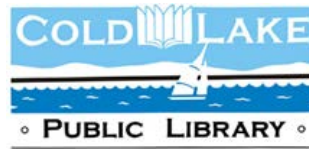


Minutes of The City of Cold Lake Library Board Meeting
Held Monday, May 27, 2019
Program Room, South Branch

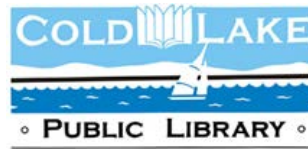
Present: Cynthia Sloychuk, Board Chair
 Darren Robson, Board Secretary / Treasurer
 Councillor Vicky Lefebvre, City of Cold Lake Representative
 Leslie Price, Library Director
 Jeannette Hatta, Board Member

Absent: Marie Manning, Board Vice-Chair
 Daryl Gilroy, Board Member
 Emily Heyne, Board Member

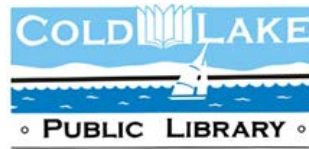
Agenda Item and Discussion	Action
1.0 Call to Order Meeting called to order by Board Chair at 4:31pm.	N/A
2.0 Adoption of Agenda MOTION 2019-030 Moved by Jeanette that the agenda be adopted.	Carried
3.0 Adoption of Minutes from previous meeting MOTION 2019-031 Moved by Jeanette that the minutes of the Apr 2019 meeting be adopted.	Carried
4.0 Correspondence	N/A
4.1 Letter of Resignation from Emily. As they as moving back to the US this summer, Emily’s last meeting will be the next one in June. She has been a Board member for two years and provided many hours of her time to the committees. Cynthia would like the Board to consider a Cold Lake themed gift. Typically, a framed print of the sailboats on the lake is provided for members after serving three years. Cynthia worried about the size if they have already packed up. She will check on their moving progress and if not too late, she will proceed with the print gift. MOTION 2019-032 Vicky moved that the Board present Emily with the sailboat print as a departure gift. Jeanette seconded.	Carried
5.0 Reports	N/A



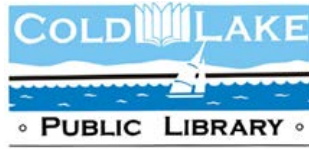
Agenda Item and Discussion	Action
<p>5.1 Board Chair Report</p> <p>No report this month. Cynthia pointed out that with the removal of Calvin this month and the departure of Emily next month, the Board will no longer have the minimum of seven members. There is no meeting in July, so the Board requires new members before the meeting in Aug. Cynthia will have an article placed in Respect, and possible in the CL Sun. Leslie suggested asking the patrons of the Pop-Up Libraries. Darren wondered about the Courier on base and will ask the MFRC as well. There is always Lakeland Connect as well. Cynthia would like all Board members to put out the word that new members are needed.</p>	Board
<p>5.2 Library Director Report</p> <p>The Library Director Report for May is attached as Appendix 1, and includes the statistics for Apr and her library conference report.</p> <p>MOTION 2019-033</p> <p>The Library Director Report was approved by unanimous consent. Leslie also had an extra update. Leo’s Video passed on 300-500 movies when they closed and helped acquire new shelving for the North Branch.</p>	Carried
<p>5.3 NLLS Rep Report</p> <p>The NLLS Board and Executive meeting minutes can be found on the NLLS site. https://www.nlls.ab.ca/document/library/23/category/1837</p> <p>The Executive will be trying to visit all municipalities to promote the benefits of libraries. NLLS is really trying to work on customer service and communication between libraries and NLLS.</p>	None
<p>5.4 Friends of the Library Report</p> <p>No report this month as Marie could not attend. Cynthia passed on that Marilyn, a dedicated Friend of the Library, is in very poor health and will most likely not be returning home.</p>	None
<p>5.5 Personnel Committee Report</p> <p>No report this month.</p>	None
<p>5.6 Policy Committee Report</p> <p>Vicky and Cynthia are going through all the policies approved in the last two years and making sure the relevant copies are printed for the policy binder. They updated Schedule C of the Bylaws, which will be reviewed later in the meeting. Cynthia would like a procedure added to a policy on how to remove a Board member who has not been attending.</p>	None
<p>5.7 Financial Committee Report</p> <p>The Library Financial Report for May is attached as Appendix 2. Darren provided Leslie with the Registered Charity Info Return package to</p>	



