1. Adoption of Agenda

2. Declaration of Pecuniary Interest

3. Adoption of Minutes
   a) Library Board Regular Meeting Minutes -- February 14, 2019

4. Delegations
   a) Staff Presentation -- Business Case – SDG Library's MakerLab

5. Consent Items
   a) Correspondence -- Letter from Barbara Franchetto, CEO, Southern Ontario Library Service (SOLS)
   b) Statistical Summary (Circulation) -- February, 2019
   c) Financial Report -- February, 2019
   d) Branch & Supervisor Reports – February-March, 2019
   e) Communications & Marketing Librarian Report -- February, 2019
   f) Director of Library Services Report -- February-March, 2019

6. Action Items
   a) Board Code of Conduct Policy

7. Discussion Items
   a) Policy Review -- Financial Control & Oversight Policy
   b) Policy Review -- Purchasing Policy
   c) Dundas County Archives -- Donation from Library

8. In Camera
9. Adjournment
Stornont, Dundas and Glengarry County Library Board

MINUTES

A regular meeting of the Stormont, Dundas and Glengarry County Library Board was held at the Williamstown Library Branch on February 14, 2019 at 3:00pm with Frank Prevost, Chair, presiding.

Present: Councillor Frank Prevost; James Algire; Councillor Lyle Warden; Margaret MacDonald;

Absent: Councillor Francois Landry; Jim Bancroft; Councillor Tony Fraser

Staff Present: Karen Franklin, Director of Library Services; Susan Wallwork, Communications and Marketing Librarian

1. Adoption of Agenda

   MOTION

   Moved by Lyle Warden
   Seconded by Margaret MacDonald

   That the Stormont, Dundas and Glengarry County Library Board approves the Meeting Agenda, as presented.

   CARRIED

2. Declaration of Pecuniary Interest – none.

3. Adoption of Minutes

   MOTION

   Moved by James Algire
   Seconded by Lyle Warden
That the Stormont, Dundas and Glengarry County Library Board approves the Minutes of the January 24, 2019 regular meeting, as written.

CARRIED

4. Delegations

Kathleen Legault, Library Services Assistant (LSA), Williamstown Branch, was introduced to the Library Board. Kathleen has been working for the Library – first at Maxville Branch, before transferring to Williamstown – for about 10 years. She reported on the improvements seen in service and increased use at Williamstown since the branch moved to its current location in May, 2017.

5. Consent Items

MOTION

Moved by Margaret MacDonald
Seconded by James Algire

That the Stormont, Dundas and Glengarry County Library Board approves all items listed under the Consent Items section of the Agenda, as presented.

CARRIED

6. Action Items

MOTION

Moved by James Algire
Seconded by Lyle Warden

That the Stormont, Dundas and Glengarry County Library Board “save the date” of Friday, April 26, 2019, at 4:00pm in the Board Room of North Stormont Place in Avonmore, to meet with the Association of Friends of the SDG Library, for an annual “roundtable” discussion with them, regarding future Library initiatives and their involvement; and

THAT a Volunteer Appreciation Event be held at Avonmore Branch at 5:00pm, to recognize the work of individuals and groups who have freely offered their time to the SDG Library over the last year.
CARRIED

MOTION

Moved by Margaret MacDonald
Seconded by Lyle Warden

That the Stormont, Dundas and Glengarry County Library Board approves the Purpose of the Board (Policy), as written.

CARRIED

MOTION

Moved by Lyle Warden
Seconded by Margaret MacDonald

That the Stormont, Dundas and Glengarry County Library Board approves the Duties and Responsibilities of Individual Board Members (Policy), as written.

CARRIED

MOTION

Moved by Margaret MacDonald
Seconded by Lyle Warden

That the Stormont, Dundas and Glengarry County Library Board approves the Delegation of Authority to the Director of Library Services (Policy), as written.

CARRIED

7. Discussion Items

The policies noted above were discussed, along with the need for a Board Code of Conduct policy, as per recent legislation.

The Communications & Marketing Librarian presented the 2019 Communications & Marketing Plan, for the Board’s information.

9. Adjournment

MOTION

Moved by Margaret MacDonald
Seconded by Lyle Warden

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on Thursday, March 14, 2019 at 5:30pm at Finch Branch, or at the Call of the Chair.

CARRIED

________________________________________
Board Chair

________________________________________
Secretary
Business Case – SDG Library’s MakerLab

“Your Library, Reimagined”

Executive Summary:

This Business Case proposes the development of a MakerLab in Finch, to enhance library services in SDG while increasing visitation at this location. The project proposes to transform the current space from a traditional library setting into a modernized, “makerspace” zone that will attract new, non-traditional users, and expand on existing markets.

Public libraries are redesigning their spaces to accommodate the “maker movement”. The “maker movement” is the trend of individuals or groups undertaking do-it-yourself (DIY) activities that encourage learning through doing.

The maker movement in SDG is a growing opportunity and the SDG Library has responded by providing simplified, portable maker experiences. However, the lack of a permanent maker ‘space’ makes it difficult for the Library to keep up with the growing trends. As well, there is currently no public makerspace lab in SDG, making this a prime time to build one.

This plan proposes that the current Finch Branch be redesigned, restructured and renamed as the SDG Library’s MakerLab. Special equipment and tools, such as a 3D printer, robotics kits, video production equipment and graphic design tools, would be available to provide a variety of ‘making’ opportunities to residents of SDG.

Access to the MakerLab would be available to the public through individual or group use, or through special workshops and programs. The MakerLab staff would become the SDG Library’s expert on maker activities and would be available to offer staff training, school field trip programs, and community outreach.

This project proposes to start mid-2019 by redesigning the space and establishing the lab using current Library Makerspace Kits. Following evaluation of trends and usage, investment in new equipment and tools would begin in 2020.
The MakerLab would serve as SDG’s centre for learning and innovation and would propel our Library system into the future while solidifying our stance as the place in SDG to Connect. Create. Explore. (SDG Library - Mission Statement, 2017).
Business Case – SDG Library’s MakerLab

“Your Library, Reimagined”

Objective:
The purpose of the MakerLab in Finch is to enhance services provided by the Library in SDG while increasing visitation at this location. In transforming the space from a traditional library setting into a modernized, makerspace zone to attract and educate people from all over the Counties, the Library aims to appeal to new, non-traditional users and expand on existing markets. The MakerLab would allow the Library to further position itself as a leader in supporting key values such as “inclusion, life-long learning, recreation, and innovation” (Moving Forward, SDG Library Strategic Plan, 2018-2022, 2018).

Business Need:
Public libraries everywhere are redesigning their spaces to accommodate a trend called the “maker movement” and the STEAM-based activities that go along with it. These activities include a combination of science, technology, art, engineering, and math, and are the main components of the “maker movement”. The movement brings together individuals or groups to undertake do-it-yourself (DIY) activities that encourage learning through doing, with a move away from consuming. Over the years, the movement has “risen from a fringe hobby to a prominent lifestyle with important implications for economic development” (Georgia Institute of Technology, 2017).

As the maker movement grows in SDG, the need for an actual maker ‘space’ is also growing. However, space is an issue in library branches in SDG, since none of them currently meet the Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO) guidelines for public libraries (Stormont, Dundas & Glengarry County Library Facility Model Report, 2011). The SDG Library has incorporated the maker movement in its services and operations by investing in simplified, portable maker experiences that can be shared among branches. And while SDG has found much interest and success in these offerings, the lack of a permanent maker ‘space’ makes it difficult for the Library to keep up with the growing trends. Many of the cutting-edge makerspace tools available in public libraries are unavailable to members of SDG for one simple reason – there is no space to offer extensive programming or to store such equipment.
Additionally, the SDG Library’s growing list of services, and related tools, requires a physical area in which items and equipment can be properly organized and stored. The introduction of “Makerspace Kits” and “The Library of Things”, while beneficial to the public, has proven to be difficult for Library staff to manage without the proper resources and space to organize and store equipment. The creation of an actual maker ‘space’ would allow the Library to effectively and efficiently expand its inventory of Makerspace Kits, as well as grow its Library of Things collection.

