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 -- May 9, 2019

4. Delegations

5. Consent Items
   a) Statistical Summary (Circulation) -- May, 2019
   b) Financial Report -- May, 2019
   c) Branch & Supervisor Reports -- May, 2019
   d) Communications & Marketing Librarian Report -- May, 2019
   e) Director of Library Services Report -- May-June, 2019

6. Action Items
   b) Adoption of SDG Counties' Workplace Violence and Harassment Policy and Procedure
   c) SDG Library 2018 Annual Report
7. Discussion Items
   a) Inter-Library Loans Service – Update & Report 37 - 40
   b) TD Summer Reading Club – Launch & Plans 41
   c) LFL (Little Free Library) -- update 42
   d) Community Outreach & Mobile Services – 2019 Summer Pop Up schedule 43 - 44

8. In Camera

9. Adjournment
A regular meeting of the Stormont Dundas and Glengarry County Library Board was held at the Winchester Library Branch on May 9, 2019 at 5:30pm with Margaret MacDonald, Vice-Chair, presiding.

Present: Councillor Francois Landry; James Algire; Jim Bancroft; Councillor Lyle Warden; Margaret MacDonald; Councillor Tony Fraser

Absent: Councillor Frank Prevost

Staff Present: Karen Franklin, Director of Library Services; Susan Wallwork, Communications and Marketing Librarian; Jenna Lamarche, District Supervisor; Amy Mayer, Library Services Assistant (LSA); Louanne Tindal, Casual Support Assistant (CSA)

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

   a) Amendment – At the request of the Director of Library Services, the Branch & Supervisor Reports were pulled from “Consent Items” for discussion.

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 April 11, 2019 Regular Meeting, as written.

CARRIED

4. Delegations

On behalf of the Association of Friends of the SDG Library, Noella Whorrall reported on recent activities of the “Friends” groups, including:

Williamsburg donated funds to the Library to purchase new non-fiction books for the branch, in remembrance of “Friends” member, Judy Barkley, who passed away; Crysler has been hit hard by the loss of ILLOs (especially for French materials), and will be participating in a “Touch the Truck” event on June 1; Long Sault “Friends” are providing books for campers in the area, and will be participating in the Long Sault Community Yard Sale; and South Mountain “Friends” are leading a gardening talk/event, and sponsoring a Seniors Night on June 18.

Library staff, L. Tindal (CSA) and A. Mayer (LSA) also gave short reports about their work.

5. Consent Items

MOTION

Moved by Francois Landry
Seconded by Jim Bancroft

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

CARRIED
6. Action Items

MOTION

Moved by James Algire
Seconded by Lyle Warden

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.

CARRIED

MOTION

Moved by Lyle Warden
Seconded by Jim Bancroft

That the Stormont, Dundas and Glengarry County Library Board approves the revised Facilities Policy, as presented.

CARRIED

MOTION

Moved by Lyle Warden
Seconded by Tony Fraser

That the Stormont, Dundas and Glengarry County Library Board approves the revised Friends of the Library Policy, as presented.

CARRIED
MOTION

Moved by Jim Bancroft
Seconded by Lyle Warden

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.

CARRIED

MOTION

Moved by Jim Bancroft
Seconded by James Algire

That the Stormont, Dundas and Glengarry County Library Board establish a Performance Review committee (comprised of the Chair and Vice-Chair) 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.

CARRIED

7. Discussion Items

Peggy Malcolm, SOLS Consultant, came to lead the Library Board in a discussion of their roles and responsibilities, with an emphasis on the relationship between the Board and the CEO.
8. In Camera – None.

9. Adjournment

MOTION

Moved by James Algire
Seconded by Jim Bancroft

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on Thursday, June 13, 2019 at 5:30pm at Long Sault Branch, or at the Call of the Chair.

CARRIED
### SDG Library

**May 2019 Statistical Summary**

<table>
<thead>
<tr>
<th>Branch &amp; Open Hours Per Week</th>
<th>Circulation</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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<tbody>
<tr>
<td>Administration</td>
<td>83</td>
<td>46</td>
<td>129</td>
<td>547</td>
<td>-76.4%</td>
<td>19</td>
<td>1</td>
<td></td>
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<tr>
<td>Alexandria (44)</td>
<td>2914</td>
<td>429</td>
<td>3343</td>
<td>3684</td>
<td>-9.3%</td>
<td>362</td>
<td>22</td>
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<tr>
<td>Avonmore (20)</td>
<td>912</td>
<td>171</td>
<td>1083</td>
<td>723</td>
<td>+49.8%</td>
<td>114</td>
<td>5</td>
<td></td>
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<tr>
<td>Chesterville (17)</td>
<td>721</td>
<td>279</td>
<td>1000</td>
<td>1358</td>
<td>-26.4%</td>
<td>121</td>
<td>9</td>
<td></td>
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<tr>
<td>Crysler (20)</td>
<td>1149</td>
<td>58</td>
<td>1207</td>
<td>1074</td>
<td>+12.4%</td>
<td>96</td>
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<tr>
<td>Dalkeith Express</td>
<td>26</td>
<td>24</td>
<td>50</td>
<td>26</td>
<td>+92.3%</td>
<td>7</td>
<td>0</td>
<td></td>
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<tr>
<td>Finch (17)</td>
<td>312</td>
<td>83</td>
<td>395</td>
<td>576</td>
<td>-31.4%</td>
<td>52</td>
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<tr>
<td>Glen Walter Express</td>
<td>50</td>
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<td>Ingleside (44)</td>
<td>1566</td>
<td>267</td>
<td>1833</td>
<td>2240</td>
<td>-18.2%</td>
<td>211</td>
<td>7</td>
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<td>Iroquois (20)</td>
<td>1088</td>
<td>221</td>
<td>1309</td>
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<td>Lancaster (44)</td>
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<td>202</td>
<td>1686</td>
<td>1494</td>
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<td>Long Sault (30)</td>
<td>1693</td>
<td>488</td>
<td>2181</td>
<td>1920</td>
<td>+13.6%</td>
<td>236</td>
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<td>Maxville (16)</td>
<td>570</td>
<td>102</td>
<td>672</td>
<td>1014</td>
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<td>85</td>
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<td>Morrisburg (44)</td>
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<td>287</td>
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<td>+3.8%</td>
<td>262</td>
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<td>South Mountain (16)</td>
<td>863</td>
<td>126</td>
<td>989</td>
<td>888</td>
<td>+11.4%</td>
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<td>St. Andrews Express</td>
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<td>19</td>
<td>72</td>
<td>86</td>
<td>-16.3%</td>
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<td>Williamsburg (16)</td>
<td>816</td>
<td>122</td>
<td>938</td>
<td>1011</td>
<td>-7.2%</td>
<td>73</td>
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<td>Williamstown (17)</td>
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<td>174</td>
<td>818</td>
<td>741</td>
<td>+10.4%</td>
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<td>2</td>
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<td>Winchester (44)</td>
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<td>279</td>
<td>2326</td>
<td>1951</td>
<td>+19.2%</td>
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<td><strong>SYSTEM TOTAL</strong></td>
<td><strong>18686</strong></td>
<td><strong>3397</strong></td>
<td><strong>22083</strong></td>
<td><strong>22489</strong></td>
<td><strong>-1.8%</strong></td>
<td><strong>2248</strong></td>
<td><strong>132</strong></td>
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*Borrowers* are unique patrons checking out and renewing library materials.
# LIBRARY MONTHLY STATEMENT

