



MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, April 14, 2022, 4:30 p.m.
Virtual Meeting, Broadcast live on YouTube

	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	
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b. In Camera Minutes -- March 10, 2022	
5. Delegations	
6. Consent Items	
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d. Systems Librarian Report - Not Available	
e. Community Librarian Report - Not Available	
f. Director of Library Services Report - March-April, 2022	14
g. Correspondence	
7. Action Items	
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d. Organizational Review -- Consultation Services	29

8. Discussion Items	
a. OLS Spring 2022 Board Assembly Meeting Report	31
b. Policy Development -- Disconnecting from Work Policy	33
9. In Camera -- Strategic Planning Session	

Section 5.4 of the Library Board's Procedure Bylaw --

A meeting of the Board may be closed to the public if the following conditions are both satisfied:

1. the meeting is held for the purpose of educating or training members; and
2. at the meeting, no member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the Board or one of its committees.

10. Adjournment

Stormont, Dundas and Glengarry County Library Board

Minutes

March 10, 2022, 6:00p.m.

Alexandria Branch, 170A MacDonald Blvd., Alexandria

Members Present: Margaret MacDonald, Chair; James Algire; François Landry;
Alex MacIsaac (virtual); David Smith

Members Absent: Lyle Warden; Tony Fraser, Vice-Chair

Staff Present: Karen Franklin, Director of Library Services

1. **Call to Order** – The meeting was called to order at 6:06pm.

2. **Adoption of Agenda**

Moved by Jim Algire

Seconded by François Landry

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

CARRIED

1. The “2021 Full Year Statistics” report was added to the Agenda, under ‘Consent Items’.

2. Additions to ‘Discussion Items’ included:

e) “Les amis de la bibliotheque/Crysler Friends of the Library – Outdoor Space Renewal”; and

f) “Library Branch Re-Opening”

3. At the request of Karen Franklin, Director of Library Services, an ‘In Camera’ session was added to the Agenda.

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

4. Adoption of Minutes

Library Board Regular Meeting Minutes – February 10, 2022

Moved by David Smith

Seconded by Jim Algire

That the Stormont, Dundas and Glengarry County Library Board approves the Minutes of the February 10, 2022 regular Meeting, as written.

CARRIED

5. Delegations – None

6. Consent Items

Moved by François Landry

Seconded by Alex MacIsaac

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

Moved by Jim Algire

Seconded by David Smith

That the Stormont, Dundas and Glengarry County Library Board approves the Access to Information and Protection of Privacy Policy, as presented.

DEFERRED

8. Discussion Items

Items discussed included:

- a) OLA Super Conference reports
- b) Review of the Communications Policy
- c) ILS “Cleanup” of Inactive Patrons

- d) Strategic Planning – Library Board “Retreat” Meeting coordination
- e) Chrysler Outdoor Space Proposal
- f) Branch Re-Opening

9. In Camera

Moved by François Landry

Seconded by David Smith

That, as per Section 5.2 of the Stormont, Dundas and Glengarry County Library Board’s Procedure Bylaw, subsection (b) “personal matters about an identifiable individual”, the Board proceed In Camera.

CARRIED

10. Adjournment

Moved by David Smith

Seconded by Jim Algire

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again virtually on Thursday, April 14, 2022 at 4:30pm, or at the Call of the Chair.

CARRIED

Board Chair/Vice Chair

Secretary

SDG Library

March 2022 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	March 2022 Total	March 2021 Total	March 2022/2021 Difference			
Administration	1852	8653	10505	9384	+11.9%	16	n/a	0
Alexandria (44)	2852	223	3075	2237	+37.5%	318	811	20
Avonmore (20)	530	46	576	527	+9.3%	59	140	5
Chesterville (17)	1216	102	1318	1065	+23.8%	151	290	17
Crysler (20)	941	26	967	1106	-12.6%	91	161	7
Dalkeith Express	17	6	23	81	-71.6%	5	n/a	0
Finch (16)	263	16	279	303	-7.9%	42	93	3
Glen Walter Express	66	7	73	94	-22.3%	13	n/a	0
Ingleside (44)	1821	114	1935	1823	+6.1%	213	918	11
Iroquois (20)	989	113	1102	977	+12.8%	130	382	13
Lancaster (44)	1434	106	1540	1600	-3.8%	180	438	5
Long Sault (30)	1558	123	1681	1481	+13.5%	173	526	19
Maxville (16)	442	42	484	441	+9.8%	56	125	4
Morrisburg (44)	1134	97	1231	1439	-14.5%	190	542	19
South Mountain (16)	748	47	795	599	+32.7%	93	186	10
St. Andrews Express	115	9	124	106	+17.0%	19	n/a	0
Williamsburg (16)	884	35	919	462	+98.9%	77	219	9
Williamstown (17)	528	55	583	648	-10.0%	76	154	4
Winchester (44)	1176	143	1319	1606	-17.9%	165	379	33
SYSTEM TOTAL	18566	9963	28529	25979	+9.8%	2067	5364	179

"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	5690
cloudLibrary-Collection Usage	10172

