan Integrated Library System (SILS) migrated to a new on-line system called Polaris. During that transition, problematic catalogue records were removed from the system. From 2015 we believe the numbers are accurate.

V. Subramanian asked the administration to provide C. Chubb with the available information for the current year and the breakdown by categories including the physical collection.

Moved by J. Thronberg, seconded by R. Robertson **THAT The Saskatoon Public Library Board receive Carroll Chubb's deputation as information and that Administration provide the number of books in the collection.**

Carried

C. Grant encouraged C. Chubb to join the Public Meeting at 7:00 pm.

C New Business

C.1 RFP Business Case

C. Cooley asked L. Warner to update the Board. KPMG reference checks were completed today, she spoke with Steven Kraft, CEO Guelph Public Library, City of Saskatoon and Calgary Public Library.

Mr. Kraft gave positive feedback of KPMG, they wrote an excellent business case and guided them through the process. The City of Saskatoon also has worked with KPMG on the new

bridge and gave positive feedback. Calgary Public Library also reported KPMG has well-rounded experience and success with public services and libraries.

V. Subramanian asked if the business case for the Calgary Public Library was public information, L. Warner confirmed. V. Subramanian asked L. Warner to distribute a copy of that business case to Board members. L. Warner confirmed she will distribute that business case.

R. Robertson asked if the local KPMG team were involved in the Guelph and Calgary Public Libraries, L. Warner confirmed.

V. Subramanian questioned if there was a team established within SPL to support the business case in conjunction with KPMG. C. Cooley reported that SPL has a New Central Library Project Team to work with KPMG. KPMG will take the lead on the project, the engagement manager is located in Saskatoon, and the engagement partner is located in Winnipeg.

Moved by J. Thronberg, seconded by V. Subramanian **THAT the Saskatoon Public Library engage KPMG to develop the New Central Library Business Case at the cost of \$145,000.00 plus GST to be funded through the New Central Library Reserve.**

Carried

D REPORTS FROM THE BOARD

D.1 Chairperson Updates

C. Grant reported that June had been a busy month with feedback from the community, most of which has been covered in the Consent Agenda.

D.2 STLA Report

The SLTA Newsletter has been circulated with the agenda, any member with questions can contact L. Erickson for follow-up.

E REPORT FROM ADMINISTRATION

E.1 Director of Libraries & CEO Report

C. Cooley reported that on May 28th SPL announced the completion of the employee transition into the new structure. KNOWlympics is a success with 1,413 participants.

C. Grant thanked Panago pizza for sponsoring the Summer Reading Program and KNOWlympics.

R. Robertson appreciated the summary report by K. Lawrence, Writer in Residence. She asked if the new Writer in Residence had been selected. C. Cooley said that they had been selected but not yet announced pending the grant announcement.

The Point in Time Homeless Count included a summary of services utilized. The library services were used by a considerable margin. C. Cooley has a follow-up meeting with Colleen Christopherson-Cote, Coordinator with the Saskatoon Poverty Reduction Partnership.

Moved by R. Robertson, seconded by V. Subramanian **THAT the Reports from Administration be received as information and discussion.**

Carried

F Business Carried Forward

F.1 Board Skills & Diversity Matrix

J. Thronberg circulated The Board Skills & Diversity Matrix Review compiled by the Governance & Nominations Committee. J. Thronberg reported six of the SPL Board members completed the survey, C. Grant, and C. Starr did not participate. C. Grant is completing her term end of December, and C. Starr is a newly appointed Board member.

Key Competencies identified for new Board members include the following:

- Accounting
- Early Childhood Literacy
- Legal

V. Subramanian questioned if highlighting expectations of specific competencies in the posting would discourage potential applicants without those competencies from applying. He asked the governance committee whether those requirements can be removed from the job posting but the apply criteria during the short-listing based on the pool of candidates. R. Robertson suggested making the language more open.

C. Cooley to confirm with the City Clerk about the procedure.

Moved by V. Subramanian, seconded by R. Robertson, **THAT the Board accept the report from the Governance & Nominations Committee identifying the three priorities for the next round of recruitment and inquire with the City Clerk the ability to broaden the language.**

Carried.