For Period Ending 31-May-2019

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<tr>
<th></th>
<th>2019 ACTUAL</th>
<th>2019 BUDGET</th>
<th>VARIANCE</th>
<th>2018 YTD ACTUAL</th>
<th>2018 YEAR'S ACTUAL</th>
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<td>GENERAL FUND</td>
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<td><strong>REVENUE</strong></td>
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<td>Annual Provincial Funding</td>
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<td>-131,761</td>
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<td>Service Ontario Funding</td>
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<td>-6,375</td>
<td>-6,375</td>
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<td>0</td>
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<td>Student Funding</td>
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<td>-6,000</td>
<td>468</td>
<td>0</td>
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<td>Fees &amp; Fines</td>
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<td>-13,609</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>-35,600</td>
<td>0</td>
<td>-29,116</td>
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<td><strong>Total Revenue</strong></td>
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<td>-211,111</td>
<td>-192,276</td>
<td>-13,022</td>
<td>-203,318</td>
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<td><strong>EXPENSES</strong></td>
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<td>Fulltime Wages &amp; Benefits</td>
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<td>809,175</td>
<td>475,525</td>
<td>286,972</td>
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<td>Branch Wages &amp; Benefits</td>
<td>272,877</td>
<td>727,745</td>
<td>454,868</td>
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<td>Student Wages &amp; Benefits</td>
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<td>18,056</td>
<td>15,841</td>
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<td>11,945</td>
<td>8,731</td>
<td>1,403</td>
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<td>Staff Mileage</td>
<td>1,068</td>
<td>7,500</td>
<td>6,432</td>
<td>1,403</td>
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<td>Staff Training &amp; Development</td>
<td>4,266</td>
<td>11,900</td>
<td>7,634</td>
<td>3,718</td>
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<td>Print Material</td>
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<td>156,000</td>
<td>100,741</td>
<td>61,668</td>
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<td>Digital Books</td>
<td>22,453</td>
<td>72,500</td>
<td>50,047</td>
<td>23,791</td>
<td>64,237</td>
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<td>Database Subscriptions</td>
<td>68,767</td>
<td>64,235</td>
<td>-4,532</td>
<td>42,231</td>
<td>42,231</td>
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<td>Magazines, Periodicals &amp; Leased Books</td>
<td>2,583</td>
<td>8,200</td>
<td>5,617</td>
<td>6,621</td>
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<td>21,650</td>
<td>12,141</td>
<td>7,068</td>
<td>21,823</td>
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<td>Phones &amp; Internet</td>
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<td>58,500</td>
<td>40,753</td>
<td>23,994</td>
<td>46,587</td>
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<td>Promotions &amp; Website</td>
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<td>20,850</td>
<td>14,594</td>
<td>11,574</td>
<td>25,501</td>
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<td>Public Programs</td>
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<td>6,011</td>
<td>1,945</td>
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<td>Computer Purchases</td>
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<td>Software Support</td>
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<td>26,216</td>
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<td>Delivery &amp; Outreach Vehicles</td>
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<td>37,300</td>
<td>34,750</td>
<td>2,319</td>
<td>35,705</td>
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<td>Copyright &amp; Performances Licenses</td>
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<td>147,458</td>
<td>5,528</td>
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<td>Furniture Purchase</td>
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<td>65,000</td>
<td>57,419</td>
<td>973</td>
<td>31,638</td>
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<tr>
<td>Audit &amp; Legal Fees</td>
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<td>2,900</td>
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<td>Special Projects</td>
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<td>985</td>
<td>1,966</td>
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<td>Service Ontario Project</td>
<td>0</td>
<td>6,375</td>
<td>6,375</td>
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<td>0</td>
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<tr>
<td>Ont Capacity Funded Project</td>
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<td>26,000</td>
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<tr>
<td>Support from Other Departments</td>
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<td>112,317</td>
<td>112,317</td>
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<tr>
<td>Transfer to Reserves</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>1,959</td>
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<tr>
<td>Year's Surplus/Deficit</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-380</td>
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<tr>
<td><strong>Total Expenses</strong></td>
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<td>2,469,807</td>
<td>1,600,860</td>
<td>842,922</td>
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<tr>
<td><strong>Total General Fund</strong></td>
<td>850,112</td>
<td>2,258,696</td>
<td>1,408,584</td>
<td>829,900</td>
<td>2,149,126</td>
</tr>
</tbody>
</table>
CHESTERVILLE BRANCH: (Jennifer H.)

- Early literacy continues to thrive in Chesterville, with the branch hosting successful visits from two of Chesterville Public School’s JK/SK classes and the local Happy Face Nursery School.
- Traditional Spring programming has been well received, with thirteen patrons enjoying a Mother's Day celebration that combined story time with an all-ages craft.
- Adult makerspace activities using recyclable materials are popular in Chesterville, with participants crafting creative and useful objects out of discarded items.

CRYSLER BRANCH: (Jenna L.)

- Library programs were popular in May with a Book Club meeting, weekly class visits, and a unique green screen photoshoot for Mother’s Day.
- Our staff are our most valuable resource, and with a big change in staffing at our Crysler Branch, our reliable Casual Support staff have been busy filling in shifts until a new Library Services Assistant is found.

FINCH BRANCH: (Jenna L.)

- Finch patrons continue to express their desire for makerspace activities. The branch’s popular “MakerKidz” program draws in youngsters looking to learn and create.
- Anticipation for the MakerLab continues to grow. Word is out and patrons are eager for the month of June to begin and for exciting changes to take place.

SOUTH MOUNTAIN BRANCH: (Ginette T.)

- As a gathering place for people with shared interests, the branch hosted a gardening roundtable discussion with the topic: “what’s interesting in your backyard?”.
- Showing that there is strong interest in makerspace programming, attendance jumped in May for the afterschool "MakerClub" Mother's Day craft program.
- The need to stay connected is apparent, as the Mobile Internet Hotspots continue to be extremely popular among South Mountain patrons.
WINCHESTER BRANCH: (Amy M. & Rose D.)

- Literacy is heavily promoted to over one-hundred tots and elementary school students in Winchester with weekly “Monday Morning Story Times” and monthly class visits.
- The DIY trend is as popular as ever and Winchester’s recent “Garden Sign Craft Night” was a hit with several adults and teens in attendance.
- Winchester is embracing the Maker Movement with the weekly “MiniMakers” program utilizing the Library’s Makerspace Kits.
- The appetite for 3D printing at the Library continues to grow and Winchester’s third annual “3D Printer Workshop” saw an enthusiastic turnout of twenty-one participants.

DISTRICT SUPERVISOR: (Jenna L.)

- Preparation and completion of annual Performance Reviews for District 1 staff
- Spring/Summer scheduling to fill vacancies in North Stormont (Finch & Crysler)
- Assisted branch staff with class visits in Crysler, Chesterville & Winchester
- First Aid Kit checks in all five branches of District 1
- Training and supervision of staff, including new hires
- Participated in Business Continuity Workshop at Administration
- Attended BPC Meeting in Avonmore
- Collection Development – Young Adult Fiction
- Management of the Library’s Facebook page
- SDG Reads Committee – organize and prepare for upcoming program
- Preparations for “Author Visit” with Kevin Sylvester in Winchester
- Preparations for MakerLab in Finch
Branch & Supervisor Report – District 2

June 13, 2019

INGLESIDE BRANCH: (Linda P. and Colleen C.)

- Ancestry Club continued to be a popular program at the branch with new members joining. Sharing knowledge, resources and searching strategies paid off as many participants discovered new branches of their family tree.
- A new high school volunteer started in May. Madison will be coming in weekly to assist with shelving and will also be on hand for the Summer Reading Club to help the summer student during weekly programs.
- Local artist displays and meet and greets brought in a number of residents to view the artwork on display in May.

LONG SAULT BRANCH: (Chris D. and Joann L.)

- Classes from Longue Sault Public School discovered the MakerSpace kits and were introduced to all the services offered by the SDG Library.
- “Mother’s Day Make and Take” was a success with each participant selecting a gift to make, designing a card and decorating a gift bag to take home for mom.
- St. Andrews School outreach focused on summer sports, bats and fun summer read-a-louds. A Thank You card to the Library staff was received from the Kindergarten class and posted in the branch.
- “International Museum Day” was celebrated with a movie, Night at the Museum and a book display for all ages. The various Museum Passes and related information for patrons and families was also promoted.

IROquoIS BRANCH: (Jeannette D. and Eleanor P.)