LIBRARY MONTHLY STATEMENT



For Period Ending 31-Mar-2021

	2022	2022	2022	2021
GENERAL FUND	ACTUAL	BUDGET	VARIANCE	YEAR'S ACTUAL
REVENUE				
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761	-131,761
ONTARIO CAPACITY FUNDING	-916	-500	416	-1,566
STUDENT FUNDING	0	-9,240	-9,240	-19,467
FEES & FINES	-1,241	-15,000	-13,759	-6,051
DONATIONS & SALES	-522	-8,125	-7,603	-3,104
TRANSFER FROM RESERVES	0	-90,000	-90,000	-6,698
Total REVENUE	-2,679	-254,626	-251,947	-168,647
EXPENSES				
FULL TIME WAGES & BENEFITS	150,034	857,645	707,611	813,106
BRANCH WAGES & BENEFITS	162,668	823,130	660,462	702,415
STUDENT WAGES & BENEFITS	0	19,034	19,034	18,924
BOARD MEETINGS & DEVELOPMENT	721	7,510	6,789	3,950
STAFF MILEAGE	695	6,000	5,305	3,073
STAFF TRAINING & DEVELOPMENT	6,651	16,635	9,984	9,096
PRINT MATERIAL	19,811	161,550	141,739	115,337
DIGITAL BOOKS	9,708	81,075	71,367	71,523
DATABASE SUBSCRIPTIONS	30,346	62,375	32,029	29,898
MAGAZINES, PERIODICALS & LEASED BOOKS	11,281	14,775	3,494	18,407
SUPPLIES & EQUIPMENT	4,691	27,752	23,061	19,023
PHONES & INTERNET	7,858	65,835	57,977	48,588
PROMOTIONS & WEBSITE	70	18,775	18,705	9,782
PUBLIC PROGRAMS	210	10,050	9,840	7,502
COMPUTER PURCHASES	394	2,300	1,906	1,333
SOFTWARE SUPPORT	33,650	61,815	28,165	50,662
DELIVERY & OUTREACH VEHICLES	1,430	34,500	33,070	32,584
COPIERS & PRINTERS	1,158	12,000	10,842	9,521
COPYRIGHT & PERFORMANCES LICENSES	1,244	3,350	2,106	1,244
BRANCH CLEANING	9,708	57,240	47,532	58,596
BRANCH RENTS, INSURANCE & SECURITY	5,079	205,269	200,190	200,965
FURNITURE PURCHASE	0	52,000	52,000	56,262
AUDIT & LEGAL FEES	0	3,200	3,200	3,053
SPECIAL PROJECTS	1,259	60,000	58,741	10,542
SUPPORT FROM OTHER DEPARTMENTS	0	158,354	158,354	151,306
YEAR'S SURPLUS/DEFICIT	0	0	0	233,677
Total EXPENSES	458,667	2,822,169	2,363,502	2,680,369
Total GENERAL FUND	455,988	2,567,543	2,111,555	2,511,722



Branch & Supervisor Report – District 1

April 14, 2022

CHESTERVILLE BRANCH: (Jennifer H.)

- The easing of restrictions in mid-March saw an increase in patrons visiting the branch. Children were delighted to be able to colour and play with toys again.
- The Chesterville Branch also saw an increase in patrons due to the renovations in Winchester. Accommodations were made for the increase in patron holds coming into the branch. Winchester patrons expressed excitement over returning to an updated and refreshed branch.
- The Chesterville book club, 'Book, Line & Thinkers', held a virtual meeting on March 15th to discuss the book The Librarian of Auschwitz. Five members attended and are hopeful for a return to in-person meetings soon. Several former members of the book club have expressed they will return to the club once gatherings are held in the branch again.

CRYSLER BRANCH: (Josée B.)

- LSA Josée prepared the branch in order to go back to full service with no capacity, no time limits, and the removal of masking requirements. Patrons welcomed these changes with a combination of excitement, hope, and caution.
- The Chrysler Branch was happy to help the MakerLab/Finch Branch with labelling hundreds of bags for the next round of 'Maker Minute in a Bag'.
- ILLO requests have increased—as well as membership renewals—from patrons coming back to the Library after a two-year absence.
- On a weekly basis, teachers from the local school continue to pick up boxes of pre-selected books prepared by LSA Josée.

MAKERLAB – FINCH BRANCH: (Josée C.)

- In March, the Library's mischievous gnome was on the loose! The MakerLab's virtual escape room, "Catch That Gnome", was a huge success. Feedback was very positive – the program was challenging enough without being too difficult. As part of the program, LSA Josée learned how to put together a Google Form and create a polished booklet using Canva. Patron responses from the program's feedback form included: "So fun! Some were definitely challenging, but we enjoyed it! Kudos to all the staff for being so creative and putting this together" and "Just right fun for families - thanks!".
- The Spring edition of 'Maker Minute in Bag' was finalized with the help of staff in Chrysler. This round of the MMB included the 'TinkerBox' challenge, a crafting challenge using upcycled items to create something inspired by the 'Maker Minute' theme of 'Soaring into Spring!'. Patrons will be encouraged to use the #TinkerBox hashtag to show off their creations on social media.

- The MakerLab fulfilled a variety of requests from staff and patrons in other branches. Requests included some VHS to DVD conversions, die cutting, and 3D printing.

SOUTH MOUNTAIN BRANCH: (Ginette T.)

- As the Library reconnects with the community, patrons—especially families—visiting the branch have expressed relief that most restrictions have been lifted. They are eagerly awaiting the return of in-person programming.
- Working to support the promotion of Library services, LSA Ginette designed a banner ad for the Spring Navigator to spread the word about this year’s Summer Reading Club.
- LSA Ginette is working on planning and securing supplies for South Mountain’s upcoming virtual program, “Mocha Mama! Chocolate Spoons”.

WINCHESTER BRANCH: (Chantal N. & Rose D.)

- What a busy month March was! Winchester’s renovations were completed on schedule, and the place looks fabulous! Patrons have been complimenting the fresh look, the feel that the space seems larger, and how happy they are to return to their home branch.
- The re-opening of the Winchester Branch coincided with the start of March Break, and the lifting of most COVID restrictions. With this, the branch saw its numbers spike as more and more visitors make their way to the branch. New patrons continue to join the SDG Library – the branch saw ten new members registered during March Break alone! Parents and guardians were glad to have a place to bring their children to during the break, with the introduction of new toys, a new reading tent, and of course, new reading materials to bring home to enjoy.
- An invitation was extended to Winchester Public School to re-establish existing relationships. In the past, kindergarten classes were invited into the branch for storytime and a chance to select books.
- With the easing of restrictions, such as time limits, patrons were eager to use the public computers and to make use of our printing, scanning, and faxing services.
- With museum passes back in circulation, patrons have been regularly requesting that their names to be added to the hold queues.

