

**NIAGARA FALLS PUBLIC LIBRARY BOARD
MINUTES OF THE REGULAR MEETING
February 15, 2017
Victoria Avenue Library Board Room**

PRESENT: B. Ness (Chair), A. Andres-Jones, J. Anstruther, F. Franze, J. Stamp

REGRETS: C. Ioannoni (Councillor), K. Letourneau, E. Sheridan

ABSENT: B. Peters (Vice-Chair)

STAFF: A. Subnaik Kilgour, K. Goodman, S. DiBattista

1) CALL TO ORDER:

Meeting called to order at 4:50 p.m.

2) APPROVAL OF AGENDA

MOTION: 2017-09 To approve the agenda of Feb 15, 2017 as amended

MOVED BY: F. Franze

SECONDED BY: J. Anstruther

MOTION CARRIED

DISCLOSURE OF INTEREST

None

3) APPROVAL OF MINUTES

MOTION: 2017-10 To accept the minutes of the regular meeting of Jan 18, 2017

MOVED BY: F. Franze

SECONDED BY: J. Stamp

MOTION CARRIED

4) BUSINESS ARISING:

None

5) NEW BUSINESS:

1) Susan DiBattista, Customer Service Manager, addressed the Board regarding **Credit Bureau Services Canada**, including background information, a description of services provided and an analysis of prior years' statistics.

MOTION: 2017-11 That the Niagara Falls Public Library continue to use the services of Credit Bureau Services Canada (CBSC) until April 2018 with different parameters that are currently in place.

- NFPL should cease turning over customer accounts with unpaid fines to CBSC;
- NFPL should increase the threshold for turning over customer accounts with outstanding items from \$25-\$100; and
- In April 2018, another cost-benefit analysis should be completed with the new parameters to determine the effectiveness of using a collection agency for recovery.
- Review maximum value/number of items signed out

MOVED BY: A. Andres-Jones

SECONDED BY: J. Stamp

MOTION CARRIED

2) Susan DiBattista, Customer Service Manager, presented her proposed **Customer Feedback Policy**, outlining the need for a formal policy to be in place.

MOTION: 2017-12 That the Customer Feedback Policy be approved as part of the Niagara Falls Public Library's Strategic Direction of "Community Enrichment".

MOVED BY: A. Andres-Jones

SECONDED BY: J. Anstruther

MOTION CARRIED

6) CORRESPONDENCE

Thank you – Janice Caird **M**

Auditor letter (1) **M**

Auditor letter (2) **M**

Auditor email **M**

Articles on Libraries and the Homeless **M**

Hoopla Super Conference edition **M**

MOTION: 2017-13 To receive correspondence as listed in the February Agenda

MOVED BY: A. Andres-Jones

SECONDED BY: J. Stamp

MOTION CARRIED

7) FINANCE COMMITTEE:

a) The Library cheque registers were read into the minutes

Jan 1 - 15, 2017 (for the 2016 year) \$192,616.36

Jan 16 – Feb 10, 2017 (for the 2016 year) \$75,060.62

Jan 11 – Feb 10, 2017 (for 2017 year) \$116,520.42

MOTION: 2017-14 To accept the cheque registers of Jan 1-15, Jan 16-Feb 10, 2017 (cheques for the 2016 year) and Jan 11-Feb10, 2017 (cheques for the 2017 year)

MOVED BY: F. Franze

SECONDED BY: J. Anstruther

MOTION CARRIED

b) Operating Budget - actuals as at January 31, 2017

MOTION: 2017-15 To accept the financial report of January 31, 2017

MOVED BY: F. Franze

SECONDED BY: J. Anstruther

MOTION CARRIED

8) CEO Report:

A. Subnaik Kilgour

- We are currently compiling data for an eventual adjustment to our Hours of Operation, in order to efficiently deploy staff and meet the needs of the community
- The NFPL will host the Community-Led Think Tank on May 26, 2017
- We are investigating alternative Payroll systems, in hopes of decreasing inefficiencies
- First round of Mental Health First Aid Training for staff will begin at the end of February
- Regional CEO meeting will be held at the Victoria Branch on March 10, 2017

10) OTHER BUSINESS:

- 1) Reports reviewed which were prepared by staff who attended the **OLA 2017 Super Conference**.
- 2) Report by Board member J. Anstruther - summarised the sessions he attended while at the **OLA 2017 Super Conference - OLBA Boot Camp**.

11) ADJOURNMENT:

Meeting adjourned at 6:57 p.m.

NEXT MEETING
4:45pm
at Victoria Avenue Library

March 15, 2017
April 19, 2017
May 17, 2017
June 21, 2017