



MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, June 8, 2023, 5:00 p.m.
Long Sault Branch
50 Mille Roches Road, Long Sault 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 - May 11, 2023	3
5. Delegations	
6. Consent Items	
a. Statistical Summary (Circulation) - May, 2023	6
b. Financial Report - May, 2023	7
c. Branch and Supervisors Reports - May, 2023	8
d. Information Services Coordinator / Technical Services Report -- May-June, 2023	17
e. Community Librarian Report - not available	
f. Director of Library Services Report - May-June, 2023	18
g. Correspondence	
7. Action Items	
a. Performance Review for the Director of Library Services	19
8. Discussion Items	

a.	Policy Review -- Performance Review Policy for the Evaluation of the Director of Library Services	20
b.	Morewood "Express Depot" -- Update	
c.	2022 Annual Report	23
9.	In Camera	
10.	Adjournment	

Stormont, Dundas and Glengarry County Library Board
Regular Meeting Minutes

May 11, 2023, 5:00pm

Alexandria Branch, 170A MacDonald Blvd., Alexandria ON

Members Present: Margaret MacDonald, Chair; James Algire; Jason Broad; Jo-Anne McCaslin; Lachlan McDonald

Members Absent: Tony Fraser, Vice-Chair; François Landry

Staff Present: Karen Franklin, Director of Library Services; Lorna Platts, District Supervisor, District 3; Iris Clark, Library Services Assistant, Alexandria Branch

1. **Call to Order** – Meeting called to order at 5:00pm

2. **Adoption of Agenda**

Moved by Jason Broad

Seconded by Jim Algire

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

CARRIED

3. **Declaration of Pecuniary Interest** – None.

4. **Adoption of Minutes**

Library Board Regular Meeting Minutes – March 30, 2023

Moved by Jason Broad

Seconded by Jo-Anne McCaslin

That the Stormont, Dundas and Glengarry County Library Board approves the Minutes of the March 30, 2023 regular Meeting, including the In Camera Minutes, as written.

CARRIED

Library Board Regular Meeting Minutes – October 20, 2022

Moved by Jim Algire

Seconded by Margaret MacDonald

That the Stormont, Dundas and Glengarry County Library Board approves the Minutes of the October 20, 2022 regular Meeting, as written.

CARRIED

6. Consent Items

Moved by Jim Algire

Seconded by Lachlan McDonald

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 Development – Inclement Weather and Unscheduled Closure Policy

Moved by Jason Broad

Seconded by Jo-Anne McCaslin

That the Stormont, Dundas and Glengarry County Library Board approves the DRAFT Inclement Weather and Unscheduled Closure Policy, as presented.

CARRIED

8. Discussion Items

Discussion Items included:

- a. Ontario Library Service (OLS) Board Assembly Meeting, April 20, 2023 -- Report
- b. Recruitment for Director of Library Services – Update
- c. “Love Your Library” Membership Drive, February-April, 2023 – Report
- d. ‘2023 SDG Reads’

10. Adjournment

Moved by Lachlan McDonald

Seconded by Jim Algire

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on Thursday, June 8, 2023 at 5:00pm at Long Sault Branch, or at the Call of the Chair.

CARRIED

Board Chair/Vice Chair

Secretary

SDG Library

May 2023 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	May 2023 Total	May 2022 Total	May 2023/2022 Difference			
Administration	134	9266	9400	8673	+8.4%	14	0	0
Alexandria (44)	2860	228	3088	2664	+15.9%	416	1108	37
Avonmore (20)	808	79	887	678	+30.8%	103	294	5
Chesterville (17)	862	122	984	1277	-22.9%	139	314	9
Crysler (20)	1005	35	1040	1167	-10.9%	109	472	9
Dalkeith Express	5	2	7	40	-82.5%	4	0	0
Finch (16)	461	34	495	267	+85.4%	56	136	1
Glen Walter Express	35	3	38	61	-37.7%	14	0	0
Ingleside (44)	1702	117	1819	1723	+5.6%	259	1060	7
Iroquois (20)	1041	94	1135	983	+15.5%	173	596	10
Lancaster (44)	1509	125	1634	1549	+5.5%	218	604	8
Long Sault (30)	1288	125	1413	1493	-5.4%	235	569	9
Maxville (16)	632	74	706	552	+27.9%	79	301	1
Morrisburg (44)	1392	79	1471	1151	+27.8%	270	1010	15
South Mountain (16)	712	80	792	659	+20.2%	108	192	11
St. Andrews Express	146	8	154	94	+63.8%	24	0	0
Williamsburg (16)	478	42	520	880	-40.9%	83	237	1
Williamstown (17)	792	95	887	629	+41.0%	114	224	1
Winchester (44)	1943	125	2068	1509	+37.0%	266	876	14
SYSTEM TOTAL	17,805	10,733	28,538	26049	+9.6%	2684	7993	138

