



MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, March 30, 2023, 5:00 p.m.
Winchester Branch
547 St. Lawrence Street, Winchester ON

	Pages
1. Call to Order	
2. 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.	
3. Declaration of Pecuniary Interest	
4. Adoption of Minutes	
a. Library Board Regular Meeting Minutes - February 16, 2023	3
5. In Camera Pursuant to the Stormont, Dundas and Glengarry County Library Board's <u>Procedure Bylaw 5.2(b)</u> , and <i>PLA 16.1(4)(b)</i> , personal matters about an identifiable individual, including municipal or local board employees.	
6. Delegation	
a. Peggy Malcolm, Consultant, Ontario Library Service	
7. Consent Items	
a. Statistical Summary (Circulation) - February, 2023	6
b. Financial Report - February, 2023	7
c. Branch and Supervisors Reports - February, 2023	8
d. Technical Services / (Acting) Systems Support Coordinator Report - February-March, 2023	17
e. Community Librarian Report - not available	
f. Director of Library Services Report - February-March, 2023	18
g. Correspondence	

8. Action Items	
a. Policy Review -- Board Code of Conduct (Policy)	19
9. Discussion Items	
a. Ontario Library Service (OLS) -- Board Assembly Representation	
b. Policy Development -- Inclement Weather and Unscheduled Closure Policy	23
c. Square-- Online Payments	27
d. Finch Branch/MakerLab -- Facility & Service Review	29
e. Dalkeith Plus! Visit, February 25, 2023	
f. Morewood "Express Depot"	
g. Library Board Chair's Dinner	
10. Adjournment	

Stormont, Dundas and Glengarry County Library Board
Regular Meeting Minutes

February 16, 2023, 5:00pm

SDG Counties Administration, Council Chambers, 26 Pitt St., Cornwall ON

Members Present: Margaret MacDonald, Chair; Tony Fraser, Vice-Chair; James Algire; François Landry; Jason Broad; Jo-Anne McCaslin; Lachlan McDonald

Members Absent: None.

Staff Present: Karen Franklin, Director of Library Services

1. Call to Order

2. Adoption of Agenda

Moved by Tony Fraser
Seconded by Jim Algire

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

CARRIED

3. Declaration of Pecuniary Interest – None.

4. Adoption of Minutes

Library Board Regular Meeting Minutes – January 19, 2023

Moved by Jason Broad
Seconded by Lachlan McDonald

That the Stormont, Dundas and Glengarry County Library Board approves the Minutes of the January 19, 2023 regular Meeting, as written.

CARRIED

5. **Delegations – None.**

6. **Consent Items**

Moved by Tony Fraser

Seconded by Jo-Anne McCaslin

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

CARRIED

7. **Action Items**

a. **Policy Review – Purpose of the Board (Policy)**

Moved by Jim Algire

Seconded by Tony Fraser

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

CARRIED

b. **Policy Review – Duties and Responsibilities of Individual Board Members (Policy)**

Moved by Lachlan McDonald

Seconded by Jason Broad

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

CARRIED

c. **Policy Review – Delegation of Authority to the Director of Library Services (Policy)**

Moved by François Landry

Seconded by Jim Algire

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

CARRIED

8. Discussion Items

Discussion Items included:

- a. Board Orientation – *Public Libraries Act R.S.O. 1990, CHAPTER P.44*
- b. Morewood “Express Depot” – Update
- c. Dalkeith Internet – Update
- d. Service Delivery Review Report – Recommendations: E) Branches and Facilities
- e. OLA Super Conference – Attendee’s Reports

9. In Camera – None.

10. Adjournment

Moved by Jim Algire

Seconded by Tony Fraser

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on Thursday, March 30, 2023 at 5:00pm at Winchester Branch, or at the Call of the Chair.

CARRIED

Board Chair/Vice Chair

Secretary

SDG Library

February 2023 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	February 2023 Total	February 2022 Total	February 2023/2022 Difference			
Administration	224	9353	9577	6723	+42.5%	12	0	0
Alexandria (44)	2491	231	2722	1733	+57.1%	404	931	19
Avonmore (20)	407	55	462	381	+21.3%	72	173	7
Chesterville (17)	688	103	791	823	-3.9%	124	257	8
Crysler (20)	822	42	864	676	+27.8%	88	263	5
Dalkeith Express	8	8	16	16	0%	4	0	0
Finch (16)	462	25	487	168	+189.9%	58	175	3
Glen Walter Express	49	7	56	85	-34.1%	15	0	0
Ingleside (44)	1516	136	1652	1418	+16.5%	232	941	11
Iroquois (20)	744	84	828	631	+31.2%	142	387	4
Lancaster (44)	1038	111	1149	970	+18.5%	172	376	13
Long Sault (30)	1109	133	1242	1032	+20.3%	206	496	7
Maxville (16)	501	54	555	191	+190.6%	77	175	4
Morrisburg (44)	1168	74	1242	687	+80.8%	255	750	28
South Mountain (16)	689	63	752	359	+109.5%	96	188	3
St. Andrews Express	66	7	73	77	-5.2%	24	0	0
Williamsburg (16)	428	42	470	597	-21.3%	71	129	3
Williamstown (17)	645	53	698	419	+66.6%	93	196	4
Winchester (44)	1470	131	1601	733	+118.4%	247	649	20
SYSTEM TOTAL	14525	10712	25237	17719	+42.4%	2392	6086	139

"Visitors" are members and non-members visiting a branch.

"Borrowers" are unique patrons checking out and renewing library materials.

* Administration Branch statistics for eBooks & eAudiobooks can be broken down into SDG Users at Counties Admin + Cloudlink users

eBooks & eAudiobooks	
cloudLibrary-Patron Usage	4666
cloudLibrary-Collection Usage	10,712