DISTRICT SUPERVISOR: (Jenna L.)

- Promotions and/or staff support for District 1 programs/projects/operations
- Completion of Winchester’s branch renovation project, including setting up/moving of all items and furniture, coordinating electric/internet work and circ desk install, and preparations for re-opening
- Practices and procedures for MakerLab, including discussions/development of MakerLab webpage and updated MakerKit guidelines
- Development of Staff Support Plan (APLL Leadership project)
- Preparations for upcoming District meeting and annual Performance Reviews
- Support for final preparations of ‘Maker Minute in a Bag’ (ie. labelling, packaging)
- Overseeing release of the Spring 2022 Navigator, including preparing and printing the publication, and social media/website promotions
- Volunteering for one-on-one coaching demo with professional coach, Eileen Chadnick, as part of the APLL program’s (Term 3) curriculum
- Staff scheduling and timesheets, supervision, and technology support

April 14, 2022**INGLESIDE BRANCH: (Linda P. and Colleen C.)**

- Full access to Library services were implemented in time for March Break.
- Families were excited to visit the library and take part in passive programs and access museum passes.
- Many families took part in the “Catch the Gnome” virtual escape room that was created at the MakerLab and staff had to replenish the decoders several times over the month.
- Patrons took time to complete the online survey for the Strategic Plan and appreciated the opportunity to share their thoughts and provide feedback and input on library services.

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

- The return to regular library services meant that in branch displays became a focal point to highlight services and collection. For March the theme was “Green” with green books, shamrock plants, and all things Irish on display.
- Branch staff informed patrons of the online Strategic Planning process and encouraged all patrons to complete the online survey.
- “Catch That Gnome” virtual escape room was popular and even completed by a teacher and her class!
- The St. Patrick’s Day table and take-home activities were a favourite with visiting families over the March Break.

MORRISBURG BRANCH: (Stacey P. and Kate M.)

- While the beginning of the month brought us a few closures with some snowy days; Morrisburg patrons were excited to return to no limits on stays. We saw a large increase in day-to-day visitors towards the end of this month and added several new families.
- There was a noticeable increase in the number of children visiting the branch which was a welcome site. Staff missed their voices and presence in the branch. To welcome them back we reorganized the craft cart and put out materials for them to use over the March break. Thanks to the South Dundas Fire & Emergency Services staff were also able to hand out loot bags. The 3D printer up and running for the patrons to see in action.
- Staff were busy creating lists on BiblioCommons, highlighting binge worthy ACORN shows, and new movies. In branch displays were created to grab the attention of new members and visiting patrons. The Ready-to-read backpacks were restocked and available for check out. Display themes included "Getting Ready for Spring" and "Be Pinch Proof with Something Green."

IROQUOIS: (Jeannette D. and Eleanor P.)

- Iroquois branch patrons are very happy to see the branch completely "open for business".
- The branch continued to see new patrons come visit for the first time and sign up for their free library membership.
- Over the course of the week of March Break, we had many children drop in for the activities that were made available as well as picking up the "loot bags" prepared by our South Dundas Fire Department.
- The St. Patrick's Day themed display created by staff encouraged patrons to check out some Irish/green books.
- Staff were able to assist patrons with computer use, printing, faxing as well as setting up the cloudLibrary app on their personal devices.

WILLIAMSBURG: (Cheryl T.)

- Snow days turned into sunny days with many patrons have commented that they were ready for spring!
- The Gnome Escape Room, released at the beginning of the month, drew much interest and many patrons eagerly joined the online puzzles.
- As restrictions lifted more patrons came into the branch. March Break drew in many visitors and the fire prevention program offered young patrons loot bags to enjoy.
- Another item to highlight was the Strategic Plan Survey. Many patrons expressed interest in completing the survey and shared their gratitude towards having a branch in the community.
- Create videos for March Break that were uploaded to Library's YouTube channel.

DISTRICT SUPERVISOR: (Cheryl S.)

- Scheduling for summer holidays, supervision, timesheets, and reports.
- Attended Team Meeting, District Supervisor meeting, Library Services meeting, Strategic Planning meeting, and Re-opening meeting with branch staff.
- Course work and webinars for APLL Term 3 intensive.
- Compiling data for APLL Diversity project.
- Polaris troubleshooting on notification issues and fine waiving for children's materials.
- Updates on website including March Break videos, updated board policies, packages, and minutes.
- Submitted programming for Spring Session. Thanks to LSA Kate for her assistance with creating marketing materials and editing March Break videos.
- Ancestry Club virtual programs with CSA Ian.
- Submitted carts for children's fiction and non-fiction selections.



Branch & Supervisor Report – District 3

April 14, 2022

ALEXANDRIA BRANCH: (Sylvie J. and Iris C.)

- LSAs Iris and Sylvie had a successful virtual program with pre-teens. Seven participants were shown how to create a tote bag by using a recycled t-shirt. The kids were good at following instructions, and they succeeded in creating beautiful totes.
- Patrons had a chance to explore some hilarious reads during our month-long funny reads display. From silly jokes to creative graphic novels, everyone had a good laugh to ease the stress away.
- Alexandria Branch was pleased to host the Library Board members for their regular meeting this past month. The mood was very positive, and it was wonderful to have a group using the space again.

