

Peterborough Public Library Board Meeting Agenda

January 8, 2019

6:00 p.m.

345 Aylmer Street North

Library Board Room

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- 1. Call to Order**
- 2. Confirmation of Minutes**
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- 4. Consent Agenda**
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- 6. Other Business**
- 7. Next Meeting - February 12, 2019**
- 8. Adjournment**

Peterborough Public Library Board Minutes

City of Peterborough

December 11, 2018

Present:	Paul Stern, Chair Councillor Akapo Councillor Clarke Barb Connor Mauro DiCarlo Dan Moloney Garth Wedlock Jayne White Leslie Woolcott
Staff	Natalie Garnett, Deputy Clerk Jennifer Jones, Library CEO

Call to Order

The meeting was called to order at 6:05 p.m. The Chair welcomed Councillors Akapo and Clarke to the Peterborough Public Library Board of Trustees.

Confirmation of Minutes

Moved by Dan Moloney

That the minutes of the meeting of the Library Board of Trustees on November 13, 2018 be approved.

Carried

Disclosure of Pecuniary Interest

There were no disclosures of Pecuniary Interest.

Consent Agenda

No items were passed on the Consent Agenda.

Reports and Communications

Updates from the Foundation and Friends of the Library

Report PPL18-063

Moved by Councillor Clarke

That the Library Board approve the recommendations outlined in Report PPL18-063, dated December 11, 2018, of the Library CEO, as follows:

- a) **That a verbal report to inform the Library Board on the status of the Foundation by Jayne White be received for information; and**
- b) **That a verbal report to inform the Library Board on the status of the Friends of the Peterborough Public Library by Barb Connor be received for information.**

Carried

Refund and Privacy Statements - Update

Report PPL18-062

Moved by Dan Moloney

That the Library Board approve the recommendation in Report PPL18-062 dated December 11, 2018, of the Library CEO as follows:

That the Reund and Privancy Statements be adopted as presented.

Carried

Library CEO Report December 2018

Report PPL18-064

Moved by Councillor Akapo

That the Library Board approve the recommendation in Report PPL18-064 dated December 11, 2018, of the Library CEO as follows:

That Report PPL18-064 be received for information.

Carried

Security Services - Interim Update

Report PPL18-065

Moved by Garth Wedlock

That the Library Board approve Report PPL18-065 dated December 11, 2018 of the Library CEO, as follows:

That Report PPL18-065 be received for information; and,

That the Police Chief be invited to an upcoming Board meeting to discuss security matters.

Carried

Quarterly Budget Update - Q3

Report PPL18-066

Moved by Dan Moloney

That the Library Board approve the recommendation outlined in Report PPL18-066 dated December 11, 2018, of the Library CEO, as follows:

That the report on the status of the third quarter of the 2018 Library budget be received for information.

Carried

The Library's Top 10 Accomplishments 2014-2018

Report PPL18-067

Moved by Jayne White

That the Library Board approve the recommendation outlined in Report PPL18-067, dated December 11, 2018, of the Library CEO, as follows:

That Report PPL18-067 be received for information.

Carried

Other Business

The Library CEO provided an update on the Strategic Plan work.

Moved by Garth Wedlock

That the Library Board receive quarterly reports on the status of the Strategic Plan.

Carried

Adjournment

Moved by Mauro DiCarlo

That the meeting adjourn at 7:55 p.m.

Carried

Natalie Garnett

Deputy Clerk

Paul Stern, Chair



Peterborough Public Library

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: January 8, 2019

Subject: Report PPL19-002
Updates from the Foundation and Friends of the Library

Purpose

A report to inform the Library Board on the status of the Peterborough Public Library Foundation and the Friends of the Peterborough Public Library.

Recommendations

That the Library Board approve the recommendations outlined in Report PPL19-002, dated January 8, 2019, of the Library CEO, as follows:

- a) That a verbal report to inform the Library Board on the status of the Foundation by Jayne White be received for information; and
- b) That a verbal report to inform the Library Board on the status of the Friends of the Peterborough Public Library by Barb Connor be received for information.