LIBRARY MONTHLY STATEMENT



For Period Ending 28-Feb-2022

	2023	2023	2023	2022
GENERAL FUND	ACTUAL	BUDGET	VARIANCE	YEAR'S ACTUAL
REVENUE				
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761	-131,761
ONTARIO CAPACITY FUNDING	0	-1,500	-1,500	-3,076
STUDENT FUNDING	0	-5,000	-5,000	-4,193
OTHER FUNDING	0	0	0	-500
FEES & FINES	-1,904	-11,500	-9,596	-10,718
DONATIONS & SALES	-1,222	-7,850	-6,629	-3,456
TRANSFER FROM RESERVES	0	-204,420	-204,420	-30,630
Total REVENUE	-3,126	-362,031	-358,905	-184,334
EXPENSES				
FULL TIME WAGES & BENEFITS	104,917	936,733	831,816	719,398
BRANCH WAGES & BENEFITS	97,859	793,444	695,585	814,755
STUDENT WAGES & BENEFITS	0	22,971	22,971	22,384
BOARD MEETINGS & DEVELOPMENT	2,106	8,250	6,144	6,374
STAFF MILEAGE	590	6,200	5,610	6,304
STAFF TRAINING & DEVELOPMENT	2,792	19,715	16,923	12,046
PRINT MATERIAL	9,188	175,500	166,312	115,083
DIGITAL BOOKS	6,404	95,000	88,596	78,999
DATABASE SUBSCRIPTIONS	35,393	62,761	27,368	44,105
MAGAZINES, PERIODICALS & LEASED BOOKS	574	13,217	12,643	8,046
SUPPLIES & EQUIPMENT	2,728	28,603	25,876	27,719
PHONES & INTERNET	6,759	57,688	50,929	48,341
PROMOTIONS & WEBSITE	1,379	87,000	85,621	6,320
PUBLIC PROGRAMS	594	11,500	10,906	6,117
COMPUTER PURCHASES	0	8,900	8,900	4,281
SOFTWARE SUPPORT	31,582	66,302	34,720	64,715
DELIVERY & OUTREACH VEHICLES	804	46,250	45,446	34,259
COPIERS & PRINTERS	595	10,000	9,405	10,007
COPYRIGHT & PERFORMANCES LICENSES	1,608	2,119	511	1,987
BRANCH CLEANING	126	10,000	9,874	38,168
BRANCH RENTS, INSURANCE & SECURITY	0	234,759	234,759	227,049
FURNITURE PURCHASE	0	84,200	84,200	48,297
AUDIT & LEGAL FEES	0	3,750	3,750	4,664
SPECIAL PROJECTS	0	41,150	41,150	81,934
SUPPORT FROM OTHER DEPARTMENTS	0	159,752	159,752	158,354
TRANSFER TO RESERVES	0	20,000	20,000	0
YEAR'S SURPLUS/DEFICIT	0	0	0	162,174
Total EXPENSES	305,996	3,005,764	2,699,768	2,751,877
Total GENERAL FUND	302,870	2,643,733	2,340,863	2,567,543



Branch & Supervisor Report – District 1

February 2023

CHESTERVILLE BRANCH: (Jennifer H.)

- The launch of the Membership Drive on February 1 has seen several new people join the SDG Library at Chesterville Branch. It has also encouraged many members to renew their memberships. A “Love Your Library” bulletin board was created to display comments by patrons who love their library.
- The “Cubelets” Maker Kit and the “Nintendo Wii” were huge hits at the branch on February’s PA Day. “Book, Line and Thinkers” also hosted a book club meeting that evening, resulting in a total of 36 patrons visiting that day.
- LSA Jennifer has contacted a newly-published poet from the area, and the branch is very much looking forward to hosting her in April during Poetry Month.
- Staff helped a young patron prepare a resumé for employment and assisted an older gentleman with his Canadian Pension Plan application.

CRYSLER BRANCH: (Josée B.)

- In addition to regular operational tasks, LSA Josée has been busy preparing the monthly “DVD Highlights” for the system, creating a BiblioCore list and a “staff pick” post for social media, planning spring programs, welcoming class visits, and assisting public computer users when needed.
- With the growing population in Chrysler and the “Bring a Friend” Membership Drive, the branch continues to see new members every month.
- Members of the “Chrysler English Book Club” discussed When the Stars Go Dark by Paula McLain. This was a novel of intertwined destinies and heart-wrenching suspense, a series of disappearances, and a detective hiding away from the world.
- Due to the limited capacity of Chrysler Branch, the craft activity organized by the Friends of the Library was held at the Community Centre this year and was another great success. Books that went along with the “Safari” theme were displayed at the branch for children of all ages to enjoy.

MAKERLAB/FINCH BRANCH (Josée C.)

- There has been a marked increase in circulation of juvenile French material, so staff organized an exchange of materials to refresh the collection.
- Patrons continued to visit for longer periods of time to explore the MakerLab and enjoyed the newly-donated floor puzzles.
- Patrons participated in our “Love Your Library” initiative and staff and patrons alike were happy to see many signed postcards in our branch.

- LSA Josée has seen a consistent number of families dropping in for “Winter Tinkers”. There are plans to continue into Spring as these challenges and crafts are enjoyed by all.
- The “Create it with Cricut” program has continued to see success with more sessions underway across the system. In particular, the Iroquois session needed a waitlist due to popularity. Patron feedback has been positive.
- Parents brought the siblings of their kids who play sports at the arena over to the MakerLab during practices and tournaments. Younger children have asked their parents to read to them using the branch’s Finger Puppet Theatre books. A couple of the MakerLab’s younger patrons made cards for LSA Josée and other children have left their artwork with her to display at the desk.

SOUTH MOUNTAIN BRANCH (Ginnette T.)

- South Mountain patrons of all ages were quick to fill out the "Why do you love your library ...?" cards. Responses were posted in the front windows of the branch, where they could be read by anyone passing by. One of the youngest said she loved “Storytime,” while another said she liked having a "calm place" to read. Other patrons commented on the friendly service and the convenience of borrowing close to home.
- The branch welcomed new families to this month's "Winter Storytime" program on February 15. After listening to a story, the preschool children worked on an Arctic wolf craft and then had fun -- while practising their numbers and counting -- with a fishing game.
- LSA Ginnette has been working on her professional development by completing the following webinars from LinkedIn Learning: “Diversity, Inclusion and Belonging” and “Communication Foundations”. She has also become one of the newest staff members to enroll in OLA’s EXCEL certificate program.

WINCHESTER BRANCH (Rose D. and Chantal N.)

- The month began with a PD Day, and that meant a “Teen Nintendo Switch Tournament.” Participants later shared feedback on the activity and ideas for teen programming that the branch plans to incorporate in the upcoming Spring program session.
- With the Winchester Branch lounge back up and running, the public is taking notice. Bookings for the lounge have begun amongst local organizations and not-for-profit groups, making Winchester the place for a quiet spacious meeting.
- “Monday Morning Storytime” is THE place to be for infants, toddlers, and their caregivers. Winchester Branch’s most popular program is available for drop-in and is a great place to meet many other young children for social time.
- Did you guess the covered book for our “Freedom to Read Challenged Book Challenge”? During Freedom to Read Week, Winchester Branch covered one challenged book and provided clues for patrons to guess the challenged title. We love this book of course and it is available to read with no censorship here.

- “Sit & Stitch” is officially a monthly affair! Last month’s group was so happy to have a chance to share ideas and socialize with other fabric artists, that Winchester Branch has once again hosted the group, this time as a passive activity, and received great feedback. Drop in on the final Tuesday of each month for a wonderful community get-together.
- February’s “Art in the Branches” was a well-received curation. After only a few days, the Branch was contacted to expect one of the pieces to be picked up as the display had prompted the sale of one of the artist’s works. The perfect something can always be found on a trip to the library!