"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	4795
cloudLibrary-Collection Usage	10733

LIBRARY MONTHLY STATEMENT



For Period Ending 31-May-2023

	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	-3,812	-5,000	-1,188	-4,193
OTHER FUNDING	0	0	0	-500
FEES & FINES	-5,173	-11,500	-6,327	-10,718
DONATIONS & SALES	-3,423	-7,850	-4,427	-3,456
TRANSFER FROM RESERVES	0	-204,420	-204,420	-30,630
Total REVENUE	-12,408	-362,031	-349,623	-184,334
EXPENSES				
FULL TIME WAGES & BENEFITS	312,293	936,733	624,440	719,398
BRANCH WAGES & BENEFITS	326,175	793,444	467,269	814,755
STUDENT WAGES & BENEFITS	2,804	22,971	20,167	22,384
BOARD MEETINGS & DEVELOPMENT	5,358	8,250	2,892	6,374
STAFF MILEAGE	1,546	6,200	4,654	6,304
STAFF TRAINING & DEVELOPMENT	5,002	19,715	14,713	12,046
PRINT MATERIAL	49,040	175,500	126,460	115,083
DIGITAL BOOKS	36,175	95,000	58,825	78,999
DATABASE SUBSCRIPTIONS	43,109	62,761	19,652	44,105
MAGAZINES, PERIODICALS & LEASED BOOKS	8,934	13,217	4,283	8,046
SUPPLIES & EQUIPMENT	8,240	28,603	20,363	27,719
PHONES & INTERNET	19,436	57,688	38,252	48,341
PROMOTIONS & WEBSITE	72,998	87,000	14,002	9,354
PUBLIC PROGRAMS	1,754	11,500	9,746	9,017
COMPUTER PURCHASES	2,508	8,900	6,392	4,281
SOFTWARE SUPPORT	36,541	66,302	29,762	64,715
DELIVERY & OUTREACH VEHICLES	2,246	46,250	44,004	34,259
COPIERS & PRINTERS	2,114	10,000	7,886	11,651
COPYRIGHT & PERFORMANCES LICENSES	1,608	2,119	511	1,987
BRANCH CLEANING	1,168	10,000	8,832	38,168
BRANCH RENTS, INSURANCE & SECURITY	9,909	234,759	224,850	227,049
FURNITURE PURCHASE	1,062	84,200	83,138	49,747
AUDIT & LEGAL FEES	0	3,750	3,750	4,664
SPECIAL PROJECTS	7,576	41,150	33,574	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	153,145
Total EXPENSES	957,595	3,005,764	2,048,169	2,751,877
Total GENERAL FUND	945,187	2,643,733	1,698,546	2,567,543



Branch & Supervisor Report – District 1

May 2023

CHESTERVILLE BRANCH: (Jenn H.)

- During May, Chesterville Branch had several events, including a successful visit from local author, Daphne Evans, who read from her book of poetry *Fourteen Years*, and discussed the inspiration behind her very relatable poems. This event was originally scheduled in April but had to be rescheduled due to the ice storm.
- On May 11, a Grade 1&2 class from St. Mary's School visited the branch. The students were treated to a funny story and then picked out books to take back to their classroom. The children enjoyed their visit and are eager to return once more before the end of the school year.
- On May 25th, LSA Jennifer attended a “Welcome to Kindergarten” event at St. Mary's School. Students were introduced the Library's many resources and Library card application forms were handed out, to encourage new members to sign up.
- Weekly clues for the ‘SDG Reads’ program generated a lot of buzz, and several Chesterville patrons tried their best to guess the author. There were a lot of interesting guesses! The final clue was the clincher for one patron, who successfully guessed Maureen Jennings after conducting some research.

