



Regional Municipality Of Waterloo

Library Committee

Minutes

Tuesday, January 13, 2015

2:24 p.m.

Room 217

150 Frederick Street, Kitchener

Present were: L. Armstrong, S. Foxton, J. Nowak, and S. Shantz

Also present: K. Bernstein, L. Bish, R. Horne and K. Seredynska

S. Natolochny called the meeting to order.

Declarations of Pecuniary Interest Under “The Municipal Conflict of Interest Act”

None declared.

Election of Chair and Vice Chair

S. Natolochny conducted the election of Chair. A call was made for nominations and L. Armstrong was nominated; he stated that he was willing to serve as Chair. A call was made for further nominations and no others were forthcoming.

Moved by S. Foxton

Seconded by J. Nowak

That nominations for the position of Chair be closed.

Carried

L. Armstrong was appointed the Chair of the Library Committee, by acclamation.

S. Natolochny conducted the election of Vice-Chair. A call was made for nominations and S. Shantz was nominated; she stated that she was willing to serve as Vice-Chair. A call was made for further nominations and no others were forthcoming.

Moved by S. Foxton

Seconded by J. Nowak

That nominations for the position of Vice-Chair be closed.

Carried

S. Shantz was appointed Vice-Chair of the Library Committee, by acclamation.

L. Armstrong assumed the Chair.

Rob Horne, Commissioner, Planning, Development and Legislative Services, welcomed the Committee and introduced the Library staff in attendance. He highlighted the Library Committee accomplishments from past term of Council, including the optimization of the available resources, the revision of branch hours of operation, the customer survey, and the sustainability of the Region of Waterloo Library (RWL) budget.

Presentation

a) Your Region of Waterloo Library System

Lucille Bish, Director, Cultural Services, provided [a presentation](#) to the Committee; a copy is appended to the original minutes. She also provided handouts including the Canadian Library Association Position Statement on Intellectual Freedom; the appendix related to report P-LIB-13-003; and, the Region of Waterloo Library Service Plan 2013-2015 brochure.

The presentation highlighted the following:

- overview of the 10 branch locations
- vital statistics
- governance and administration
- services and resources
- 2012 service review/survey results
- progress in 2013/2014
- key action areas
- budget and budget issues
- priorities for consideration in 2015-2018

Staff responded to Committee questions about partnerships with local schools, community organizations and local businesses.

Reports

- a) PDL-LIB-15-01, Proposed Library Committee Meeting Dates

Moved by S. Shantz

Seconded by J. Nowak

That the Regional Municipality of Waterloo approve the 2015 meeting dates for the Region of Waterloo Library Committee, as noted in report PDL-LIB-15-01, dated January 13, 2015.

Carried

Information/Correspondence

L. Bish provided background details about the issue of restrictions and cost of e-books sold to libraries. She advised that she's received subsequent correspondence from the Toronto Public Library (TPL) and the Ottawa Public Library (OPL). These libraries are jointly launching a public awareness campaign and are encouraging local libraries to become involved.

The Committee discussed the opportunities for advocacy by the Region and the Area Municipalities and it was agreed to determine actions once TPL and OPL have formalized their strategy.

- a) Letter to Mr. Todd Cowan from Michael Coteau, Ministry of Tourism, Culture and Sport, dated December 4, 2014, was received for information.
- b) Letter to Mr. Todd Cowan from the Honourable Shelly Glover, Minister of Canadian Heritage and Official Languages, dated December 9, 2014, was received for information.
- c) Letter to Region of Waterloo Public Library from Ms. Jennifer Stirling, Ottawa Public Library, dated December 16, 2014, was received for information.

Other Business

- a) Grant from the Ministry of Culture and Tourism

L. Bish advised that a grant in the amount of \$15,966 has been awarded to the RWL. The grant can be used for internet, websites and/or staff development. Staff will prepare a report with a proposal for the next meeting.

b) Potential New Library Space in Township of Woolwich

The Committee discussed the potential new library space in the Township of Woolwich.

Next Meeting – February 3, 2015

Adjourn

Moved by J. Nowak

Seconded by S. Foxton

That the meeting adjourn at 3:54 p.m.