DISTRICT SUPERVISOR (Kate J.M.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Social media content creation and scheduling (ongoing)
- Attendance at the “Digital Experience” at OLA Super Conference (February 1-3)
- Management meeting (February 6)
- Branch Planning Committee Meeting (February 27)
- Coordination of Spring 2023 programs and author visits for District 1
- Liaised with Townships on maintenance issues
- Watched World Book training webinar
- Created social media advertisements for the new World Book e-Resource, as well as featured magazine posts for the Library’s Flipster collection
- Webinar: Inspiring Meaningful Work: Public Libraries and Workforce Development
- Branch slide show development



Branch & Supervisor Report – District 2

March 1, 2023

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

- In February, LSA Colleen continued to hold her class visits with a "Storytime", and also held the "Forest of Reading" classes. Special selected books were read to the children, who then voted for the most loved story at the end of the program. In addition, a planned "Valentine's Day Storytime" was a huge hit with a great group of 19 preschoolers and their caregivers.
- Despite snow days and cold temperature warnings, our patrons continued to utilize the branch for their knitting and Swedish weaving classes; these passive programs are offered on a weekly basis.
- LSA Linda held the "Ingleside Book Mates" book club virtually this month, with a lively discussion about the book The Scentkeeper, by Erica Bauermeister. We are happy to report that two new Book Club Kits were donated by a member of the "Ingleside Book Mates" and have been catalogued and ready for circulation by other SDG Library book clubs.

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

- Patrons have been happy to participate in our "Love your Library" month promotion by filling out "Why do you love your library?" cards.
- Our "Valentine Tea" was well attended, and treats were enjoyed by all who participated.
- The MakerLab "Cricut Creator Series" was filled to its limit of attendees, and was enjoyed by all who came to design and make their own coasters.
- Staff displays of titles referring to books or libraries in honour of "Love your Library" month have attracted much interest.

LONG SAULT BRANCH: (Christine D., Joann L. and Colleen C.)

- Patrons have been noticing our "What's New" displays that feature "read-alike" titles, story locations, and subject areas. Several have mentioned how they have enjoyed browsing and discovering our selections and look forward to their weekly visits to see what has been highlighted this week.
- Several patrons participated in our "Valentines for Veterans" table activity, spreading messages of cheer to local veterans in our community.
- "Why do you love your library?" postcards have provided a popular incentive to receive a free pen. Patrons were delighted to share their library thoughts and then add them to our display.

MORRISBURG BRANCH: (Cheryl T. and Kim M.)

- Morrisburg Branch began the month of February with a “Retro Movie Afternoon” program, which brought a large crowd of children and teens out to enjoy The Sandlot during their PA Day. The movie (along with the snacks) was a big hit!
- The “After School Club” got competitive in a “Minute-to-Win-It Valentine’s Day Edition” program. No hearts were broken, only egos! A fun ‘Anti-Valentine’s Day’ display was also created in the Teen area for our browsers to enjoy.
- Despite messy weather, the “Spice Club” had its inaugural meeting on February 9. Several patrons brought in dishes to sample, featuring Chinese five spice. Though not planned, we ended up with a meal as we feasted on tasty sweet potatoes, delicious chicken balls, and flavorful Chinese five spice cake.
- The branch has been appreciated by two mature students who were able to meet and study together. They had been looking for a middle ground between their homes in Athens and Moose Creek and found the Morrisburg Branch to be a welcoming location!
- We had the pleasure of hosting Mark Van Dusen, who presented his book How to Stitch a Chicken. It was a lovely evening of stories, snacks, and laughter.
- Patrons have been eager to support the “Love Your Library” campaign. One patron summed it up this way, “The staff is helpful, the books are plentiful and good, and the atmosphere is inviting. What’s not to love?”

WILLIAMSBURG BRANCH: (Jennifer D.)

- With the cold weather we've seen more patrons visiting the branch for extended stays. Families have enjoyed our collection of Lego and toys; groups of families have even coordinated their visits so their children could mingle together in our junior section.
- Our Tuesday evening “Books n' Beans” program is steadily moving along. Patrons have expressed interest in a similar program to be held on Saturday mornings, as there was one in the past. LSA Jennifer is looking at implementing this program on Saturdays in the Spring.
- New signage and displays have been put up around the branch for patron engagement, including “Staff Picks” and “Pokémon Adventures.”
- Public access computer stations have been routinely used for Ancestry research, and our Local History collection has seen an increase in in-house browsing.

(Temporary) DISTRICT SUPERVISOR: (Stacey P.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Coordinating courier coverage (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance (ongoing)
- Frontline customer service, including email and phone inquiries (ongoing)
- Social media content creation and scheduling (ongoing)

- Programming support to staff, covering the desk for programs and outreach while also coordinating CSA support (ongoing)
- Finalized program posters and patron handouts for upcoming events (ongoing)
- Management Meeting (February 6)
- Branch Planning Committee (BPC) Meeting (February 27)
- Attended the OLA super Conference (Digitally from February 1 - 3)
- Created a 'Membership Drive' Banner for the Website and Website article.
- Coordinated with South Dundas municipality regarding the repair of the furnace at the Williamsburg Branch
- Author Event with Mark Van Dusen in Morrisburg (February 7)
- Connected with local author, Emily Murray, regarding an Author visit in November
- Coordinated a 'Facilities Use' and booking of the program room at the Ingleside branch with International Auctions
- Reviewed the new eResources World Book Kids and Activity Corner.
- Created learning tool for staff member in support of the use of the branch cash register
- Began connecting with local businesses in search of donations for our Membership Drive
- Coordinated with Upper Canada Bird Sanctuary about creating a Story Walk for the Spring.
- Completed and reviewed the Cloud Library training webinar for staff



Branch & Supervisor Report – District 3

March 30, 2023

ALEXANDRIA BRANCH: (Iris C.)

- Staff attended the École Terre des Jeunes open house with a “pop-up library” appearance. Children enjoyed making buttons with our button maker while LSA Iris spoke with parents about SDG Library services.
- Alexandria hosted two programs – the MakerLab visited to demonstrate the Cricut machine to patrons and “Valentine’s Gifts in a Jar” was a hit with ten participants.
- “Storytime at the Dome” was a success again with ten little ones listening to stories. Staff also handed out “Storytime-to-Go” packages for parents to create a story time at home complete with songs, activity sheets and a craft. “Storytime-to-Go” was a 2021 initiative to make early literacy easy for caregivers.
- “Love your Library Month” was a big hit. We received many postcards from patrons writing about everything they love about their library. From a huge selection of books to fun programs, to DVDs and excellent service, it is always nice to know that we are loved!
- A new student volunteer has started at the branch. We look forward to having help with shelving, shelf reading, dusting and any odd jobs that need to be done.

AVONMORE BRANCH: (Kelsey D.)

