1. Adoption of Agenda
   a) Additions, Deletions or Amendments
      Additions to or deletions from the Agenda must be made upon consultation with the Board Chair prior to the meeting. All matters listed under “Consent Items” are considered to be routine and will be enacted by one motion. Should a Board member wish an alternative action from the proposed recommendation, s/he may request that the matter(s) be moved to the appropriate section at this time.

2. Declaration of Pecuniary Interest

3. Adoption of Minutes
   a) Library Board Regular Meeting Minutes -- April 11, 2019

4. Delegations

5. Consent Items
   a) Correspondence -- Michael Tibollo, Minister of Tourism, Culture and Sport
   b) Statistical Summary (Circulation) -- April, 2019
   c) Statistics (full) -- January-April, 2019
   d) Financial Report -- April, 2019
   e) Branch & Supervisor Reports -- April, 2019
   f) Communications & Marketing Librarian Report -- April, 2019
   g) Director of Library Services Report -- April-May, 2019

6. Action Items
   a) Correspondence to Minister of Tourism, Culture and Sport -- re Budget
Cuts to SOLS and OLS-N

b) Policy Review -- Facilities Policy 24 - 36

c) Policy Review -- Friends of the Library Policy 37 - 40

d) Policy Review -- Performance Review Policy for the Evaluation of the Director of Library Services 41 - 44

e) Performance Evaluation Committee for the Evaluation of the Director of Library Services 45 - 52

7. Discussion Items

a) Board Development – Board-CEO Relationship (SOLS Consultant)

b) 'SDG Reads' -- 2019 Program Launch

c) 'Food for Fines' -- Fine Amnesty Program, Spring 2019

8. In Camera

9. Adjournment
Stormont, Dundas and Glengarry County Library Board

MINUTES

A regular meeting of the Stormont Dundas and Glengarry County Library Board was held at the Williamsburg Library Branch on April 11, 2019 at 5:30pm with Frank Prevost, Chair, presiding.

Present: Councillor Frank Prevost; Councillor Francois Landry; James Algire; Jim Bancroft; Councillor Lyle Warden; Margaret MacDonald

Absent: Councillor Tony Fraser

Staff Present: Karen Franklin, Director of Library Services; Susan Wallwork, Communications and Marketing Librarian; Cheryl Servais, District Supervisor; Beverley Richmire, Library Services Assistant

1. Adoption of Agenda

MOTION

Moved by Francois Landry
Seconded by Lyle Warden

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

CARRIED

Additions Deletions or Amendments. The Statistical Summary (Circulation) – March, 2019 was moved from Consent Items, to allow for discussion and the provision of additional information.

2. Declaration of Pecuniary Interest – none

3. Adoption of Minutes

MOTION
Moved by Margaret MacDonald  
Seconded by Lyle Warden  

That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the March 14, 2019 regular meeting, as written.  

CARRIED  

4. Delegations  

Karen Franklin made a presentation to Beverley Richmire on behalf of the Library Board, in recognition of Beverley’s 40 years with the Library, ahead of her pending retirement on April 13, 2019.  

5. Consent Items  

MOTION  

Moved by Jim Bancroft  
Seconded by Margaret MacDonald  

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 Lyle Warden  
Seconded by Francois Landry  

That the Stormont, Dundas and Glengarry County Library Board meet in the parking lot of the SDG Counties Administration building on Saturday, June 8, 2019 at 9:00am as part of this Library Board’s orientation, to tour those Library branches and alternative delivery depots which are not scheduled for 2019 Regular meeting locations; and  

THAT no business other than that described above shall be conducted.  

CARRIED
7. Discussion Items

8. In Camera

9. Adjournment

MOTION

Moved by Jim Bancroft
Seconded by Francois Landry

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on Thursday, May 9, 2019 at 5:30pm at Winchester Branch, or at the Call of the Chair.

CARRIED

________________________________  ______________________
Board Chair                                                                         Secretary
Dear Library Management:

**Re: Budget changes to SOLS and OLS-N**

I am writing to clarify recent changes to library funding.

Our government is committed to protecting what matters most. As a result, the Ministry of Tourism, Culture and Sport is maintaining base funding for libraries at $25M for 2019/2020.

At the same time, library service boards have been advised of a reduction to their 2019/2020 budget to the Southern Ontario Library Service (SOLS) and the Ontario Library Services North (OLS-N). As you know, these funding recipients have a responsibility to increase coordination and cooperation among public library boards, to deliver services and programs including training and development, and provide support for First Nations libraries.

The library services made a decision to discontinue the inter-library loan service following the updated budget allocation to SOLS and OLS-N.

We were disappointed by that decision, and Ontarians have spoken: they are disappointed with the decision by SOLS and OLS-N. The current inter-library service program is very inefficient – it is administered by 12 vans physically criss-crossing the province at a cost of $1.3M per year. The goal of the service can be preserved by using mail, at less than 25% of the existing cost.

In an age where consumers routinely receive products by post and courier, this would be a common-sense step to modernizing service delivery while reducing program cost. Adopting a mail-and-courier approach to inter-library loans is a decision for the library service boards to make, and we hope they will make it.

I want to assure you our government firmly believes in the work that you do. From the very beginning of this process, we have offered to work with SOLS and OLS-N to ensure core programs and services are maintained. That’s what it means to modernize government, respect the taxpayer, and protect what matters most to Ontario families.
I invite you to submit your ideas to my team at any time about how we can make Ontario’s library system a leader in accessibility, innovation, and responsible management.

Sincerely,

Michael Tibollo
Minister of Tourism, Culture and Sport
### SDG Library

#### April 2019 Statistical Summary

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<tr>
<th>Branch &amp; Open Hours Per Week</th>
<th>Print &amp; A/V</th>
<th>eBooks &amp; eAudiobooks</th>
<th>April 2019 Total</th>
<th>April 2018 Total</th>
<th>April 2019/2018 Difference</th>
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<th>New Patrons</th>
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*Borrowers* are unique patrons checking out and renewing library materials.
**SDG Library**

First Quarter 2019 Detailed Circulation Statistics

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<th>French</th>
<th>Audio Visual</th>
<th>Inter-library Loan</th>
<th>Other</th>
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<th>Q1 2018 Total</th>
<th>Q1 2019/2018 Difference</th>
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<th>New Members</th>
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*"Borrowers" are unique patrons checking out and renewing library materials.*

**OverDrive eBooks & Audiobooks**

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**Interlibrary Loans to Other Library Systems**

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## SDG Library

### First Quarter 2019 Detailed Activity Statistics

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<tr>
<th>Branch &amp; Open Hours per Week</th>
<th>Visitors</th>
<th>Program Attendance</th>
<th>PAC Stations</th>
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<tr>
<td><strong>SYSTEM TOTAL</strong></td>
<td><strong>28788</strong></td>
<td><strong>369</strong></td>
<td><strong>2899</strong></td>
<td><strong>421</strong></td>
</tr>
</tbody>
</table>

*Visitors* are members and non-members visiting a Library branch.
## Library Monthly Statement

**For Period Ending 30-Apr-2019**

### General Fund

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2019</th>
<th>2018</th>
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<tbody>
<tr>
<td><strong>Revenue</strong></td>
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<td></td>
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<tr>
<td>Annual Provincial Funding</td>
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<td>-131,761</td>
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<tr>
<td>Service Ontario Funding</td>
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<td>Fees &amp; Fines</td>
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<td>-15,546</td>
<td>-7,280</td>
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<td>Donations &amp; Sales</td>
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<td>-7,875</td>
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<td>Transfer From Reserves</td>
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<td>-35,600</td>
<td>0</td>
<td>-29,116</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td>-9,935</td>
<td>-211,111</td>
<td>-201,176</td>
<td>-10,201</td>
</tr>
</tbody>
</table>

| **Expenses** |      |      |      |      |
| Fulltime Wages & Benefits | 243,415 | 809,175 | 565,760 | 229,622 | 728,036 |
| Branch Wages & Benefits | 214,232 | 727,745 | 513,513 | 224,657 | 762,064 |
| Student Wages & Benefits | 0   | 18,056 | 0   | 17,906 |
| Board Meetings & Development | 2,454 | 11,945 | 9,491 | 1,758 | 4,325 |
| Staff Mileage | 851 | 7,500 | 6,649 | 1,219 | 7,106 |
| Staff Training & Development | 4,113 | 11,900 | 18,056 | 1,219 | 7,106 |
| Print Material | 39,465 | 156,000 | 116,535 | 50,256 | 167,576 |
| Digital Books | 14,777 | 72,500 | 57,723 | 18,439 | 64,237 |
| Database Subscriptions | 66,415 | 64,235 | -2,180 | 42,231 | 42,231 |
| Magazines, Periodicals & Leased Books | 1,529 | 8,200 | 6,671 | 6,238 | 8,980 |
| Supplies & Equipment | 6,371 | 21,650 | 15,279 | 5,287 | 21,823 |
| Phones & Internet | 13,183 | 58,500 | 45,317 | 13,547 | 46,587 |
| Promotions & Website | 3,461 | 20,850 | 17,389 | 9,309 | 25,501 |
| Public Programs | 803 | 8,500 | 7,697 | 1,823 | 8,500 |
| Computer Purchases | 8,188 | 16,240 | 8,052 | 4,549 | 14,536 |
| Software Support | 26,443 | 29,000 | 2,557 | 24,041 | 28,589 |
| Delivery & Outreach Vehicles | 2,092 | 37,300 | 35,208 | 1,894 | 35,705 |
| Copiers & Printers | 1,540 | 7,625 | 6,085 | 1,822 | 8,758 |
| Copyright & Performances Licenses | 1,244 | 3,000 | 1,756 | 2,979 | 2,979 |
| Branch Cleaning | 8,793 | 38,000 | 29,207 | 8,852 | 36,804 |
| Branch Rents, Insurance & Security | 5,386 | 152,844 | 147,458 | 5,528 | 103,669 |
| Furniture Purchase | 4,077 | 65,000 | 60,923 | 402 | 31,638 |
| Audit & Legal Fees | 0 | 2,900 | 2,900 | 0 | 4,325 |
| Special Projects | 751 | 2,450 | 1,699 | 624 | 1,966 |
| Service Ontario Project | 0 | 6,375 | 6,375 | 0 | 0 |
| Ont Capacity Funded Project | 0 | 0 | 0 | 25,175 | 29,435 |
| Support From Other Departments | 0 | 112,317 | 112,317 | 0 | 136,705 |
| Transfer To Reserves | 0 | 0 | 0 | 0 | 1,959 |
| Year’s Surplus/Deficit | 0 | 0 | 0 | 0 | -380 |