CRYSLER BRANCH: (Ian N.)

- Crysler Branch celebrated Star Wars Day on May 4th; There was a large book display (with Darth Vader) and we showed *Star Wars: A New Hope* in the branch! There was no “R2-Detour” – the branch was THE destination in Crysler that night!
- Everyone's fur-ever friend “Good Boy Charlie” came in to do a branch visit. Josée B. returned to us to do a second story in French! It was paws-itively great - a total opposite of a ruff day!
- We set up the Xbox gaming system and are also providing board games to patrons to use in the branch – community response has been a resounding “yes!” We might not have the monopoly on fun, but we do have Monopoly!

MAKERLAB/FINCH BRANCH (Josée C.)

- In addition to branch visits for the “Create it with Cricut” program, LSA Josée brought this maker technology over to the South Dundas Hospice for an outreach program session and is happy to report a great morning of crafts and tea alongside LSA Cheryl T. from Morrisburg.
- The MakerLab also hosted a “Watercolour Practice” virtual program with some keen learners. “Tinker Thursdays” has also continued with its regular patrons coming in for crafts.

- Staff continued fulfilling requests from other branches on both the 3D printer and the Cricut, and began a few custom orders for patrons.
- This month, LSA Josée started her mentorship of the “TD Summer Reading Club” students; they have already begun making plans for weekly programs, class visits, and the Launch Party, to be held on Saturday, June 24 at Morrisburg Branch.
- The branch also received a newly-acquired kit containing a classroom pack of “Sphero Indis”; these are approachable, entry-level learning robots for ages 4+ which inspire kids to design and build their own mazes while creating opportunities to learn the basics of coding, to solve problems, and to nurture computational thinking skills.
- Staff has noticed an uptick in French-speaking visitors, and has helped a regular patron who is a non-native English or French with his job search and understanding his letter mail. Some of her other regulars have updated their reading lists and have mentioned looking forward to “SDG Reads” – one asked for the first book to be held for their purchase once it arrived.
- Alongside LSA Iris C. from Alexandria Branch, LSA Jo staffed a table at “Women’s Day” in Alexandria, which drew in a total of 243 visitors. Overall, it was a lovely day with visitors from the area and from elsewhere, as well as many local businesses.

SOUTH MOUNTAIN BRANCH (Ginnette T.)

- A new circulation desk was recently set up at the branch. The desk is much more open and inviting to patrons when they walk in the door.
- LSA Ginnette attended the “Spring Social BBQ” at Nationview Public School with District Supervisor Kate to promote SDG Library and “TD Summer Reading Club.” We spoke with around 100 people, with lots of children picking up buttons and stickers.
- The Branch's back window was recently decorated with colourful spring flowers made from paper strips. All the supplies were left out so children could make their own flowers as a passive activity.
- A couple of new displays were set up in May. One to promote “Food for Fines -- Pet Edition”, and a space-themed display in the children's section.

WINCHESTER BRANCH (Rose D. and Chantal N.)

- May started in the Winchester Branch with “Monday Morning Storytime.” The last of three Spring Sessions were held the first 3 Mondays of the month and were well-attended. It was great to have so many little ones in the branch with their parents or caregivers. It gave everyone a fantastic opportunity to see some unfamiliar faces in Winchester and make new friends.
- The first Saturday in May saw LSA Chantal run a movie, craft, and costume morning titled “Super Fun for Everyone,” based on the theme of Superheroes. Much fun was had by all who attended!
- “MiniMakers” wrapped up its Spring session with an outdoor adventure of painting, water guns, and a whole lot of fun! Many families stopped by our

outdoor setup to enjoy the warm spring weather and went home with some colourful artwork.

- The branch had displays of Disney's "Villainous Characters" in preparation for the "Teen and Adult Murder Mystery" event evening to be held on the first two Thursday evenings in June! There is still an opportunity to register and join us in seeing which villain is the evilest of the evening!

