



# Minutes Brampton Library Board

**Tuesday, May 22, 2018**

**7:00pm – 9:00pm**

**Four Corners Branch**

**Auditorium - 1st Floor**

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BOARD: J. Massey-Singh (Chair) K. Hay (Vice-Chair)  
J. Awde M. Ben  
K. Ladak R. Bunn  
C. Phung

REGRETS: M. Palleschi D. Whillans  
P. Waters

STAFF: R. Raven, Chief Executive Officer  
J. Simone, Director, Business Management & Operations  
J. Baty, Director, Innovation & Technology  
J. Andrews-Jotham, Director, Customer Engagement & Partnerships  
A. Simeone, Acting Manager, Human Resources  
F. Mohammed, Human Resources Advisor  
Z.Cassar, Branch Manager, Gore Meadows  
J.Mandal, Branch Manager, Chinguacousy  
S.Bartoletta, Branch Manager, Springdale  
J.Omstead, Branch Manager, South Fletcher's and Mount Pleasant Village  
A.Sensicle, Branch Manager, Cyril Clark  
S.Uttangi, Manager, Adult & Diversity  
K.Alatsas, Manager, Children & Youth  
R.Micic, Supervisor, Volunteer Services  
A.Fontaine, Marketing and Communications Coordinator  
L.Lalonde, President, CUPE 1776  
M.Aiello, Vice-President, CUPE 1776

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**1. Call to Order: 7:03 pm**

Moved by K. Hay  
Seconded by M. Ben  
CARRIED

**2. Approval of Agenda:**

- Brampton Library 160th pulled from Agenda Item 7a) for discussion

Motion to approve Agenda moved by K. Hay



# Minutes

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Seconded by M. Ben  
CARRIED

### 3. Declarations of conflict of interest:

- None

### 4. Delegation

- a. Jael Richardson, FOLD Director
  - J.Richardson provided the delegation presentation to the board
  - Question from audience regarding timeline for response to the delegation
  - J.Massey-Singh advised that the Board will respond within an appropriate time frame and will at least provide an update by the next Board meeting

### 5. Adoption of Minutes from April 24, 2018

- Received

Motion to adopt Minutes moved by J. Awde  
Seconded by R. Bunn  
CARRIED

### 6. Items Arising from Minutes

- a. Provincial Advocacy Letter
  - Provincial Advocacy Letter will be emailed to local MPP candidates prior to the election date
  - The letter will also be shared with FOPL so they are able to capture advocacy efforts at a provincial level

### 7. Consent Agenda

- a. Report of the Chief Executive Officer
  - Received
  - R.Raven discussed the Library's 160th event in addition to the launch of the short list for One Book One Brampton
- b. Update from CULC / CFLA Conference
  - Received

### 8. Presentation

- a. Customer Relationship Management Update - Jason Baty, Director Innovation & Technology
  - K.Ladak asked which libraries are using software similar to the one presented in the report
  - J.Baty responded that there is no one currently utilizing full spectrum CRM in the public library realm

- K.Ladak stated that leveraging the services developed in the commercial world for library systems could advance the Library
- J.Baty agreed with the proviso that we must err on the side of caution when gathering and storing customer data

### 9. New Business

#### a. Children's Fines Pilot Proposal

- Received
- R.Bunn inquired how do we encourage the return of materials
- J.Andrews-Jotham stated the 45 day age to loss still applies plus additional loss fees
- R.Raven stated as soon as customers place a hold on materials, they will not be able to renew them. If materials are kept after day 45, an incentive cost is charged to the account
- M.Ben asked what will be the lost income
- J.Simone stated \$56K is the maximum risk
- C.Phung inquired about the timelines on this initiative
- J.Andrews-Jotham stated as we make the changes to our procedure, we will roll out a staff communication plan as well as the public communication plan for a fall launch

Motion to receive report moved by K. Ladak

Seconded by C. Phung

CARRIED

#### b. Financial Statements - Q1 2018

- Received
- J.Massey-Singh is in favour of the new format and stated that it is much easier to understand

Motion to receive Financial Statements moved by K. Hay

Seconded by M. Ben

CARRIED

#### c. Reserves Policy Proposal

- K.Ladak stated this is a good idea and with respect to investment policy, the City of Brampton must have a treasury function with preferred rates
- J.Simone responded that the Library uses the City resources as often as possible however this Board can move in it's own direction but may review rates the City
- M.Ben confirmed the Library is separate from the City
- A Board policy negotiated with the City's Finance group, provides transparency and stability for reserves management

Motion to receive report moved by R. Bunn

Seconded by K. Ladak

CARRIED



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### d. Preliminary Budget Discussion

- K.Ladak inquired about a new library in 2022
- J.Simone responded that it could be a possibility and if pushed up earlier than 2022, planning for budgeting will begin

Motion to receive report moved by R. Bunn

Seconded by K. Ladak

CARRIED

### e. Three Year Key Indicators

- K.Ladak inquired about active member engagement statistics
- J.Baty stated active members are customers who have used our facilities or services in the past 24 months
- R.Raven clarified that customer engagement occurs at the desk, when a customer updates their email or changes the location to pick up their reserves. It is possible that one membership could be updated 3 to 4 times a year and that a single membership could have multiple accounts.

Moved by J. Awde

Seconded by K. Hay

CARRIED

### f. Annual Report Proposal

- R.Raven hoped to produce a more engaging, useful annual report
  - Proposed a change in format to business size cards, with infographics, that highlight what occurs at Brampton Library
- Board members agreed to proceed with the new format

## 10. Information Items

### a. State of America's Libraries 2018

- Received

## 11. Executive Session

### a. Discussion pertaining to an identifiable individual

**Time: 8:50 pm**

Motion to move to Executive Session moved by R. Bunn

Seconded by K. Ladak

CARRIED



# Minutes

## Brampton Library Board

### 12. Adjournment: 9:30 pm

Motion to adjourn meeting moved by R. Bunn

Seconded by K. Ladak

CARRIED

### 13. Upcoming Meetings:

Meetings are held at Four Corners Branch in the 2<sup>nd</sup> Floor Boardroom unless otherwise specified below:

Tuesday, June 26, 2018

Tuesday, September 25, 2018

Tuesday, October 23, 2018

Tuesday, November 27, 2018

Tuesday, December 2018 (TBD)