**Total Expenses** | 669,584 | 2,469,807 | 1,800,223 | 683,780 | 2,352,444 |

**Total General Fund** | 659,649 | 2,258,696 | 1,599,047 | 673,579 | 2,149,126 |
Branch Report, May 2019 District 1

CHESTERVILLE BRANCH – Jennifer H.

- With warmer weather, more visitors have visited this branch in the last month, including Happy Face Nursery School and the Chesterville Public School JK/SK classes. Easter activities were well attended.
- On April 13th, eleven eager youngsters participated in the “Easter Bunny Rescue & Craft”. Participants completed a series of clues to rescue the kidnapped Easter Bunny. Afterwards, an Easter story was read, and patrons dyed eggs and made an Easter craft.
- Adult crafting took place on April 16th. Seven attendees made “No-Sew Easter Sock Bunnies”. This fun and easy craft was a resounding success with patrons young and old.
- Several members visited the branch to renew their Library cards and expressed their enjoyment of the Library's online catalogue of e-books and e-audiobooks. More and more people of all ages have begun to explore this convenient option, especially those vacationing in warmer climates.
- The Nintendo Switch and the branch’s iPad continue to be popular with juvenile patrons. Adult patrons in the branch frequently used the public computer stations to check emails, update social media accounts, and access job banks.

CRYSLER BRANCH – Sylvie L.

- It is apparent that Spring is here as people mill about the town and flock to the Library! The Crysler Branch registered fourteen new patrons in April and programs were very well attended.
- The branch’s “Easter Egg Hunt” brought many little ones and their parents to the Library. The program saw fifty-four participants in total. We separated the group in two and had a French and English story and an Easter craft before the Egg Hunt. We were surprised that nobody started picking the eggs from the bottom shelves until it was time for the hunt since they were very easy to see!
- Our “Earth Friendly Crafting” activity was also a success with twelve participants. Everybody made a cute little chick with egg cartons. Everything we used to make the craft was recycled, and there were even leftover chocolate eggs from the previous week’s egg hunt to place inside the chick. We ended the event with stories and songs and some chocolate, of course!
- Crysler’s “English Book Club” discussed The Boat People by Sharon Bala, the story of refugees from Sri Lanka who arrived in Canada and were treated like criminals.
- After almost nine years as the Library Services Assistant in Crysler, Sylvie Legault announced her retirement with her last day being May 4th. She will be missed by many!

FINCH BRANCH – Christina T. & Chris H.

- Tiny tots and their caregivers welcomed Spring with special games, songs and stories during April’s “Tot Time”. With Easter and Earth Day falling at the same time, the program’s simple crafts focused on Easter eggs and chicks and bunnies made with recycled paper. Yummy Easter treats were also enjoyed by participants.
- Our “Hurray for Spring” adult craft in April was also a great success. Using pages of old, worn out books, participants were asked to put forth their creative talents to create gorgeous rose petal pomander balls.
- The “MakerKidz” program continues to draw youngsters looking to learn and create. In April, binary coding using LEGO blocks was a hit with young patrons. Those in attendance were provided with an alphabet template with symbols and colours to be represented by LEGO blocks. Using this template, participants were asked to spell their names. Easter crafts and word activities were also enjoyed this month as Spring was eagerly welcomed at the branch.
DISTRICT SUPERVISOR – Jenna L., District 1

- Preparation for upcoming Performance Reviews (ongoing) & conducted two end-of-probation reviews (April 1 & 8)
- Spring/Summer scheduling to fill vacancies in North Stormont branches (Finch & Crysler)
- Exam proctoring in Winchester (April 15)
- Data entry – District 1 Spring/Summer programs on the Library’s online calendar (April 23 & 24)
- Relabeling projects in Finch, South Mountain & Winchester – printed new labels (April 23)
- Assisted with class visits in Chesterville (April 3) & Winchester (April 30)
- Collection Development – Young Adult Fiction – print (ongoing)
- Management of the Library’s Facebook page (ongoing)
- Review and editing of branch posters for Spring/Summer (ongoing)
- SDG Reads 2019 planning committee – organize and prepare for upcoming program (ongoing)
- Preparations for “Author Visit” with Kevin Sylvester in Winchester (ongoing)
- Preparations for MakerLab in Finch (ongoing)

WINCHESTER BRANCH – Amy M. & Rose D.

- Spring is in the air at the Winchester Branch with some new spring displays. As well, we celebrated “Graphic Novel Month” with a contest! Every Graphic Novel checked out in April received a ballot for a draw for a free 3D print.
- “Monday Mornings” are going well with some regular attendees who are enjoying the stories and the weekly craft. Recently, the children have made flowers, butterflies, and decorated their own Easter egg out of construction paper and stickers.
- The Maker Movement is alive in Winchester with our “MiniMakers”. Every Thursday we welcome familiar faces and new families to our drop-in program. In April, we learned with muffins in a mug (food literacy), math twister (math and physical literacy), building bridges (engineering), and pinwheels (art).
- “MiniMakers” went on the move to the Dundas Youth Centre in April. We created with the button maker and enjoyed an exciting round of math bingo. The highlight of this program was our erupting lemons science experiment!
- A great activity was held on April 16th for families to come to the branch and decorate an Easter egg or two! Lots of fun was had by all twenty-seven participants!
- The branch’s fax machine/photocopier has been used a lot this past month. Residents of Winchester are very grateful to have a place in town where they can send faxes and make photocopies. Staff have also been helping patrons on the computers by showing them how to download templates and create resumes.
- With the warmer weather, children have been coming in to play on the Nintendo Switch after school. We’ve seen foot traffic into the branch increase in the evening with the longer days and warmer temperatures.
- Last month’s Spring Membership Drive at Winchester Public School is drawing in school kids as they bring in their special Membership Drive vouchers for a chance to win an Indigo Gift Card!

PATRONS

- Patron traffic is starting to pick up at the branch after a long winter. Difficult weather conditions definitely kept some patrons at home during the winter months, and with the arrival of Spring, patron visits and attendance at programs is bouncing back.
- The beginning of April was packed with programs, and there was something offered for every age group. On April 6th, the branch hosted a “Ukrainian Easter Egg Workshop” for teens and adults. The following Saturday, the branch focused on younger patrons with an “Easter Egg Hunt,” which had children venturing outdoors to find eggs after making a craft inside.
- The Easter-themed programs were in addition to the monthly “Preschool Storytime” and “MakerClub” programs. For “MakerClub,” children marked Earth Day by putting on their scientist hats to explore different materials that can be used to filter dirty water, including sand, gravel, activated charcoal and even cotton balls.
- Lastly, the cancellation of the Interlibrary Loan service has had an immediate impact on the branch. Interlibrary Loans are regularly used by local families who home-school their children and by book clubs who need multiple copies of the same title.
BRANCH REPORT TO THE LIBRARY BOARD

Date: May 2019

Branch Area: District 2

INGLESIDE BRANCH – Linda P. & Colleen C.

- Easter Storytime was well attended with 16 participants. We shared stories and made Easter baskets. Families are looking forward to the spring Storytime session which starts in May.
- The annual Adult Ukrainian Easter Egg program took place at the beginning of the month with a full house of 20 participants. Many of the participants return each year to improve their skills and add another egg to their collection.
- One of our regular Storytime participants won our Easter Egg Contest. Everyone who checked out a book could fill out a ballot to guess the number of chocolate eggs in the jar! Lucas, one of the youngest participants got to take home the jar of 102 eggs!
- The Children’s Art Classes were a great success again. Over the four weeks local artist Anne Wylemans taught children children techniques for using light, shading and perspective.
- Class visits from Our Lady continued regular their visits. LSA Colleen read from the Blue Spruce Forest of Reading nominated picture books. Next month the students will vote for their favourite book.

LONG SAULT BRANCH – Christine D. & Joann L.

