

Whitby Public Library Board Minutes

Date: Jan 15, 2025

Time: 7:00 p.m.

Place: Board Room, Central Library

Present:

Lorraine Gray (Chair)

Liam Nichols

Kate Campbell

Art Maki

Geoff Anderson

Maria McDonnell

Chris Leahy

Regrets:

Peter Creer

Akhil Kapoor

Also Present:

Rhonda Jessup, CEO

Joel Sutherland, Director, Community and Service Development

Michelle Frenette, Director, Corporate Services

Christy Harper, Director, Technology and Operations

Mandy Beaton, Finance and Administration Associate

1. Call to Order/Approval of Agenda

Meeting was called to order at 7:04 p.m.

2. Declaration of Conflict of Interest

No conflict of interest was declared.

3. Presentation: Forum Research Public Opinion Survey

The results of the Public Opinion Survey were presented virtually by Sarah Lam and Paolo Leynes from Forum Research Inc., along with Jaclyn Derlatka, Manager of Strategic Initiatives for the Whitby Public Library. The survey was conducted via telephone and online from Oct 15th to Nov 8th, 2024, and was aimed at Whitby residents aged 18 and older. There were 504 telephone survey responses (which were a mixture of landlines and cell phones) and 1,335 online survey responses. 80% of those who responded were active

library cardholders, 14% were lapsed cardholders, and 6% were non-cardholders. There was a very high level of satisfaction with Whitby Public Library's services reported overall by the survey results. The Net Promoter Score (NPS) was +59 which is very strong.

Discussion took place on the topic of survey sample size, non-card holders, demographics of survey respondents and Library parking. It was suggested that WPL focus in the future on lapsed card holders since they are likely to renew their library cards. Library management using this survey data to plan future program offerings was highlighted and this will be reported on back to the Board at future meetings with an accompanying action plan. Also, the topics of diversity, languages and ways in which the library is not yet meeting the needs of the community were discussed. The Board agreed that the data provided by this survey will be very useful for future planning purposes.

4. Welcome and Introductions

The Board was introduced to and welcomed Joel Sutherland, WPL's new Director of Community and Service Development.

Councillor Chris Leahy was also welcomed back to the WPL Board, as the newly appointed Mayor's designate.

5. Election of Officers: Chair and Vice-Chair

Moved by Geoff Anderson
Seconded by Kate Campbell

That Rhonda Jessup take the chair to conduct the election of Chair. CARRIED

Rhonda Jessup called for nominations for Chair of the Whitby Public Library Board for 2024.

Moved by Liam Nichols

That Lorraine Gray be nominated as Chair for 2025.

Lorraine Gray accepted the nomination.

There being no further nominations, Lorraine Gray was acclaimed Chair.

Lorraine Gray called for nominations for Vice-Chair of the Whitby Public Library Board for 2025.

Moved by Geoff Anderson

That Liam Nichols be nominated as Vice-Chair for 2025.

Liam Nichols accepted the nomination.

There being no further nominations, Liam Nichols was acclaimed Vice-Chair.

6. Consent Agenda Items

Moved by Kate Campbell

Seconded by Liam Nichols

That the Consent Agenda items be approved as distributed.

CARRIED

7. Chief Executive Officer's Report

Rhonda Jessup reported on two items that related to WPL's strategic plan, the first being the completion of a signed contract by the Library for a new Learning Management System (LMS) as well as the hiring of a company for an upcoming staff engagement survey, after which a plan will be developed to address these findings.

The Ontario Library Association's (OLA) Super Conference event is coming up on Jan. 29 – Feb. 1, 2025, in Toronto, which several Library staff will be both attending and presenting at.

Rhonda shared with the Board a positive story on one of WPL's "super-users" of its 3D printers in Discovery Zone.

A report is being sent to Town council detailing the library's numerous contributions to the Town's community strategic plan.

8. Councillor's Report

Chris Leahy expressed his gratitude to be returning to the Whitby Public Library Board.

The Town has launched the Thickson Road public art initiative. There was a free public skate held at Luther Vipond Memorial Arena on Jan. 12th.

Metrolinx funding for the area impacting the Library has been deferred for approximately 10 years, resulting in no potential impact to Celebration Square before that time.

9. Business Arising from Previous Minutes

None at this time.

10. New Business

a) Occupational Health and Safety Policy

Moved by Geoff Anderson

Seconded by Liam Nichols

That the Occupational Health and Safety Policy be passed, as distributed.

CARRIED

b) Records Retention Policy

Discussion occurred around the fact that this is a new policy that has been reviewed by the Town. WPL's records are moving towards becoming more digitalized.

Moved by Maria McDonnell

Seconded by Art Maki

That the Records Retention Policy be passed, as distributed.

CARRIED

c) Video Surveillance Policy

The Board discussed how video records are deemed to be significant on a circumstantial basis. It was noted that the Library's surveillance videos are for forensic purposes, rather than being monitored continuously. WPL follows Police direction for requests to access these videos, as well as consulting legal advice.

Moved by Maria McDonnell

Seconded by Art Maki

That the Video Surveillance Policy be passed, as distributed.

CARRIED

d) Workplace Harassment and Violence Policy

Moved by Geoff Anderson

Seconded by Kate Campbell

That the Workplace Harassment and Violence Policy be passed, as distributed.

CARRIED

e) Board Practices (L. Gray)

Lorraine Gray and Liam Nichols discussed the two Board committees and their membership. The topic was tabled for the next Board meeting to have a conversation about the Board committees' structures and titles. An action plan will be created from the results of the Board member interviews, as well as addressing questions that arose from these interviews.

Rhonda Jessup was presented with flowers to celebrate her 30-year anniversary at WPL. She expressed her gratitude for working with an amazing staff team and Library Board. The Board expressed its appreciation of Rhonda's hard work as CEO.

f) HR Committee Update (G. Anderson) (in camera)

Moved by Geoff Anderson

Seconded by Art Maki

That the meeting go into closed session at 8:50 p.m. to discuss this item

CARRIED

Moved by Chris Leahy

Seconded by Art Maki

That the meeting go back into open session at 9:02 p.m.

CARRIED

Moved by Geoff Anderson

Seconded by Kate Campbell

That the recommendations of the HR Committee be approved as presented

CARRIED

11. Next Meeting

The next meeting will be held on Wednesday, February 19, 2025, at 7:00 p.m., in the Board Room, Central Library, 405 Dundas Street West, Whitby

12. Adjournment

The meeting adjourned at 9:05 p.m. on a motion by Maria McDonnell.

Board Chair

Secretary