MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, September 28, 2023, 5:00 p.m.

Crysler Branch

16 Third Street, Crysler ON

Pages

9. In Camera

10. Adjournment

Stormont, Dundas and Glengarry County Library Board

Regular Meeting Minutes

June 8, 2023, 5:00pm

Long Sault Branch, 50 Mille Roches Road, Long Sault, ON

Members Present:	Margaret MacDonald, Chair; Tony Fraser, Vice-Chair; François Landry; James Algire; Jason Broad; Jo-Anne McCaslin; Lachlan McDonald
Members Absent:	None.
Staff Present:	Karen Franklin, Director of Library Services; Jessica Lomberg, District Supervisor, District 2; Cheryl Servais, Information Services Coordinator, Kate Jones Miner, District Supervisor, District 1, Patti McLeod, Casual Support Assistant (CSA), Glengarry & Stormont; Maureen Adams, CAO, United Counties of Stormont, Dundas and Glengarry; Rebecca Luck, (pending) Director of Library Services

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1. **Call to Order** – Meeting called to order at 5:05pm

2. **Adoption of Agenda**

   MOTION

   Moved by Jason Broad
   Seconded by François Landry

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

   CARRIED

   Discussion Item "Membership Fees" was added to the Agenda.

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

4. **Adoption of Minutes – Library Board Regular Meeting Minutes – May 11, 2023**

MOTION

Moved by Jason Broad
Seconded by Jim Algire

That the Stormont, Dundas and Glengarry County Library Board approves the Minutes of the May 11, 2023 regular Meeting, as written.

CARRIED

5. **Delegations**

The new Director of Library Services, Rebecca Luck, who will begin her duties on June 26, 2023, was introduced to members of the Board and to staff, by the Counties' CAO. Board members and staff in attendance welcomed Rebecca, and introduced themselves in turn.

Jessica Lomberg, District Supervisor for District 2, updated the Board on activities taking place at Long Sault Branch.

Patti McLeod, CSA, provided the Board with background information about her current and former positions with the Counties (Patti used to be the Payroll & Benefits Coordinator before her retirement from that position), and highlighted the CSA's role in providing Library services.

6. **Consent Items**

MOTION

Moved by Jo-Anne McCaslin
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**

a.   **Performance Review for the Director of Library Services**

MOTION

Moved by Lachlan McDonald
Seconded by Jason Broad

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

CARRIED

8. **Discussion Items**

Discussion Items included:

a.   Policy Review – Performance Review Policy for the Evaluation of the Director of Library Services

MOTION

Moved by Jim Algire
Seconded by Jason Broad

That the Stormont, Dundas and Glengarry County Library Board receives, for information purposes, the Performance Review Policy for the Evaluation of the Director of Library Services, as presented.

CARRIED

b.   Morewood "Express Depot" – Update
c.   2022 Annual Report

MOTION

Moved by Jason Broad
Seconded by Jim Algire

That the Stormont, Dundas and Glengarry County Library Board approves the draft 'SDG Library 2022 Annual Report', as amended, and authorizes Library staff to publish the document for distribution.

CARRIED

d.   Membership Fees

MOTION

Moved by Tony Fraser
Seconded by Jo-Anne McCaslin

That the Stormont, Dundas and Glengarry (SDG) County Library Board approves a free life-time membership to the SDG Library for Ms. Karen Franklin in recognition of her years of dedicated service, by placing a "block" on her file so will not be charged an annual fee.

CARRIED

10.   **Adjournment**

Moved by Jim Algire
Seconded by Jo-Anne McCaslin

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on Thursday, September 28, 2023 at 5:00pm at Crysler Branch, or at the Call of the Chair.

CARRIED

Board Chair/Vice Chair	Secretary

SDG Library

June 2023 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	June 2023 Total	June 2022 Total	June 2023/2022 Difference			
Administration*	185	9301	9486	8148	+16.4%	16	0	1
Alexandria (44)	2857	224	3081	2585	+19.2%	437	1189	27
Avonmore (20)	668	47	715	719	-0.6%	92	292	4
Chesterville (17)	771	122	893	1264	-29.4%	141	277	12
Crysler (20)	852	31	883	1313	-32.7%	128	614	13
Dalkeith Express	5	11	16	21	-23.8%	4	0	0
Finch (16)	363	67	430	329	+30.7%	59	135	3
Glen Walter Express	88	12	100	103	-2.9%	27	0	0
Ingleside (44)	1737	103	1840	1736	+6.0%	264	1159	13
Iroquois (20)	944	102	1046	1086	-3.7%	164	531	12
Lancaster (44)	1491	96	1587	1753	-9.5%	223	630	21
Long Sault (30)	1040	130	1170	1549	-24.5%	226	535	18
Maxville (16)	631	69	700	554	+26.4%	85	250	11
Morrisburg (44)	1347	113	1460	1258	+16.1%	274	937	25
South Mountain (16)	721	70	791	746	+6.0%	122	305	9
St. Andrews Express	86	10	96	81	+18.5%	19	0	0
Williamsburg (16)	480	35	515	781	-34.1%	90	191	3
Williamstown (17)	744	96	840	757	+11.0%	110	229	3
Winchester (44)	1855	134	1989	1459	+36.3%	290	885	26
SYSTEM TOTAL	16865	10,773	27638	26242	+5.3%	2771	8159	201

"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	4820
cloudLibrary-Collection Usage	10773

SDG Library
July 2023 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	July 2023 Total	July 2022 Total	July 2023/2022 Difference			
Administration*	275	9702	9977	9407	+6.1%	14	0	3
Alexandria (44)	2872	214	3086	3424	-9.9%	421	1324	25
Avonmore (20)	633	74	707	842	-16.0%	101	370	11
Chesterville (17)	1011	109	1120	1223	-8.4%	154	354	10
Crysler (20)	991	42	1033	883	+17.0%	126	504	9
Dalkeith Express	4	4	8	26	-69.2%	3	0	0
Finch (16)	451	69	520	418	+24.4%	71	166	5
Glen Walter Express	82	11	93	106	-12.3%	29	0	0
Ingleside (44)	1834	125	1959	2057	-4.8%	298	988	14
Iroquois (20)	943	96	1039	1113	-6.6%	172	608	9
Lancaster (44)	1695	113	1808	1898	-4.7%	270	806	24
Long Sault (30)	1485	140	1625	1611	+0.9%	271	689	36
Maxville (16)	700	47	747	656	+13.9%	89	281	6
Morrisburg (44)	1793	122	1915	1609	+19.0%	321	1079	39
South Mountain (16)	822	80	902	848	+6.4%	146	410	12
St. Andrews Express	69	9	78	82	-4.9%	16	0	0
Williamsburg (16)	506	48	554	831	-33.3%	83	322	5
Williamstown (17)	1229	89	1318	837	+57.5%	125	337	5
Winchester (44)	2130	159	2289	1726	+32.6%	329	987	43
SYSTEM TOTAL	19525	11253	30778	29597	+4.0%	3039	9225	256

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

eBooks & eAudiobooks	
cloudLibrary-Patron Usage	5196
cloudLibrary-Collection Usage	11253

SDG Library

August 2023 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	August 2023 Total	August 2022 Total	August 2023/2022 Difference			
Administration*	254	9660	9914	7854	+26.2%	19	0	0
Alexandria (44)	3082	201	3283	3378	-2.8%	422	1454	32
Avonmore (20)	655	60	715	888	-19.5%	101	292	1
Chesterville (17)	1024	93	1117	1082	+3.2%	154	392	9
Crysler (20)	1013	31	1044	709	+47.2%	113	502	10
Dalkeith Express	7	10	17	18	-5.6%	5	0	0
Finch (16)	413	43	456	339	+34.5%	70	177	6
Glen Walter Express	75	7	82	70	+17.1%	22	0	0
Ingleside (44)	1671	96	1767	1956	-9.7%	280	1198	16
Iroquois (20)	1058	76	1134	1057	+7.3%	168	601	14
Lancaster (44)	1957	109	2066	1792	+15.3%	273	827	20
Long Sault (30)	1532	126	1658	1693	-2.1%	286	795	21
Maxville (16)	557	43	600	528	+13.6%	82	282	10
Morrisburg (44)	1918	87	2005	1976	+1.5%	314	1151	21
South Mountain (16)	1056	66	1122	801	+40.1%	138	303	8
St. Andrews Express	112	8	120	77	+55.8%	22	0	1
Williamsburg (16)	549	39	588	734	-19.9%	84	268	3
Williamstown (17)	1057	74	1131	893	+26.7%	127	309	14
Winchester (44)	2254	148	2402	2080	+15.5%	319	1117	20
SYSTEM TOTAL	**20244**	**10977**	**31221**	**27925**	**+11.8%**	**2999**	**9668**	**206**

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

eBooks & eAudiobooks	
cloudLibrary-Patron Usage	5102
cloudLibrary-Collection Usage	10977

SDG Library
Second Quarter 2023 Detailed Circulation Statistics

Branch & Open Hours per Week	English			French			Audio Visual	Inter-library Loan	Other	Magazines	eBooks & eAudio-books	Q2 2023 Total	Q2 2022 Total	Q2 2023/2022 Difference	Borrowers	New Members
	Adult	Juvenile	Teen	Adult	Juvenile	Teen										
Administration	249	53	62	15	16	0	25	0	16	0	27693	28129	25,574	+10.0%	44	3
Alexandria (44)	2411	2376	353	210	1214	24	1573	64	81	263	677	9246	7992	+15.7%	3304	81
Avonmore (20)	408	1133	156	1	158	0	243	5	8	0	173	2285	2027	+12.7%	280	17
Chesterville (17)	936	967	76	1	23	1	493	8	16	42	377	2940	3704	-20.6%	430	29
Crysler (20)	664	548	366	139	1250	39	113	12	14	0	90	3235	3530	-8.4%	349	28
Dalkeith Express	10	0	0	0	0	0	1	1	0	2	16	30	68	-55.9%	12	0
Finch (16)	212	784	52	2	99	0	76	6	4	0	133	1368	884	+54.8%	175	8
Glen Walter Express	113	25	5	0	2	0	3	0	10	0	24	182	219	-16.9%	60	0
Ingleside (44)	1658	1948	232	60	284	21	537	83	46	184	336	5389	5502	-2.1%	784	33
Iroquois (20)	1204	1115	113	1	43	0	409	25	5	33	289	3237	3077	+5.2%	494	34
Lancaster (44)	1846	1295	124	45	209	0	616	6	16	76	324	4557	4766	-4.4%	644	31
Long Sault (30)	1359	1081	101	19	109	0	862	39	23	47	414	4054	4663	-13.1%	704	34
Maxville (16)	450	470	130	0	173	3	663	8	8	0	209	2114	1551	+36.3%	248	16
Morrisburg (44)	1320	1670	230	10	137	0	664	26	32	41	264	4394	3525	+24.7%	827	64
South Mountain (16)	604	850	132	2	80	0	319	19	16	38	225	2285	2189	+4.4%	338	23
St. Andrews Express	168	73	22	5	11	0	57	1	1	0	27	365	298	+22.5%	64	1
Williamsburg (16)	426	495	72	0	18	0	343	12	16	62	118	1562	2579	-39.4%	248	8
Williamstown (17)	798	869	129	0	44	0	343	6	10	61	270	2530	2241	+12.9%	341	8
Winchester (44)	1564	2822	173	1	159	0	696	32	44	150	406	6047	4581	+32.0%	544	55
SYSTEM TOTAL	16400	18574	2528	511	4029	88	8036	353	366	999	32065	83949	78970	+6.3%	9890	473
	37502			4628												

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

eBooks & Audiobooks		
Q2 2023	Q 2202	Q2 2023/2022 Difference
32063	28523	+12.4%

Interlibrary Loans to Other Library Systems		
Q2 2023	Q2 2022	Q2 2023/2022 Difference
270	619	-56%

SDG Library

Second Quarter 2023 Detailed Activity Statistics

Branch & Open Hours per Week	Visitors	Ref. Question	Readers' Advisory	Outreach	Program Attendance			PAC Stations		
					Adult	Juvenile	Teen	PCs	Sessions	Hours
Administration	0	0	0	0	0	0	0	0	0	0.00
Alexandria (44)	3304	56	6	5	37	16	117	8	662	503.21
Avonmore (20)	812	0	0	0	8	224	0	2	22	13.58
Chesterville (17)	879	3	0	0	27	85	0	3	78	52.41
Crysler (20)	3304	17	9	0	40	398	65	2	42	21.51
Dalkeith Express	0	0	0	0	0	0	0	0	0	0.00
Finch (16)	387	13	11	0	9	5	0	5	26	16.33
Glen Walter Express	0	0	0	0	0	0	0	0	0	0.00
Ingleside (44)	3275	20	51	0	325	154	0	4	189	154.53
Iroquois (20)	1626	69	106	4	32	150	0	2	94	93.55
Lancaster (44)	1719	9	3	0	30	2	0	1	112	96.18
Long Sault (30)	1674	7	24	2	131	18	0	3	136	57.10
Maxville (16)	809	4	18	0	78	134	10	2	27	13.37
Morrisburg (44)	2911	149	118	9	132	300	122	4	439	206.56
South Mountain (16)	692	8	33	1	7	54	0	2	29	16.11
St. Andrews Express	0	0	0	0	0	0	0	0	0	0.00
Williamsburg (16)	638	15	17	0	19	17	0	2	29	24.47
Williamstown (17)	638	8	6	0	12	12	0	1	18	7.70
Winchester (44)	2473	43	89	1	13	244	7	4	178	82.09
SYSTEM TOTAL	25141	421	491	22	900 / 3034	1813	321	45	2081	1358.70