AVONMORE BRANCH: (Kelsey D.)

- LSA Kelsey continues to process online membership registrations for the Library. In March, there were fifty online applications for Library memberships, membership renewals, and replacement card requests.
- Patrons are excited that Spring is here, and have been taking advantage of our collections. Branch displays of Easter and Spring titles have proven to be very popular.
- Branch staff have been hard at work with some minor branch repairs. In addition, new artwork has found its way onto the walls giving the branch a fresh face for the new season.

LANCASTER BRANCH: (Valerie E. and Rachel L.)

- Lancaster patrons were pleased to learn about SDG Library going fine-free for children's materials. There was a very positive response from all who learned of this initiative.
- Visitors to Lancaster Branch have expressed their gratitude this month for the sense of connection and all the helpful information received from branch staff throughout the pandemic.
- An increased number of visitors has been noted. Many patrons are accessing the branch to take advantage of printing, faxing and computer use.

MAXVILLE: (Emily A.)

- The 'Cover-to-Cover Virtual Book Club' read Circe by Madeline Miller for the month of March. Patrons were happy to have access to a Book Club Kit to ensure everyone could access a copy.
- Maxville Branch staff have been assisting in recommending diverse titles for our Graphic Novel collection.
- Branch displays in Maxville have kept the collection circulating and the shelves looking fresh and vibrant all month long.

WILLIAMSTOWN: (Julie C.)

- LSA Julie connected with staff from Williamstown Public School to get students involved in the MakerLab's "Catch That Gnome! Virtual Escape Room." Julie helped provide the classrooms with decoders to ensure our young patrons could get up to 'gnome good' this March Break.
- Encouraging participation in the Strategic Planning Survey has been a priority at the Williamstown Branch this past month. Many members of the community looked forward to filling out the survey and having their voices heard.
- The large space offered by the branch has been a popular place for patrons to complete their tax returns this tax season.

DISTRICT SUPERVISOR: (Lorna P.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Attendance of bi-weekly team meetings (ongoing)
- Collection maintenance and Graphic Novels collection development (ongoing)
- Frontline customer service including, email, and phone inquiries (ongoing)
- CELA Statistics (ongoing)
- Preparations for full re-opening of branches
- Navigator Article Writing
- Programming planning and coordination
- Updated Branch Information Sheets for all branches
- Collections Development EXCEL Course (completed March 2022)
- Programming in the Public Library EXCEL Course
- Branch Manual Updates
- "Goodnight Storytime" (April 2)
- Management Meeting (April 4)



March-April, 2022

DIRECTOR OF LIBRARY SERVICES

April 14, 2022

WORK COMPLETED:

- Collections Development: Adult Fiction (print & digital); Purchase Suggestions; Adult non-fiction DVDs (The Great Courses); Replacements; Book Club titles (leased); French Fiction & Non-fiction (print & digital)
- March 16-17: Individual meetings with Management and Administrative staff (7), re team relations and organizational well-being
- March 21: Attendance at County Council regular meeting – was asked to speak to Council about Fine-Free initiative, branch re-openings, and Strategic Planning process
- March 23: Meeting with C. Servais, District Supervisor, re APLL assignment, “The Library’s Integration with the Municipality”
- March 29: Meeting with P. Malcolm, Consultant, Ontario Library Services, and M. MacDonald, Library Board Chair
- March 30: Meeting with J. Lamarche, District Supervisor, re APLL assignment, “The Library’s Integration with the Municipality”
- March 31: Webinar – “Marketing Tips for Public Libraries”
- April 4: Management Team Meeting
- Participation at weekly Records Management meetings
- April 7: Virtual meeting with B. Ross & TCI Management Consultants
- Agenda preparations for (virtual) Library Board meeting: **Thursday, April 14, 2022, 4:30pm**
- April 12: Meeting with Laridae Communications consultants, re Strategic Planning – “Review Environmental Scan”
- Attendance at weekly Directors’ meetings

WORK IN PROGRESS:

- Collections Development: Adult Fiction & Non-fiction (print & digital); Adult A/V materials; Juvenile graphic novels; Large Print Fiction (print); Purchase Suggestions
- Ongoing eScribe (agenda creation software) training
- Research in fundraising strategies
- Development of Library Board legacy document(s)



ACTION REQUEST

To: Date of Meeting: Subject: Relevance to priorities:	Members of the Library Board April 14, 2022 Policy Review – Access to Information and Protection of Privacy Policy Review and Evaluate the Library’s Collections and Services
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RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board review and approve the (revised) Access to Information and Protection of Privacy Policy, as revised.

EXECUTIVE SUMMARY: The Library Board’s Access to Information and Protection of Privacy Policy (attached) was first adopted in September, 2009, with amendments made in 2012, and revisions drafted this year.

This Policy was reviewed in March, 2022. At that time, the Board asked the Director of Library Services to check with SDG Counties’ Director of Corporate Services/Clerk for clarification regarding the appropriate wording to be used for consultation with (a) lawyer, in accordance with Section 32(g) of MFIPPA; the phrase “legal counsel” was determined to be preferable.

As well, under “Accountability”, the Board sought to clarify who should be held responsible for “documenting, implementing, enforcing, monitoring and updating the Library’s privacy and access compliance.” It was determined that the Director of Library Services is responsible for compliance in these areas.

Additionally, references to Related Documents (other policies) were added subsequent to the March meeting.

This Action Request seeks the Library Board’s approval of its Access to Information and Protection of Privacy Policy, with the revisions that have been made to the original document.

OPTIONS AND DISCUSSION: Approve the Access to Information and Protection of Privacy Policy, with the revisions made (in red – see attached). **This option is recommended.**

The Library Board has the authority to rescind policies, or to revise them to its satisfaction. In the case of this Policy, **it is not recommended that the Board engage in further revisions**, as the Policy has been thoroughly vetted, and conforms to standards recognized by governments and library systems across the country.