Carried

Committee Chair, L. Armstrong

Committee Clerk, S. Natolochny

Region of Waterloo Library

Orientation for 2015-2018 Library Committee January 13, 2015

Lucille Bish, Director Community Services

Katherine Seredynska, Manager Public Services

Kelly Bernstein, Manager Information Services



RWL: Your Library System

Today's Presentation:

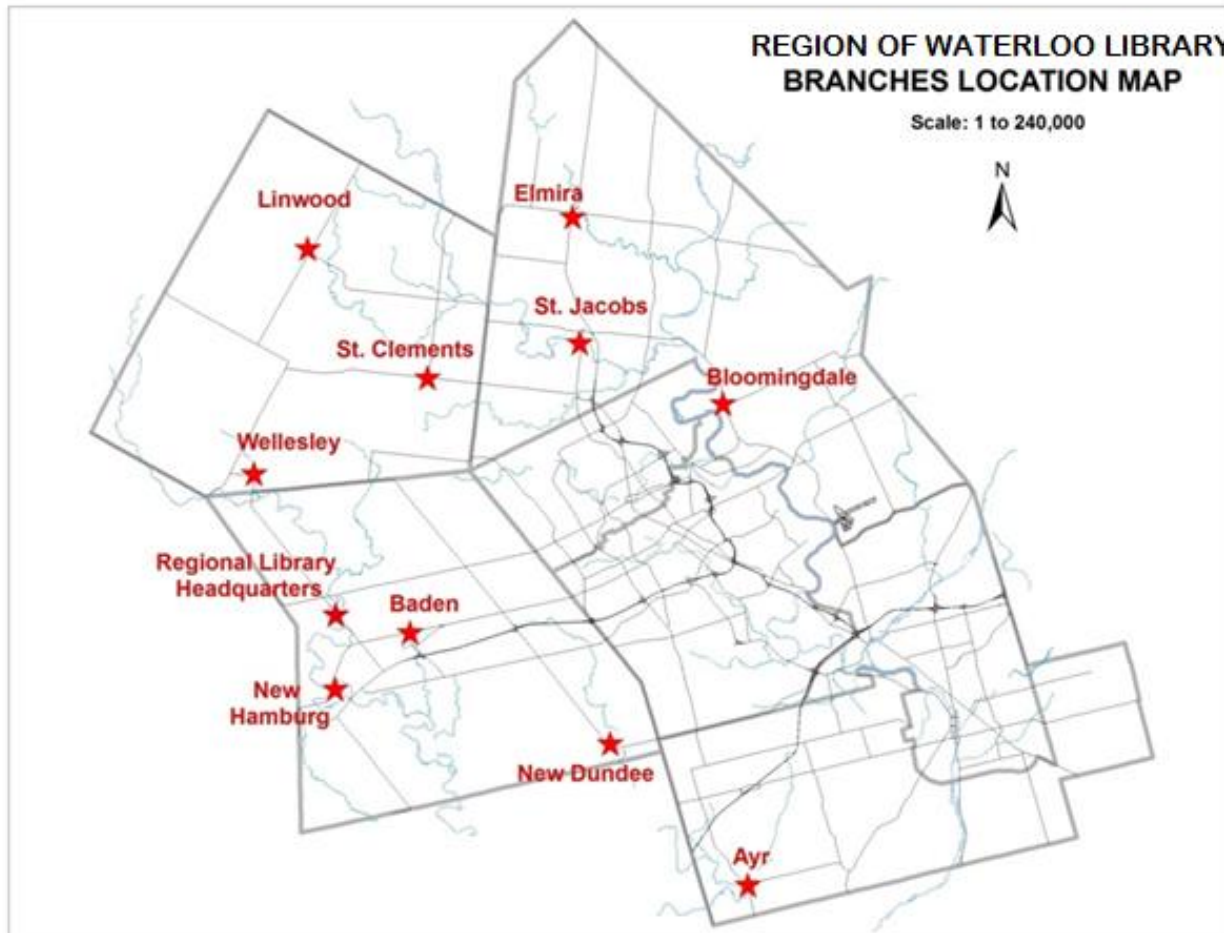
- Overview
- RWL Service Review
- Budget
- Looking Forward