- Spring arrived at the Long Sault Branch with the new paintings on display by local artist, Anne Wylemans. Her use of colour: from a bouquet of flowers, to ducks in a pond, to her tango dancers, all brought Spring to life for everyone!
- The “Threads of Friendship” group continued to grow: several new members joined over the last several weeks, with lots of creative sharing and discussions.
- Spring Storytime began in mid-April, LSA Christine was happy to welcome back her Storytimers. They started off with an Easter program then moved on to a movement-based Storytime. There is nothing cuter than a bunch of preschoolers sitting in a circle doing yoga, Namaste!
- St. Andrews School Outreach provided books about Careers for the older students; Animals, Shapes and Counting, for the younger classes and “just for fun” books about Libraries for everyone to share.

IROQUOIS BRANCH – Eleanor P. & Jeannette D.

- Iroquois Branch "Got Graphic" for Graphic Novel month. The display and graphic novel contest captured patron's attention as they came into the branch. We had lots of participation especially with our junior patrons.
- We had lots of excited little patrons who came in on April's PA day for our movie afternoon and their Mom's enjoying having a nice chat while their little ones were entertained.
- "April showers, Read for hours" seemed to be the mindset of many patrons during this rainy month as they stocked up on reading material.
- The Earth Day giveaway of seed packets was very much appreciated by all.
- The fax and printer continue to be used very regularly and the comment is often heard "we are so happy that the library provides this service!"
MORRISBURG BRANCH – Stacey P. & Kate J.

- The branch welcomed children and their teachers from our two local schools for their monthly class visits. Over 200 children joined us to enjoy fun stories, and check out books. *The Book with No Pictures* by B.J. Novak was a big hit in particular with everyone in the library.
- Our PA day movie event welcomed 25 patrons to gather and enjoy the movie *A.X.L* while enjoying popcorn and drinks provided by Library staff.
- Our *Kids Create and Connect* had a very successful Egg-tastic Easter program. Fifteen children and their parents came in to the branch to decorate Easter eggs with multiple mediums and made bunny masks. They also scoured the branch to find hidden treats.
- Outreach Programs to the Hartford and the Hospice this month, welcomed new patrons and an opportunity to try out the Button Maker during the hospice day program.
- *Teen Reads Book club* welcomed new members this month. Teens and adults gathered to discuss their newest teen reads and discuss future themes for our upcoming meetings.
- Our first *Adult Story time* was a great success, reading stories together and enjoying coffee and cookies. The adults really enjoyed the opportunity to gather at the library and plans are in the works to set up another ‘story time’ next month.
- *Kids’ Book Club* met for a special Comic Con edition. Children were invited to make their own graphic novels, make masks, superhero badges and buttons. Many patrons attended in costume and enjoyed some themed cookies and cupcakes.

WILLIAMSBURG BRANCH – Christina T.

- An Open House to celebrate both the 40th Anniversary of the Williamsburg Branch and the retirement of LSA Beverley Richmire was held early this month. Over 90 patrons came to the branch to take part in the festivities and wish Beverley well after 40 years of service.
- The Library Board gathered at the Williamsburg Branch for their monthly meeting and took the opportunity to honour LSA Beverly Richmire for her dedication and 40 years of service to the SDG Library.
- Patrons were invited to gather as a family to enjoy a fun-filled Movie Night Experience at the Williamsburg Branch. The event was well received as 13 patrons enjoyed the film, popcorn and beverages.
- Youngsters coming to the Branch enthusiastically took part in a Saturday Morning Craft in preparation of the Easter holiday. Those participating had the opportunity to create and decorate their very own Easter Bunny face mask to take home.
- The Saturday Morning Coffee Club and Book Talk continues to be a popular event, drawing many patrons. Participating patrons enjoyed lively discussion, book recommendations and yummy treats.
- Youngsters visiting the Branch were invited to take part in a Lego Challenge. Those participating were asked to choose from our “Challenge Cards” and create an original masterpiece as instructed. Ballots to win a chocolate bar were given to those completing their chosen task.

District Supervisor – Cheryl S.

- Exam proctoring at Williamsburg Branch.
- Patron appointments; technology assistance with library services apps (Press Reader and Flipster) and basic troubleshooting for devices at Long Sault, Ingleside and Morrisburg branches.
- Administrative duties including scheduling, supervisor, timesheets, and reports.
- Scheduling tweets for SDG Library Twitter account.
- Assisted with the creation of new SDG Reads logo.
- Collection development with selection of new spring picture books, board books and easy readers.
- Attended Friends Association meeting and annual volunteer appreciation event in Avonmore.

Submitted by Cheryl Servais, District Supervisor.
ALEXANDRIA BRANCH: Iris C. and Sylvie J.

- The Library’s presence was noticed and appreciated at the 2019 Women’s Day event in Alexandria. This well attended event resulted in a dozen new library memberships and multiple positive comments from existing patrons. Branch staff, Sylvie and Valerie, received positive feedback on our new branding.
- The “Outlander Tea & Trivia” held in the Glengarry Sports’ Palace was a success. A dozen participants shared their culinary talents and their enthusiasm for this great television series. The atmosphere was warm and friendly and yet the conversation was very dynamic and included bouts of laughter.
- The “Meet & Greet the Artist” for April was very popular. Between twenty-five and thirty friends, fellow artists, and visitors came to meet and support local artist Lynne Ayers. Words of gratitude are continually expressed for the great opportunity that the branch offers to the artist community of Glengarry.
- The ‘Graphic Novel Month’ display is a show stopper! “Bam” right there as patrons walk in, from ceiling to floor! It’s serving the purpose because graphic novels for all group age, in French and in English are flying off the shelves. Our ballot box is filling-up rather quickly!
- Puzzling! It’s been noticeable how much more the puzzle table has been occupied. Perhaps “Mother Nature” was the influence?! It is worth mentioning, however, that very often, adults stop by the branch for this little bit of quiet “me time” and work on the puzzle.

AVONMORE BRANCH: Lorna P.

- Avonmore Branch was the place to be on Wednesday mornings! The children finishing their playgroup at EarlyOn loved coming over to the library to read. They read lots of books at the library and took even more home to read! We also continued our class visits which meant that the branch had lots of visitors!
- “Escape the Library” took Avonmore by storm. Registration filled up very quickly! All our teams loved playing the puzzles to help find and rescue Pikachu. Luckily everyone was successful! Patrons can’t wait to try another escape room event at the library!
- “Snakes and Lattes” game night had a small turn out but those that did come had a blast! Participants played “Bring Your Own Book,” a literary game of hilarious proportions.
- Earth Day was marked early by a special edition of “Fables & Fun.” We read a nature themed story, decorated some mini plant pots, and planted wildflower seeds. Children are hopeful that the flowers will bloom and bring butterflies to their gardens soon!

MAXVILLE BRANCH: Emily A.

- The Adult Book Club read Where’d You Go Bernadette by Maria Semple this month. The Tween Book Club read The Isle of the Lost by Melissa De La Cruz. We’re trying to choose titles from a series to tempt them into reading the entire series.
- Twelve residents attended the reading at the Maxville Manor. We are almost finished reading Extreme Vinyl Café by Stuart McLean. The stories are short and humorous which everyone seems to enjoy.
- The 3D printer is in residence at the branch for April. It really is a talking point and substantially more people are placing orders for items to be printed.
- “Easter Crafting” drew a crowd of seventeen children. With the parents included, the branch was full to the brim! While the eggs dried, there were word searches, colouring and an Easter egg hunt to keep the attendees engaged.
- For Earth Day, a book swap was hosted. We used existing books on the book sale shelf, and encouraged patrons to ‘bring a book, take a book’. It created a lot of interest and some patrons simply bought books, providing monetary donations for the library.
LANCASTER BRANCH: Donna M. and Tara N.

- The Cairn View Book Club met to discuss the April pick – *The Home for Unwanted Girls*, a multigenerational family saga focusing on 1950 historical events in the Duplessis era of Quebec. Excellent discussion ensued about tolerance, religion, women’s place in society, and mental health.
- April was Graphic Novel Month, so we offered all patrons checking out a graphic novel to have their photo taken and enhanced to a graphic novel style using a photo filter editor app. This was very popular with our younger and teen readers with some interesting graphic characters being created.
- For Earth Day, patrons planted pumpkin and calendula flower seeds in recycled containers. Patrons were very pleased with the wonderful SDG Library Earth Day giveaway of seed paper packets. The Glengarry News also visited to share our Earth Day activities.
- We received many entries in the “What Do You Do to Help Mother Earth” photo/drawing contest. Patrons who submitted an entry received a ballot for the Earth Day prize. The winning ballot was from a family who submitted their photo of cleaning up garbage at a local park.
- Local author and “Queen of Canadiana” Leah Lindeman visited the library to discuss the second novel in her Canadian Reminiscence series, *Wisps of Gold*. Leah also discussed her writing and publishing process with the audience.

WILLIAMSTOWN BRANCH: Kathleen L. and Ann S.

- From looking for help having a tractor repaired to finding several generations of ancestors, requests for information have become more diverse and challenging. As a result, people – some non-patrons – have been leaving the branch impressed with the variety of services we offer.
- One patron commented on being pleased to be able to watch DVDs, visit museums, browse through magazines on Flipster, and order such an amazing variety of reading material through our library.
- The Book Club members agreed on having enjoyed reading *The Book Club*. An interesting discussion ensued, as each person described how the characters and story affected them.
- Several people “Climbed their Family Tree” during the workshop on genealogy and were amazed with the resource.
- The branch hosted “Easter Extravaganza” on Saturday April 20 which was very well attended by local children who were very eager to participate. They had so much fun dying and decorating their eggs. Easter stories were read, and the morning finished up with an Easter egg hunt throughout the branch. The children and parents expressed their joy at having such hands-on programming at their local library.

