

Board Agenda: February 21, 2024, 7:15 pm

Sparwood Public Library Association

1. Approve Agenda

Be it resolved that the agenda for February 21, 2024 is approved.

2. Approval of Minutes (attached)

Be it resolved that the minutes of the February 5, 2024 Sparwood Board of Trustees meeting are approved.

3. Library Reopening (Feb 16 update attached, verbal update at meeting)

Be it resolved that the Reopening Updates are received.

Be it resolved that Anne O'Shea proceed with ordering \$10,000 in books from United Library Services, to fill gaps resulting from the closure.

Be it resolved that SPL retain a Communications Specialist to develop a Reopening Communications Plan for the Board to review, at a cost not to exceed \$1500.

4. Committee membership

Be it resolved that the following committee memberships are approved:

Bargaining Committee: (names)

Library Director Hiring Committee: (names)

5. Elections of Officers - Treasurer and Secretary or Secretary-Treasurer

6. Library Director Job Description (attached)

7. Consultant biweekly updates (attached)

Be it resolved that the February 20, 2024 Consultant Update is received.

8. Correspondence

- a. Library Closure – Email February 7, 2024 from local resident

- b. Resignation from Sparwood Public Library Treasurer's Position – email February 20, 2024
from Debbie Fraser

Be it resolved that all correspondence is received.

9. Adjournment

Board Minutes: Regular Meeting February 5, 2024

Sparwood Public Library Association

Present:

Rose Sharma (Chair)
Debbie Fraser (Treasurer)
Sam Atwal
Harold Baytaluke
Lois Halko
Samantha Chenier

Regrets:

Samantha Chenier
Suzanne Georgiou-Morey (Vice-Chair)

Guests:

Anne O'Shea, consultant
Laurie Klassen, Columbia Basin Trust

Regular Agenda

1. Call to Order

The meeting was called to order at 6:18 pm MST.

2. Approve Minutes

Motion by Lois Halko, Seconded by Harold Baytaluke: *Be it resolved that the minutes of the January 22, 2023 Sparwood Board of Trustees meeting are approved, with the corrected spelling of one name.* Passed.

3. Approve Agenda

Motion by Sam Atwal, Seconded by Lois Halko: *Be it resolved that the agenda for February 5, 2024 is approved.* Passed.

4. Sparwood Public Library Policy Framework

The Board has engaged Laurie Klassen through the Columbia Basin Trust, to support updating SPL's policy framework in alignment with the Library Act. Laurie explained that all board decisions should be made within the boundaries of clear policies. Good policies:

- Ensure each trustee understands their role and responsibilities.
- Allows the board to focus on the issues at hand, within agreed upon rules of practice, instead of spending time debating the process.

- Ensures Trustees and staff understand how decision-making power is delegated – who is responsible for what.
- Builds trust with stakeholders: patrons, the District of Sparwood, the Ministry of Municipal Affairs, residents, donors and staff. Running the organization well gives them confidence.
- Makes it easier to recruit new board members when things run smoothly and have a strong foundation.

Trustees reviewed the policy framework and governance section.

Action item: Anne will send the Board a list of the 36 Public Library Associations in the province.

Motion by Sam Atwal, Seconded by Lois Halko: *Be it resolved that part A (Introduction and Policy Manual Administration) and Part B (Governance) be adopted, and that the following policies are repealed:*

1.4 Organisation and Structure Regarding Policy

1.5 Sparwood Public Library Board Composition and Operation

Passed, Harold Baytaluke noted opposed.

Laurie Klassen left the meeting.

5. Consultant biweekly updates

Motion by Sam Atwal, Seconded by Lois Halko: *Be it resolved that the Feb 2, 2024 Consultant Update is received.* Passed.

6. Correspondence

The board received the following formal correspondence:

- a. Legal opinion: Directors and Officers Insurance for Libraries (Kootenay Library Federation)
- b. For Information: Powers and Duties of PLA Board Members (BC Ministry of Municipal Affairs)

Lois has confirmed that Directors and Officers coverage is provided through the district. The Board is invoiced every February.

There were no questions regarding the Ministry correspondence.

Motion by Sam Atwal, Seconded by Lois Halko: *Be it resolved that all correspondence has been received.* Passed.

Action item: Sam will confirm this with the District.