Database Usage			
Database	Q2 2023	Q2 2022	Q2 2023/2022 Difference
Ancestry Library	78	93	-16.1%
Flipster	660	930	-29.0%
LinkedIn Learning	65	57	+14.0%
MasterFILE Elite	0	30	-100.0%
Novelist Plus & K-8 Plus	95	54	+75.9%
PressReader	17302	17059	+1.4%
Teen Health & Wellness	0	0	0
Kanopy	954	1199	-20.4%
Mango	34	0	0
World Book Kids	16	0	0
Activity Corner	8	0	0
Cantook	47	0	0

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

LIBRARY MONTHLY STATEMENT

For Period Ending 31-Aug-2023

	2023	2023	2023		2022
	ACTUAL	**BUDGET**	**VARIANCE**		**YEAR'S ACTUAL**
GENERAL FUND					
REVENUE					
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761		-131,761
ONTARIO CAPACITY FUNDING	0	-1,500	-1,500		-3,076
STUDENT FUNDING	-7,067	-5,000	2,067		-4,193
OTHER FUNDING	0	0	0		-500
FEES & FINES	-8,685	-11,500	-2,815		-10,718
DONATIONS & SALES	-9,635	-7,850	1,785		-3,456
TRANSFER FROM RESERVES	0	-204,420	-204,420		-30,630
Total REVENUE	**-25,387**	**-362,031**	**-336,644**		**-184,334**
EXPENSES					
FULL TIME WAGES & BENEFITS	503,881	936,733	432,852		719,398
BRANCH WAGES & BENEFITS	527,312	793,444	266,132		814,755
STUDENT WAGES & BENEFITS	22,459	22,971	512		22,384
BOARD MEETINGS & DEVELOPMENT	7,087	8,250	1,163		6,374
STAFF MILEAGE	6,317	6,200	-117		6,304
STAFF TRAINING & DEVELOPMENT	7,598	19,715	12,117		12,046
PRINT MATERIAL	82,831	175,500	92,669		115,083
DIGITAL BOOKS	42,750	95,000	52,250		78,999
DATABASE SUBSCRIPTIONS	44,111	62,761	18,650		44,105
MAGAZINES, PERIODICALS & LEASED BOOKS	9,012	13,217	4,205		8,046
SUPPLIES & EQUIPMENT	15,130	28,603	13,473		27,719
PHONES & INTERNET	34,164	57,688	23,524		48,341
PROMOTIONS & WEBSITE	73,552	87,000	13,448		9,354
PUBLIC PROGRAMS	4,182	11,500	7,318		9,017
COMPUTER PURCHASES	4,911	8,900	3,989		4,281
SOFTWARE SUPPORT	55,434	66,302	10,868		64,715
DELIVERY & OUTREACH VEHICLES	18,211	46,250	28,039		34,259
COPIERS & PRINTERS	4,078	10,000	5,922		11,651
COPYRIGHT & PERFORMANCES LICENSES	2,089	2,119	30		1,987
BRANCH CLEANING	1,555	10,000	8,445		38,168
BRANCH RENTS, INSURANCE & SECURITY	18,139	234,759	216,620		227,049
FURNITURE PURCHASE	60,439	84,200	23,761		49,747
AUDIT & LEGAL FEES	3,460	3,750	290		4,664
SPECIAL PROJECTS	15,818	41,150	25,332		81,934
SUPPORT FROM OTHER DEPARTMENTS	159,752	159,752	0		158,354
TRANSFER TO RESERVES	0	20,000	20,000		0
YEAR'S SURPLUS/DEFICIT	0	0	0		153,145
Total EXPENSES	**1,724,272**	**3,005,764**	**1,281,492**		**2,751,877**
Total GENERAL FUND	**1,698,885**	**2,643,733**	**944,848**		**2,567,543**

INFORMATION REPORT

PREPARED BY:	Kate Miner – District Supervisor (District 1)
	Jessica Lomberg – District Supervisor (District 2)
	Lorna Platts – District Supervisor (District 3)
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	September 28, 2023
SUBJECT:	Branch & Supervisor Reports

DISTRICT 1

CHESTERVILLE BRANCH: (Jenn H.)

- LSA Jennifer and Madisson from the TDSRC popped-up at Chesterville's Art on the Waterfront festival. Tons of excited youngsters made buttons with the Maker Lab's large button maker. Information was given to promote the upcoming 2023 TDSRC; 180 people stopped by the booth and two new members signed up for cards.
- Adorable fairies were brought to life on June 14th when 5 patrons participated in the "Clothespin Flower Fairy Craft". The evening was filled with fun, creativity, and laughter.
- Chesterville's collection was enhanced by an influx of TEEN GN, Biography, and JP titles coming in from other Branches due to system wide collection work. The fresh titles are a welcome addition to the Branch's collection, giving patrons new books to choose from.
- New registrations at the Branch continued throughout the summer months, including youngsters signing up for cards, the TDSRC and its Launch Party. Although the launch of the program saw only 8 registrants initially, the number quickly climbed to 18 when families saw all the fun and signed up on the spot.
- Two local tutors have been using the Chesterville Branch's big table for an hour on Wednesday and Thursday evenings.
- "Book, Line & Thinkers" hosted meetings to discuss Crying in H Mart and The Hundred Years of Lenni and Margot. It was universally enjoyed by all members and is highly recommended. The book club's next read is Heat Wave by Maureen Jennings.
- The Chesterville Branch received the 'Big Book' promoting the "SDG Reads" Paradise Café Series by Maureen Jennings. It was placed front and centre at the entrance to the Branch for all to see and inquire about October's upcoming event. The Branch sold 3 of the Jennings books this month. Replacements were ordered and LSA Jennifer continues to promote this exciting event.
- August was a busy month for the Branch with 392 visitors and 6 new members signing up.
- The Branch continued to sign up members for the TD Summer Reading Club throughout August, bringing the Branch's total sign up to 26 children. We had some very avid readers in the Branch! Six members attended the end-of-month SRC wrap-up party.
- Throughout the month, the Branch was used for tutoring sessions on both Wednesday and Thursday evenings.

CRYSLER BRANCH: (Ian N.)

- Why did the Sun go to Summer Reading Club? To get Brighter! A lot of work has been done to recruit school-aged children for TD Summer Reading Club, including a presentation done by our

SRC leaders at the local school. Last year we had very few sign ups; this year, Crysler Branch was pushing capacity limits! A squad of dedicated kids dove into books like champions, showing that when it comes to reading, we're the true page-turner pros.

- Our young patrons have unleashed their colorful creativity, turning the library into a vibrant canvas! With a plethora of colouring pages, these kids are page-turning Picassos, leaving no crayon unturned. Their artistic enthusiasm knows no bounds!
- Due to patron request, Crysler's "Board Game Nights" that began in June were extended into a summer-long program! This program has become a real "game-changer" for the Branch! The Library has turned into a battleground of strategic minds; where laughter and friendly competition reign supreme.
- Crysler Branch is lucky enough to have a patio, set up by the *Crysler Friends of the Library* and with such a beautiful summer it has become a literary oasis! Patrons bask in the sunshine while immersing themselves in captivating tales.
- Serving Up Summer Fun: Our library branch turned up the heat by hosting a sizzling summer hangout for kids on break. With a mix of books, games, and good times, we made sure the hottest season was the coolest one in our library!
- Playing the Outreach Game: We didn't just stop at the sidelines; we scored big! When the community center next door had sports nights, we used those evenings as an opportunity to meet new people and potential patrons! Our library became the MVP of outreach, drawing in new faces and making connections that truly hit the home run.

MAKERLAB/FINCH BRANCH (Josée C.)
- The "Create it with Cricut" series successfully ended with paper flower wreaths crafted by teams of mothers and daughters. "Tinker Thursdays" ended as well, with patrons now familiarized with the MakerLab and its public craft space.
- Following the idea of the TD Summer Reading Club, staff also created a teen oriented summer reading challenge called "SDG Teens Read Too" that was met with positive response from local teens. The challenge ended with over 50 entries. Two winners were picked for prizes (one for the public and the other for staff family members). LSA Jo was happy with the reviews sent in and even found some good recommendations through our Teen patrons. She looks forward to doing something similar for teens next year.
- LSA Jo welcomed in numerous staff members for four more Play 'n' Learn sessions. She introduced them to the MakerKits and they practiced using the Cricut and its Design Space app. Overall, it was a very positive experience and a great way for newer staff members to try out the different kits. LSA Jo has already received requests following the tinkering sessions for Cricut usage and program planning.
- Patrons asked about the TD Summer Reading Club and LSA Jo noticed some new faces. One family began making their visits a weekly outing as the children became comfortable using the space as well as asking Jo questions and making requests without mom.
- LSA Jo continued to mentor the TD Summer Reading students and attended the Launch Party on Saturday, June 24. To everyone's delight, it was a fun-filled event with families enjoying the show and playing games.
- Our rescheduled "Create it with Cricut" program in Winchester was a big hit! We had all 10 patrons come in to etch wineglasses and some were already asking about our next potential Cricut programs.

- The Summer Reading Club had a great start and continued to attract families throughout the month. Children were excited to see Amélie every week! The MakerLab also hosted families for the *Gnomio's T-shirt Day* program and had a wonderful and super creative day.
- With the end of the *TD Summer Reading Club*, LSA Jo looked over her display that she dubbed her Summer Wall of Reading to find that MakerLab participants read a total of 220 books and created 41 crafts! She congratulated the TDSRC Students on a job well done this year and has received their notes for safe keeping until next Spring.
- The new MakerKit, the Sphero Indi, has been finalized and will be ready for bookings starting September. The Sphero Indi is an approachable entry-level learning robot for ages 4+. It lets kids design and build their own mazes while creating opportunities to learn the basics of coding, problem solving, and nurture computational thinking skills.
- The MakerLab continued to fulfill more 3D print requests while also testing out new 1.75mm filament and styles of printing. We also had young patrons requesting their drawings to be made into 3D prints, and after some tinkering, LSA Jo was able to translate their 2D drawings into 3D art!
- The MakerLab checked in a new instrument into our Library of Things which is the Guitalele. This instrument is a cross between a Ukulele and Guitar.
- Patrons visiting the MakerLab have been enjoying the Cubelets and LEGO wall in August. We saw patrons visiting the MakerLab to use the Cricut machine too! Another patron also expressed interest in starting a D&D group at the Finch Branch. Overall, it was a good month and we signed up new library members as well.

SOUTH MOUNTAIN BRANCH (Ginnette T.)
- The "Ancestry Club on Tour" visited the South Mountain Branch for a Saturday morning program that drew patrons who are both new to genealogy and those who have already worked extensively on their family trees. SDG Library's Information Services Coordinator Cheryl Servais presented an introduction to Ancestry Library Edition, plus gave everyone some handy search tips.
- Grade 1 classes from Nationview Public School visited the branch in late June. They learned about the Library and listened to a couple of stories. The children were very excited to be here and had lots of questions about how the Library worked. After their visit, they headed outside for a picnic in the park beside the Branch.
- The Branch received a very generous donation from the *Friends of the South Mountain Library Resource Centre.* It will be used to create a gaming area with the installation of a new TV, and a new and improved coffee station.
- South Mountain was very busy with programming in July with a terrific response to this year's TD Summer Reading Club. For the first week, we had 18 children attend the in-branch program, plus there are other children unable to attend the weekly sessions who are keeping track of their summer reading with the SRC booklet. In total, 34 children registered in South Mountain.
- The Branch welcomed community members who gathered for "Meet Me on Main Street" event on July 12. The Branch opened on a Wednesday evening specially for the event, which was set up outside its doors. By the end of the night, 56 people had visited with many complimenting the Branch. At the same time, the *Friends of the South Mountain Library Resource Centre* held a book giveaway in the parking lot.
- Children and their family members also visited the branch for "Fair Craft Day" on July 15 and again on August 15 -- children were given an opportunity to work on their Junior Home Craft

entries for the South Mountain Fair. The Saturday morning program was presented in partnership with the *South Mountain Recreation Association*. Supplies were left out at the branch so children could continue working on their craft projects in the days following the program.

- The TD Summer Reading Club kept the branch busy on Wednesday mornings, with children excited to work on the crafts and activities planned each week. The Summer Reading Club wrapped up with a pizza party sponsored by the Friends of the South Mountain Library Resource Centre.
- The Community Craft Circle held its first meet-up. Local crafters gathered to work on their individual projects at the branch.

WINCHESTER BRANCH (Rose D. and Chantal N.)

- Written and led by LSA Chantal, Winchester branch had a successful "Teen Murder Mystery" event held June 1st with the villainous characters of Disney movies doing their utmost to discover who was the murderous villain of the bunch. Much fun was had by all!
- On June 2nd we welcomed local author, Olga Nikolajev to discuss her contributions to new book Tender Truths: Caring for the Dying.
- In June, Winchester Branch had our last school year visit with the kindergarten classes of Winchester Public School. Lots of fun was had as LSAs Chantal and Rose read some fun picture books and led the children in a scavenger hunt and a "Left/Right" game. The classes presented staff with beautiful cards that they had made as their thanks for the monthly visits and stories this past school year.
- Staff welcome visitors regularly who have driven friends or family to Winchester Hospital for medical appointments or minor day surgery and wait at the Library. We have also become a hub for patrons to work from the Library on their own devices. Everyone appreciates the welcoming bright space we have in Winchester.
- The TD Summer Reading Club had great attendance this summer and was Winchester was lucky enough to welcome a volunteer to enrich the program.
- On July 20, Maker Expert Josee brought her Cricut knowledge to Winchester for the rescheduled "Etched Wineglass". The craft was very well received with full attendance from registered patrons!
- Winchester technology use is in full swing. Children on summer holidays are taking full advantage of the Nintendo Switch, and PAC stations are being used for everything from printing travel documents, to taking online training courses.
- Winchester continues to have almost daily sign-ups for new memberships. Patrons are enjoying the air-conditioned space to work, and bring their children too, for extended periods of time this summer.
- Dundas Manor has been coming monthly to pick up books for residents that have been requested and prepared by staff. There has been an increase on the number of residents wanting books that the Branch staff are very happy to provide!
- Our final program of the summer was "Firetrucks, Freezies, and Fun" in partnership with *North Dundas Fire Services and Fire Prevention Officers*. Families were invited by the Library to join us outdoors and create fire safety buttons, play themed parachute games, and cool-off with a frozen treat; while volunteer firefighters read a story, showed-off their vehicles and equipment, and gave children fire escape training on their inflatable exit. It was a wonderful day of collaboration and learning for all.