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)
- Worked on SDG Reads materials (ongoing)
- Program coordination for District 1
- Working on volunteer on boarding video
- Interviews for Lancaster LSA position
- Attended management meeting
- Biblioweb training
- Assisted DS Lorna in the final details of the Library membership drive
- Facilitated the replacement of the circulation desk in South Mountain
- Attended "Welcome to Kindergarten Night" with LSA Ginette at Nationview PS in South Mountain
- Attended District Supervisor Training with other DSs and CSA Darlene



Branch & Supervisor Report – District 2

June 8, 2023

INGLESIDE: (Linda P. and Coleen C.)

- LSA Colleen held a popular "Mother's Day Storytime". Her commitment to early literacy messaging has encouraged consistent engagement with her weekly "Springtime Storytime".
- Ingleside Branch facilitates the "Ancestry Club". It continues to grow and meet the interests of the community. Patrons enjoy the flexibility of the program's format as it is offered both virtually and in person.
- The SDG "Food for fines Pet Edition" was a huge success with over 150 items donated in addition to cash donations for the OSPCA.
- The "Ingleside Book Mates Book Club", hosted by LSA Linda, continues to be well attended. A lively discussion on the biography, *This Is Going to Hurt* by Adam Kay was had in May.
- Branch staff and patrons thank the South Stormont Township for the new LED Lights that were installed. The bright, consistent lighting allows for better visibility and accessibility.

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

- Iroquois Branch was busy in May with 3 Kindergarten Class Visits. Staff enjoyed reading stories and showcasing Library materials and programs.
- Patrons enjoyed the "Mother's Day craft" drop-in program, young creatives worked with their caregivers to produce a lovely, sustainable craft.
- Iroquois recently facilitated its second community "Plant Swap". It was a huge success, with many different perennials and house plants being "swapped" between happy gardeners. Staff also displayed gardening materials from the collection.

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

- "Spring Storytime with Christine" was held on May 11th for preschool children and their caregivers. Early literacy was featured in stories, songs, fingerplay activities, and a craft to take home.
- Staff have fostered an environment of community engagement through their passive social clubs. The Bridge Club continues to be well-attended by older adults in the community.
- Shauna Baggs, a local artist, was featured at Long Sault Branch. Her colourful spring and summer paint collection has been a welcome addition to our displays.
- New LED lighting has been installed, adding a new level of comfort to our working stations, and a bright appearance for the public.

MORRISBURG BRANCH: (Stacey P. and Cheryl T.)

- In May, Morrisburg Branch was pleased to welcome local weather photographer and storm chaser, Connor Mockett, for a visit. Participants enjoyed a "Connor Mockett: Q

and A" style event and were delighted to learn more about the weather and how Connor's Facebook following has grown to include over 25,000 followers! One young man came from Barrhaven with his respite worker to meet Connor and to ask questions to help ease his fears about storms.

- The "Spice Club" met to discuss and taste dishes featuring sumac. A new spice to most of the members, sumac, was found to be a delightful addition to a full-course meal of chicken, salad, veggies with dip and brownies. While sharing cooking tips is a big part of the club, members have also been building relationships and getting to know each other.
- Staff held the first "Teen Nite" of the season, where teens made locker magnets out of polymer clay. Several participants hope to work with clay again as they really enjoyed this medium. The "After School Club" also enjoyed making magnets this month, as well as playing some new board games, making Mother's Day cards, and using the Makerlab Lava Lamp kit.
- Dundas Hospice received a special outreach visit this month in conjunction with the MakerLab. Patrons participated in a special Cricut demonstration and sustainable paper plant making craft. Patrons were very pleased with their results and were very appreciative that the MakerLab considered their mobility and transportation needs, by bringing the program to them at Hospice.
- The branch has had an attractive refresh with new displays, and posters made by LSA Stacey, advertising our upcoming and existing programs. Included in these displays was our "Food for Fines+ Pet Edition", highlighting pet-related Library material and pictures of our patrons' reading buddies. We have been touched by the love our patrons have shown for animals in need.

WILLIAMSBURG BRANCH: (Jennifer D.)

- The branch has seen consistent growth in in-person visits.
- A "Library Escapades" story time program has had regular attendance and has been a successful opportunity for young patrons and their caregivers to develop new skills.
- The Saturday morning "Books N Beans" community event has had regular attendance by local patrons enjoying the time to sit down and catch up while discussing their love of the Library and all we have to offer.
- With the reveal of the '2023 SDG Reads' author, a display was created promoting the series chosen and the books available for purchase. Patrons have commented on how excited they are to be a part of this system-wide Book Club
- Bright new displays have been put up in the children's section to match the changing of the seasons.
- A display of "previously banned and challenged books" has been put up in the adult section of the Library, which always encourages an insightful conversation.