7. Adjournment

The meeting moved in camera at 8:30 pm MST

Sparwood Public Library Reopening Update

Prepared by: Anne O'Shea, Library Consultant

Date: Feb 16, 2024

Background

At the February 5, 2024, Board Meeting, Trustees approved the Recommendations for Reopening document, which provides a roadmap for SPL toward and beyond reopening. This report provides an update on progress on those recommendations, and additional details for the Board's review.

Human Resources

a. Interim supervisor

A hiring committee of Rose (alternate Suzanne), Lois and Sam Atwal met with two candidates for the Interim Supervisor role and have hired Tina Hayes as the Interim Supervisor. The detailed job description is included at the end of this report. To begin with Tina will be on site for the first two weeks to lead staff in preparing the library for reopening and to train casuals. After that she will be on site on Tuesdays and Wednesdays and available for urgent matters by phone during other library operating hours. It is important to note that this role is not the full scope of a Library Director and will have a very close focus on operational matters, with limited capacity for other areas of work.

b. Continuing staff

Continuing staff will be returning to work on February 20th. They have been informed that there is a new Interim Supervisor.

Newly hired casual staff

I am in the process of contacting the recently hired casual staff. We hope to have them trained during the week before reopening. Some training will be delivered by the BC Libraries Cooperative (who provide the software which manages the catalogue), some by the continuing staff (focused on local practices) and some by the Interim Supervisor (library values, expectations, etc).

c. Library Director

A draft job description is being prepared for discussion at the February 21, 2024 meeting. The Board should identify a hiring committee to work on recruitment.

2. Library Operations

1. Facilities

	Completed Items
<ul style="list-style-type: none">• Replace ceiling tiles• Replace drip valve in utility room• Locate the fire safety plan and update it with the new fire alarm code• Test new circulation computer• Work with BC Libraries Cooperative to enable staff access to check materials in before reopening the full ILS functionality to the public on the soft opening date.	<ul style="list-style-type: none">• Alarm Panel upgrades• Limit access to video surveillance cameras• Replace circulation computer

2. Hours of operation

SPL previously offered library services 5 days a week, including one weekend day. For reopening, I recommend that the library begin with 4 afternoons/week service and add the additional opening hours when the casual staff are fully trained, and daily operations are running smoothly.

	Previous hours	Initial reopening hours	Future consideration
Monday	Closed	Closed	
Tuesday	10-5	1-5	Explore shifting service to afternoon/evening 1-2 days per week to provide better access to the community
Wednesday	10-5	1-5	
Thursday	10-5	1-5	
Friday	10-5	1-5	
Saturday	11-4	Closed	Restore Saturday hours
	Closed	Closed	

4. Collections

No books have been added to the SPL collection since September 2023. I am working with the United Library Service to order a catch-up order which will arrive fully catalogued and labeled.

The cost of this purchase will be approximately \$10,000. In its request to the District in November, SPL indicated that the book budget for 2024 would be \$35,000. Additionally, there are unspent funds remaining from 2023. There is a motion needed to approve this purchase since it exceeds my spending authority of \$5,000.

Following the development of this one time order, Anne will work with ULS to restore SPL's standing orders and develop Automated Purchase Plans which will ensure a regular supply of new content for the library. Further work is needed to check on magazine subscriptions.

All digital content for 2024 has been renewed through the BC Libraries Cooperative and Kootenay Library Federation.

5. Programs

Library programs are a vital service for libraries. Except for the previously approved Canadian Volunteer Income Tax Program and a welcome back event, no programs should be planned during the first month of service until the baseline operations are running smoothly. Going forward:

- Programs should align with the library's goals and Sparwood community needs and priorities will be guided by the Interim Supervisor and later the Library Director.
- Programs should be delivered by the staff already on schedule, and not necessitate additional casual staffing unless they are particularly complex high attendance events.
- Attendance and feedback should be monitored and considered when planning future programs.

6. Communication plan

In anticipation of reopening the library I recommend SPL develop a communication plan which will:

- Communicate the dates and details of reopening to Sparwood residents
- Communicate the plan with sufficient detail to the District of Sparwood
- Provide updates and details to the Ministry of Municipal Affairs and Kootenay Library Federation
- Update Kootenay libraries and provincial organizations (ABCPLD, BCLA, BCLTA)
- Update the SPL website and Facebook groups
- Promote the reopening date and welcome people back to the Sparwood Public Library
- Develop detailed speaking points and Q&As which Trustees, staff and the Interim Supervisor can use to respond to questions, feedback, and complaints about the closure.