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, Maxville
- Arrangement and delivery of 3D Printer in Maxville (April 1)
- Participated in two webinars “Grace Under Pressure: Tips and Tricks to Cultivate a Positive Approach” & “Providing Constructive Employee Feedback” (April 2 & 8)
- Exam proctoring in Williamstown (April 24)
- Outreach to Le Palais/the Palace and The Palace Long Term Care (April 25)
- Started writing Performance Reviews (April 25)

Submitted by Darlene Atkins, District Supervisor, District 3
REPORT TO THE LIBRARY BOARD

Date: May 2019

Technical Services

TECHNICAL SERVICES

- Interlibrary Loan processing and handling – including back-end system processes (idle requests, problem submissions, special requests, etc. that require manual intervention). Significantly higher than normal volume of ILLO returns as the SOLS-run delivery service ceased to operate.
- Managed the Library’s Instagram account.
- Managed the Library’s equipment booking schedule for branch programs.
- Repaired damaged books, CDs, and DVDs.
- Provided logistical support for a special library program.
- Added donated books and DVDs into the Library’s collection.
- Followed up with library vendors concerning the non-supply of ordered materials.
- 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.
- Assisted branch staff with their selection and distribution of book club materials.

SYSTEMS SUPPORT COORDINATOR

- Prepared monthly statistical reports.
- Provided technical support for library branch and administration staff.
- Continued work on library staff instructional manuals, will be an ongoing project.
- Researched solutions for ongoing issues with the Library’s database.
- Performed database cleanups (deleting certain records and reclassifying others according to new standards).
- Performed updates to the Library’s website.
- Set up additional staff accounts on library vendor’s web platform.
- Fulfilled requests of statistical reports for District Supervisors and Admin staff.
- Meetings with multiple library vendors (Ebsco, Library Bound, Bibliotheca)
- Provided support to Technical Services staff – A/V material repair and donations processing.
- Attended webinars from new vendor BiblioCommons.
- Prepared system, cataloguing, and technical data as requested by BiblioCommons.
- Set up special database accounts and permissions for OverDrive, BiblioCommons.
- Along with County IT resolved longstanding staff program access permission issues with a Polaris module.
- Prepared statistical information for the Library’s provincial annual survey.

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

WORK COMPLETED:
Marketing activities
• Completion of layout, formatting, design and distribution of Spring/Summer Navigator (program guide).
• Prepared Little Free Library voting campaign materials.
• Updated SDG logo.
• Designed marketing materials for Kevin Sylvester author visits (June 6).
• Updated featured content on website.

Communication activities
• Communicated with staff on initiatives and updates regarding the Library.
• Shared FOL policy with Friends’ groups.
• Media Releases: 40th Anniversary of Williamsburg Branch, Donation to Dundas County Archives, Volunteer Appreciation Event.
• Meetings: Dundas County Archives, Glengarry County Archives, Library Bound mtg, Library Board mtg, Association of Friends of the SDG Library mtg.

Outreach activities
• Created Pop Up request form and evaluation form.
• Attended and coordinated Volunteer Appreciation Event.

Librarian/Management activities
• Collection Development: Teen Fiction (eBooks), Juvenile Fiction and NonFiction, Juvenile DVDs.
• Prepared for summer students (start May 6).
• Reviewed YCW intern grant applications (partnership with Young Canada Works).
• Assisted with preparing Key Information Report for County Council.
• Successful grant applications: Young Canada Works Summer Jobs, Canada Summer Jobs.

WORK IN PROGRESS
• Prepare requests for upcoming staffing.
• Coordinate presentations to local Chamber of Commerce and Economic Development organizations.
• Food for Fines marketing materials.
• Prepare social media plan for 2019.
• MakerLab marketing plan and materials.
• System-wide programming activities in June: Seniors Month, Summer Reading Club
• Upcoming media: SDG Reads author reveal, Spring Food for Fines, Kevin Sylvester author visit.
MONTHLY ACTIVITY REPORT TO THE LIBRARY BOARD

April-May, 2019

DIRECTOR OF LIBRARY SERVICES

May 9, 2019

WORK COMPLETED:

- Collections Development: Adult fiction and non-fiction (digital & print); Adult fiction DVDs and audiobooks; Suggestions for purchase; Juvenile eAudiobooks; Professional collection; Replacements
- 2018 Annual Survey of Public Libraries submission
- Recruitment of Technical Services staff for upcoming vacancy (maternity leave)
- April 15 – Key Information Report to SDG County Council: donation of Dundas Land Records to Dundas Archives
- April 15 – Presentation to South Glengarry Council
- April 17 – Meetings with EBSCO (re: Novelist database) and Bibliotheca (re: selfCheck system) representatives
- April 18 – Library Administration team meeting
- April 23 – Presentation to North Dundas Council
- April 26 – Attendance at annual meeting with Association of Friends of the SDG Library and Volunteer Event at Avonmore Branch
- April 27 – Participation at SOLS’ “Regional Workshop on Governance Best Practises”, Prescott Public Library
- May 6-7 – Interviews for temporary Cataloguing/Acquisitions Technician (upcoming Technical Services vacancy)
- May 7 – Presentation to South Dundas Council
- May 8 – Presentation to South Stormont Council

WORK IN PROGRESS:

- Collections Development: Adult fiction (digital & print); Book Club kits; Suggestions for purchase; Large Print fiction; “Library of Things” collection items; “MakerLab” materials; Adult non-fiction (print)
- Research: future mobile library services; ‘Library of Things’ collections; makerspaces
- Professional Development: Team building; Change management; Board relationship
ACTION REQUEST

| To: | Chair and Members of the Library Board |
| Date of Meeting: | May 9, 2019 |
| Subject: | Correspondence to Minister of Tourism, Culture and Sport -- re Budget Cuts to SOLS and OLS-N |
| Relevance to priorities: | Safeguard and Enhance Funding Levels |

RECOMMENDATION(S): THAT the Stormont, Dundas and Glengarry County Library Board approve the draft letter, with or without amendments, to the Minister of Tourism, Culture and Sport, expressing the Board’s concerns about budget cuts to SOLS and OLS-North; and

THAT the Board authorize the Director of Library Services to send copies of the approved letter to Michael Tibollo, Minister of Tourism, Culture and Sport, to the MPPs for Stormont, Dundas and Glengarry ridings, and to other provincial library associations.

EXECUTIVE SUMMARY: A letter from the Minister of Tourism, Culture and Sport is included in the Board’s regular meeting Agenda package. The letter was sent to all libraries across Ontario, in response to reaction – in the media, from libraries, and with the public, to recently announced budget cuts to the two provincial agencies responsible for the coordination of equitable resource-sharing, common standards, and developing skilled staff in public libraries.

This Action Request seeks the Library Board’s advocacy for the return of funding levels to SOLS and OLS-North, to allow these two provincial agencies to continue their work at the level that they formerly operated (and which is needed by this Library), in coordinating the important services that all public libraries across Ontario offer their clientele.

OPTIONS AND DISCUSSION: Approve the draft letter (attached), with or without amendments, to be sent to Minister of Tourism, Culture and Sport, as well as the parties stated. This option is recommended.

Do not approve sending a letter to the MTCS – not recommended.

FINANCIAL ANALYSIS: The only cost associated would be postage.
26 Pitt Street, Suite 106
Cornwall, ON K6J 3P2

May 10, 2019

Hon. Michael Tibollo
Minister of Tourism, Culture and Sport
6th Floor, 438 University Ave, Toronto, ON M5G 2K8

RE: Budget Cuts at SOLS and OLS-N

Dear Minister Tibollo,

The Stormont, Dundas and Glengarry County Library Board wishes to express its profound disappointment in the recent news that the budget of Southern Ontario Library Services (SOLS) has been cut by 50% in the 2019-2020 fiscal year.

Like most public libraries in the province, we in eastern Ontario struggle to keep up with competing demands and resource constraints in our goals to provide access to life-long learning, literacy development, information, and technologies for people across our rural community, who are trying to better themselves and ensure a healthy future for their families. Our Library’s mission is to offer opportunities for people to create, connect and explore. We cannot do this on our own, neither financially, nor in the spirit of collaborating with others.

It was to assist libraries like ours that the Province of Ontario created SOLS, which provides efficient resource-sharing services to help us stretch every dollar, and which conveys its deep understanding of the true value of public libraries in our communities. Without SOLS, we would be unable to provide services that our patrons and staff count on.

We rely heavily on SOLS: for coordinating provincial inter-library loans and deliveries; for consortium purchasing to secure best pricing on e-resources; for professional and governance advice; for training and skill-set building for library staff; for networking opportunities, steered by our designated SOLS Library Consultant; and, for researching best practices for libraries on an ongoing basis. Losing even some of these services will make it extremely difficult for us to sustain these services on our own.