- February’s book displays included a celebration of ‘Black History Month’ and ‘Pink Shirt Day’. The ‘Pink Shirt Day’ display was popular with parents as it included books with themes of kindness, anti-bullying, sharing, and caring.
- Patrons enjoyed sharing what they love about their Library for “Love Your Library Month.” These messages were displayed in the window and shared via social media.
- Staff have been focusing on ensuring that collections stay attractive and appealing to all visitors.

LANCASTER BRANCH: (Rachel L. & Jessica L.)

- Lancaster remains a popular location for WiFi access, printing, scanning and computer use services. The branch recently added a second laptop PAC station to accommodate this demand.
- The “Cairnview Book Club” is so popular, a second book club is in the works.

- “Bring Your Own Device”, a technology troubleshooting program, was well attended. Staff were able to log over six hours of one-on-one help and plan on continuing the program once a month.
- Reader’s advisory services continue to be popular. Staff are comfortable recommending print and eBook titles to satisfy a wide range of patron requests.

MAXVILLE BRANCH: (Emily A.)

- The “Cover to Cover Book Club” read Sea of Tranquility by Emily St. John Mandel. Staff are beginning to look ahead and plan titles for summer and fall.
- Maxville’s in-person book club saw seven eager attendees at its last meeting.
- A seed exchange program was held during February to help patrons establish their gardens early. The branch had a stock of vegetable seeds and even some houseplant cuttings to kickstart the “swap”. Branch staff also displayed gardening materials to help cultivate green thumbs in SDG.

WILLIAMSTOWN BRANCH: (Julie C.)

- Winter book displays included ‘Chinese New Year, Year of the Rabbit’, ‘Stop, Drop and Read’, ‘Score BIG with books’, ‘Books That Will Make You Fall in Love’ and ‘Celebrate Your Freedom to Read’. Keeping displays fresh and inviting helps with material circulation.
- Staff connected with homeschooling parents to create a local homeschool club. The parents met with staff and scheduled their first homeschool class visit.
- Patrons celebrated “Love Your Library Month” by sharing the reasons they love SDG Library. Patrons were encouraged to bring their family and friends into the branch to sign up for library cards with the launch of the ‘Bring a Friend’ membership drive.
- Williamstown underwent a few changes in the children’s section of the library, including rearranged furniture, and a deep clean of the storage closets as well as changes to the bulletin board and chalkboard set-up.

DISTRICT SUPERVISOR: (Lorna P.)

- Regular scheduling, time sheets, board reports, and reports to Board and Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance and Graphic Novels collection development (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- CELA Statistics (ongoing)
- Social media content creation and scheduling (ongoing)
- Supervision of co-op student at Alexandria Branch (ongoing)

- Attendance at the “Digital Experience” at OLA Super Conference (February 1-3)
- Management meeting (February 6)
- Completed WHMIS Training (February 16)
- Facilitation of “Counting Sleep: Healthy Sleep, Happy Families” virtual program (February 16)
- Coordination of social media contest in conjunction with Freedom to Read Week (February 19-25)
- Branch Planning Committee Meeting (February 27)
- Assisted in preparation of job postings for TD Summer Reading Club position, Casual Support Assistants and Temporary Library Services Assistant (Alexandria)
- Coordination of Spring 2023 programs, author visits and Navigator Program Guide
- Coordination of pop-up Library at CAPE (Cornwall) and Women’s Day (Alexandria)
- EXCEL Course: Community Outreach



TECH SERVICES REPORT

March 30, 2023

CATALOGUING/ACQUISITIONS TECHNICIANS: (Lindsey S. and Lucinda F.)

- Distributed 18 Book Club Kits for March including condition check and adding content (bookmarks).
- Added three new Book Club Kits to collection.
- Updated Interlibrary loan procedures.
- Discussed and reviewed procedures for dealing with billed items over \$100.
- Review and clean up of provisional records in Polaris.
- Updated and creating training documents and check lists for various tasks.
- Established procedures for managing Whitehots ARP orders (collection codes, purchase order number formatting, quantities).
- Flipster record creation and maintenance for newly acquired titles.
- Discussed potential adjustments to barcoding children's items.

SYSTEMS SUPPORT COORDINATOR (ACTING): (Cheryl S.)

- Attended Library Administration, Branch Planning Committee, Tech Services and Management Team meetings.
- Attended OLA conference in Toronto at the beginning of February.
- Researched options to provide wireless printing in the branches and discussed plans with IT which will be implemented by the end of March.
- With the assistance of IT department set up staff email accounts for LSAs and CSAs.
- Attended Virtual Ancestry Club program.
- Reviewed outstanding orders from 2022 and had Tech Services team follow up with vendors.
- Set up and launched two new databases on the library website, World Book Kids and Activity Corner.
- Reviewed and managed purchase suggestions for children's and teen materials through BiblioSuggest
- Monthly circulation, programming, and database statistics for February 2023.
- Visited the Dalkeith Plus/Express Depot location with Director of Library Services and Library Board members.
- Initial implementation, review, and research for new Library Website, BiblioWeb.



February-March, 2023

DIRECTOR OF LIBRARY SERVICES

March 30, 2023

WORK COMPLETED:

- Collections Development – Purchase Suggestions (Adult); eAudiobooks (Adult, Teen & Juvenile); A/V material (DVDs); Book Club kit titles
- February 27 – Attendance at Branch Planning Committee meeting
- March 3 – Attendance at ARUPLO (virtual) meeting
- March 6 – Attendance at Library Management meeting
- Attendance at weekly Directors’ meetings with CAO
- March 8 & 24 – Interviews for District Supervisor (District 1)
- March 10 – Attendance at Library Volunteer Discussion meeting (onboarding process) with K. Beehler, Training and Emergency Management Coordinator
- March 16 – Attendance at OLS’s (virtual) CEO Informal Chat meeting
- March 20 – Attendance at County Council meeting
- April 4 – Participation at Library 2.023’s “Mental Health and Wellness: Library Workers Thriving in Uncertain Times” webinar
- Preparations for **Library Board regular Meeting – Thursday, March 30, 2023, 5:00pm at Winchester Branch**

WORK IN PROGRESS:

- Collections Development – Adult and Teen eBooks & eAudiobooks; Purchase Suggestions (Adult); Adult fiction (print); Large Print fiction & non-fiction (print); Teen fiction & non-fiction (print)
- Working with Counties’ CAO to address Library Board’s recommendations for Job Descriptions (Manager of Information Systems, Manager of Community Services, Systems Support Coordinator & Communications & Marketing Coordinator) and recruitment
- Preparation of (new) Lease Agreements for Library facilities
- Investigation of viability of additional “Express Depot” location(s)
- Preparation of orientation material for new Director of Library Services
- Planning for all-staff development – branch tour



ACTION REQUEST

To: Date of Meeting: Subject: Relevance to priorities:	Members of the Library Board March 30, 2023 Policy Review – Board Code of Conduct (Policy)
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RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board reviews and approves the Board Code of Conduct (Policy), as presented.