Anne does not have the capacity to build this plan within her existing hours, but a solid communication plan is crucially important for the success of the library's reopening and will help soothe tensions around the closure. I recommend the Board assign a portion of the \$3000 allocated to advertising to engage a communications specialist to develop this plan. A motion is included in the agenda for the Board to contemplate.

3. Financial Management

a. Review of 2023 Finances

SPL's accountant is working on the 2023 Financial Statements, which will come to the Board for review and approval. They have Andrea's contact information for access to any financial records needed in their review.

b. Budget development

SPL submitted a draft budget to the Sparwood District (attached below) in its request for funds. However, the Board needs to review the 2024 budget and allocate funds to meet the needs for 2024 operations.

c. District funding

Andrea has invoiced the District of Sparwood for the Q1 funding. No correspondence has been received from the District regarding any change to the approved funding levels.

d. Fines

The question of whether SPL charges overdue fines is outstanding. The Library advertised that it is fine-free and stopped charging fines before it closed. However, there is no policy which outlines the library's practice, and SPL's systems still assess fines automatically on late materials. This must be addressed in the near future with a formal policy.

4. Governance

a. Governance support

At the January 22, 2024 meeting, Trustees passed a motion to request governance support through the Kootenay Library Federation for board training, and support in preparing for the 2024 AGM and Ministry deliverables. Following this meeting Anne has been corresponding and meeting with the Kootenay Library Federation, who is engaging a governance specialist with expertise in libraries. Babs Kelly will work with the SPL Chair and Vice Chair to help make meetings and decision-making more effective, and to prepare for the AGM and 2024 elections. This work is being funded by the Ministry of Municipal Affairs through a grant to KLF. To initiate this support, the Chair and Vice Chair should contact Babs directly.

b. AGM

The AGM should be held in the spring when the financials are ready. The Ministry will be issuing additional guidance which will be shared with the Board when it arrives.

c. Policy development

At the February 5th, 2024 meeting Trustees approved part A (Policy Manual Administration) and B (Governance) of the draft policy framework developed for SPL by the Columbia Basin Trust. Laurie Klassen will bring the next sections forward at an upcoming meeting. The remaining draft sections to be reviewed and adopted include:

- c. Financial management
- d. Operations
- e. Information and Communications Technology
- f. Human Resources and Volunteer Management

Anne has recommended that the following policies be part of SPL's policy framework:

- Intellectual Freedom
- Privacy
- Fines and Fees

JOB DESCRIPTION: SPARWOOD LIBRARY DIRECTOR/CHIEF LIBRARIAN

OVERVIEW

The Library Director provides the vision and leadership required for the successful delivery of public library services in Sparwood. Reporting to the volunteer Board of Trustees, the Library Director advises the Board in the development of the strategic plan and recommends policy. The Library Director also ensures that all business conducted by the library and the Board complies with provincial legislation. The Library Director is responsible for managing the operations of the library in accordance with the established policies and for leading all staff. Key tasks include preparing and administering the annual budget, managing staff, representing the library in the community and beyond, establishing partnerships with local organizations, and developing and promoting the library's programs and services.

KEY TASKS

Governance & Finance

- Acts as secretary to the Board of Trustees, in accordance with the Library Act, including the preparation of meeting agendas, attendance at all Board of Trustees and committee meetings, publication and distribution of meeting minutes, and preparation of reports to keep the Board of Trustees informed of library operations
- Prepares and presents an annual budget to the Board of Trustees for their consideration and approval; upon approval, administers the annual budget and ensures library operations adhere to budget targets
- Completes annual provincial reporting requirements including the Statement of Financial Information (SOFI), the Public Library Grant Report (PLGR), and the Annual Survey of BC Public Libraries as well as fulfilling reporting obligations for local government (District of Sparwood and Regional District of East Kootenay), funders, and others as required.
- Supports the Board of Trustees in the development of an organizational vision and strategic plan; implements programs and services to achieve the goals and objectives outlined in the strategic plan
- Recommends the development and revision of policies for the effective management of the library to the Board of Trustees

Personnel Management

- Selects, trains, supervises, and evaluates library staff
- Communicates the library's strategic plan and priorities to all employees and establishes a connection between the daily tasks of library work and how these actions contribute to achieving the library's vision and goals
- Leads and empowers employees to deliver effective, high-quality library services
- Ensures that each member of staff receives an annual written performance review
- Addresses performance issues in a timely and professional manner

- As the employer, adheres to Sparwood Public Library's Collective Agreements and maintains good labour relations.