DISTRICT SUPERVISOR: (Jessica L.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Coordination of Summer pop-up events
- Collection maintenance (ongoing)
- Coordinated courier coverage (ongoing)
- Created Volunteer Orientation Script for new On-Boarding Procedures
- Conducted Interviews and selection for the permanent LSA position in District 3

- Conducted new CSA on-boarding and training (ongoing)
- Attended county Council Meeting to promote SDG Reads campaign (May 15th)
- Management Meeting (May 15th)
- Liaised with South Stormont Township during the new light installation process.
- Compiled StoryWalk for the Upper Canada Migratory Bird Sanctuary KidsZone activity day
- Created a new staff-led Performance Review and Development Discussion Form
- Friends of the Ingleside Library Meeting (May 23rd)
- Completed BiblioWeb Course Training (May 23rd, 24th, 25th)
- Distributed “Food for Fines+ Pet Edition” campaign instructions and set up donation drop off appointment at the SDG OSPCA
- Attended Staff Development Day “Bus Tour” (May 29th)



Branch & Supervisor Report – District 3

June 8, 2023

ALEXANDRIA BRANCH: (Iris C. & Josée B.)

- Staff from Alexandria and the MakerLab popped up at the Women’s Day event in Alexandria. Staff had over 200 interactions with the public advertising our services and were able to enroll ten new members.
- Collection maintenance has been a focus for the branch this month. Promotion of “hidden gem” items that have not circulated as anticipated is underway, but there is now lots of room for new titles on the shelves.
- Alexandria was pleased to host the May Library Board Meeting. The work the board does, as well as the meaningful discussions about the future of Library services, is always appreciated.
- LSA Iris attended St. Finnan’s Catholic School for their Kindergarten open house. Staff spoke to many parents to promote SDG Library, our early literacy programs and our Library of Things.
- École secondaire catholique Le Relais paid the Branch a visit to learn about careers in Library services. Staff spoke about their roles in the library and encouraged students to consider a future working in the library industry.
- The monthly “Artist Meet and Greet” continued to draw a crowd as patrons visited our artist in residence, Elizabeth Rerrie, to view and discuss her work.

AVONMORE BRANCH: (Kelsey D.)

- To honour “Mental Health Week” and “Asian Heritage Month”, staff created displays to highlight these important initiatives as well as the strength of our collection.
- “Little Adventurers” returned on May 20. Participants enjoyed early learning activities with puzzles, sensory bins and of course stories.
- Staff continue to work in conjunction with Ingleside Branch staff to process online registrations. This month, there were over forty requests using our online registration form.

LANCASTER BRANCH: (Rachel L.)

- Lancaster hosted local author Olga Nikolajev to discuss her contributions to a new book Tender Truths: Caring for the Dying. As a result of the visit, there was an expression of interest about a program for patrons to discuss grief and loss in their personal lives.

- STEAM Bins, colouring, puzzles and of course books continue to be a big draw for local families. Children love having the opportunity to explore STEAM skills in a safe environment.
- “Watercolour Paint Night” featuring local artist Chuck Myshraal was a huge success. Patrons viewed his art, learned about watercolour as a medium and created their own masterpieces.

MAXVILLE BRANCH: (Emily A.)

- “Cover to Cover” book club read Remarkable Bright Creatures by Shelby Van Pelt. This choice proved to be popular, the wait time for the eBook is an estimated three months, while the wait time for the eAudiobook is estimated to be four months.
- Maxville’s in-branch book club is now full. Fourteen people participate and attendance of meetings is high with eleven participants this month.
- Maxville Public School have sent almost every class to visit the Library this past month. Classes have been introduced to Library Services, including the 3D printer which has generated a lot of interest.

WILLIAMSTOWN BRANCH: (Julie C.)

