



Clearview Public Library Board Meeting

MINUTES

A MEETING OF THE CLEARVIEW PUBLIC LIBRARY BOARD WAS HELD TUESDAY, JANUARY 22, 2025 AT 4PM AT THE STAYNER BRANCH

Members Present: B. Broderick, J. Broderick, C. Cook, L. LaFleshe, D. Measures, R. Walker

Staff Present: J. La Chapelle CEO, M. McKenzie Deputy CEO

Guests Present: Amanda Eddington, Christina Pavone, Service Ontario

1. Land Acknowledgement

The Chair read the Land Acknowledgement.

2. Approval of Agenda

Resolution:

Moved by J. Broderick

Seconded by R. Walker

THAT THE Clearview Public Library Board approve the agenda dated January 22, 2025 as circulated.

Carried.

3. Deputations and Presentations

Amanda Eddington led the attendees through a Service Ontario Partnership Proposal presentation. After the presentation, Board members asked Ms. Eddington and Ms. Pavone a number of questions regarding the presentation and potential partnership with the Clearview Public Library at the Creemore Branch.

J. Broderick asked if the compensation proposed was based on the hours anticipated to be worked at the SO wicket at the Branch. Ms. Eddington responded that the anticipated number of transactions are based on a formula which includes population density as well as other factors, as well as the average wage of library staff at this location. It is a cost-sharing formula, and this is how SO are developing partnerships in the public sector.

L. LaFleshe noted that there is not much space at the Creemore Branch. She inquired whether SO would be sharing the cost of the space, e.g. utilities. Ms. Pavone responded that SO would provide secure internet service and technology,

but shared space cost in terms of utilities etc., was not included, but could be considered.

R. Walker and J. Broderick asked how much storage space, including the space needed for a safe, would be required. Ms. Pavone indicated that the storage would be for stock, and would probably constitute a shelf. Ms. Eddington noted that a 6' setback for the camera would be required. They envisioned sharing the existing circulation desk, which would need a lap top, POS, printer etc. for SO services.

J. Broderick requested that SO provide an exact square footage requirement, and Ms. Pavone indicated that they would get back to the Board with this information.

D. Measures asked why SO is not utilizing retail facilities in Creemore to provide this service. The Creemore Branch is small in size and staff levels. Ms. Pavone noted that the Library had expressed an interest in exploring a partnership with SO after SO's presentation to Federation of Ontario Public Libraries members. She added that there is not sufficient need in transaction volumes to warrant the opening of a store front office in the community.

L. LaFleshe asked whether other public libraries have a partnership with SO. Ms. Pavone indicated that there is one other public library with whom partnership discussions have proceeded, but that the name could not be released until the partnership is approved by the Ministry.

D. Measures noted that given the importance of the decision the Board and CEO should be able to discuss partnership potential with this other public library, and at the least requested that the CEO of that public library contact the Clearview Public Library CEO.

D. Measures asked what kind of support SO would provide library staff when there are big line ups for service. Ms. Pavone indicated that appointments can be booked online, many services are available online, and there is a dedicated 'hot line' for staff support with transactions.

L. LaFleshe asked whether SO still has kiosks. Ms. Pavone indicated that the primary reason for the kiosks was car registration renewals, and since this is now automatic, the kiosks have been discontinued. 56 SO services are available online, not requiring in person visits.

C. Cook enquired about staff safety. She noted that arrears in child support payments can result in the denial of driver's license renewal. This could lead to angry customer interactions. Ms. Pavone noted that SO will provide de-escalation training to library staff, and provide remote support.

B. Broderick requested more information on the training that would be provided to library staff. Ms. Pavone indicated that training will primarily be done online, but that on-the-job training at a SO office would also be part of the training package. The emphasis would be on the services anticipated to be most often requested at the Creemore Branch.

J. Broderick asked what level of security clearance staff would require. Ms. Pavone responded that SO uses Tritan Security to conduct security clearances of staff.

D. Measures asked how long the average transaction takes. Ms. Pavone indicated that this depended on the type of transaction, but the average is 5 minutes.