We are concerned that this immense budget cut will leave libraries unable to offer those library services that our communities need. We don’t yet know what the impact of the budget cut to
SOLS will be, but our particular concern is that small and rural communities like ours will be disproportionately affected.

We are asking the Government to reconsider this decision, and to continue to protect what matters to Ontarians in the most efficient and effective way possible, through your support for the services provided by SOLS and its sister agency, OLS-North.

Sincerely,

Frank Prevost
Chair, Stormont, Dundas and Glengarry County Library Board

cc:
Jim McDonell, MPP, Stormont – Dundas – South Glengarry
Amanda Simard, MPP, Glengarry – Prescott – Russell
Kevin Finnerty, Assistant Deputy Minister, Ministry of Tourism, Culture and Sport
Barbara Franchetto, CEO, Southern Ontario Library Service
Melissa D’Onofrio Jones, CEO, Ontario Library Service – North
Stephen Abram, Executive Director, Federation of Ontario Public Libraries
Shelagh Paterson, Executive Director, Ontario Library Association
RECOMMENDATION(S): That the Stormont, Dundas, and Glengarry County Library Board approves the revised Facilities Policy, as presented.

EXECUTIVE SUMMARY: The draft Facilities Policy – with revisions to update it – was discussed by the Library Board at its April 11, 2019 regular meeting. Revisions included a link to the most recent (3rd) edition of the ARUPLO Guidelines for Rural/Urban Public Library Systems, and an updated template of the Library’s current Lease Agreement with local municipalities (for branch facilities).

Questions arose during discussion, with regards to that Agreement, and the specific clauses on Indemnification and Insurance; the Board directed staff to seek clarification on these clauses. A representative from the company that insures local municipalities, SDG Counties (and the SDG Library) was consulted, who confirmed writing the sections on Indemnification and Insurance for this Lease Agreement template:

7. Indemnification – The United Counties of Stormont, Dundas & Glengarry and Board, covenants and agrees to defend, indemnify and save harmless… “We confirm that the definition of Insured in the Municipal Liability wording includes any Public Library Board as passed under municipal by-law subject to the policy terms, conditions and exclusions.”

8. Insurance – Municipal Liability issued on an occurrence basis for an amount of not less than $5,000,000. per occurrence / $5,000,000 annual aggregate for any negligent acts or omissions relating to their obligations under this Agreement. “With regards to the wording of the insurance clause, this is the wording we recommend, to ensure that cover is written on specific form of coverage. The occurrence-form policy, which is the most commonly used liability policy form, covers losses that occur during the policy period. Losses or potential losses may be reported to the Insurer during or after expiry of the policy, as long as the injury or damage occurred during the policy. The clause also outlines the limit of insurance per occurrence as well as any aggregate limits.”
Further, staff referred to the most recent Certificate of Insurance issued by the insurer, which ascertains that both the “United Counties of Stormont, Dundas and Glengarry & Stormont, Dundas and Glengarry County Public Library Board” are listed as “the Insured”, with the per occurrence / per annual aggregate amounts as stated in the (signed) Lease Agreements.

OPTIONS AND DISCUSSION: Approve the Facilities Policy, as presented. This is the recommended option.

Approve the Facilities Policy, “as amended”, with the removal of the Lease Agreement template. This option is also appropriate, as the next Lease Agreements with local municipalities (in 2023) will, in all likelihood, change.

Do not approve the revised Facilities Policy. This is not recommended, as the original Policy has become dated since its initial approval.

FINANCIAL ANALYSIS: None.
Purpose:

The Stormont, Dundas and Glengarry County Library Board is committed to providing effective, relevant and responsive library services to the residents, businesses and government bodies of the United Counties of Stormont, Dundas and Glengarry. This will be accomplished by offering services at our physical branch facilities, by the provision of alternate service delivery methods such as the “Pop Up” Library (at community events), at “Library Express” depots in areas without facilities, and/or by the provision of “virtual” library services via the Library’s website, www.sdglibrary.ca.

Responsibility of the Local Municipality:

It is the responsibility of the local municipality in which the branch library is located to provide a suitable space for its operation. Suitability is based on accepted guidelines provided by provincial library associations, using the expertise of those associations. Upon approval of the Library Board, the Library may also rent appropriate facilities from other organizations or individuals when a municipally-provided space is not available.

1. Branch Library Facilities

1.1 Location and Number

The location, number and size of branch libraries will be planned with the approval of the Library Board, and funded by Council of the United Counties of Stormont, Dundas and Glengarry.

1.1.1 Branch library facility requirements shall be determined by the Library Board in consultation with staff and with opportunity to receive a presentation from the local municipality involved.

1.1.2 Co-location with other community services will be considered on a case-by-case basis.
1.1.3 Locations with easy access, parking and visibility in population centres will be preferred.

1.2 Space Requirements and Size

The amount of space required by a public library depends on the unique needs of the individual community. For new or re-located facility planning standards, the Board will use the Administrators of Rural-Urban Public Libraries of Ontario (ARUPLo) Guidelines for Rural/Urban Public Library Systems as a basic guide in determining the suitability of the space provided by or proposed by a municipality. (See Appendix A)

1.3 Accessibility Standards

The Accessibility for Ontarians with Disabilities Act (AODA) standards for Accessible Built Environment and for Accessible Customer Service shall be used to determine the suitability of the space provided by or proposed by a municipality.

1.4 Leasing Standards

The Stormont, Dundas and Glengarry County Library Board will lease space from the facility provider using a standard lease agreement. (See Appendix B)

1.4.1 The lease agreement will set out the respective responsibilities of the Board and the local municipality or organization or individual.

1.4.2 The lease agreement will be customized as appropriate for each branch facility.

1.5 Safety Standards

Library branch facilities must provide a safe and secure workplace for staff, and comply with pertinent legislation. Regular inspections by the Joint Health and Safety Committee will be carried out and concerns arising from these inspections, as well as worker concerns, will be addressed by the Library Board and the facility provider.

1.6 Facility Types and Service Levels

Effective evaluation and assessment of a Library branch’s needs is best achieved if each facility is treated separately, keeping in mind its service area and needs of the municipality.

1.6.1 Resource Branch -- A Resource Library branch is intended to be “the” facility in a community where visitors can find a full range of services, including programs for all ages, informational training and resources, and access to government resources and services. It must be fully AODA-compliant, and meet all of the community needs within its designated service area. It will include a number of...
public access computers and will provide free wireless access for Library members and visitors. This type of branch will include a broad range of services, as defined in the Strategic Plan.

Every local municipality will have at least one Resource Branch.

1.6.2 Neighbourhood Branch -- A Neighbourhood branch serves the designated service area surrounding it. It may provide selective programs and services in addition to circulating popular fiction materials for all ages, modest information (non-fiction) collections, and/or a local history collection, but it will not offer the same level of service as a Resource branch. It will include one or more public access computers, and will have free wireless access for Library members.

1.6.3 “Library Express” Depot -- A “Library Express” depot will be established as a signed partnership with a local business, and is intended to provide the population in a designated service area lacking a branch facility with access to the Library's circulating collections. Public access computers and free wireless access will not be provided unless already offered by the local business involved. Hours of operation will be concurrent with that of the business partner.

2. Service Level Review

The Library Board will review and assess services at each branch at least every two years. A reduction of an average of 20% in circulation compared with the preceding two years will trigger an assessment of that branch as a candidate for closure or re-designation by the Board. Conversely, an increase of 20% in circulation is going to trigger an assessment of an increase in hours of operation and/or an enhancement of services offered. Other metrics used to determine the viability of a branch will include: the number of active users, the amount of walk-in traffic, the number of new patrons, program attendance, environmental conditions, accessibility standards and/or use of Library technologies at that branch.

3. Open Hours

The number of open hours for a branch will be decided by the Board, based on factors such as circulation and use statistics, service level review (see above) and recognized need in the community. Scheduling open hours will be determined by the Director of Library Services in consultation with staff.

4. Signage

4.1 Exterior Signage -- The intent of exterior signage is to provide clear directional and identification signage for branches of the Library. Visually appealing and consistent signage throughout will ensure Library branch identification recognition. The overall principles for all exterior library signs are that they will be durable (both weather and fade resistant) and easily changed as the need arises.
Any cost-sharing arrangement between the Library Board, the local municipality and fundraising bodies will be discussed on a case-by-case basis. Library staff will work cooperatively with the local municipality to determine the successful development, specifications, fabrication, installation and ultimate maintenance of the exterior sign. Library staff will grant final approval for the sign artwork and its location.

4.2 Directional (Road) Signs – Directional road signage will indicate the presence and location of the Library in the community. Whenever possible, the Library will work with the Transportation and Planning Department of the United Counties of Stormont, Dundas and Glengarry to erect directional signage.

4.3 Interior Signs – Systemic interior signs will allow self-directed use of each branch facility.

5. Community Space

The Stormont, Dundas and Glengarry County Library Board rents facilities from the local municipalities (or building owner) for the exclusive use of the SDG Library in its delivery of Library services to the community. This includes co-sponsored programs where a Library staff member is in attendance (thus the branch is open) and is able to oversee the use of the space. The Library Board does not rent or otherwise provide meeting room space for non-library sponsored groups or programs except with the prior approval of supervisory staff. (See: Facilities Use Policy and Request Form)

Appendix A: **ARUPLO Guidelines for Rural/Urban Public Library Systems**

Follow this link to view the guidelines:

Appendix B: **Lease Agreement Template**

**LEASE AGREEMENT**

THIS AGREEMENT made in duplicate this ___ day of _______, 201__.