Budget and Financial Implications

There is no budget or financial implications associated with the recommendations of this report.

Background

Jayne White, from the Library Foundation Board, will attend the Library Board meeting on January 8, 2019, to provide a verbal update on the current status of the Foundation.

Barb Connor, co-chair of the Friends of the Library, will attend the Library Board meeting on January 8, 2019, to provide a verbal update on the current status of the Friends of the Library.

Submitted by,

Jennifer Jones
Library CEO

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Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: January 8, 2019

Subject: Report PPL19-003
New Library Board Orientation – Proposed Outline

Purpose

A report to provide the Board with a proposed outline for the new Library Board orientation.

Recommendations

That the Library Board approve the recommendations outlined in Report PPL19-003 January 8, 2019 of the Library CEO, as follows:

- a) That the report be received for information; and
- b) That the current Board provide feedback on the orientation elements proposed.

Budget and Financial Implications

There are no budget or financial implications associated with the recommendations of this report.

Background

One of the first agenda items for the new Library Board will be an orientation session for all members. Typically, the orientation session occurs shortly after new members are appointed and is focused on Board Members reviewing and discussing roles and

responsibilities. The orientation session provides all Board Members with a common frame of reference for how the Board and Library operate.

Topics to be included in the orientation session reinforce the library's purpose and mission, provide an overview of how the board operates, and introduce core areas of service. See Appendix A for a sample agenda and supporting documentation.

Recommended materials to hand out for board orientation include copies of:

- a. Public Libraries Act
- b. Board by-laws
- c. MOU
- d. Written guidelines outlining board duties and responsibilities (will provide a copy of OLBA's "Cut to the Chase")
- e. "Library Board Resource" materials (Southern Ontario Library Service website)
- f. Current Strategic Plan
- g. Library calendar (e.g., board meeting dates; key deadlines – budget to council, trustee training – conference dates)
- h. List of current board members and contact info, e-mail addresses
- i. Library budget
- j. Latest board minutes
- k. Current Library Policies (and review schedule)
- l. Overview of the Friends of the Library and the Library Foundation

Other orientation information may include:

- a tour of the library branch(es)
- a review of the new website
- a broad overview of services provided including programs and events, physical and digital collection, public use technology, etc.
- an introduction to library staff members

Submitted by,
Jennifer Jones
Library CEO

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Attached:
Appendix A – SOLS sample agenda for a Board orientation session

Appendix A – SOLS sample agenda for a Board orientation session



Sample Agenda for a Board Orientation Session

This sample agenda is one option for topics that could be covered in a two or three hour board orientation session. The focus of this sample agenda is on public library governance. There is less of a focus on library services, in which case the information on services would need to be expanded on at another session or at the regular board meetings.

Board Orientation - Sample Agenda

- Item 1 - Welcome and Introductions
- Item 2 - Review of Purpose of the Orientation
- Item 3 - The *Public Libraries Act*
- Item 4 - Role of the Board
- Item 5 - The Board and the CEO – Shared leadership
- Item 6 - Duties and Responsibilities of Individual Board Members
- Item 7 - Introduction to Library Services – Mission and Goals
- Item 8 - Library Board Development – Next Steps

Item 1 - Welcome and Introductions

In most cases the presenters will be the library CEO and the board chair from the previous term. This does not have to be the case if there are other board members who would like to present a section of the agenda. Presenters will introduce themselves to the group at the beginning of the session. Some participants may be new, and introductions of everyone attending are necessary at this point. Each participant should provide some information on why they are interested in library leadership, and what motivated them to volunteer for board membership.

Item 2 - Review of the Purpose of the Orientation Session

Information on the purpose of the session should be provided. In addition to getting to know each other, participants should be told that they will be provided with information about:

- the legislative framework for public libraries
- the roles and responsibilities of the board and CEO
- governance and the operations of the board
- core library services

At this point, participants can be asked if they have any further expectations from the orientation session. If so, note these in the “parking lot” to review at the end of the meeting, or at another time. The use of a “parking lot” is one method for sticking to the

agenda of any meeting and can help to capture additional issues and ideas generated throughout the session. Items are noted on a flip chart or white board. Each issue is then addressed at the appropriate time of the session and the list reviewed again at the end of the workshop for the purpose of either: addressing outstanding items; or seeking further information; or suggesting that trustees work on outstanding issues and the items be placed on the board agenda.