Community makerspaces have become a widespread phenomenon and schools and libraries have become natural leaders in the movement (see Figure 1). Currently, there is no makerspace lab of any kind in SDG that is open to the public; spaces can be found in some schools, but these are not accessible to everyone, nor are they fully equipped. The creation of a public makerspace in a central location would not only improve what is offered through the Library but would also supplement what is currently being offered in schools in SDG. It would provide the public, including entrepreneurs, organizations, teachers and students, with additional resources and opportunities to learn.

![Figure 1 – Rise of the Makerspace Worldwide Chart](image)

*Figure 1 – Rise of the Makerspace Worldwide Chart* 


**Background Information:**
The first public library makerspace, the “Fayetteville Free Library Fab Lab”, opened in 2010 in Fayetteville, NY. The Fab Lab stands for “Fabulous Lab”. A study done in 2013 entitled *Makerspaces in Libraries Survey* by John Burke found that “of 109 respondents, 41% were already providing makerspaces or maker-style activities and programs in their libraries. Another 36% had plans underway for makerspace development in the near future” *(The business case of FryskLab, 2015).*
When asked if this first public library makerspace was successful, the Fayetteville Free Library Fab Lab provided this response:

Our makerspaces are successful on a daily basis in supporting lifelong STEAM skills and interest building; supporting innovation, creativity, entrepreneurship, and relationship building; and providing access to tools, equipment, expertise, and one another, so people can accomplish their goals and pursue their passions in our community. There are countless examples of transformative experiences happening daily in our makerspaces – everything from prototyping new products, to learning new life skills, to peer-to-peer and mentorship relationships development.

*FAQs for Industry Professionals, Fayetteville Free Library*

**Innisfil ideaLAB – Case Study**

In 2001, the Innisfil Public Library opened their Lakeshore Branch, complete with a “Hack LAB” and “Media LAB”. The site was named the Innisfil ideaLAB & Library. It is worth noting that the word ‘library’ is second to the term ‘ideaLAB’, emphasizing the importance of the non-traditional aspect of the space. Key features of the ideaLAB include 3D printing, vinyl cutting, laser cutting and etching, digital conversion, green screen, and more.

The ideaLAB is a place for people to pursue a variety of interests. “Some have a business and local economic development focus, supporting for example, the development of entrepreneurial prototypes, while others bring together residents to pursue common interests and hobbies” (CommunityHubsOntario, 2018). The ideaLAB has become the main place in Innisfil for people to gather, create and learn, and is a leader in makerspaces in Ontario. Its success stems from strong community support, including stakeholders and library Board members.

**Project Proposal:**

This plan proposes that the current Finch Branch be redesigned, restructured and renamed as SDG Library’s MakerLab. The MakerLab would fill a gap in our Library system, as well as in our community, by providing SDG with a dedicated, public makerspace. The MakerLab would serve as SDG’s centre for learning and innovation, and would propel our Library system into the future while solidifying our stance as the place in SDG to Connect. Create. Explore. (SDG Library - Mission Statement, 2017).
Its central location in the Counties makes Finch the ideal place for such a project. Not only would it encourage usage from residents all over SDG (fair distance from all corners of the Counties), its prime location would make it the best possible place for the Library to manage its inventory of Makerspace Kits and its ‘Library of Things’ collection. Additionally, this location would serve as a training space for Library staff to learn and develop new skills around emerging technologies and trends, and would revitalize usage of the Library in a location that has struggled in recent years (see Tables 1-3).

Table 1 – Finch Branch Circulation 2014-2018

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Print &amp; AV</td>
<td>5422</td>
<td>6083</td>
<td>8088</td>
<td>7484</td>
<td>6419</td>
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<tr>
<td>eBooks &amp; eAudiobooks</td>
<td>1004</td>
<td>1031</td>
<td>1044</td>
<td>1072</td>
<td>810</td>
</tr>
</tbody>
</table>

Table 2 – Finch Branch Public Computer Usage 2014-2018

<table>
<thead>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sessions</td>
<td>574</td>
<td>706</td>
<td>1217</td>
<td>Data</td>
<td></td>
</tr>
<tr>
<td>Hours</td>
<td>339</td>
<td>430</td>
<td>956</td>
<td>Data unavailable</td>
<td></td>
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</tbody>
</table>

Table 3 – Finch Branch Visits 2014-2018

<table>
<thead>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of visitors</td>
<td>3819</td>
<td>3911</td>
<td>4099</td>
<td>3993</td>
<td>Data unavailable</td>
</tr>
</tbody>
</table>

The MakerLab would support the evolving needs of SDG Counties residents while allowing the Library to maintain a presence in one of its central communities. It is proposed that twenty (20) hours per week be allocated to the MakerLab. Current hours of operation at the Finch Branch are seventeen (17) hours per week. Hours of operation for the MakerLab (open to the public) would be set at fifteen (15) hours per week (a reduction of two hours), with the potential to add more if needed. Additionally, five hours per week would be slated for MakerLab staff to:

- Experiment and tinker with new technologies.
- Research, prepare and deliver (outreach) unique, technology-based programming.
- Provide time for Makerspace Kit inventory count and repair.
- Preparation and behind-the-scenes work on various media lab projects.
- Coordination, distribution and management of the ‘Library of Things’ collection.

Inside the MakerLab, a small collection of traditional print items would remain. This collection would be curated to meet the immediate needs of the current (and future) patron base, and the option for patrons to request material from other branches would still exist. Inside the MakerLab, visitors would have numerous options to take part in
“hacking”. “Hacking” is a makerspace term that defines the process of learning through doing. The entire makerspace concept revolves around the idea of hacking.

Features and special offerings of the MakerLab would include:

- **Creative Hacking** in the form of visual and video production, such as 3D printing, vinyl cutting, laser cutting and etching, green screen video and photography, amongst other more “low tech” activities.
- **Memory Hacking** in the form of digital conversion such as VHS video tapes, vinyl records, photo scanning, slide scanning, 35mm and 120 film scanning, and CD/DVD burning.
- **Visual Hacking** in the form of graphic design with photo and design software such as Adobe Suite, PhotoShop, Illustrator, etc.
- **Audio Hacking** in the form of audio recording and sound production such as a mixing board, microphone, synthesizer, keyboard, drums, guitar and a semi-soundproof area.

The MakerLab would offer a value-added experience to those currently served by the Library. The site would help expand awareness of the Library as a whole, while increasing membership and visitation in a struggling location. Catering to the needs of community members in the 21st century, the MakerLab would enable the Library to build a framework in SDG that allows residents to adapt to an ever-changing information landscape while maintaining the relevancy of the Library in the community. After all, “we have to recognize today that a library’s role is no longer simply about providing access to information. Libraries are open access by nature, and makerspaces can take advantage of such openness to create opportunities for partnership, collaboration, and creation for all” (Worlds of Making: Best Practices for Establishing a Makerspace for Your School, 2015).

The MakerLab would offer members of the public a plethora of opportunities to hone the maker skills needed to excel in today’s modern world. The uniqueness and centrality of the space would draw people to the MakerLab as a destination for SDG residents. Special programs, workshops, staff training, and school field trips could all be offered to build awareness of both the MakerLab and the maker movement.

