



REGIONAL MUNICIPALITY OF WATERLOO LIBRARY COMMITTEE MINUTES

Tuesday, April 9, 2013
2:58 p.m.
Waterloo County Room
150 Frederick Street, Kitchener, Ontario

Present were: Chair T. Cowan, L. Armstrong, R. Deutschmann and R. Kelterborn

Also present: K. Bernstein, L. Bish, K. Fletcher, C. Gravlev, H. Newton, K. Seredynska and L. Sims

DECLARATIONS OF PECUNIARY INTEREST UNDER THE *MUNICIPAL CONFLICT OF INTEREST ACT*

None declared.

PRESENTATIONS

a) Lori Sims, Kestrel Info Services, provided a [presentation](#) to the Committee regarding the Service Review and Implementation Plan; a copy is appended to the original minutes. She outlined the purpose of the study; the methodology; updated Region of Waterloo Library (RWL) vision and mission; frameworks for planning; service priorities; service delivery model; statement of purpose for programming; hours of operation framework; and, details of the service improvement plans.

Lucille Bish, Director, Community Services, responded to Committee questions regarding the proposed revision of branch hours of operation and she advised that the recommendations for revised hours from the consultant's report could not be fully achieved within the current budget. She explained the process for the implementation; at this time, until the overview of the Consultant's recommendations had been provided to Councillors, staff have not been extensively consulted about the proposed recommendations.

The Committee discussed the status of the branch 'open' signage and Katherine Seredynska, Manager, Public Services, provided an update. Kelly Bernstein, Manager, Information Services, responded to a Committee inquiry about the feasibility of self check-out system.

L. Sims summarized the plan implementation timeline and the tasks which could be implemented now and in the long-term.

The Committee inquired about the additional funds previously allocated for extra operating hours at the Wellesley branch. L. Bish advised that the hours haven't been increased yet and that staff is planning to implement either fully or in phases once the Committee has approved the overall revision to the operating hours at all branches, resulting from the Service Review.

In response to a Committee question regarding infrastructure and facility improvement plans and Township budget forecasts, L. Bish stated that the model used currently with the Regional libraries has each Township providing the facilities and funding for any significant renovation of a facility.

The Committee requested that staff provide a Service Review presentation to each of the Township councils.

REPORTS

a) P-LIB-13-001, Service Review and Implementation Plan for Region of Waterloo Library, Final Consultant Report

L. Bish summarized the proposed next steps as outlined in the staff report. She indicated that these actions will come forward at the next meeting in May. Staff will arrange to provide service improvement plan presentations at Township council meetings in June. The Committee suggested that each of the presentations specifically address the unique issues within each Township.

MOVED by R. Deutschmann
SECONDED by L. Armstrong

THAT the Regional Municipality of Waterloo receive the "Service Review and Implementation Plan for Region of Waterloo Library, Final Consultant Report" for information, and direct staff to report back on specific elements for prioritization and implementation at the May meeting of the Library Committee, as described in Report P-LIB-13-001, dated April 9, 2013.

CARRIED

b) P-LIB-13-002, Region of Waterloo Library – 2012 Periodic Report

K. Seredynska responded to Committee questions about the status of facilities requests. L. Bish responded to a Committee inquiry about the noted surplus and interdepartmental transfers.

MOVED by L. Armstrong
SECONDED by R. Deutschmann

THAT the Regional Municipality of Waterloo approve the transfer of the 2012 Region of Waterloo Library operating surplus in the amount of \$34,342.68 to the Library Capital Reserve Fund to support future funding of capital and one-time projects. [P-LIB-13-002]

CARRIED

INFORMATION/CORRESPONDENCE

a) Region of Waterloo Library Operations Update: January – March 2013

K. Seredynska provided details about the launch of this year's One Book, One Community program and she encouraged the Committee members to attend.

K. Bernstein stated that the implementation of the PC Reservation program is pending and that the response to the computer training program has exceeded staff expectations.

