



Town of Hinton  
HINTON MUNICIPAL LIBRARY BOARD  
Regular Meeting  
December 19, 2012

4:15 pm, Teck Coal Room, Hinton Municipal Library

**PRESENT:** F. Hanington, J. Kreiner, P. Latimer, J. Macridis, D. Podlubny,  
J. Waymark

**EXCUSED:** J. Neale, P. Wilkinson

**RECORDER:** J. Waymark

**ALSO PRESENT:** H. Wilderdijk

**ORDER:** Chairman Podlubny called the meeting to order. The time was 4:19 pm.

**ADOPTION OF AGENDA:**

**MACRIDIS – That the Agenda be adopted as printed.**

CARRIED UNANIMOUSLY

**ADOPTION OF MINUTES:**

**KREINER – That the Minutes of the Organizational and of the Regular Board Meeting of November 21, 2012 be adopted as printed.**

CARRIED UNANIMOUSLY

**BUSINESS ARISING:** None.

**CORRESPONDENCE:** From YRL – Annual Survey. Board members marked answers to the questions posted and noted their appreciation for the way YRL supports member libraries.

**REPORTS:**

**The Treasurer's Report** was presented by H. Wilderdijk:

Total funds deposited to account to December 17, 2012: \$29,322.35

Total accounts payable for December 2012: \$ 2,764.83

**HANINGTON - That we accept the Treasurer's Report and that the Accounts for December in the amount of \$2,764.83 be paid.**

**Seconded by Latimer.**

CARRIED UNANIMOUSLY

**Statistics for November 2012**

- Memberships registered: 1,056
- Circulation to local users: 4,324 items
- ILL/Resource sharing: Loaned to other Libraries 1,773 items; Borrowed for local patrons: 855 items.

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- Internet use: 210 ; CAP 63; Members 147
- Teck Coal room use: 71 hours, all free.
- Overdrive downloads of eBooks and audio books: 233

**WAYMARK – That the Statistics be accepted for information.**

CARRIED UNANIMOUSLY

### **Librarian's Report**

For the Library 2012 has been a busy and eventful year. Several of the goals in the 2012 – 2015 Plan of Service have been actively worked on with good results. More effective partnerships; becoming the “Community’s Living Room”; the “Giving Tree”; Early Childhood Mapping project; and the overall progress in literacy all have made this a good year. Online services were much improved and we see a growing number of patrons using these services.

- Maureen will get back to work half time in January.
- Shiho has identified her desire to come back to work in March/April.
- Hetty was approached by the R.Work group “Visionaries in disability management and vocational rehabilitation” a Federal Govt. program, regarding a young person with Cerebral Palsy . Josh Sokolowski has graduated from High School and hopes to get training in Fairview to pursue a career. To help his chances and to gain valuable work skills Hetty has hired Josh on a casual basis to work 4 hours per week. A 60% wage subsidy will help to cover his wages.
- The Library has actively been advertising its services in the last few weeks.
- Lena’s book launch was a fun event, she was grateful for the support she received.
- The Hinton MS group used this room to VC with Alberta Health re upcoming programs to help those with chronic illness. These programs will be held here, starting Jan 9.
- Laura Howarth is the new Community and Protective Services Director. Hetty looks forward to working with her.
- The current TREX art exhibit is a nice compilation of art works . In 2013 the Library will get two other travelling exhibits.
- The survey results are a little more interesting this year because we asked a few more questions and these will help with the marketing plan we are preparing. The survey appears later in the Agenda.

