MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, March 10, 2022, 6:00 p.m.
Alexandria Branch
170A MacDonald Blvd., Alexandria ON

Pages

1. **Call to Order**

2. **Adoption of Agenda**

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

3. **Declaration of Pecuniary Interest**

4. **Adoption of Minutes**

    a. Library Board Regular Meeting Minutes - February 10, 2022 3

5. **Delegations**

6. **Consent Items**

    a. Statistical Summary (Circulation) - February, 2022 6

    b. Financial Report - February, 2022 7

    c. Branch and Supervisors Reports - February, 2022 8

    d. Systems Librarian Report - Not available

    e. Community Librarian Report - February, 2022 15

    f. Director of Library Services Report - February-March, 2022 16

    g. Correspondence

    h. 2021 Full Year Statistics 17

7. **Action Items** 19

    a. Policy Review -- Access to Information and Protection of Privacy Policy

8. **Discussion Items**

    a. 2022 OLA Super Conference -- Reports 36

    b.   Policy Review -- Communications Policy

    c.   Inactive Patrons -- ILS Clean-up

    d.   Strategic Planning -- Library Board "Retreat" Meeting

    e.   Crysler Friends of the Library Outdoor Space Proposal

    f.   Library Branch Re-Opening

9.   **In Camera**

    a.   Section 5.2 (b), Library Board's Procedure Bylaw
        "personal matters about an identifiable individual"

10.   **Adjournment**

Stormont, Dundas and Glengarry County Library Board

Minutes

February 10, 2022, 4:30 p.m.
Virtual Meeting, Broadcast live on YouTube

Members Present: Margaret MacDonald, Chair; Tony Fraser, Vice-Chair; James Algire; François Landry; Alex MacIsaac; David Smith; Lyle Warden

Members Absent: None.

Staff Present: Karen Franklin, Director of Library Services

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1.   Call to Order

2.   Adoption of Agenda

Moved by Lyle Warden
Seconded by David Smith

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

CARRIED

Karen Franklin requested the addition of two items to the Discussion Items section of the Agenda:

c) Children's Materials – Fine-free Initiative (update)

d) Strategic Planning – Board Pre-Retreat Meeting & Board Retreat Meeting(s)

3.   Declaration of Pecuniary Interest – None

4.   Adoption of Minutes

Library Board Regular Meeting Minutes – January 13, 2022

Moved by François Landry
Seconded by Lyle Warden

That the Stormont, Dundas and Glengarry County Library Board approves the Minutes of the January 13, 2022 regular Meeting, and including the In Camera Minutes, as written.

CARRIED

5. **Delegations** – **None**

6. **Consent Items**

    Moved by David Smith
    Seconded by Lyle Warden

    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 – None**

8. **Discussion Items**

    a. **Policy Development – Board Evaluation Policy**

    Moved by Jim Algire
    Seconded by Alex MacIsaac

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

    CARRIED

    b. **Policy Review – Board Succession Planning Policy**

    Moved by Jim Algire
    Seconded by Lyle Warden

That the Stormont, Dundas and Glengarry County Library Board approves the Board Succession Planning Policy, as amended.

CARRIED

9.   **In Camera – None**

10.   **Adjournment**

Moved by David Smith
Seconded by Lyle Warden

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on Thursday, March 10, 2022 at 6:00pm at Alexandria Branch, or at the Call of the Chair.

CARRIED

Board Chair/Vice Chair	Secretary

SDG Library

February 2022 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	February 2022 Total	February 2021 Total	February 2022/2021 Difference			
Administration	194	6529	6723	8787	-23.50%	13	n/a	0
Alexandria (44)	1539	194	1733	1744	-0.60%	223	449	6
Avonmore (20)	326	55	381	435	-12.40%	52	64	5
Chesterville (17)	700	123	823	773	6.50%	114	183	5
Crysler (20)	652	24	676	888	-23.90%	63	87	5
Dalkeith Express	7	9	16	45	-64.40%	6	n/a	0
Finch (16)	154	14	168	279	-39.80%	30	40	2
Glen Walter Express	79	6	85	92	-7.60%	16	n/a	0
Ingleside (44)	1308	110	1418	1772	-20.00%	184	606	7
Iroquois (20)	515	116	631	745	-15.30%	98	210	8
Lancaster (44)	893	77	970	1328	-27.00%	137	283	7
Long Sault (30)	930	102	1032	1030	0.20%	150	325	7
Maxville (16)	159	32	191	332	-42.50%	37	68	0
Morrisburg (44)	625	62	62	1149	-94.60%	142	288	7
South Mountain (16)	298	61	359	505	-28.90%	82	111	7
St. Andrews Express	72	5	77	87	-11.50%	12	n/a	0
Williamsburg (16)	570	27	597	453	31.80%	57	122	0
Williamstown (17)	365	54	419	491	-14.70%	61	103	8
Winchester (44)	618	115	733	1156	-36.60%	108	121	1
SYSTEM TOTAL	10004	7715	17094	22091	-22.60%	1585	3060	75

"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	5323
cloudLibrary-Collection Usage	10,172

