MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, October 20, 2022, 6:00 p.m.
Avonmore Branch
16299 Fairview Drive, Avonmore ON

8.	Discussion Items

9.	In Camera

10.	Adjournment

Stormont, Dundas and Glengarry County Library Board

Minutes

September 8, 6:00pm
Lancaster Branch Library

Members Present: Margaret MacDonald, Chair; François Landry; James Algire; David Smith; Lyle Warden

Members Absent: Tony Fraser, Vice-Chair; Alex MacIsaac

Staff Present: Karen Franklin, Director of Library Services; Cheryl Servais, (Acting) Systems Support Coordinator; Lorna Platts, District Supervisor; Kate Jones Miner, District Supervisor; Stacey Piticco, District Supervisor; Miranda Hudon, Casual Support Assistant

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1.   Call to Order – The meeting was called to order at 6:15pm.

2.   Adoption of Agenda

Moved by: Lyle Warden
Seconded by: François Landry

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

CARRIED

The Action Item: "SDG Library 2021 Annual Report" was added to the Agenda.

3.   Declaration of Pecuniary Interest – None

4.   Adoption of Minutes

Moved by: David Smith
Seconded by: James Algire

That the Stormont, Dundas and Glengarry County Library Board approves the Minutes of the June 9, 2022 regular Meeting, including the 'In Camera' Minutes, as written.

CARRIED

5. Delegations

Erik Komarnicki, a representative from BiblioCommons, made a virtual presentation about BiblioWeb/BiblioEvents and BiblioSuggest, modules that can be added to the BiblioCommons (discovery) platform that the Library currently subscribes to.

6. Consent Items

Moved by: Lyle Warden
Seconded by: François Landry

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: Lyle Warden
Seconded by: David Smith

That the Stormont, Dundas and Glengarry County Library Board approves the '2022-2026 Strategic Plan', prepared by Laridae Communications, as written.

CARRIED

Moved by: François Landry
Seconded by: James Algire

That the Stormont, Dundas and Glengarry County Library Board reviews the submission from TCI Management Consultants in association with Beth Ross & Associates and Bibliotechs Inc., for a Library Service (Organizational) Review, and if satisfied,

That the Director of Library Services be authorized to sign all necessary documents to give effect to a contract for this service, and

That any additional funds needed to pay for this Review be taken from the Library's accumulated Surplus.

CARRIED

Moved by: Lyle Warden
Seconded by: David Smith

That the Stormont, Dundas and Glengarry County Library Board approves the draft 'SDG Library 2021 Annual Report', as presented, and authorize Library staff to publish the document for distribution.

CARRIED

7.   **Discussion Items**

Items discussed included:

a) Website Accessibility Audit -- Report
b) BiblioWeb / BiblioEvents & BiblioSuggest
c) Summer Reading Club – Report
d) 2023 Budget Meeting – Possible Dates
    Thursday, November 10, 9:00am in the Board Room of the Counties Administration Building was chosen.
e) Library Board Succession – Legacy Document

8.   **Adjournment**

Moved by Lyle Warden

Seconded by François Landry

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on Thursday, October 20, 2022, at 6:00pm at Avonmore Branch, or at the Call of the Chair.

CARRIED

| Board Chair/Vice-Chair | Secretary |

DRAFT

SDG Library

September 2022 Statistical Summary

SDG Library	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	September 2022 Total	September 2021 Total	September 2022/2021 Difference			
Administration	173	8584	8757	9638	-9.1%	14	n/a	3
Alexandria (44)	2850	153	3003	1786	+68.1%	401	980	32
Avonmore (20)	586	85	671	451	+48.8%	103	172	11
Chesterville (17)	1111	175	1286	814	+58.0%	159	275	5
Crysler (20)	650	49	699	529	+32.1%	80	163	6
Dalkeith Express	14	7	21	18	+16.7%	4	n/a	0
Finch (16)	274	19	293	209	+40.2%	49	113	2
Glen Walter Express	109	9	118	63	+87.3%	17	n/a	0
Ingleside (44)	1615	135	1750	1680	+4.2%	242	980	14
Iroquois (20)	894	96	990	867	+14.2%	147	463	11
Lancaster (44)	1652	116	1768	1128	+56.7%	238	526	19
Long Sault (30)	1561	103	1664	618	+169.3%	235	640	19
Maxville (16)	580	64	644	351	+83.5%	84	180	8
Morrisburg (44)	1502	69	1571	1038	+51.3%	273	663	25
South Mountain (16)	654	69	723	532	+35.9%	113	206	6
St. Andrews Express	64	7	71	71	-	19	n/a	0
Williamsburg (16)	616	32	648	487	+33.1%	92	253	4
Williamstown (17)	593	70	663	500	+32.6%	89	158	6
Winchester (44)	1635	115	1750	998	+75.4%	274	617	21
SYSTEM TOTAL	17133	9957	27090	21778	+24.4%	2633	6389	192

"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	5653
cloudLibrary-Collection Usage	9949

LIBRARY MONTHLY STATEMENT

For Period Ending 30-Sep-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	0	-500	-500	-1,566
STUDENT FUNDING	-4,193	-9,240	-5,047	-19,467
OTHER FUNDING	-500	0	500	0
FEES & FINES	-7,216	-15,000	-7,784	-6,051
DONATIONS & SALES	-2,419	-8,125	-5,706	-3,104
TRANSFER FROM RESERVES	0	-90,000	-90,000	-6,698
Total REVENUE	**-14,329**	**-254,626**	**-240,297**	**-168,647**
EXPENSES				
FULL TIME WAGES & BENEFITS	534,425	857,645	323,220	813,106
BRANCH WAGES & BENEFITS	573,371	823,130	249,759	702,415
STUDENT WAGES & BENEFITS	22,384	19,034	-3,350	18,924
BOARD MEETINGS & DEVELOPMENT	4,524	7,510	2,986	3,950
STAFF MILEAGE	4,560	6,000	1,440	3,073
STAFF TRAINING & DEVELOPMENT	10,306	16,635	6,329	9,096
PRINT MATERIAL	78,940	161,550	82,610	115,337
DIGITAL BOOKS	55,710	81,075	25,365	71,523
DATABASE SUBSCRIPTIONS	43,698	62,375	18,677	29,898
MAGAZINES, PERIODICALS & LEASED BOOKS	7,712	14,775	7,063	18,407
SUPPLIES & EQUIPMENT	15,682	27,752	12,070	19,023
PHONES & INTERNET	29,362	65,835	36,473	48,588
PROMOTIONS & WEBSITE	3,739	18,775	15,036	9,782
PUBLIC PROGRAMS	3,018	10,050	7,032	7,502
COMPUTER PURCHASES	858	2,300	1,442	1,333
SOFTWARE SUPPORT	64,559	61,815	-2,744	50,662
DELIVERY & OUTREACH VEHICLES	5,543	34,500	28,957	32,584
COPIERS & PRINTERS	8,122	12,000	3,878	9,521
COPYRIGHT & PERFORMANCES LICENSES	1,987	3,350	1,363	1,244
BRANCH CLEANING	31,963	57,240	25,277	58,596
BRANCH RENTS, INSURANCE & SECURITY	223,236	205,269	-17,967	200,965
FURNITURE PURCHASE	47,820	52,000	4,180	56,262
AUDIT & LEGAL FEES	4,664	3,200	-1,464	3,053
SPECIAL PROJECTS	48,604	60,000	11,396	10,542
SUPPORT FROM OTHER DEPARTMENTS	158,354	158,354	0	151,306
YEAR'S SURPLUS/DEFICIT	0	0	0	233,677
Total EXPENSES	**1,983,140**	**2,822,169**	**839,029**	**2,680,369**
Total GENERAL FUND	**1,968,812**	**2,567,543**	**598,731**	**2,511,722**

CHESTERVILLE BRANCH: (Jennifer H.)