EXECUTIVE SUMMARY: With this Action Request, the Library Board continues with its orientation and review of key governance policies.

The Board Code of Conduct (Policy), first approved in March, 2019, sets out the key duty of Library Board members to maintain high ethical standards, including the proper use of authority, appropriate decorum, and respect for others and their contributions to the SDG Library. As such, a review and approval of this policy should be straight-forward.

However, it has recently come to light that, within some library boards, conduct that contravenes similar policies has occurred, to the extent that it is disruptive to the boards' role, with the very makeup of some boards compromised. It is with this in mind that this Library Board may wish to consider the additional clauses that have been added to this policy.

It should also be noted that the Stormont, Dundas and Glengarry County Library Board is specifically excluded in the definition of “local boards” under Section 223.1 of the *Municipal Act*, thus the Counties’ Integrity Commissioner does not have jurisdiction over the Board; any investigation(s) of complaints of contravention of the Board Code of Conduct (Policy) would be limited to the Chair (or Vice-Chair) and, if a subsequent investigation was insufficient, could require further legal consultation, at the Board’s expense.

OPTIONS AND DISCUSSION: This Action Request does not make any specific recommendation, other than that the Library Board give careful consideration to this Policy, and be aware of the importance of maintaining the ethical standards it describes.

FINANCIAL ANALYSIS: None.

Board Code of Conduct

Policy Type: Governance

First Approved: March 14, 2019

Policy Review Date: March 30, 2023

Policy Number: 2019-01

Within the framework of the Stormont, Dundas and Glengarry County Library's **Purpose of the Board** and **Duties and Responsibilities of Individual Board Members** policies, it is the duty of Library Board members to maintain high ethical standards. This commitment includes the proper use of authority, appropriate decorum in group and individual behavior and respect for others and their contributions to the Library. As such:

1. Respect

Within the framework of the legislative and policy requirements of the ***Ontario Human Rights Code***, Stormont, Dundas and Glengarry County Library Board members will fulfill their responsibilities in ensuring that the Library is free from discrimination and harassment. No Board member shall:

- a) Speak disrespectfully of any member of the Library Board, staff or volunteers.
- b) Use offensive words in meetings of the Library Board or against any member of the Board.
- c) Speak in a manner that is discriminatory in nature based on an individual's age, colour, ancestry, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity/expression, sex, or sexual orientation.

2. Library Board meetings

With the understanding that Library Board meetings are public and that members' behaviours affect the image of the Stormont, Dundas and Glengarry County Library (also known as "SDG Library"), Board members shall:

- a) Not speak on any subject other than the subject in debate.
- b) Obey the decision of the Board Chair or of the Board on questions of order or procedure or upon the interpretation of the Library Board's **Procedure Bylaw**.

3. Use of Library Property and Resources

Members will only use SDG Library facilities, equipment, supplies, services or other resources for the business of the Library.

4. Privacy and Confidential Information

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

5. Conflict of Interest

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

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

6. Political Neutrality

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

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

7. Gifts

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

Exceptions:

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

8. Complaints

Library Board members, employees, or members of the public who have reasonable grounds to believe that a Board member may have contravened this **Board Code of Conduct**, may submit a complaint to the Stormont, Dundas and Glengarry County Library Board by filing a completed, dated, and signed letter with the Board's Secretary, or with the Library Board Chair.

Any Board Member who identifies or witnesses behaviour or an activity by a fellow Member of the Board that is believed to be in contravention of this Code, should first inform the Member of these concerns, providing an opportunity for them to address the issue and/or modify their conduct.

Those with ongoing concerns regarding continued non-compliance may file a complaint with the Board Chair. Any such complaint concerning the conduct of the Board Chair should be directed to the Vice-Chair. The Chair or Vice-Chair shall then investigate the complaint and provide the full Board with a report of their findings and any recommended remedies.

Policy Source: ~~Southern~~ Ontario Library Service (SOLS) – Gov-01 Purpose and Duties of the Board (Appendix A), revised September, 2018

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

Human Rights Code, R.S.O. 1990, c. H19; ***Municipal Conflict of Interest Act***, R.S.O. 1990, c. M.50; ***Municipal Freedom of Information and Protection of Privacy Act***, R.S.O. 1990, c. M.56

Inclement Weather and Unscheduled Closure Policy

Policy Level: Operational

Author: Director of Library Services

Date of Formal Board Approval:

Policy number: 2023-01

Purpose

The purpose of this policy is to outline roles and responsibilities in situations where the Stormont, Dundas and Glengarry County Library (doing business as “SDG Library”) temporarily suspends or curtails operations due to an emergency situation, including but not limited to severe weather or power disruptions, as well as in cases when the Library remains in operation but some staff experience difficulty reporting to work due to inclement weather or other emergency conditions. The extent of any suspension or curtailment will differ depending on the particular circumstances and the nature and location of the affected operations. The suspension of Library service may also result from community-wide emergencies and recommendations prompted by the United Counties of Stormont, Dundas and Glengarry’s [Emergency Response Plan](#).

Guiding Principle

The SDG Library has a responsibility for maintaining services and, therefore, the application of this policy must consider both the operational obligations of the Library as well as the safety of Library staff and patrons. The SDG Library will make every effort to maintain services despite inclement weather or other circumstances that could disrupt the normal operations of the Library.

Responsibility for Decision-Making

The determination to close any or all branches of the SDG Library shall be made by the Director of Library Services or designate, except where evacuation is essential for staff and public safety or by order of police, fire officials, or the United Counties of Stormont, Dundas and Glengarry’s Emergency Control Group. As many SDG Library service points are located within shared facilities, any determination made by the hosting or partner organization to close a facility will influence the Director of Library Services’ evaluation. Consultation with the Counties’ Training and Emergency Management Coordinator will be initiated where appropriate.

Conditions Warranting Closure

The following conditions *will* warrant closure of individual branches of the Library:

- a) **Non-emergency closing:** Failure of heating/cooling equipment during periods of extreme weather, lack of electrical power, inability to access the security monitoring

system (“panic buttons”), lack of computers available at staff service points for an extended period of time, or inadequate staffing levels.