The MakerLab would also address many of the key points highlighted in the Library’s current Strategic Plan. In acknowledging “a changing library landscape”, the implementation of the MakerLab would allow the Library to grow “in sophistication and technology” and “connect to non-users”, while “track(ing) and adapt(ing) to new trends”. It would further “demonstrate that the Library is not fusty or out of touch, but is a vibrant, current, and natural gathering place”.

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SDG Library’s MakerLab - Business Case  Page 7

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Additionally, the MakerLab would allow the Library to enhance staff knowledge by developing a makerspace expert. As the primary staffer onsite, this makerspace expert would serve as the Library’s leader in makerspace technology and would be responsible for the research and implementation of makerspace tools, related programming, and training of other staff. As outlined in the Strategic Plan, this idea would support “creat(ing) opportunities for leadership and learning within the organization and develop(ing) competencies to meet the needs of a changing library profession” (Moving Forward, Strategic Plan 2018-2022, 2018).

Implications/Risks:
Developing the MakerLab would have implications for the Library system. Specifically, budget, staffing, and public awareness are the main implications. Budgeting for the MakerLab equipment, supplies and furniture will require some planning. In addition to the operational budget already in place for a branch in Finch, the MakerLab would require three additional operational hours.

Much of the initial equipment needed to get the MakerLab up and running already exists in the current Makerspace Kits. Enhancements and additional equipment would be added in subsequent years and would require an initial cost for the necessary machinery/equipment, furniture and accessories. Grant opportunities could help to offset some of the challenges associated with the MakerLab’s budget but would require the time of professional library staff to research opportunities and complete applications.

There are also implications for Library staff such as time and training. A successful makerspace will require staff to test out new equipment, investigate and procure new tools, and design new programming and/or classes around this equipment. Developing a makerspace can be a time-consuming venture, requiring a balance between hours open to the public and time set aside for behind-the-scenes planning and preparation.

Building awareness of what the MakerLab is and its benefit to the community would also be an important consideration, impacting marketing budgets and staff time. Targeted marketing and the provision of information through online and in-person promotions, presentations, and key information reports would be necessary to spread the word.
Financial Analysis:
The following outlines the costs estimated for equipment, supplies and marketing of the MakerLab from June/July 2019 until December 2022. Staff costs are not included, except for Year 1, where three additional staff hours would need to be added.

2019 (6 months) Costs*

<table>
<thead>
<tr>
<th>Current Makerspace Kits</th>
<th>LEGO Mindstorms, Ozobots, Cubelets, Button Makers, Make-do, Green Screen, Digital Conversion Equipment, Laptops, iPads, Software, 3D Printer, etc.</th>
<th>Approximate value $5,500</th>
<th>$500 for maintenance and repair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Library of Things Collection</td>
<td>Guitars, Keyboards, Ukuleles, Hotspots, etc.</td>
<td>Approximate value $3,000 (not including WiFi data plans)</td>
<td>$1,500 for additional Hotspots</td>
</tr>
<tr>
<td>Additional Staff Hours</td>
<td>3 additional hours/week for approximately 6 months</td>
<td>Approximately 72 hours</td>
<td>$2,150 (not including benefits)</td>
</tr>
<tr>
<td>Marketing</td>
<td>Launch of MakerLab</td>
<td></td>
<td>$1,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td>$5,150**</td>
</tr>
</tbody>
</table>

*costs do not include staff time already included in current budget

**the cost of additional staff hours and marketing were not included in the 2019 approved budget.

2020 Costs*

<table>
<thead>
<tr>
<th>Creative Hacking Equipment</th>
<th>Vinyl cutter, laser cutter, green screen, etc.</th>
<th>$5,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory Hacking</td>
<td>Equipment and supplies</td>
<td>$500</td>
</tr>
<tr>
<td>Space Planning</td>
<td>Storage supplies and furniture</td>
<td>$2,000</td>
</tr>
<tr>
<td>Library of Things</td>
<td>Addition of new items (TBD based on needs of community)</td>
<td>$1,000</td>
</tr>
<tr>
<td>Maintenance and Repair</td>
<td>Costs associated with maintaining collections</td>
<td>$500</td>
</tr>
<tr>
<td>Marketing</td>
<td>Targeted marketing campaigns and branding</td>
<td>$1,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>$10,000</td>
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*costs do not include staff time
2021 Costs*

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual Hacking Equipment</td>
<td>Computer upgrades and design software</td>
<td>$2,500</td>
</tr>
<tr>
<td>Space Planning</td>
<td>Storage supplies and furniture</td>
<td>$1,000</td>
</tr>
<tr>
<td>Library of Things</td>
<td>Addition of new items (TBD based on needs of community)</td>
<td>$2,000</td>
</tr>
<tr>
<td>Maintenance, Repair and Supplies</td>
<td>Costs associated with maintaining collections</td>
<td>$1,000</td>
</tr>
<tr>
<td>Marketing</td>
<td>Targeted marketing campaigns</td>
<td>$1,000</td>
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<tr>
<td><strong>TOTAL</strong></td>
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<td>$7,500</td>
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</table>

*costs do not include staff time

2022 Costs*

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>Audio Hacking Equipment</td>
<td>Audio recording and sound production equipment (e.g. mixing board, microphone, synthesizer)</td>
<td>$5,000</td>
</tr>
<tr>
<td>Space Planning</td>
<td>Semi-sound proof area</td>
<td>$1,000</td>
</tr>
<tr>
<td>Library of Things</td>
<td>Addition of new items (TBD based on needs of community)</td>
<td>$1,000</td>
</tr>
<tr>
<td>Maintenance, Repair and Supplies</td>
<td>Costs associated with maintaining collections</td>
<td>$1,500</td>
</tr>
<tr>
<td>Marketing</td>
<td>Targeted marketing campaigns</td>
<td>$1,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td>$9,500</td>
</tr>
</tbody>
</table>

*costs do not include staff time

Equipment costs are estimated based on the trends in makerspace design currently seen. It is important to note that in four years, equipment needs could change. Therefore, monitoring of trends and community needs for equipment would be ongoing and evaluated during yearly budget discussions.

As well, budgets could be offset by the availability of grants and/or sponsorship opportunities. Funding opportunities outside of the regular budget will be pursued and could be used to enhance set up.

**Project Monitoring and Evaluation:**
The Library has already adopted the term “makerspace”, with creative programming occurring in all branches of the system. However, there currently lacks a permanent, physical space where people can regularly gather to partake in maker activities on a larger scale. Research has shown that there is a need for makerspaces in schools and libraries.
and, with the lack of such a space in SDG, the Library is perfectly positioned to implement the first of its kind in the community.

After the transition from regular branch to MakerLab, monitoring and evaluation of the project success would be undertaken on a six-month basis unless required more frequently. Statistics of use, including visitation, program attendance, workshop registration, makerspace users, equipment bookings, and circulation would be collected and reported. Qualitative data in the form of patron and staff feedback would be gathered and analyzed. As well, if necessary, a user experience study could be developed to track satisfaction and community needs.
Reference Documents:


February 19, 2019

SDG Library Board
c/o Karen Franklin, CEO
26 Pitt Street Cornwall, ON K6J 3P2

Dear Members of the SDG Library Board,

Whether this is your first time appointed to your local public library board, or your third appointment, on behalf of Ontario’s public libraries, we thank you for giving your time and energy to your community. We wish you every success as a member of your local public library board.

I am writing you on behalf of Southern Ontario Library Service (SOLS). Some of you may be quite familiar with SOLS and the services that we offer public libraries on behalf of the Ministry of Tourism, Culture, and Sport. Some of you may be hearing about us for the first time! This letter is an opportunity to share with you an overview of what we do, how we can assist you in your board responsibilities, and highlight for you some of the ways SOLS contributes to strengthening the public library sector in Ontario.