LIBRARY MONTHLY STATEMENT

For Period Ending 28-Feb-2022

	2022	2022	2022		2021
	ACTUAL	BUDGET	VARIANCE		YEAR'S ACTUAL
GENERAL FUND					
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	-578	-15,000	-14,422		-6,051
DONATIONS & SALES	-408	-8,125	-7,717		-3,104
TRANSFER FROM RESERVES	0	-90,000	-90,000		-6,698
Total REVENUE	**-1,902**	**-254,626**	**-252,724**		**-168,647**
EXPENSES					
FULL TIME WAGES & BENEFITS	94,803	857,645	762,842		813,106
BRANCH WAGES & BENEFITS	97,153	823,130	725,977		702,415
STUDENT WAGES & BENEFITS	0	19,034	19,034		18,924
BOARD MEETINGS & DEVELOPMENT	425	7,510	7,085		3,950
STAFF MILEAGE	287	6,000	5,713		3,073
STAFF TRAINING & DEVELOPMENT	5,506	16,635	11,129		9,096
PRINT MATERIAL	5,521	161,550	156,029		115,337
DIGITAL BOOKS	6,132	81,075	74,943		71,523
DATABASE SUBSCRIPTIONS	23,821	62,375	38,554		29,898
MAGAZINES, PERIODICALS & LEASED BOOKS	10,647	14,775	4,128		18,407
SUPPLIES & EQUIPMENT	1,887	27,752	25,865		19,023
PHONES & INTERNET	5,015	65,835	60,820		48,588
PROMOTIONS & WEBSITE	70	18,775	18,705		9,782
PUBLIC PROGRAMS	210	10,050	9,840		7,502
COMPUTER PURCHASES	138	2,300	2,162		1,333
SOFTWARE SUPPORT	30,811	61,815	31,004		50,662
DELIVERY & OUTREACH VEHICLES	858	34,500	33,642		32,584
COPIERS & PRINTERS	820	12,000	11,180		9,521
COPYRIGHT & PERFORMANCES LICENSES	763	3,350	2,587		1,244
BRANCH CLEANING	4,854	57,240	52,386		58,596
BRANCH RENTS, INSURANCE & SECURITY	3,021	205,269	202,248		200,965
FURNITURE PURCHASE	0	52,000	52,000		56,262
AUDIT & LEGAL FEES	0	3,200	3,200		3,053
SPECIAL PROJECTS	38	60,000	59,962		10,542
SUPPORT FROM OTHER DEPARTMENTS	0	158,354	158,354		151,306
YEAR'S SURPLUS/DEFICIT	0	0	0		233,677
Total EXPENSES	**292,782**	**2,822,169**	**2,529,387**		**2,680,369**
Total GENERAL FUND	**290,880**	**2,567,543**	**2,276,663**		**2,511,722**

Branch & Supervisor Report – District 1

March 10, 2022

CHESTERVILLE BRANCH: (Jennifer H.)

- Due to renovations in Winchester and the branch being closed, all patron holds were redirected to Chesterville. The Local History section was moved to the former Book Sale shelf to free up room on the Holds shelf for the expected increase of incoming books.
- 'Book, Line & Thinkers' hosted a book club meeting via Microsoft Teams on February 7th. Five members participated in the meeting for The Music of Bees.
- Patrons have appreciated the return to in-branch browsing and access to the public computer. There are several regular visitors who depend upon computer access.

CRYSLER BRANCH: (Josée B.)

- After only offering curbside pick-up for over a month, LSA Josée prepared the branch to welcome back patrons for in-branch browsing and short stays.
- Assistance has been provided to the club leader of Crysler's English Book Club – this includes updating the tracking list and reserving kits for the remainder of the year.
- The Crysler Branch recently provided proctoring services for an open-book examination in response to a request received by the Ontario Pesticide Education Program through the University of Guelph.
- On a weekly basis, LSA Josée has been busy preparing boxes of books for seven classes at the local school. She's also been busy creating a BiblioCore list, job shadowing with a new colleague, as well as shoveling snow at multiple occasions to keep up with the wintry weather.

MAKERLAB – FINCH BRANCH: (Josée C.)

- Now that we've re-opened our doors, Finch has seen more patrons visiting with a mix of new and old faces. We've had double the visitors than the previous few weeks so far and our patrons were happy to come in to browse or pick up holds.
- LSA Josée completed her first VHS conversion (successfully!), prepared MakerKits for a staff member to explore, made instructions for staff on how to use our Die Cutter and continued to troubleshoot mobile internet hotspot issues.
- The MakerLab received the Ulti2+ 3D printer from Winchester and troubleshooted some problems that it had. The printer was then able to print again and was used to supplement the MakerLab's printing for programs.
- Staff visited and took pictures of all branches (and puzzles!) to include in our "Catch That Gnome" program. The program was designed to be both online and offline with special decoders (created with the Lab's Cricut machine!) having been sent to all branches.

- ‘Maker Minute in a Bag’ was finished on paper – all instructions and activity sheets were created as well as book recommendations and lists. Assembly and purchasing of extra materials began and the program is on course for its upcoming release.

SOUTH MOUNTAIN BRANCH: (Ginette T.)

- Patrons were very happy to be allowed back in the Library when ‘limited access’ services resumed in-branch. To greet them, displays were set up for Black History Month as well as a Valentine’s Day display for the children’s section.
- LSA Ginette created two lists in BiblioCommons that tie into the MakerLab’s ‘Maker Minute in a Bag’ that will be distributed later this month.
- LSA Ginette worked on several training webinars via Niche Academy. Topics ranged from unattended children to advanced body language.

