



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

Darryl Gray, Chair

Tracy Munusami, Secretary/Treasurer