- The Library of Things mobile hot spots and museum passes continued to be popular items for Iroquois patrons.
- The "Mother's Day Craft" program was enjoyed by young patrons as they used their creativity to make something special for their Mom.
- A new drop in program, "Kids Craft Corner" had younger patrons using their imaginations as they participated in a self-directed craft.
- Seaway District High School’s Grade 7 class visited the Library on a Wednesday morning and took advantage of the selection of children and teen fiction for their monthly book reports.
MORRISBURG BRANCH: (Stacey P. and Kate M.)
- Classes from Morrisburg Public and St. Mary’s- St. Cecilia’s enjoyed the story Where Oliver Fits by Cale Atkinson.
- PA Day movie event welcomed patrons who enjoyed the movie How to Train Your Dragon: The Hidden World, with popcorn and drinks.
- Participants had a great time at the “Kids Create and Connect”. They played giant Jenga and made cards for Mother’s Day.
- Teens and adults gathered to discuss their newest teen reads and discuss future themes for our upcoming meetings at the Teen Reads Book Club.
- The new six-week program, “Teen Scene”, for patrons aged 12-18, is proving popular. Attendees tested their skills with chopsticks, made candy sushi, answered burning questions like “Do eggs bounce?” and re-purposed old t-shirts by turning them into bags perfect for the beach.

WILLIAMSBURG BRANCH: (Christina T.)
- Patrons were invited to participate in “LEGO Saturdays” by creating their own design or picking a challenge from staff.
- The “Comedy Movie Morning” program was successfully attended, as patrons gathered to view a classic comedy while enjoying popcorn and beverages.
- Children attending the Branch were given the opportunity to celebrate their Moms by creating a handmade greeting card in honour of Mother’s Day.

DISTRICT SUPERVISOR: (Cheryl S.)
- Patron Tech appointments on Excel and importing photos with an Ingleside patron.
- Attended the Outreach Network Spring Meeting, BPC meeting and Business Continuity meeting.
- Participated in Long Sault Community Yard Sale (book sale with Friends), Teen After Dark, Genealogy Club (Ingleside) and SDG Reads launch.
- Completed written performance reviews for 11 staff.
- Regular administrative duties and social media posts for Twitter.
ALEXANDRIA BRANCH: (Sylvie J. and Iris C.)
- Our “Earth Day Craft” was a popular event with young participants transforming recycled containers into beautiful pots ready to grow plants.
- The Alexandria Branch proudly represented the SDG Library at Glengarry’s first “Earth Day Event” held at the Sandfield Center in Alexandria’s Island Park. Iris promoted the Library and offered a craft made with recycled material for children.
- For the third consecutive year, Iris promoted the Library at St. Finnan’s Public School’s Kindergarten open house. The visit resulted in productive conversations with parents and teaching staff, and Iris met one-on-one with several future young patrons.
- The “Art Series” continues to be an attraction. Many patrons and new visitors attended Mrs. Barbara Lehtiniemi’s “Meet and Greet”.

AVONMORE BRANCH: (Lorna P.)
- The Adult Book Club read Seven Fallen Feathers by Tanya Talaga. It was a moving and eye-opening glimpse into the issues that Northern Ontario and indigenous communities are facing.
- Participants joined our “Children’s Book Week Party” and read The Lorax and used the book as inspiration for a craft. Children decorated plant pots to look like the shortish, oldish, brownish and mossy Lorax. The children were also invited to plant seeds.
- Avonmore welcomed the Cricut Explore Air 2 for a program! Patrons were excited to hear it will be added to our MakerLab in Finch.
- The branch has also seen a lot of change in the layout the past few weeks. A new table and chair in our children's section, a wall mounted TV and DVD player, and additional shelving have improved the space.

LANCASTER BRANCH: (Tara N. and Donna M.)
- In celebration of Children's Book Week's 100th Anniversary, Lancaster Branch presented “Far, Far Away Storytime” on Star Wars Day. Star Wars fans played dress up, heard stories, played trivia, and tested “the force” with a static balloon experiment.
- The Cairn View Book Club met to discuss Kathy Dobson’s Punching and Kicking: Leaving Canada’s Toughest Neighbourhood. The book describes the author’s experiences growing up in Point St. Charles, an industrial slum in Montreal.
- Our “Cultural Sharing” presentation with drum maker Paul Allaire encompassed the tradition of drums, and included smudging, Native storytelling, singing together, discussion around the sacred circle, wheel of life, respect for animals, nature and each other.
MAXVILLE BRANCH: (Emily A.)
- The Adult Book Club read *Where'd You Go Bernadette* by Maria Semple and the Tween Book Club read *The Isle of the Lost* by Melissa De La Cruz. The books were enjoyed by all.
- Maxville Branch hosted a “May the Fourth Be With You” a Star Wars program, offering patrons crafts and a scavenger hunt, along with a display of Star Wars books, DVDs and memorabilia. Seventeen children took part in the activities, making for one of the busiest Saturdays the branch has seen.
- The branch continues to serve as a community hub, with weekly knitting and tutor groups meeting here on a regular basis.

WILLIAMSTOWN BRANCH: (vacant)
- After ten years, Kathleen Legault, Library Services Assistant, retired from her position in Williamstown. Kathleen was our resident expert in genealogy using Ancestry.com. She will be missed by everyone.
- Programming such as the Junior Book Club and thematic programs hosted on Saturdays has increased the monthly circulation and more people are using the branch with their children on the weekend.

DISTRICT SUPERVISOR: (D. Atkins)
- French Junior and Adult selection of new material (ongoing)
- Program promotions, posters, bookmarks etc…(ongoing)
- Regular scheduling, time sheets, board reports (ongoing)
- Branch Planning Committee Meeting (May 13)
- Wrote eleven Performance Reviews and met with seven staff members
- Attended the Outreach Network Spring Meeting at Perth Public Library (May 27)
TECHNICAL SERVICES

- Managed the wind-down of the Southern Ontario Library Service’s (SOLS) Interlibrary Loan delivery service.
- 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.
- 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.
- Trained the Library’s new temporary Acquisitions & Cataloguing Technician.
- Organized the return of leased books.

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.
- Performed updates to the Library’s website.
- Fulfilled requests of statistical reports for District Supervisors and Admin staff.
- Provided support to Technical Services staff – A/V material repair, donations processing, weeding of recalled material.
- Continued work on Library’s staff training manuals.
- Attended a meeting with the Southern Ontario Library Service.
- Completed and submitted technical data and cataloguing surveys for a new vendor (BiblioCommons).
- Performed preliminary work for BiblioCommons with County IT & ILS vendor.
- Modified catalogue records to conform with BiblioCommons requirements.
- Read and watched training materials for Polaris and BiblioCommons.
- Conducted interviews for and ultimately hired and trained new temporary Acquisitions and Cataloguing Technician.
- Set up new order codes and templates with a library vendor.
- Conducted annual employee performance reviews.
- Assisted with the enhancement of a library makerspace kit.
- Prepared graphic novel purchase lists for the 2019 Eisner Award nominees.

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

WORK COMPLETED:
Marketing activities
• Prepared marketing materials and promoted Spring Food for Fines program (May 25-June3).
• Designed paid social media campaigns: Kevin Sylvester author visit, Little Free Library (LFL) voting, Food for Fines.
• Assisted with preparations for SDG Reads launch at County Council.
• Updates to website: Meet the Author, Food for Fines, LFL, Interlibrary Loans.

Communication activities
• Communicated with staff on initiatives and updates regarding the Library.
• Media Releases: SDG Reads Launch, Spring Food for Fines.
• Meetings: Business Continuity mtg, mtg with South Dundas Chamber of Commerce, Summer Reading Club planning mtg, Library Board mtg, Branch Planning Committee mtg.

Outreach activities
• Prepared staffing and materials for Pop Up activities: Crysler Touch a Truck (June 1) and Chesterville Art on the Waterfront (June 1).
• Facilitated partnership with Parks Canada for Library Discovery passes.
• Updated museum passes for Upper Canada Village and Historic SDG Jail.
• Assisted with planning for TD Summer Reading Club program including Launch Party preparation on June 22.