DISTRICT SUPERVISOR (Kate J.M.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Social media content creation and scheduling; handoff to Communications and Marketing Coordinator completed August 1
- Attendance of regular management meetings
- Worked on SDG Reads materials (ongoing)
- Program coordination for District 1
- Using equipment at the MakerLab, created gifts to honour outgoing Director of Library Services
- Participation in SDG Reads Committee (ongoing)
- Candidate selection and interviews for CSA positions
- Assisted with launch of wireless printing
- Assisted with website development
- Assessment of Branch facility needs in collaboration with Director of Library Services

DISTRICT 2:

INGLESIDE: (Linda P. and Coleen C.)

- LSA Colleen facilitated summer school class visits at the Ingleside Branch hosting over 84 students in the month of July. Colleen's engaging approach to Storytime, presenting library resources, and early literacy messaging fosters a love of reading and community connection.
- The "Ingleside Book Mates Book Club", hosted by LSA Linda, continues to be well attended. A lively discussion on *Heat Wave,* by the SDG Reads author Maureen Jennings was had. The SDG Reads Committee had a travelling display present in the branch adding to the excitement of the upcoming event.
- The "Friends of the Ingleside Library" volunteer group took part in the annual Ingleside Community Yard Sale. Families delighted in the unique collections and new members were registered at the library.
- Patrons were thrilled to access the Upper Canada Village passes! Branch staff have noted its demand and are eager to showcase all the museum passes offered at the library.
- Library staff offered "Tech Help", a digital literacy support program to help build patron's skills and confidence with technology. Patrons were guided in learning about their smart devices, emails, internet safety, and eResources offered at the library.

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

- Staff at the Iroquois branch welcomed students from Iroquois Public School's French Immersion program for bilingual programming and class visits. Staff connected students with the library's French collection and homework help resources to help develop new language skills.
- Library Staff were excited to participate in partnership with EarlyON Child and Family Centre, a family Beach Day at Iroquois Beach. Staff promoted the library collection, resources, and services.

- The Summer Reading Club had a great start at Iroquois Branch, hosting over 40 children on Wednesday afternoons. Preschool patrons and their caregivers enjoyed participating in LSA Eleanor's "Summer Reading Club JR Edition" with stories, games, and crafts.
- Public Access Computers, internet use and printing services were in high demand from patrons and library visitors.

LONG SAULT: (Christine D. and Joann L. and Colleen C.)
- Long Sault has seen a steady increase in attendance at their many social clubs, hosting over 75 patrons in June. These clubs uniquely reflect the interests and needs of the community and offer a space for patrons to connect with Library resources.
- Preschool children and their caregivers were delighted to attend "Storytime with Christine", staff promoted early literacy development through stories, songs, fingerplay activities and there was even an edible craft!
- Library staff enhanced patron access to digital services by providing eResource tutorials for PressReader and Cloud Library and performed one-on-one troubleshooting. Patrons have commented on their growing digital literacy skills and interest in learning about new services.

MORRISBURG BRANCH: (Stacey P. and Cheryl T.)
- The "Fairy Tales in the Park" Interactive Storytime was a great success. Staff ran a collaborative program with early childhood educators from EarlyON at the Earl Baker Park for a fun program geared for preschoolers with over 20 participants.
- The TD Summer Reading Club hosted their launch party on June 24, featuring "The Keepers" who delighted the crowd with many of their rescued animals, including a high-fiving tarantula and the world's softest chinchilla. Attendees also were treated to delicious snacks and fun crafts. Library Staff showcased the newest MakerLab coding technology Sphero Indi cars.
- Staff facilitated the "Summer Reading Club JR Edition" hosting weekly meetings in the branch for preschool children and their caregivers. LSA Cheryl, explored Summer Reading club themes with activities, stories, book displays and interactive scavenger hunts.
- Staff Facilitated Library visits for "Happy Face Daycare", the group of 25 young children were introduced to library materials and enjoyed an interactive Storytime.
- Library Outreach visits continued through the summer months to the Dundas County Hospice, Chartwell Hartford Retirement Home, and J.W. MacIntosh assisted living facility connecting patrons to library services and resources.

WILLIAMSBURG BRANCH: (Jennifer D.).
- Patron response to eResource support and tutorials has been very positive, resulting in patrons coming in regularly to use our PAC stations to access Ancestry Library edition.
- The branch received a lot of traffic throughout the summer months, thanks to the weekly baseball games and tournaments on weekends. Staff promoted access to library services, Wi-Fi, branch iPad, and Public Access Computers. One week in the summer, a county Day Camp was held outside in the park and the group stopped in for a visit to cool down and read a story when it grew too hot.
- LSA Jennifer offered a digital literacy support program to help build patron's comfortability with technology. Patrons' response to "Tech Help" was so positive staff plan to expand the program to offer this one-on-one support monthly.

DISTRICT SUPERVISOR: (Jessica L.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Coordination of Summer Pop-Up events (Facilitated "All about the River" and the "Stormont County Fair")
- Scheduling support staff, covering the desk for programs and outreach while also coordinating CSA support
- Updated Pop-Up safety procedures
- Collection maintenance (ongoing)
- Coordinated courier relief coverage (ongoing)
- Conducted Interviews, Reference Checks, and Training provided for new CSA's and LSA
- Conducted Performance Reviews
- SDG Reads Planning Committee (ongoing)
- Provided on going support to TD Summer Reading Club Facilitators
- Assisted in content creation for the new Library Website
- Facility Tours and Recommendations to Director
- Weekly Management Meetings (ongoing)
- Attended OLA Emergency Procedures Conversation (June 8, 2023)
- Began initiating school outreach for upcoming year in coordination with branch staff
- Hosted the Virtual program "Conversations with an NHL Hockey Player"

DISTRICT 3:

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

- Class visits from Glengarry District High School concluded for the 2022-2023 school year with many students excited to continue accessing Library Services over the summer months.
- The Nintendo Switch has seen lots of actions with teenagers; especially with the game 1-2-3 Switch. This game encourages face-to-face game play such as sword fighting, cow milking and quick draw. Teenagers are a difficult audience to reach so it is refreshing to see them drawn to the Library.
- TD Summer Reading Club launched with both an English and French program being hosted in Alexandria. A dozen children attended each session. There were stories, games, crafts and wonderful memories created surrounding building a love of literacy.
- Bobi Leutschaft Poitras was a featured artist this Summer, drawing 11 people into the Branch to admire her paintings. Her style is "painting however I feel like painting at the time."
- "Alexandria Book Club" was very active, meeting on the last Monday of every month. Members take turn moderating and take advantage of SDG Library Book Club Kits including Where the Crawdads Sing.
- LSA Iris continues outreach efforts at Chateau Glengarry with new residents signing up for the program. Reader materials are selected and delivered on a monthly basis.
- Cecile Aubin and Diane Riley were featured artists in August. A "Meet and Greet" was hosted for patrons to interact with the artists and explore the Library.
- Alexandria was busy throughout the summer with requests for technology help in addition to patrons dropping by to use our gaming systems.

AVONMORE BRANCH: (Kelsey D.)

- Pride Month was honoured with displays of Adult and Teen 2SLGBTQ+ materials. Children were invited to "Read the Rainbow" in June with different coloured covers lined up to look like the rainbow. August's displays focused on back-to-school reading.
- Class visits finished in June with great interest and excitement expressed by students. Staff will contact Avonmore Elementary School to resume visits in September as visits met with success in 2023.
- Avonmore partnered with the Summer Learning program at Avonmore Elementary School to provide reading materials to students.
- "TD Summer Reading Club" was enjoyed by participants with most children checking out multiple books per week.
- On fair weekend, the branch received 73 visitors. The branch was used as a cooling station, for Wi-Fi access, and many people renewed or signed up for Library cards.
- "Little Adventurer's Playtime" had eight participants. Children enjoyed crafts, creating their own "popsicles" and sharks, and sensory bins. A Halloween edition is in the works with interested already expressed.
- "ABC Book Club" took a break in August, but members are excited to read September's book Heat Wave by Maureen Jennings. This title is one of the SDG Reads selections.

LANCASTER BRANCH: (Erin H. & Rachel L.)

- LSA Erin became a welcome addition to Lancaster Branch. Erin was a familiar face already as a CSA, so patrons have embraced her and she is fitting in well.
- Staff started a "Spice Club" in Lancaster Branch. This popular program was originally launched in Morrisburg and met with interest from our Lancaster patrons. Staff in Lancaster and Morrisburg have been collaborating to offer this program in both locations.
- "Geocaching in the Library" was hosted and met with success at the branch. This program encouraged patrons to explore all that the Library has to offer.
- SDG Library participated in the Lancaster Community Yard Sale. The Library offered a book sale which drew in crowds and was well received. The Library was able to raise $130 in funding from this event.
- "Cairnview Book Club" had a successful meet up with 7 attendees. Another book club restarted again under a new name, "The Book Worms."
- Square was launched in Lancaster. Patrons have expressed their gratitude in now having access to debit/credit payment in addition to cash for fines, printing, and Library Shop purchases.
- "TD Summer Reading Club" was in full swing with 20 registrants. Children enjoyed tracking their progress weekly and everyone was impressed with the program.
- Three teens came into the Lancaster Branch to inquire about Library cards as a direct result of visiting the SDG Library booth at the Williamstown Fair.

MAXVILLE BRANCH: (Emily A.)

- Over the summer "Cover to Cover" book club read Killers of a Certain Age by Deanna Raybourn, and Deadly Education by Naomi Novik a. Facebook Group numbers continue to grow with more new faces joining the monthly discussion. A month-long bingo challenge ran in the Facebook group with a prize draw for card completion.

- Class visits from Maxville Public school wound up with four classes visiting in June. Visits were impacted by air quality issues, but teachers plan to return for September.
- Staff popped up at the Maxville Fair on June 24, creating 96 quality interactions with visitors. This pop-up served as a reminder that SDG Library is still very much present within the community and allowed staff to highlight some services introduced during the pandemic that patrons may not have been aware of.
- The 3D Printer remained popular with a long list of patron requests- there were 18 requests pending at the end of June.
- LSA Emily submitted her final assignment for SOLS Excel Program. This program gives staff a greater understanding of Library operations and bolsters customer service skills.
- TD Summer Reading Club returned and proved popular with 14 patrons registered and participating regularly.

WILLIAMSTOWN BRANCH: (Julie C.)
- "Raisin River Reads Book Club" met in branch to discuss <u>Wendy Darling</u> and <u>Year of Yes</u>. The book club also welcomed a new member.
- "Sandy Wood Estates Book Club" continued to express their enjoyment of the Book Club Kit titles offered by SDG Library. They finished <u>Lady Clementine</u> and have decided to continue meeting through the summer months.
- Staff have focused on promoting TD Summer Reading Club and book sales for SDG Reads. Patrons have expressed positive reactions to both these initiatives. Children eagerly participated in summer reading challenges and had fun entering the various challenges.
- Williamstown has seen an increase in homeschooling families visiting during school hours. Homework Helper Kits have become popular with the group and have been borrowed by several families.
- LSA Julie presented "Library Lawn Games" including giant Jenga, giant tic-tac-toe using SDG Library frisbees and bocce ball. Families that registered had a blast playing in the sun!
- Williamstown invited patrons to guess the weight of onion bulbs on display to win a pair of weekend passes to the Williamstown Fair. Tickets were generously donated by a local business.
- Staff have noticed an increase in teens visiting the branch. They have been checking out books for the "Teens Read Too" summer reading challenge and using Library resources to complete projects for summer school.
- Williamstown Fair remained a popular pop-up event. Over 300 people visited the Library booth to learn about our services. There were several new registrations, but Library presence remained vital to promoting Library services.
- Williamstown Branch welcomed two new out of area members hailing from Quebec. These new members were eager to start using cloudLibrary and commented that they were impressed with our eBook collection.
- Williamstown hosted local author, Deborah Zabloski, and local illustrator Kathleen LeGault as they presented their collaboration <u>My Mother Made a Quilt</u>.

DISTRICT SUPERVISOR: (Lorna P.)
- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)

- CELA Statistics (ongoing)
- Engaged in weekly Management Meetings
- Social media content creation and scheduling; handover to Communications and Marketing Coordinator completed for August 1
- Supervision of co-op student at Alexandria Branch (concluded in June)
- SDG Reads Coordination (ongoing)
- Online program registration (ongoing)
- Co-supervision of TD Summer Reading Club students (June-August)
- Co-coordination of summer pop-up events
- Onboarding new CSAs
- Writing and delivery of annual performance reviews for nine staff
- Creation of learning paths for six staff
- Regular update meetings with Administration Team
- Assessment of Branch Facility needs
- Assisted with development of BiblioWeb staff preview
- Reviewed policies: Purchasing Policy, Financial Control & Oversight, Program, Facilities Use, Access to Information & Protection of Privacy,
- Professional development: EXCEL Community Outreach Course; Overdue- Weeding Out Oppression in Libraries; Secrets to Supercharge Work Culture Webinar; Emergency Procedures Webinar; EXCEL Strategic Planning Course;
- Assisted with launch of wireless printing.

INFORMATION REPORT

PREPARED BY:	Cheryl Servais – Information Services Coordinator
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	September 28, 2023
SUBJECT:	Technical Services Report

CATALOGUING/ACQUISITIONS TECHNICIAN: (Lucinda F.)