Item 3 - The Public Libraries Act

Under this item on the agenda, the participants will be given a thorough review of the [Public Libraries Act, R.S.O. 1990, chapter P.44](#) (*the Act*). The *Act* is provincial legislation that governs the establishment and operations of public libraries in Ontario. It is important for board members to be aware of the areas of the *Act* that stipulate the operations of the board, the powers of the board, and the legislated requirements for the provision of library services. The *Act* includes specific directions for the first meeting of the library board.

The actual legislation runs to about 20 pages. A document which help people to gain an understanding of the legislation is [Public Libraries Act - Questions and Answers for Public Libraries](#) from the Ministry's website at http://www.mtc.gov.on.ca/en/libraries/act_q_a.shtml

In doing the review, the specific directions from the legislation for the first meeting of the library board should be highlighted:

- The first meeting of a board in a new term shall be called by the chief executive officer if authorized by by-law of the municipal council or if no by-law has been passed by the clerk of the appointing council (Section 14(1))
- A board shall elect one of its members as chair at its first meeting in a new term (Section 14(3))

Item 4 - Role of the Board

The *Act* directs the library board to provide a comprehensive and efficient public library service that reflects the unique needs of its community.

Ask participants to share their ideas on what the work of a governing board is in order to be successful. A look at the information provided in Section 4 of *Library Board Development Kit*, referring to the Role of the Board could be helpful. The group could also review the library board's policy on the role of the board, assuming that a policy exists.

Key points to highlight in this agenda item include:

- The board is the legal authority for the library and is responsible for the organization's highest level of decision-making
- The board is accountable for establishing the library's vision and mission and setting the rate of progress in achieving these

- The board carries out its governance function by developing and monitoring policy and delegating authority to the CEO

Item 5 - The Board and the CEO – Shared Leadership

The library board and the CEO share the responsibility to ensure the efficiency and effectiveness of their library. Their work in leading the library is quite specific and requires different skills and different information from staff. The board directs the vision and mission of the library and ensures that the community's needs have been met, but has no direct responsibility for library operations. The board is focused on what the library should accomplish and the CEO focuses on how it is done.

To illustrate how the Board and CEO should work together in shared leadership, review the information provided in the OLBA publication called [Cut to the Chase: Ontario public library governance at-a-glance](#). In particular, look at the section called *The Public Library Board and the Chief Executive Officer: Who Does What?* In addition, it would be helpful to review the library board's policy on delegation of authority to the CEO, if one exists.

Key points to highlight in this agenda item include:

- The board directs the work of the CEO through decisions made at board meetings, policies, official plans, and the budget; and,
- The CEO manages the staff, the day-to-day operations of the library and serves as a professional advisor to the board.

Item 6 - Duties and Responsibilities of Individual Board Members

Public libraries are given corporate status in the *Public Libraries Act*. Therefore the *Corporations Act* applies in determining the duties and liabilities of members of public library boards. Each member of the library board has responsibilities by virtue of being a director of a corporation. As a board, they have collective responsibility for oversight of library operations, and they are the ultimate decision-maker with fiduciary responsibility. The duty is a "fiduciary" duty because there is an obligation to act in the best interests of the corporation. Individually, directors have a duty of care and of loyalty, and an obligation to honesty and good faith. This includes all individual board members, whether they've been appointed as a citizen representative or a council representative. Individuals on a board do not act alone or on behalf of the board unless specifically given the authority by the board as a whole.

It is useful to review local documents such as the library's code of conduct or policy on duties and responsibilities of individual board members

Key points covered in this agenda item include:

- The duties and responsibilities of municipal councilors on the board are the same as those of other board members;
- Board members prepare for all board meetings and use meetings productively;

- Board members offer opinions on issues that are subject to board discussion and show respect for the opinions of others; and,
- Board members assume no authority to make decisions outside of board meetings.