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

- Renovations in Winchester began mid-February. New carpeting, fresh paint, and a new circulation desk are sure to refresh the space. In the last few weeks before the renovation began, staff were busy informing patrons, re-routing holds to other branches, and preparing the space for incoming workers.
- Winchester staff have begun regular updates of the Little Free Library in Morewood to keep the selection of books as fresh as possible. Patrons in the area have been responding well to the book share site as staff have noticed materials are often different than the week before.
- Though only open for one full week between COVID closures and renovations, patrons and staff were thrilled to return to in-person services. In this time, patrons were happy to make use of computers, have the chance to print personal documents and vaccine passports, and to simply browse shelves alone or with family.
- Winchester staff have also been teaming up with fellow LSAs at other branches to support increased workloads due to the temporary re-allocation of patron items from Winchester. Patrons have been very understanding of this temporary change and have been happy to pick up items from other branches of their choice.

DISTRICT SUPERVISOR: (Jenna L.)

- Promotions and/or staff support for District 1 programs/projects.
- Training of new Stormont & Glengarry CSA, including Polaris ILS, circulation and branch procedures, overview of policies, health and safety practices, and coordination of job shadowing with fellow LSAs.
- Preparations for “Catch That Gnome!” virtual escape room including branch/puzzle photos, coordinating webpage content, and social media promotions.
- Coordinating changes to public messaging on website and BiblioCommons webpage.
- Staff scheduling and timesheets, supervision, and technology support.
- Leading Winchester’s branch renovation project, in collaboration with North Dundas Township, including packing up/moving of all items and furniture, coordinating electric/internet work and circ desk install, and planning for staff schedules in other District 1 locations.

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

- February found patrons pleased to start coming in and browsing the shelves again. They were quite happy that they could also use the computers in the branch again.
- Several patrons called staff about the link and more information regarding the Rural Education Symposium which took place in February.
- Strategic planning process has commenced, and one Ingleside patron was thrilled to be selected to attend one of the meetings for members of the public. After reading the old Strategic Plan online she had several questions for branch staff so she would be prepared for the meeting.
- The Virtual Book Club in Ingleside continued in February. About 15 patrons take part in this event via Zoom each month but the group look forward to being able to meet at the branch in person soon.

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

- Staff at the Ingleside Post Office approached a library staff member with a "Mystery Wallet". It had been found weeks before at the Ingleside Mall and left with them. It contained food cards and some change but no identification other than an SDG Library Card. A quick scan at the Ingleside Branch revealed the Mystery Member was a patron in Long Sault. After a courtesy call to the family, the wallet was happily recovered at the Long Sault Branch. So, with that mystery successfully solved, we can all celebrate another benefit of an SDG Library Card! Get one today!
- Patrons were happy to come into the branch to view the books and the displays, update on the computer stations and fax print needed information. The new automatic renewal service was also mentioned as a grateful addition to our services.
- Staff were busy conducting a Picture Book Diversity Audit this month. The process was helpful to understand and learn about the diversity that we have with both titles and authors in our collection.

MORRISBURG BRANCH: (Stacey P. and Kate M.)
- Patrons were excited to see many of our core services return to the branches. The return of the Interlibrary loan program has offered wonderful options to several of our patrons who enjoy obscure or older titles. Patrons were also extremely thrilled that they are once again allowed to browse the shelves in person when limited access resumed later in the month.
- Access to public computers and printer continued to be a popular service.
- The Freedom to Read display put up by LSA Stacey, and the system wide Freedom to Read program both sparked some lively conversations among staff and patrons.
- The library plants have continued to spark interest as we watched the changes in some of the plants and the many propagation experiments ("will it grow?") throughout the branch.
- Staff continued to participate in virtual trainings and professional development opportunities and began the next round of virtual program planning for the spring session.

IROQUOIS: (Jeannette D. and Eleanor P.)

- Patrons and staff at the Iroquois branch were very happy to be open for browsing and computer use once again.
- Patrons were encouraged, by the staff display, to check out materials related to Black History Month and Freedom to Read week.
- The Civic Centre received a facelift with new paint for the entry and hallways. This brightened and refreshed the building much to the delight of patrons and staff.
- Staff were able to assist a patron with the setup of cloudLibrary onto their device and received feedback the following day of how excited they were with the large selection of eBooks available.

WILLIAMSBURG: (Cheryl T.)

- The beginning of the month continued to be curbside pick up only. Patrons were pleased that the hours remained the same and they were able to pick up materials in Williamsburg.
- During this time of branch visit restrictions, inventory was completed as well as an inclusivity audit of picture books.
- Patrons were welcomed back into the branch for limited browsing on February 7. Young and old were excited to be able to come in and choose their materials. A patron claimed she was "desperate" to pick out books and trudged out to browse during one of this month's snowier days. Another patron reported that her son was so thrilled to find the most recent book in the "Investigators" book series that he chose reading over screen time that evening. A win for their family and a win for the library!