- September was busy in Chesterville, with a high of 30 patrons visiting during a recent evening shift. Several new members have joined, many new to the area. Computers were used daily and continue to be an important part of Chesterville Branch, as many of the patrons cannot afford home Internet services.
- The branch lent out a 'Ready-to-Read Backpack' filled with counting, alphabet, and shapes books, perfect for very young readers. The parent who took the backpack expressed excitement over the concept, as she found it very hard to pick out books with her very active toddler on hand.
- The newest edition of the Navigator was well-received. The branch already has 9 registrations for the upcoming (October) Adult Craft Night (Gnome Wreath) with 10 registrants being the cap. Many registrations came in during the first week of the Navigator's publication.

CRYSLER BRANCH: (Josee B.)

- Crysler Branch was closed for a week in September, due to shelving replacement. Since re-opening, patrons have been mentioning how the new modern bookshelves make the branch look so much more spacious and bright.
- The branch re-opened the same day as the "Create your Own Bookmark" program. A total of 17 patrons of all ages participated and enjoyed the first in-person program at Crysler Branch since COVID started. Children were especially happy and proud of their creations.
- New computers for staff and the public were installed earlier in the month. Some patrons needed a little bit of guidance at first but are really enjoying the larger screen.

MAKERLAB – FINCH BRANCH: (Josée C.)

- LSA Jo has learned to do a two-camera set up, create a Gantt chart using Excel, and use the sewing machine. She also attended a meeting with two Ottawa Public Library workers to share ideas on teen programming and makerspaces.
- The MakerLab produced three videos, a write-up for the website, and a Book list for SciLit Week's theme of "M is for Mathematics".
- Staff troubleshot two Hotspots and repaired a Switch Joy-Con (controller stick).

- There has been noticable interest in the Cricut, Die Cut and 3D printer lately. But also, the Switch! On Wednesdays and Saturdays, siblings of kids at the Arena have been coming over to play games and socialize. It's been great to see them make new friends and chat at the tables.
- The MakerLab has received a lot of requests lately. For 3D printing, on top of the fundraiser prints, the MakerLab finished a custom request by a patron in Morrisburg, 3 sets of mini-Pokémon prints, a reindeer print, and a fox print. For cutouts, 4 sets of letters/objects for various branches were completed..

SOUTH MOUNTAIN BRANCH: (Ginette T.)

- The branch presented its first Storytime program since the start of the pandemic. Preschoolers and their caregivers were invited to read a couple of stories, play a co-operative game and work on an Apple-themed craft.
- As part of community outreach, LSA Ginette visited the St. Daniel's Ladies Group to give a presentation on the wide variety of Library services that are available to patrons – both in-person and digital resources; of particular interest were Kanopy and cloudLibrary.
- Patrons welcomed the new computers that were set up in the branch. They were happy to see the updated technology.

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

- Winchester branch has seen life return to pre-covid days with the return of Fall programs. Staff was thrilled to welcome back wee ones for Monday Morning Storytime. Parents commented on how great it was to have their little ones interact with other children and the kids loved the Fall/apple story theme and craft!
- MiniMakers has also returned to the after-school program lineup on Thursdays. This month's themed crafts and stories have centered on Truth and Reconciliation to boost children's understanding of indigenous issues while appreciating and creating indigenous-inspired art.
- Winchester Branch's community board has been added to quite regularly this month and Library visitors are excited to see the many North Dundas activities starting up or returning after years of limited events.
- Winchester continues to welcome new patrons! We have seen some fresh faces coming into the branch to get library cards and inquire about our library services. Young families are excited to hear about programs starting up again, as they are an opportunity to meet other families!
- Dundas Manor has also increase their usage with new residents making use of our Library services.
- LSA Chantal participated in the "M is for Mathematics" virtual program in celebration of Science Literacy week. This program consisted of videos aimed at enhancing children's math literacy.

DISTRICT SUPERVISOR: (Kate JM)

- Regular scheduling, time sheets, Board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Social media content creation and scheduling (ongoing)
- Mandatory Due Diligence Training for supervisors
- Updating the Winchester lounge space, for community groups, patrons seeking quiet spaces, and young people searching for a place to spend their after-school hours
- Assisted in the replacement of the shelves in Crysler Branch, and PAC station desks in Winchester
- Created two, and edited the remainder of the Science Literacy "M for Mathematics" program on our YouTube channel
- Created and edited Strategic Plan trifold brochure and 2021 Annual Report
- Assisted in the creation and implementation of a system-wide fundraiser in recognition of the National Day for Truth and Reconciliation
- Participated/presented at the General Staff Meeting on September 26

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

- Ingleside Branch was busy in September as the Book Club, Writer's Guild, Knitting Group and Swedish Weaving all resumed their weekly meetings.
- The Ingleside "Book Mates" (book club) read Jodi Picoult's The Book of Two Ways. A lively discussion was held in-house, and future book choices and meetings were set for the remainder of the year.
- Local school children are attending the branch after school and picking up books to read during class time. It is good to see them come in with their caregivers.
- Staff enjoyed a day of training and networking at the annual Staff Development Day in late September. A "Personality Dimensions" workshop was offered, which was enjoyed by all staff. This was the first time in 3 years we have been able to meet in person, good to see new and old faces alike.

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

- September has been a busy month for Iroquois branch. We started out with a "Plant Swap". Patrons could bring in any extra plants they had and exchange them for another plant that they didn't have. We had 33 participants and several of them requested we hold another "Swap" again in the spring. Speaking of swapping, now with the cooler weather our "Puzzle Swap" has also begun to see much more activity, patrons enjoy finding new puzzles to do and sharing old ones with others.
- The highlight of September was an author visit with Deborah Dunleavy presenting a "book talk" about her latest book Unsayable Absence. Patrons enjoyed a wonderful afternoon listening to Deborah read excerpts of her book and explain how she did her research.