- Renovations took place at the branch and May began with a “Grand Re-Opening” showcasing the new shelves and circulation desk. Patrons had positive comments and expressed approval of the new look.
- The “Raisin River Reads Book Club” met in branch for fresh coffee and a lively discussion about The Pull of the Stars by Emma Donoghue. The “Sandywood Book Club” read Lady Clementine by Marie Benedict.
- Patrons have recently shown increased interest in the Local History collection. Moving the Local History and magazine collections have increased use and circulation of these collections.

DISTRICT SUPERVISOR: (Lorna P.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance and Graphic Novels, French 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)
- SDG Reads Coordination (ongoing); announcement of author selection, coordination of book sales
- Online program registration (ongoing)
- Co-supervision of TD Summer Reading Club students (ongoing)

- Management Meeting (May 15)
- BiblioWeb training (May 23-25) and assistance in website development
- BPC Meeting (June 2)
- Onboarding of Casual Support Assistants for Glengarry
- Development of “Trivia Night” program in Alexandria for June
- Began staff performance reviews
- Professional Development: Emergency procedures training, Community Outreach EXCEL Course, Crash Course in Weeding

June 8, 2023

CATALOGUING/ACQUISITIONS TECHNICIANS: (Lucinda F.)

- Submitted numerous carts/orders to vendors, both staff-created and ARP.
- Submitted claims for magazines that were damaged or missing.
- Catalogued and processed donated books, including books for author visits.
- Created and prepared Book Club Kits for the SDG Reads title, Heat wave, by Maureen Jennings as well as cataloguing and processing additional circulating copies to meet demands.
- Continued work on the Interlibrary loan manual.
- Database cleanup for bibliographic records with no items attached.
- Job shadowing with several LSAs and CSAs who were interested in learning more about duties and responsibilities of Technical Services department.
- Attended webinars for the new OCLC/OLS Interlibrary loan service which will be launched in 2024.

INFORMATION SERVICES COORDINATOR: (Cheryl S.)

- Attended various management and committee meetings including weekly check-in meetings with BiblioWeb site coordinator.
- Attended Page Builder Training (three sessions) for new library website and homepage planning meeting.
- Planned main navigation set up and menus for new website and started initial development of content for new site.
- Assisted IT with server clean-up of files and folders from staff who no longer work in Library Services.
- Assisted Cataloguing & Acquisition Technician with inter-library loans, new acquisitions, and Book Club kit distribution for June.
- Updated ISBN list with Novelist so “While you wait” feature on BiblioCore is providing patrons with most recent additions to collections. This will now be scheduled as a monthly task.
- Created PowerPoint presentation for “Ancestry on Tour” presentation in South Mountain on Saturday, June 10.
- Attended staff development day and tour of SDG Library branches.
- Reviewed applications and interview questions for temporary internal posting for Cataloguing & Acquisitions Technician. Interviews will be conducted the week of June 5 with the successful candidate starting the week of June 19 or 26.



May-June, 2023

DIRECTOR OF LIBRARY SERVICES

June 8, 2023

WORK COMPLETED:

- Collections Development – Suggestions for Purchase (Adult); Travel books (print); children’s non-fiction (print & digital)
- Investigation of viability of additional “Express Depot” location(s)
- Preparations for **Library Board regular Meeting – Thursday, June 8, 2023, 5:00pm at Long Sault Branch**
- Attendance at weekly Directors’ meetings with CAO
- May 15 – presentation of Key Information Report (KIR) to SDG Counties Council, re: ‘2023 SDG Reads’ program launch
- May 25 – participation at Strategic Planning workshop with Counties Council and senior staff
- May 29 – ‘SDG Library Bus Tour’: staff spent a full(!) day touring 12 (of 15) branches (started at Avonmore), with branch staff making presentations at each stop; tour also included group picnic at Morrisburg waterfront
- June 2 – attendance at Administrators of Medium-Sized Public Libraries of Ontario (AMPLO) quarterly (virtual) meeting
- June 8 – attendance at Ontario Library Services’ virtual “Emergency Procedures Conversation” meeting

WORK IN PROGRESS:

- Collections Development – Suggestions for Purchase (Adult Fiction & Non-Fiction, print & digital)
- Working with Counties’ CAO to address Library Board’s recommendations for Job Descriptions (Manager of Community Services/Community Librarian, Systems Support Coordinator & Communications & Marketing Coordinator) and recruitment
- Preparation of orientation material for new Director of Library Services



ACTION REQUEST

To:	Members of the Library Board
Date of Meeting:	June 8, 2023
Subject:	Performance Review for the Director of Library Services
Relevance to priorities:	

RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board foregoes its annual evaluation of the performance of the current Director of Library Services.