RWL: Your Library System

Overview



RWL: 10 Branches + HQ



RWL Branches

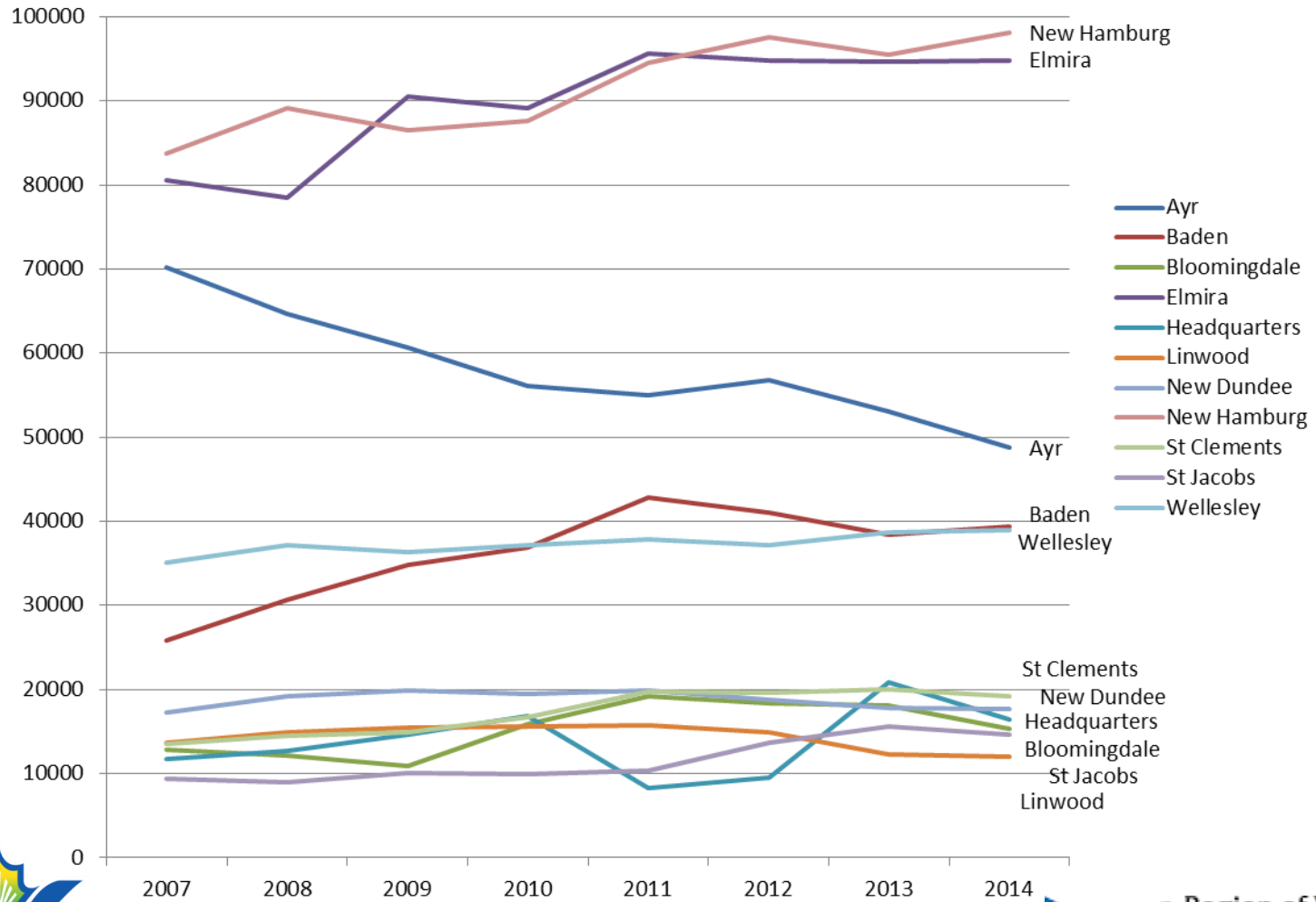


RWL: Vital Stats (2014)