Agenda Item and Discussion	Action
<p>review this week. Leslie will provide Vicky with a copy of the Surplus Spending letter that Darren drafted, and she will take to City Council. Vicky was wondering about the low projection for Donations and Fundraising. Darren explained that although we have received some large donations this year, they were specifically for the author visit and thus were not included in the projection calculation.</p> <p>MOTION 2019-034</p> <p>The Financial Committee Report was approved by unanimous consent.</p>	Carried
<p>6.0 Priority Items</p>	
<p>6.1 None</p>	N/A
<p>7.0 Old Business</p>	N/A
<p>7.1 Library Fines</p> <p>The Policy Committee updated Schedule C of the Bylaws to reflect that the library is not currently charging late fines. The Schedules, which include the updated Schedule C, are attached to the meeting minutes as Appendix 3. As this is only an update to one of Schedules and not the main body of the Bylaws, it can be passed at the Board level without going to the City. Item closed.</p> <p>MOTION 2019-035</p> <p>Darren moved to accept the update to Schedule C of the Bylaws as presented. Jeanette seconded. All members voted in favour.</p>	Carried
<p>7.2 Surplus Budget Tracking</p> <p>Leslie received a letter back from the City approving the project to provide power to the outdoor stage. Leslie had obtained one quote from Electric Services for \$3530 including GST. Cynthia would like three quotes collected to show due diligence. Leslie uncertain anyone else in town would submit a quote, but even receiving a response that says the company will not provide a quote is satisfactory. Leslie will obtain two more quotes. Item open.</p> <p>MOTION 2019-036</p> <p>Vicky moved to approve up to \$3600 of surplus funding for the project to bring power to the outdoor stage. Jeanette seconded. All members voted in favour.</p>	Carried



Agenda Item and Discussion	Action
<p>7.3 Fundraising Committee</p> <p>Due to the low number of Board members at the moment, Cynthia would like the fundraising to fall under the Financial Committee for the moment, as most of the concerns have to do with money and funds anyway. The library's account with Benevity has already brought in \$100, and only one project is listed at the moment. The committee will look at the Plan of Service and determine what other project's should be listed on the website. Item open.</p>	Financial
<p>7.4 Board MD Representative</p> <p>A letter was sent from the Board to the MD asking if the MD will provide a library representative. No answer yet. Item open.</p>	None
<p>8.0 New Business</p>	N/A
<p>8.1 Removal of Board Member</p> <p>Cynthia confirmed with the City that the Board must make a motion to remove a Board Member and quote the relevant section of the Bylaws, which is Section 5 Terms of Office. In Para 5.6, if any member of the Board is absent for three consecutive meetings, the Board can declare a vacancy with respect to the office of such member. Calvin has been absent from the Feb, Mar and Apr Board meetings and did not provide notice. Item closed.</p> <p>MOTION 2019-037</p> <p>Vicky moved to remove Calvin Rideout from the City of Cold Lake Library Board in accordance with Section 5.6 of the City of Cold Lake Library Board Bylaws (#587-BD-16). Jeanette seconded. All members voted in favour.</p>	Carried
<p>8.2 ME Libraries Bus Field Trip</p> <p>Tanya put together a proposal for patrons, both Cold Lake and Bonnyville, to sign up for a one-day bus trip to Edmonton to visit three different ME libraries. The cost of the 55-person coach rental is \$1293 + GST, which works out to about \$25 each. Leslie wondering about Board commitment to funding. Darren figured the trip should be treated like any other Program – the library covers most of the cost. Cynthia is content with the library covering half the coach rental, and the rest of the funding coming from the patrons or from a Sponsor donation. Item closed.</p> <p>MOTION 2019-038</p> <p>Cynthia moved that \$650 of programming funds be set aside to fund half of the coach rental for a ME libraries visit.</p>	Carried



Agenda Item and Discussion	Action
9.0 Next Meeting Monday June 24, 2019 at 4:30 PM at the South Branch	None
10.0 Meeting Adjourned at 6:10 pm	N/A