- Outstanding order reports and inquiries for on order items that haven't arrived.
- Monitoring funds for automatic release plan (ARP) orders.
- Book repairs and maintenance to ensure items are maintained and can continue to circulate and determined if replacement copies were available for materials that couldn't be repaired.
- Imported MARC records and cataloguing for CELA collection deposits.
- Processed and catalogued donated books.
- Processed and catalogued two new Maker Kits (Birdwatching and Outdoor Science)
- Claims for missing and inconsistent magazine issues.
- cloudLibrary training (purchasing, carts, overall use on the admin site).
- Processed and catalogued 516 new items in July and 487 items in August (books, DVDs, and magazines)
- Reviewed and submitted purchase suggestions for adult fiction, teen, DVD, and graphic novel print collections.
- Assisted with purchasing of digital collections.

CATALOGUING/ACQUISITIONS TECHNICIAN (Temporary): (Stacey P.)

- Temporary Cataloguing and Acquisitions Technician position at Admin started in June.
- Responsible for all ILLO tasks, allowing for more materials to be borrowed from other library systems.
- 'Online Registrations' processing moved from branch staff to this position to provide better response time. Staff register three to six online membership requests daily.
- Processed and created new catalogue binders for CNIB/CELA audiobook collection.
- Recalling and withdrawing leased books from the system.
- Revised and organized the Book Club request system and evaluated the current circulation status of kits.
- Complied circulation status of print periodicals in branches, assisting in the evaluation of current subscription needs.

INFORMATION SERVICES COORDINATOR: (Cheryl S.)

- Creating content for new library website. Attended weekly "check-in" meetings with Implementation Specialist at BiblioWeb and launched staff preview and gathered feedback from staff in August.
- Assisted with onboarding of Communication & Marketing Coordinator
- Reviewed and submitted purchase suggestions for adult non-fiction, children, and French print collections to carts for acquisitions.

- Reviewed and submitted carts for digital collections including purchase suggestion, hold ratio and expired content as well as recommendations provide by cloudLibrary.
- Reviewed funds for print and digital collections.
- Assisted with the recruitment of Casual Support Assistants (CSAs).
- Meetings/discussions with vendors including cloudLibrary, Whitehots and Library Bound
- Assisted with coordination of upgrade to Polaris 7.4 on the production and training server.

INFORMATION REPORT

PREPARED BY: Cassie MacDonell – Communications and Marketing Coordinator

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: Communications and Marketing Report

MARKETING AND COMMUNICATIONS COORDINATOR (Temporary): (Cassie M.)
- Started in the role of Marketing and Communications Associate at the Administration Office in July 2023.
- Responsible for monitoring, engaging, and posting on SDG Library social media platforms. Social media interaction has seen a 66% increase on Facebook and a 45% increase on Instagram compared to the month previous.
- Assisted the Information Services Coordinator with the development of the new website; specifically, implemented the design, colour, and font scheme of the site with respect to SDG Library brand guidelines. Created web pages and assisted with receiving and applying staff feedback.
- Created physical marketing materials, such as posters, using the updated branding for library programs across the 15 branches.
- Began a monthly SDG Library column in the Seaway News, creating another touchpoint for patrons and potential patrons to learn more about the Library and its services.
- Photographed the SDG Library branches so that images can be included in promotional materials such as on posters, social media, and the new SDG Library website. On social media, posts with these organic photos have received 300% more patrons liking, commenting, and sharing with friends, resulting in 13 new people liking the SDG Library Facebook page in August.
- Created connections with local organizations who are willing to repost our materials on social media when appropriate.
- Crafted a news post on the SDG Library website introducing the public preview of the new website, highlighting key features that patrons will enjoy.
- Implemented LinkTree into the SDG Library Instagram, which allows the public to find the website links more easily.
- Successfully completed Health and Safety training and First Aid.

INFORMATION REPORT

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: Director of Library Services Report

STAFFING HIGHLIGHTS:
Ruchita Shah accepted the role of LSA at the Long Sault Branch (July 10th)
Cassie MacDonell accepted the role of Temporary Communications and Marketing Coordinator (July 17th)

- Attended various Council meetings and Director meetings.
- Attended and facilitated Management Team and Administrative meetings.
- Completed a facility review of District 2 (Ingleside, Long Sault, Iroquois, Morrisburg, and Williamsburg branches) and District 3 (Alexandria, Avonmore, Lancaster, Maxville, and Williamstown branches) to assess facility needs.
- Met with Tim Mills (CAO of South Dundas) and Sarah Huskinson (CAO of North Glengarry) to discuss partnership opportunities with SDG Library, and formation of working group to re-evaluate lease agreements.
- Prepared and submitted application for the National Public Reading Program grant. Application was accepted and will contribute towards SDG Reads event.
- Prepared a sponsorship letter to promote SDG Reads.
- Consulted with Peggy Malcolm from OLS regarding an organizational review of SDG Library. In consultation with Peggy and the County's HR department, the job description for Community Librarian has been revised.
- Assisted with collections development for Fall print publications (fiction and non-fiction).
- Consulted with Shelly's Sea Shel Salon and the Township of North Dundas to progress the installation of the Morewood Express Depot.
- Provided input for SDG Counties' Strategic Plan, bringing the voice of Library Services.
- Reviewed key statistics, successes and identified areas of improvement with the Summer Students regarding the TD Summer Reading Club.
- Organized a student appreciation lunch.
- Participated in the SDG Counties' Staff Recognition Awards ceremony. Prepared speeches celebrating Library Services award recipients.
- Assisted the Communications and Marketing Coordinator with the 2023 Communications and Marketing Plan.
- Reviewed Pulse Survey #3 results and provided staff with targeted comments aimed to address concerns reported.
- Preparing Agenda for the General Staff Meeting, to be held in the Fall of 2023.
- Council and Library Board Agenda/meeting preparation.
- Completed onboarding training modules through Bistrainer.

ACTION REQUEST

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: Policy Review – Purchasing Policy

BACKGROUND:

1. The Purchasing Policy sets out a procurement strategy that governs how the SDG Library buys and disposes their goods.

2. The Purchasing Policy was first approved by the Board in December 2008, and last reviewed in March 2019.

3. The SDG Library Board's Purchasing Policy follows that of SDG Counties' Policy (Policy 1-12).

ANALYSIS:

4. Through this review of the Purchasing Policy, SDG Library is proposing a few housekeeping revisions to the Policy.

5. The proposed revisions include the Board's ability to provide excess library collections for the purpose of used book sales and/or community events.

IMPACT ON 2023 BUDGET:

6. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

RECOMMENDATION(S):

That the Stormont, Dundas, and Glengarry County Library Board approve the Purchasing Policy, as presented.

Purchasing Policy

For: The Stormont, Dundas and Glengarry County Library Board

Policy No.: 2014-03

Policy Type: Governance

Effective Date: September 28, 2023
Amended March 14, 2019
Reviewed March 20, 2014
Approved December 18, 2008

Policy Statement:

This policy establishes purchasing processes that will ensure efficient and effective purchasing in an open, fair and accountable environment.

Legislation:

Section 270 of the Municipal Act S. O. 2001 as amended, requires that a local board shall adopt and maintain policies with respect to its procurement of goods and services. Section 1 of the Municipal Act defines local board to include a public library board.

Policy:

The Stormont, Dundas and Glengarry County Library Board approves the current SDG County Purchasing Policy (Policy 1-12) to be the Stormont, Dundas and Glengarry County Library Board Purchasing Policy. The Library Board must be notified of any amendments to the County Policy that may occur in the future.

The Stormont, Dundas and Glengarry County Library Board confirms that Section 14 of the Purchasing Policy, Disposal of Surplus Goods, does not restrict the Board's ability to provide excess library collections to any Friends of the Library organization, nor does it restrict the Board's ability to provide excess library collections for the purpose of used book sales.

POLICY MANUAL	Policy No. 1-12
For the United Counties of Stormont, Dundas & Glengarry	**Effective Date: January 1, 2017** Approved January 1, 2014 Approved November 17, 2008
Subject: Purchasing Policy	**Department: All Departments**

1- LEGISLATIVE AUTHORITY

The Municipal Act, S.O. 2001, Section 270, as amended, states that a municipality and a local board shall adopt and maintain policies with respect to its procurement of goods and services.

2- POLICY STATEMENT

This policy establishes purchasing processes that will ensure efficient and effective purchasing in an open, fair and accountable environment.

3- APPLICATION

This purchasing policy applies to all purchases of goods and/or services by all departments, boards and committees of the United Counties of Stormont, Dundas and Glengarry.

4- PURCHASING PRINCIPLES and GOALS

The purchasing principles and goals of the United Counties of Stormont, Dundas and Glengarry are as follows:

a) Efficient and effective purchasing ensures that the optimum quality, quantity, and timely receipt of goods and services are obtained at the best value and appropriate cost on a continual basis.

b) An open and honest purchasing process shall be maintained that encourages competition as practical, and is consistently fair and impartial.

c) Group or cooperative purchasing across Departments, with other Municipalities &/or organizations, will be encouraged when beneficial and practical.

d) Goods and services will be acquired through the application of the highest standards of business ethics.

e) The purchasing process will maintain the integrity of the County and provide clear direction to and accountabilities of Council, Staff and Suppliers.

5- ETHICS

It is paramount that the conduct of Staff, Council, Suppliers and other stakeholders involved in procurement be ethical, professional and accountable. All participants in procurement must comply with the following:

a) Accountability and Transparency: Procurement activities must be open and accountable. Procurement activities must be fair, transparent and conducted with a view to obtaining the best value for public money. All participants must ensure that public sector resources are used in a responsible, efficient and effective manner.

b) Personal Integrity and Professionalism: Individuals involved with procurement must act, and be seen to act, with integrity and professionalism. Honesty, care and due diligence must be integral to all procurement activities. Respect must be

Page 1 of 18

demonstrated for each other and for the environment. Confidential information must be safeguarded.

    c) Conflict of Interest: Participants must not engage in any activity that may create, or appear to create, a conflict of interest, such as accepting gifts or favours, providing preferential treatment, or publicly endorsing suppliers or products. Participants must disclose any pecuniary interest, direct or indirect, to the Department Head involved or CAO.

6- BUDGETARY CONTROL

All purchases must be provided for and have sufficient funds remaining within the Council approved current budget, unless specifically approved by Council following the method outlined below. Prior to Council approval of the current budget, a Department Head or designate may incur normal operating expenditures.

The expenditures approved in the current budget shall not be exceeded by the lesser of 10% or $50,000 without the prior approval of Council, except as outlined under the Emergency Method of purchasing. Specific over-expenditures may be approved by Council if:

    i. the intent of the account is not changed; and

    ii. the department's budget as a whole is not over spent; and

    iii. total County expenditures are within budget; or

    iv. Council determines the over-expenditure is in the best interest of the County and provides specific authorization.

7- REVIEW

All purchasing activities will be subject to external audit.

This policy will be reviewed by Council every five years or earlier as required.

8- GENERAL CONDITIONS

    a) No employee or elected official shall purchase or offer to purchase, on behalf of the County, any goods or services, except in accordance with this policy.

    b) Prices and authority levels as stated in this policy are intended to be before tax amounts. Prices outlined within this policy to determine the appropriate purchasing method, does not prevent the use of a purchasing method with a higher level of controls. The Department Head has the authority to exceed the minimum requirements, as outlined in this policy, if such action is considered necessary and in the best interest of the County.

    c) No purchase shall be divided to avoid any requirements of this policy. Annual aggregate value or total project cost of required goods and services should be considered prior to determining the appropriate purchasing method.

    d) This policy will adhere to all applicable Federal and Provincial legislation as required, including contract law and the law of competitive processes. Under the Accessibility for Ontarians Act, 2005, purchasing decisions will have regard to their impact on accessibility for persons with disabilities and the United Counties of Stormont, Dundas and Glengarry shall incorporate applicable criteria and features when procuring or acquiring goods, services or facilities, except when it is not

practicable to do so. If it is determined that it is not practicable to incorporate accessibility criteria, an explanation will be provided upon request.

e) While adhering to the Municipal Freedom of Information and Protection of Privacy Act, data received during a purchasing process will normally be considered as public information, unless clearly and specifically identified as confidential information within an individual bid submission. When bids are opened in public limited information will be announced (usually the name of each bidder and their total bid price) and any further information will remain confidential until all bids have been analysed and evaluated. Data will be provided to the public upon request on current year purchasing as well as one dormant year if easily available, but no historical data on prior years will be researched for the public and/or other vendors.

f) Bids received may be evaluated on features such as, but not limited to, fulfilling requested specifications; vendor qualifications; experience; past performance; materials & equipment used; purchase terms; quality; methodology; scheduling; etc. Total acquisition costs will be considered including, but not limited to, operating, training, maintenance, lifecycle cost analysis, availability, staff time, warranties, payment terms, disposal, etc.

g) Any purchasing or bid solicitation may be cancelled at any time up to contract award but preferably prior to opening of bids. If only one bid is received the County has the option of not opening the bid and cancelling the procurement. Council may cancel the procurement if awarding the purchase would result in the approved budget being exceeded.

h) In the event that a Consultant is engaged to coordinate the purchasing of any goods or services, it shall be the responsibility of the respective Department Head to ensure that all conditions of this policy are adhered to.

i) In order to be eligible to perform work on County property, all Contractors must provide evidence of appropriate insurance and current Workplace Safety Insurance Board clearance. These documents will be obtained and filed by the issuing department. All Contractors will follow the requirements under the County's Health & Safety Policy and Procedures Manual. Vendors must provide Material Safety Data Sheets (MSDS) for all relevant products being purchased by the County.

j) No acquisition of any goods or services will be made from any County employee, elected official, or their companies, unless prior approval is received from the CAO who will consider each purchase on its individual merits. The CAO may also permit and consider in-house bids on its individual merits.

k) No personal purchases shall be made by the County for an employee, elected official or any appointed member of a Board or Committee, unless specifically authorized by the CAO.

9- RESPONSIBILITIES AND AUTHORITIES

a) Council
Council has the ultimate authority on all expenditures. Council provides some authority to staff through their approval of the annual budget and Council also establishes procedures and limitations for staff through this purchasing policy.

b) CAO
The CAO has the authority to instruct a Department Head not to award a specific purchase him/herself and may direct the Department Head to submit a recommendation to Council for their approval.