The core mandate of Southern Ontario Library Service is to deliver programs and services to public libraries by:

- Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library service to the public; and
- Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development.

In fulfilling this mandate, SOLS provides a variety of services, including: a range of training offerings for library staff and board members, both face-to-face and online; consulting assistance from professional staff; dynamic, relevant professional resources on a variety of topics of interest to library leaders and decision makers; opportunities for networking; and the facilitation of cost savings through collective purchasing and licensing. In addition, SOLS operates the province-wide interlibrary loan service, providing the technology and the vehicles to move library materials around the province.

You need to know that, at the beginning of a new term for library boards, and throughout your four-year term, SOLS is committed to providing the resources, tools and training you need to do your job as active and informed members of the library board.

...2
Of particular relevance to you is the recently launched Governance HUB, a joint initiative by SOLS, Ontario Library Service—North, the Federation of Ontario Public Libraries, the Ontario Library Boards Association, and the Ontario Library Association. You will find the HUB at www.librarygovernance.ca – there you will find everything you need to know about public library governance in Ontario. While on the site, please sign up for the Governance HUB newsletter to stay informed on news and updates from Ontario’s public library organizations.

I would further like to invite you, as a library board, and your CEO to attend one of the upcoming regional workshops on Governance Best Practices. To be held in April and May at 14 locations across Southern Ontario, these 3-hour sessions are an excellent opportunity for new and returning board members and CEOs to learn about boardroom practices that support informed decision-making and strategic oversight. The sessions will be interactive, with lots of time for networking, as well as time to have valuable discussion with each other, weighing and sifting new approaches to doing things, and looking for ways to improve board functioning and decision-making. Registration is now open at www.librarygovernance.ca, where you will also find a list of the locations and dates.

SOLS facilitates Trustee Council meetings in eight different locations twice a year as an opportunity for board members to get together and learn about libraries and governance with and from neighbouring board members. Any board member who wishes to attend the meetings is welcome, but it is important for each library board to appoint one Trustee Council representative who will have a vote when it comes time to appoint someone from each Trustee Council to the SOLS Board. We ask that you take a few minutes at your next board meeting to appoint a Trustee Council representative and forward that person’s name and contact info to trustees@sols.org.

In summary, I would ask that you, individually or collectively, visit and explore the Governance Hub at www.librarygovernance.ca, sign up for the Governance HUB newsletter, register for one of the upcoming workshops, and appoint a Trustee Council representative to attend future Trustee Council meetings on behalf of your board. Because of the governance workshops taking place this spring, the next Trustee Council meetings will take place in fall 2019.

I assure you that the asks identified in the paragraph above will help you and your board be more knowledgeable, better informed, better connected, and ultimately, more effective. This, in turn, makes your library more successful!

In closing, I encourage you to stay connected through the Governance HUB and Trustee Council meetings. If you have any questions about SOLS, or anything I’ve mentioned, please do not hesitate to get in touch.

Sincerely,

Barbara Franchetto

CEO
Southern Ontario Library Service

1, rue Yonge Street Suite/bureau 1504, Toronto, ON M5E 1E5 416-961-1669/800-387-5785 www.sols.org
## SDG Library
### February 2019 Statistical Summary

<table>
<thead>
<tr>
<th>Branch &amp; Open Hours Per Week</th>
<th>Circulation</th>
<th>Borrowers</th>
<th>New Patrons</th>
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*Borrowers* are unique patrons checking out and renewing library materials.
LIBRARY MONTHLY STATEMENT

For Period Ending 28-Feb-2019

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## LIBRARY MONTHLY STATEMENT
For Period Ending 28-Feb-2019

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CHESTERVILLE BRANCH – Jennifer H.

- In terms of visitation, the Chesterville Branch was a bit quieter in February, with fewer patrons stopping in due to the weather. However, several new adult members did join the Library.
- On January 26th, in celebration of “Family Literacy Day”, the branch hosted family-themed activities. Several youngsters enjoyed making homemade butter!
- On February 5th, the “Book, Line and Thinkers” Book Club discussed Educated by Tara Westover. This excellent memoir generated lots of discussion between the nine attending members.
- A class visit from the Chesterville Public School kindergarten classes was cancelled on February 6th due to icy conditions but was rescheduled for March 6th.
- Eight children and adults enjoyed the movie Bedknobs and Broomsticks, juice boxes and popcorn on Saturday, February 16th.

CRYSLER BRANCH – Sylvie L.

- The regularly scheduled school visits were few and far between in February due to the many snow days occurring on Wednesdays, in addition to one closed date for facility maintenance. Despite all this, there were still eight new registrations in February!
- One of our patrons is learning French with our Total French beginner to intermediate audio course and is very pleased with it! The teacher on the disc has a very good pronunciation and the students are for real. One is a quick learner and the other struggles to give answers. This helps our patron with her learning.
- Crrysler’s local author visit was very well attended. Author Jane Cooper was extremely well prepared with a video presentation and had artifacts to help attract the audience to her book, The Canadian Nightingale: Bertha Crawford and the Dream of the Prima Donna.
- The genealogy program held at the end of January was also very interesting. Our guest speaker concentrated a bit on families with “gifts” that were passed on from generation to generation. Participants were very pleased with what they found out about their families!
- The popular “Carnival Open House” event was incredibly well attended with sixty-three participants! We separated the group in two, with French and English stories and a Carnival Bonhomme craft made with tea lights. Participants really enjoyed the experience!

FINCH BRANCH – Christina T.

- Valentine’s Day was celebrated at the branch as patrons were invited to participate in our “Date Night Sweetheart” Draw. Participants who checked out five items were eligible to enter their name for a Cineplex Theatre gift card to share with their sweetheart. Additionally, those who took out seven or more items were asked to use their estimation skills to determine the number of candy hearts tucked into a decorative decanter. The person with the closest guess was the winner of the sweet treats!
- Our “Tot Time” preschoolers, along with their caregivers, enjoyed taking part in many fun Valentine-themed crafts, songs and stories. A favourite activity this month was the creation of Valentine Love Bugs. This popular Thursday morning program continues to be very well received.
- A special edition of our weekly “MakerKidz” program allowed participating youth to create a working robotic hand using cardboard and other basic materials. This fun project allows children to interconnect the arts with basic technology and was a hit with participants!
- New displays in the branch have been keenly noted by patrons. Our “Book Lover’s Wall of Fame” has caught the attention of many as we strive to highlight those who actively take part in Library initiatives and are active users of Library services.
SOUTH MOUNTAIN BRANCH – Ginette T.

- Patrons were very excited to see the 3D printer set up in the branch. Visitors of all ages had many questions about how it worked and what types of items it could print. Others just stood in front of it, mesmerized as it zipped along! The printer was onsite in South Mountain until March 9th.
- Love was in the air at the branch for a pair of Valentine’s-themed programs. First up, the “Preschool Storytime” group listened and help read a Valentine’s Day story before painting a heart with bingo dabbers. This simple craft was surprisingly popular with older children as well when it was left out during regular branch hours.
- The afterschool crowd also celebrated Valentine’s Day with a special “MakerClub” party. The kids had fun playing games before making a stained-glass heart ornament, using tissue paper and mod podge. When it came time for the snacks, the kids took turns eating in the new laptop chairs that had arrived in the branch earlier that day. Rave reviews from all!
- At the end of the month, patrons were invited to bring in questions to a “Garden Design” workshop with Keith Ardron of Ardron Landscapes. The local landscaper offered free advice on how to get started on do-it-yourself outdoor projects.