Board Chair or Delegate

Date

Director Report

Board Meeting

May 27/19

Training/Education

1. I have registered for a Credit Program through Achieve. I will be taking Certificate in Leadership and Management. The Program takes 2/3 years and consists of some location workshops, online webinars, and reading information blogs. I will be attending my first workshop in June, Coaching Strategies for Leaders.
2. FOIP review done with Staff at recent Staff meeting.
3. Christine and I will be attending a meeting on Indigenous Services in City with the Government Branch.
4. Advocacy Webinar attended put on by Alberta Library.
5. Fake news Webinar watched by all staff with interactive discussion at Staff meeting as a follow up.
6. Yellowhead Conference, Sept 20thgoing to send 2 Staff this is in part due to no NLLS conference this year.

Programming

1. The Library has inherited a Turtle. She is housed at the North Branch and already causing quite a stir with our patrons. Some of our Summer Programming will be revolving around "China".
2. The Summer Reading Program Schedule has been set, and the staff versed in events coming up.
3. Reading Garden Perennial Bed is coming up nicely. The staff will be going to the Greenhouse to prepare flowerpots for Garden on May 31st. Public already using ☺
4. The Library will know by the end of May if we received our Arts and Culture Grant for our project with Lakeland Multicultural Association.
5. Creative Memories book project deadline has been extended till June 21st.
6. Library was given a Garden Tower for free from an organization that did not want. It will be a great way to try out. (Free is Good)
7. Summer Time Story Hours will be adjusted slightly in order that older children may attend.

Administration

1. Safety Booklet for Library almost complete.
2. Provincial Grant has been applied for, for 2019.
3. No response from MD on getting a councillor to attend meetings.
4. Librarian Council Meeting attended May 22nd. By Tanya
5. Doing an audit on our security system in South...making sure all staff information is up to date with Alarm department at City and arranging for a refresher course for staff.
6. Computers have been cleaned off and appropriate security added, to be used for our Reference Computers. Waiting on Monitors and will all be set up and operational by end of May. (Plan of Service Goal)

April 2019

Program	Number	Celebrate Diversity	Create Young Readers	Stimulate Imagination	Make Informed Decisions	Find and Use Information
Baby Rhyme Time	23		x	x		
Stitch and Chat	21			x		
Toastmasters	44	x		x	x	x
Storytime South	36	x	x	x		
Storytime North	63	x	x	x		
Cook Book Club	6	x		x		x
Ladies Night Out	5	x		x	x	
Self Development Book Club	5	x		x	x	x
Manga	9	x	x	x		
Makerspace	11		x	x		
South Book Club	5	x		x		
North Book Club	3	x		x		
Illustrator Visit Carolyn Fisher	35	x	x	x		x
Author Visit Lorin Yochim	13				x	x
Seniors and BOW	29			x		
Pop Up	118	x	x	x		
Richard Van Camp movie	35	x		x		
Richard Van Camp talk	22	x		x		
Richard Van Camp writing lab	15	x		x		
Battle of the Books	115	x	x	x		
webpage	594					
Google My Business North	5240					
Google My Business South	3130					
Facebook	647					
Twitter	540					
Computer Usage North	206					
Computer Usage South	270					
Patrons Visiting North	1644					

Patrons Visiting South 1383

memberships North 1869

memberships South 2494

circulation (in and out) North 5632

circulation (in and out) South 6918

Holds (in and out) North 982

Holds (in and out) South 1859

Factual Fridays on FB 2 posts

x

x

Creative Expressions Project collecting entries

x

x

Alberta Library Conference 2019 – Library Director Report

B7 Finding Success on Social Media - Marina Fernandes

With the constant change of social media algorithms, how do libraries reach their fan base and keep them engaged with a finite amount of library resources? Since 2016, Facebook has made multiple changes to their algorithm that have impacted the way the News Feed functions. Post reach has declined significantly, and engagement is down. So how do libraries combat these changes? In this session, we'll discuss how small changes can make a big impact on Facebook, and how you can use other social media tools to your advantage. We'll cover Snapchat, Twitter, LinkedIn and Instagram. We'll dish on how to decide which platform is the right fit for your organization, what works and what doesn't. It's social media 101 for libraries!