BETWEEN:

(Name of Municipality/Township/Organization/Individual), hereinafter referred to as “XXXXXXX”

OF THE FIRST PART

-and-

The Stormont Dundas and Glengarry County Library Board hereinafter referred to as the “Board”

OF THE SECOND PART

WHEREAS XXXXXXX and the Board wish to provide and maintain public library services in (community) for the benefit of library users within the United Counties of Stormont, Dundas and Glengarry.

NOW THEREFORE, it is agreed between the Parties hereto as follows:

1. XXXXXXX will supply premises suitable for the intended purpose, at a location acceptable to the Board, and will maintain such premises in a state of repair that is acceptable to the Board.

2. XXXXXXX will:

   (i) Assume responsibility for the heating and electrical cost incurred during the occupancy of the premises by the Board.

   (ii) Maintain the grounds, parking and building access areas, on which the premises is located, in a manner that is
satisfactory and acceptable to the requirements of the Board; and

(iii) Permit the placement of appropriate signage on the exterior and interior of the building.

(iv) Provide custodial services required for the building other than the space used for library purposes.

3. The Board will maintain and provide public library services at the premises supplied by XXXXXXX for the benefit of library users on a basis that is consistent with the practices of the Board in the delivery thereof within the County Library System established by by-law of the Council for the United Counties of Stormont, Dundas and Glengarry.

4. The Board will provide the custodial services required for the general maintenance of the premises exclusively used by the Library.

5. The Board or XXXXXXX will not, during the duration of this Agreement, conduct any alterations to the demised premises without prior written consent of the other Party.

6. The Board covenants with XXXXXXX to pay rent, on a per square footage basis, for the space that is supplied and occupied by the Board for the intended purpose of this Agreement, as shown in the table below (exclusive of applicable taxes):

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
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<tbody>
<tr>
<td>Square Footage</td>
<td>$4.00/</td>
<td>$6.00/</td>
<td>$8.00/</td>
</tr>
<tr>
<td>Footage</td>
<td>square foot</td>
<td>square foot</td>
<td>square foot</td>
</tr>
</tbody>
</table>

Further, for 2021 and 2022, rates be increased by the Consumer Price Index.

7. Indemnification
XXXXXXX covenants and agrees to defend, indemnify and save harmless the United Counties of Stormont, Dundas & Glengarry and the Board their elected officials, officers, employees and volunteers from and against any and all claims, actions, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury or to damage to or destruction of tangible property including loss of revenue arising out of or allegedly attributable to the negligence, acts, errors, omissions, whether willful or otherwise by XXXXXXX, their officers, employees, agents, or others who XXXXXXX is legally responsible, in respect to this Agreement. This indemnity shall be in addition to and not in lieu of any insurance to be provided to the County and Board in accordance with this Agreement, and shall survive this Agreement.

The United Counties of Stormont, Dundas & Glengarry and Board, covenants and agrees to defend, indemnify and save harmless XXXXXXX, their elected officials, officers, employees and from and against any and all claims, actions, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury or to damage to or destruction of tangible property including loss of revenue arising out of or allegedly attributable to the negligence, acts, errors, omissions, whether willful or otherwise by the County and Board, their officers, employees, agents, or others who the County and Board are legally responsible, in respect to this Agreement. This indemnity shall be in addition to and not in lieu of any insurance to be provided to XXXXXXX in accordance with this Agreement, and shall survive this Agreement.

8. Insurance
Each party, at their own expense shall maintain insurance requirements for the duration of the agreement as noted below:

Municipal Liability issued on an occurrence basis for an amount of not less than $5,000,000. per occurrence / $5,000,000 annual aggregate for any negligent acts or omissions relating to their obligations under this Agreement. Such insurance shall include, but is not limited to bodily injury and property damage including loss of use; personal injury; contractual liability; premises, property & operations; non-owned automobile; broad form property damage; products & completed operations; owners & contractors protective; occurrence property damage; employees and volunteers as Additional Insured(s); contingent employers liability; tenants legal liability cross liability and severability of interest clause.

XXXXXXX shall add the United Counties of Stormont, Dundas & Glengarry and the Board as Additional Insured subject to a waiver of subrogation. This insurance shall be non-contributing with and apply as primary and not as excess of any insurance available to the Counties and the Board.

The United Counties of Stormont, Dundas & Glengarry and the Board shall add XXXXXXX as Additional Insured subject to a waiver of subrogation. This insurance shall be non-contributing with and apply as primary and not as excess of any insurance available to XXXXXXX.

Each party shall be responsible for the physical damage to their property used in providing service as outlined in the agreement.

Any applicable Deductible to any insurance coverage shall be the sole responsibility of the Named Insured and the additional Insured shall bear no cost towards such deductible.
Each party shall provide the other parties with a certificate of insurance evidencing the above noted coverage including a 30-day notice of cancellation.

In addition to General Insurance, each party shall provide evidence of WSIB or its equivalent.

9. Term

This Agreement will be in force for a term of five (5) years, from December 31, 2017 to December 31, 2022, with the option of renewal for an additional five (5) year increment, up to and including December 31, 2027. Either party may give notice to terminate this Agreement by providing ninety (90) days written notice to the other.

IN WITNESS WHEREOF XXXXXXX and Board hereto have executed this Agreement.

THE CORPORATION OF XXXXXXX

PER: ______________________________
    Authorized Signing Officer

PER: ______________________________
    Authorized Signing Officer

THE STORMONT, DUNDAS AND GLENGARRY COUNTY LIBRARY BOARD

PER: ______________________________
    Authorized Signing Officer
RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board approves the revised Friends of the Library Policy, as presented.

EXECUTIVE SUMMARY: This policy was brought to the Board at its April 11, 2019 regular meeting for review. At that time, the Board directed staff to present the revised (draft) document to the SDG Library’s five Friends of the Library groups for their input. In doing so, it was determined that no further revisions were required. The policy (attached) as it is presented is the result of the Library Board’s review, with revisions made by the Communications & Marketing Librarian, and the approval of our ‘Friends groups’.

OPTIONS AND DISCUSSION: Approving the revised Friends of the Library Policy is recommended. In drafting new revisions to this Policy, the Communications & Marketing Librarian sought to improve communications with the Library’s ‘Friends groups’. It was identified that the Policy should also clarify guidelines for volunteering, and for direction on donations, sponsorships and/or fundraising. The Friends of the Library Policy now contains specific reference to the Library’s approved Volunteer Policy, and to the Donations, Sponsorship and Fundraising Policy, which is helpful to both the ‘Friends groups’ and to the Library, even if any of those other policies are changed at some point.

Do not approve the revised Policy. As this revised document has received the approval of all parties involved, it is not recommended that the Board opt to not approve it.

FINANCIAL ANALYSIS: None.
FRIENDS OF THE LIBRARY POLICY

Policy level: Operational  
Author: Manager, Library Services (2008); Communications & Marketing Librarian (2014)  
Date of Formal Board Approval: December 2, 2008  
Revised: January 15, 2014; May 9, 2019  
Policy number: 2008-06

Purpose:

The Stormont, Dundas and Glengarry County Library (also known as the “SDG Library”) Board encourages the establishment of Friends of the Library groups within the United Counties. The purpose of this policy is to define the roles and responsibilities of Friends of the Library groups within the SDG Library system.

Definitions:

A Friends of the SDG Library group (also known as a “Friends group”) is a formally established, independent organization with its own executive committee, constitution and bank account(s). Friends groups are made up of volunteers with a common interest in supporting SDG Library goals and activities.

The Association of Friends of the SDG Library is made up of the individual autonomous Friends groups. The Association of Friends of the SDG Library facilitates communication among member Friends groups, and reports on Friends groups’ activities at monthly Library Board meetings. Membership in the Association of Friends of the SDG Library by the individual branch Friends groups is automatic.

General Information:

In order to work together toward common goals, all parties must clearly understand their respective roles, and maintain good communications. To that end, the following guidelines are provided:

The SDG Library recognizes the existence of these independent organizations which share the goals of the Library. Friends groups:

a) support library programs, events and activities,
b) advocate and promote library services and literacy in their communities, and
c) raise funds.

Friends groups are not in any way a governing body of the Library’s operations.

Funds raised by Friends groups (or any other Library support group) are not a substitute for adequate local governance funding.
**Communication:**

Ongoing communications between a Friends of the Library group and the SDG Library is vital to a successful partnership.

The Communications & Marketing Librarian or delegate will be the liaison for ongoing communications between Friends groups and the Library.

Friends groups will forward copies of their minutes, once approved, to the Library's Administration office.

To ensure compliance with Library policies and procedures, and to avoid potential conflict or duplication with other Library or County operations, all new Friends activities, including advocacy and fundraising activities, must be discussed with the Communications & Marketing Librarian or designate.

The Library Board will meet annually with the Association of Friends of the SDG Library to recognize their accomplishments, foster communication and discuss issues of mutual concern.

**Establishing a Friends Group:**

Individuals or groups wishing to form a Friends group are requested to communicate their intentions in writing to the SDG Library Board. The Communications & Marketing Librarian is available to provide information, support, and liaison between Library administration and the (prospective) Friends group.