FINANCIAL ANALYSIS: None.

Access to Information and Protection of Privacy Policy

Policy level: Library Board

Author: Director of Library Services

Date of Formal Board Approval: September 15, 2009

First Approved: September 15, 2009

Amended: April 19, 2012; **amended April 14, 2022**

Policy number: 2009-06

Policy Objectives:

To ensure that Stormont, Dundas and Glengarry County Library (SDG Library) complies with the spirit, principles and intent of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

To ensure that members of the public have access to information about the operations of the SDG Library and to their own personal information held by the Library in accordance with the access provisions of MFIPPA.

To ensure that the privacy of individuals' personal information is protected in compliance with the privacy provisions of MFIPPA.

Underlying Principles/Background:

The SDG Library's mandate is to provide library services and programs to the community. The continuing rise in Internet use has generated increasing public concerns about privacy and the security of personal information that is provided during on-line transactions. It is essential that the Library continue to build trust and confidence in its users, and continue to encourage their use of its services and programs. The SDG Library recognizes that users' choices of what materials they borrow and what websites they visit is a private matter. The Library will therefore make every reasonable effort to ensure that information about its users and their use of library materials, services and programs remains confidential.

The Stormont, Dundas and Glengarry County Library Board has also endorsed the Canadian Library Association's Position Statement on Intellectual Freedom. This statement affirms the fundamental right of all Canadians to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly.

Policy Statement:

The Stormont, Dundas and Glengarry County Library Board will make information about the SDG Library available to the public, and protect the privacy of all individuals' personal information in its custody or control in keeping with the access and privacy provisions of MFIPPA and other applicable legislation.

Protection of Privacy: Users

Collection and Use of Information:

- a. The SDG Library will not collect any personal information about users without obtaining their consent to do so, subject to the exceptions as contained in Section 29(1) of MFIPPA and Sections 4(1) and (2) of the general regulations made under MFIPPA. Personal information that is collected will be limited to what is necessary for the proper administration of the Library and the provision of library services and programs.
- b. Personal information will only be used for the stated purpose for which it was collected or for a consistent purpose.

Disclosure of Information:

- c. The SDG Library will not disclose personal information related to a visitor or library user to any third party without obtaining consent to do so, subject to certain exemptions as provided in section 32 of MFIPPA. Situations where the Library will disclose this information include the following:
 - The Library will disclose personal information to a parent or guardian of a person fifteen (15) years of age or younger who exercises the right of access to the child's personal information in the user or circulation databases.
 - The Library will disclose personal information when a user who has requested and been assigned supplementary library card privileges and who has signed the accompanying consent form, voluntarily gives a right of access to the personal information in his/her user and circulation database records to the individual documented on the consent form.
 - In accordance with Section 32(g) of MFIPPA, personal information may be released to a law enforcement agency in Canada, upon consultation with **legal counsel**, to aid in investigations undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result.
 - In accordance with Section 32(i) of MFIPPA, personal information may be released in compassionate circumstances to facilitate contact with

the next of kin or a friend of an individual who is injured, ill or deceased.

- The Library may release relevant personal information to a company acting on its behalf for the collection of Library property or unpaid fees.
- The Library may allow certain of its service providers access to relevant personal information solely for the purpose of maintaining the Library's electronic services.

Retention of Information:

d. The SDG Library will not retain any personal information related to the items borrowed or requested by a user, or pertaining to a user's on-line activity, longer than is necessary for the provision of library services and programs. This includes the following situations:

- Personal information regarding library transactions is retained in the user database as long as the circulation record indicates that an item remains on loan or fees remain unpaid.
- Records of returned items that have no outstanding fees/charges remain on the user record in the circulation database until the end of the working day. At that time, any link from the user record to the item borrowed is removed.
- The circulation records of Home Library Services/CELA users are retained with their permission. This is done in order to assist staff in selecting materials for the user.
- Records of items with outstanding fees/charges are retained until paid. A password protected historical record is kept for a further seven (7) months because a user may be entitled to have a lost item fee refunded if the item is returned within six (6) months.
- There are some other informational messages, such as a hold that has been cancelled or has expired, that are retained for seven (7) months.
- Backup files of users' borrowing activity are temporarily retained for two (2) weeks for the purpose of restoring data in cases of system failure and file corruption.
- Personal records of all users who have not used their cards in the previous three (3) years and do not have outstanding fines are purged on a regular basis.
- Retention periods for Library electronic services vary for the different web services and change with the introduction of new technologies and services. A Privacy Statement is posted on the SDG Library website.

Protection of Privacy: Staff

Collection and Use of Information:

- a. The SDG Library will not collect any personal information about staff members without obtaining their consent to do so, subject to the exceptions as outlined in Sections 29(1) and 52 of MFIPPA and Sections 4(1) and (2) of the general regulations made under MFIPPA. Personal information that is collected will be limited to what is necessary for the appointment and management of staff and the administration of staff wages, salaries, benefits.
- b. Personal information will only be used for the purpose for which it was collected.

Disclosure of Information:

- c. The SDG Library will not disclose personal information related to staff to any third party without obtaining consent to do so, subject to exemptions as provided in MFIPPA Section 32. Other situations where the Library will disclose personal information include:
 - To third party service providers for the purpose of administering employee benefits.
 - With written permission from the staff member concerned, the Library will provide reference checks and confirmation of employment with the Library, including wage and salary rate information, to third parties.

