



## Halifax Regional Library Board

### Regular Meeting

Boardroom - Alderney Gate Public Library

Monday, June 20, 2011 ~ 12:00 noon

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Present: Philip Moscovitch, Chair  
Paul Bennett, Vice Chair  
Councillor Jackie Barkhouse  
Lorna Crawley  
Roswell James  
João Matwawana  
Joy Mendleson  
Councillor Jennifer Watts

Present from Staff: Judith Hare, CEO  
Bruce Gorman, Director, Information Technology and Collection Management  
Cathy Maddigan, Director, Human Resources  
Susan McLean, Director, Public Services / Deputy CEO  
Paula Saulnier, Director, Corporate Research and Development  
Shawn West, Director, Finance and Facilities

Observer: Rosette MacEwen, NSUPE Local 14

Regrets: Councillor Peter Lund  
Councillor Sue Uteck

#### 1. Call to Order / Approval of Agenda

*Moved by Lorna Crawley and seconded by Paul Bennett that the Agenda be approved.  
Motion carried.*

#### 2. Motion to Approve Consent Agenda

*Moved by Paul Bennett and seconded by Roswell James that the Consent Agenda,  
including the minutes from the April 18, 2011 Regular Meeting be approved.*

### **3. Business Arising**

#### **.1 Library Service Review**

The CEO informed the Board that HRM had requested that all other departments being reviewed submit their overviews. Copies of all the submissions were provided to the Board as they provide excellent background information.

It was reported that Catherine Sanderson, who is heading up the review for HRM, is retiring at the end of June; no information has been provided as to how the review will proceed after she retires.

The Board requested that organization charts for each department be provided at the next meeting to show the staff compliments for each area. It was noted by the Board that there was no overview for Public Services; the CEO stated that Public Services, which makes up 80% of library staff and functions, was exempt from the Service Review.

A question was raised regarding the Human Resources overview where it notes the difficulty of using SAP; the CEO reported that the Library uses SAP in order to share payroll services with HRM. An additional module for the software would need to be purchased to allow for easier handling of part-time hours; HRM is currently unwilling to make such a purchase.

#### **.2 Mobile Library Report**

Susan McLean, Director, Public Services, reported that the current focus of the Mobile Library transition efforts is the Summer Reading Program. Almost all schools in the area currently served by the Mobile have been visited by branch staff. Two promotional events are planned in the Middle Musquodoboit area and asset mapping of the Prestons is taking place to determine how to best serve the area. An expanded communications plan will be developed in July.

It was also reported that there have been four recent interruptions in Mobile Library service; three due to mechanical issues and one due to unavailability of staff. The most recent issue saw the Mobile Library break down on Sackville Drive. The vehicle was towed to East Coast International in Burnside and the Library is awaiting their estimate on repair costs. It is hoped the Mobile will be back in service within the week, but the number and frequency of issues reinforce the staff belief that the vehicle is reaching the end of its lifespan.

#### **.3 Performance Measures Quarterly Report**

Paula Saulnier, Director, Corporate Research and Development presented the report to the Board along with a proposed annual schedule for future reporting.

The revised schedule would see a better alignment with other regular statistical and activity reporting.

It was pointed out that the report presented to the Board provided internal comparisons and that it may be useful to compare Halifax to other library systems in Canada. Staff replied that comparisons are usually made to London, Hamilton and Edmonton.

Paul Bennet reported on a session he attended at the recent CLA Conference entitled Performance Metrics: Helping Boards Understand Library Statistics; noting the importance of reviewing annual statistics. The session showed the variety of performance metrics maintained by the Prince George Public Library. Staff responded that Halifax does maintain similar information which is provided in the annual report presented to the Board each September.

The question was raised regarding reporting to the public; the CEO stated that the Library used to create an annual report; however, HRM asked that the practice be discontinued. The Library is now included in the HRM's annual report which shows residents where their tax dollars go; a number of key library metrics are included. Should the Library wish to re-start having its own annual report, it was advised that there would be a substantial expense involved. Paul Bennett informed the Board that he plans to serve a notice of motion that the Library produce an annual report, of 8 pages or less, for distribution to all households in HRM.

With regards to the report presented to the Board, it was noted that although information questions have been on the rise; reference-based questions have been on the decline when compared to how-to and technology-based inquiries. In addition, it was pointed out that when comparing visits to circulation, normally circulation is far higher. This is not the case for branches such as Dartmouth North; this illustrates that communities use their branches differently. Interlibrary loans have also declined; it is suspected that the launch of the Borrow Anywhere Return Anywhere program has had an impact.

Paul Bennet noted that it would be beneficial to have more time to discuss performance metrics and set goals and suggested a special meeting of the Board to do so. The Chair noted that this could be discussed outside of the current meeting.

*Moved by Councillor Jennifer Watts and seconded by Councillor Jackie Barkhouse that the board approve the proposed yearly schedule for performance reports. Motion carried.*