EXECUTIVE SUMMARY: As members of the Library Board are aware, the Board has an obligation – as set out in its Procedure Bylaw, Section 3.5.1(g) – to “coordinate the evaluation process of the Director of Library Services”, which “shall be completed each year by the end of June by a performance review committee”, as stated in the Performance Review Policy for the Evaluation of the Director of Library Services.

Considering that the current Director of Library Services will be retiring at the end of June, 2023, this Action Request seeks to formalize the Board’s option to set aside the task(s) involved in preparing an annual performance review for the Director at this time.

OPTIONS AND DISCUSSION: Approve the Motion as stated. **This is the recommended option.**

Alternatively, the Board could start the process for the annual evaluation of the current Director of Library Services, however this option is **not recommended**, as valuable resources would be spent on a process that will have little meaning in a few weeks’ time.

FINANCIAL ANALYSIS: None.

PERFORMANCE REVIEW POLICY FOR THE EVALUATION OF THE DIRECTOR OF LIBRARY SERVICES

Policy level: Governance

First Approved: June 9, 2016

Policy Review Date: May 9, 2019

Policy number: 2016-01

Preamble:

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

Purpose for Evaluation:

- To assure alignment of the Director of Library Services' work with the mission of the Board conducted with a culture of continuous improvement that fosters success for the Director of Library Services and Board support for the Board and Director of Library Services' shared agenda.
 - To assess what happened in the past in order to pave a successful future tied to key success factors.
 - Supply the Director of Library Services with the resources they require for continued and improved success of the SDG Library.
1. The Director of Library Services is responsible for his/her own performance and is entitled to know:
 - The performance expected of him/her;
 - How s/he is performing; and
 - The resources available to him/her to attain the expected performance.

2. A performance review of the Director of Library Services shall be completed each year by the end of June by a performance review committee. This committee shall be comprised of at least two Library Board members, ideally one of whom has previously served in this role.

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

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

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

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

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

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

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

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

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

- The Performance Review Evaluation Form;

- Comments and suggestions regarding performance and career objectives of the Director of Library Services for the next year; and
- Conclusions consisting of a brief summary of evaluation findings.

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

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

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

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

6. When the Director of Library Services' performance falls below the expected level, the Director of Library Services must be informed, with details of the way in which performance is judged to be unsatisfactory. An unsatisfactory performance review shall be followed by another performance review in three months' time. If no improvement is shown at the second performance review, then the Performance Review committee has the discretion to undertake a third performance review after another three-month period, or to refer the matter to the Board for further consideration.
7. Should the Performance Review committee be unable to reach a consensus on the Director of Library Services' performance, or the Board be unable to accept the committee's report, the matter shall be referred to the Board Chair and Counties' CAO.



2022 Annual Report (draft information)

Circulation: 336,340 items circulated → up from 332,828 in 2021 (+0.01% change)

- includes books, eBook & eAudiobook downloads, Kanopy video downloads, Cantook Station downloads, and Flipster eMagazine downloads

Financials

Operating Expenditures in 2022 – \$2,598,732 total

- Collections
 - \$123,129 spent on physical collection materials (books, periodicals, Library of Things collection)
 - \$123,103 spent on electronic resources, such as database subscriptions, downloadable media, DVDs, eBooks/eAudiobooks, and other e-resources
- Staffing
 - \$1,181,531 in total, for 42 staff (represents about 65% of Library's operating expenses)
 - \$19,992 invested in staff development in 2022 (up from \$12,809 in 2021)
- Facility expenses – \$345,652
- Telecommunication expenses -- \$48,341

Operating Revenues in 2022 – \$2,751,878 total (\$202,000 of accumulated surplus applied to 2023 Budget)

Staff

In 2022, SDG Library had only 1 full-time Librarian (due to ongoing vacancies) for most of the year, 2 Library Technicians, and 3 other full-time support staff. Part-time staff included 3 (OLS) EXCEL graduates, 33 branch staff, and 18 volunteers.