Access to Information: Users and Staff

Collection and Use of Information:

- a. Access to general records about SDG Library operations will be provided to the public, subject to the exemptions outlined in MFIPPA Sections 6 through 16. The Stormont, Dundas and Glengarry County Library Board agendas and minutes, annual reports, policies and a variety of other information are routinely made a matter of public record through the SDG Library website and through Library publications.
- b. Access to personal information about a particular individual will be provided to that individual, upon verification of identity and subject to the exemptions outlined in MFIPPA.
- c. The SDG Library will change an individual's personal information if it is incorrect. The Library may ask for supporting documentation.
- d. An administration fee may be charged for access to individual or general records in accordance with MFIPPA regulations.

- e. The **SDG** Library is committed to addressing all concerns related to providing access to general and/or personal information and to protecting the privacy of personal information in its custody.
- f. **SDG Library** staff members have the right to access their individual personnel files upon request.

Scope:

This policy applies to all information held by the SDG Library, including general information related to its operations, to personal information collected from users of its services and programs, and to personal information relating to Library Staff.

Application:

This policy applies to the Stormont, Dundas and Glengarry County Library Board, SDG Library staff, and Library volunteers.

Specific Directives:

The SDG Library will ensure that a retention schedule for a directory of general records and a directory of personal information banks is available to the public. This schedule will be updated on a regular basis.

1. Privacy and Access statements, together with procedures to be followed in making a request for information, will be publically available through the Library's website and in print.
2. A notice of collection statement in compliance with MFIPPA will be available at all registration desks and on all Library forms used to collect personal information. The notice statement will include: the Library's legal authority for the collection; the principal purposes for which the personal information is to be used; the title, business address and business telephone number of a Library officer or employee who can answer questions about the collection.
3. Third party service providers will be required to ensure, by means of a statement in their contract, that any staff or users' personal information to which they have access is only to be utilized for the purposes of carrying out the service they provide to the Library and for no other purpose.
4. Library staff will be provided with training in the access of privacy provisions of MFIPPA and in the contents of this policy.

Accountability:

The Director of Library Services is responsible and accountable for documenting, implementing, enforcing, monitoring and updating the Library's privacy and access compliance.

Related Documents:

SDG Library. **2008-01 – Communications Policy**

SDG Library. **GOV 2011-4 – Delegation of Authority to the Director of Library Services**

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APPENDICES

Appendix 1: Definitions

General records is a collection of general information that is organized and capable of being retrieved using the record series as identified in the directory of records. The records contain no personal information.

Personal information means recorded information about an identifiable individual, including:

1. Information relating to the race, national or ethnic origin, colour, religion, age, sexual orientation or marital or family status of the individual.
2. Information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved.
3. Any identifying number, symbol, or other particular assigned to the individual.
4. The address, telephone number, fingerprints or blood type of the individual.
5. The personal opinions or views of the individual except if they relate to another individual.
6. Correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence.
7. The views or opinions of another individual about the individual.
8. The individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

Personal information bank is a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular assigned to the individual.

Record means any record of information however recorded, whether in printed form, by electronic means, or otherwise, and includes:

1. Correspondence, a memorandum, a book, a plan, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a DVD, a machine readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof, and
2. Subject to the regulations, any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

Appendix 2: Contact

Director of Library Services
SD&G County Library

613-936-8777

613-936-2532 (fax)

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ACTION REQUEST

To: Date of Meeting: Subject: Relevance to priorities:	Members of the Library Board April 14, 2022 Policy Review – Political Elections Policy Review and Evaluate the Library’s Collections and Services
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RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board review and approve its (amended) Political Elections Policy, as presented.

EXECUTIVE SUMMARY: The Library Board’s Political Elections Policy (attached) was first adopted in May, 2018.

Over the course of the Board’s term of office, it is advisable to review its policies, updating, revising and/or amending them as needed. Oftentimes, the review process will be deemed as “housekeeping”, as is the case with this policy, as very little needs to be added or changed. This speaks to the strength and comprehensiveness of the policy.

Ontario’s *Municipal Elections Act, 1996, S.O. 1996, c. 32* requires “local boards, including public library boards, to establish rules for use of board resources during the campaign period. Local board must have rules and procedure in place by May 1 of the election year.” The next municipal elections will take place on October 24, 2022.

This Action Request seeks the Library Board’s ongoing approval of its Political Elections Policy, with the minor “housekeeping” amendments made.

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

The Library Board always has the authority to rescind policies, or to re-write them to its satisfaction. In the case of this policy, however, **it is not recommended that the Board engage in a revision**, as the information is still pertinent, and conforms to provincial requirements.

FINANCIAL ANALYSIS: None.

POLITICAL ELECTIONS POLICY

Policy level: Operational

Date of Formal Board Approval: May 3, 2018

Review Date: April 14, 2022

Policy number: 2018-01

The Stormont, Dundas and Glengarry (SD&G) County Library (doing business as SDG Library) must act and appear to act in a non-partisan way at all times, but especially during elections, while supporting the democratic process, freedom of expression and informed discussion on political issues. The Library must also comply with legislation related to elections (*Municipal Elections Modernization Act, 2016*, Section 88.18).

This policy applies to Library Board members, employees and volunteers of the SDG Library in their dealings with candidates and political parties and the use of Library resources during the campaign periods for municipal, provincial and federal elections.

Section 1: Campaign Contributions

1. In accordance with the *Municipal Elections Act*, Section 70(4), the *Elections Finances Act*, Section 16(1), and *Canada Elections Act*, Section 404(1), the Library Board may not make a contribution to the campaign of any candidate or political party in the form of money, goods or services.