Item 7 - Introduction to Library Services

The board's role has been described as one of setting direction and ensuring progress while the CEO makes program decisions and ensures that programs achieve desired outcomes for the community. While the board should not get involved in day-to-day program decision making, it must know if the library is successful in meeting its goals. To do this the library board needs to have an understanding of the library's services and programs.

There are several activities which could be undertaken to cover this item on the agenda:

- Review the library's current vision and mission statements;
- Describe the library's service and program priorities; and,
- Describe the way in which the library's official planning documents, such as the budget, support the mission and service priorities.
- Complete the profile for the library using the template in Appendix A (or similar template)

Key points to be included in this agenda item include:

- Services and programs are the vehicles for achieving the library's mission; and,
- Priorities for programs and services are identified in the board's plans and budget.

Item 8 - Library Board Development – Next Steps

Library board development is about raising the quality of the board's operations. The board orientation session begins the process of library board development. The process continues with ongoing training. The board should decide at this point to continue its learning at future board meetings and take advantage of outside training offered through library partners such as OLBA, SOLS and others.

Any items that remain in the "Parking Lot" should be reviewed, and plans made for follow-up actions. The presenter should thank everyone for their contribution to the session.

Key points covered in this agenda item:

- The work of the board includes board development
- The board needs to plan for ongoing training and development
- Everyone is thanked for their participation

Learning about your own library

The Library CEO and board chair are responsible for providing an orientation for all library trustees. New trustees need to understand the basics of the public library and the board's authority. The following is a list of information which could be provided to all trustees as part of their orientation.

Tour of the library building(s):

The new trustee should be given a tour of the main public library facility and should be introduced to staff members. Give the trustee a map of the library, a list of staff members, and any other public library handouts which are provided to the public. The tour should include details of each department (if there are separate areas) and its function in relation to the work of the entire library. If the library has a number of facilities, through the course of the first year, the trustees should tour as many of the facilities as possible. If possible, the board may wish to hold board meetings at various facilities.

Supporting Documentation:

Information Sheet for Library Trustees

Official Library Name	
Street address of main branch or administration office	
Telephone numbers	
Library CEO	
E-mail – CEO	
E-mail - general	
Library website	

Service:

Population served: _____ Number of households: _____

Name of service point/branch	Hours open per week	Accessible?
1.		
2.		

Holdings and collections:

Total number of volumes held in library system (English): _____

Total number of titles held in library system (English): _____

Total number of volumes held in library system (French): _____

Total number of titles held in library system (French): _____

Circulation:

Annual circulation: _____

Interlibrary loan:

Total number of items borrowed through interlibrary loan: _____

Total number of items lent through interlibrary loan: _____

Annual library visits:

Visits to the library (based on number of visits during 'typical week'): _____

Programs:

Annual program attendance: _____

Staffing:

Professional librarians: _____

Library technicians: _____

EXCEL graduates: _____

All other staff: _____

Total staff: _____

Volunteers: _____

Awards - Listing and short description of any awards won by the library / staff**Special grants** - Received by library in past year**Community partnerships** - Brief description of community partnerships and program description**Current library association memberships:**



To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: January 8, 2019

Subject: Report PPL19-001
Library CEO Report January 2019

Purpose

A report to inform the Library Board of Trustees on general matters concerning Library operations and services.

Recommendation

That the Library Board approves the recommendation as outlined in Report PPL19-001 dated January 8, 2019, of the Library CEO as follows:

That the report be received for information.

Budget and Financial Implications

There are no budget or financial implications resulting from the approval of the recommendation of this report.

Background

There were some areas to be improved upon in the CEO's performance review for follow up in 2019. Over the coming months these requests/changes will be implemented and further / ongoing feedback sought from Board members.

The previous CEO report format relied on an end of month recap of Library happenings. The new Board meeting dates may not always allow for a similar timely recap so staff have begun looking into alternative options to provide relevant and up to date information to the Board.

The CEO is also looking at the approved Board meeting schedule to develop a calendar of important dates (such as the budget submission timeline) in an attempt to provide advance notice and sufficient time for discussion with the Board.