**HANINGTON - That the Librarian's Report be accepted for information.**

CARRIED UNANIMOUSLY

### **OLD BUSINESS:**

1. **LinkAges / Grandparent reading.** To date nine individuals have signed up. A meeting will be called in January to discuss the program, shared between ParentLink and the Library, with help from FCSS.
2. **Budget 2013.** Hetty expressed her fear of a miscalculation of the wage increase calculation. She will work with Laura to ensure the proper amount is allocated. Councillor Macridis explained the 2013 Budget process and encouraged Board members to attend the Open House sessions on Jan 14, 2013. .../3

**NEW BUSINESS:**

1. **Survey Results.** The Library is required to conduct a customer satisfaction survey each year, with the results shared in the Annual Grant application to the Alberta Government Libraries Branch. This year staff added five more questions. Overall Library customers give high marks. The Sunday closure has been disappointing to many. A discussion followed on the findings, on library fees and on the upcoming Library card to be used in all Alberta's Libraries.

The survey results are attached to these Minutes.

**OTHER QUESTIONS / COMMENTS:** Don attended the YRL Executive meeting and shared what took place. He also briefed the Board on the discussions taking place between ALTA (Alberta Library Trustee Association) and LAA (Library Association of Alberta).

**TOWN COUNCIL UPDATE:** Councillor Macridis hopes for good discussions at the Budget 2013 Open House session on Jan 14, between 2pm and 4pm and 6pm – 8pm. The Town Hall is the temporary home for a new grand piano.

**AGENDA ITEMS FOR NEXT MEETING, January 16, 2013**

1. Grandparents Read
2. 2013 Budget update

**WHAT BOARD MEMBERS HAVE READ**

**The light between oceans**” by M. L. Stedman (Judy); **“The kingdom”** by Clive Cussler and **“Peter the great : his life and world”** by Robert K. Massie (Fran); **“One door away from heaven”** by Dean Koontz, **“Canadian spies : tales of espionage in Nazi-Occupied Europe during World War II”** by Tom Douglas, **“Gideon’s corpse”** by Douglas Preston and Lincoln Child, **“The tombs”** by Clive Cussler and Thomas Perry, **“I curse the river of time”** by Per Pettersen, and **“Ape house”** by Sara Gruen (Don); **“Cutting for stone”** by Abraham Verghese, **“Water for elephants”** by Sara Gruen and **“Midwife of Venice”** by Roberta Rich (Jane M.); **“The nightingale gallery”** by Paul Doherty, **“Sailing to Sarantium”** by Guy Gavriel Kay, **“Father Elijah : an apocalypse”** by Michael O’Brien, **“10lb penalty”** by Dick Francis, **“The rainmaker”** by John Grisham, **“Miracles : the listener/the gifted”** by Terri Blackstock, **“Mark Twain’s letters from Hawaii”** (audio book), **“Janson’s history of art : the western tradition”** by Penelope J. E. Davies, and **“Art history vol. 1”** by Marilyn Stokstad (Pat); **“Changing my mind”** by Margaret Trudeau, **“Cut : the true story of an abandoned, abused little girl who was desperate to be part of a family”** by Cathy Glass, **“ACLS advanced cardiovascular life support provider manual”** by American Heart Association and **“Slave Lake fire”** by Edmonton Journal (Jane K.); **“Lost souls of Angelkov”** by Linda Holeman and **“Week in December”** by Sebastian Faulkner (Hetty)

**NEXT MEETING**

The next regular scheduled meeting is on Wednesday January 16, 2013.

**ADJOURNMENT**

**MACRIDIS – That the meeting be adjourned.**

**CARRIED UNANIMOUSLY**

The time was 5:45 pm.

**DRAFT**

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**CHAIRMAN**



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# **Library Use Customer Satisfaction Survey Results**

**of the Hinton Municipal Library**

**December 2012**

*“Libraries Change Lives”*

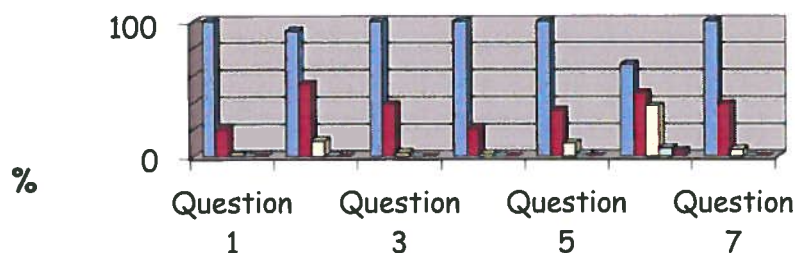
## Library Use Customer Satisfaction Survey RESULTS – 2012 (based on 159 Completed Survey forms)