- b) **Emergency evacuation:** Building problems resulting in clear and present danger to employees and/or patrons (e.g. gas leak, noxious/toxic fumes, or fire) or any event such as a criminal investigation, severe accident involving injury, severe building damage.
- c) **Non-openings, delayed openings, or early closings:** The operational status of the Library *may* also be affected by inclement weather. Where inclement weather is in play, the determination to close some/all branches of the Library will be based upon:
 - General conditions of roads, both present and projected
 - Requests for closure(s) by local or provincial agencies
 - Severe Weather Warning, as issued by Environment Canada
 - Closure of host facilities
 - Availability of staff to open and operate the Library facility
 - Condition of parking lots and walkways

If the Library closes prior to the scheduled closing time, all full-time employees and any part-time employees already present at work shall be paid for the remainder of their shift. Employees may be paid for scheduled hours not worked when the Library is closed due to inclement weather. Library operations will be resumed when feasible. All employees will be deemed to be “on call” for what would otherwise be a regular workday, and available to return to work upon notification by Library management or other Library communication channels. Employees who are able to perform their regular duties from home may be required to work remotely until such time that they are recalled to their scheduled workplace/branch.

If the Library is not to be opened to the public at all, every effort shall be made to make this determination at least two hours before the scheduled opening time and to alert all scheduled staff.

Employees instructed by the employer not to report for their scheduled shift, or to leave work due to an emergency, will be compensated at their normal hourly rate for the balance of their shift. This compensation is on the basis that, during the emergency, they are to remain available for a call-in to work to complete the balance of their shift as deemed necessary by the Director of Library Services or designate. When circumstances require the closure of only select branches, then staff of these branches may be redeployed to other branch locations. This may result in a change in the number and/or timing of scheduled shifts. Employees who refuse scheduled shifts at alternate locations will not be compensated for any shifts cancelled as a result of the closure.

If a closure continues beyond one day, staff shall be responsible for remotely accessing their work email accounts and/or contacting their direct supervisor each day for instructions as to whether the Library is open or closed.

In some cases, such as temporary power outages, the Library will be evacuated and closed temporarily to the public, however staff will be required to stay on site for up to two (2) hours until the situation is resolved, or more information is available regarding the timeline of an expected resolution. If the outage is expected to continue past 5:00pm, or if no information is available regarding an expected return of service as of 4:00pm, the affected Library branch(es) will be closed for the remaining regular hours of operation. In addition to the immediate evacuation of patrons, failure of electricity for more than 30 minutes after dark will also prompt closure of the impacted service point(s) for the remainder of the day.

Staff Responsibilities

Staff acknowledge that there is no one strategy to mitigate service interruptions caused by inclement weather.

During periods of poor weather, employees are expected to make every reasonable effort to report for work as scheduled. It is recognized, however, that inclement weather may cause significant transportation problems or locally hazardous conditions. Employees are expected to give first consideration to their personal safety in evaluating their ability to commute to work. In such cases, the following protocol shall be observed:

1. An employee may decide not to come to work or leave early at such time as information is broadcast that:
 - A public road is closed by the police (due to weather) that is a main arterial route to the facility from that employee's residence.
 - A major storm is imminent which, for purposes of clarity, is a Severe Weather Warning as issued by Environment Canada that directly affects Stormont, Dundas and Glengarry or the employee's place of residence.
2. In all of the situations found in Number 1., the employee is expected to contact their direct supervisor as soon as practicable and advise the reason(s) that they will not be coming into work or will be leaving work early. If there is a loss of pay, an employee may request an opportunity to make up the time, if organizational needs and timing permit; scheduling of this shift shall be at the discretion of the employee's supervisor.
3. Employees who are able to perform their regular duties from home must consult with their supervisor when considering the feasibility of working remotely as a result of inclement weather.
4. In all cases, the employee and supervisor shall mutually ensure that there is a minimum negative impact on operations when making such a decision.

Communication of Closure

In cases where Library closure is determined prior to regular hours of operation, the Director of Library Services or designate will initiate communication of the closure to Library staff via email or telephone.

For those people already in the Library, staff on duty will inform all users of the closure, and ensure that they exit the Library safely and have time to arrange for transportation, if necessary.

Efforts will be made by staff on duty to directly inform any impacted program registrants or volunteers if possible.

Program & Service Interruption

The Library offers a variety of programs of a drop-in, instructional, pre-registered, and incremental basis. In situations where inclement weather conditions prevent the provision of Library programming and/or services, the following time guidelines will be used to make a decision of upcoming closures and/or cancellations:

- By 8:30am – cancellation of morning programs or bookings

- By 11:00am – cancellation of afternoon programs or bookings
- By 2:00pm – cancellation of evening programs or bookings

Recognizing that program cancellations and facility closures are in the best interest of public safety, staff will make every attempt to reschedule programs and, if necessary, credit participants for the full value of the (booking) period that was interrupted.

In all cases, no overdue charges will be levied for items due on a closed day.

DRAFT

Square – Online Payments @ SDG Library

Why now?

The Library has been discussing the need for online payment options for several years, but as staff left, any progress made in the possible introduction of this revenue-generating service faltered. In early 2023, Rachel & Cheryl began to research new possibilities of debit/credit payment in branches for future use (2024).

Met with POA to see what they use.

Shortly after, were approached by Director of Financial Services, who indicated that she wanted her dept. to take the lead, as other departments were also looking into the same situation.

Mikel, Admin Assistant from Finance took the lead.

Why?

- Cash registers hard to find if needing to replace one of the 15
- Loss of quick last minute Library Shop sales
- Patrons can't pay off fines on-the-spot if account is at renewal & fines exceed \$15.00
- Less people carry cash post-pandemic.

Initial Steps

Mikel has already completed the following for us:

- purchased equipment (Square Readers and docks)
- programmed 4 iPads (from branches already purchased last year) & 3 Square Readers
- prepared draft Square directions for branch staff & administration
- drafted a presentation to deliver to all Library staff at 3 upcoming district meetings.

Cost

Already incurred and covered under Branch Supplies – **TOTAL \$491.51**

- 6 Square Readers \$359.30
- 3 Docks for Square Reader \$132.21
- 4 iPads (repurposed branch iPads) \$0

Further cost expected in 2023 for 3 docks for Square Readers – TOTAL \$132.21.

May need cash box or drawer for 3 piloting branches. Minimal cost covered by “Branch Supplies”.

Unless

- Pilot in remaining 10 neighborhood branches
- Require cash drawers

Square processing fees

- Debit (Interac) = \$0.10 per transaction. Library decided not to accept debit card payments for transactions under \$3.50.
- Credit cards = 2.65% cost of total transaction amount. No limit set.
- Square provided \$1000 credit towards fees above for the first 6 months. Credit to be shared between Library and Finance department.

Timeline

End of March/beginning of April 2023 – presentation to all staff at upcoming District meetings

May – pilot Square at three resource branches (Alexandria, Winchester, Morrisburg)

Summer -- pilot Square at 'Pop-Up Library' events

Fall -- pilot Square at two more resource branches (Ingleside, Lancaster)

Planned "Next Steps"

Budget for 2024 – equipment required to complete 10 neighborhood branches.