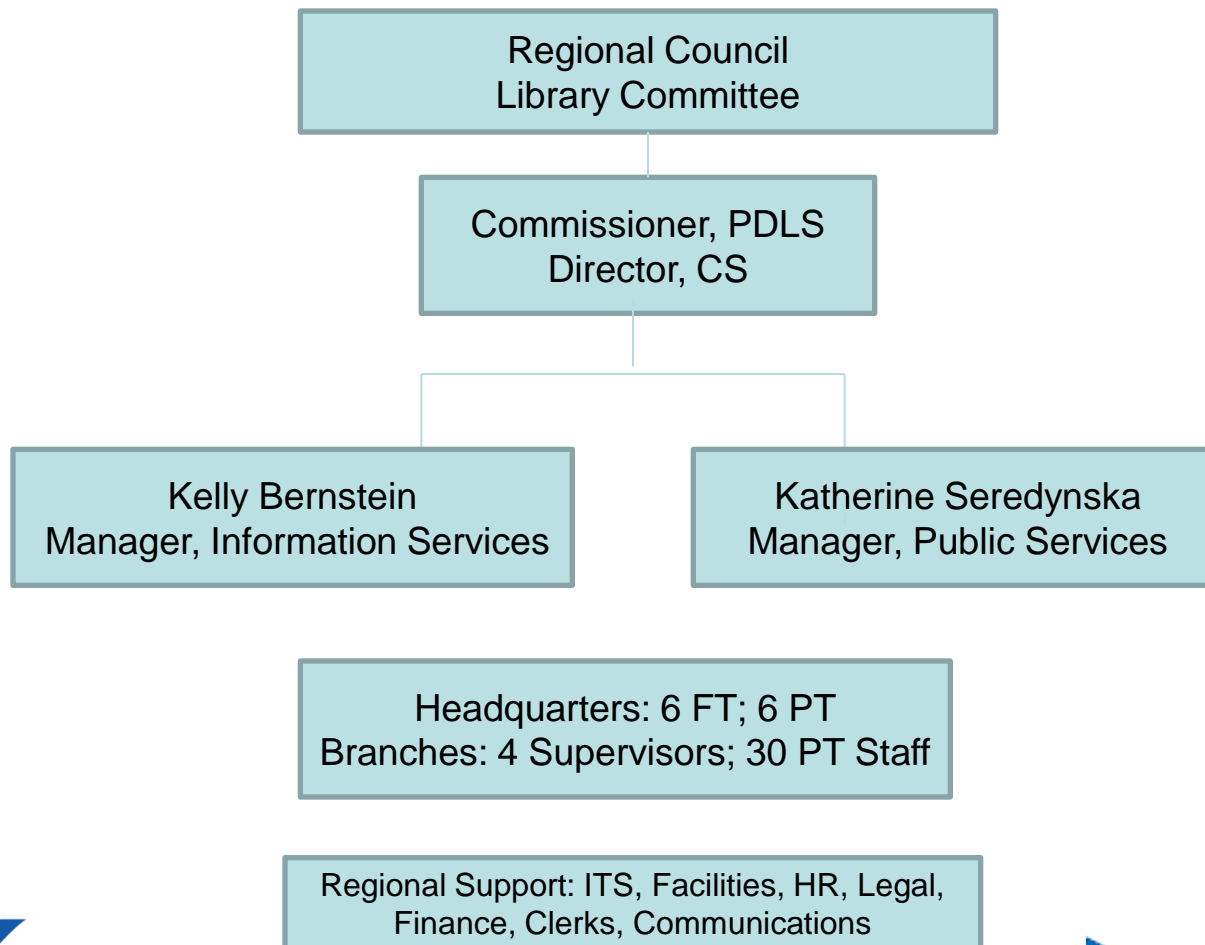
- 16,530 active borrowers (25% of residents)
- 312,238 items
- 897,837 electronic uses (13.7 per capita) [4 x 2009]
- 415,370 circulations (29 per branch hour) [5% > 2009]
- 685,495 non-electronic uses (10.5 per capita)
- 1,352 programs;
18,332 attendees



RWL: Vital Stats



Governance and Administration



Access to Materials and Services

Canadian Library Association Position Statement on Intellectual Freedom

... "Libraries have a basic responsibility for the development and maintenance of intellectual freedom."

..."libraries shall acquire and make available the widest variety of materials."

..."making available all the library's public facilities and services to all individuals and groups who need them."