DISTRICT SUPERVISOR: (Cheryl S.)
- Administrative duties including scheduling, supervision, and reports.
- Attended weekly Team meeting, Team Management meeting and Health & Safety meeting.
- Technology support, troubleshooting and training for staff and public
- Collection maintenance and collection development for picture books, easy readers, and board books, junior fiction and junior non-fiction.
- Polaris updates and changes to settings to prepare for resumption of fines for adult and teen materials starting March 1 as well as changes to collections and settings for going fines free on children's materials.
- Ancestry Club programs with CSA Ian.
- Program planning with branch staff for upcoming programming session which will run from April to June.
- Worked on APLL project (Diversity, Equity and Inclusion) which began with a sample audit of the picture book collection in District 2.
- Attended several OLA sessions and have some bookmarked to watch later (these will be available until August 2022)

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

- Staff were able to pivot to a return to in-branch browsing and short stays at the Alexandria Branch. The use of hand sanitizer, masking and social distancing is a priority, and our patrons are following all guidelines set out by our Joint Health and Safety Committee.
- Patrons were delighted to be able to connect with the staff face to face and to be able to explore our collections in person once again. The use of computers remains an important service that we offer to patrons.
- Collection maintenance for French and English junior non-fiction materials has been an on
- Collection maintenance for the junior non-fiction materials in French and in English has been an ongoing project for Iris and Sylvie. Weeding of older, worn, and outdated books and the addition of new materials to fill collection gaps will appeal to our youngest readers.

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

- Lancaster Branch continues to receive a high volume of phone calls with patrons seeking assistance with "hold requests", book recommendations and information regarding curbside pickup.
- The hold shelf remained full of requests for regular patrons, and for those who have recently started using our website to order their items.
- Branch staff have assisted many patrons in accessing and printing their Income Tax information over the last couple weeks.
- The Cairnview Book Club expressed a wide range of reactions to February's selection, *Ask again, Yes* by Mary Beth Keane.
- Curbside Delivery continues to be an appreciated service for some of the patrons who are not yet comfortable returning to 'in-branch' pick up.

AVONMORE BRANCH: (Kelsey D.)

- February's "Learn the Basics of Graphic Design Part 2" program received positive feedback; there were seven attendees at the program. Based on their questions, it was clear that the presentation kept their interest. Attendees were also excited to try the resources and tools provided in the webinar.

- Patrons are thrilled to come back into the branch for browsing and short stays. The re-opening has increased the number of patrons coming to the Avonmore Branch.
- LSA Kelsey assisted with preparations for the Freedom to Read event. Using Adobe Photoshop software, she created digital burnt pages from books that have been banned or censored over the years.

MAXVILLE: (Emily A.)

- The virtual book club celebrated Black History Month by reading <u>The Vanishing Half</u> by Brit Bennett. There has also been an increase in members to 159. Staff continue to encourage engagement by make five to six posts to Facebook per week.
- The SDG Library TikTok account continued to gain new followers, with a total of 544 currently following. Five videos were made in February, with more planned for the next few weeks.
- Patrons are very happy that in-branch browsing has returned.

WILLIAMSTOWN: (Julie C.)

- The Sandywood Book Club has resumed their book club this month. The organizers of the Sandywood book club met in-branch to plan their 2022 reading list from the selection of available Book Club kits.
- Patrons were eager to be able to come into the branch and connect with one another once again. Children visiting with their families were very excited to visit in-branch families were offered fun coloring pages-to-go that matched the library's themed book displays.
- Staff continued to work on collection maintenance that began in January. This work helps keep our collections presentable and appealing for patrons and makes room on our shelves for new items.

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 weekly team meetings (ongoing)
- Collection maintenance and Graphic Novels collection development (ongoing)
- Frontline customer service including, email, and phone inquiries (ongoing)
- Updated Emergency Evacuation Floorplans for all branches
- Completed Librarian's Guide to Homelessness Training
- Assisted in updating Polaris notifications messaging
- Coordination of 'Freedom to Read Week' program for SDG Library system

- Branch tours with new CSA
- Branch maintenance in Avonmore; removing old decorations, began puttying and painting

MONTHLY ACTIVITY REPORT TO THE DIRECTOR OF LIBRARY SERVICES

COMMUNITY LIBRARIAN

Date: February 2022

WORK COMPLETED:

- Attended OLA Superconference sessions (Feb 1-5, 2022)
- Oversaw Freedom to Read Week (Feb 20-26, 2022) initiatives coordinated by L. Platts
- Wrote grant application for Ontario Summer Experience Program provincial funding
- Set up StoryWalk at Warwick Forest (Feb 12), in collaboration with South Nation Conservation Authority as part of their 75th anniversary Healthy Hike event
- Providing support to team member who has recently returned from maternity leave
- Researched Community Librarian job descriptions from other public libraries
- Promoted the Library's Strategic Planning survey to the public via multiple platforms
- Made changes to the Library's billing schedule, in collaboration with other members of the Library's Management Team
- Announced Fine Free on Children's Materials initiative, met with positive response
- Kept the Library's social media pages and website up to date
- Weekly meetings with Director of Library Services
- Weekly meetings with District Supervisors, and check-ins with Courier Driver
- Spine Label Poetry challenge for staff to boost morale
- Job posting request for summer students, now posted to website
- Attended informative webinar on Beanstack, an app that allows users to track their reading, earn badges, participate in challenges, etc.