Received for information

b) Block Three Brewing Company, Re: Proposed Microbrewery and Retail Store in Vicinity of St. Jacobs Library

Received for information

NEXT MEETING – May 28, 2013

ADJOURN

MOVED by R. Kelterborn
SECONDED by L. Armstrong

THAT the meeting adjourn at 4:22 p.m.

CARRIED

COMMITTEE CHAIR, *T. Cowan*

COMMITTEE CLERK, *S. Natolochny*

Region of Waterloo Library Service Development Plan 2013

Presentation of Plan

Region of Waterloo Library
Committee

April 9, 2013



Purpose of the Study

- Road map to guide future decisions
- Model of service delivery that's consistent and explainable
- Address changing demands
- Drives greater use and citizen satisfaction

Methodology

Service Improvement, Planning and Implementation (SIPI) Methodology.



Institute for Citizen Centred Service. (2007).
Toward Citizen-Centred Service Delivery A How-to Guide for Service Improvement Initiatives

Where are we now?

- Highly valued
- Efficient and well run
- The way people access information is changing
- Communities are growing
- Facilities are becoming crowded

How will we get there?

FRAMEWORKS FOR PLANNING

- Vision, Mission and Values
- Service Delivery Model
- Statement of Purpose for Programming
- Hours of Operation Framework

Vision and Mission

VISION

To engage, empower and inspire a creative and literate rural community.

MISSION

Creating opportunities for all residents, the Region of Waterloo Library helps rural communities thrive by providing resources for learning, enjoyment and discovery, and by offering every child literacy support that lasts a lifetime.

Service priorities

- Services that meet residents' needs
- Be at the heart of the community
- Expert and responsive staff
- Welcoming to all

Service Delivery Model

Website

Large Branches

Medium Branches

Small Branches

Statement of Purpose for Programming

- Integral to service delivery
- Promotes reading and culture
- Priority audiences: children and youth
- Adults and seniors life-style programming

Hours of Operation Framework

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
LARGE BRANCHES: 44 hours per week						
ELMIRA NEW HAMBURG AYR	Closed	10.00 – 8.00	10.00 – 8.00	10.00 – 8.00	10.00 – 6.00	10.00 – 4.00
MEDIUM BRANCHES: 30 hours per week						
BADEN WELLESLEY	Closed	10.00 – 8.00	2.00 – 8.00	10.00 – 8.00	Closed	10.00 – 2.00
SMALL BRANCHES: 17 hours per week						
BLOOMINGDALE LINWOOD NEW DUNDEE ST. CLEMENTS ST. JACOBS	Closed	3.00 – 8.00	10.00 – 2.00	3.00 – 8.00	Closed	10.00 – 2.00
ADDITIONAL HOURS: 21			TOTAL HOURS: 282			

How we'll get there (1)

SERVICE IMPROVEMENT PLAN

- Services that meet my needs
 - Hours, collections, ebooks
- Programs that meet my needs
 - Child, teen, adult, promotion

How we'll get there (2)

SERVICE IMPROVEMENT PLAN

- Physical structure
 - Space
- Online functions and experience
 - User-friendly website, digital literacy
- Effective business practices
 - User-friendly rules

How we'll get there (3)

SERVICE IMPROVEMENT PLAN

- Friendly and knowledgeable staff
 - Training and support

- Sense of community
 - Services for new residents

Implementation - Now

NOW

- Adopt framework
- New policies
- Website additions

Implementation – 18 months

18 MONTHS

- New hours of operation schedule
- Plan for facilities and technology improvement study
- Revise training for public and staff

Implementation – 2014-2015

2014-2015

- Launch new programs with operating and capital funding approved

Financial resources

- LOW COST**
- Policy and framework adoption
 - Web-based promotions
 - Program design
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- MEDIUM COST**
- Added programs
 - Collections
 - Improved signage
 - Technology
-

- SIGNIFICANT COST**
- Additional open hours
 - Additional staffing hours
 - Infrastructure improvements

Conclusion

- Listened to Township residents
- Comprehensive plan
- Continuing value and relevance
- Position of strength to build upon