The CAO must review and approve non-competitive or sole-source purchases as required in Schedule B to this policy. The CAO must be knowledgeable about occurrences of emergency purchases.

The CAO must sign all contracts over $50,000 unless Council's award resolution identifies that a specific Department Head has this authority.

c) Department Heads
Department Heads are responsible for all purchasing activities within their department and are accountable for adherence to this policy. They must ensure that all requirements of this policy are fully understood and followed by their respective staff.

Department Heads will designate the appropriate staff within their department with purchasing responsibility and identify each within an approval level and will notify the Financial Services Department of all designations.

Department Heads or their Designate will determine the appropriate purchasing method to be used as outlined within this policy.

The Department Head or Designate whose budget provides for the goods or services shall be responsible for the preparation of all specifications and/or terms of reference that may be necessary for the purchase. They will coordinate the necessary timing of purchase procedures and forecast lead-time when council approval is necessary. They will also administer tender calls, evaluate bids, report to Council when required, obtain any required contract signatures and monitor contracts.

The Department Head must sign all contracts and agreements under $50,000. When requesting Council approval for a purchase, the Department Head may also request authority from Council to sign the necessary contract or agreement; if this authority is not approved in Council's resolution, the CAO must sign any contracts and agreements over $50,000.

The Department Head or Designate will ensure that a record of all tenders and quotations received on a purchase will be maintained by the issuing Department; as well as any required WSIB, insurance, Health & Safety, or any other applicable documentation. These documents will be subject to external audit.

The Department Head or Designate will identify the appropriate expense account to which the purchase will be charged and which has sufficient funds remaining in the Council approved budget.

d) Department Head Designates

Department Heads will designate the appropriate staff within their department with purchasing responsibility and identify each within an approval level and will notify the Financial Services Department of all designations.

Department Head Designates are accountable for their adherence to this policy and must fully understand all requirements of this policy.

Department Head Designates will determine the appropriate purchasing method to be used as outlined within this policy and, if unsure will consult with their Department Head.

Department Head Designates will ensure that their payment approvals are within the limits established in this policy.

The Department Head or Designate whose budget provides for the goods or services shall be responsible for the preparation of all specifications and/or terms of reference that may be necessary for the purchase. They will coordinate the necessary timing of purchase procedures and forecast lead-time when council approval is necessary. They will also administer tender calls, evaluate bids, report to Council when required, obtain any required contract signatures and monitor contracts.

The Department Head or Designate will ensure that a record of all tenders and quotations received on a purchase will be maintained by the issuing Department; as well as any required WSIB, insurance, Health & Safety, or any other applicable documentation. These documents will be subject to external audit.

The Department Head or Designate will identify the appropriate expense account to which the purchase will be charged and which has sufficient funds remaining in the Council approved budget.

e) Staff

All staff of the County and its Boards and Committees will adhere to this purchasing policy and its procedures.

Staff will report to their respective Department Head any inconsistencies to this policy that they become aware of. Staff will also provide feedback to their Department Head on any inefficient purchases that are witnessed or instances of poor performance or supply of goods by vendors.

Any staff receiving a delivery of goods and asked by the vendor to sign delivery slips, freight bills, or bills of lading must reasonably verify that the goods are not damaged and are correctly described with actual quantities received.

f) Financial Services Department

The Financial Services Department must ensure that payment for purchases will only take place upon receipt of a valid invoice or appropriate supporting documentation from a vendor and is responsible for ensuring that no payments are made without appropriate approval within the limitations outlined within this policy. Invoices that do not contain the information required by this policy will be returned to the applicable Department to be completed.

The Financial Services Department will maintain a listing of all employee invoice approval levels as designated by each Department Head and ensure that all invoices are properly signed/initialed by appropriately designated staff.

The Financial Services Department is responsible for maintaining invoices and payment data in an orderly and secure fashion.

The Financial Services Department will reconcile all purchase card charges to the monthly purchase card statements and will review charges for compliance to this policy and the Purchase Card Agreement.

10- COOPERATIVE PROCUREMENT

Cooperative purchasing across Departments, with other Municipalities &/or organizations, will be encouraged when beneficial and practical. Arrangements may be made with one or more other public entities for cooperative procurement in order to obtain the benefits of volume purchases or administrative efficiency.

When another public entity is conducting the procurement, the Department Head must ensure that the public entity has an approved Procurement Policy. When participating in a cooperative procurement conducted under another public entity's Procurement Policy their policy will guide the solicitation and purchasing method and this policy will determine the approval process and required authorizations including the budgetary controls, required approvals, execution of contracts, etc.

11- SUSPENSION OF SUPPLIERS

Without limiting or restricting any other right or privilege of the County, the Department Head and CAO together will suspend a supplier from having the opportunity to make any future submissions or otherwise provide goods or services to the County for a period of three (3) years if any of the following circumstances exist or have existed in the three-year period immediately preceding the date of award. A supplier will be removed from consideration for procurement contracts and any submission will be rejected for any of the following reasons:

  i. The supplier or supplier's Principals are or have been engaged in a lawsuit or other legal proceedings against the County;

  ii. The supplier failed to honour a bid submitted in response to a previous County procurement process;

  iii. The supplier failed to disclose an actual, potential or perceived conflict of interest in connection with the current or a previous County procurement;

  iv. The supplier or supplier Principals was convicted of bid-rigging, price-fixing, collusion, or other statutory offense;

  v. The supplier engaged in unethical business practices; or

vi.   The supplier has significant performance issues, which have been documented by staff, on a previous County procurement process including the supplier's failure to follow directions from the County and to cure a default.

12- TENDER REJECTION CRITERIA

The applicable Department Head or Designate will determine any major or minor tender irregularities as outlined in Schedule "C" Tender Rejection Criteria. All tenders received, inclusive of tenders containing any irregularity, will not be evaluated until the irregularity is resolved.

13- TIE BIDS

In the case of any tie bids, the successful Bidder will be determined by a draw, conducted by the applicable Department Head and a second County employee. The tied Bidders may be present, if they wish to attend.

14- DISPOSAL OF SURPLUS GOODS

Identification and disposal of surplus goods (excluding land) will be completed by the applicable Department Head. Sale of any land will adhere to the Sale and Disposition of Surplus Land Policy No 1-14. Surplus goods will be disposed in a manner that the County will receive the highest return, including but not limited to:
   i.   Trade-in towards the acquisition of other goods,
   ii. Public auction,
   iii. Issuance of a request for tender or quotation,
   iv. Donating to a charitable organization registered with the Canada Revenue Agency,
   v.   Classifying as waste and scrapping, dismantling, destroying &/or disposing.

15- TYPICAL PURCHASING METHODS

Higher valued purchases, as outlined below, will typically follow the proposal or tender method of procurement. Determining the appropriate method should be based on:

Request For Proposal (RFP): The purpose of an RFP is to request suppliers to provide solutions for the delivery of complex goods or services, or, where explicitly required, to provide alternative solutions. An RFP process uses multiple predetermined evaluation criteria, including price.

Request For Tender (RFT): The purpose of an RFT is to request suppliers to submit bids to provide goods or services based on stated delivery requirements, performance specifications, terms, and conditions. An RFT process focuses the evaluation criteria predominantly on the price and delivery requirements.

a) **Proposal Method (Any dollar value)**
This method of purchasing may be used where the expertise for developing proper specifications lies in the hands of a supplier(s), or where additional information is required and it is impractical to call tenders. Engagement of professional or consultant services could be completed through the proposal method.

The goods or services are not described in detail by the County in a solicitation document but a written outline of the objective, purpose, desired results, and/or need of the goods and services is produced and form part of the Request For Proposal.

Request For Proposals may be advertised publically with the Department Head determining the newspapers, frequency, advertisement format, and/or use of other methods of advertisements to be the most effective in each circumstance. Posting through an electronic system that is readily accessible by all suppliers is encouraged.

At least three (3) proposals shall be required and will also be required when engaging professional or consulting services. When at least three proposals cannot reasonably be obtained, the Department Head shall report this to the CAO.

Proposals will be evaluated using multiple predetermined criteria in which price is not the only factor. The evaluation criteria and scoring method shall be included in the solicitation document and cannot be deviated from during the evaluation. Evaluation criteria may include, but is not limited to: vendor qualifications & experience, past performance, satisfactory reference checks, materials & equipment used, purchase terms, quality, methodology, scheduling, total acquisition costs, etc. The process may involve negotiations subsequent to the submission of proposals on any of the specifications, contract terms and prices.

The Department Head and CAO will approve purchases through the proposal method costing less than $50,000 and Council will approve purchases over $50,000.

The CAO must sign all contracts over $50,000 unless Council's award resolution identifies that a specific Department Head has this authority. The applicable Department Head may sign contracts less than $50,000.

All communications and questions related to any solicitation document must be made to the specific contact person listed in the procurement document.

All proposals received and any other relevant data will be filed by the issuing department and maintained for two years or longer as determined by the Department Head.

b) **Tender ($50,000.00 and over)**
Unless the Proposal Method of purchasing is followed, formal tendering practices shall apply for the purchase of all goods and services where the estimated value is or will exceed the amount of fifty thousand dollars ($50,000.00).

Request for tender documents will include a clear description of the required goods or services. Goods or services must be described in generic and/or functional terms specific to the County's needs. Where it is necessary to provide specifications in non-generic and or non-functional terms, the specifications must set out the performance requirements in a manner that would not unfairly favour certain suppliers.

Request for tenders will be advertised publically with the Department Head determining the newspapers, frequency, advertisement format, and/or use of other

methods of advertisements to be the most effective in each circumstance. Posting through an electronic system that is readily accessible by all suppliers is encouraged.

If only one bid is received in response to a tender request, the County has the option of not opening the sole bid and closing the call for tender. The applicable Laws For Competitive Bidding will be followed if re-tendering is contemplated.

Tenders shall be opened at a predetermined time by the Purchasing Coordinator or designate, and a minimum of one other staff member.

Successful suppliers will be approved based, predominantly, on submitted price and delivery requirements. Council may, at its discretion, reject all submissions and cancel the tender.

Council will approve the successful supplier for tenders over $50,000. If the tender method is used for any lower valued purchases, the Department Head may approve the successful supplier for tenders costing less than $50,000.

The CAO must sign all contracts over $50,000 unless Council's award resolution identifies that a specific Department Head has this authority.

All communications and questions related to any solicitation document must be made to the specific contact person listed in the procurement document.

All tenders received and any other relevant data will be filed by the issuing department and maintained for two years or longer as determined by the Department Head.

c) **Written Quotation (Between $5,000.00 and $50,000.00)**
Where the estimated value of goods and services to be purchased is five thousand dollars ($5,000.00) or more but less than fifty thousand dollars ($50,000.00), at least three (3) written quotations shall be required.

Where written quotations from at least three suppliers cannot reasonably be obtained, the Department Head or designate shall make a record of such circumstance.

The Department Head's Designate may approve quotations with a value up to $10,000. The Department Head will approve quotations up to $50,000.

The Department Head must sign any contracts and agreements under $50,000.

All quotations received and any other relevant documents will be filed by the issuing department and maintained for two years or longer as determined by the Department Head.

d) **Supplier Prequalification (less than $20,000.00)**
Supplier prequalification gathers information about supplier capabilities and associated hourly rates in order to identify qualified suppliers for work that is not well defined and the most practical method to complete the work is on an hourly basis. Examples of such activities include, but are not limited to, removing fallen

trees, disposing of road kill, general backhoe work (culvert replacement, sign installation), ditching, random geotechnical testing and the use of trucks and heavy equipment (with an operator) to compliment routine maintenance activities.

This type of purchasing must be completed in a competitive and transparent manner that allows equal opportunity for all potential suppliers. On a yearly basis the County will solicit hourly rates &/or material costs from qualified suppliers. Qualified shall mean: in full compliance with all legislated, insurance and safety requirements as outlined by this policy; familiar with the work location; and history of same-day availability. Suppliers will not be permitted to submit prices after the closing date outlined in the solicitation notice, unless no suppliers have submitted for a required specific type of equipment, material or location. Although under no obligation to use any supplier, the County will endeavor to utilize all qualified suppliers with comparable hourly rates who have submitted pricing subject to the location, quantity of work, price and past performance.

Council approval will be required when the supplier prequalification method will be used to complete a specific project that has an estimated value of greater than $50,000.

e) **Random Purchases (less than $5,000.00)**
Comparison pricing, such as oral quotations, commercial flyers or advertisements, promotional magazines, online research, etc, will be done where random purchases of goods and services with an estimated value of less than five thousand dollars ($5,000.00) are contemplated. Pricing will be compared from 3 vendors in the competitive marketplace where possible and practical. Comparison pricing will be documented and maintained for two years or longer as determined by the Department Head. If comparison pricing is not possible or practical, the reason must be explained and documented with the purchase invoice.

Random purchases of the same goods (i.e. immaterial office supplies) may be made repeatedly from the same vendor if comparison pricing is obtained periodically (not to exceed five years) to confirm continued cost effectiveness.

Random purchases will be approved by the Department Head or Designate.

16- EXCEPTIONAL PURCHASING METHODS
a) **Petty Cash**
Payments may be made out of a petty cash fund for small purchases when it is not feasible to purchase through the normal accounts payable process. The petty cash balance will not exceed a total of $500.00 in any one location. The Department Head will determine if a petty cash fund is required, as well as identifying the employee who will have custody of the petty cash.

All petty cash disbursements shall be evidenced by receipts. All petty cash and receipts must be kept in a secure location and will be reconciled each time it is replenished.

b) **Purchase Card**

Although most purchases should be made through the normal invoice & accounts payable process, occasionally County purchases may be made on a County purchase card. The number of County purchase cards issued will be kept to a bare minimum and are issued based on an employee's need to purchase materials for County business and is not based on title or position. Employees who are issued a purchase card must sign a Purchase Card Agreement outlining their responsibilities. The County reserves the right to withdraw purchasing card privileges from any employee at any time.