WORK IN PROGRESS:

- Touching base with all six Townships to determine updated branch capacity limits
- Collaborating with branch staff to create updated slideshows featuring Library services, to be displayed on branch TVs
- Hosting March Break Spine Label Poetry Challenge for patrons
- Drafting and publishing the Spring 2022 Navigator, aimed release date of April 1, 2022
- Planning for 2022 TDSRC: ordering materials, hiring summer students, etc.
- Researching the possibility of acquiring the Beanstack app to be used for TDSRC

February-March, 2022

DIRECTOR OF LIBRARY SERVICES

March 10, 2022

WORK COMPLETED:
- Collections Development: Adult Fiction (print & digital – new area of primary responsibility); Large Print fiction (print); Purchase Suggestions; Adult A/V material
- February 16: Meeting with Innovative (Polaris ILS supplier) Account Manager, re: improving customer relations; fine-free processes
- February 17: Ontario Library Services "Informal Library Chat" networking meeting
- February 18-March 2: Vacation
- Agenda preparations for Library Board meeting: **Thursday, March 10, 2022, 6:00pm @ Alexandria Branch**
- March 7: Participation at Library's Strategic Planning Engagement Session for Library Management staff
- March 8: Meeting with Laridae Communications
- March 9: Meeting with Counties' IT, re branch computer needs (staff and public access)
- Preparation of Performance Review document for C. Halstead, Communications Librarian

WORK IN PROGRESS:
- 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)
- Staff development – Team Building
- Ongoing support for Strategic Planning consultants
- Ongoing eScribe (agenda creation software) training
- Research in fundraising strategies
- Development of Library Board legacy document(s)
- Management Team discussions, re re-opening Library services

SDG Library

Circulation Statistics: Full Year 2021

Branch & Open Hours per Week	Borrowers*	English Adult	English Juvenile	English Teen	French Adult	French Juvenile	French Teen	Audio Visual	Inter-library Loan	Other	Magazines	eBooks & eAudiobooks	2021 Total	2020 Total	2021/2020 Difference
Administration	103	412	64	51	15	20	0	194	1	10	1	110057	110825	83696	+32.4%
Alexandria (44)	1873	4415	2705	486	452	1303	48	2269	35	79	286	6720	18798	23434	-19.8%
Avonmore (20)	304	420	828	63	11	179	0	107	1	6	5	2251	3871	3813	+1.5%
Chesterville (17)	704	2205	1263	136	7	266	0	723	2	7	168	3930	8707	6916	+25.9%
Crysler (20)	474	1662	1062	42	444	894	35	835	2	10	1	850	5837	6967	-16.2%
Dalkeith Express	71	101	0	1	0	0	0	78	3	0	6	382	571	726	-21.3%
Finch (16)	246	512	975	45	10	33	0	53	0	22	5	1099	2754	2735	+0.7%
Glen Walter Express	142	422	57	9	5	21	0	11	0	1	0	238	764	705	+8.4%
Ingleside (44)	1553	5317	2852	432	75	141	0	1702	79	49	310	5321	16278	21570	-24.5%
Iroquois (20)	636	2176	2041	330	1	97	0	564	22	8	11	3276	8526	7214	+18.2%
Lancaster (44)	1190	4015	2715	162	66	340	52	1818	22	61	221	3427	12899	15050	-14.3%
Long Sault (30)	1084	3157	1193	277	15	279	2	1636	23	44	40	3595	10261	11728	-12.5%
Maxville (16)	401	909	262	80	18	160	5	341	11	20	2	1747	3555	3857	-7.8%
Morrisburg (44)	1253	2710	2321	509	41	122	0	1434	10	19	70	4240	11476	17711	-35.2%
South Mountain (16)	537	1181	1018	56	0	189	2	413	5	19	114	2135	5132	4721	+8.7%
St. Andrews Express	133	339	177	20	1	20	0	125	1	0	0	279	962	956	+0.6%
Williamsburg (16)	361	707	602	150	2	38	0	786	2	30	483	1473	4273	4145	+3.1%
Williamstown (17)	518	1405	1700	103	17	466	12	426	1	11	27	1970	6138	5322	+15.3%
Winchester (44)	1153	3369	2369	360	3	214	4	1146	9	59	396	3786	11715	19331	-39.4%
SYSTEM TOTAL	12736 / 3465	35434	24204 / 62950	3312	1183	4782 / 6125	160	14661	229	455	2146	156776	243342	240597	+1.1%

eBooks & Audiobooks

2021	2020	2021/2020 Difference
156776	137482	+14.0%

Interlibrary Loans to Other Library Systems

2021	2020	2020/2019 Difference
	321	-100.0%

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

*Borrowers System Total has two values. The first is the raw sum of branch totals. The second is the overall system total of borrowers, some of whom borrow from more than one branch.

SDG Library

Activity Statistics: Full Year 2021

Branch	Visitors	Reference Questions	Program Attend.			New Patrons	PAC Stations		
			Adult	Juvenile	Teen		PCs	Sessions	Hours
Administration	0	0	0	0	0	7	0	0	0:00
Alexandria	3086	1	125	27	0	85	8	0	16:19
Avonmore	351	27	4	89	0	22	2	0	16:48
Chesterville	906	0	4	8	0	31	4	0	9:36
Crysler	819	0	4	0	0	27	2	29	18:17
Dalkeith Express	0	0	0	0	0	1	0	0	0:00
Finch	288	0	63	44	0	6	5	3	21:22
Glen Walter Express	0	0	0	0	0	4	0	0	0:00
Ingleside	3860	12	20	14	0	123	6	82	14:17
Iroquois	1305	1	0	0	0	42	2	0	12:43
Lancaster	2328	0	0	113	0	63	4	30	16:53
Long Sault	1905	18	34	169	0	41	5	0	12:28
Maxville	594	1	17	24	0	27	2	1	21:04
Morrisburg	2302	179	58	49	0	59	8	18	15:52
South Mountain	638	0	0	15	0	24	2	0	0:00
St. Andrews Express	0	0	0	0	0	0	0	0	0:00
Williamsburg	463	32	0	0	0	13	2	0	0:28
Williamstown	1894	0	0	0	0	26	2	1	0:01
Winchester	636	2	0	12	0	62	6	48	15:38
SYSTEM TOTAL	21375	273	329	564	0	663	60	212	23:50
				893					