D. Measures asked how the 17,000 anticipated transactions discussed in the presentation was determined. Ms. Pavone indicated that SO looks at the population, population growth, and the number of SO service transactions in neighbouring communities to come up with the number. She also noted that many auto dealers come to SO offices to acquire plates for the autos they are selling. These transactions take much more time, but they would not be coming to public libraries for this purpose.

D. Measures asked what the busiest month is for SO transactions. Ms. Pavone indicated that he was correct in assuming that it is July, and that the June/July/August period is the busiest quarter. D. Measures noted this may be problematic as this is also when library staff are taking vacations.

J. Broderick asked when dealership digital transactions commenced. Ms. Pavone indicated that this started in 2023.

J. La Chapelle asked whether the SO mobile trailer could come to Creemore. Ms. Pavone indicated that this was an option. The trailer has everything needed for SO transactions except a washroom.

J. Broderick asked how often transaction volumes are analyzed. Ms. Pavone indicated that they are reviewed on an annual basis.

R. Walker asked how Creemore Branch SO transactions would affect the Stayner SO office hours. Ms. Pavone answered that SO considered there would be a minimal impact on the Stayner SO office transactions. Ms. Eddington added that the impact on the 3 closest SO offices was examined when making the determination to pursue partnership discussions with the Clearview Public Library Board.

J. Broderick enquired whether the transaction estimates took into account the Township of Mulmur and Adjala-Tosorontio residents who would use the Creemore Branch to conduct SO transactions. Ms. Eddington noted that SO looks at the radius from the location so would have captured these residents in its analysis. Ms. Pavone added that SO also looks at public access and highway access. They also ensure that any new partnerships will not divert traffic from business partnerships.

The Board thanked Ms. Eddington and Ms. Pavone for providing the Service Ontario partnership presentation and answering their many questions.

The Board discussed the potential partnership agreement with Service Ontario at length.

Resolution:

Moved by D. Measures

Seconded by L. LaFleshe

THAT THE Clearview Public Library Board does not support the request of Service Ontario for a partnership to provide Service Ontario services at the Creemore Branch utilizing Clearview Public Library staff, as the Board does not see a benefit to the Library, based on the information provided by Service Ontario.

4. Approval of Minutes of the Previous Meeting

Resolution:

Moved by R. Walker

Seconded by J. Broderick

THAT THE Minutes of the Clearview Public Library Board held on Tuesday, December 17, 2024 be approved as circulated.

Carried.

5. Clearview Public Library Reports

5.1 Business Arising Report, Wednesday, January 22, 2025

The Business Arising Report dated Wednesday, January 22, 2025 was received for information.

5.2 CEO's Report, Wednesday, January 22, 2025, 2024

The CEO's Report dated Wednesday, January 22, 2025 was received for information.

R. Walker inquired whether there are any legal implications in circulating the CO2 monitors. The CEO noted that the monitors are available for loan at many public libraries and no issues have been identified. The Deputy CEO added that the Clearview Township Fire Department has attended on sight to review the equipment and found them in working order. They will be checked on return after each loan.

5.3 Statistical Report – December 2024

The On-Desk Statistical Report for December 2024 was received for information.

6. Correspondence

None.

7. Financial Reports

7.1 Clearview Public Library Bank Account Report – December 2024

The Clearview Public Library Bank Account Report for December 2024 was received for information.

8. New Business

J. Broderick announced that he had won the draw at the ROMA Conference, and will organize its donation to the Library in the near future.

Resolution:

Moved by D. Measures

Seconded by J. Broderick

THAT THE next portion of the Clearview Public Library Board meeting be closed to the public in accordance with S. 16.1 (1) of the Public Libraries Act RSO 1990, Chapter P. 44: (b) personal matters about an identifiable individual.

Carried.

9. Next Meeting – Tuesday, February 18, 2025 at 4:00pm at the Stayner Branch.

10. Adjournment

Resolution:

Moved by D. Measures

Seconded by C. Cook

THAT THE Meeting be adjourned.

Carried.