Librarian/Management activities
• Collection Development: Teen Fiction (eBooks), Juvenile Fiction and NonFiction, Juvenile DVDs.
• Attended Festival of Trees (provincial reading program).
• Coordinated hiring competitions for LSAs (2 positions) and CSAs (3 positions).
• Assisted with Transportation and Planning AA interviews.
• Planned Library Board orientation branch tour.
• Coordinated changes to Branch Reports for Library Board and County Council mtgs.

WORK IN PROGRESS
• Complete Performance Reviews.
• Prepare SDG Reads book sales fundraiser.
• Coordinate LFL installation and stewardship.
• Prepare Pop Up activities and schedule.
• Design 2018 Annual Report.
• Upcoming media: Kevin Sylvester author visit, Summer Reading Club, Little Free Library.
MONTHLY ACTIVITY REPORT TO THE LIBRARY BOARD

May-June, 2019

DIRECTOR OF LIBRARY SERVICES

June 13, 2019

WORK COMPLETED:

• 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)
• May 15: Attendance at SOLS’ Leeds-Grenville Library Committee meeting in Westport (delivered 90 ILLOs for re-distribution to lending libraries)
• May 21: Start date for temporary Acquisitions/Cataloguing Technician
• Attendance at County Council meeting
• May 29: Participation at IT Steering Committee meeting
• Attendance at weekly Directors’ meetings
• May 31: Attendance at retirement party for K. Legault, Library Services Assistant (Williamstown Branch)
• June 5: ILLO planning meeting with Library’s Management Team
• June 6: Attendance at Kevin Sylvester (children’s author) event at Ingleside Branch
• June 7: Attendance at ARUPLO meeting in Kingston (member of the ARUPLO Training Planning Committee)
• June 8: Participation at Library Tour with Board
• Agenda preparations for Library Board regular meeting – Thursday, June 13 @ 5:30pm, Long Sault Branch

WORK IN PROGRESS:

• Collections Development: Adult fiction & non-fiction (print); Replacements (A/V, Large Print); Book Club kits; ‘Library of Things’ collection
• Preparation of Performance Reviews for Communications & Marketing Librarian, Administrative Assistant-Library, and Systems Support Coordinator; assistance in preparations of PRs for District Supervisors (3) & Courier(s)
• Preparation of Business Continuity Plan documents for Library Services
• Research: ‘Library of Things’ possibilities; makerspaces
RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board review and approve the continued adoption of the Counties’ Accessibility Standards for Customer Service (Policy No. 1-17).

EXECUTIVE SUMMARY: At its December 14, 2017 regular meeting, the Library Board formally adopted the United Counties of Stormont, Dundas and Glengarry’s established plans and policies relating to accessibility. The Counties’ Policy is attached.

When the adoption of the Counties’ Policy first took place, it was as a result of consultation with the Director of Council Services/Clerk, who is responsible for the administration of and compliancy with provincial accessibility standards for SDG Counties. The Library Board was encouraged to adopt this policy, so as to provide consistency across the Counties. It provides for one compliance report to be sent to the Province from the Corporation. The Counties’ Accessibility Plan was last reviewed by Council in September, 2017.

The Counties regularly submits compliancy reports to the Province on behalf of all departments, and during an audit by the Ministry of Economic Development, Employment and Infrastructure in 2016, had to provide its policies, procedures, plans, etc. It was deemed at that time that the Counties was in full compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

This Action Request seeks to inform the Board in a new term of office of that policy, and to fulfill the Board’s legal obligation to have that policy reviewed and approved.

OPTIONS AND DISCUSSION: In approving the recommended continued adoption of the Counties’ Accessibility Standards for Customer Service, the Board must also take Training on Accessible Customer Service Standards (see Sec. 4-5 of the Policy), in the form of a slide presentation; this presentation will be made available to each Board member. Acknowledgment of having taken the training is also required.

It is not recommended that the Board choose not to approve the continued adoption of the Counties’ Policy for Accessibility Standards for Customer Service.

FINANCIAL ANALYSIS: None.
POLICY STATEMENT

In providing good accessible customer service the United Counties of Stormont, Dundas and Glengarry shall use reasonable efforts to ensure that policies, practices and procedures are consistent with the following principles:

1. Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.

2. The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

3. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

4. Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

5. That the United Counties of Stormont, Dundas and Glengarry employees when communicating with a person with a disability shall do so in a manner that takes into account the person’s disability.

APPLICATION

This policy applies to every person who deals with members of the public or other third parties on behalf of the United Counties of Stormont, Dundas and Glengarry, whether the person does so as an employee, agent, volunteer or otherwise.

LEGISLATIVE AUTHORITY

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, was created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The standard came into effect on January 1, 2008. It sets out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario.
DEFINITIONS

“Assistive devices” shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ie canes, crutches, wheelchairs, or hearing aids)

“Disabilities” shall mean the same as definition of disability found in the Ontario Human Rights Code.

“Employees” shall mean every person who deals with members of the public or other third parties on behalf of the United Counties of Stormont, Dundas and Glengarry, whether the person does so as an employee, agent, volunteer or otherwise.

“Persons with Disabilities” shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

“Service Animals” shall mean any animal that is of service to a person with a disability

“Support Person” shall mean any person whether a paid professional, volunteer, family member, friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

PRINCIPLES

Accessible Customer Service follows four basic principles:

1. Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
2. Independence – when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
3. Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternative measure is necessary to enable a person with a disability to access goods or services.
4. Equal Opportunity – service is provided to a person with a disability in such a way that they have an opportunity to access your goods or services equal to that given to others.

These basic principles will be taken into account when serving individuals with disabilities.

Staff will do the following:

1. Question what can I do to help people with disabilities access our services?
2. Ask the individual how can I help.
3. When communicating with a person with a disability, do so in a manner that takes into account the person’s disability.
4. Offer a variety of methods of communication.
5. Understand the nature and scope of the service you offer.

EXISTING POLICIES, PRACTICES AND PROCEDURES
Existing policies, practices and procedures will be reviewed and revised on an ongoing basis as gaps in polices are identified and impact the ability to provide goods or services to customers with disabilities. Feedback from customers will be used to identify policy gaps.

ASSISTIVE DEVICES
Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.

SERVICE ANIMALS
Service animals, such as guide dogs, offer independence and security to many people with various disabilities. If it is questionable whether an animal is a service animal, a person may be asked to provide a letter from a physician or nurse confirming that the person requires the animal for reasons related to a disability.

1. Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained and other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.

2. The service animal shall be under the care and control of the person with the disability. If a service animal is unruly or disruptive, an employee may ask the person with the disability to remove the animal from the area, and other reasonable arrangements to provide goods or services shall be explored with assistance from the person with a disability.

SUPPORT PERSON(S)
Support person(s) assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

1. If a person with a disability is accompanied by a support person, the United Counties of Stormont, Dundas and Glengarry shall ensure that both persons are permitted to enter the premises
together and that the person with a disability is not prevented from having access to the support person while on the premises.

2. In the event that admission fees are charged, there will be no charge to the support person.

3. The United Counties of Stormont, Dundas and Glengarry may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

SERVICE DISRUPTION - NOTICE

It is possible that from time to time there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, service to an elevator, or technology that is temporarily unavailable. If disruption in service is planned, and expected, it is important to provide reasonable notice.

1. Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities.

2. Notice will be provided on the website, signs posted at appropriate site, and if suitable advertised in local newspaper or radio a week in advance of the disruption.

UNEXPECTED DISRUPTION IN SERVICE – NOTICE

1. In the event of an unexpected disruption in service, notice may be provided in an appropriate manner and as quickly as possible.

2. Notice will be provided on the website, signs posted at appropriate site, and if suitable advertised on local radio station.

3. In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

FORMAT OF DOCUMENTS

If requested for a copy of a document in a different format than available to accommodate a person with a disability, the United Counties of Stormont, Dundas and Glengarry will make every attempt to provide the information requested in a format that is useful to the individual.
DOCUMENTATION
1. Notice that the Counties have an Accessibility Customer Service Standard Policy will be posted at a conspicuous place on premises operated by the United Counties of Stormont, Dundas and Glengarry and posted on the County website.

2. A copy of the documents will be given upon request and consideration will be given to format to accommodate a person’s disability.