**HOW SATISFIED ARE YOU WITH ... (5 = completely satisfied, 4=very satisfied, 3=moderately satisfied, 2=very little satisfied, 1=not at all satisfied). Please CIRCLE your answer.**

1. Library staff (knowledge, helpfulness, etc.)?  
5--4--3--2--1
2. The collection of library materials (books, magazines, CDs, videos, etc.)? Includes in-house & access to regional & provincial collections.  
5--4--3--2--1
3. Information services where staff answer your questions or help you find books, etc.?  
5--4--3--2--1
4. The Library's facilities (eg., convenience, cleanliness, location)?  
5--4--3--2--1
5. The Library's electronic resources (eg., Library website, In-Library access to the Internet, magazines online, etc.)?  
5--4--3--2--1
6. The Library's hours of opening?  
5--4--3--2--1
7. Overall, how satisfied are you with the Hinton Municipal Library?  
5--4--3--2--1
8. Did you find what you were looking for today? - 159 respondents  
93% -YES    0% - NO    7% - PARTLY

	Completely satisfied	very satisfied	moderately satisfied	little satisfied	not satisfied	Total
Question 1	87%	12%	1%	0	0	100%
Question 2	59	33	7	1	0	"
Question 3	75	23	2	0	0	"
Question 4	86	12	2	0	0	"
Question 5	70	22	6	2	0	"
Question 6	42	29	23	4	2	"
Question 7	72	25	3	0	0	100

**Satisfaction Survey 2012**

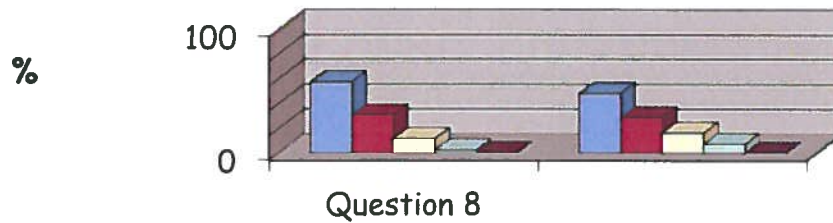


Question 8. How do you rate the Library's website?

Question 9. How do you rate the Library's newsletter?

	<i>completely satisfied</i>	<i>very satisfied</i>	<i>moderately satisfied</i>	<i>very little satisfied</i>	<i>not at all satisfied</i>	<i>Total</i>
Question 8	57	30	11	2	0	100%
Question 9	48	28	16	7	0	100%

### Satisfaction Survey 2012



Question 10: What Library services do you use?

	<b>Non- Fiction Books</b>	<b>Fiction Books</b>	<b>Children's Books</b>	<b>Teen Books</b>	<b>DVDs</b>	<b>Music</b>	<b>eBooks</b>	<b>Talking Books</b>	<b>Magazines</b>	<b>TOTAL</b>
	23	20	10	6	16	7	5	5	8	100%

Question 11: How do you decide which items you borrow from the Library?

	<b>Library Search Catalogue</b>	<b>Book Displays</b>	<b>Friends' recommends</b>	<b>Book Reviews</b>	<b>Bestseller lists</b>	<b>Browsing in-house</b>	<b>TOTAL</b>
	28	24	12	7	19	9	100%

Question 12: Are you aware of online services/eResources?

YES - 80% // NO-20%

Part A: If YES. which apply?

	<b>eBooks</b>	<b>Mango</b>	<b>Zinio</b>	<b>Freading</b>	<b>OneClick Digital</b>	<b>Other</b>	<b>TOTALS</b>
	43	13	19	15	6	4	100%

Part B: Do you use any of the above?

YES - 39% // NO - 61%