**Volunteering:**

The SDG Library welcomes volunteer assistance from our Friends, outside of their activities as “Friends of the Library”. Friends who are volunteering with the Library must follow the guidelines provided in the Library’s Volunteer Policy, including providing a Criminal Reference Check (CRC). Please refer to the Volunteer Policy for details on volunteering at the SDG Library.

**Advocacy:**

Friends groups advocate for public library service and literacy in the United Counties of Stormont, Dundas and Glengarry. Friends groups advocate in collaboration with the strategic goals of the Library. When engaged in advocacy activities, Friends groups will expend their own funds.

The Communications & Marketing Librarian or delegate will assist by bringing advocacy strategies to the attention of the Friends groups.

**Donations:**

As per the SDG Library’s Donations, Sponsorship and Fundraising Policy, the Library welcomes and encourages donations from Friends groups for the purpose of enhancing
Library services. “Donation” means a gift or contribution of money, goods or services given to the Library voluntarily toward an event, project or program as a philanthropic act. All donations by the Friends to the Library must follow the terms set out in the Library’s Donations, Sponsorship and Fundraising Policy.

**Sponsorships:**

Friends groups may engage in sponsorship initiatives with the Library. “Sponsorship” means the support of a Library event, project or program in return for recognition of the support. All sponsorships by the Friends of Library must follow the terms set out in the Library’s Donations, Sponsorship and Fundraising Policy.

**Fundraising:**

The SDG Library and the Friends groups will work together to ensure an integrated approach to revenue generation, and to maximize potential funding for the Library. “Fundraising” means collecting financial support for Library events, projects or programs through organized activities. All fundraising activities by Friends groups must follow the terms set out in the Library’s Donations, Sponsorship and Fundraising Policy.

The Library will also work closely with the Friends groups to determine appropriate fundraising goals and priorities for the enhancement of the Library and its services. The Communications & Marketing Librarian or delegate will bring funding needs to the attention of the Friends groups. All fundraising campaigns should be undertaken after thorough discussion in order to ensure that they are in keeping with the Library’s mission and the current Library Strategic Plan.

Funds raised by the Friends groups are intended for enhancement of library programs and services, and for select capital needs of the Library. Allocation of funds is under the sole authority of the Friends group that has raised them; however, the Communications & Marketing Librarian or delegate may provide advice on allocation priorities and may refuse offers deemed inappropriate for the Library.

Friends groups may use the name, brand and/or image of the SDG Library in their fundraising activities on behalf of the Library with the approval of the Communications & Marketing Librarian or designate.

**Dissolution of Friends Groups:**

Should a Friends group decide to disband, a letter informing the Library Board and Library administration must be sent to:

SDG Library – Administration
26 Pitt Street, Suite 106
Cornwall, ON K6J 3P2
ACTION REQUEST

<table>
<thead>
<tr>
<th>To:</th>
<th>Chair and Members of the Library Board</th>
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<tr>
<td>Date of Meeting:</td>
<td>May 9, 2019</td>
</tr>
<tr>
<td>Subject:</td>
<td>Policy Review -- Performance Review Policy for the Evaluation of the Director of Library Services</td>
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Relevance to priorities:

RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board review and approve the revised Performance Review Policy for the Evaluation of the Director of Library Services, as presented.

EXECUTIVE SUMMARY: The attached draft Performance Review Policy for the Evaluation of the Director of Library Services was first approved at the June 9, 2016 regular Library Board meeting. At that time, the importance of having a clear policy for the evaluation of the position – with delegated authority as the Library’s CEO, in compliance with the Public Libraries Act – was established.

Since that time, a change to the operating name of both the United Counties of Stormont, Dundas and Glengarry (SDG Counties), and to the Stormont, Dundas and Glengarry County Library (SDG Library), have necessitated small “housekeeping” revisions to this policy (shown in red on the attachment).

It should be noted that this policy has been successful in bringing together valuable information and processes to assist the Library Board in executing its obligation to evaluate the Director of Library Services’ annual performance.

OPTIONS AND DISCUSSION: Approve the revised Policy, as presented. This is the recommended option.

The Board may wish to make further revisions to the Policy, based on other criteria that has been established.

It is not recommended that the Board rescind this policy, as it serves an important function in making sure that both the Director of Library Services and the Board are “on the same page”; otherwise, there might be no clear reason or process for evaluation, and the Board could miss an opportunity to strengthen its communications and build a positive relationship with the Director of Library Services, while ensuring that Board priorities are achieved.

FINANCIAL ANALYSIS: None.
Preamble:

The Stormont, Dundas and Glengarry (SD&G) County Library Board acknowledges that evaluation of the Director of Library Services is one of the most important undertakings of the Board. Evaluation is an ongoing process and the Board and Director of Library Services should exchange information about the Library’s progress in meeting objectives throughout the year. Communication between the Board and the Director of Library Services should be such that at any given time during the year the Director of Library Services should have an accurate understanding of the Board’s assessment of his/her performance. The Director of Library Services in turn is responsible for informing the Board about any factors or obstacles that could prevent implementation of any of the performance objectives. If any such factors exist, the Director of Library Services should alert the Board about them immediately.

Purpose for Evaluation:

- To assure alignment of the Director of Library Services’ work with the mission of the Board conducted with a culture of continuous improvement that fosters success for the Director of Library Services and Board support for the Board and Director of Library Services’ shared agenda.
- To assess what happened in the past in order to pave a successful future tied to key success factors.
- Supply the Director of Library Services with the resources they require for continued and improved success of the SD&G County Library.

1. The Director of Library Services is responsible for his/her own performance and is entitled to know:

- The performance expected of him/her;
- How s/he is performing; and
- The resources available to him/her to attain the expected performance.
2. A performance review of the Director of Library Services shall be completed each year by the end of June by a performance review committee. This committee shall be comprised of at least two Library Board members, ideally one of whom has previously served in this role.

   Performance review reports are to be treated as confidential and made available only to the Director of Library Services, the Board and the SDG Counties’ Chief Administrative Officer (hereafter called the “Counties’ CAO”).

3. At a reasonable time after the evaluation, there should be a meeting with the performance review committee and the Director of Library Services to ensure there is on-going training etc. for recommendations that came up from the evaluation, and to confirm there is a tie to the planning cycle.

4. Performance is to be assessed with reference to the following:

   • Strategic Plan goals and objectives;
   • Results achieved from above (prepared by Director of Library Services);
   • Highlights of the year (prepared by Director of Library Services);
   • Current job description;
   • Director of Library Services Performance Review Evaluation Form;
   • The Performance Review committee also has discretion to use outside sources when deemed necessary (eg. SOLS’ Competencies Profile for Public Library CEO); and
   • Input from those deemed appropriate by the Performance Review committee, including: senior staff within Library Services; the Counties’ CAO of the United Counties of SDG; and/or colleagues in similar positions from member Library associations (eg. ARUPLO, AMPLO, SOLS).

5. The committee shall conduct the appraisal by the following procedure:

   Step 1: Each member of the Board may provide input to the committee, and the committee may seek input from other colleagues.

   Step 2: Each member of the committee shall fill out a copy of the Performance Review Evaluation Form (same form as used by the Counties).

   Step 3: The committee shall then meet to discuss and compile the responses on each of the forms onto one Director of Library Services Performance Review Evaluation Form. (The same form is used, but will now be a summary of all three forms completed by the committee members).

   Step 4: The committee shall prepare a final written report of the Performance Review which will include:

   • The Performance Review Evaluation Form;
• Comments and suggestions regarding performance and career objectives of the Director of Library Services for the next year; and

• Conclusions consisting of a brief summary of evaluation findings.

Step 5: A copy of the final written report shall be presented to the Director of Library Services and to the other members of the Board prior to any face-to-face meeting with the Director of Library Services.

Step 6: The committee, or delegated member of that committee, then meets with the Director of Library Services to discuss the compiled Director of Library Services Performance Review Evaluation. The committee – or delegated member – also reviews the performance objectives and goals and the developmental and career objectives of the Director of Library Services for the next year.

Step 7: Two copies of the Performance Review Evaluation Form shall subsequently be reviewed and signed by the Counties’ CAO of the United Counties of SDG, to ensure that the Director of Library Services’ performance goals and objectives are aligned with the strategic goals of the Counties and to standardize the performance evaluation process, as followed by the Counties.

Step 8: One signed copy of the Performance Review Evaluation Form shall be given to the Director of Library Services. A second signed copy shall be stored in a secure location with access limited to the Director of Library Services, the Board and the Counties’ CAO.

6. When the Director of Library Services’ performance falls below the expected level, the Director of Library Services must be informed, with details of the way in which performance is judged to be unsatisfactory. An unsatisfactory performance review shall be followed by another performance review in three months’ time. If no improvement is shown at the second performance review, then the Performance Review committee has the discretion to undertake a third performance review after another three-month period, or to refer the matter to the Board for further consideration.

