

**Present**      Maureen Sly Havey  
                  Joan Cardiff  
                  David Mitchell  
                  Bill Skinner  
                  Karen DeLuca, Chief Librarian

1. Chair Maureen Sly Havey called the meeting to order 17:08 hours

2. **Agenda**

Agenda approved as circulated

3. **Review of Timelines**

January – survey questions finalized

February – survey open

March – April – gather and collate data from surveys and focus groups

May 14<sup>th</sup> – Library Board's Strategic Planning Day with facilitator Rob Lavery of SOLS

4. **Survey Outline**

David Mitchell has reviewed the library's October survey and various sample surveys from other public libraries.

In consultation with Bill Skinner, David is recommending to build on the October questions so that data collected from that survey can be included in the process.

David will compile questions for a draft survey to be discussed by the Board at the January 20<sup>th</sup> meeting.

Survey distribution: Hard copies available at various locations; On-location surveys will provide spot analysis (Joan to source a list). Board members to take on this role.

Spot analysis : customer satisfaction rating at check-out

Survey Monkey (on line portal) will be made available through the library's website; promoted on social media and through various press releases.

The goal is to reach both users and non-users.

**Focus Groups**

Bill will lead each of 4 focus groups.

- Staff (to focus on visioning exercise: New services, future of library etc.)
- Volunteers / Friends of the Library
- Two general public groups – attendees to be encouraged via promotions within and outside of the library.

Bill suggests maximum time for each focus group 1 – 2 hours. Participation 3 – 22 with 9-12 being the ideal size for a focus group

Other trustees will be note takers at each of the meetings

**Action Items**

- David to draft survey by January 7<sup>th</sup>
- Bill to bring focus group questions to January Meeting
- Karen to summarize trends in library service for January Meeting
- Joan to source survey locations
- Maureen to contact Town Hall for possible promotion in water bills etc.

**5. Special motion for COLA**

The Town of Arnprior has requested a specific motion to approve the 2016 COLA for payroll purposes as included in the 2016 budget submission to the Town.

**Moved by Joan Cardiff, seconded by David Mitchell that the Library Board approve the 1.75% cost of living increase for all library staff beginning January 1, 2016 – carried.**

Note: this executive motion will be ratified at the January 20, 2016 regular Board meeting.

**6. Moved by Bill Skinner, seconded by Joan Cardiff that the special meeting of the APL Executive Committee be adjourned. - carried**