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

- Long Sault Branch is happy to announce that a bridge club is now meeting on Wednesday afternoons. "Threads of Friendship" has returned to in-branch meetings on Thursday afternoons as well. All are welcomed.
- Family visits have increased, and Tuesday after-school times have been very popular this month. Patrons and staff have been very pleased with the new computer stations: all units are working and ready to go!
- A sweet moment was witnessed when a family of grandparents gathered in the branch to utilize the Library's WiFi. Taking the opportunity to all sing "Happy Birthday" to their grandson who lives in Germany, who was turning 8.

- Book Displays: "Recommended by You", "Friendship", "Come Back Home 2022" (to Newfoundland), "Queen Elizabeth", and "Every Child Matters" (Indigenous Themes).

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

- The end of summer often signals new routines or the return to the old ones, and a little bit of both is true for Morrisburg Branch this season. "Ancestry Club" held its first fall session on September 9th, offering a chance for both seasoned and beginner genealogy sleuths to meet in-person and discuss the challenges and successes in tracing back family roots.
- The weekly "Afterschool Club" began running on Wednesday afternoons and is developing interest amongst teens. It is aided by Alex, an enthusiastic high school volunteer, who is a pleasure to have at this drop-in program.
- Upcoming events that are creating a "buzz" are the beekeeping program later this fall and a monthly "Saturday Kids' Club" which had its first in-branch story time. Children enjoyed delicious Sloth cupcakes as they enjoyed 'PhiloSLOThical Saturday.
- Lastly, (temporary) LSAs, Ian and Cheryl, are enjoying working together and serving the patrons of this branch. They recently implemented a new coffee station and book donation shelf to support both their own and the patrons' caffeine and reading needs.

WILLIAMSBURG BRANCH: (Jennifer D.)

- September marked the beginning of the 'Pokémon Trainer Scavenger Hunt' in Williamsburg and young patrons were quick to realize their objective, working hard to find all the Pokémon figurines hidden throughout the branch. Two patrons spent thirty minutes in the branch working together to find all of the creatures. Another family commented on how much fun the program is for them to do together, and a great way to pass the time.
- Families also enjoyed spending time working through the range of puzzles we have available to pass the time, along with our Lego blocks to build with. The branch hosted many visitors during Harvest Fest at the end of September, which resulted in a few new members.

DISTRICT SUPERVISOR: (Stacey P.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance (ongoing)
- Frontline customer service, including email, and phone inquiries (ongoing)
- Development of Library Pop-Up Staff Guidelines
- Research and compilation of future Library Pop-Up enhancement purchases.
- Programming support to staff, covering the desk for programs and outreach while also coordinating CSA support

- Coordination of Stormont Fair Library Pop-up
- Attended the September Board Meeting in Lancaster
- Performed maintenance on Morrisburg's 3D printer
- Assisted at Upper Canada Bird Sanctuary Story Walk on September 24th
- Assisted with the installation of new computer stations in Ingleside and Long Sault.
- Completed the 'Due Diligence for Supervisor Course'
- Assisted in the creation and implementation of a system-wide fundraiser in recognition of the National Day for Truth and Reconciliation.
- Participated in the first meeting of the 'Friends of the Ingleside Library'
- Attended the Learn HQ - OLS 2022 – "Stronger Libraries, Stronger Communities" virtual conference for staff
- Attended Linking Hands Committee Meeting
- Attended General Staff Development Day in Avonmore
- Began coordination of Library Social committee and "Holiday Cheer" event
- Prepared buttons for Library's Passport membership drive

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

- Alexandria received new public access and staff computers, which have been working well with less problems than before. Patrons and staff are grateful for the expanded monitor sizes.
- LSAs Iris and Sylvie continue to do outreach with two retirement/nursing homes in the Alexandria area. These patrons are always delighted to receive their monthly books and magazines. Family members and staff mention to us what a positive difference this service has for their family members/residents.
- A workshop was held on two separate days to allow us all to celebrate Franco-Ontarian culture. Patrons enjoyed writing postcards to a friend or loved one to celebrate Franco-Ontario "flag day". The postcards and stamps were donated by Left and Write.

AVONMORE BRANCH: (Kelsey D.)

- On September 17th, the 'Autumn Arts and Crafts' show was held in the superstructure at Avonmore Fairgrounds. This event helped bring new faces into Avonmore Branch and encouraged existing patrons to renew their expired Library cards.
- Branch displays are useful tools for promoting Library collections. Additional display shelves in Avonmore have been recently added, that allow staff to create eye-catching displays. Recent themes have been "Hungry for a Good Book," and promotions for Fall-themed books.
- Participants of the local EarlyON group continue to visit branch after playgroup. They are grateful for easy access to such a wide variety of materials. EarlyON also continue to promote the Library to their visitors, encouraging new families to get Library cards. We are grateful for this partnership!

LANCASTER BRANCH: (Rachel L.)

- Lancaster's "Cairnview Book Club" has welcomed three new members this month, bringing the total up to eleven! LSA Rachel has communicated with members that in-person book clubs will be making a return to the branch and everyone has expressed their excitement.
- Staff have assisted numerous new community members in becoming patrons and accessing local information, activities and community

resources. Lancaster has welcomed nine new patrons within the last month.

- A visitor from Michigan has been visiting the branch to access information about his ancestors in the Local History collection. He has had positive feedback on the "wealth of information" available in our collection.

MAXVILLE: (Emily A.)

- The "Cover-to-Cover Virtual Book Club" selected a Young Adult title for September – Bluebird by Sharon Cameron. The Facebook group for this book club has reached 200 members this month. Staff coordinators have been hard at work planning ahead for the winter and spring months with the next six titles already chosen.
- A "Bookopoly" passive activity created by LSA Emily has proven to be popular with patrons. This reading challenge invites readers to challenge themselves and read more diversely across different genres and formats. Twenty-four game boards have been handed out already- with some even being requested from patrons of other branches!

WILLIAMSTOWN: (Julie C.)

- Branch staff represented the SDG Library at the Stormont County Fair, sharing information about Library programs and services with fair-goers that stopped by the 'Pop Up Library'. Children created unique and colorful buttons using the MakerLab's button maker.
- LSA Julie reached out to local schools and connected with the principal of Williamstown Public School to offer a variety of resources, including school visits, book deposits and institutional library cards. An in-person meeting offered an opportunity to explore a collaboration with the school on projects, and to offer support to teachers with choosing age-appropriate books and magazines for their students.
- LSA Julie has been busy promoting the upcoming "Explore Space Candy" program and answering patrons' questions about the sublimation process involved. Freeze-drying for home use is a relatively new concept and has generated interest and curiosity with patrons who were unfamiliar with the process.

DISTRICT SUPERVISOR: (Lorna P.)