TRAINING
Training on Accessible Customer Service Standards will be as follows:

1. Training will be given to every person who participates in developing the policy, practices and procedures under Ontario Regulation 429/07 – Accessibility Standards for Customer Service.

2. Training will be given to every person who deals with the public on behalf of United Counties of Stormont, Dundas and Glengarry, including 3rd parties ie. employees, agents volunteers, management.

3. Training will include:
   i. A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
   ii. How to interact and communicate with persons with various types of disability.
   iii. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
   iv. How to use equipment or assistive devices available on our premises, or that otherwise provide, that may help with the provision of goods or services to people with disabilities.
   v. What to do if a person with a particular type of disability is having difficulty accessing our goods or services.

4. Current employees, Council, agents, volunteers, management, etc. shall receive training by January 1, 2010.

5. New employees, agents, volunteers, management, etc., shall receive training as soon as “practicable”, after being assigned.

6. Ongoing training on changes to policies, procedures, and new equipment shall be provided.
7. The method and amount of training shall be geared to the trainee’s role in terms of accessibility.

8. Training records shall be kept, including the dates when the training is provided, names of individuals to whom the training was provided.

FEEDBACK

Feedback from customers gives the United Counties of Stormont, Dundas and Glengarry opportunity to learn and improve. The Municipality encourages individuals to make suggestions on ways to improve our services, and recognizes the right of customers to make a complaint.

1. To ensure that the delivery of goods and services to those individuals with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

   In writing, in person, e-mail, telephone, or disk, (or any other agreed upon method) addressed to:

   Clerk, United Counties of Stormont, Dundas and Glengarry
   26 Pitt Street, Cornwall, Ontario, K6J 3P2
   Email: info@sdgcounties.ca   Attention: Clerk
   Phone: 613 932-1515, Extension 203
   Fax:   613 936-2913

2. The Clerk will respond either in writing, in person, e-mail, telephone, or disk (or any other agreed upon method) acknowledging receipt of feedback and will set out the action to be taken in response to any complaints or suggestions.

3. Feedback will be encouraged by County Staff and the process for feedback will be explained to customers and posted on the County website.

4. Feedback will be used to assist with the revision of policies and procedures to provide accessible customer service.
ACTION REQUEST

To:                 Chair and Members of the Library Board
Date of Meeting:  June 13, 2019
Subject:           Adoption of SDG Counties' Workplace Violence and Harassment Policy and Procedure

Relevance to priorities:

RECOMMENDATION(S): THAT the Stormont, Dundas and Glengarry County Library Board adopt the United Counties of Stormont, Dundas and Glengarry's Workplace Violence and Harassment Policy and Procedures, effective immediately.

EXECUTIVE SUMMARY: At the Library Board’s May 9, 2019 regular meeting, discussion took place (as part of the Board's development) of the legal requirement for every Library Board in Ontario to have an approved policy pertaining to workplace violence and harassment.

As with other SDG Counties’ policies that the Board has adopted (Purchasing, Accessibility Standards for Customer Service, Personnel), it is felt that the established, Council-approved policy pertaining to workplace violence and harassment (attached) would ensure both compliancy and consistency with the Counties and within the Library.

OPTIONS AND DISCUSSION: Adopt the Counties’ Workplace Violence and Harassment Policy – recommended.

Do not adopt the Counties' policy – not recommended.

FINANCIAL ANALYSIS: None.
Workplace Violence and Harassment Policy and Procedure

PURPOSE:
To provide and maintain a workplace environment that is based on respect for the dignity and rights of everyone in the organization. To provide a healthy, safe work environment that is as free as possible from any form of violence or harassment.

RESPONSIBILITY:
1. With necessary limitations, this policy applies to employees, supervisors, contractors, consultants and public agencies of the United Counties of Stormont, Dundas and Glengarry and shall where practical, be posted at all County worksites.
2. This policy applies in any work-related situation or location, including, but not necessarily limited to:
3. 
   - the workplace;
   - during travel;
   - off-site work locations, including restaurants, hotels, meeting facilities being used for business/social purposes (e.g. conferences);
   - during telephone, email or other communication.
4. The Corporation of the United Counties of Stormont, Dundas and Glengarry, herein referred to as the Employer, in its capacity as the Employer, is committed to a policy of zero-tolerance in regard to workplace violence and/or harassment against or by its employees. In addition to duties imposed pursuant to the Occupational Health and Safety Act, the Corporation is responsible for developing policies with respect to workplace violence and harassment; reviewing these policies at least annually; and, for developing a program to implement said policies and any other prescribed information or instruction. The Corporation will endeavour to inform employees who may be exposed to the risk of violence of the nature and extent of the risk.
5. The Director or Supervisor is responsible for ensuring that employees are properly trained regarding the Workplace Violence and Harassment Policy and that the procedures outlined herein are adhered to.
6. The employee is responsible for reporting to the Director or Supervisor any incidents or threats of violence or harassment in the workplace or domestic violence that the employee believes may impact the workplace.

DEFINITION:
“Workplace harassment” means,

(a) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome (e.g. annoying or distressing comment or conduct). Harassment may take the form of words, gestures
or actions which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive work environment. Harassment normally implies a series of incidents or;

(b) workplace sexual harassment,

“Workplace sexual harassment” means,

(a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or

(b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

“Workplace harassment” is not,

(a) a reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace,

(b) A disagreement on work performance or on other work related issues is not considered harassment and is not dealt with under the provisions of this policy but in the context of performance management.

“Workplace bullying” means repeated and persistent negative acts towards one or more individual(s), which involve a perceived power imbalance and create a hostile work environment.

“Workplace violence” means,

(a) the exercise of physical force by a person against a worker, in a workplace that causes or could cause physical injury to the worker;

(b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or

(c) a statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

“Domestic violence” a pattern of behavior used by one person to gain power and control over another with whom he/she has or has had an intimate relationship. Domestic violence may include physical violence, sexual, emotional and psychological intimidation, verbal abuse, stalking and using electronic devices to harass and control. It may also include children or vice versa. The Occupational Health and Safety Act refers to “domestic violence”. If an Employer becomes aware, or ought reasonably to be aware of domestic violence that would likely expose a worker to physical injury in the workplace, that Employer shall take every precaution reasonable in the circumstances for the protection of the worker. Violence covers the situation where a worker is affected by an attempt or actual exercise by a person, other than a worker, of any physical force.
so as to cause injury to a worker, and includes any threatening statement or behavior which gives a worker reasonable cause to believe that he or she is at risk of injury. All threats against a worker or the worker's family must be treated as a serious matter.

“Workplace Coordinator” is the Chief Administrative Officer and the designate of the Corporation of the United Counties of Stormont, Dundas and Glengarry.

GENERAL:

1. The Employer designates the Chief Administrative Officer of the United Counties of Stormont, Dundas and Glengarry as the Workplace Coordinator with respect to workplace violence and workplace harassment. The Workplace Coordinator can be contacted as follows:

   Workplace Coordinator, United Counties of SD&G.,
   Suite 323, 26 Pitt St., Cornwall, ON K6J 3P2
   Telephone: 613-932-1515 x 202

2. The Employer and/or Director or Supervisor, upon becoming aware that an employee may have a history of violence, should provide details of the information to the Workplace Coordinator.

3. The Employer and/or Director has a duty to provide information to the employee, including personal information, related to a risk of workplace violence from a person with a history of violent behavior if,

   a) The employee can be expected to encounter that person in the course of his/her work; and

   b) The risk of workplace violence is likely to expose any worker to physical injury.

4. Details of the information provided, and to who, should be recorded and filed with the Workplace Coordinator along with the actions the employees were advised to take.

5. The Employer and/or the Director shall not disclose more personal information in the circumstances than is reasonably necessary to protect the employee(s) from physical injury.

6. The Employer will make reasonable efforts to ensure compliance with the policy by those external parties that have a relationship with the Counties, such as contractors, consultants, etc.

7. The Employer shall develop a reporting process for incidents of workplace violence and harassment, or threats of violence/harassment and ensure all incidents are investigated by the Department Head in a prompt, objective and sensitive way.