(if pilot stage goes well and decision is made to move forward & have Square in every branch)



Business Case – SDG Library’s MakerLab

“Your Library, Reimagined”

Executive Summary:

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

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

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

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

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

This project proposes to start mid-2019 by redesigning the space and establishing the lab using current Library Makerspace Kits. Following evaluation of trends and usage, investment in new equipment and tools would begin in 2020.

The MakerLab would serve as SDG’s centre for learning and innovation and would propel our Library system into the future while solidifying our stance as *the* place in SDG to *Connect. Create. Explore.* (SDG Library - *Mission Statement*, 2017).



Business Case – SDG Library’s MakerLab

“Your Library, Reimagined”

Objective:

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

Business Need:

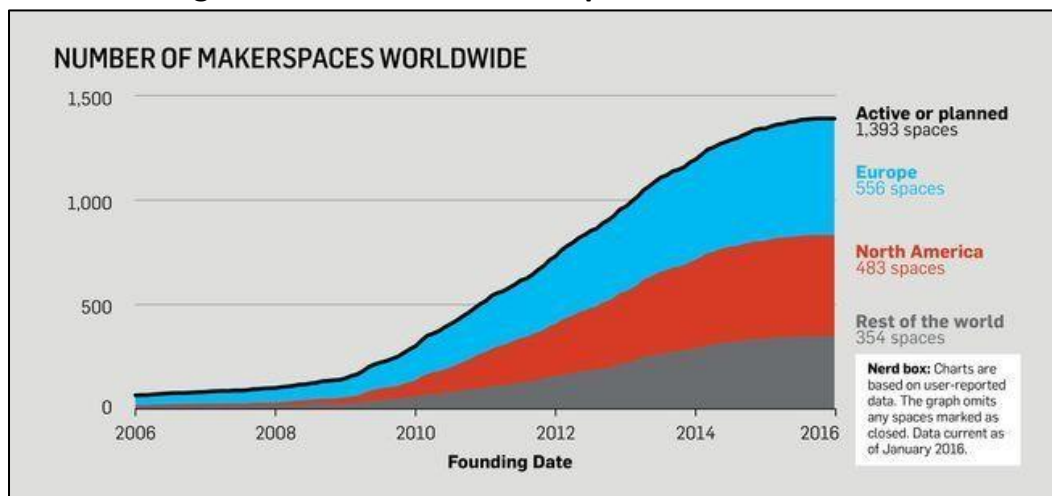
Public libraries everywhere are redesigning their spaces to accommodate a trend called the “maker movement” and the STEAM-based activities that go along with it. These activities include a combination of science, technology, art, engineering, and math, and are the main components of the “maker movement”.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

As the maker movement grows in SDG, the need for an actual maker ‘space’ is also growing. However, space is an issue in library branches in SDG, since none of them currently meet the Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO) guidelines for public libraries (Stormont, Dundas & Glengarry County Library Facility Model Report, 2011). The SDG Library has incorporated the maker movement in its services and operations by investing in simplified, portable maker experiences that can be shared among branches. And while SDG has found much interest and success in these offerings, the lack of a permanent maker ‘space’ makes it difficult for the Library to keep up with the growing trends. Many of the cutting-edge makerspace tools available in public libraries are unavailable to members of SDG for one simple reason – there is no space to offer extensive programming or to store such equipment.

Additionally, the SDG Library’s growing list of services, and related tools, requires a physical area in which items and equipment can be properly organized and stored. The introduction of “Makerspace Kits” and “The Library of Things”, while beneficial to the public, has proven to be difficult for Library staff to manage without the proper resources and space to organize and store equipment. The creation of an actual maker ‘space’ would allow the Library to effectively and efficiently expand its inventory of Makerspace Kits, as well as grow its Library of Things collection.

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

Figure 1 – Rise of the Makerspace Worldwide Chart



(Popular Science, “By the Numbers: the Rise of the Makerspace”, 2016)

Background Information:

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

When asked if this first public library makerspace was successful, the Fayetteville Free Library Fab Lab provided this response:

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

FAQs for Industry Professionals, Fayetteville Free Library

Innisfil ideaLAB – Case Study

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

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

Project Proposal:

This plan proposes that the current Finch Branch be redesigned, restructured and renamed as SDG Library’s MakerLab. The MakerLab would fill a gap in our Library system, as well as in our community, by providing SDG with a dedicated, public makerspace. The MakerLab would serve as SDG’s centre for learning and innovation, and would propel our Library system into the future while solidifying our stance as the place in SDG to *Connect. Create. Explore.* (SDG Library - *Mission Statement*, 2017).

Its central location in the Counties makes Finch the ideal place for such a project. Not only would it encourage usage from residents all over SDG (fair distance from all corners of the Counties), its prime location would make it the best possible place for the Library to manage its inventory of Makerspace Kits and its ‘Library of Things’ collection. Additionally, this location would serve as a training space for Library staff to learn and develop new skills around emerging technologies and trends, and would revitalize usage of the Library in a location that has struggled in recent years (see Tables 1-3).

Table 1 – Finch Branch Circulation 2014-2018

	2018	2017	2016	2015	2014
Print & AV	5422	6083	8088	7484	6419
eBooks & eAudiobooks	1004	1031	1044	1072	810

Table 2 – Finch Branch Public Computer Usage 2014-2018

	2018	2017	2016	2015	2014
Sessions	574	706	1217	Data	
Hours	339	430	956	unavailable	

Table 3 – Finch Branch Visits 2014-2018

	2018	2017	2016	2015	2014
Number of visitors	3819	3911	4099	3993	Data unavailable

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

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

Inside the MakerLab, a small collection of traditional print items would remain. This collection would be curated to meet the immediate needs of the current (and future) patron base, and the option for patrons to request material from other branches would still exist. Inside the MakerLab, visitors would have numerous options to take part in

“hacking”. “Hacking” is a makerspace term that defines the process of learning through doing. The entire makerspace concept revolves around the idea of hacking.

Features and special offerings of the MakerLab would include:

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

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

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

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

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

Implications/Risks:

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

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

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

Building awareness of what the MakerLab is and its benefit to the community would also be an important consideration, impacting marketing budgets and staff time. Targeted marketing and the provision of information through online and in-person promotions, presentations, and key information reports would be necessary to spread the word.

Financial Analysis:

The following outlines the costs estimated for equipment, supplies and marketing of the MakerLab from June/July 2019 until December 2022. Staff costs are not included, except for Year 1, where three additional staff hours would need to be added.