- Regular scheduling, timesheets, Board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance and Graphic Novels collection development (ongoing)
- Frontline customer service, including email, and phone inquiries (ongoing)
- CELA Statistics (ongoing)
- Social media content creation and scheduling (ongoing)
- Reader's Advisory EXCEL Course (ongoing)

- Assisted in the creation of Book Club Quick Tips sheet for Branch staff
- Updates to Branch Manual
- Professional development: "Build a Great Team", and "Making the Ask – Fundraising"
- Assisted with creation and launch of 'Orange Shirt Day' fundraiser utilizing Library 3D printers
- Attendance at Library Board meeting (September 8)
- Assisted with Crysler's new shelving installation (September 12-16)
- Creation, coordination and attendance of StoryWalk (September 23-25)
- Attendance of General Staff Meeting (September 26)
- Interviews and recruitment for Lancaster LSA Position
- Communicated successfully with The Glengarry News to establish monthly SDG Library segment

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

- Regular cataloguing duties including processing new materials, submitting purchase orders, and submitting invoices,
- Daily Telephony Reports (billing, holds, overdue, and cancelations)
- Processing Interlibrary loans materials and tracking monthly statistics
- Book Club Kit bookings and scheduling
- Attended General Staff meeting and weekly Tech Services meetings.
- Special Projects/Tasks
  - Lindsey job shadowed at Alexandria Branch to learn more about front line services
  - Assessment Surveys for general staff meeting
  - Clearing "on the fly" ILLO Records
  - Assessing and Reviewing Polaris-created Authority Records
  - Reviewing and researching Polaris 7.3 upgrades
  - Discussing processing (holiday) closure dates
  - Creating ARP Processing system – Creating Item records for holds
  - Relabeling inconsistent series names and numeration
  - Magazine review and sending missing issue claims to vendor

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

- Attended General Staff meeting and presented a Diversity, Equity, and Inclusion session as part of APLL project
- 3D printer repairs and maintenance for both Morrisburg and Winchester printers
- Updated volunteer application form to a fillable PDF as recommended in the accessibility audit
- Updated the library website to include October programs, added new featured content banners and articles to promote Library services and events on the website
- Worked with IT and Polaris site manager to coordinate an update to ILS (integrated library system) from Polaris 6.3 to 7.3. which is tentatively scheduled for November 7
- Conducted weekly Tech Services meetings, and worked with team to find efficiencies in processes
- Completed inter-library loan survey
- Assisted with interview process for LSA position in Lancaster
- Review of print periodical subscriptions with District Supervisors and annual renewal of subscriptions through EbscoNet
- Supervision of staff and implementation of a Performance Improvement Plan
- Troubleshooting technology issues and providing support to branch staff and the public

September-October, 2022

DIRECTOR OF LIBRARY SERVICES

October 20, 2022

WORK COMPLETED:
- Collections Development: Fall print publications (fiction & non-fiction; all ages); French adult non-fiction (print); Large print adult fiction (print); French children's non-fiction and graphic novels (print); Adult and Teen fiction (eBooks & eAudiobooks)
- Preparations for (in-person) Staff Development Day – Monday, Sept. 26
- Team Building – Development of (quarterly) 'Pulse Survey' of staff
- September 12 – attendance at Counties' Compensation Review virtual meeting with consultant
- September 15, 29, October 11: Virtual meetings with TCI Management Consultants, re Library Service Review
- September 20 and October 17: attendance at County Council meetings
- September 21: participation at ARUPLO (virtual) AGM
- September 22: attendance at OLS virtual Conference for Library staff
- September 24: attendance at SDG Warden's Banquet in Maxville
- September 26: (in-person) Staff Development Day @ North Stormont Place, Avonmore
- October 3-4: Library branch tours with TCI Management Consultants, re Library Service Review
- October 6: Participation in Emergency Management Cyber Security Training Exercise @ North Stormont Place, Avonmore
- October 17: Library Management Meeting
- Attendance at weekly Directors' meetings

WORK IN PROGRESS:
- Collections Development: Adult and Teen fiction and non-fiction (print & digital); Suggestions for Purchase; A/V material (DVDs and audiobooks)
- Staff development: Team Building
- Preparations for Library's 'Typical Week Survey' – October 24-29, 2022
- 2023 Library Services Budget preparations
- Preparations for Council Orientation – November 5, 2022 @ North Stormont Place, Avonmore

ACTION REQUEST

To:	**Members of the Library Board**
Date of Meeting:	**October 20, 2022**
Subject:	**Electronic Monitoring Policy –**
	Adoption of SDG Counties Policy
Relevance to priorities:	

RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board approves the draft Electronic Monitoring Policy, Number 2022-02, as presented.

EXECUTIVE SUMMARY: On September 20, 2022, Council of the United Counties of Stormont, Dundas and Glengarry formally approved Policy No. 1-39, Electronic Monitoring Policy (attached). As with some other policies (such as the Library Board's Purchasing Policy), the Board can choose to adopt those "Counties" policies which it feels appropriately addresses the needs of the SDG Library in its operations.

For organizations employing more than 20 staff, recent legislation requires that those organizations have an Electronic Monitoring Policy in place by October 11, 2022, therefore this Action Request must be adopted immediately. To reiterate, this is a mandatory prescribed policy by the Province.

OPTIONS AND DISCUSSION: Approve the draft (Library Board) Electronic Monitoring Policy, which formally adopts the Counties' policy, while still ensuring an "arms length" governance model. **This is the recommended option.**

Do not approve the draft (Library Board) Electronic Monitoring Policy. **This option is not recommended.**

FINANCIAL ANALYSIS: None.

Stormont, Dundas and Glengarry County Library Board

Electronic Monitoring Policy

Policy Type: Governance

Date of Formal Board Approval: October 20, 2022

Review Date:

Policy Number: 2022-02

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Preamble:

This policy describes how, and in which circumstances, employees working at the Stormont, Dundas and Glengarry County Library are electronically monitored, and the purpose for which the information obtained through electronic monitoring may be used.

Legislation:

The Ontario *Working for Workers Act, 2021, S.O. 2021, c35 – Bill 27* changed or added clauses to the Ontario *Employment Standards Act, 2000, S.O. 2000, c. 41*, by adding a requirement to have a written policy on electronic monitoring.

Policy:

The Stormont, Dundas and Glengarry County Library Board approves the current SDG County Electronic Monitoring Policy, Policy No. 1-39, effective date September 20, 2022, to be the Stormont, Dundas and Glengarry County Library Board's Electronic Monitoring Policy. The Library Board must be notified of any amendments to the County Policy that may occur in the future.

POLICY MANUAL	Policy No. 1-39
United Counties of Stormont, Dundas and Glengarry	Effective Date: Sep 20th, 2022
Subject: Electronic Monitoring Policy	Department: All

1. **Preamble**

    This Electronic Monitoring Policy (the "Policy") has been implemented to inform employees that the United Counties of Stormont Dundas and Glengarry (SDG Counties) electronically monitors employees and to describe how and in which circumstances employees are electronically monitored and the purpose for which the information obtained through electronic monitoring may be used.

    This policy must be read alongside all associated policies, for example IT Resources policy, Video Surveillance policy, health and safety policies., as well as any relevant and applicable legislation, and any other policy that may become applicable and/or relevant from time to time.