This speaker was very engaging, and the session was geared for any size audience. Our Library currently is on Instagram, Twitter and Facebook. While we do not have a specialized marketing team as the presenter does, we can implement changes to improve our appearance and reach more of our surrounding area potential patrons.

1. Do Not Talk at People instead Engage People. Engaging Posts will be shared more.
2. Use Language of frequent demographic traffic on each specific media. Average age of Facebook in Canada is 25-44, with our Cold Lake users being a slightly younger demographic.
3. Scheduled Facebook posts can be made ahead of time in order to capture upcoming events and promotions.
4. Harness Hashtags Power.
5. Always answer messages left on our Facebook page and monitor for negative remarks.
6. Find out what people are saying about the Library and be able to address. Ie. Cold Lake Questions and Answers Page check for Library comments.

C4 Find a Way: Understanding Access and Privacy Legislation - Shannyn Rus

Shannyn was a municipal councillor, library board trustee and local board member from 2013- 2017 when she became a privacy breach victim. With a unique work-related knowledge of access and privacy legislation, Shannyn embarked on a challenging journey to understand Alberta's access and privacy legislation as it relates to public bodies and individuals' rights. Her experience as a trustee and breach victim can help public bodies such as libraries understand that serious consideration should be given to preparing privacy breach response plans, including communication strategies that are as open as possible. A good communication plan with the affected individuals is a cornerstone of an organization's response to a privacy breach, but only if that plan is in place and tested before the breach occurs.

The Speakers personal experience and her journey through a FOIP breach added a lot to this session. (Terry O'Reilly is right, stories add so much to information)

1. Document retention policy needs to be reviewed, and staff informed of importance of proper record keeping
2. Privacy of all personal and personnel information needs to be reviewed with staff.
3. Procedure for a FOIP request made into a formal document, with understanding of how and why people request records.
4. FOIP policy undated to reflect cost statement. ie....FOIP requests are subject to all costs incurred by organization to provide information.
As well as protocol for a FOIP breach made by our organization.
5. Library should put privacy disclaimer on all our email addresses.
6. Refresher FOIP training for staff.
7. Staff need to know why we are collecting information to advise anyone who asks.

Copyright and Licensing in Libraries – Rob Tiessen

From loaning books to interlibrary loan, the Copyright Act affects how libraries do their work. With the move from print to digital, increasingly libraries lease rather than own subscriptions to journals, ebooks, and databases. The terms of the licence (contract) signed determines how a library can use a product. This presentation will be an overview of copyright and licencing basics.

Unfortunately, this speaker dealt with agreements between Universities and e publishers. Most of our databases and ebook licences are negotiated by NLLS.

1. Find out from NLLS if there are any copyright protocols with any of the e material, ie databases the staff should be aware of.
2. Check current copyright posters at our photocopiers for accuracy.
3. Go over basic copyright laws with staff.

Best Practices for Public Libraries – Kerry Anderson and Jen Anderson

Alberta public library boards often request information on basic service best practices in order to compare their library with those of similar size. In 2018, PLSB updated Best Practices for Public Libraries in Alberta to meet the need for this information. These best practices are: encourage equity in delivery of library services for residents of Alberta; provide a point of reference for self-evaluation; provide a framework for future development; and encourage excellence. The document provides service levels that each board can consider as they assess and plan their library service, while taking into account the community's expectations, challenges, and growth. PLSB is able to provide assistance to enable boards to use best practices and determine if their measures of success are comparable to other similar libraries. This session will provide an overview of implementation of this document.

Very informative session! PLSB has started creating new evaluation Checklists for Best Practices. These are well designed to go with the new and updated Best Practices Handbook for Libraries. The worksheets are for us to evaluate how we, as a Library, are doing with Best Practices. All participants were given two checklists for a trial run. PLSB was looking to see if these would be a helpful tool for Directors and Boards to use to evaluate themselves. Very interactive session with lots of feedback from a wide selection of administration and Board Members. Everyone agreed they are an awesome tool and the Branch will be making more.

1. Will be getting new Best Practices for all Board Members
2. I will be reviewing the booklet and making notes for day to day administering improvements. Our Library-Improvements to increase Best Practices.