2019 (6 months) Costs*

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

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

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

2020 Costs*

Creative Hacking Equipment	Vinyl cutter, laser cutter, green screen, etc.	\$5,000
Memory Hacking	Equipment and supplies	\$500
Space Planning	Storage supplies and furniture	\$2,000
Library of Things	Addition of new items (TBD based on needs of community)	\$1,000
Maintenance and Repair	Costs associated with maintaining collections	\$500
Marketing	Targeted marketing campaigns and branding	\$1,000
TOTAL		\$10,000

*costs do not include staff time

2021 Costs*

Visual Hacking Equipment	Computer upgrades and design software	\$2,500
Space Planning	Storage supplies and furniture	\$1,000
Library of Things	Addition of new items (TBD based on needs of community)	\$2,000
Maintenance, Repair and Supplies	Costs associated with maintaining collections	\$1,000
Marketing	Targeted marketing campaigns	\$1,000
TOTAL		\$7,500

*costs do not include staff time

2022 Costs*

Audio Hacking Equipment	Audio recording and sound production equipment (e.g. mixing board, microphone, synthesizer)	\$5,000
Space Planning	Semi-sound proof area	\$1,000
Library of Things	Addition of new items (TBD based on needs of community)	\$1,000
Maintenance, Repair and Supplies	Costs associated with maintaining collections	\$1,500
Marketing	Targeted marketing campaigns	\$1,000
TOTAL		\$9,500

*costs do not include staff time

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

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

Project Monitoring and Evaluation:

The Library has already adopted the term “makerspace”, with creative programming occurring in all branches of the system. However, there currently lacks a permanent, physical space where people can regularly gather to partake in maker activities on a larger scale. Research has shown that there is a need for makerspaces in schools and libraries

and, with the lack of such a space in SDG, the Library is perfectly positioned to implement the first of its kind in the community.

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

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March 2023

Prepared by Kate Jones Miner, (Temporary) District Supervisor, District 1

When the MakerLab pilot launched in 2019, we could not foresee the events of the next few years. COVID and the closures and restrictions that it brought hampered this (pilot) project. While MakerLab staff prepared kits for patrons to take home and provided virtual programming with the maker mentality in mind, patrons were unable to access a lot of the equipment in Finch Branch/MakerLab, and as staff across the system were not doing in-branch programming either, the MakerKits were unused.

With the return of programming in the fall of 2022, a goal was set by MakerLab staff – to bring the MakerLab back to the attention of our patrons. In September, 2022, LSA Josée began a traveling maker program called “Create it with Cricut.” Local Branch staff across the system picked a project in conjunction with her, and she brought the materials, the knowledge, and the technology to the branches for patrons to see what this maker technology could do.

This program has been a wonderful hit among patrons across the system, with one or two patrons participating in many of them at several branches, and in branches far from their home. A few patrons have booked time to work on small paper projects in Finch as well. The program also put word of the MakerLab out to groups and organizations. The MakerLab recently hosted the "Les amis de la bibliothèque Crysler / Friends of the Library" meeting to showcase what the MakerLab has to offer. Les amis left excited to tell the community that they can use the MakerLab's resources as well. Outreach opportunities are also starting to arise because of this program. MakerLab staff will be visiting a long-term care home in May to bring Maker technology to our patrons who cannot attend the program at the Branch.

In December of 2022, SDG Library offered a series of "MakerLab Play 'n' Learn" training for staff to re-familiarize themselves with the MakerKits housed at the MakerLab, as well as have a tutorial on the Cricut machine. Over a period of three 5-hour days, the MakerLab welcomed fourteen (14) members of the SDG Library team through its doors. Staff left empowered and encouraged with their (new) maker knowledge.

These events have resulted in the MakerKits being booked by branches twice as often as in the fall. Continued "Play 'n' Learn" trainings would be beneficial to all Library staff, as new technologies are introduced into the MakerLab, so that all staff know what there is to offer.

We have learned over the last few years that the MakerLab as a destination is not a matter of "if you build it they will come". We now know that we need to bring the maker technology into the community, and our best way of doing that is by training staff. If the MakerLab is to become a permanent inclusion at the SDG Library, marketing still remains vital to its success. Having Maker technology go mobile for branch programs and outreach will ensure that patrons and staff are aware of, and excited by, the possibilities we present. It is only after experiencing the technology that they will want to do more and book an appointment at the MakerLab.

The MakerLab provides programming opportunities for all individuals in our community to develop STEAM skills and allows them free (or low cost) access to equipment that would otherwise be unaffordable in our communities. The MakerLab and the associated "maker movement" encourages community-building, and fosters creativity in tomorrow's innovators.



At Present – the focus is on the equipment we own and to become proficient with the Dremel Digilab Laser Cutter, the 3D Scanner, the Cricut machine, and the VHS-to-DVD photo scanner, and to improve internal and external marketing strategies for this equipment

- continue offering traveling MakerLab programming, i.e. "Create it with Cricut"
- make sure to offer programs in Finch as well – we cannot forget about our main Maker location as Makerkit usage by branch staff went up after staff training
- continue to offer these days throughout the year
- look at offering longer print times for specialty 3D prints
- use the equipment to create items to stock the Library Shop
- we will have our first outreach to a long-term care facility in May (it would be great to advertise more of these program)

In the near future

- provide additional hours for "Maker Days" (equipment bookings) at the MakerLab – patrons would be able to access all Library services, however the Lab would be noisier
- build a booking system for all in-house equipment – compatible with new website
- establish MakerLab webpage
- create training videos on the webpage for patrons to watch (ie. safety and how-to) before they use our equipment
- develop cost-recovery procedure and/or allow patrons to bring own materials to use with Library's equipment
- add additional storage for MakerLab equipment

Looking further into the future

- acquire new 3D printers to increase printing capabilities
- acquire additional items for the Library of Things
- re-home MakerLab in recommended central Library Branch with included large programming room to counter space issues in current facility
- acquire additional Cricut technology – ideally one Cricut per district, to supplement programs and in-branch displays



MakerLab Play ‘N’ Learn Training December 2022

In December 2022, over a period of three 5-hour days, the MakerLab welcomed fourteen members of the SDG Library team to the MakerLab for Play “N” Learn workshops. The day was divided into two 2 ½ hour sessions with one focusing on the MakerKits, and the other on the Cricut.

Fall program cycle (before training):

1. September 2022: 2 new bookings
2. November 2022: 5 new bookings

Winter program Cycle (after training):

1. March 2023: 7 new bookings
2. January 2023: 7 new bookings

Fun facts!

- Staff are booking items further ahead and trying out more than just the Button maker and Ozobots compared to Fall.
- Top three users are MB, AL and MA in that order.
- Top three items are Ozobots, Button Makers and a tie between LEGOs and the Cubelets.
- Average length of a booking is 2 to 3 weeks.

Not only did staff get a chance to have hands on training with the MakerKits housed at the MakerLab, but they got much needed (and requested) bonding time with their colleagues. There was talk of everything from day-to-day operations in Branches to how everyone was feeling coming back to regular operating practices. It has also been made clear, in the last pulse survey conducted, that SDG Library team members appreciated this opportunity and would love for it to be offered again.