2. **Application**

    This policy applies to all SDG Counties employees, as defined in the Personnel Policy Manual and by the *Ontario Employment Standards Act,* regardless of their place of work.

3. **Policy Statement**

    The United Counties of Stormont, Dundas and Glengarry electronically monitors employees as follows:

    a. Building access system records the date and time each time a key fob is used whether access is granted or not. This information is used for auditing and security purposes.

    b. Video surveillance used at some locations is recorded to improve the safety of employees and security of property. Real-time monitoring of internal cameras may occur to improve the safety of employees. Video recordings may be reviewed as per the video surveillance policy.

    c. Building security systems record the date and time when the system is armed and disarmed. This information may be used for auditing and improving security.

    d. Vehicle telematics are recorded when SDG Counties vehicles are operated. Information recorded may include vehicle location, vehicle speed, seatbelt violation, aggressive driving, possible collision, vehicle performance metrics, air temperature, road temperature, idle time and plow/spreader operation metrics. This information is collected to meet regulatory compliance, addressing public complaints and auditing.

    e. Fuel dispensing system records the date, time, fuel type, quantity, vehicle and user when fuel is dispensed. This information is used for allocating fuel costs and auditing.

f. Computer and network activity is logged when computers and other network devices are in use. The information recorded may include log on/log off of devices, access to network files and failed attempts to access network resources. This information is used to troubleshoot user issues, maintain the security of our technology resources and auditing.

g. End point protection systems continuously monitor computers to prevent malware from infecting computers. This is done to maintain the security of our technology resources. Information is used to investigate security incidents and auditing.

h. Internet use is logged while accessing the internet and is identifiable by device and user. The information is used to maintain security of our networks and auditing.

i. Information sent through email and other electronic communications (e.g. Teams) is recorded and access to these systems is logged. This information is used to maintain the security of these resources and auditing.

j. Business systems (e.g. Vadim, HR system, CAMs) record user access and transactions completed within the system. This information is used for security and auditing purposes.

k. Cell phone usage is collected when calls are made and received, text messages are sent and received or data is used. This information is used for billing purposes.

l. The desk phone system logs when calls are made or received or when voicemail is accessed. This information is used for billing and auditing purposes.

4. Additional Uses of Information Collected and Monitoring Methods

This policy does not limit the use of the information collected to the uses identified in Section 3. The information collected may be used for any other permitted purpose including for the investigation of alleged violations of law, regulations or applicable county policies, procedures or expectations; or other instances of misconduct.

This policy does not limit the methods of electronic monitoring to those identified in Section 3. Other electronic methods may be used for permitted purposes including but not limited to investigation of alleged violations of law, regulations or applicable county policies, procedures or expectations, or other instances of misconduct.

This policy does not in any way provide employees any benefits, rights or expectations of privacy above what is provided for in legislation or other applicable policies.

5. Employer Obligations

The County will update this policy when required, provide a copy of the policy to employees within the prescribed timelines and retain copies of the policy as prescribed in Section 7.

6. **Employee Obligations**

   All employees are expected to read this policy and understand the content of the policy.

7. **Posting, Notice and Retention**

   a) SDG Counties shall provide notice of this policy to employees within 30 calendar days of the day the SDG Counties is required to have the policy in place. Should any changes be made to the policy after its implementation, SDG Counties shall provide notice to employees of the revision within 30 calendar days of the changes being implemented.

   b) SDG Counties shall provide notice of this policy to new employees within 30 calendar days of the later of the day SDG Counties is required to have the policy in place or the day the individual becomes an employee of the County.

   c) SDG Counties shall provide notice of this policy to assignment employees the later of: within 24 hours of the start of the assignment or within 30 calendar days from the day the SDG Counties is required to have the policy in place.

   d) A copy of the policy will be retained for a minimum period of 3 years from the date the policy is no longer in effect.

ACTION REQUEST

To: Date of Meeting: Subject: Relevance to priorities:	**Members of the Library Board** **October 20, 2022** **BiblioSuggest – 2022 Budget Purchase**

RECOMMENDATION(S): That the Stormont, Dundas and Glengarry County Library Board approves the purchase in 2022 of the 'BiblioSuggest' (subscription-based) module from BiblioCommons using unspent funds from the Library's 2022 Budget, and authorize the Director of Library Services to sign all necessary documents to give effect to a contract for this service.

EXECUTIVE SUMMARY: At its September 8, 2022, the Library Board heard a presentation from a representative from BiblioCommons, Erik Komarnicki, regarding a number of modules offered by that company, including BiblioWeb, BiblioEvents, and BiblioSuggest. Further discussion took place at that meeting, describing the current processes that the Director of Library Services, Technical Services staff, and members of the public must use, in order to make and receive suggestions for purchases for the Library's collections, even before determining whether those suggestions will be honoured. Those processes are currently so onerous that any attempts to be responsive to the person making the suggestion are out of the question.

The rationale for adding the BiblioSuggest module to the Library's resources are many:

1. BiblioSuggest would assist in streamlining the purchase suggestion process, while increasing patron engagement and decreasing the workload of Library staff (esp. the Director of Library Services)
2. The Director of Library Services could use the time saved to work on tasks of higher priority, such as succession planning, Board orientation, supporting the current Organizational Review needs, etc.
3. Adding materials based on patron requests is vital to ensuring that we are meeting the strategic direction of "growing our physical and digital infrastructure.
4. Processes for dealing with purchase suggestions would be consistent, and all patrons would be notified of the status of their suggestion(s); currently patrons do not know whether a suggestion will be purchased unless a "hold" is placed on their account.
5. A 2022 implementation would allow Library staff to become familiar with this new resource, and work out any "kinks" or changes in processes by early 2023.

6. Staff would be able to focus on other services and projects in 2023, including "Year One Work Plan" (of the new <u>Strategic Plan</u>) initiatives…and hopefully a new website.
7. Delaying purchasing BiblioSuggest until 2023 could result in a new staff member being responsible for implementation of this new service; currently the (Acting) Systems Support Coordinator is in a good position to lead the implementation.

OPTIONS AND DISCUSSION: The Library's 2022 Budget can easily support the purchase of the BiblioSuggest module, and thus be able to start implementing it. **This is the recommended option.**

If the Board would prefer to have the estimate for BiblioSuggest added to the 2023 Library Services Budget discussions, this can be done, however the price may increase, and even if it is approved, staff would not be able to start implementing this service until at least March of next year. **Therefore, this option is not recommended.**

FINANCIAL ANALYSIS: On September 14, 2022, staff received a Quote from BiblioCommons for BiblioSuggest, with an annual subscription fee of $4,200.00 (+HST), and a one-time implementation fee of $1,250.00 (+HST). This Quote is valid until December 14, 2022.

The Quote also includes fees for BiblioWeb (including BiblioEvents), which will be presented to the Board at its upcoming 2023 Budget meeting.