Membership, Borrowers and Visitors

New member registrations in 2022 – **1,970**

Active members in 2022 – **7,554** (members have used Library services at least once in the last 2 years)

Total number of borrowers in 2022 – **3,465** (patrons checking out and renewing Library materials) → many of these patrons borrowed from more than one branch

Collections

- 96,143 English materials
- 22,952 French materials
- 10 Subject database subscriptions (Ancestry Library, Flipster, LinkedInLearning, Masterfile Elite, Novelist, PressReader, Teen Health & Wellness, Kanopy, Mango Languages, Bookwhere)
- 1 eBook/eAudiobook subscription (cloudLibrary)

Public Access Computer stations – 46

Lending laptops, tablets (iPads) and eReaders – 27

Circulating wireless “hotspot” devices – 30

Facilities & Service Points

15 branches → total open hours – 409/week

- Total square footage – 25,143 (provincial guidelines recommend at least 38,660 sq. ft. needed for SDG population)

3 “Express Depots” → total open hours – 135/week

3 “Little Free Library” houses

“Pop Up Library” – 20 appearances in 2022

Programs

E-learning

- 159 cardholders took e-learning courses in 2022
- 3396 e-learning courses taken by cardholders

Number of Children’s Programs in 2022 – 141

- Attendance – 2922

Number of Teen Programs in 2022 – 17

- Attendance – 185

Number of Adult Programs in 2022 – 129

- Attendance – 854

Total number of programs – 287 (up from 111 in 2021)

Total attendance – 3961 (up from 1328 in 2021)

2022 Annual Report



\$123,129
physical collection
materials



\$123,103
electronic
resources



Revenues
\$2,751,878

\$

Expenditures
\$2,598,732

159
Cardholders

took

3396
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courses




Message from the Director of Library Services By Karen Franklin

In spite of all indications that COVID-19 was on the wane in 2022, the effects of the global pandemic still had a significant impact on SDG Library services, most particularly within our human resource capacities. Key professional roles, such as the Community Librarian and Systems Librarian positions, were vacant for most of the year, which was cause for a sense of insecurity, at least “behind the scenes”, where much of the planning and coordinating work is done. There were also several “holes” that emerged within our customer service levels, which I am proud to say were filled by our dedicated branch staff. In spite of this, the Library was successful in the development of two important organizational documents – our new [2022-2026 Strategic Plan](#), published in June, 2022, followed by a consultant-led [Service Delivery Review](#), published in December. The [Review](#) made a total of 20 recommendations in the areas of: organization, staffing and succession; public programs and services; policies and procedures; networking and communications; branches and facilities; technology; and governance. While the [Strategic Plan](#) gives us aspirational “blue sky” goals to aim for over the next 4-5 years – and a new Vision, Mission, and set of Values – the [Review](#) took a hard look at how our Library has been operating, providing us with areas to focus on in terms of making improvements. Some of what we saw in the [Review](#) was hard to accept, let alone act upon, but I am confident that, with our new strategic goals to guide us over the next few years, we will be able to either make the recommended changes, or create new paths forward, to ensure that the SDG Library is a vibrant, welcoming public institution for our residents to “Connect. Create. Explore.” And, as one of our staff has stated, “we try to make people feel the Library is theirs.”

46
New
Public Access
Workstations purchased



30
Circulating wireless
hotspot devices continue
to be very popular





New members - 1,970
Active patrons - 7,554

287 Programs offered
3,961 Attendees



up from
111 programs offered and 1328
attendees in 2021

1 Full-time Librarian
2 Full-time Library Technicians
3 Additional full-time support staff



Part-time staff include:
3 (OLS) EXCEL graduates
33 Branch staff
18 volunteers

Our Branches have a
total square footage of
25,143

38,660 square footage recommended by provincial
guidelines for SDG population



\$19,992

Invested into staff
development



up from \$12,809 in 2021

3,465
active members



Many of these
patrons borrow
from more than one
Branch



15 + 3

Branches

Express
Depots

Total hours 409 + 135 per week

merci!

22,952

French Materials

Thank you

96,143

English Materials



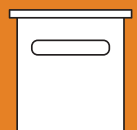
10

Databases



1

eBook/
eAudiobook
subscription



3

"Little Free
Library" houses