8. The Employer shall reassess policies and programs as often as required to protect employees from workplace violence and/or harassment.
9. The Employer shall ensure the appropriate report goes to WSIB for all incidents where an employee loses time from work, requires healthcare, earns less than regular pay for regular work, requires modified work or less than regular pay or performs modified work at regular pay for more than seven (7) days.

PROCEDURE:

EMPLOYEES -

1. Employees are required to report all incidents related to workplace violence, workplace harassment, and bullying, to their Director or Supervisor. If the employee’s direct supervisor is involved, the employee is to contact the Workplace Coordinator or shall be referred to a County Director as required. This report can be made verbally or in writing and will be kept confidential if possible. (Sharing of this confidential information may be necessary to ensure the safety of others and prevent recurrence. e.g. police report).

2. In the event of an incident of workplace harassment when submitting a written complaint, the employee will use the Harassment Complaint Form (Addendum 19) and submit it to their Director or Supervisor. If the employee’s Director or Supervisor is involved, the employee is to contact the Workplace Coordinator or shall be referred to a County Director as required. If an employee reports an incident of harassment verbally, the Director/Supervisor/Workplace Coordinator will ensure that the employee fills out the Harassment Complaint Form. The complaint and the investigation are strictly confidential and will not be disclosed unless necessary for the purpose of the investigation or corrective action, or otherwise required by law.

3. While a workplace harassment investigation is ongoing the employee who has allegedly experienced harassment, the alleged harasser(s) and any witnesses should not discuss the incident or complaint or the investigation with each other or other workers or witnesses unless necessary to obtain information regarding County policies.

4. No report of workplace violence or harassment or risks of violence may be the basis of reprisal against the reporting employee.

5. The employee has the right to refuse work or do particular work where he or she has reason to believe that workplace violence is likely to endanger himself or herself. Refer to the Health and Safety Policy and Procedure Manual – Work Refusal.

DIRECTOR/SUPERVISORS –

1. As soon as practically possible upon becoming aware of a threat or an occurrence of workplace violence or harassment, the Director or Supervisor shall:

   • Ensure the safety of employees and public to the greatest extent possible/practical;

   • Police should be contacted where a potential criminal offence may occur or where the situation may escalate beyond control, or if in the opinion of the Director/Supervisor, the situation warrants it;
• Arrange to provide prompt medical evaluation and treatment after the incident;
• Remove the employee from the workplace or assign other work, if appropriate;
• Inform employees of the resources available through the Counties Employee Assistance Program or community agencies.

2. As soon as practical after the incident, the Director shall ensure that measures are taken to support the victim, safeguard employees and curtail the violence or harassment.

3. Request a detailed written report from the employee, and deliver same to the Workplace Coordinator.

4. The Director shall conduct a full and thorough investigation unless directed otherwise by the Workplace Coordinator. As much sensitivity and discretion as circumstances will allow should be used.

5. The Director shall interview the parties involved in the incident and any witnesses. Best efforts will be undertaken to complete the investigation within 90 days unless there are extenuating circumstances (i.e. illness, complex investigation warranting a longer investigation). Document the findings. It is recommended that a scribe be used to record all interviews. In instances of alleged workplace harassment where additional discretion may be required the scribe will be required to sign an oath of confidentiality.

6. Complete the Director Report, which may include recommendations, and deliver the final report to the Workplace Coordinator.

   **NOTE:** Reference material for conducting an investigation and writing of the report is available through Human Resources.

7. In the event of an incident regarding workplace harassment, within ten days of the investigation being completed, the employee who allegedly experienced workplace harassment and the alleged harasser(s) if he or she is an employee of the employer, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address workplace harassment.

8. Take corrective action, in conjunction with the Workplace Coordinator, which may include disciplinary action appropriate in the circumstances.

9. Cancel or retender contracts, or request the reassignment of contract staff, if warranted, at the direction of the Chief Administrative Officer.

10. The Director shall inform staff members of incidents on a “need to know” basis at the direction of the Workplace Coordinator. Employees should be encouraged to share information about ways to avoid similar situations in the future.
11. The Director shall assess the risks of workplace violence after each reported incident and advise the Workplace Coordinator and the Joint Health and Safety Committee of the results of the assessment in writing.

12. The Director/Supervisor shall monitor trends and discuss changes in the program during regular employee meetings.

13. Directors/Supervisors have the obligation to deal with inappropriate behavior by their employees and customers, to provide employees with information and training on workplace violence, and to put effective security measures in place.

**WORKPLACE COORDINATOR:**

1. The Workplace Coordinator or a County Director as required, will review all reports and investigations of workplace violence or harassment, ensure policies are adhered to, and determine the outcome and discipline, if required.

2. The Workplace Coordinator will determine what information is to be released to the worker(s) and may call upon a threat assessment team for this determination.

3. The Workplace Coordinator shall provide the Joint Health and Safety Committee with as much detail as possible in the circumstances, as soon as practical, to make Committee members aware of the incident and the resolution thereof. Efforts should be made to protect the privacy of the individuals involved.

**INVESTIGATION:**

In conjunction with the reference materials available through Human Resources, when conducting an investigation into an incident of workplace harassment, the person conducting the investigation, will at a minimum, complete the following:

a) The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.

b) The investigator must thoroughly interview the employee who allegedly experienced the workplace harassment and the alleged harasser(s), if the alleged harasser is an employee of the employer. If the alleged harasser is not an employee, the investigator should make reasonable efforts to interview the alleged harasser.

c) The alleged harasser(s) must be given the opportunity to respond to the specific allegations raised by the worker. In some circumstances, the worker who allegedly experienced the workplace harassment should be given a reasonable opportunity to reply.

d) The investigator must separately interview any relevant witnesses employed by the employer who may be identified by either the employee who allegedly experienced the workplace harassment, the alleged harasser(s) or as necessary to conduct a thorough investigation. The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the employer if there are any identified.

e) The investigator must collect and review any relevant documents.

f) The investigator or scribe must take appropriate notes and statements during interviews with the employee who allegedly experienced workplace harassment, the alleged harasser and any witnesses.
g) The investigator must prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the employee who allegedly experienced the workplace harassment, the response from the alleged harasser, the evidence of any witnesses, and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether workplace harassment was found or not. The report must be provided to the Supervisor, Workplace Coordinator or County Director as required to take appropriate action.

RECORD KEEPING:
The employer will keep records of a harassment investigation including:
1. A copy of the complaint or details about the incident;
2. A record of the investigation, including notes;
3. A copy of witness statements, if taken;
4. A copy of the investigation report (if any);
5. A summary of the results of the investigation that was provided to the employee who allegedly experienced the workplace harassment and the alleged harasser, if a worker of the employer;
6. A copy of any corrective action taken to address the complaint or incident of workplace harassment.

All records of the investigation will be kept confidential. The investigation documents, including the investigation report should not be disclosed unless necessary to investigate a subsequent incident or complaint of workplace harassment, take corrective action or otherwise required by law.

For Occupational Health and Safety Act purposes, records must be kept for at least one year from the conclusion of a workplace harassment investigation.

RISK ASSESSMENT:
The Director/Supervisor, in conjunction with the Joint Health and Safety Committee, assesses workplace violence hazards in all jobs and in the workplaces as a whole. Risk Assessments are to be reviewed annually, with employees, as well as when new jobs are created or job descriptions are changed substantially.

EDUCATION:
All new employees will receive training regarding this policy as part of their orientation training. All training will be developed and established in consultation with the Joint Health and Safety Committee.

EVALUATION:
This policy forms part of the Health and Safety Policy and Procedure manual. The effectiveness of the violence and harassment prevention policy/program will be evaluated annually by management, and reviewed by the Joint Health and Safety Committee. County Council will be requested to approve the Health and Safety Policy and procedures on an annual basis.

ENVIRONMENTAL ASSESSMENT:
A physical inspection of all worksites shall be conducted at the discretion of the Chief Administrative Officer in consultation with the Joint Health and Safety Committee (See Addendum 20).
RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library approves the draft ‘SDG Library 2018 Annual Report’, and authorize Library staff to publish the document for distribution.