One of the elements requested from the CEO were more performance metrics in the reports and in information provided about the Library. As the Library is coming up on one year in the renovated space, we can begin to look back at our first year at the “new” Aylmer Street location and compare our services pre-renovation to post-renovation.

The Library collects certain statistical data on a number of performance indicators which are reported to the Ministry annually to determine Provincial Library Operating Grant (PLOG) funding eligibility. While these statistics are good measures of facility usage or business, they are not necessarily indicative of the value the Library, of the quality of service we provide, or if we are meeting the needs of the Peterborough community. Library staff have been challenged to look at the statistics and information we collect differently and look for the value in our services beyond the hard numbers. They will be looking for key performance indicators (KPI) to demonstrate the quality, the value, and the benefits of using a particular library service.

Another request for future Board meetings was to have more presentations on relevant topics to enhance the official reports. Some staff have already indicated a desire to present on their areas of expertise to the Board. There will be efforts made to invite special guests to attend meetings periodically including representatives from partnership organizations, as well as the Arts, Culture, and Heritage sector.

Quarterly budget reviews will be presented from a higher perspective. The focus will be on notable increases and/or shortfalls rather than line by line. There will be opportunity for a more detailed analysis if the Board desires it.

A policy review framework is being created and a plan for a full policy review schedule will be implemented with the new Board members. There are some gaps in our current policies, when compared with the recommended list provided by the Southern Ontario Library Service (SOLS) on their website <https://www.sols.org/index.php/policy>.

One final element will be to maintain the action planning momentum from the Strategic Plan. Staff are incorporating Strategic Plan elements into their work plans and goals for 2019. Quarterly status updates will be provided to the Board at a minimum.

Submitted by,

Jennifer Jones
Library CEO

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Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: January 8, 2019

Subject: Report PPL19-004
Strategic Plan - Action Items Update

Purpose

A report to inform the Library Board of Trustees on the status of the action items identified from the Strategic Plan 2018-2021 framework.

Recommendation

That the Library Board approves the recommendation in Report PPL19-004 dated January 8, 2019, of the Library CEO as follows:

That the report be received for information.

Budget and Financial Implications

There are no budget or financial implications resulting from the approval of the recommendation of this report.

Background

Action planning began in the fall of 2018 as a result of the completion of the new strategic plan framework in June 2018. Of the 27 initiatives identified in the framework, staff are currently working on projects that touch 7 initiatives.

There are a number of other strategic initiatives identified in the framework which will require a follow up action planning session. The overarching goal is to complete at least one project for each initiative by the end of 2021. Future action items may touch upon

previously identified initiatives in different ways, leading to further growth and service improvements.

At the first dedicated large group action planning session, staff identified three starting points for 2019:

Framework reference number	Action Item	Status	Notes
D2	A staffing and organizational review	In process	<ul style="list-style-type: none"> - this is a longer term, multifaceted action item - management has begun to review the current staffing model and compare it with peer libraries - temporary staffing pilot projects have been implemented to test proof of concept ideas for changes to the current staffing model - an annual staff review process was implemented for supervisors in 2018, and will be rolled out to all staff in 2019. This includes work plan development (to be tied to strategic plan initiatives when possible). - staff job description review will take place as needed in 2019
C1	Effective program evaluation and assessment	Concept in development	<ul style="list-style-type: none"> - programming staff have been assigned the task of creating a method of evaluating programs, getting feedback, assessing the responses, and implementing feedback whenever possible. - this feedback should inspire the creation of new programs to meet the needs of the community - this feedback should also provide valuable insight into what we are currently doing and how we can improve. - procedures for ongoing evaluation and assessment to be completed by end of 2019.
D1	Creation of a staff procedures manual	Initial stage of data collection	<ul style="list-style-type: none"> - a 6 month timeline was estimated for this project. - staff requested this initiative be a primary action item to ensure that they