Database Usage (Sessions)

Database	2021	2020	Q1 2021/2020 Difference
Ancestry Library	393	484	-18.8%
Flipster	3406	3975	-14.3%
Lynda.com	429	1787	-76.0%
MasterFILE Elite	21	16	0.0%
Novelist Plus & K-8 Plus	108	82	+31.7%
PressReader	58854	58276	+1.0%
Teen Health & Wellness	1	22	-95.5%

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

ACTION REQUEST

To: Date of Meeting: Subject: Relevance to priorities:	**Members of the Library Board** **March 10, 2022** **Policy Review – Access to Information and Protection of Privacy Policy** **Review and Evaluate the Library's Collections and Services**

RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board review and approve its (amended) Access to Information and Protection of Privacy Policy, as presented.

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.

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, as can be seen in the DRAFT version, compared to the current document (see attachments).

This Action Request seeks the Library Board's ongoing approval of its Access to Information and Protection of Privacy Policy.

OPTIONS AND DISCUSSION: Approve the Access to Information and Protection of Privacy Policy, as presented. **This option is recommended**.

The Library Board always has the authority to rescind policies, or re-write them to its satisfaction, of course. In the case of this policy, however, **it is not recommended that the Board engage in a "wholesale" revision**, as the information is still relevant, 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
Policy number: 2009-06

Policy Objectives:

To ensure that Stormont, Dundas & Glengarry County Library (the 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 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 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 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 & 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 & Glengarry County Library Board will make information about the 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 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 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 the Library's lawyer, to aid in investigation 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 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/CNIB 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 an annual 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 SD&G Library website.

Protection of Privacy: Staff

Collection and Use of Information:

a. The 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 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 Library operations will be provided to the public, subject to the exemptions outlined in MFIPPA Sections 6 through 16. The Stormont, Dundas & 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 Stormont, Dundas & Glengarry County 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 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 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. Staff members have the right to access their individual personnel files upon request.

Scope:

This policy applies to all information held by the 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 & Glengarry County Library Board, staff and volunteers.

Specific Directives:

The 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.

2. Privacy and Access statements, together with procedures to be followed in making a request for information, will be publically available through the Stormont, Dundas & Glengarry County Library's website and in print.

3. 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.

4. 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.

5. Library staff will be provided with training in the access of privacy provisions of MFIPPA and in the contents of this policy.

Accountability:

The Warden, United Counties of Stormont, Dundas and Glengarry, is responsible and accountable for documenting, implementing, enforcing, monitoring and updating the Library's privacy and access compliance.

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)

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; reviewed March 10, 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).

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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.

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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.

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  ▪ In accordance with Section 32(g) of MFIPPA, personal information may be released to a law enforcement agency in Canada, upon consultation with the Library's(?) lawyer, to aid in investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result.
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- 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.
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- 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.
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b. Personal information will only be used for the purpose for which it was collected.

Disclosure of Information:

c. The 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:

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f. 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.

2. 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.

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Accountability:

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3. Any identifying number, symbol, or other particular assigned to the individual.
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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)

Report on the OLA Virtual Super Conference: Feb. 1 - 5, 2022

Theme: "Gather"

It's ironic, in one sense, that the theme of "Gather" was chosen in the midst of a time when we cannot physically gather. Gather can have many meanings however. We are able to gather electronically through our computers. To gather, can also mean to "harvest "or we may "gather our resources" as we share ideas on libraries.

A second theme for the meeting could have been "Story Telling" as many of the presentations, particularly by indigenous presenters, centered on the importance of gathering and story telling. The emphasis on story telling was prominent in the two previous Super Conferences which I attended and indigenous story tellers seemed to predominate. Story telling and libraries seem to go hand in hand.

There were presentations on the planning and building of two new libraries in Ontario. (the Ottawa Public Library Project with Archives Canada and a new branch for the Toronto Public Library), Both stressed the importance of consultation with the general community and with indigenous groups. The TPL presentation was entitled "A House for our Stories" which I thought was an appropriate reference to the relationship between stories and libraries.

Throughout the week there were dozens of sessions featuring Canadian authors. These events were sponsored by the author's publisher and consisted of general discussions or interactive chats about the author's latest book. Many involved children's books and some sessions allowed only a limited number of participants.

As in other years, the Conference was well organized with presentations intended for many different groups (e.g. Library Boards, Health Libraries,School Libraries, First Nations Libraries, French Library Services) so it was easy to make selective choices.

In total, there were ten Featured Speakers with a wide range of topics. I found three in particular to be very interesting.

1. Albert Dumont is the English Poet Laureate of Ottawa. He gave a very entertaining recount of his life story including a few stories of some characters he has known. Mr. Dumont is the perfect example of an indigenous story teller.