F.2 Board Chair Exit Interviews

C. Grant reported this the first time they have conducted exit interviews. Two interviews were conducted, both were very positive. One member served for six years; the other member left for personal reasons. The feedback received from both members like the way the board works together as a group, how everyone was heard and identified they identified Capital Campaign as an upcoming challenge.

C. Grant commented that asking the effectiveness of the Board Chair could better be requested by the Vice Chair or by the Governance & Nominations Committee. C. Cooley will flag this for the Governance & Nominations Committee.

F.3 RFID Recommendation

C. Cooley reported that P.V. Supa was a very simple and straightforward conversion at JS Wood Branch. C. Cooley will also share information with the SILS Directors on P.V. Supa.

L. Warner added comparing P.V. Supa conversion price was \$28,410.00 versus Bibliotheca's \$63,271.60. P.V. Supa set up in three hours; Bibliotheca took three months. P.V. Supa also offered to set up central logging and monitoring server at no additional cost.

V. Subramanian commented that he did not see any information regarding the expected benefits (and measures) from Library-wide implementation or any operating costs in the RFID report presented to the Board. He wanted to see benchmarking from other implementations outside of the SPL before approving the recommendation. He also stated that any implementation should be assessed based on service improvement to the public and the report did not contain any such information.

L. Warner responded that SPL would not see any efficiencies at this point. She mentioned that the entire Library system needed to be converted to RFID before we can gain efficiencies. C. Cooley stated that this technology has been in use since early 2000 and is common in libraries. As JS Wood has been newly converted there is no data or benchmarking available, the full benefit can not be measured until the full system is in place.

C. Grant asked what the conversion timeline would be. L. Warner reported the conversion would be over three years, but we can likely shorten that. RM can be converted during their renovation in December 2018.

V. Subramanian stated that with a three-year implementation, it would be difficult to achieve any efficiencies for some time and approving the full implementation now would not be beneficial as it is not time critical. He mentioned that the administration should instead establish measures of benefits and monitor those measures for a period of time at the JS Wood Branch and report to the Board before seeking approval for full implementation. V. Subramanian stated he is not in favour of the recommendation for a full conversion at this time.

R. Robertson would like to see reporting of efficiencies gained once the new system is in place.

Moved by J. Thronberg, seconded by R. Robertson **THAT the Saskatoon Library Board award the contract for RFID conversion to P.V. Supa at the cost of up to \$190,000.00 and that the funds for the project come from the IT Reserve Fund.**

Carried, V. Subramanian opposed.

F.4 Jack Hicks Deputation

C. Grant advised Jack Hicks his deputation would be considered at the June Board meeting and opened the floor for discussion.

The Board expressed concerns with the inaccuracies in the deputation, the motivation, lack of ethics review and the amount of work for SPL staff.

Moved by J. Thronberg, seconded by C. Starr **THAT the Saskatoon Library Board decline to participate in the request and will correspond with Mr. Hicks with corrected misinformation in the report.**

Carried

IN-CAMERA SESSION

Moved by V. Subramanian, seconded by R. Robertson **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 5:55 p.m.

Board moved out of camera at 6:45 p.m.

Board moved in-camera at 9:50 p.m.

Board moved into public session at 10:38 p.m.

RETURN TO PUBLIC SESSION

Moved by V. Subramanian, seconded by H. Gough **THAT the Saskatoon Public Library Board move into public session at 10:38 p.m.**

Carried.

Moved by J. Thronberg, seconded by C. Starr **THAT the Saskatoon Public Library Board approve version 1 of the budget as presented.**

Carried

Moved by V. Subramanian, seconded by C. Starr **THAT the Saskatoon Public Library Board award the Alice Turner Award and amend the agreement as recommended.**

Carried

Moved by V. Subramanian, seconded by C. Starr **THAT the Saskatoon Public Library Board ratify the two MOA's as recommended.**

Carried

Moved by R. Robertson, seconded by C. Starr **THAT the Saskatoon Public Library Board approved the 2017 audited financial statements.**

Carried

Moved by V. Subramanian, seconded by C. Starr **THAT the Saskatoon Public Library Board defer the remaining agenda items to a new meeting.**

Carried

ADJOURNMENT

Moved by R. Robertson, seconded by H. Gough **THAT the Saskatoon Public Library Board does now adjourn at 10:42 p.m. to meet again Wednesday, September 19, 2018, at 4:00 p.m., Frances Morrison Central Library, 311-23rd Street East, Saskatoon or at the call of the Chair.**

Carried.