REPORT TO THE SDG LIBRARY BOARD
Ontario Library Service (OLS) Fall 2022 Board Assembly Meeting
(Population 40,000-74,999)

Margaret MacDonald, Chair
September 13, 2022

Introduction

The Ontario Library Service (OLS) held its Fall 2022 Board Assembly Meeting virtually on September 13, 2022. Much of the conversation focused on the upcoming Board Legacy and Appointment process.

OLS Update

The Governance Hub Year One resources have been updated (https://resources.olservice.ca/governance-roles-and-responsibilities), along with updated sample policies and an OLS New CEO Toolkit.

The OLS Virtual Conference took place on September 21-22, 2022 with board-focused content on the evening of September 21st, from 6-8:30 p.m. It was an evening of sessions geared specifically towards issues facing Ontario Public Library Boards, including:

- Three Things I Wish I'd Known at the Beginning of my Board Term
- Success: Are Sustainable fundraising strategies for Ontario's Library's a Reality?

Ontario Library Boards' Association (OLBA)

The Ontario Library Association (OLA) Super Conference is February 2-4 (in-person and virtual). The OLBA Trustee Boot Camp Program will be a virtual experience in 2023.

Ministry of Tourism, Culture and Sport

- Ministry name change (previously Ministry of Heritage, Sport, Tourism and Culture Industries)
- Typical Week Survey (October-December 2022) – **to be held October 24-29, 2022**
- Provincial Operating Grants, (August 31-October 12, 2022) – **submitted August 31**

Board Development: Orientation for the New Term

OLS has set up a number of Board Orientation Sessions:

Virtual
- Live series (February/March, mixture of evening/weekend)
- Recordings of select live sessions
- Micro training in LearnHQ

In person

- Regional Sessions (April-June)
- Approximately 12 sessions province wide, pending registration levels
- For any board members, not just board assembly representatives

<u>Round Table Discussion</u>

Conversation focused on the importance of having the Director of Library Services involved (or at least providing parameters) with regards to new Library Board members as well as interviewing new applicants for the Library Board. Some libraries have decided to hold public information sessions for potential applicants.

<u>Next Meeting</u>: Spring 2023

Inclement Weather and Unscheduled Closures

1. Objective and Guidelines

The purpose of this plan is to outline roles and responsibilities in situations where the SDG Library temporarily suspends or curtails operations due to an emergency situation, such as inclement weather. It may also include cases in which the Library remains in operation but some staff may experience difficulty reporting to work due to inclement weather or other emergency conditions.

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

The determination to close any or all branches of the SDG Library will be made by the Director of Library Services or designate, **except where evacuation is essential for staff and public safety or by order of police, fire officials or the local municipality's Manager of Public Works.**

2. Conditions Warranting Closure

a) Non-emergency closures:
- failure of heating/cooling equipment during periods of extreme weather
- lack of electrical power
- lack of computer connectivity available at staff service points for an extended period of time
- inadequate staffing levels

b) Non-openings, delayed openings or early closures:
- lack of electrical power
- severe, inclement weather.

    In cases of inclement weather, the decision to close will be based upon:
    - general conditions of roads
    - availability of staff to open and operate the SDG Library

- o requests for closure by local emergency or provincial agencies
- o Severe Weather Warning as issued by Environment Canada

3. **Scheduling**

a) If the Library closes prior to the scheduled closing time, all employees already present at work shall be paid for the remainder of their shift.

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

c) Employees instructed by the Director of Library Services to not report for their scheduled shift or to leave work due to an emergency, will be compensated at their normal hourly rate for the balance of their shift.

d) Staff who are able to work from home, and who are unable to report in person for a shift or partial shift, are expected to carry out online work if available to them.

e) If a closure continues beyond one day, staff will be responsible for remotely accessing their work email accounts or the SDG Library's website each day for instructions as to whether the Library is open or closed.

f) Compensation for missed time for extended closures may be referred to the Stormont, Dundas and Glengarry County Library Board for direction.

In some cases, such as temporary power outages, SDG Library branches may be evacuated and closed temporarily to the public, however staff will be required to stay on site for up to two (2) hours until the situation is resolved or more information is available regarding the timeline of an expected resolution. In addition to the immediate evacuation of patrons, failure of electricity for more than 30 minutes will also prompt closure of the impacted branches.

4. **Staff Responsibilities**

During periods of inclement weather, employees are expected to make every reasonable effort to report for work as scheduled. It is recognized, however, that inclement weather may cause significant transportation problems or locally hazardous conditions.

Employees are expected to give first consideration to their personal safety in evaluating their ability to commute to work. In such cases, the following protocol shall be observed:

a) An employee may decide not to come to work or leave early at such time as information is broadcast that:

- a public road is closed by the police (due to weather) that is a main arterial route the facility from that employee's residence
- a major storm is imminent.

5. **Communication of Closure**

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

b) Public notice of the closure will also be posted on the Library's website and Facebook page.

c) Employees who are scheduled to work and need to determine the SDG Library's operational status in an emergency are encouraged to consult the above noted information sources to receive instructions concerning their work assignment and status. In the absence of any communication by phone or on the Library's website or via email, normal operations are presumed.

d) In cases where the SDG Library closes after some period of operation, in addition to the above, signage will be posted on the door and a message will be posted on social media and the website. Staff will inform the visiting public of the closure and ensure that they exit the Library safely and have time to arrange for transportation, if necessary. Efforts will be made to inform any impacted program registrants or volunteers if possible.

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

SUCCESSION POLICY FOR THE DIRECTOR OF LIBRARY SERVICES

Policy level: Governance
Author: Director of Library Services
First Approved: October 20, 2022
Review Date:
Policy number: 2022-02

_____

PURPOSE:

The purpose of this policy is to establish a succession plan for the Director of Library Services.

SCOPE:

This policy applies to:

- The Director of Library Services, with delegated authority as chief executive officer, for the general supervision over, and direction of, the operations of the Stormont, Dundas and Glengarry County Library and its staff, and
- Those Management-level Employees who are from time-to-time authorized to exercise the authority of the position of Director of Library Services.

BACKGROUND:

Leadership plays an essential part in the success of any organization. Planning for transition in leadership, as well as any unexpected interruption, is considered a governance best practice today.

DEFINITIONS:

Management-level Employee is an Employee who holds the position of Librarian, or Coordinator or Supervisor (with significant experience and/or leadership training) with the SDG Library.

Succession occurs when a person/persons succeed or take over the responsibilities of another/others.

Successor is a person who will succeed or take over the responsibilities of another/others.

Short-Term Planned Succession will not exceed three (3) months, or such longer period of time as the Stormont, Dundas and Glengarry County Library Board (Board) determines by majority-approved motion on or before the expiry of three (3) months.

Emergency Succession will not exceed three (3) months.

POLICY STATEMENT:

The *Public Libraries Act, R.S.O. 1990, Chapter P.44*, states:

A board shall appoint a chief executive officer who shall have general supervision over and direction of the operations of the public library and its staff, shall attend all board meetings and shall have the other powers and duties that the board assigns to him or her from time to time.