Available Programs

- Programs at all branches:
 - Children: Storytimes, summer reading club, special events
 - Adult: one on one computer training, special events
- Special Programs:
 - programs for babies, one and two year olds
 - Kids/tweens book clubs
 - Read to a Dog, after school programs
 - dance programs, yoga, gaming for teens
 - Community Lit, book clubs
 - movie afternoons for seniors



Services & Resources

Services:

- Holds and Delivery
- Computers and Tech Classes
- Wi-Fi
- Inter-Library Loan
- ServiceOntario

Resources:

- Family Reading Corners
- eBooks and eAudiobooks
- Digital Music and Magazines
- Research Databases and Homework Help
- Local History Collection (Ayr, Elmira, New Hamburg)



rwlibrary.ca

The screenshot shows the homepage of the Region of Waterloo Library website. At the top left is the library logo, and to its right are navigation links: HOME | LOG IN | MY ACCOUNT | REQUEST AN ITEM | CONTACT US. Below these is a search bar with the text "Search Book" and a magnifying glass icon. To the right of the search bar are radio buttons for "Catalogue" (selected) and "Website", and a dropdown menu for "Services List A-Z".

A horizontal menu below the search bar contains six items: "About Us", "Our Collections", "Research", "Kids, Tweens & Teens", "Programs and Events", and "Explore".

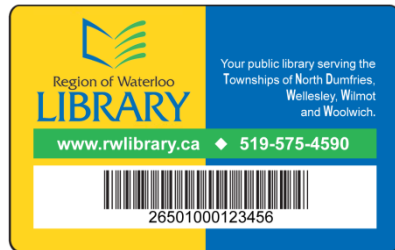
The main content area features a large image of a man in a pink shirt and tie, running with a red cape and carrying a briefcase. Below this image is a green banner with the text "Express Collections" and "Get the hottest books, DVDs and magazines - faster!". To the right of the banner are navigation arrows.

On the right side of the page, there is a vertical sidebar with several links, each with a small icon: "Get a Library Card" (with a library card icon), "Search Catalogue" (with a person reading icon), "Branch Hours" (with a clock icon), "downloadLibrary" (with a stack of books icon), and "Zinio" (with a tablet icon).

Below the main content area, there are three news items on the left, a central "Online Program Registration" box with the text "Fast. Convenient. Easy" and an "eNewsletter" link, and a list of categories on the right: "New Adult Fiction", "New Adult Non-Fiction", "New DVDs", "New Mysteries", "New Romances", and "Click for more 'New' lists...".

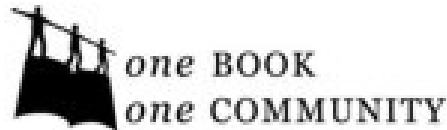
At the bottom of the page, there is a footer with the library logo, copyright information "© 2014 Region of Waterloo | Privacy | Sitemap | Accessibility", and social media icons for Facebook, Twitter, YouTube, RSS, and Google+.

Collaboration & Partnerships



One Card = access to 15
library systems

Some of RWL's current partnerships:

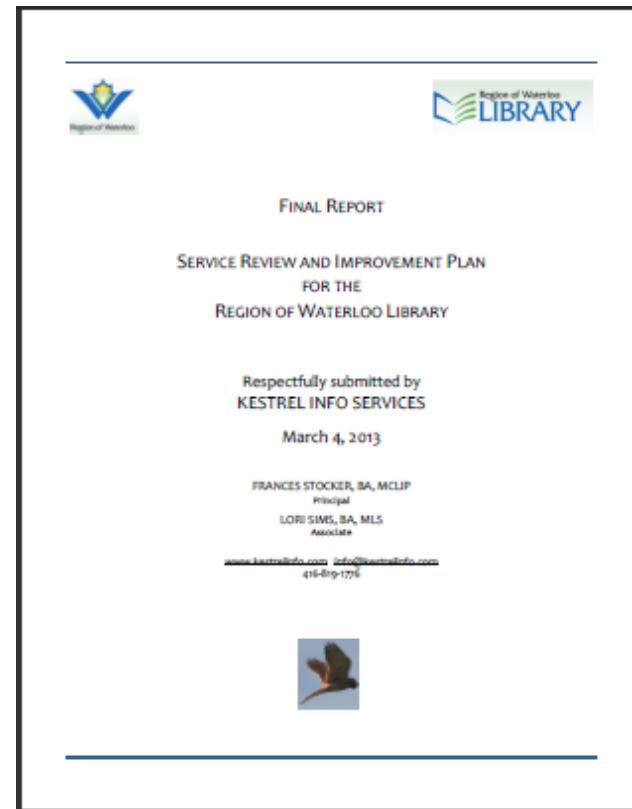
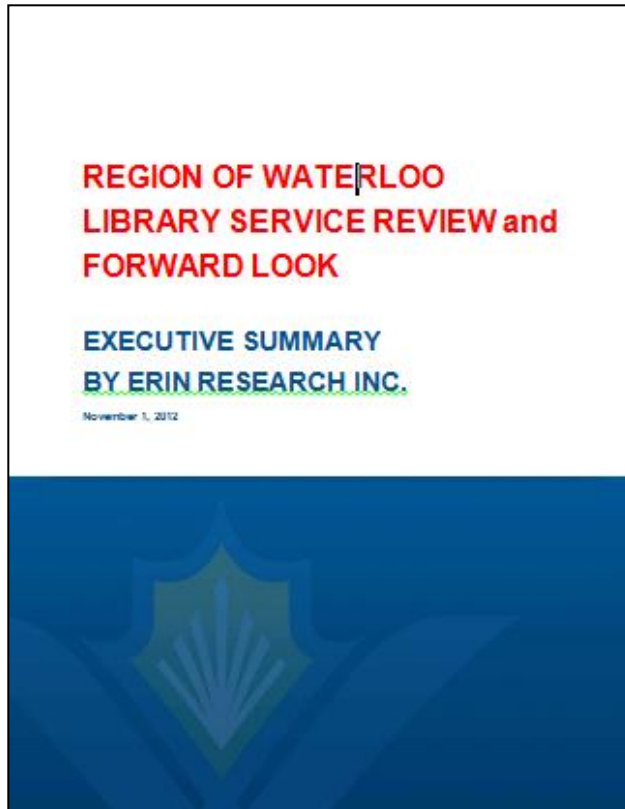


RWL: Your Library System

Service Review

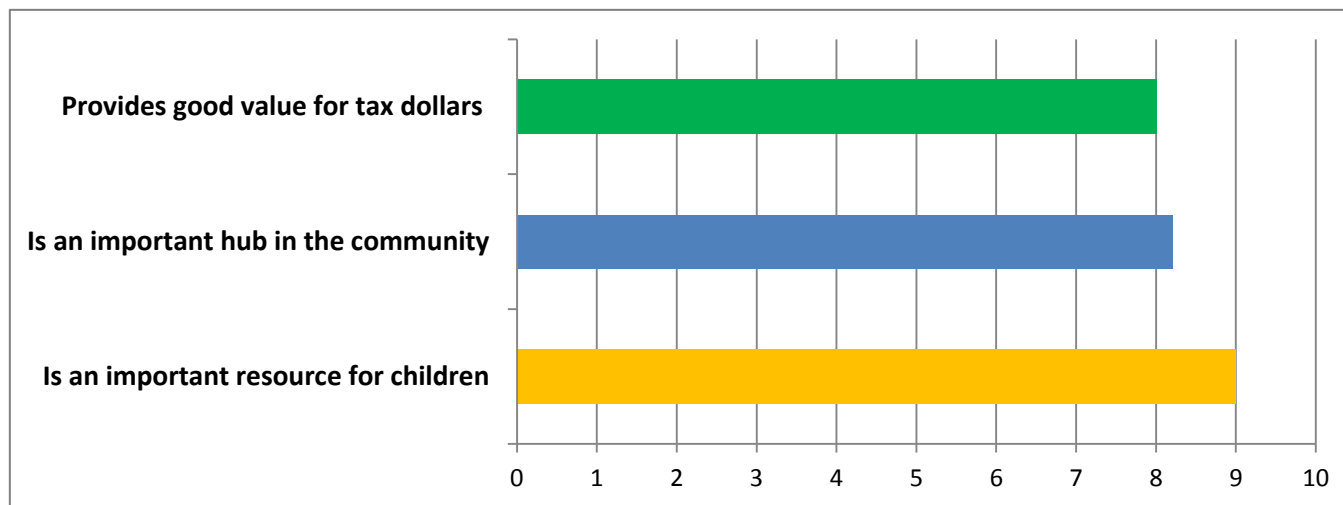


2012 Service Review Results



Survey Results

- 1500 households interviewed
- Overall satisfaction with RWL: 9.0 out of 10
- Users *and* non-users agree that RWL:



Township Residents Said:

- I don't have computer access at home so I really enjoy the use of the computers and internet at the library
- I like interlibrary loan because I get the book I want.
- I love the summer reading program
- The library has had everything that my 17 year old son has needed to do his projects
- Our library is superb. The staff is extremely helpful.
- Best aspects: Proximity to my home. The ease of getting books and renewing by computer. E-books.
- Our local library branch is as important as the post office in our small town. The library is an essential hub for the community



Survey Results

Areas where Service Improvement will have Greatest Impact:

- Services and programs that meet residents' needs
- Sense of community
- Physical structure
- Staff performance



Progress in 2013/14

Resulting from the Service Review, Library Committee approved (P-LIB-13-003, May 28, 2013):

- RWL Vision, Mission, Service Priorities
- RWL Service Delivery Model and Statement of Purpose for Programming
- Hours of Operation Framework and New Schedule
- New Services and Programs
- A plan with many other key actions

New Hours: Oct. 1, 2013

Branch	Tuesday	Wednesday	Thursday	Friday	Saturday
Ayr	10 – 8	10 – 8	10 – 8	10 – 6	10 – 3
Baden	10 – 1 2 – 8	2 – 8	10 – 1 2 – 8	Closed	10 – 1
Bloomingtondale	2 – 5 6 – 8	2 – 5 6 – 8	10 – 12 1 – 4	Closed	2 – 5
Elmira	10 – 8	10 – 8	10 – 8	10 – 6	10 – 3
Linwood	2 – 5 6 – 8	10 – 12 1 – 4	2 – 5 6 – 8	Closed	10 – 1
New Dundee	2 – 5 6 – 8	10 – 12 1 – 4	2 – 5 6 – 8	Closed	10 – 1
New Hamburg	10 – 8	10 – 8	10 – 8	10 – 6	10 – 3
St. Clements	2 – 5 6 – 8	2 – 5 6 – 8	10 – 12 1 – 4	Closed	2 – 5
St. Jacobs	2 – 5 6 – 8	10 – 12 1 – 4	2 – 5 6 – 8	Closed	10 – 1
Wellesley	10 – 1 2 – 8	5 – 8	10 – 1 2 – 8	2 – 5	10 – 1

New Services and Programs

- Expanded one on one computer training: all branches
- Bedtime stories : Elmira and Wellesley
- Saturday morning stories: New Hamburg
- Youth book clubs: New Hamburg, Elmira and Wellesley
- Teen programs: Ayr

Other Key Action Areas



- Services: WiFi, technology training
- Programs: adult, seniors, teens, families
- Spaces: accessibility, signage
- Improved online experience and digital resources
- Business practices: registration, holds
- Friendly and knowledgeable staff
- Sense of community: local history strategy

RWL: Your Library System

Budget



RWL Budget

2014 Operating Budget (Net)	\$2,385,000
2015 Proposed Base Budget	\$2,422,000
Cost to average household	\$73

Capital Program: Technology, branches, materials
Sources: RDC, Reserve Funds

The RWL Budget is directly funded by Township
Property Owners from Property Taxes



RWL Budget Issues

- Cost and sources of funding for materials, both hard copy and digital
- Staff resources needed to meet demand for new programs of all types
- Keeping up with technology change: maintaining hardware and software, plus staff training

RWL: Your Library System

Looking Forward



Moving Forward Together

- Township residents gave high ratings to the Library service
- They also have high expectations which RWL will strive to meet
- They want their branches to be community hubs

Priorities to Consider this Term

- Staff resources needed to meet the public demand for more programs (seniors, adults, families, teens)
- Staff training and development to meet community expectations
- Confirming commitments for building maintenance and accessibility standards with Township staff
- Developing and funding a branch in Breslau
- Increasing awareness and use of library programs and resources
- Incorporating new technology into the branches and services
- Balancing digital resource demands with traditional book collections
- Expanding the delivery of library programs to schools
- Meeting the expectations of new, younger, professional workforce

RWL: Your Library System

RWL will continue to
work with the Townships
to provide the facilities and services
your residents want

Questions or Comments?

