

# WHITBY PUBLIC LIBRARY BOARD MINUTES

**DATE:** November 18, 2009  
**TIME:** 7:00 p.m.  
**PLACE:** Board Room, Whitby Central Library

**PRESENT:** Jane Hilton, Chair  
Scott Templeton, Vice-Chair  
Barry Hum  
Claude Lavoie  
Barbara Matthews  
Pravin Patel  
Sue Pitchforth (until 8:20)  
Gary Rose

**REGRETS:** John Duffy

**ALSO PRESENT:** Ian Ross, Chief Librarian/CEO  
Rhonda Jessup, Public Services Manager  
Elaine Yatulis Dobbin, Technical Services and Systems Support Manager  
Michelle Frenette, Support Services Manager  
Pat Khashmanian, Support Services Assistant (from 7:50)

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## 1. Accessibility Training

Accessibility training of Library Board trustees is now mandatory under the *Accessibility for Ontarians with Disabilities Act (AODA) 2005*. The required training was given tonight by Sarah White of Accessibility Experts Ltd.

## 2. Call to Order/Approval of Agenda

The meeting was called to order at 8:25 by Scott Templeton, who acted as Chair for the evening.

The following items were added to the agenda:

- 9.f) EI Institute Audio-Conference
- 9.g) Art of Transition Symposium

Moved by Pravin Patel  
Seconded by Claude Lavoie

That the agenda be accepted as amended.  
CARRIED

## 3. Declaration of Conflict of Interest

No conflict of interest was declared.

**4. Consent Agenda Items**

Moved by Jane Hilton  
Seconded by Barbara Matthews

That the Consent Agenda Items be approved as distributed.  
CARRIED

**5. Board Self-Assessment Update**

Jane Hilton updated recent actions taken in response to the Board Self-Assessment Action Plan, including several community events attended by various trustees.

**6. Treasurer's Reports**

Moved by Gary Rose  
Seconded by Pravin Patel

That the financial statements for October 2009 be approved as distributed.  
CARRIED

**7. Chief Executive Officer's Report**

Ian Ross reported that the library has purchased an American Library Association advocacy toolkit called "Libraries Prosper with Passion, Purpose and Persuasion" for trustee use. A second stone monument has been added to the Rotary Garden, honouring Wilf Wilkinson, a Whitby man who was the first Canadian president of Rotary International. An unveiling event will be held next spring. Group 74 is sponsoring two Christmas events in Brooklin in late November, and proceeds will go to the Brooklin Library project.

**8. Business Arising from Minutes**

**a) CNIB Letter**

Ian Ross provided a copy of the letter from Canadian National Institute for the Blind which was discussed at last month's meeting.

**9. New Business**

**a) Accessible Customer Service Policy**

A new Accessible Customer Service Standard required under the *Accessibility for Ontarians with Disabilities Act (AODA) 2005* requires that the Whitby Public Library develop policies, procedures and practices to ensure that all persons with disabilities receive customer service with dignity, independence, integration and equal opportunity. This new policy outlines the broad aspects of accessible customer service and specifically addresses assistive devices as required by regulation. Procedures and practices are also documented and available to all staff.

Moved by Claude Lavoie  
Seconded by Barbara Matthews

That the Accessible Customer Service Policy be approved as distributed.  
CARRIED

**b) Purchasing Policy**

This policy was up for scheduled review and no changes were recommended.

Moved by Pravin Patel  
Seconded by Barry Hum

That the Purchasing Policy be approved as distributed.  
CARRIED

**c) Planning Committee**

Gary Rose reported that the Planning Committee met last week and work is continuing on the development of a Trustee Succession Plan and a CEO Succession Plan. The Trustee plan should be completed by January and the CEO plan shortly thereafter.

**d) HR Committee Report**

Barry Hum reported that the Human Resources Committee met tonight at 6:00. They developed a timeline for the CEO evaluation process, which requires the CEO to complete his self-assessment by the end of November. Since that timeline is tight, Ian Ross was instructed to inform Barry Hum if it cannot be met.

**e) Library Twinning Initiative**

Ian Ross reported that he and Pravin Patel attended a Rotary Club of Whitby dinner along with Ray Richardson of Rotary. They were encouraged by the discussion there, which illustrated how Rotary has already done much work in Uganda and knows how to work there. Further action on the library twinning initiative should follow soon.

**f) EI Institute Audio-Conference**

Trustees discussed an audio-conference scheduled for November 24 on *Ten Mistakes Boards Make*, with Ken Haycock. Since the information may be helpful when doing the Boards' self-assessment process for 2010, Planning Committee members will consider attending.

**g) Art of Transition Symposium**

Barry Hum reported on this symposium held recently by the Region of Durham. Three trustees and two staff members attended. Dr. Richard Florida spoke on how the creative sector is key in communities that do well during economic transition. Discussion focussed on the future of Durham Region and what steps can be taken to develop the community going forward.

**10. Next meeting**

The next meeting will be held on Wednesday, December 16, 2009, at 7:00 p.m. in the Board Room, Whitby Central Library.

**11. Adjournment**

The meeting adjourned at 9:07 p.m. on a motion by Gary Rose.