2. Dr. Joe Schwarcz is the Director, Office of Science and Society, McGill University. He is a chemist but has spent many years demystifying and exposing fake science in an entertaining way. He spoke about how misinformation and disinformation is being used during the pandemic, often to sell some useless cures.

3. Lawrence Hill is a Canadian author of many novels including the acclaimed "Book of Negroes". He has also written a children's book. He talked about his early life and the importance of libraries in the lives of children.

BOOT CAMP:

Boot camp is held on the last day of each Super Conference and is usually specifically for Library Board members. It includes the annual meeting of the OLBA. This year, the Ontario School Libraries Association met at the same time.

The sessions for the OLBA involved the relationships between the municipality, the library board, the CEO (administration) and the council. These same discussions seem to be featured every year. As might be expected, every municipality has their own issues and way of doing things and it is hard to gain insights which may apply in SDG.

The final session of the day involved "Board Succession Planning". I found this to be very interesting as our own board is just now entering this phase of our cycle. It seems that every board (and council) has its own rules and procedures. I was pleased to see that succession planning will be on the agenda of our March meeting.

I chose to attend this Super Conference hoping to come up with some ideas for the Board's meetings on strategic planning. While there were no specific sessions on strategic planning I picked up some ideas which may be helpful in our upcoming deliberations.

OTHER SESSIONS ATTENDED:

The New Era of (Re)Gathering
Going Fine Free - OPLA Research and Evaluation Committee
Municipal Relations in an Election Year

Pop Culture - National Public Radio
Public Library Spotlight
The Power of Stories to Educate and Heal
EDI Committees - From Performance to Actionable
Ontario Community Newspapers - From Crisis to Opportunity
Keynote Speaker: Cherie Dimaline
Library Board Governance During the Pandemic and Implementation of Hybrid Meetings   in the Future
Relationship Building With Your Municipality
Keynote Speaker: Mary Rowe and the Future of Our Cities

Jim Algire
February 23, 2022

OLA SUPERCONFERENCE SUMMARY REPORT TO THE LIBRARY BOARD

COMMUNITY LIBRARIAN

Date: March 2022

I attended the virtual OLA Superconference from February 1-4, 2022. I had previously attended this annual event in 2019 and 2020 as a student volunteer, while working towards my Master's in Library and Information Science. It was wonderful to be back at the conference, this time as an attendee. I found the live chats to be particularly engaging and enjoyed the prerecorded sessions. Attending the conference also served as a valuable networking opportunity. I connected with numerous library professionals during breakout room sessions and have since added many of these individuals to my professional network.

Public library workers have faced many challenges throughout the ongoing pandemic, and I strongly feel that we are the forgotten essential workers. It was validating to hear presentations from other professionals in the field on the difficulties of operating libraries during a time of public health crisis, as well as the ongoing battle against misinformation and disinformation. Morale can be difficult to maintain during these times of uncertainty and change. Since I assumed this role last fall, it has been a goal of mine to boost morale across the organization. I was particularly inspired by a presentation done by several librarians from Mississauga Public Library, wherein they discussed a committee they had formed between management and staff. The goal of this committee was to foster communication between various levels of the organization, and to come up with activities for team building. I borrowed the idea of challenging our library staff to a Spine Label Poetry contest and was blown away by the level of participation and enthusiasm. This initiative was very simple to put together, and made use of existing library materials, yet it was something different and fun for staff to take part in.

Due to the success of the Spine Label Poetry (SLP) challenge, I will be running another SLP challenge for kids over the March Break, with the intention of further promoting our Fine

Free on Children's Materials initiative. Planning for new system-wide programming and outreach initiatives proves to be a challenge due to the unpredictable nature of the pandemic, and I feel fortunate to have come away from the conference with several ideas that I can test out at the SDG Library. I wish to thank the Library Board for their support in my professional development by allowing me to attend this conference.

Lucinda Freeborough
Cataloguing/Acquisitions Technician
03/03/2022

OLA Super Conference – "Take Away" Report

This year, some of the focus of the OLA Super Conference leaned towards accessibility and challenges surrounding it. Topics such as going fines-free, accessibility in the library – between material and physical access -- and accessibility challenges during the pandemic, were discussed. Accessibility was not discussed only in terms of the spectrums of physical and learning disability and impairment, but also class (e.g., low income, unemployed, veterans).

The most insightful were the fines-free discussions, which is something that we as a library have been beginning to trial with our juvenile materials. The fines-free movement has been gaining traction across Canada, and is a movement that seeks to eliminate potential barriers for low income individuals. A patron may not always be able to return books on time, have ready access to transportation, or perhaps they were hospitalized, and so on. The library then becomes too costly a service to use for those patrons, and will likely result in that patron not using the library again. The discussion centered on a practice that many libraries are already undertaking, with an elimination of fines, moving into charging replacement costs instead-- and how little it effected their budget without them. A study was conducted across numerous libraries across Ontario to collect this data. A lot of hesitancy towards it seemed to be in the "profit" of fines going to the library budget, and it was much less than what it was thought to be. It was overall more beneficial for their library to eliminate the fines. It led to more library use, since there was no fear of late fines, and items were still returned on time for the most part. Those who were late returned their items as they were billed replacement costs. The presentations also gave insight on how other libraries were implementing it.