WINCHESTER BRANCH – Amy M. & Rose D.

- Technology is at the forefront of our culture and a major draw for those visiting the Library. Winchester has noticed an increase in patrons using our charging stations, SAD lamp, iPad, PAC stations and utilizing our faxing services. With tax season starting, we are seeing a higher usage of our copying services as well!
- Monthly Outreach to Dundas Manor is going very well! A number of new residents at the Manor are participating in the Library activity and have Manor staff exchanging books at the Winchester Branch halfway through the month for them, as they are such keen readers!
- The Dundas Youth Centre celebrated Chinese New Year with two themed crafts and some yummy fortune cookies. Our science experiment that night was met with many laughs as LSA Amy challenged these teens and tweens to sink a marshmallow. As the night came to a close, the youth were asking what was planned for March’s visit to the DYC. These youth are eagerly awaiting our next visit!
- Winchester’s “MiniMakers” explored engineering in February and youth were challenged to build the tallest structure they could with only pasta and tape. Later in the month, we again tinkered with engineering with the branch’s Mystery Bags. Other “MiniMakers” activities included creating art with a Valentine’s Day weaving craft and discovering science and math while making snot (of all things!).
- In celebration of Valentine’s Day, adult patrons were invited to join LSA Rose in a “Book Page Rose” Craft. This was the branch’s second well attended adult craft night.
- Winchester hosted its first “Escape Room” in honour of “Freedom to Read” Week! Aspiring hobbits solved the puzzles to help bring the ring safely back to the Shire. The additional “Guess the Banned Book” activity was also enjoyed by patrons visiting throughout the week. A free 3D print voucher was handed out to our lucky winner!

DISTRICT SUPERVISOR – Jenna L., District 1

- Coordination of Shared Services in North Stormont – delivery of new dog tags (February 5)
- Research and writing of Business Case for Finch Branch (February 5, 6, 8 & 11)
- Arrangements for delivery and set up of 3D printer - Winchester to South Mountain (February 7)
- Research and proposal for training of staff - dealing with patrons with mental health issues (February 8) and coordination of content for upcoming District meetings (February 13, 14 & 21)
- Collection Maintenance in Winchester (February 14) & Crysler (February 19, 21 & 28)
- Attendance at Collections Meeting (February 11) & BPC Meeting (February 25)
- Preparations and spearheading of District Meeting in Winchester (February 22)
- Assisted with class visits in Winchester (February 26) and other public service functions in all District branches (ongoing)
- Collection Development – Young Adult Fiction – print (ongoing)
- Management of the Library’s Facebook page (ongoing)
- SDG Reads 2019 planning committee – co-lead and prepare for 2019 program (ongoing)
BRANCH REPORT TO THE LIBRARY BOARD

Date: March, 2019 Branch Area: District 2

INGLESIDE BRANCH – Linda P. & Colleen C.

- The weather was the most popular conversation of the month! It played havoc with class visits and programs. Monthly class visits had to be rescheduled several times due to bus cancellations and extreme temperatures. Even "Valentine's Day Storytime" had to be postponed!
- The Friends of the Ingleside Library sponsored a "Winter Blah's Book Draw" for the second year! Excitement built as names were drawn. Patrons were eligible for a ballot with each visit, and some had several ballots cast for their favourite books. Thank you to all who participated!
- Ancestry Club continues to see patrons find missing ancestors and learn new information about their family history. Census records are a treasure trove of information and sometimes requires some creative detective tools. It’s a great opportunity to share tricks and tips for searching.
- What to do when you are young and bored? Join our new "Teen Library After Dark" program! Lots of fun was had in January and again in February!
- Book displays often spark conversations about the topics or the authors but none more than "Freedom to Read" displays. Many patrons ask us each year why certain books were challenged and/or banned. Many patrons told us about their favourite books being on the list, or that were read in their high school English classes.

LONG SAULT BRANCH – Chris D. & Joann L.

- “After School Tuesdays” provided a winter ‘snow’ break for parents and students. Scavenger hunts, magnetic building blocks, family literacy activities (French and English) and puzzles were popular choices. At the end of the month, we celebrated “Tell a Fairy Tale Day” as we read and listened to Fairy Tales from around the world. A pleasant time was enjoyed by all participants.
- Patrons celebrated Valentine’s Day by making cards, “Hearts of Yarn”, and filling jars with red jellybeans. Multiple crafts of red were made by children and adults to share with loved ones.
- St. Andrews School Outreach continued to provide reading materials that enhanced the Daily Reading time at the school. The Grade One class shared some book reviews from their ‘Snow’ themed books which are on display at the branch. LSA Joann visited the JK/SK class to discuss the role of a library/librarian in the community. Several books were left with the class about community helpers. Students were interested to know how ‘books were made’ and this will be a focus for her next visit.
- “Ready to Read Backpacks” have created an interest with our patrons. One backpack was taken on a school visit to promote the new service with students and staff. Great reviews were heard for the idea and the excitement to take home “mystery books’ inside! The backpacks have already been restocked with new books and they are ready to go again!

IROQUOIS BRANCH – Eleanor P. & Jeannette D.

- Our "Puzzle Swap, the Sequel" was very well received. Some of our participants were unable to attend on our designated day, therefore our "Puzzle Swap" day became a "Puzzle Swap" week.
- With the stormy weather, our telephone renewals were more frequent as patrons didn't want to venture out. Unfortunately, due to inclement weather, the library was closed for the second month in a row for our "Preschool Story-time".
- During the past month there was an increase in the number of kids “hanging out”, putting our board games, LEGO, and colouring pages to good use
- The "All You Need is Love" display in honour of Valentine’s day had many romance novels being "checked out" and staff loved the fact that we registered 5 new patrons this month
- Patrons enjoyed posing for a picture with a banned book that they had read which was then displayed on our "Caught Reading a Banned Book" bulletin board in recognition of Freedom to Read week.
MORRISBURG BRANCH – Stacey P. & Kate J.

- The branch welcomed children and their teachers from the two local schools for their monthly class visits, over 200 children joined us to enjoy fun stories, and check out books.
- Our Kids Create and Connect had a special Valentine’s day session. We made stained glass hearts and love bugs to give to our loved ones.
- A special display was made with the help of our patrons called ‘I love my library because...’ Patrons were invited to fill out special hearts to fill our front window. Many patrons stopped to enjoy all the comments and kind thoughts shared by everyone.
- Kids’ Book Club met for their monthly meeting, this new program welcomed young children to participate in their very own book club, with a twist. Together they read and discussed Paper Dolls by Julia Donaldson, followed up with the opportunity to make their own paper dolls to take home.
- A new Adult DIY night welcomed patrons to create their own Vision Boards. With a variety of materials and inspiration, provided by the staff, the sky was the limit with this fun and social program.
- Displays in the library included 'I Spy with my little eye,' 'I don't know the title, but the cover was red,' and 'Please be patient our procrastination display will be available soon'.

WILLIAMSBURG BRANCH – Beverley R.

- We celebrated “Family Literacy Day” throughout the last week of January and children that visited the branch enjoyed making bookmarks. LSA Beverley also read books during quiet times to the young visitors. Two that were particularly enjoyed were Snowmen All Year by Caralyn Buehner and When the Library Lights Go Out by Meagan McDonald.
- The Magic Craft Box was something new that made its first appearance this month. Staff filled a wooden box that was in the branch with small craft items, including crayons, finger puppets, yarns, googly eyes, stickers, glue and paper. Young children that were visiting the branch were invited to choose items to make whatever they wanted. It proved to be a success with both children and parents.
- "Family Movie Night" was enjoyed by a small group who had asked specifically to see The Nut Job No Nuts No Glory.
- Staff requested one of the MakerSpace Kits-Ozobots for a two-week period at the first of the month. Young families braved the winter snow and ice to design mazes and pathways for the little robots to travel.
- The branch staff are grateful for the new blinds which were put up on the west windows this month. There were several months every year where the sun would shine in these windows and make it difficult to see the screen on the one PAC computer as well as shine in the eyes of whoever was working the circulation desk.

