



# Newmarket Public Library Board

## Minutes

Date: Wednesday, January 15, 2025  
Time: 5:30 PM  
Location: Newmarket Public Library Boardroom  
Newmarket Public Library  
438 Park Avenue  
Newmarket ON L3Y 1W1

Members Present: Darryl Gray  
Kelly Broome  
Victor Woodhouse  
Trevor Morrison  
Neila Poscente  
Beth Stevenson  
Rex Taylor

Staff Present: Tracy Munusami, CEO  
David di Giovanni, Manager, Programs and Community Engagement  
Jennifer Leveridge, Manager, Collections and Customer Experience  
Biagio Rachiele, Manager, Library Operations  
Lianne Bond, Administrative Coordinator  
Catherine Arthurs, Supervisor, Customer Experience

### 1. Call to Order

The Vice Chair called the meeting to order at 5:37 pm.

### 2. Adoption of Agenda Items

- 2.1 Adoption of the Regular Agenda
- 2.2 Adoption of the Closed Session Agenda
- 2.3 Adoption of the Consent Agenda Items

Item 2.1, Adoption of Closed Session Agenda was deferred and two items were added under New Business

**Motion 25-01-134**

**Moved by** Rex Taylor

**Seconded by** Neila Poscente

**That** items 2.1 to 2.3 be adopted as amended.

**Carried**

**3. Declarations**

None were declared.

**4. Presentation - Leading Edge Customer Service**

The Supervisor, Customer Experience outlined the Library's plan over the next year to provide leading edge customer service. The Library has started the process of customer journey mapping, and developing a Service Blueprint and Plan.

**Motion 25-01-135**

**Moved by** Darryl Gray

**Seconded by** Victor Woodhouse

**That** the Library Board receive the presentation on Leading Edge Customer Service as presented.

**Carried**

**5. Consent Agenda Items**

5.1 Adoption of the Regular Board meeting minutes for Wednesday, December 18, 2024

5.2 Adoption of the Closed Session minutes for Wednesday, December 18, 2024

5.3 Strategic Operations report for December

5.4 Library Bank Transfer

More information was provided on the Library's plan for testing new strategies for digital marketing through an online marketing automation platform.

**Motion 25-01-136**

**Moved by** Rex Taylor

**Seconded by** Trevor Morrison

**That** the Library Board approve and adopt items 5.1, 5.2, and 5.4 as presented.

**Carried**

**Motion 25-01-137**

**Moved by** Trevor Morrison

**Seconded by** Rex Taylor

**That** item 5.3, Strategic Operations report be received as presented.

**Carried**

**6. Policies**

6.1 Information Services Policy

Revision to the Information Services Policy improve accessibility and ensure equitable and respectful access to information. Further clarification regarding a section of the policy is needed before final approval.

**7. Reports**

There were no reports.

**8. Business Arising**

8.1 Library Board Action List

The Library Board reviewed the Action List.

**Motion 25-01-138**

**Moved by** Beth Stevenson

**Seconded by** Rex Taylor

**Carried**

**9. New Business**

9.1 Library Vending Machines

The vending machines have been delivered and are in place at the Town of Newmarket Magna Centre and Ray Twinney Recreation Centre. Preparations are underway to ready the machines for the public. A soft launch with the Library Board will be planned at one of the vending machine locations.

9.2 Author Series Fundraiser

The Library Board discussed the opportunity to host an Author Fundraising event. The Board agreed to start a Fundraising Committee specifically for the planning of this event.

**Motion 25-01-139**

**Moved by** Rex Taylor

**Seconded by** Victor Woodhouse

**That** the Library Board form a Fundraising Committee for the specific purpose of planning a fundraising author event;

**And that** Neila Poscente and Beth Steveson be appointed to the Fundraising Committee.

**Carried**

**10. Closed Session**

10.1 Personal matters regarding an identifiable individual and Labour relations or employee negotiations per section (b); (d) of the Public Libraries Act R.S.O. 1990

This item was deferred.

**11. Dates of Future Meetings**

11.1 The next regular Library Board meeting is scheduled for Wednesday, February 19, 2025 at 5:30 pm., Library Board room

11.2 Library Board Workshop Wednesday, March 19, 2025 at 5:30 pm, Library Board meeting

**12. Adjournment**

**Motion 25-01-140**

**Moved by** Rex Taylor

**Seconded by** Neila Poscente

**That** there being no further business the meeting adjourn at 7:00 pm.

**Carried**

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Darryl Gray, Chair

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Tracy Munusami, Secretary/Treasurer