Section 2: Use of SDG Library Resources and Property

1. All candidates and political parties have equal access to publicly available resources and services of the SD&G County Library.
2. Meeting rooms may be booked in accordance with the Library's Facilities Use Policy.
3. Candidates cannot use equipment, supplies, staff or other operational resources of the Library nor may they use the Library's logo in any campaign material.
4. 'All-candidates' meetings can be held at the Library, either as a Library program or sponsored by another group, provided that event organizers invite all candidates to attend such meetings. A candidate cannot be featured or promoted in association with any other regular Library program or event.
5. In accordance with the Library's Communications Policy, the Library will provide general information on elections. However, no campaign materials will be allowed on Library premises. Candidates and political parties are not permitted to distribute campaign materials

at the Library.

6. No election sign or poster specific to a candidate or political party can be posted on the grounds of the Library or in the Library building.

Section 3: Employee and Volunteer Participation in Election Campaigns

1. Any Library employee running as a candidate in the municipal election will comply with Section 30 of the *Municipal Elections Act*.
2. An employee or Library volunteer involved in a political campaign must be politically neutral when carrying out his or her Library duties and must not participate in campaign activities during his or her working hours.

Section 4: Library Board Members as Candidates

1. Library Board members may continue their board responsibilities when they are running for office.

Section 5: Requests for information about the SDG Library

1. The Director of Library Services will coordinate requests for information about the **SD&G County** Library received from candidates or political parties.
2. If requested in writing by a candidate, information provided by the Library to any other candidate shall also be provided to the candidate requesting the same.
3. Any candidate or political party may request a meeting with the Director of Library Services or tour of the Library (and its branches).

Related Documents

- **SD&G County SDG** Library – Facilities Use Policy
(http://www.sdqlibrary.ca/sites/default/files/POL_facilities_use2016.pdf)
- **SD&G County SDG** Library – Communications Policy
(http://www.sdqlibrary.ca/sites/default/files/POL_communications.pdf)



ACTION REQUEST

To: Date of Meeting: Subject: Relevance to priorities:	Members of the Library Board April 14, 2022 Release of Reserve Funds – Specific Donations Reserve Safeguard and Enhance Funding Levels
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RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board authorizes the release of \$1200.00 from the Library’s Specific Donations Reserve, to be used to help offset the cost of new carpeting at Winchester Branch.

EXECUTIVE SUMMARY: Prior to the Winchester Branch facility being rented by the SDG Library, it housed the administrative offices for the Township of North Dundas, and each office – with walls separating them – had a different type of carpeting from the next. Over time, and with the walls gone, the various “patches” of carpeting became frayed and unattractive.

Over the last several years, money has been donated by visitors to Winchester Branch, who added small amounts to a labelled donation jar, for the (eventual) replacement of the carpeting at the branch. When the amount in the jar became significant enough, staff would submit the money to Library Administration for safeguarding. Eventually a Reserve Fund was set up for this specific donation.

In March, 2022, the Township coordinated with the Library to replace have the facility painted and the carpet replaced. Upon its completion, the Township invoiced the SDG Library for \$1200.00 for carpeting.

This Action Request seeks the release of project-specific funds to be used to help the Township of North Dundas in offsetting the cost of the new carpeting at Winchester Branch.

OPTIONS AND DISCUSSION: Authorize the release of Reserve Funds specific to this project. **This is the recommended option.**

FINANCIAL ANALYSIS: The ‘Specific Donations Reserve currently has \$1,251.00 in it for the Winchester carpet replacement; Thus, there is no financial impact to the Library’s current operating budget, as the money was held for this purpose.



ACTION REQUEST

To: Date of Meeting: Subject: Relevance to priorities:	Members of the Library Board April 14, 2022 Organizational Review – Consultation Services Review and Evaluate the Library’s Collections and Services
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RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board authorizes the Director of Library Services to seek proposals for external consultative services to lead a service delivery (organizational) review of Library Services, with responses to be brought to the Board for review and decision at its next regular meeting.

EXECUTIVE SUMMARY: Discussions have taken place at past Library Board meetings about the need for the SDG Library to position itself for better outreach – and a return from COVID/curbside services/closures – to make sure that the public is well informed about the Library and its services. Much has been said about the amount of work involved to do so, and that the Library may need to engage additional staff or re-align its resources to improve its service delivery.

As a formal consultative process for an service delivery or organizational review has not been included in the current Strategic Planning process, nor in the SDG Library’s 2022 operational budget, it may be necessary for the Board to approve the use of Surplus or Reserve funds for additional consultative services.

This Action Request seeks the Library Board’s authorization to seek proposals for services from (other) external consultants with expertise in recommending staffing levels (in public libraries), in order to better align our staffing resources with the Board’s strategic goals.

OPTIONS AND DISCUSSION: Authorize the Director of Library Services to seek proposals and/or quotes for consultative services to lead an Organizational Review. **This is the recommended option.**

Alternatively, the Board could choose not to authorize staff to seek consultative services for a service delivery (organizational) review at this time. While understandable, considering that the Board is presently focused on Strategic Planning, current staffing

issues would indicate that **this option is not recommended**, as the SDG Library will soon need to operationalize a new Strat Plan, potentially without the necessary (human) resources to do so.

FINANCIAL ANALYSIS: Initial estimates for Organizational Review consultations are estimated at \$25,000-\$30,000, however these figures can only be determined once formal proposals and/or quotes have been received.

There would be no financial impact, of course, if the Board decides that it does not want to enter into a contract with an external consultant.