EXECUTIVE SUMMARY: Each year staff submits the Library’s Annual Public Library Statistics (APLS) report to the Ministry of Tourism, Culture and Sport (MTCS). Completing that report then allows staff to apply for the provincial Public Libraries Operating Grant (PLOG), and to prepare an Annual Report which is designed to communicate the Library’s services – and accomplishments – to the public.

This year’s APLS report was submitted to the MTCS on May 9th, after which staff started to prepare the SDG Library 2018 Annual Report. The draft Report is attached to this Action Request.

OPTIONS AND DISCUSSION: Until last year, the Library’s Annual Report typically was ready for publication in September. This year, the MTCS set a May 31st deadline for submission of the APLS report. This has resulted in the Library being able to design and create the ‘SDG Library 2018 Annual Report’ earlier than in the past, and just in time for summer distribution.

Public interest in the SDG Library’s services and offerings continues to grow. With another appealing new design for this year’s Report, all indications are that the ‘SDG Library 2018 Annual Report’ will be very useful in communicating the Library’s “story”, especially when doing community outreach. Approving its immediate publication is recommended.

Delaying approval of the Report (until September, 2019) or cancelling its publication is not recommended.

FINANCIAL ANALYSIS: Costs associated with the publication and distribution of the ‘SDG Library 2018 Annual Report’ will be minimal, as it will be printed in-house, and distributed to our branches and to local municipal offices. The digital version will also be available on our website and through our various social media platforms, where it can also be “picked up” by the public, and by our municipal partners.
Message from Evonne Delegarde, SDG Library Board Chair 2017-2018

2018 was a positive, progressive and productive year for the newly named “SDG Library”.

Our new Mission Statement “Connect. Create. Explore”, Vision Statement and in-house created Strategic Plan sum up the dedication and hard work of the past four years by the Library Board and staff, and paves the way for the future. A highlight of the year was receiving the Minister’s Award for Innovation at the OLA Super Conference in Toronto for the ‘Library Express’ alternative service depots in Glen Walter, St. Andrews West and Dalkeith. Introducing online registration early in the year was a success, resulting in hundreds of new members. Our budget included honouring the second year of the five-year lease agreements with the six local municipalities in SDG for stepped rent increases of Library branch facilities. We are very proud of the ‘Library of Things’ – which has so far focused on musical instruments, of the ‘SDG Reads’ community-wide book club, the introduction of free Commissioner of Oaths service to our patrons, our ‘Ready to Read’ backpacks, our Museum Passes, and our new logo which expresses a story all in itself – to name a few of our accomplishments.

It was an honour and pleasure to have served on the SDG Library Board these past four years, the last two as Chair. I look forward to the introduction of the Little Free Library. Best wishes and continued success to the SDG Library Board and staff!

261,970 items checked out

2,582 new registrations in 2018

10,976 active cardholders*

98,991 print/physical

11,511 digital

1,110 programs offered

15,228 people in attendance

130,862 visitors

6,106 unique borrowers

705,350 virtual visits

* active cardholders are Library members who have used their card within the last two years.
2018 annual REPORT

attended 33 community events
reached 1,585 visitors

interlibrary loans
6,724 borrowed
5,160 lent

revenue - $2,352,444
expenditures - $2,352,444

2018 vs 2017 HIGHLIGHTS

2.8% new members
1.0% unique borrowers
-13.8% programs offered
6.1% circulation
-5.6% ILLOs borrowed

11.2% active cardholders
1.0% visitors
-10.4% program attendance
6.9% collections
5.5% ILLOs lent

Connect. Create. Explore.
sdglibrary.ca
REPORT – Inter-Library Loans (ILLOs) at SDG Library
June 13, 2019

Introduction:

At the request of the Stormont, Dundas and Glengarry County Library Board, this report has been prepared by Karen Franklin, Director of Library Services, after consultations with: Linda Langedijk, SOLS; Cheryl Servais, Darlene Atkins and Jenna Lamarche, District Supervisors; Dave Brush, Systems Support Coordinator; Susan Wallwork, Communications & Marketing Librarian; and Maureen Stephens, Cataloguing & Acquisitions Technician (retired).

Background:

On April 12, 2019, SOLS’ CEO, Barbara Franchetto, announced that, due to a 50+% cut to the SOLS operating budget, the province’s ILLO service would be suspended immediately, and that courier deliveries of ILLO materials (as well as some book wholesalers’ order deliveries and select libraries’ intra-branch courier services) were to permanently cease as of April 26.

Libraries were left to communicate the suspension (and cessation of courier deliveries) to the public, and to try to recall all outstanding ILLO items on loan to (local) patrons, in order to be able to send them – via courier – back to the lending organization. Any items that did not make it onto that last (April 26) SOLS courier van would have to be returned to their lending institutions by mail, at Canada Post’s Library Book Rate (from $1.19 – $3.11, with an average rate of $2.13), but also with the additional processing costs of parcel preparations, printing mailing labels, transporting parcels to the Post Office/mailing room, procuring stamps, etc.)

Since then, all items that were borrowed by SDG Library patrons from other libraries have been mailed (or hand-delivered) back to their owners, at a cost of $210.82 (for 107 items). This postage expense was applied to the Library’s “processing capital collections” budget line (part of the Capital Collections budget). The Library may receive a partial rebate for this expense from SOLS, with details yet be determined.

An additional opportunity to return ILLO items (at no additional expense) took place on May 15, when Dave and Karen attended a previously-scheduled SOLS’ Leeds & Grenville Library Committee networking meeting in Westport. We delivered about 90 items that had not been returned before the April 26 “last courier run”.

Technical Services staff report that, in terms of their time, it takes 5-8 more minutes to process a “mailed item”, as opposed to a SOLS “couriered item.” In the past, staff could process 30 items in an hour for couriered items, but they now can process only about 8-10 items for mailing in the same time period.

Update:

On Friday, May 31, Barb Franchetto, CEO of SOLS (Southern Ontario Library Service), announced the following:
“SOLS has revised its 2019-20 budget to focus on investing in programs that have the greatest impact to public libraries and their users. While the work of remodeling our programs and services is ongoing, and many details have yet to be confirmed, we are now in a position to share with you some things we know for certain.

The following programs and services will continue:

- VDX software and staff support for Interlibrary Loan (to be restored by June 1st)
- Canada Post book rate rebate
- Provincial licensing
- Supplemental licensing
- OverDrive shared collection
- Can Took Station (French ebook collection formerly from Archambault)
- Collective purchasing
- LearnHQ (LMS platform) & existing self-directed online courses and archived webinars
- Leadership Development (Advancing Public Library Leadership - APLL)
- Webinars
- Ongoing guidance and advice for CEOs, staff and board members
- Guidance and advice specific to providing library service in First Nation and francophone communities
- Professional resources (e.g. Governance Hub, new CEO Toolkit)
- EXCEL

The following services will transition from in-person to virtual meetings:

- Orientation and ongoing support for new CEOs
- Governance training and ongoing education for board members
- Networking (Library Committee and Trustee Council meetings)

Due to the reduced operating grant, the following programs and services will no longer be provided:

- Van delivery service and pool rotations (including wholesale book and interbranch delivery)
- The addition of new courses into LearnHQ (for the immediate future)

The following is some additional information addressing concerns that you may have:

**ILLO Postage Rebate**
Inter-library loan activity can resume effective June 1st. The movement of material across the province will now entirely be through Canada Post. Working with the Ministry of Tourism, Culture and Sport, SOLS will be able to allocate up to $340,000 as a rebate to libraries for using the Canada Post Book rate service. Individual library amounts will depend on the overall interlibrary loan volume. This rebate will be allocated yearly and be based on VDX statistics for the calendar year.”
And on the same day, from Stephen Abrams, CEO of the Federation of Ontario Public Libraries (FOPL), the following:

“This still represents about a 66% cut or a subsidy averaging 82¢ on the $2.13 (average cost) of the Library Book Rate. It also adds about 75% to the labour component, so rationing will be the norm as budgets were set long ago and like most of the cuts lately, it’s retroactive. No new money was added to SOLS and OLS-North. SOLS used to cover 100% of the cost of ILLOs - like nearly all provinces.”