Purchase cards must be used for County approved purchases only and can never be used for any personal charges or cash advances.

A purchase card should not be used for purchases that can be processed through the normal accounts payable process or when charging to a purchase card will result in an increase to the cost or a lost discount.

Employees must provide individual vendor receipts to the Financial Services Department for all charges made on a purchase card. These receipts must clearly indicate all taxes included in the charge, be coded to the appropriate expense, and be approved for payment according to this policy. Payments will not be made based solely on the monthly purchase card statement but must be based on the individual vendor receipts provided to the employee at time of purchase.

The Financial Services Department will reconcile all purchase card charges to the monthly purchase card statements and will review charges for compliance to this policy and the Purchase Card Agreement. All discrepancies will be the responsibility of the card holder to investigate and resolve.

All purchase card transactions will be subject to external audit and periodic special in-depth audit.

c) **Non-Competitive Purchasing**

Non-competitive or sole-source purchasing cannot be used to avoid competition or to discriminate against specific suppliers. Non-competitive purchasing may be used under the circumstances outlined under Schedule "B" attached.

d) **Additional Work Under Existing Contracts**

Where goods or services have been purchased pursuant to a contract or agreement, and where a change in the goods, services or scope of the project occurs that has not been included in the contract and which necessitates the purchase of additional goods or services the following shall apply:

      (i) The Department Head reports to Council to obtain approval of the additional goods or services; or

      (ii) The Department Head may authorize the additional goods or services if the total cost does not exceed $20,000 and there are sufficient funds within the approved budget; or

      (iii) The CAO may authorize the additional goods or services if the total cost is to be paid in full by a third party, and security to ensure payment is in place.

This clause may be used when it is necessary to include additional goods or services to an existing contract and cannot be used in order to avoid a competitive purchase process. Any savings must be shared with the County when a change to goods or services results in a lower cost.

e) Unsolicited Proposals
Any procurement activity resulting from the receipt of an unsolicited proposal shall comply with the provisions of this policy. A contract resulting from an unsolicited proposal shall be awarded on a non-competitive basis only when the procurement requirements comply with the non-competitive procurement circumstances within this policy.

f) Emergency Method
The emergency method of purchasing may be used when the circumstances warrant immediate action or when time is a constraining factor or when health, safety and public interest are in jeopardy.

All emergency purchases must be approved by the Department Head and reported to the CAO. If applicable, the Department Head must sign any contracts and agreements.

Where this method of purchasing results in an over-expenditure or an unbudgeted expenditure, the Department Head shall report the circumstance of the expenditure to Council at the next regular meeting.

g) Market Conditions
Notwithstanding the provisions of this policy, where market conditions are such that long term price protection cannot be obtained for goods or services, the Department Head or Designate may obtain competitive prices for short term commitments until such time as reasonable price protection and firm market pricing is restored.

17- APPROVAL of PAYMENTS for ALL METHODS OF PURCHASING
Council has ultimate authority for all expenditures and delegates some of this authority by the approval of annual budgets and this Purchasing Policy. Formal approval of the annual budget constitutes financial approval to proceed with the purchases contained in the budget while following the processes outlined within this policy.

Following the appropriate method of purchasing outlined above, all invoices submitted to the Financial Services Department for payment must be approved by staff member(s) within the following authorization levels as designated by the Department Head:
Designated Approval Levels are as follows:
- Level 1: Up to $ 2,000 or regular reoccurring invoices (i.e. monthly hydro, phone, etc.)
    - Office Assistants and others as designated by the Department Head
- Level 2: Up to $10,000 or invoices relating to purchases that have received the approval of Council

- Managers, Supervisors and others as designated by the Department Head
- Level 3: Up to $50,000 or invoices relating to purchases that have received the approval of Council
  - Department Head and CAO only

Standard recurring expenditures that are a part of normal, day-to-day business activities may be paid with approval from staff designated with Level 1 authority. These types of expenses are regular and expected, budgeted for and are not optional. Late payment charges should be avoided and discounts taken when practical. Regular purchases include, but are not limited to: utilities, phone, postage, payroll remittances, and licenses.

Invoices pertaining to purchases and/or contracts previously awarded by Council may be processed with approval from staff designated with Level 2 or Level 3 authorities.

Department Heads and their Designates approving invoices for payment will ensure the invoice's mathematical accuracy, correct unit costs and quantities and will affix their signature or recognizable initials on the invoice to indicate to the Financial Services Department that the invoice is approved for payment.

Other than the CAO, no employee can approve any invoice for payment to him/herself.

Only individuals identified with approved signing authority on the County commercial bank accounts (the CAO and Treasurer) are authorized to open/close accounts with vendors or purchase cards in the County's name or to change credit limits.

Receipt of goods or services must be confirmed before payment is approved. All payments must be properly authorized, be accurately accounted for and be supported by appropriate documentation.

INVOICE PAYMENT APPROVAL
DEPARTMENT HEAD & DESIGNATE

The United Counties of Stormont, Dundas and Glengarry's Purchasing Policy outlines specific purchasing methods that must be followed for all County acquisitions of goods or services. The policy states that following the appropriate method of purchasing, all invoices submitted to the Financial Services Department for payment must be approved by staff member(s) within the approval levels as designated by the Department Head.

Completion of this form authorizes that _____ (Please print employee's name) may approve invoices for payment within the following designation:

Please indicate approval level

☐   Level 1: Up to $ 2,000 or regular reoccurring invoices (i.e. monthly hydro, phone, etc.)

or

☐   Level 2: Up to $10,000 or invoices relating to purchases that have received the approval of Council

or

☐   Level 3: Only Department Heads & CAO. Up to $50,000 or invoices relating to purchases that have received the approval of Council

&/or

☐   Employee is a Petty Cash Custodian

Please note any restrictions by goods &/or vendor (i.e. equip parts or payroll deductions): _____

_____

This Approval Level has been designated by:

Department Head Signature: _____ Date: _____

I have read the Purchasing Policy and agree to my designated Approval Level above:

Employee Signature: _____ Date: _____

Employee's initial to be used on invoices approved for payment: _____

Please forward completed Invoice Payment Approval form to the County Financial Services Department and a copy will be returned to the employee. Date completed by Financial Services Department: _____

DEFINITIONS

Acquisition: the process used for obtaining goods and services.

Agreement: a legal document that binds the County and other parties.

Award: the notification to a proponent of acceptance of a tender, quotation, or proposal that brings a contract in existence.

Bid: an offer or submission received in response to a request for quotation, tender, proposal, or other solicitation document which is subject to acceptance or rejection.

CAO: the Chief Administrative Officer of the United Counties of Stormont, Dundas and Glengarry.

Comparison Pricing: any method of obtaining pricing information from suppliers, including but not limited to verbal or written quotations, online inquiries or research, promotional flyers or advertisements, etc.

Conflict of Interest: a situation in which financial or other personal considerations have the potential to compromise or bias professional judgment and objectivity. An apparent conflict of interest is one in which a reasonable person would think that the professional's judgment is likely to be compromised. A conflict may occur when an interest benefits any member of the person's family, friends, or business associates.

Contract: a formal legal agreement for the supply of goods, services or consulting services including a contact arising out of the acceptance of a tender, request for proposal or written quotation.

Cooperative Procurement: procurement conducted by one public entity on behalf of two or more public entities in order to obtain the benefits of volume purchases or administrative efficiency.

Council: the Council of the United Counties of Stormont, Dundas and Glengarry.

County: the United Counties of Stormont, Dundas and Glengarry.

Department Head: the individual responsible for the direction and operational control of a County Department; being CAO, County Engineer, County Clerk, Treasurer, County Planner, Manager of Library Services, and Manager of Provincial Offences.

Department Head Designate: the person designated by a Department Head with purchasing responsibility within a specified approval level.

Evaluation Criteria: a benchmark, standard or yardstick against which accomplishment, conformance, performance and suitability of an individual, supplier, alternative, activity, product or plan is measured to select the best supplier through a competitive process. Criteria may be qualitative or quantitative in nature.

Expression of Interest: vendors are solicited by the County to advise the County of their ability or desire to undertake municipal requirements.

In-house: conducting an activity utilizing resources (personnel, equipment, and/or material) of the Corporation of the United Counties of Stormont, Dundas and Glengarry, as opposed to relying on external or outsourced goods or services.

Irregularity: a deviation between the requirements (terms, conditions, specifications, special instructions, etc) of a solicitation document and the information submitted in a bid response. Major irregularities are those that affect the pricing, quality, quantity or delivery of the good or service required as stated in the solicitation document. Minor irregularities are those that affect the form as opposed to the substance of the bid.

Law of Competitive Processes: the solicitation and the receipt of tenders or proposals may result in the formation of a bid contract (also called Contract A) that governs how the Organization awards the work contract (also called Contract B) to a supplier.

Negotiation: the action or process of conferring with one or more vendors leading to an agreement on the acquisition of the required goods and services under the conditions outlined in this Policy.

Pecuniary Interest: the opportunity, direct or indirect, to profit or share in any profit derived from a transaction. Refer to The Municipal Conflict of Interest Act.

Procure/Procurement/Purchase: the acquisition of goods and/or services by purchase, rental or lease.

Proposal (Request for Proposal /RFP): an offer to provide goods or services to the County, where it is not practical to prepare precise specifications, or where alternatives to detailed specifications will be considered, which may be subject to further negotiation.

Publically Advertised: any method of providing suppliers with access to information related to procurements; including but not limited to newspapers, magazines, trade publications, other print media, County website, industry websites & databases, etc.

Quotation (Request for Quotation/RFQ): an offer obtained from a selected vendor to supply stipulated goods and/or services at a particular price.

Segregation of Duties: a method of process control to manage conflict of interest, the appearance of conflict of interest, and errors or fraud. It restricts the amount of power held by any individual. It puts a barrier in place to prevent errors or fraud that may be perpetuated by one individual.

Sole Source: within specific circumstances, one vendor is considered for supplying the particular goods and/or services.

Supplier/Vendor: any person or organization that, based on an assessment of that person's or organization's financial, technical and commercial capacity, is capable of fulfilling the requirements of procurement.

Tender (Request for Tender/RFT): a written formal offer submitted in response to a public advertisement, in a particular form & by a specified time, to supply stipulated goods and/or services at a particular price.

NON-COMPETITIVE PURCHASING

Non-competitive or sole-source purchasing cannot be used to avoid competition or to discriminate against specific suppliers. Non-competitive purchasing may be used under the following circumstances:

1. wages & allowances, payroll deductions remittances and any other legislated payments,
2. donations specifically approved in the current budget,
3. contributions to external agencies approved in the current budget,
4. payments authorized under another County policy,
5. when the emergency method of purchasing is required,
6. when compatibility with existing products is necessary or to recognize exclusive licenses or copyrights,
7. when maintenance is required on specialized products by the original manufacturer or work is performed according to a warranty or guarantee,
8. where a statutory monopoly exists or restrictions imposed by the Provincial or Federal Governments,
9. when goods or services are purchased from another level of government,
10. when the purchase is already covered by a lease-to-purchase agreement where payments are partially or totally credited to the purchase price,
11. when a competitive process would be impractical or uneconomical (e.g. travel expenses, training & education, memberships, social events, promotional material, library materials), loan payments, utilities, property taxes, advertising, postage, etc.
12. Court reporting, interpreters, prosecutors, process servers, credit history reports, witness fees & judicial costs,
13. when participating in a cooperative procurement with another municipality and their Purchasing Policy applies,
14. *when the confidential nature of the requirement is such that it would not be in the public interest to solicit competitive bids,
15. *when only one supplier or contractor can meet the specification or technical requirements or possesses unique skills or can meet the required deadline,
16. *Arbitrators, Mediators and legal settlements,
17. *when no bids were received in a competitive process,
18. *the purchase of real property,
19. *when the item is in short supply due to market conditions,

In those circumstances above marked with an asterisk (*) the Department Head must submit a cost-effective or beneficial justification report to the CAO prior to completing the purchase. The Department Head and CAO will approve those sole-source purchases marked with an asterisk costing less than $20,000 and Council will approve purchases over this amount. The remaining circumstances above without an asterisk will be approved by the Department Head or Designate and justification will be noted on the invoice.

PURCHASING POLICY # 1-12
SCHEDULE "C"
TENDER REJECTION CRITERIA

	IRREGULARITY		RESPONSE
1.	Late Tender.		Major Irregularity - Automatic rejection. Returned unopened to the bidder.
2.	Unsealed Envelope.		Major Irregularity - Automatic Rejection.
3.	Insufficient Financial Security		
	A)	No financial security, if requested.	Major Irregularity - Automatic Rejection.
	B)	Amount of financial security is insufficient.	Major Irregularity - Automatic Rejection.
	C)	Name, or signature of Supplier is missing or incomplete.	Major Irregularity - Automatic Rejection.
4.	Submitted Document		
	A)	Document completed in erasable medium.	Major Irregularity - Automatic Rejection.
	B)	Signature of representative authorized to bind the Supplier missing or incomplete.	Minor Irregularity - Two (2) business days * to correct, otherwise automatic rejection.
	C)	Form of Tender, Proposal or Quotation incomplete.	Major Irregularity - Automatic Rejection.
	E)	Signature of witness, if required, missing or incomplete.	Minor Irregularity - Two (2) business days * to correct, otherwise automatic rejection.
	F)	Date missing or incomplete.	Minor Irregularity - Two (2) business days * to correct, otherwise automatic rejection, or Major Irregularity - Automatic Rejection if requirement stated in the solicitation.
5.	Incomplete, illegible or obscure document or contains information not called for.		Major Irregularity - Automatic Rejection.
6.	Failure to document acknowledgement that all addenda have been received.		Major Irregularity - Automatic Rejection.
7.	Failure to attend mandatory site visit, if required.		Major Irregularity - Automatic Rejection.
8.	Document submitted other than those provided in the solicitation form.		Major Irregularity - Automatic Rejection.
9.	Failure to insert the Supplier's business name in the space provided in the solicitation form.		Major Irregularity - Automatic Rejection.
10.	Mathematical errors.		Minor Irregularity - Two (2) business days * to initial corrections. Unless otherwise stated in the Bid, the unit price shall prevail and the total Bid price shall be adjusted accordingly.
11.	Document containing minor obvious clerical errors.		Minor Irregularity - Two (2) business days * to initial corrections to the satisfaction of the Department Head or Designate.
12.	Any other irregularities.		Minor Irregularity - The Department Head or Designate shall have authority to waive other irregularities or grant two (2) business days* to initial other irregularities considered to be minor.
*Where "Business days" is specified, this is from the hour the Bidder is notified by County staff of the irregularity.			