REPORT TO THE SDG LIBRARY BOARD

Ontario Library Service (OLS) Spring 2022 Board Assembly Meeting

Margaret MacDonald, Chair
April 14, 2022

The [Ontario Library Service](#) (OLS) held their Spring 2022 Board Assembly meeting virtually on April 6, 2022. OLS Consultant Alexandra Taylor outlined various board information sources, including:

- Board Assembly Distribution Group – discussion group for all board members to share comments, questions and best practices about governance and board topics.
- Governance Hub – www.librarygovernance.ca
- Governance Hub newsletter – published three times per year; subscribe at www.olservice.ca

Upcoming Training Opportunities

- New podcasts and recorded webinars
 - [Board Transition: Planning Your Board's Legacy](#)
 - The Role of the Board Chair
- [Board Transition: Succession Planning for Public Libraries](#)
Friday, April 29, 2022 – noon to 1:00 p.m.
- [Avoiding Legal Pitfalls in the Hiring Process](#)
Thursday, May 26, 2022 – 10:00 to 11:00 a.m. (\$50 cost)

Board Reminders

Elections

[The Municipal Elections Act](#) requires local boards to establish rules for use of board resources during the campaign period.

Disconnect from Work

The Ontario [Working for Workers Act \(Bill 27\)](#) received Royal Assent on December 2, 2021.

- Employers will now have to think carefully before reaching out to employees outside of work hours;
- Employees will have the legal right to disconnect from work outside of their usual working hours.

Policy Implications

- Organizations with 25 or more employees are required to have a written policy related to disconnecting from work;

- Public libraries have until June 2, 2022 to create and approve this policy;
- All versions of this policy have to be retained for three years after it is replaced.

Board Appointments

Elections are taking place October 24th; board appointments will follow soon after.

With respect to appointments to the library board, there are three important issues to be considered:

1. Library boards in Ontario do not appoint their own replacements;
2. Appointments are made by the municipal or county council;
3. Current board members must apply to be re-appointed.

Term of the Board – *The Public Libraries Act* (PLA)

- The term of the library board corresponds to the term of the appointing council;
- Members may be reappointed for one or more terms;
 - Note: some councils have set by-laws to limit terms, but the Act does not set term limits.
- The existing board continues until the new appointments are made.

PLA Timing of the Appointments

- Appointments are made at the first meeting of new council; OR,
- Within 60 days of this first meeting.

PLA Notice of Vacancies

- Public notice of vacancies shall be given in a newspaper of general circulation in the municipality.

PLA Library Board Composition: Number of Membership

- A board shall be composed of at least five members.

Number of Councillors on a Board

- Lower Tier and Single Tier Municipal Councils
 - One less than a majority of the board
- County Councils
 - A bare majority of board members are councillors

Next meeting: Fall 2022

Disconnecting from Work Policy

Policy Level: Library Board
Author: Director of Library Services
Date of Formal Board Approval:
Review Date:
Policy number: 2022-02

The Stormont, Dundas and Glengarry County Library Board recognizes that changes in technology have allowed employees to be constantly connected, however the Board also recognizes the right of an employee to disconnect from work outside of scheduled work hours. This policy supports our commitment to support the work-life balance of our employees.

As an employer with more than 25 employees, this policy is also written to comply with the *Ontario Employment Standards Act 2000, Part VII.0.1*.

Section 1: Definitions

“Disconnecting from work” means not engaging in work-related communications, including emails, telephone calls, video calls or the sending or reviewing of other messages, including text messages, so as to be free from the performance of work.

“Employee” means a person who works at the SDG Library, either part-time or full-time.

Section 2: Application

1. The Right to Disconnect

The right to disconnect means that employees:

- a) Can and should stop performing their job duties and work-related tasks when they are not scheduled to work.
- b) Are not required to take work home with them to complete outside of regularly scheduled hours of work.
- c) Are not expected or required to respond to work-related communications outside their regular working hours, while on break, or during any paid or unpaid time off.
- d) Should take and use all their scheduled breaks (including meal breaks) and time-off entitlements (including vacation time) for non-work-related activities.

- e) Will not face repercussions or be penalized for not communicating outside of their regularly scheduled hours of work.

2. Needs of the Library

From time to time, there may be legitimate situations when it is necessary to contact employees outside of normally scheduled working hours, including but not limited to:

- a) Checking availability for additional shifts such as to fill in at short notice for a sick employee.
- b) Where unforeseeable circumstances require contact out of normally scheduled working hours such as inclement weather.
- c) Where an emergency may arise.
- d) For any reason as described in the employee's job description or employment contract which requires them to be contacted outside of regular work hours, for example, for on-call operational responsibilities.

3. Workload and Productivity

- a) The SDG Library understands that employees may want or need to work outside their normal scheduled hours of work to meet a time-sensitive deadline, to attend to an urgent matter, or due to unforeseen circumstances, however, employees should not regularly or frequently work outside their schedule hours of work to complete or catch up on work.
- b) Employees who cannot manage their workload during their regularly scheduled hours should meet with their direct supervisor to evaluate their current workload, priorities, and deadlines.

Section 3: Communication

1. The SDG Library may on occasion send general communications to all employees including those who are not presently at work. Employees should not feel obligated to respond, nor are they expected to respond, to any communication when not at work, apart from unforeseen circumstances, such as an emergency situation. Employees on vacation or sick leave will only be expected to respond upon their return to work.
2. Employees must also respect others and avoid direct work-related communication including sending e-mails, messages or calling other employees outside their regularly scheduled working hours, during breaks, or during an employee's time off, such as their regular day off or vacation time.
3. Those employees on sick leave may be contacted for limited information related to their return to work.

4. Employees who do not reply to work-related communications outside of normal scheduled working hours will not face repercussions or be penalized.

Section 4: Responsibility

1. The Director of Library Services is responsible for implementing the appropriate procedures in accordance with this policy.
2. It is the responsibility of the Director of Library Services to ensure that a copy of this policy is given to new employees within 30 days of being hired and given to all employees within 30 days of any changes being made.
3. Employees are responsible for ensuring that they have read and understand this policy as it relates to their own work and that of other employees.

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