Library Operations

Community Relations & Collaboration

- Maintains positive community relations through communication and promotion of the library's values, services, accomplishments, and needs to stakeholders at the local, regional, and provincial level
- Builds relationships and support for library programs with a variety of local community groups and organizations
- Maintains current knowledge of trends, professional developments, library literature and related information systems and other technology.
- Attends meetings, workshops, seminars and joins professional associations in the larger library community in order to stay informed on library best practices and to advance the profile of libraries in general.

Programs & Services

- Ensures that library operations are carried out in line with SPL's values and policies
- Develops and maintains Sparwood's physical and digital collections to ensure a well rounded and modern library collection that meets residents' diverse needs.
- Reviews and updates internal processes to ensure that they are effective and efficient
- Ensures that Sparwood Public Library is a safe and welcoming place.
- Conducts regular assessments of community needs and uses results to direct the development of innovative, responsive, and evolving programs and services
- Oversees the development and delivery of programs and services, ensuring they are achieving the goals of the strategic plan while adhering to the resources allocated in the annual budget
- Directs the creation of an ongoing marketing plan that promotes the library's programs and services using a variety of platforms to maximize reach

JOB QUALIFICATIONS

Education & Experience

- Master's degree in Library and Information Studies (MLIS) or equivalent with a minimum of three experience working in a public library setting preferred. An undergraduate degree in a related field of study with a minimum of five years experience working in a public library setting or a Library Technician diploma and a minimum of five years experience working in a public library setting may be considered.
- Experience setting and managing a budget.
- Experience supervising staff in a unionized environment

- Experience working with a volunteer Board of Trustees or similar governing board

Knowledge, Skills & Abilities

- Employs management techniques effectively in the directing, planning, budgeting, staffing, evaluating and the overall leadership of the operation of a public library
- Uses problem solving and analytical skills to implement innovative and responsive solutions
- Communicates effectively with others, employing well-developed interpersonal skills
- Demonstrates an awareness of one's own social identities (ie. race, gender, disability status, religion, etc.) and their relevance in the workplace. Engages in personal and professional development on issues related to diversity, equity, and inclusion.
- Writes in a clear, concise, and organized manner for the intended audience and is able to use these skills to create comprehensive reports and presentations
- Fosters relationships and works cooperatively with key stakeholders such as the Board of Trustees, local government, community organizations, patrons, and volunteers
- Understands the provincial legislation that governs the operation of public libraries in British Columbia
- Maintains an awareness of emerging developments in technology and the delivery of public library services, ensuring ongoing integration of trends into the library setting

Sparwood Public Library Association – Consultant’s Update

Date: February 20, 2024
To: Sparwood Public Library Board of Trustees
From: Anne O’Shea, consultant

Summary of Activities

Since February 9th, I have:

- Supported the hiring and onboarding of an interim part-time supervisor
- Arranged return to work for two employees
- Connected with the four casual employees who were offered employment, and arranged for training for two of them.
- Supported the team to begin work on February 20th, to prepare the library for reopening
- Met with the Ministry of Municipal Affairs Library Branch director
- Met with Babs Kelly, governance coach to discuss governance supports for the SPL board

Operational Updates

- All due dates have been extended to March 15th 2024. There are currently 726 items on loan.
- The Interim Supervisor is working with the staff and the BC Libraries Cooperative and BC ELN to bring SPL’s systems back online (catalogue and ILL)
- Staff are working on the backlog of returned books and ILLs and preparing the library for reopening.
- Two new casual staff will be joining the team next week for training.
- There is a need for new materials for the library and a communications plan for reopening – please see the Reopening Update and proposed motions for more detail.