ACTION REQUEST

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: Policy Review – Financial Control and Oversight Policy

BACKGROUND:

1. The Financial Control and Oversight Policy formalizes practices to ensure fiscal accountability, appropriate use of public funds in support of the Library's mission and goals, and compliance with appropriate laws.

2. The Financial Control and Oversight Policy was first approved by the Board in April 2011, and was last reviewed March 2019.

ANALYSIS:

3. Through this review of the Purchasing Policy, SDG Library is proposing no changes to the existing Policy at this time.

IMPACT ON 2023 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

RECOMMENDATION(S):

That the Stormont, Dundas, and Glengarry County Library Board approve the Financial Control and Oversight Policy, as presented.

Financial Control and Oversight Policy

For: The Stormont, Dundas and Glengarry County Library Board

Policy No.: GOV 2011-3

Policy Type: Governance

Effective Date: September 28, 2023
Reviewed March 14, 2019
Approved April 21, 2011

Policy Statement:

The Stormont, Dundas and Glengarry County Library Board establishes this financial policy to formalize practices which ensure fiscal accountability, appropriate use of public funds in support of the Library's mission and goals, and compliance with appropriate laws.

Legislation:

This policy references various SD&G County policies, sections of the Public Libraries Act, RSO 1990, as well as sections of the Municipal Act, SO 2001.

As defined in the Municipal Act, SO 2001 section 1. (1), "local board" means a municipal service board, transportation commission, public library board, board of health, police services board, planning board, or any other board, commission, committee, body or local authority established or exercising any power under any Act with respect to the affairs or purpose of one or more municipalities, excluding a school board and a conservation authority.

Section 1: Accountability

Financial Practices:

As defined under the Municipal Act, SO 2001 section 285(1) the fiscal year of a municipality and local board of a municipality is January 1 to December 31.

As outlined in the May 2008 Banking and Accounting Agreement between the Library Board and the County, the accounting and banking functions of the Library Board are completed by the United Counties Treasury Department.

As required under the Municipal Act, SO 2001 section 270(2) a Local Board shall adopt and maintain policies with respect to the following matters:
1. Its sale and other disposition of land.
2. Its hiring of employees.

3. Its procurement of goods and services.

The Stormont, Dundas and Glengarry County Library Board does not currently own any land but, if required in the future, will follow the County Sale and Disposition of Land Policy. Currently, all employees performing library functions are Library Department employees of the United Counties of Stormont, Dundas and Glengarry requiring the County Personnel Policy Manual to apply. Financial control and oversight is detailed in the Library Board's approved Purchasing Policy which mirrors the County Purchasing Policy.

Budget:

In accordance with the Public Libraries Act, RSO 1990 section 24:

(1) A public library board, county board or county library co-operative shall submit to the appointing council, annually on or before the date and in the form specified by the council, estimates of all sums required during the year for the purpose of the board.

(2) The amount of the board's estimates that is approved or amended and approved by the council shall be adopted by the board and shall be paid to the board out of the money appropriated for it.

(3) The board shall apply the money paid to it under subsection (2) in accordance with the estimates as approved, subject to subsection (4).

(4) The council may, in its approval of the board's estimates or at any time at the board's request, authorize the board to apply a specified amount or percentage of the money paid to it under subsection (2) otherwise than in accordance with the items of the estimates as approved.

Section 2: Financial Monitoring

Auditor:

In accordance with the Municipal Act, SO 2001, section 296(1) a municipality shall appoint an auditor licensed under the Public Accounting Act, 2004 who is responsible for:

a) Annually auditing the accounts and transaction of the municipality and its local boards and expressing an opinion on the financial statements of these bodies based on the audit; and

b) Performing duties required by the municipality of local board.

Financial Responsibilities of the Library Board:

- The Board is accountable to the community and Council for the Library's financial affairs and must ensure adequate controls are in place to manage finances and see that the Library has adequate resources to deliver service and fulfill its mission;
- Evaluate and prioritize the Library's goals and objectives to determine how funds will be allocated within a proposed annual budget;
- In conjunction with the Director of Library Services and the Board Treasurer, the Library Board shall establish an annual budget and submit it to Council for approval; and
- The Board shall monitor the regular financial statements, as prepared by the Board Treasurer, in order to ensure that the ongoing financial position of the Library is consistent with the priorities approved by the Board.

Financial Responsibilities of the Treasurer:

On behalf of the Library Board the Board Treasurer is responsible for:
- Ensuring that the Board's financial policies and practices are followed and are in conjunction with those of the County;
- Paying all debts and other expenditures authorized by the Library Board;
- Maintaining accurate records and accounts of the Library Board;
- In conjunction with the Director of Library Services and input from the Board, compiling the annual proposed Library budget for Board and Council discussion and approval;
- Providing the Board with such information with respect to the financial affairs of the Library as it requires or requests;
- Ensuring adequate provision is made for insuring Library assets and Branch contents;
- Assembling the required information and working with the external auditor;
- Providing the Board with the annual audited financial statements and any notes or communications from the auditor regarding the Library; and
- Other financial duties as directed by the Library Board.

Section 3: Financial Responsibilities of the Director of Library Services:

On behalf of the Library Board, the Director of Library Services is responsible for:
- With input from the board and in conjunction with the Board Treasurer, compiling the annual proposed Library budget for Board and Council discussion and approval;
- Operating within the year's approved budget and prior to Council and Board approval may incur normal operating expenditures;

- Ensuring that the Board's financial policies and practices are followed and are in conjunction with those of the County;
- Following the correct purchasing process and obtaining the necessary documentation, approvals, signatures, etc. as required under the approved Purchasing Policy;
- Ensuring that all department corporate purchase card activities adhere to the approved Purchasing Policy;
- Signing receipts for appropriate donations and gifts based on Canada Customs and Revenue Agency requirements;
- Researching funding opportunities which would benefit the Library;
- Pursuing outstanding Board receivables in a reasonable manner; and
- Submitting the audited financial statements or other reports as required by Provincial Ministries or organizations.

ACTION REQUEST

PREPARED BY: Cassie MacDonell – Communications and Marketing Coordinator

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: 2023 Communications and Marketing Plan

BACKGROUND:

1. A 2023 Communications and Marketing Plan has been completed and has been included in this package for the Board's review.

ANALYSIS:

2. The objectives completed thus far in 2023 include:
   a. March Break Event
   b. Spring / Summer Navigator
   c. Fall Navigator
   d. Annual Report
   e. Social Media Update
   f. Pop-Up Libraries
3. The upcoming objectives of 2023 include:
   a. Morewood Express Depot
   b. Promotion of School Visits
   c. Website Launch
   d. SDG Reads
   e. User Experience Study
   f. Little Free Library
   g. Winter Navigator

IMPACT ON 2023 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach

Goal 3: Strengthen our Organization

RECOMMENDATIONS(S):

That the Stormont, Dundas, and Glengarry County Library Board approve the 2023 Communications and Marketing Plan as presented.

Communications and Marketing Plan

Bibliothèque de SDG Library

Report by:
Cassie MacDonell

Last updated:
September 18, 2023

Table of Contents

Bibliothèque de
SDG
Library

Introduction

The purpose of this Communications and Marketing Plan is to outline the promotional efforts that the SDG Library will conduct in 2023. The plan aims to provide relevant and accurate project information to stakeholders and other appropriate audiences.

First, the plan presents an overview of the 2023 marketing initiatives. Next, the campaigns are presented in greater detail and are separated into goals under the 2022-2026 Strategic Plan. Lastly, the campaigns are presented in a timeline.

2022-2026 Strategic Plan

In 2022, a Board-led strategic planning process resulted in the creation of the SDG Library 2022-2026 Strategic Plan. The process received input from over 270 community members, patrons, staff members, partners, volunteers, and municipal stakeholders as to how SDG Library can improve upon its existing offerings.

This Communications and Marketing Plan uses the goals set forth by the Strategic Plan to outline 2023 marketing efforts. The campaigns are separated into three categories outlined in the Strategic Plan: Physical and Digital Infrastructure, Community Outreach, and Organizational Strength.

Overview of Expected 2023 Marketing Initiatives

Goal 1: Grow our Physical and Digital Infrastructure
- G1.1 Launch Morewood Express Depot
- G1.2 Develop new website
- G1.3 Install Little Free Library
- G1.4 Host March Break event

Goal 2: Conduct Community Outreach
- G2.1 Navigator Program Guides
- G2.2 Promote school visits
- G2.3 Build awareness of Library of Things
- G2.4 Community presentations
- G2.5 Pop-Up Libraries
- G2.6 System-wide promotions and programs
- G2.7 SDG Reads
- G2.8 Update social media to cohesive branding
- G2.9 Conduct user experience study

Goal 3: Strengthen Our Organization
- G3.1 Volunteer engagement
- G3.2 Annual Report

Goal 1: Growing our Physical and Digital Infrastructure

Goal 1: Growing our Physical and Digital Infrastructure

Objective 1: Launch Morewood Express Depot

Tactics

- Installation of library return bin at Morewood community centre.
- Promotion of new express depot by means of mailouts and posters.
- Promotion of new drop off bin through bin wrapping.
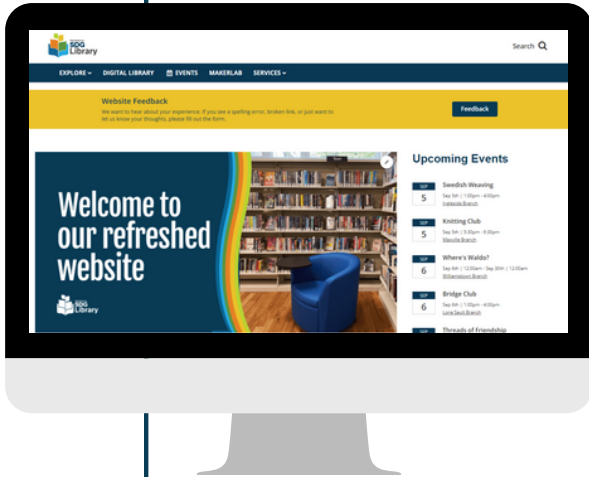
Timeframe

Summer/Fall 2023

Outcomes

- Patrons are able to collect books from designated pick-up area and return books at drop-off bin.

From Strategic Plan, Accessibility: *"Regularly exploring opportunities to* **make the library more accessible** *and its programs and services more equitable, including increases to our digital collections and services,* **expanded geographic coverage**, *varied opening hours, and additional bilingual collections and service."*

Goal 1: Growing our Physical and Digital Infrastructure

Objective 2: Develop new website

Tactics

- Launch new SDG Library website
- Use new branding guidelines to create a cohesive, visually appealing website.
- Acquire public feedback of new library website and update as required.

Timeframe

Summer/Fall 2023

Outcomes

- Soft launch the new SDG Library in September
- Go live with new SDG Library Website in October

Goal 1: Growing our Physical and Digital Infrastructure

Objective 3: Install Little Free Library

Tactics

- Provide alternative access point for reading materials in SDG.
- Develop partnership with community members/groups.
- Review and relocate existing Little Free Library to alternate location.

Timeframe

Fall: Morewood / Hallville Little Free Library

Outcomes

- Positive feedback from community.
- Book house used by community.

From Strategic Plan, Accessibility: *"Regularly exploring opportunities to* **make the library more accessible and its programs and services more equitable**, *including increases to our digital collections and services, expanded geographic coverage, varied opening hours, and additional bilingual collections and service."*

Goal 1: Growing our Physical and Digital Infrastructure

Objective 4: Host March Break event

From Strategic Plan, Community Hub: *"Exploring new, innovative opportunities to **expand and enhance the in-person experience**, recognizing the value of providing a **free and public space** where the individuals and groups can be together in community."*

Tactics

Provide activities that encourage patrons to participate at their local branch.

Timeframe

Book Program: January
Promote Program: February to March
Program: March

Outcomes

- Positive feedback from participants.
- Observe engagement during program.
- Request for program.

Goal 2: Conduct Community Outreach

Objective 1: Navigator Program Guides

Tactics

- Share stories, information and programming about the Library through a newsletter medium.

Timeframe

Spring/Summer –April
Fall – August
Winter- December

Outcomes

- Majority of feedback from staff and patrons is positive.

From Strategic Plan, Outreach: "*Remaining in the public eye by prioritizing **regular, consistent communications**, ensuring these efforts are bolstered by the necessary resources, including adequate staffing.*"

Goal 2: Conduct Community Outreach

Objective 2: Promote school visits

Tactics

- Promote fun, literacy-based programs to children.
- Advocate program to school Principals.

Timeframe

Fall 2023

Outcomes

- Class visits from 50% of schools (adjacent to library) by Winter 2023.

From Strategic Plan, Community Engagement: "E*xplore innovative ways to engage **new audiences, including youth**, and **investing in mutually-beneficial partnerships** to help spread awareness of the library and upcoming programs and events.*"

Goal 2: Conduct Community Outreach

Objective 3: Build awareness of Library of Things

Tactics

Use social media and press to build awareness of the Library of Things.