District Supervisor – Cheryl S.

- Selection and allocation of new children’s picture books, easy readers and board books.
- Collection maintenance at the Morrisburg Branch
- Administrative duties including scheduling, timesheets, reports.
- Maintained, reviewed and scheduled tweets for Library Twitter account.
- Preparation for upcoming District Meeting
- Attended Branch Planning Committee meeting
- Led “Genealogy Club” and “Teen After Dark” programs at the Ingleside Branch
- Tech Tutorials on library eResources, using smartphones and apps at the Long Sault, Ingleside and Morrisburg Branches

Submitted by Cheryl Servais, District Supervisor
ALEXANDRIA BRANCH:

- Our new book displayer is having the effect that was hoped for. As patrons enter the branch, they discover an array of great recommendations. This month it is all about “love” and “sharing”! People are welcome to pick an item left by other patrons and add one that they deem highly recommendable.
- Two weekly visits have been scheduled by the Carrefour de formation pour adultes.
- Outreach to our retirement homes are on schedule bringing lots of appreciative comments from the patrons. No matter the weather, they know they can count on our visits.
- The grade seven and eight classes from Glengarry District High School continue their faithful monthly visits.
- Iris and Darlene were invited to the Learning Commons at Glengarry District High School. We arranged to meet with all the students from grades seven to twelve and presented them with Library information to entice the students to sign-up for memberships and introduced a game of Library BINGO where one student won a gift card for Subway. We registered ten new students on the spot.

AVONMORE BRANCH:

- The “Adult Book Club” chose to continue a theme with Canadian historical fiction books. February’s read was The Home for Unwanted Girls by Joanna Goodman. Members enjoyed learning about Canada’s past and found the tale intriguing, enlightening and moving.
- The “After School Club” loved reading Amos’s Sweater, the story of an old and cold sheep. The children followed up the story with a Valentine’s Day themed craft.
- Avonmore’s “Blind Date with a Book” display sparked interest at the branch in the build up to Valentine’s Day. Patrons had fun choosing books with only a few words to guide them.
- February ended with “Freedom to Read Week”, an initiative to raise awareness about censorship threats in Canada and a celebration of our freedom to read. Avonmore marked the occasion with a display of frequently challenged titles and why they are challenged.

MAXVILLE BRANCH:

- The Adult Book Club read The Last Neanderthal by Claire Cameron, utilising one of the Book Club Kits. The Tween Book Club read Real Friends by Shannon Hale, an easy graphic novel read after last month’s choice, The Hobbit.
- “Nintendo LABO” proved popular once again with two sessions run over a period of two weeks, bringing in approximately twelve kids. This session is always a big hit, with children opting to stay way past the allocated hour and continue to work on their creations. During the first session, two families were in the library from 11:30am until closing at 2:00pm.
- The Ripping Yarns Knitting Club continues to meet at the branch on a Tuesday night. Attendance is averaging at about six per week.
- Tutor groups have resumed using the branch, with approximately four people a week studying at the branch.

LANCASTER BRANCH:

- The LEGO Club is on-going at the Lancaster Branch. Why LEGO in the Library? Lego attracts both genders, but often, boys who don’t usually come into the Library. LEGO Club encourages physical and mechanical skills in a library setting, which is rare, thus encouraging STEM (Science Technology
Engineering Mathematics) skills. LEGO always encourages play and conversation between parents and promotes problem solving skills with kids.

- During “Freedom to Read Week”, we captured some patrons checking out our banned and challenged books. Patrons who “Got Caught Reading a Banned Book” had a mug shot taken. Each SDG Library Branch was given a beautiful poster to display which celebrated 35 years of Freedom to Read.
- The cold and snowy weather has brought many patrons into the branch looking for books and DVDs to help endure the Canadian winter weather or for travel books to warmer destinations.
- Book displays focused on snow; “Freedom to Read”; and all matters of the heart with heart healthy cookbooks, favourite romance authors and novels for adults, St. Valentine Day friendship and craft books for children.

**WILLIAMSTOWN BRANCH:**

- “Raisin River Reads Book Club” had a thought-provoking discussion of *The Color of Water: A Black Man’s Tribute to his White Mother*. The fact that members are introduced to genres and materials that they would not have discovered on their own is much appreciated.
- “Tot-time” has continued to increase. Another young family has joined this popular time for tots and moms, bringing the total of 5 months old infants to four. Their older siblings confidently settle in to their familiar favourite activities. Patrons who come to the library during this time enjoy seeing so many little ones and sometimes listen to a story.
- One of the local seniors has been extremely grateful to have library items brought to her home weekly, especially during the winter.
- There has been a dramatic increase in requests for our variety of library services, mostly for help using electronic devices, and ancestry questions. Museum passes, mobile hotspots, language courses, and the Library of Things have all been circulating through the branch.
- Ann, Library Services Assistant, has seen an increase in the number of patrons using the library on Saturdays which was reflected in the circulation statistics.

**DISTRICT SUPERVISOR:**

- French Junior and Adult selection of new material (ongoing)
- Program promotions, posters, bookmarks etc…(ongoing)
- Regular scheduling, time sheets, board reports (ongoing)
- Collection Maintenance in Alexandria, Lancaster and Morrisburg
- Outreach to Le Palais/the Palace and The Palace Long Term Care
- Updated our Collection Development Plan and Collection Priorities for 2019
- Preparing a wall for painting in Avonmore Branch (Feb. 5&6)
- Attended a ‘Collections Development’ Meeting at Administration (Feb. 11)
- By invitation, we visited Glengarry District High School and provided Library information to the classes and teachers. Registered ten new students at the school. (Feb. 27)
- Visited Char-Lan District High School and held a membership drive in partnership with the school. (Feb. 28)
- Prepared for staff district meeting

Submitted by Darlene Atkins, District Supervisor, District 3
TECHNICAL SERVICES

- Interlibrary Loan processing and handling – including back-end system processes (idle requests, problem submissions, special requests, etc. that require manual intervention).
- Managed the Library’s Instagram account.
- Managed the Library’s equipment booking schedule for branch programs.
- Repaired damaged books, CDs, and DVDs.
- Added donated books and DVDs into the Library’s collection.
- Followed up with library vendors concerning the non-supply of ordered materials.
- Provided corrections to library vendor concerning processing errors.
- Catalogued and processed new library materials.
- Monitored library title request queues and submitted additional copy requests as needed.
- Organized and verified contents of various library makerspace kits.
- Prepared reading lists for Black History Month.
- Assisted branch staff with their selection and distribution of book club materials.

SYSTEMS SUPPORT COORDINATOR

- Prepared monthly statistical reports.
- Provided support to District Supervisors and branch staff on various technical matters.
- Resumed work on the database cleanup, which will be an ongoing project (correcting errors or implementing new standards regarding collection codes, fine codes, loan period codes, etc).
- Resumed work on library staff instructional manuals, will be an ongoing project.
- Provided support to a District Supervisor’s branches during her absence.
- Created Excel workbook and set up formulas and formatting of 2019 circulation statistics and other reporting.
- Provided tech support for electronic resource inquiries from staff and patrons.
- Assisted technical services staff with clearing out backlogs of accumulated work (new books, donations, etc).
- Performed updates to the Library’s website.
- Fulfilled requests of statistical reports for District Supervisors and Admin staff.
- Assisted counterpart at another library system regarding technical settings for an electronic resource.
- Discussed potential service offerings with library vendors.
- Provided troubleshooting support for hardware issues reported in multiple branches, including an on-site visit to the Williamstown Branch.
- Provided support to Technical Services staff – A/V material repair, donations processing, weeding of recalled material.
- Submitted graphic novel collection orders in advance of 2019’s Graphic Novel Month.