Governance Updates

- Suzanne Georgiou-Morey (Vice Chair) has been acting as the Chair while Rose Sharma is unavailable.
- I met with Mari Martin, Director, Public Libraries Branch, Ministry of Municipal Affairs on Feb 20th. She indicated that the Ministry is still waiting for a board response to their November 24, 2023 request, and that the annual reports are coming due to the Ministry. She would like to see progress on these compliance items and assurance the Board has a plan to engage the local funders (District of Sparwood and Regional District of East Kootenay) on the future of library services in Sparwood.

Upcoming Board matters

- The next meeting will be Monday March 4th at 7:15 pm
- The meeting will be held on Microsoft Teams. The link will be circulated in the meeting invitation and in the board package.
- Preparing and approving annual financial statements and SOFI

- Submitting annual Ministry grant funding report
- Submitting 2022 and 2023 operational data to the Ministry
- Response to PLB Request letter, dated November 24, 2023
- Planning for the AGM
- Building relationships with the two local funders: District of Sparwood and Regional District of East Kootenay

Contract update

There are 14.75 hours remaining on my existing contract with SPL, which can be used by March 4. As discussed, I would be happy to continue to support SPL in its efforts to restore services to Sparwood residents and get back to a steady state. The areas of outstanding need for which I could provide support are:

- Providing support to the Interim Supervisor and Board Chair for operational issues on an as-needed basis.
- Developing a 2024 budget and spending plan for the Board to review
- Support the Board to get back in compliance with the Library Act (specifically regarding the upcoming reports (grants, operational data, financial information)
- Support the Board to engage its local funders (District of Sparwood and Regional District of East Kootenay).

I would be happy to draw up a proposal for these services if the Board would like me to. If further support is needed, I would like to arrange the details before my contract ends on March 4th.

Please note that I will be unavailable between March 8-22, 2024 due to a prior commitment.

Total contract hours	120
Hours used previously	90.0
Hours used Feb 9 - 20, 2024	15.25
Hours remaining before March 4th	14.75

Anne O'Shea

From: Suzanne <suzanne_georgiou@yahoo.com>
Sent: February 20, 2024 7:03 AM
To: Anne O'Shea
Subject: Fw: Resignation from Sparwood Public Library Treasurer's position.

Hi Anne I get this today from Debbie. Please let me know how to proceed.

[Sent from Yahoo Mail on Android](#)

----- Forwarded Message -----

From: "Debbie Fraser" <mylila@live.ca>
To: "sharmar1@shaw.ca" <sharmar1@shaw.ca>, "suzanne_georgiou@yahoo.com" <suzanne_georgiou@yahoo.com>
Sent: Tue, Feb 20, 2024 at 7:21 AM
Subject: Resignation from Sparwood Public Library Treasurer's position.

Please accept this letter as my resignation from the Treasurer's position. I don't know how you want to work it, but I have been signing cheques for Andrea on the weekends. Since I am there anyway, (at my job) I have told her to come by any time. So I will continue until you say not to.

Yours Truly
Debbie Fraser

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Anne O'Shea

From: Pal Sharma <sharmar1@shaw.ca>
Sent: February 7, 2024 2:48 PM
To: Anne O'Shea
Subject: FW: Library Closure

D Pal Sharma, P.Eng.
ROSE HOLDINGS INC.
#452 Engelmann Spruce Drive
P.O. Box 481, SPARWOOD BC V0B 2G0
CANADA

From: [REDACTED]
Reply-To: [REDACTED]
Date: Wednesday, February 7, 2024 at 1:17 PM
To: Pal Sharma <sharmar1@shaw.ca>
Subject: Fwd: Library Closure

Dear Sparwood Library Board Members, District and Council.

I'm writing once again to express my frustration and concern over the continual closure of the Sparwood Public Library. It has now been close to a month that the library board stated there was a reopening plan that would be communicated "soon" to the public. I understand that reopening takes time to implement, but a month is more than enough time to establish, communicate and start carrying out the plan.

There has been no quality communication between the board and community. A copy and paste answer from Facebook to the emails being sent and questions being asked is not an adequate response for why the library remains closed.

My faith in our community and especially in our library board is failing. I am requesting some concrete answers, specific dates for reopening, and a publicly posted reopening plan so that our community can regain a valuable resource that has been lost.

Thank you for your time. I look forward to hearing your thoughtful answers to my questions in the near future.

Sincerely,
[REDACTED]