2022 OLA SUPER CONFRENCE TAKE-AWAY – Lindsey Schulz

This was my first time attending the OLA Super conference, and because of this, I have quite a few take-aways. I have previously attended a conference with the same sort of target audience but for Library Technicians, as opposed to a library as a unit. When first attending, I was expecting presentations on experiences and tools rather than services and products, like what I had experienced at the OALT Conference (Ontario Association of Library Technicians) last year.

To say that I was surprised by the amount of marketing presentations is an understatement. Although I had a very positive and fun week attending the conference, my first impression was "wow are they trying to sell stuff!". Many of the presentations were hosted by publishers and company representatives, so it wasn't a shock to see why so many presentations had an item or service to promote.

Despite this, I found the conference a very fun experience; the reason for that was mostly the attitude I had going in and the presenters themselves. They all had a different approach to their sessions and put emphasis on engaging the audience, which I found to be very welcoming as a new attendee, and despite trying to sell or promote something, all the presenters still provided suggestions and tools for implementing what they were suggesting, such as why they found it worked in one instance versus another. All the presenters were very open about their experiences with what they were trying to change and initiate in a library setting.

 Many of the presentations focused on what libraries are facing now with the pandemic, indigenous movement, and the province-wide discussion of going fines-free. This really showed, in the number of sessions providing information on services like CELA (Centre for Equitable Library Access), promoting indigenous programs, and how to provide for members of the public that may find it hard to see representation in their communities. As a member of the disabled community, I often find it hard to find representation. Because of this, I was ecstatic to see how many libraries were trying to address this gap.

Most importantly my take-away from this conference was that libraries are really trying to be as inclusive as possible for their patrons, and it shows in the passion of the presenters during their presentations on subjects, like emphasizing fine-free options and initiatives, accessibility and cultural sensitivity adaptations and changes. I really enjoyed my week at the conference and learned a lot about what makes a library work for its users, and why.

COMMUNICATIONS POLICY

Policy level: Library Board
Date of Formal Board Approval: April 30, 2008
Revised: October 16, 2014
Policy number: 2008-01

Purpose:

The Stormont, Dundas, and Glengarry County Library takes an active role in communicating the value and importance of public library services to the community. This policy will provide guidelines for an effective and coordinated way of communicating with the public, including patrons, community groups and partners, and the media.

Policy:

The Communications & Marketing Librarian will:
- promote the Library as a vital community resource by building and maintaining good relationships with the citizens and community organizations of the Counties.
- Establish graphics standards and guidelines and ensure adherence to the Library's brand identity.

The Communications & Marketing Librarian will, in consultation with the Director of Library Services, establish guidelines for all public, Board, and staff communications.

The Communications & Marketing Librarian will, in consultation with the Director of Library Services, develop a Communications and Marketing Plan that will be reviewed annually by the Library Board. The Communications & Marketing Librarian is responsible for implementing the Communications and Marketing Plan.

All Library communications and marketing initiatives must be in harmony with the Library's current Mission and Vision Statements. All communication will be timely and accurate, and written in plain language.

Media Communication:

- Only those people designated by the Library Board may speak to the public or media on behalf of the Library.
- The Communications & Marketing Librarian will respond to media inquiries. The Communications & Marketing Librarian may, at his/her discretion, refer any item to the Director of Library Services and/or the Board Chair.
- Inquiries of an administrative nature should be referred to the Director of Library Services.

Website:

The Communications & Marketing Librarian is responsible for keeping the Library's information on the website current and accessible.

Social Media:

The Library may, at the discretion of the Director of Library Services and/or the Communications & Marketing Librarian, maintain various Social Media applications (e.g., Facebook pages, Twitter feeds, smart phone applications) which can be used to enhance the communication of Library information within the community. These will be in keeping with the Communications Policy outlined above, and should include links to the full Library website whenever possible. Use of the Library's social media applications will be a part of the Communications and Marketing Plan, and present meaningful and honest ideas that are of interest to library users and non-users alike, and invite responses from the social media community.

Community Information:

The Library provides space on its public bulletin boards and distribution areas to non-profit, civic, and community groups for the display of informational brochures, posters, etc. of interest to the local community. These services are in keeping with the Library's philosophy of providing access to a wide range of information. This material must be approved by Library staff before posting or distribution.

Community Feedback:

The Library welcomes feedback from their community. Comments or feedback from the public about our services may be placed in comment boxes, available at all branches of the Library, or sent directly to the Communications & Marketing Librarian.

Complaints:

The Library makes every effort to ensure that concerns about the Library are dealt with in a timely, fair and consistent manner. All complaints are treated in a confidential manner.

Any complaints regarding Library services should be submitted in writing to the Director of Library Services using the Complaints Form. Unsigned and/or anonymous complaints will not be dealt with. A complaint does not include requests for information or general feedback or suggestions.

Acknowledgement of the receipt of the complaint will be made within 3 working days. The Director of Library Services will investigate the concern and respond to the client with their findings and a decision.

Unresolved complaints and those which the Director of Library Services feels warrant Board attention, will be referred to the Board at the next monthly meeting. Decisions by the Library Board are final.

This policy does not supersede those guidelines set out in the Procedural By-Law. Please also see Access to Information and Protection of Privacy Policy, and Accessible Customer Service Policy.

Stormont, Dundas and Glengarry County Library Board

COMMUNICATIONS POLICY

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Policy:

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Media Communication:

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Page 2 of 4

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Related Documents:

SDG Library. **2009-06 - Access to Information and Protection of Privacy Policy**