Submitted by: Dave Brush, Systems Support Coordinator
MONTHLY ACTIVITY REPORT TO THE DIRECTOR OF LIBRARY SERVICES
COMMUNICATIONS & MARKETING LIBRARIAN
Date: February 2019

WORK COMPLETED:

Marketing activities
• Updated and created materials for Institutional Memberships.
• Prepared March Break promotions: program list, featured content, webpage, advertising.
• Advertising for online membership registration.

Communication activities
• Media correspondence: March Break media release.
• Communicated with staff on initiatives and updates regarding the Library.
• Prepared presentation for high school visits.
• Coordinated institutional memberships with three local municipalities.
• Updated volunteer application form.
• Created webpage on closures due to facility issues and inclement weather.
• Meetings: Collections mtg., Library Board mtg., Friends of the Crysler Library mtg., SDG Counties budget mtg., Branch Securities mtg., BPC mtg., Friends of the SM Library mtg.

Outreach activities
• Coordinated input on the FOL policy from various Friends groups.
• Organized Library participation at North Dundas Local Business Expo (April 27).

Librarian/Management activities
• Collection Development: Teen Fiction (eBooks), Juvenile Fiction and NonFiction, Juvenile DVDs.
• Coordinated hiring process for Williamsburg LSA position.
• Assisted with the preparation of the Finch business case.
• Submitted grant application for Young Canada Works internship program.
• Training: “Social Media Start Pack – Part 2”

WORK IN PROGRESS
• Coordinate Association of the Friends of the SDG Library mtg and the Volunteer Appreciation Event (April 26).
• Submission of Summer Experience Program grant application.
• Coordinate submissions for Spring/Summer Navigator (program guide).
• Planning for Summer Reading Club staffing and launch party.
• Establish social media plan for 2019.
• Prepare campaign for location selection for Little Free Library.
• System-wide programming activities: Earth Day.
MONTHLY ACTIVITY REPORT TO THE LIBRARY BOARD

February-March, 2019

DIRECTOR OF LIBRARY SERVICES

March 14, 2019

WORK COMPLETED:

- Collections Development: Adult Fiction & Non-fiction (print & digital); Suggestions for purchase; Adult A/V material (DVDs); Replacement materials (worn or lost)
- Attendance at weekly Directors’ meetings
- Weekly meetings with Communications & Marketing Librarian
- February 12: Teleconference meeting with Systems Support Coordinator and ‘bibliotheca’ (company) representatives, re ‘CloudLibrary’ eBook platform
- February 20: Presented Library Board’s approved 2019 Budget estimates to County Council
- February 21: Meeting with SDG Counties’ Business Systems Analyst, Director of IT and Communications & Marketing Librarian – re Library branches security system upgrades
- March 5: Attended WSPS training – “Impairment in the Workplace: what managers need to know”
- March 5: Participated in teleconference meeting of ARUPO Training Committee
- March 8: Attended scheduled District 2 Staff Meeting (branches in South Dundas and South Stormont)
- Assistance in preparation of ‘SDG Library’s MakerLab – Business Case’
- Meetings with Technical Services staff, re upcoming vacancy (maternity leave)

WORK IN PROGRESS:

- Collections Development: Adult Fiction (print & digital) & Non-fiction (print); Adult A/V material (DVDs & audiobooks); Suggestions for purchase
- 2018 Annual Survey of Public Libraries submission
- Research: future mobile library services; ‘Library of Things’ collections; makerspaces
- Professional Development: Team building; Change management; Presentation skills
- Preparations for presentations to local municipal Councils
To: Chair and Members of the Library Board  
Date of Meeting: March 14, 2019  
Subject: Board Code of Conduct Policy  
Relevance to priorities:  

RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board approves the Board Code of Conduct Policy, as presented.

EXECUTIVE SUMMARY: The Board Code of Conduct Policy is a fundamental Governance policy that will guide Board members’ behaviour while serving their term on the Library Board.

In conjunction with the Purpose of the Board and Duties and Responsibilities of Individual Board Members policies (reviewed in February, 2019), it serves to help Library Board members – especially at the beginning of their Board experience – in maintaining high ethical standards and respect for others and their contributions to the Library.

OPTIONS AND DISCUSSION: This is a new policy, drafted in response to information received from the Director of Council Services/Clerk of the United Counties of Stormont, Dundas and Glengarry, after consultation with the Counties’ new Integrity Commissioner. The particular issue referenced by the Commissioner was that

‘the [Counties’] Code of Conduct does not apply to Library Boards or Police Services Boards. Although section 1 of the Municipal Act defines “local board” to include a public library board and police services board, it specifically excludes them from the definition of “local board” for the purpose of the Accountability and Transparency provisions of the Municipal Act (see section 223.1 of the Municipal Act)…There is nothing within the Municipal Act or the PLA that mandates a Library Board to pass a Code of Conduct, but there is also nothing prohibiting it. The Board may create an internal complaint system (i.e. the Board itself would hear any complaints under their own Code of Conduct). Any penalties may not include removal of a member from the Board, as that would be in direct conflict with section 13 of the PLA which sets out disqualification provisions.’

This particular policy was originally drafted using the exact wording provided in a sample policy by the Southern Ontario Library Service (SOLS), and is considered a “best example” of this type of governance policy. Approving it is recommended.

It is not recommended that the Library Board opt to conduct its governance without this policy to guide its members.

FINANCIAL ANALYSIS: None.
Within the framework of the Stormont, Dundas and Glengarry County Library’s **Purpose of the Board** and **Duties and Responsibilities of Individual Board Members** policies, it is the duty of Library Board members to maintain high ethical standards. This commitment includes the proper use of authority, appropriate decorum in group and individual behavior and respect for others and their contributions to the Library. As such:

1. **Respect**

Within the framework of the legislative and policy requirements of the **Ontario Human Rights Code**, Stormont, Dundas and Glengarry County Library Board members will fulfill their responsibilities in ensuring that the Library is free from discrimination and harassment. No Board member shall:
   a) Speak disrespectfully of any member of the Library Board, staff or volunteers.
   b) Use offensive words in meetings of the Library Board or against any member of the Board.
   c) Speak in a manner that is discriminatory in nature based on an individual’s age, colour, ancestry, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity/expression, sex, or sexual orientation.

2. **Library Board meetings**

With the understanding that Library Board meetings are public and that members’ behaviours affect the image of the Stormont, Dundas and Glengarry County Library (also known as “SDG Library”), Board members shall:
   a) Not speak on any subject other than the subject in debate.
   b) Obey the decision of the Board Chair or of the Board on questions of order or procedure or upon the interpretation of the Library Board’s **Procedure Bylaw**.

3. **Use of Library Property and Resources**

Members will only use SDG Library facilities, equipment, supplies, services or other resources for the business of the Library.
4. Privacy and Confidential Information

Board members will respect the privacy of others and will not disclose or release by any means to any member of the public, any confidential information acquired by virtue of their position within the Library. Members will maintain this obligation even after leaving the Board.

5. Conflict of Interest

Within the legislative framework of the *Municipal Conflict of Interest Act*, Library Board members will act in the public interest and not engage in conflicts of interest, either apparent and real. Members’ duties and responsibilities to the Library should not compete with private interests, financial or otherwise, and/or the interests of family, friends or associated organizations.