7. Should the Performance Review committee be unable to reach a consensus on the Director of Library Services’ performance, or the Board be unable to accept the committee’s report, the matter shall be referred to the Board Chair and Counties’ CAO of the United Counties of SDG.
RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board establish a Performance Review committee (which may be comprised of all members of the Board) for the annual evaluation of the Director of Library Services; and

THAT each member of the committee fill out a copy of the Performance Review Evaluation form for the Director of Library Services; and

THAT the committee meet at a time of mutual agreement to discuss and compile their individual responses on one form; and

THAT the committee also determines the performance objectives and development goals for the Director of Library Services for the next year; and

THAT the committee, or delegated member of that committee, meet with the Director of Library Services to discuss the compiled Performance Review Evaluation, all to be completed by June 27, 2019.

EXECUTIVE SUMMARY: In adherence with the Public Libraries Act, it is the responsibility of the Library Board to annually evaluate the Director of Library Services’ performance, addressing strengths and weaknesses of work done over the previous year, and assisting in developing performance goals for the year ahead.

In 2016, the Library Board first approved the Performance Review Policy for the Evaluation of the Director of Library Services. It established the rationale, resources needed, and processes involved for evaluating the performance of the Library’s chief executive officer, in carrying out the strategic goals and objectives set by the Board.
SDG Counties conducts staff performance reviews each year in late spring. Department managers (or Boards) complete a Performance Evaluation Review form (attached) for each employee under their supervision, and meet with each employee to discuss the evaluations and set performance objectives and goals. Evaluation forms are then submitted to the Counties’ CAO, who ensures that the employee’s performance, goals and objectives are also aligned with the strategic goals of the Counties.

In 2018, the Performance Review committee prepared the evaluation of the Director of Library Services with consultation with the Counties CAO, which may be considered again.

OPTIONS AND DISCUSSION: It is recommended that the Library Board approve this Action Request and follow the procedures set out in the Performance Review Policy for the Evaluation of the Director of Library Services. In doing so, the Board will be fulfilling their obligation under the Public Libraries Act, while giving appropriate feedback and direction to the Library’s chief executive officer.

It is not recommended that the Board opt to not follow its approved policy for the evaluation of the Director of Library Services, as it would render that policy pointless.

It is also not recommended that the Board choose to not conduct a performance review of the Director of Library Services, as it would then be in violation of the Public Libraries Act.

FINANCIAL ANALYSIS: None.
Performance Evaluation Committee for the Evaluation of the Director of Library Services

Performance Review

Employee
Karen Franklin

Position Title
Director of Library Services

Department
Library Services

Review Period
July 1, 2018-June 30, 2019

Date of Review
Select the review date.

Employee’s Supervisor/Evaluator
Stormont, Dundas and Glengarry County Library Board

How Long in Position? 7 years

Objectives of Performance Reviews: The evaluator considers the employee’s performance based on the County standards established in the position’s job description and the evaluator’s experience with other employees at the same level. The evaluator must rate the employee using the following performance ratings. Comments should be noted in the comments section of the assessment category. Comments should contain specific examples of behaviours both positive and negative. Comments benefit both the employer and the employee.

The performance ratings are:
1. Unacceptable – The employee has not demonstrated the ability or desire to meet expectations.
2. Progressing – The employee has demonstrated the potential to meet or exceed all expectations during the review period(s).
3. Meets or Exceeds – The employee is meeting or exceeding all expectations.

PART 1: PERFORMANCE ASSESSMENT

A. Skills and Knowledge

<table>
<thead>
<tr>
<th></th>
<th>Rating</th>
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<tbody>
<tr>
<td><strong>Job Description</strong> – Understands assigned duties and possess the knowledge and skills to perform them.</td>
<td>Select Rating</td>
</tr>
<tr>
<td><strong>Technical Ability</strong> - Strong technical knowledge and skills to carry out the work assigned. Keeps current on technical developments.</td>
<td>Select Rating</td>
</tr>
<tr>
<td><strong>Problem Solving</strong> - Identifies major problems; analyzes necessary facts and suggests viable alternatives where appropriate.</td>
<td>Select Rating</td>
</tr>
<tr>
<td><strong>Decision Making</strong> - Makes decisions promptly and independently. Seeks feedback and assistance from others when appropriate.</td>
<td>Select Rating</td>
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</table>

Comments: Click here to enter comments.
### B. Productivity

| Quality of Work | Continuous seeks ways to improve processes and quality/quantity of work. Provides suggestions for improvement and carries them through to implementation. Organizational skills, thoroughness, neatness and accuracy. |
| Time Management | Ability to set priorities. Manages time well and completes tasks on time. Handles unexpected contingencies professionally. |
| Resource Management | Able to use appropriate resources and/or tools to assist in completing the required tasks. |
| Fiscal Responsibility | Works within budget. Takes efforts to control and contain costs. Follows purchasing policy. |

**Comments:** Click here to enter comments.

### C. Individual and Team Participation

| Individual & Team Involvement | Able to work alone and follows supervisor’s direction. Works cooperatively during team and group work. Able to take direction or lead depending on the situation. |
| Public Service | Establishes and maintains positive working relationships with clients/public in writing, in person, by telephone or electronically in a timely manner. Ability to professionally deal with difficult situations. |
| Professional Development | Takes advantage of internal and external training opportunities and able to apply training to the job. Seeks and accepts feedback appropriately. Actively involved in setting and meeting performance targets. |

**Comments:** Click here to enter comments.

### D. Behaviours

| Communication | Ability to listen and understand peers and supervisors. Communicates well both orally and in writing. |
| Dependability/Flexibility | Can be relied upon to honour commitments and performs additional duties as assigned. Adapts positively to change. Works effectively within a variety of situations. |
| Stress Management | Works well under pressure. Handles difficult situations while maintaining composure. Responds effectively to peaks in workload. When required, keeps lines of communication open with supervisors during stress related situations. |

**Evaluator Initials:** _____________  **Employee Initials:** _____________
### Consistency of Performance
- Consistently produces high-quality work. Identifies and discusses difficulties at an early stage. Inspires confidence in the predictability of future output.

### Personal Attitude/ Organizational Compliance
- Makes a positive contribution to the work environment. Energetic and enthusiastic while maintaining a professional approach. Demonstrates pride in the department and County. Complies with internal policies and procedures. Ability to accept instructions and constructive feedback.

### Attendance
- Demonstrates reliable attendance and punctuality.

### Comments: Click here to enter comments.

### E. Supervision (For Supervisors Only)

#### Leadership
Delegates work appropriately. Leads staff, teams or groups effectively. Able to resolve problems and exercise good judgment in conflict resolution. Displays dedication and loyalty to the Corporation. Clearly communicates expectations therefore ensuring applicable policies and work procedures are followed.

#### Coaching & Mentoring
Effectively assigns and reviews work of staff and evaluates and discusses performance in a manner that maximizes the development of staff. Provides constructive feedback to co-workers and staff.

#### Planning & Organization
Makes sound and responsible decisions. Takes time to plan projects and can effectively convey key information. Has the demonstrated ability to organize and implement projects and tasks within an allotted timeframe and adapts to unexpected changing conditions and assignments. Able to establish and monitor budgets as required.

#### Ability to Motivate & Encourage Good Performance
Has the demonstrated ability to relate to their staff and inspire them to contribute to projects. Maintains a productive climate and confidently motivates and coaches employees to meet high performance standards. Effectively manages available resources. Promotes professional development and has the demonstrated ability to train staff and obtain cooperation.

### Comments: Click here to enter comments.

### PART 2: DEVELOPMENT PLAN

Noting job skill development and progress in achieving previously stated development goals is important. Establishing areas of development contribute greatly to the employee’s growth. Action steps for how development will be met must be established during the review. Progress towards the development should be assessed periodically and not left to the end of the review period. This allows for the necessary support to be provided or for the modification of the development plan; therefore, it may be beneficial to establish interim reviews when appropriate.
### Training & Development

**Training & Professional Development** – Please list training sessions, workshops, courses, conferences, etc.
that were completed/attended during the review period.

**WHMIS Certification:**  Click here to enter a date.

Click here to enter other training & professional development.

### Review of Previous Year’s Development & Areas of Interest – Did You Accomplish Your Objectives?

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<thead>
<tr>
<th>Goal: Click here to enter goal.</th>
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<td>Completed: □ Work in Progress: □</td>
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### Future Development & Areas of Interest

**Areas of Development & Interest:** Click here to enter development & area of interest.

**Ways to Achieve and Timing:** Click here to enter ways to achieve and timing.

**Assistance needed from Supervisor:** Click here to enter assistance needed.

### Future Development & Areas of Interest

**Areas of Development & Interest:** Click here to develop area of interest.

**Ways to Achieve and Timing:** Click here to enter ways to achieve and timing.

**Assistance needed from Supervisor:** Click here to enter assistance needed.
PART 3: SALARY REVIEW

Is at the top of their range on the Salary Grid: ☑

A one step merit increase in their range of the Salary Grid is recommended: ☐

A deferral of a merit increase is recommended: ☐

Is not eligible for a merit increase (Per the Personnel Policy Manual) ☐

PART 4: SIGN OFF

Employee

Comments: Click here to enter comments.

Employee Signature: ______________________________ Date: ____________________

Note: Your signature does not necessarily signify your agreement; it simply means that you have read and have had the opportunity to comment on this performance review.
### Supervisor

**Comments:** Click here to enter comments.

Supervisor Signature: ___________________________ Date: ___________________________

### Department Head

Department Head Signature: ___________________________ Date: ___________________________

### CAO

CAO Signature: ___________________________ Date: ___________________________