Talk on June 2018

For Library Board Meeting on June 20, 2018

Speaker: Carroll Chubb

Good Afternoon,

Beginning in October of 2017, I have been seeking information on changes to the Saskatoon Public Library's staffing and its collection. I appreciate the useful information that I have received from the Library staff, administration, Hilary Gough, and Candice Grant. Earlier this year the Library administration referred me to the Library Board in response to my requests for the number of books printed on paper in the collection and details on the changes in library staffing.

At the April meeting of the Library Board, I asked the Board to approve my receiving several types of information from the Library staff or administration. Some of this information I had previously requested, but I also ask for approval of sharing of types of information that I planned to request in the future. My understanding of the decision of the Library Board differed from that of the Library administration.

My understanding was that the Library Board had a policy of transparency and that when I made a request I was to be given any information that could be made publically available. Thus, for example, information protected by privacy legislation would not be shared.

The document that I received from the Library stated that the Board passed a motion to share with me (quote) "... information that is publically available."

According to the Minutes of the April meeting the Library Administration was (quote) "... to provide Dr. Chubb with available public information."

I was very disappointed by the response that I received from the Library administration. At the request of the Library Board Chairperson, Candice Grant, I prepared a document explaining why I was not satisfied by the response from the Library administration. I asked the Library administration to send this document to members of the Board.

I am asking the Library Board today to clarify what type of information the Library staff and administration should share with me.

Next, I would like to talk about the number of books in the Library's collection.

Since October of 2017 I have been asking the Library for the number of books printed on paper in the collection during the past few years. This question was due to rumors that the number of books printed on paper had been dramatically reduced during the past few years. The Library administration has repeatedly responded with the number of items in the collection. Because the Library collection contains items that are not books, such as DVDs, the number of items in the collection is different from the number of books. Sometime after the April Library Board

Meeting, I was told by administration staff that the Library does not have information on the number of books printed on paper in its collection. This information could be obtained from the Library's electronic catalogue by a computer programmer familiar with that database. I think the Library Board should consider requesting the numbers of books printed on paper in the Saskatoon Public Library collection from the provincial organization that maintains the library catalogue. In the past, Library annual reports included information on the number of books in the collection.

Beginning in October 2017, I have requested detailed information regarding changes to staffing, particularly the numbers of librarians and the number and type of librarian specialists in the staff between 2016, when the old system was in place, and the new organizational structure that is being introduced. A May update to the Library website states that after the change there will be 25 full-time librarians (defined as people with a Master's of Library & Information Sciences degree) working at the library, and that this is "more than at any time in recent history."

I still have not been provided with information on the number of each type of librarian specialist in the staff in 2016, before the changes, and after the planned changes. I am concerned that loss of librarian specialists will dramatically reduce the expertise and specialization of library staff and result in reduced quality of service.

I would like to share with you my personal views on the treatment of library employees in 2017 and 2018. Note that library funding was not reduced. In my opinion it was a mistake to lay off employees and to reduce salaries and wages of some employees. Changing to a new organizational structure should be done without layoffs and without reducing employee pay. Acceptable mechanisms include offering employees the option of early retirement or grants for further education if they leave. Based on a little reading on the internet and in books on management, I think the treatment of Library employees might have violated the law and is likely to result in substantial legal expenses. It seems to me that the layoffs and reductions of pay were both unfair and unwise. As a part of fixing the problem, the income of those people still employed by the library should be brought up to the level before the pay reduction. Regarding people who no longer work for the library, each case should be considered and a way to fix the problem of unfair treatment found.

In conclusion, thank you for your efforts to improve transparency and to fix the mistakes made in treatment of employees. I look forward to learning more at the public discussion this evening.