The Public Libraries Act gives the Stormont, Dundas and Glengarry County Library Board ("Board") the sole right to hire the Library's Director of Library Services, and delegate the authority of Chief Executive Officer to that position. It is the responsibility of the Board to assess the leadership needs of the Library, and to ensure the selection of a qualified and capable Director of Library Services. The Board has the authority to determine the selection process.

Given the level of authority and responsibilities of the Director of Library Services, established by the *Public Libraries Act* and other legislation, and by this policy, the Board recognizes that it is important to have a plan in the eventuality of the Director of Library Services' succession on a short-term or emergency basis or, alternatively, on a permanent basis.

1. **Management-Level Employees Authorized to Serve as Acting Director of Library Services**

   1.1 The Board directs the Director of Library Services that at all time there will be at least one designated Management-level Employee who would be able to exercise the authority of the Director of Library Services on an acting basis.

   1.2 This Management-level Employee will be succession-ready in that s/he understands and is able to successfully fulfill the assigned duties of the position of Director of Library Services and know the corporate and strategic priorities of the organization.

2. Short-Term Planned Succession

2.1 Short-Term Planned Succession is used for planned situations when the Director of Library Services is not available to perform the duties of the job for a period not expected to exceed three (3) months. It is used most frequently for periods when the Director of Library Services is not immediately available, e.g out of the country. It may also be used when the Director of Library Services is on approved Leave, e.g planned short-term Medical Leave.

   2.1.1   The Director of Library Services will appoint the designated Management-level Employee into the role of Acting Director of Library Services, and will advise the Board.

   2.1.2   The Director of Library Services and the Director of Financial Services, who is a Library-authorized signing authority, shall not be absent at the same time.

   2.1.3   When the Director of Library Services is on Short-term Leave, information about how to reach the Director of Library Services will be available to the Board Chair/Vice-Chair in the event that a crisis might justify interrupting the Director of Library Services' planned absence. For the most part, the Director of Library Services will be available by cell phone to the Acting Director of Library Services and Administrative Assistant – Library.

3. Emergency Succession

3.1 Emergency Succession is required when an unplanned circumstance, such as illness, accident, or other unforeseen circumstance, renders the Director of Library Services unable to perform the duties of the position.

   3.1.1   Temporary emergency succession: The Board Chair/Vice-Chair, in consultation with the Director of Library Services (if circumstances allow), will appoint a Management-level Employee into the role of Acting Director of Library Services. Duties of the Director of Library Services may need to be split among Management-level Employees, or reduced, should there be only one qualified Management-level Employee.

   3.1.2   Longer-term emergency succession: If the emergency situation prevents the Director of Library Services from performing the role for a period to exceed three (3) months, the Board Chair/Vice-Chair will

appoint a Management-level Employee into the role of Acting Director of Library Services. The Board Chair/Vice-Chair will convene a meeting of the Board to strike an Ad Hoc Director of Library Services Search Committee, to plan and carry out a transition to a new, permanent Director of Library Services. The Board will also decide if the person appointed as Acting Director of Library Services by the Board Chair/Vice-Chair might be appointed Acting Director of Library Services for the time required.

4. **Departure**

4.1 Voluntary departure: Voluntary departure may arise from circumstances such as the expiry of a Director of Library Services employment contract term, or the resignation/retirement of an incumbent. The Director of Library Services should provide four (4) weeks' notice of resignation (PPM – 9.2.1 Voluntary Resig-nation); a retiring Director of Library Services should endeavour to provide at least six (6) months' notice (PPM – 11.1 Retirement-Date). The Board Chair/Vice-Chair may be required to appoint an Acting Director of Library Services, depending upon the timing of the end of the incumbent Director of Library Services' employment and the expected appointment of a replacement Director of Library Services.

4.2 Involuntary departure: If the Board initiates the removal of the (incumbent) Director of Library Services, the Board will plan for the appointment of an Acting Director of Library Services.

5. **Authority of the Acting Director of Library Services**

The person appointed as Acting Director of Library Services shall have the full authority for decision-making and independent action as the regular Director of Library Services, subject to the policies of the Board.

6. **Library Board Oversight**

The Board Chair is responsible for monitoring the work of the Acting Director of Library Services, and will be sensitive to the special support needs of the Acting Director of Library Services in this temporary leadership role. The Board Chair will keep the Board regularly informed of matters pertaining to the implementation of the succession plan.

RELATED DOCUMENTS:

Employment Standards Act, 2000
Public Libraries Act, *R.S.O. 1990, Chapter P.44*
United Counties of Stormont, Dundas and Glengarry**. *Personnel Policy Manual, Policy No. 1-20***

Stormont, Dundas and Glengarry County Library Board

2018-2022

<u>LEGACY DOCUMENT</u>

I.   Purpose

As per the **Board Succession Planning Policy** (approved in April, 2014; amended in September, 2018) the Library Board of the Stormont, Dundas and Glengarry County Library – hereafter known as 'SDG Library' – has prepared this Legacy Document to outline the Board's successes and challenges during its mandate, with recommendations for initial steps to be taken by a new Board. This document can be used as an account of the goals, accomplishments and challenges of the past Library Board, and to provide information about the SDG Library's vision, mission and values to newly appointed Board members during their orientation.

II.   Library Board 2018-2022

Margaret MacDonald – Vice-Chair (2018-2021); Chair (2021-2022); Public Trustee
Frank Prevost – Chair (2018-2021); Councilor
Tony Fraser (2018-2022) – Vice-Chair (2021-2022); Councilor
James Algire (2018-2022); Public Trustee
Jim Bancroft (2018-2020); Public Trustee
Alex MacIsaac (2021-2022); Public Trustee
David Smith (2021-2022); Councilor
François Landry (2018-2022); Councilor
Lyle Warden (2018-2022); Councilor
Karen Franklin – Secretary-Treasurer; Director of Library Services (staff)

Other staff who worked with the Library Board during this Term:

Susan Wallwork, Communications & Marketing Librarian (2018-2020); Community
Librarian (2020-2021)
Margaret Piper, Systems Librarian (2020-2021)
Charlotte Halstead, Community Librarian (2021-2022)

Legacy Document 2018-2022

Our Vision:

During the majority of this Term of the Library Board, the Board and staff worked with
the following Vision Statement:

> *The SDG Library connects people with ideas, their community and the*
> *wider world through innovative services, resources for literacy,*
> *independent learning, creative expression, leisure and civic engagement.*

In 2022, the Board undertook developing a new Strategic Plan, and in doing so, created
a new Vision Statement:

> ***To be "the Place" in SDG for learners, seekers, and explorers.***

During this time, the Library Board also adapted our former Vision Statement to become
our new

Mission Statement:

> ***To connect communities through innovative services, literacy***
> ***resources, independent learning, creative expression, leisure, and***
> ***civic engagement.***

> *'Connect. Create. Explore.'* continues as our (marketing) tagline.