Digital Content: We Haven't Been Baking Brownies When the House is On Fire - Sharon Day

Digital content access for libraries has become even more precarious in 2018, from new eBook content embargoes, eAudiobook licensing models which restrict availability, disappearing *Globe and Mail* content and the continued affordability issues with eBook pricing models. Join the taskforce as they review the current status of these issues, discuss the work underway to advocate for changes, and learn how you can participate in this important work. Learn about the "One eRead, One Nation/Un livre, une nation" Canada-wide program which will be available to all libraries to foster awareness of Canadian literature. And finally, join the presenter as she updates the recommended licensing terms discussion. With the impacts of new privacy legislation and changes in the digital landscape, it's more important than ever to be able to effectively understand and transform the terms into a workable solution.

Very informative session on the struggle to get e-content at an affordable price for libraries. In June there is a provincial wide advocacy program. A lot of work is being done to prove to publishers that they are not losing sales by offering complete pricing for Libraries. Library Systems can join the program and we as local libraries can do our part in June by using some of the marketing tools available. We are all directly affected by these costs. Below is a press release I will send out in June. The book being used for measurement during June is *Glass Beads*. We have a hard copy and will have access to a digital copy in June or sooner.

Program Evaluation

This program is an opportunity to demonstrate the positive impact of public libraries and advocate for better access to econtent. To do so, we will measure the immediate and residual impacts of the program as well as the correlation between circulation and sales.

Four facets will be evaluated:

1. Circulation and holds (physical and digital) of the featured books and all other books by the same author
2. Sales (physical and digital) of the featured books and all other books by the same author
3. Social media reach of the program
4. Anecdotal data

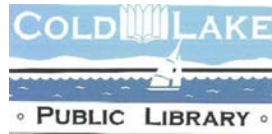


City of Cold Lake Library Board
May 2019 Financial Committee Report

Members: Darren Robson, Committee Chair
 Cynthia Sloychuk, Board Chair
 Jeanette Hatta, Board Member
 Leslie Price, Library Director

1. The 2018 Registered Charity Information Return has been completed and will be sent to the CRA next week. It is due by the end of June.
2. With the Surplus funds committed to date this year, the library has \$19,690 remaining. Leslie received a quote from Electric Services to provide permanent power to the outdoor stage for \$3530 including GST. Leslie has sent a letter to the City requesting permission for the project. The current Surplus would be reduced to \$16,160 after completing the outdoor stage power work.
3. The committee has drafted a letter to City Council to outline the Board plans for Surplus spending this year, and it should be sent in the next couple weeks.
4. The May financial summary is attached to the report.

Darren Robson
The City of Cold Lake Library Board
Secretary/Treasurer



Cold Lake Public Library
May 2019 Financial Summary

	Feb-19	Mar-19	Apr-19	Year-To-Date	Projected	Budgeted	Variance
REVENUES							
Sales & Fines	356.20	494.65	143.45	1,330.99	3,992.97	5,700.00	-1,707.03
Donations & Fundraising	425.20	2,811.85	1,341.10	4,811.65	5,656.95	14,000.00	-8,343.05
Provincial Funding	0.00	22,914.00	0.00	22,914.00	135,252.90	130,527.90	4,725.00
Local Gov't Funding	0.00	0.00	0.00	0.00	511,282.80	511,282.80	0.00
TOTAL REVENUE	781.40	26,220.50	1,484.55	29,056.64	656,185.62	661,510.70	-5,325.08
EXPENSES							
Salaries & Training	32,472.11	60,640.26	37,445.98	165,925.18	497,775.54	515,505.00	17,729.46
Operating	3,308.86	2,297.34	11,719.29	20,513.54	118,078.47	121,650.00	3,571.53
Plan of Service	2,248.59	11,950.67	2,911.61	17,867.69	28,375.97	24,100.00	-4,275.97
TOTAL EXPENSES	38,029.56	74,888.27	52,076.88	204,306.41	644,229.98	661,255.00	17,025.02
Surplus / Deficit	-37,248.16	-48,667.77	-50,592.33	-175,249.77	11,955.64	255.70	

Category Explanation:

Sales & Fines: Book Replacement, Sale of Services (x2), Fines

Provincial Funding: Provincial Grant and any Wage Grants

Local Gov't Funding: Memberships, City and MD Funding

Salaries & Training: Salaries, Overtime, Employer Contributions, Personal Development, WCB

Operating: Postage & Courier, Telephone, Audit, Security, Copier, Network, Janitorial, ILL,
Memberships, NLLS Transfer, Insurance, Supplies, Collections and Books

Plan of Service: Programs, Equipment Purchases, Advertising, Promotion, Beautification

Notes:

1. Although the library received close to \$3000 in donations for the Richard van Camp author visit, they were tied to a specific event and are not counted in the year-end projection. The projected revenue from Donations and Fundraising is \$8000 less than expected.
2. Training expenses for the year are currently projecting under budget.
3. The Plan of Service expenses related to the author visit are not included in the year-end projections.