MPPs across the province have been quick to send press releases about the ILLO reinstatement, and the media has been quick to publish them. However, every library has the option to continue the suspension of ILLO services, if they are not ready to resume them.

Our Response:

Patrons in small rural libraries need inter-library loan service. Our patrons need this extended access to more materials than we can physically house in our library and our patrons' needs come first. This is what we are doing for the month of June, for the following reasons:

1. We are still trying to determine the overall impact of resuming ILLO services and the cost of delivery; if the reimbursement was 100% it would different, but our having to pay up front and then wait for a reimbursement that could be only 66%, or less, we still don't feel we have enough information to jump back into taking requests.

2. We have a new Technical Services staff member, currently being trained on the “other half” of her job – placing/receiving orders for new materials, filling branch (program kit) requests, processing new materials, doing original cataloguing, etc.

3. We are addressing the ILLO demands of 34 book clubs who use this service, 21 of which are not Library-led. Staff who lead book clubs have been directed to use the Library’s leased “book club kits” in future, while plans are underway to re-educate the others on what level of service the Library is prepared to offer.

4. We consider this to be an opportunity to evaluate the effectiveness and overall efficiency of this service. We have long been heavy “borrowers” in the provincial ILLO landscape, often to the dismay of our (lending) partners, who have shown increasing reluctance to lend to us without reciprocity; this will be even more noticeable going forward, as it will be the lending library that has to pay (return) postage. We have worked hard to improve our own collections to cut down on borrowing so much, and we have tried to be more generous with what we lend, to improve our position. Now we are considering restricting certain types of requests to lend/borrow.

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019(Q1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILLOs to Other Libraries</td>
<td>3083</td>
<td>4145</td>
<td>4247</td>
<td>4890</td>
<td>5160</td>
<td>1498</td>
</tr>
<tr>
<td>ILLOs from Other Libraries</td>
<td>6688</td>
<td>7602</td>
<td>7687</td>
<td>7480</td>
<td>6589</td>
<td>1519</td>
</tr>
</tbody>
</table>
5. There are currently over 7,000 “auto-authorized” SDG Library patrons who have registered on VDX (via the “Zportal”) since patron-initiated requesting began in 2011. This compares to 10-15 “auto-authorized” patrons at many other library systems. At this point we can’t know how many of those patrons are actively using the “Zportal”, although SOLS has reported that, in 2018, 7,666 requests to borrow items were made by SDG Library members.

6. It is imperative that we figure out how to manage the use of VDX better, along with the expectations of our patrons. With the changes to the delivery of inter-library loans, it is estimated that the Library could incur postage costs of about $13,000 in 2019 at current usage levels, for which we have not budgeted.

Our Plan:

At this time, we are prepared – with the Library Board’s support – to restore the inter-library loan service in July, and to “cap” postage expenses at $5,000 for the remainder of this year, to honour requests from other libraries to borrow our materials. To demonstrate how valuable the service is, postage, envelopes, etc. will have to be paid for from the Library’s current Capital Collections budget. Alternatively, the Board could direct staff to allocate funds from Library Reserves, or to make a request for additional funds from Council.

However, new borrowing (and lending) restrictions will be necessary, to stay within that expense “cap”:

- Each patron’s maximum amount of simultaneous ILLOs will be decreased from five (5) at a time to three (3) at a time
- The age of publications that can be borrowed or lent will be increased. Requested items must not be newer than 24 months (2 years).
- No DVDs or audiobooks of any kind will be allowed to be borrowed or lent through ILLO.
- Format restrictions may be imposed. If we have access to a title in our own collections that is in an alternate format (eg. Large Print, ebook), we may refuse to ILLO that title in the requested format. We will remain sensitive to issues of accessibility, however, and will consider each request with care.

At this time, there will be no change to how ILLO is managed for our book clubs. However, it is imperative that staff ‘sell’ our Book Club Kits as the best option for book clubs. We will be increasing the amount of Book Club Kits available to help offset the amount of ILLO borrowing, and we will improve our communications to book clubs to help manage expectations.

In planning for next year, we will be asking for an increase in our operating budget to cover postage costs for delivery of ILLOs, as well as an increase to the Library’s Capital Collections budget, in an effort to reduce the heavy demand for material that we do not own. This will, in part, be used to lease sufficient copies of titles for Book Club Kits, that can then be shared amongst our many book clubs.
2019 TD Summer Reading Club

PURPOSE:
Designed to encourage school-aged children to participate in literacy-based activities during the summer months.

LAUNCH PARTY:

SUMMER PROGRAM SCHEDULE:

<table>
<thead>
<tr>
<th>Location</th>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexandria (Eng)</td>
<td>Thursday</td>
<td>10:30am</td>
</tr>
<tr>
<td>Alexandria (français)</td>
<td>Thursday</td>
<td>1:00pm</td>
</tr>
<tr>
<td>Avonmore</td>
<td>Tuesday</td>
<td>4:00pm</td>
</tr>
<tr>
<td>Chesterville</td>
<td>Thursday</td>
<td>4:00pm</td>
</tr>
<tr>
<td>Crrysler</td>
<td>Tuesday</td>
<td>3:30pm</td>
</tr>
<tr>
<td>Finch</td>
<td>Wednesday</td>
<td>3:30pm</td>
</tr>
<tr>
<td>Ingleside</td>
<td>Thursday</td>
<td>10:30am</td>
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<tr>
<td>Iroquois</td>
<td>Wednesday</td>
<td>1:00pm</td>
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<tr>
<td>Lancaster</td>
<td>Tuesday</td>
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<tr>
<td>Long Sault</td>
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<tr>
<td>Maxville</td>
<td>Thursday</td>
<td>4:00pm</td>
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<tr>
<td>Morrisburg</td>
<td>Thursday</td>
<td>1:00pm</td>
</tr>
<tr>
<td>South Mountain</td>
<td>Wednesday</td>
<td>10:30am</td>
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<tr>
<td>Williamsburg</td>
<td>Wednesday</td>
<td>4:00pm</td>
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<tr>
<td>Williamstown</td>
<td>Wednesday</td>
<td>10:00am</td>
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<tr>
<td>Winchester</td>
<td>Tuesday</td>
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## Little Free Library Voting Results

<table>
<thead>
<tr>
<th>Location</th>
<th>n</th>
<th>%</th>
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</table>
| Location # 1 – South Stormont  
Newington Fire Hall         | 646| 50%|
| Location # 2 – South Dundas  
Matilda Hall                 | 319| 25%|
| Location # 3 – South Glengarry  
Martintown Community Centre | 317| 25%|
| **Total**                 | 1,282|    |

## Next Steps:
- Coordinate installation
- Recruit volunteer stewards
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Friday, June 21</td>
<td>Maxville Fair</td>
</tr>
<tr>
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<td>O’Canada Day at the Park (Glen Walter)*</td>
</tr>
<tr>
<td>Saturday, July 6</td>
<td>Lost Villages Pop Up Market*</td>
</tr>
<tr>
<td>Wednesday, July 10</td>
<td>Meet Me on Main Street (South Mountain)*</td>
</tr>
<tr>
<td>Friday, July 12</td>
<td>Morrisburg Beach Day**</td>
</tr>
<tr>
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<td>It’s All About the River (Morrisburg)</td>
</tr>
<tr>
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<td>Meet Me on Main Street (Chesterville)*</td>
</tr>
<tr>
<td>Wednesday, July 31</td>
<td>Meet Me on Main Street (Winchester)*</td>
</tr>
<tr>
<td>Friday, August 9</td>
<td>Iroquois Beach Day**</td>
</tr>
<tr>
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<tr>
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<td>Chesterville Fair*</td>
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<tr>
<td>Saturday, August 31</td>
<td>Stormont County Fair*</td>
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* Participation still to be confirmed by event organizers

** Outreach activity – partnership between municipality, Early Years Centre and Library
# Pop Up Events Schedule
## Summer 2019
(as of June 5, 2019)

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