Values:

Part of the strategic planning process undertaken in the final year of the Board's term
also included a thorough and dynamic discussion that identified – for the first time –
what the SDG Library's values are:

> ***Accessible:*** *We strive to continually identify and reduce barriers to service and*
> *be responsive to the diverse needs of residents of all ages, backgrounds,*
> *abilities, sexual orientations, gender identities, or levels of socioeconomic status.*

Equitable: We seek to provide an inclusive, non-judgmental environment in which everyone in the community feels safe, welcome, and comfortable, by focusing on building trusting, supportive connections.

Open: We commit to being honest and authentic in all our interactions, listening intently and supporting the development of genuine connections.

Our Goals:

Some of the goals of the SDG Library have been consistent for many years, and were part of the Board's *Strategic Plan, 2018-2022 – Moving Forward*. They include:

- *Change the Perception of the Library in our Communities*
- *Preserve our Local History for Future Generations*
- *Commit to Mobile Library Services*
- *Safeguard and Enhance Funding Levels*
- *Review and Evaluate the Library's Collections and Services*

With the development of a new Strategic Plan in 2022, the following were identified as our primary goals for the next four years:

- ***Growing Our Physical and Digital Infrastructure***
- ***Conducting Community Outreach***
- ***Strengthening Our Organization***

Accomplishments during this Term:

- Extended open hours at branches – open 44 hours/week at our five (5) Resource Branches, and at least 16 hours/week at our other ten (10) Neighbourhood branches
- Online Membership Registrations launched in 2018
- Introduction of 'Library of Things' lending collection – musical instruments, projection equipment, electricity usage monitors, Zumba exercise kit, "Homework Helpers" curriculum-based learning kits
- Expansion of WiFi "hotspot" lending to members – from 15 units introduced in 2017 to 30 units in 2019 → devices have circulated > 1,900 times to date
- Successful 'SDG Reads' community book club programs in 2018 and 2019
- Ability to retain full staffing and continue to offer a range of Library services – including virtual programs – from March, 2020 to present during COVID-19 pandemic
- SDG Library's 50th Anniversary celebrated in a variety of ways in spite of ongoing pandemic → Library Board video Story Time series, take-home Celebration Cupcake kits, kids' colouring contest, virtual "fireside chat" with author Margaret Atwood

- Completion of stepped increase of Building Rents payments (plan approved by Library Board and Council in 2017) – currently rents reflect the Consumer Price Index increase over the previous year's rents paid
- Re-development of Finch Branch into the 'MakerLab' – also centralized distribution location for "makerspace" collections, kits and activities – 3D printing, robotics, LEGO, virtual reality, sewing & needlework, gaming, music, "memory keeping" (photo scanning, conversion from tape to digital, etc.)
- Mandated (AODA) website accessibility review done in 2020
- Expanded coding and STEAM programs for kids
- Installation of three selfCheck™ systems in 2021, to allow users to check-out, check-in, and renew Library materials – purchases made using provincial COVID funding
- Externally-facilitated strategic planning process completed in 2022 – new ***Strategic Plan, 2022-2026*** approved in September, 2022
- Purchase and installation of new public-access and staff computers at all branches in 2022
- Increased awareness of Library services by local Municipal and County Councils
- Introduction of 'Not Myself Today' – workplace mental health program offered by Canadian Mental Health Association
- Board reviewed and updated 17 Policies, and developed 3 new Policies

Challenges:

- Collections Development – currently dependent on one professional librarian's expertise, automatic release plans (ARPs) and recommendations of for-profit vendor(s) → greater depth of knowledge within staff, along with customized (electronic) ordering processes will be required to maintain/enhance current levels
- Engaging older youth and 20-40 year-olds in what the Library can offer them
- Attracting qualified professionals to consider building their careers in a rural-based multi-branch library system a distance from large urban centres
- Building awareness of what the Library offers residents/members – we are more than books!
- Spotty Internet coverage limits ability to deliver full range of public Library services
- Lone workers at SDG Library branches are vulnerable, and limited in what they can accomplish or offer to the public – this extends to developing expertise in using and assisting with online resources
- Create a family program that will bring assorted interests to the library in groups

- Pending retirement of Director of Library Services

Recommendations to the Incoming Library Board

- Continue to evolve, and look to the future
- Advocate the Library's position as an important part of the social infrastructure and (economic) development of our communities
- Finalize and implement the results of the 2021 Organizational Review
- Look closely with what's working with the other branches and incorporate some of those ideas to increase interest and numbers at others.

Projects worth consideration by the new Library Board:
- Advocacy with local municipal Councils to preserve and enhance local library facilities
- Update website
- Explore opportunities to connect with new community members as they migrate to the area
- Have some joint promotions or competition with other branches to get more people involved

III.   Information for New Board Members

The Stormont, Dundas and Glengarry County Library Board, governed by the ***Public Libraries Act***, R.S.O. 1990, c. P44, establishes an annual operating budget of over $2,500,000. Most of the funding comes from the Council of the United Counties of Stormont, Dundas and Glengarry through the municipal tax levy. The rest comes from provincial grants, donations, fundraising and other miscellaneous sources. SDG County Council has final approval over the Library's budget. In 2022, the Library Board and staff developed a new ***Strategic Plan, 2022-2026***, which is the Library's current planning document.

Key Library Board responsibilities:

- Selects and annually evaluates performance of the Director of Library Services;
- Establishes operating and administrative policies to govern the operation and programs of the Library;
- Determines the goals and objectives for the Library and secures adequate funds to fulfill those goals;
- Understands the needs of the community in relation to the Library and creates a link between the community and Library services offered;

- Promotes and advocates for the Library in the community and to municipal Council; and
- Oversees the budget process, with the understanding that County Council has final authority and approval for the Library budget, forming part of the (regional) municipality's consolidated budget.

The *Public Libraries Act (PLA)* requires a Library Board member to be:

- A Canadian citizen
- A resident of the United Counties of Stormont, Dundas and Glengarry
- Not employed by the Library Board or municipality
- At least eighteen years old

In addition to these general eligibility requirements, effective Board members should have:

- A reasonable understanding of the SDG Library and its role in the community
- An ability to work as a member of the team and participate in discussions
- Sound and independent judgment, a sense of fiscal responsibility, personal integrity, and initiative
- A sincere commitment to the Library's services and resources (including its employees), and be willing to champion the Library's efforts whenever possible

Term of Office:

Four years, to coincide with the term of the elected Council.

Meetings:

The Library Board holds regular meetings once a month for at least nine months each year (*PLA, R.S.O. 1990, c. P.44, 16*). Meetings are usually held at a branch of the SDG Library, and occasionally at the Counties Administration Building (Cornwall) – currently on the second Thursday of each month, between September and June.

Library Board members belong to the Ontario Library Boards' Association (OLBA), which holds annual conferences and sponsors other developmental activities.