			<p>have the tools and training needed to do their jobs</p> <ul style="list-style-type: none"> - project leader is currently gathering all available procedures and centralizing them - a “one stop shop” manual will be created for staff reference and stored in a central location - update schedule and procedure will be created. Manual is meant to be a quick reference guide for staff and should be kept current.
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There were also number of strategic initiatives identified that align with current projects:

Framework reference number	Action Item	Status	Notes
A1	Work with community partners to develop and deliver various programming	Ongoing	<ul style="list-style-type: none"> - the library has an ongoing practice of working with community partners to deliver programs. - Staff have been tasked with expanding upon our current offerings by exploring new partnerships and new program offerings.
B3	Build the Library's profile and participate in community events	Ongoing – room to grow	<ul style="list-style-type: none"> - there is room for increased involvement from the library in the larger Peterborough community - Initial steps have been taken by participating in: <ul style="list-style-type: none"> - PULSE (last 2 years) - SnoFest (on organization team for 2019) - city wide Canada150 celebrations
C3	Accessibility enhancements	Ongoing	<ul style="list-style-type: none"> - initial short comings identified after renovations being implemented in late 2018 / early 2019 - continuous feedback sought from local advocate groups and self identified library members
E3	Explore a new public computing solution	Ongoing – multi phase approach	<ul style="list-style-type: none"> - staff have been working with the City's Technology Services (PTS) - Phase 1 included wifi improvements and public internet speed

			enhancements (nearly complete) - Phase two will be a needs assessment and evaluation to determine a viable, long term solution to support our public computers - next phase to begin in early 2019
E4	New website	Completion early 2019	-website overhaul began in 2018 - launch of new responsive (mobile friendly) website expected in early 2019
E5	Pay library fees and fines online	In process, to be completed early 2019	- working with our current library software vendor to be able to provide members with the option to pay their library fines and fees online through their library account
F3	DS4Y Intern grant	Ongoing – Received grant (January – June 2019)	- need to develop a social media framework identified by staff - receiving a matching funds grant (Library Board pays half) for a 6 month social media intern to complete this project - internship paves the way for future grant applications and internships at the Library

Submitted by,

Jennifer Jones
Library CEO

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To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: January 8, 2019

Subject: Report PPL19-005
Library CEO Annual Evaluation Process - Completed

Purpose

A report to inform the Library Board on the status of the annual evaluation process for the Library CEO.

Recommendations

That the Library Board approve the recommendations outlined in Report PPL19-005, dated January 8, 2019, of the Library Board Chair, as follows:

- a) That the report be received for information,
- b) That the final process outlined be approved and adopted by the Board.

Budget and Financial Implications

There are no budget or financial implications associated with the recommendations of this report.

Background

The 2018 Library CEO annual evaluation was completed in December 2018 by a sub-committee of the Board consisting of Board members Dan Moloney, Paul Stern, and Jayne White. The forms used for this process were presented at a prior Board meeting and approved (Report 18-053).

The committee is submitting the following as the procedure to be followed in future annual performance reviews:

1. The annual review process should begin in September, with the goal to have it completed by November.
2. A sub-committee should be formed consisting of three Board members, including at least one member who has regular dealings with the CEO, such as the Chair.
3. Input should be sought from a maximum of three external contacts (i.e.: City departments or community partners) using the approved form. Completed forms are to be returned to the sub-committee.
4. The CEO is requested to supply their input using the approved form and return it to the sub-committee.
5. Input from Board members as a whole may be attained through a closed session agenda item at the October meeting.
6. The sub-committee will gather and summarize the various input forms from all sources by the end of October and report back to the Board as a whole at the November meeting to seek confirmation of support for summarized version.
7. The Chair or another member of the sub-committee should schedule a meeting with the CEO in early November, where they discuss and deliver a summary of input using the same form as the external contacts.

(Optional – further comments from CEO can be added to the end of template after discussion.)

8. A copy of the form, signed by Chair and Vice-Chair is kept by the CEO.
9. An additional copy of the signed form and all other completed forms should be sent to Human Resources to be kept on file.
10. The Board Chair informs the Human Resources Manager of the Board's decision to increase CEO salary to next step, as appropriate.

Submitted by,

Paul Stern
Library Board Chair

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