SCHEDULES

SCHEDULES A to D are part of the Bylaws of the Cold Lake Public Library.

Schedule A Borrowers Card Fees

Schedule B Loan Periods for Library Resources

Schedule C Penalty Provisions

- 1) Fines for late return of library resources
- 2) Fines for damaged or lost library resources
- 3) Procedures for notice of overdue library resources and demand for return for library resources
- 4) Revocation of borrower's cards
- 5) Procedure for prosecution
- 6) Penalties for abuse of borrowing privileges

Schedule D Fees for Freedom of Information and Personal Privacy Requests

SCHEDULE A

Borrowers Cards Fees

The Cold Lake Public Library currently does not charge membership fees.

SCHEDULE B

LOAN PERIODS FOR LIBRARY MATERIALS

Loan Period:

Books	3 week loan	Maximum of 2 renewals*
Audio Books	3 week loan	Maximum of 2 renewals*
Magazines	3 week loan	Maximum of 2 renewals*
DVD TV Series	3 week loan	Maximum of 2 renewals*
DVD/Blu-Rays	1 week loan	Maximum of 2 renewals*
CDs	1 week loan	Maximum of 2 renewals*
Video Games	1 week loan	Maximum of 2 renewals*
Overdrive Audio Books	1, 2 or 3 week loan	Renewals possible**
Overdrive E-Books	1, 2 or 3 week loan	Renewals possible**
3M E-Books & Audio Books	3 week loan	

*Renewal not available if item has been requested by another patron

**Borrowing period to be selected by patron at checkout

SCHEDULE C

PENALTY PROVISIONS

1. Fines for late return of library resources

The Cold Lake Public Library currently does not charge late return fees

2. Fines for damaged or lost library resources

- a. The charge for lost or irreparably damaged library materials will be replacement cost plus GST.
- b. An item is considered lost when it has not been returned after two months.
- c. When charges exceed \$10.00, borrowing privileges shall be suspended until the balance is paid in full

3. Procedures for notice of overdue library resources and demand for return of library resources

Patrons will be notified that material is overdue by telephone, mail or e-mail.

4. Revocation of borrower's cards

- a. A patron's library card may be suspended or revoked for the following reason: Unpaid library charges for lost or damaged books in excess of \$40.00 that have remained on the patrons file for 3 months or more.
- b. Recommendation for suspension or revocation will be made to the Cold Lake Library Board by the Library Director.

5. Procedure for prosecution

- a. Steps may be taken by the Cold Lake Library Board to take patrons to small claims court to recover materials that have not been returned when the amount is more than \$250.00. The costs for this would be attached to the patron's file to be recovered from the patron.
- b. If the decision is made to proceed to prosecution to recover materials the patron will be notified by special delivery requiring a signature that this matter will be taken to small claims courts if not resolved within 7 days of reception of the notification.
- c. Every option will have been made prior this written notification to forestall the Board proceeding to this step.

6. Penalties for abuse of borrowing privileges

- a. Charges for late return of different types of materials.
- b. Charges for materials that have been returned damaged by a patron
- c. Charges for lost materials
- d. Amnesty periods when patrons can return overdue materials without having to pay charges will occur at various times during the year.

SCHEDULE D

FEEES FOR FREEDOM OF INFORMATION AND PERSONAL PRIVACY REQUESTS

Where an applicant is required to pay a fee for services, the fee payable is in accordance with the FOIP Regulation, AR 200195, as amended from time to time or any successor regulation that sets fees for requests for information from the Policy.

Read a first time	January 22, 2018
Read a second time	January 22, 2018
Read a third time	January 22 , 2018

Chairperson: _____

Treasurer: _____

Read and adopted	January22, 2018
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