Board members will not accept payments to make referrals, or to act as a paid agent before the Board.

6. Political Neutrality

Library Board members will not use SDG Library facilities, equipment, supplies, services (including staff services) or any other resources for election campaign or campaign-related activities.

Board members will not use a position of authority at the SDG Library to compel staff or volunteers to engage in partisan political activities.

7. Gifts

Members will not accept or provide any gift or benefit where it may be, or perceived to be, in exchange for favour or influence.

Exceptions:
- Small gifts (cards or edibles, such as chocolates or cookies)
- Advertising material (calendars, scratch pads, pens, t-shirts)
- Any hospitality or gift that has a monetary value under $100

8. Complaints

Library Board members, employees, or members of the public who have reasonable grounds to believe that a Board member may have contravened this *Board Code of Conduct*, may submit a complaint to the Stormont, Dundas and Glengarry County Library Board by filing a completed, dated, and signed letter with the Board’s Secretary, or with the Library’s Administrative Assistant.
Policy Source: Southern Ontario Library Service (SOLS) – *Gov-01 Purpose and Duties of the Board (Appendix A)*, revised September, 2018

Related Documents: Stormont, Dundas and Glengarry County Library Board – *Purpose of the Board; Duties and Responsibilities of Individual Board Members; Procedure Bylaw*

Financial Control & Oversight Policy

Policy Statement:

The Stormont, Dundas and Glengarry County Library Board establishes this financial policy to formalize practices which ensure fiscal accountability, appropriate use of public funds in support of the Library’s mission and goals, and compliance with appropriate laws.

Legislation:

This policy references various SD&G County policies, sections of the Public Libraries Act, RSO 1990, as well as sections of the Municipal Act, SO 2001.

As defined in the Municipal Act, SO 2001 section 1. (1), “local board” means a municipal service board, transportation commission, public library board, board of health, police services board, planning board, or any other board, commission, committee, body or local authority established or exercising any power under any Act with respect to the affairs or purpose of one or more municipalities, excluding a school board and a conservation authority.

Section 1: Accountability

Financial Practices:

As defined under the Municipal Act, SO 2001 section 285(1) the fiscal year of a municipality and local board of a municipality is January 1 to December 31.

As outlined in the May 2008 Banking and Accounting Agreement between the Library Board and the County, the accounting and banking functions of the Library Board are completed by the United Counties Treasury Department and the United Counties Treasurer will act as Board Treasurer.
As required under the Municipal Act, SO 2001 section 270(2) a Local Board shall adopt and maintain policies with respect to the following matters:

1. Its sale and other disposition of land.
2. Its hiring of employees.
3. Its procurement of goods and services.

The Stormont, Dundas and Glengarry County Library Board does not currently own any land but, if required in the future, will follow the County Sale and Disposition of Land Policy. Currently, all employees performing library functions are Library Department employees of the United Counties of Stormont, Dundas and Glengarry requiring the County Personnel Policy Manual to apply. Financial control and oversight is detailed in the Library Board’s approved Purchasing Policy which mirrors the County Purchasing Policy.

Budget:

In accordance with the Public Libraries Act, RSO 1990 section 24:

(1) A public library board, county board or county library co-operative shall submit to the appointing council, annually on or before the date and in the form specified by the council, estimates of all sums required during the year for the purpose of the board.

(2) The amount of the board’s estimates that is approved or amended and approved by the council shall be adopted by the board and shall be paid to the board out of the money appropriated for it.

(3) The board shall apply the money paid to it under subsection (2) in accordance with the estimates as approved, subject to subsection (4).

(4) The council may, in its approval of the board’s estimates or at any time at the board’s request, authorize the board to apply a specified amount or percentage of the money paid to it under subsection (2) otherwise than in accordance with the items of the estimates as approved.

Section 2: Financial Monitoring

Auditor:

In accordance with the Municipal Act, SO 2001, section 296(1) a municipality shall appoint an auditor licensed under the Public Accounting Act, 2004 who is responsible for:

a) Annually auditing the accounts and transaction of the municipality and its local boards and expressing an opinion on the financial statements of these bodies based on the audit; and

b) Performing duties required by the municipality of local board.
Financial Responsibilities of the Library Board:

- The Board is accountable to the community and Council for the Library’s financial affairs and must ensure adequate controls are in place to manage finances and see that the Library has adequate resources to deliver service and fulfill its mission;
- Evaluate and prioritize the Library’s goals and objectives to determine how funds will be allocated within a proposed annual budget;
- In conjunction with the Director of Library Services and the Board Treasurer, the Library Board shall establish an annual budget and submit it to Council for approval; and
- The Board monitors the regular financial statements, as prepared by the Board Treasurer, in order to ensure that the ongoing financial position of the Library is consistent with the priorities approved by the Board.

Financial Responsibilities of the Treasurer:

On behalf of the Library Board, the Board Treasurer is responsible for:

- handling the accounting and banking functions of the Library;
- ensuring that the Board’s financial policies and practices are followed and are in conjunction with those of the County;
- depositing all money received in the financial institution being used by the County;
- paying all debts and other expenditures authorized by the Library Board;
- maintaining accurate records and accounts of the Library Board;
- in conjunction with the Director of Library Services and input from the Board, compiling the annual proposed Library budget for Board and Council discussion and approval;
- providing the Board with such information with respect to the financial affairs of the Library as it requires or requests;
- ensuring adequate provision is made for insuring Library assets and Branch contents;
- assembling the required information and working with the external auditor;
- providing the Board with the annual audited financial statements and any notes or communications from the auditor regarding the Library; and
- other financial duties as directed by the Library Board.

Section 3: Financial Responsibilities of the Director of Library Services:

On behalf of the Library Board, the Director of Library Services is responsible for:

- with input from the board and in conjunction with the Board Treasurer, compiling the annual proposed Library budget for Board and Council discussion and approval;
• operating within the year’s approved budget and prior to Council and Board approval may incur normal operating expenditures;
• ensuring that the Board’s financial policies and practices are followed and are in conjunction with those of the County;
• following the correct purchasing process and obtaining the necessary documentation, approvals, signatures, etc. as required under the approved Purchasing Policy;
• ensuring that all department corporate purchase card activities adhere to the approved Purchasing Policy;
• signing receipts for appropriate donations and gifts based on Canada Customs and Revenue Agency requirements;
• researching funding opportunities which would benefit the Library; pursuing outstanding Board receivables in a reasonable manner; and
• submitting the audited financial statements or other reports as required by Provincial Ministries or organizations.
Stormont, Dundas and Glengarry County Library Board

Purchasing Policy

Policy Type: Governance
Date of Formal Board Approval: December 18, 2008
Review Date: Amended March 20, 2014; March 14, 2019
Policy Number: 2014-03

Policy Statement:

This policy establishes purchasing processes that will ensure efficient and effective purchasing in an open, fair and accountable environment.

Legislation:

Section 270 of the Municipal Act S. O. 2001 as amended, requires that a local board shall adopt and maintain policies with respect to its procurement of goods and services. Section 1 of the Municipal Act defines local board to include a public library board.

Policy:

The Stormont, Dundas and Glengarry County Library Board approves the current SDG County Purchasing Policy to be the Stormont, Dundas and Glengarry County Library Board Purchasing Policy. The Library Board must be notified of any amendments to the County Policy that may occur in the future.

The Stormont, Dundas and Glengarry County Library Board confirms that the Purchasing Policy’s Disposal of Surplus Goods section does not restrict the Board’s ability to provide excess library collections to any Friends of the Library organization.