Timeframe

All year

Outcomes

- Increase in website visits
- Increase in social media viewership

From Strategic Plan, Messaging:
*"Develop messaging that will showcase the library's role as a community and knowledge hub with a wide variety of resources, programming and services—**extending far beyond their physical collection of books**."*

Goal 2: Conduct Community Outreach

Objective 4: Community presentations

Tactics

- Build awareness of the Library and its services among public, stakeholders and partners.
- Target specific markets for presentations.
- Prepare and deliver presentations to local councils.

Timeframe

Coordinate engagement activities Spring and fall
Deliver local council presentations – Spring and fall

Outcomes

- Increased support from stakeholders and public.
- Increased awareness of the Library through added membership and visitors.

From Strategic Plan, Community Engagement: "E*xplore innovative ways to engage **new audiences,** including youth, and **investing in mutually-beneficial partnerships** to help spread awareness of the library and upcoming programs and events.*"

Goal 2: Conduct Community Outreach

Objective 5: Pop-Up Libraries

Tactics

- Build awareness of the Library and its services among public, stakeholders and partners.
- Target specific markets for outreach.
- Visit popular events such as fairs and community gatherings.

Timeframe

Review and plan outreach: March to May
Coordinate Pop Up Library: Year-round

Outcomes

- Increased awareness of the Library through added memberships and visitors to the 'Pop Up Library'

From Strategic Plan, Community Engagement: "E*xplore innovative ways to engage **new audiences,** including youth, and investing in mutually-beneficial partnerships to help **spread awareness of the library** and upcoming programs and events.*"

Goal 2: Conduct Community Outreach

Objective 6: System-wide promotions and programs

Tactics

- Promote system wide promotions and programs such as Canadian Library Month/Ontario Public Library Week, Read for 15, I Read Canadian, Freedom to Read Week, Summer Reading Club, Food for Fines, Maker Month, etc.
- Engage with the public and build awareness of the Library.
- Use programs to connect with in-person and virtual visitors.

Timeframe

Year-round

Outcomes

- Positive feedback from staff and patrons.
- Engagement noted through social media and in branch.

From Strategic Plan, Messaging:
*"Develop messaging that will showcase the library's role as a community and knowledge hub with a wide variety of resources, programming and services—**extending far beyond their physical collection of books**."*

Goal 2: Conduct Community Outreach

Objective 7: SDG Reads program

Tactics

- Encourage literacy across SDG while promoting Canadian authors.
- Engage SDG residents in Library and reading programs.
- Encourage collaboration amongst staff

Timeframe

- Author selection – February-March
- Preparations for launch – March-May
- Program planning and promotion – May-October
- Final event – October

Outcomes

- 90% of participants satisfied with the program.
- Continued growth of program through increased participation.
- Continued participation from staff.

Goal 2: Conduct Community Outreach

Objective 8: Update social media to cohesive branding

Tactics

- Use SDG Library font colours and font family to create a consistent look on social media.
- Use photos of the SDG Library in its social media posts.

Timeframe

Initiate in August, continue indefinitely

Outcomes

- An increase in social media interaction

From Strategic Plan, Outreach: "*Remaining in the public eye by prioritizing **regular, consistent communications**, ensuring these efforts are bolstered by the necessary resources, including adequate staffing.*"
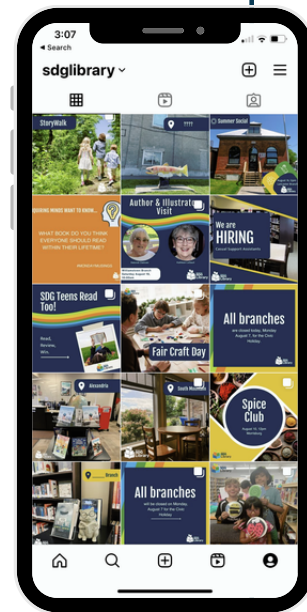
Goal 2: Conduct Community Outreach

Objective 9: Conduct User Experience Study

Tactics

- Gain a better understanding of patrons' use, needs and satisfaction with the Library.
- Use information to make positive changes.

Timeframe

- Create evaluation tool – September
- Promote and distribute survey – October
- Analyze & report results – November

Outcomes

- Meet target satisfaction goals.
- Have a representative sample of respondents

From Strategic Plan, Community Engagement: "*Explore innovative ways to engage **new audiences**, including youth, and investing in **mutually-beneficial partnerships to help spread awareness of the library** and upcoming programs and events.*"

Goal 3: Strengthen Our Organization

Goal 3: Strengthen Our Organization

Objective 1: Volunteer engagement

Tactics

- Plan Volunteer Appreciation Event
- Engage with volunteers across the Library
- Encourage community members to volunteer with the Library.

Timeframe

- Plan Volunteer Appreciation Event – April
- Engage with volunteers across the Library – year-round

Outcomes

- Broad representation of volunteers at event.
- Increase in volunteers in the system.
- Staff are content with the volunteers available.

From Strategic Plan, Great Place to Work:
*"Exploring opportunities to ensure that the **SDG Library continues to be seen as an attractive place to work**, incorporating innovative, low-cost options"*

Goal 3: Strengthen Our Organization

Objective 2: Annual Report

Tactics

- Illustrate important information and statistics on Library usage.
- Make information accessible and easy to use for the public, stakeholders, and staff

Timeframe

Draft report - May

Report to the Board - June

Outcomes

- Positive feedback from public, stakeholders and staff.

From Strategic Plan, Great Place to Work:
*"Exploring opportunities to ensure that the **SDG Library continues to be seen as an attractive place to work**, incorporating innovative, low-cost options"*

2023 Timeline

Timeline of Our Objectives

Campaigns are listed under the expected quarter of completion.

Ongoing

- Library of Things Promotion
- Community Presentations
- Pop-Up Libraries
- System-wide Promotions and Programming
- Volunteer Engagement

2nd Quarter

- Spring/Summer Navigator
- Annual Report

4th Quarter

- Morewood Express Depot
- School Visits
- Website Launch
- SDG Reads
- User Experience Study
- Little Free Library
- Winter Navigator

1st Quarter

- March Break Event

3rd Quarter

- Fall Navigator
- Social Media Update

ACTION REQUEST

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: Volunteer Appreciation

BACKGROUND:

1. Due to COVID-19 restrictions, we did not allow volunteers to work in the Library during the pandemic. As such, we have not had a volunteer appreciation event since 2019.

2. Now that COVID-19 restrictions have been rescinded, residents from local municipalities and Friends Groups have now once again began volunteering within our Library system.

3. Historically, a volunteer appreciation event has been organized for the month of April. In 2023, no event was held.

ANALYSIS:

4. We are seeking the Board's recommendation on how they would like to proceed:

   Option 1: The Library Board is scheduled to meet at the Morrisburg branch in the month of November. Should the Board wish to have a Volunteer Appreciation event in 2023, November's meeting can be moved to Avonmore branch (a centralized location), with the Volunteer Appreciation event scheduled after the regular board meeting. It should be noted that no Board meeting has been held yet this year in Avonmore.

   Option 2: No formal event, however volunteers are to be given a token of our appreciation by means of a personalized gift (ie. personalized coffee mug, water bottle, hat, etc.).

IMPACT ON 2023 BUDGET:

5. No impact as it was included in the 2023 budget.

ALIGNMENT WITH STRATEGIC PLAN:

Goal 3: Strengthen our Organization

RECOMMENDATIONS(S):

That the Stormont, Dundas, and Glengarry County Library Board approve Option 1, as outlined in the Volunteer Appreciation report.

That the Stormont, Dundas, and Glengarry County Library Board approve Option 2, as outlined in the Volunteer Appreciation report.

ACTION REQUEST

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: Library Board Meeting Schedule

BACKGROUND:

1. A 2024 Budget Meeting and Regular Meeting are both scheduled at the SDG Counties Administration building on October 26th, time to be determined (original schedule attached).

2. Under the Public Libraries Act, R.S.O. 1990, "a board shall hold at least seven (7) regular meetings in each year".

3. To date, the Library Board has held six (6) regular meetings, inclusive of September's meeting. One (1) final meeting is scheduled in November.

ANALYSIS:

4. We are seeking the Board's recommendation on how they would like to proceed:

> Option 1: maintain the current schedule such that a regular meeting and a budget meeting is held on October 26, 2023.

> Option 2: hold only a budget meeting on October 26, 2023.

IMPACT ON 2023 BUDGET:

N/A

ALIGNMENT WITH STRATEGIC PLAN:

N/A

RECOMMENDATIONS(S):

That the Stormont, Dundas, and Glengarry County Library Board approve Option 1, as outlined in the Library Board Meeting Schedule report.

That the Stormont, Dundas, and Glengarry County Library Board approve Option 2, as outlined in the Library Board Meeting Schedule report.

Stormont, Dundas and Glengarry County Library Board
2023 Regular Meetings

January 19 – SDG Counties Administration (4:30pm)

February 16 – SDG Counties Administration

March 30 – Winchester (N. Dundas)

April – No Meeting

May 11 – Alexandria (N. Glengarry)

June 8 – Long Sault (S. Stormont)

September 28 – Crysler (N. Stormont)

October 26, 9:00am – SDG Counties Administration*

2024 Budget Meeting + Regular Meeting - time TBD

November 23 – Morrisburg (S. Dundas)

December – No Meeting

*NOTE – October is Canadian Library Month, and Ontario Public Library Week (OPLW) will be celebrated from October 15-21, 2023.

Unless otherwise indicated, meetings begin at 5:00pm

STAFF REPORT   **S.R. No. 1-2023**

PREPARED BY: Rebecca Luck, P.Eng. – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: Morewood Express Depot - Update

BACKGROUND:

1. Effective September 3, 2016, the Morewood library was closed due to high costs.

2. The Library's Strategic Plan (2022-2026) values accessibility, wherein exploring opportunities to expand our Library's geographic coverage. While completing community outreach, it was identified that the residents of Morewood advocated for a Library presence.

3. SDG Library has been corresponding with Meaghan Meerburg, Director of Recreation and Culture, from the Township of North Dundas with regards to the location of the new drop-off bin. It has been agreed that the drop-off bin is to be located west of the community mailboxes. Installation of the drop off bin was completed September 12, 2023 (pictured below) with a sign indication "coming soon". The location was chosen based on high foot traffic area from residents, and hard surface asphalt base for bin to rest.

4. The Morewood Express depot is set to launch October 16th, 2023. This date was chosen to coincide with Ontario Library Week, and subsequently to allow staff to complete communication and marketing strategies and technical services within Polaris.

5. Communication and Marketing strategies will include:

   a. A new sandwich sign for "Shelly's Sea Shel Salon", with the intention that Shelly may place the sign outside her establishment directing patrons on where to go to pick up their items.

   b. A draft of the bin wrapping graphics has been prepared, and Cornwall City Press has been engaged and will be creating the final bin wrap using the prepared graphics.

   c. *Snap Admail* has been contacted regarding a mass mailout. The mass mailout will entail the delivery of a postcard, explaining to the residents of Morewood how to use the depot, and the hours of operation. Communications and marketing has created a draft of this mailout postcard.

IMPACT ON 2023 BUDGET:

6. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

STAFF REPORT   **S.R. No. 2-2023**

PREPARED BY:	Rebecca Luck, P.Eng. – Director of Library Services
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	September 28, 2023
SUBJECT:	Dalkeith Express Depot - Update

BACKGROUND:

1. Effective September 3, 2016, the Dalkeith library was closed due to high costs. It was at this time that the Board approved to have a book return box for alternative service delivery at the Dalkeith Branch location.

ANALYSIS:

2. Weekly reports have been compiled for all express depots (Dalkeith, Glen Walter, and St. Andrews), documenting the number of patrons utilizing the express depot, along with the number of items being circulated. A comparative table has been summarized below:

Date	Dalkeith		Glen Walter		St. Andrews	
	No. of Patrons	No. of Items Circulated	No. of Patrons	No. of Items Circulated	No. of Patrons	No. of Items Circulated
June 14, 2023	1	1	9	18	9	19
June 21, 2023	-	-	4	10	8	13
June 28, 2023	1	1	7	11	10	15
July 5, 2023	1	1	5	10	5	13
July 12, 2023	-	-	9	17	5	7
July 19, 2023	1	1	6	10	8	19
July 26, 2023	1	1	9	18	6	18
August 2, 2023	1	1	9	16	8	10
August 9, 2023	2	2	4	4	10	27
August 16, 2023	2	2	10	10	8	12
August 23, 2023	-	-	11	11	9	30
August 30, 2023	1	1	5	5	6	11
TOTAL CIRCULATED		**11**		**140**		**194**

3. It should be noted that the total number of borrowers (ie. unique patrons) who use the Dalkeith express depot is three (3). These three (3) patrons are also regular patrons of the Alexandria library branch.

IMPACT ON 2023 BUDGET:

4. An LSA does a weekly visit (on Wednesdays) to the Dalkeith express depot to empty the drop-off box and complete any patron drop-off requests. The LSA is paid for an additional hour every week to complete this task, at an hourly rate of $29.63 ($1540.76 yearly).

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

STAFF REPORT   **S.R. No. 3-2023**

PREPARED BY: Lorna Platts – District Supervisor (District 3)

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: TD Summer Reading Club

BACKGROUND:

1. The TD Summer Reading Club (TDSRC) is Canada's biggest summer reading program and is designed to inspire youth to explore the fun of reading, as well as keep literacy skills sharp over the summer months. At SDG Library, our program was delivered by two Summer Reading Club Facilitators and Outreach Coordinators, without whom the program would not be possible. Every year, we apply for grants to help us support the hiring of these positions- and this year we secured two grants.

2. Our TDSRC Facilitators for 2023 were Madisson Lamarche and Amélie Lafrance. Madisson was a returning employee from 2022, where she delivered a hybrid model (one week in-person, one week online). Amélie joined the team with a background in education. The team had eight weeks of planning, including conducting school visits to promote the program, and 8 weeks of program delivery.

3. This year also marked the return of a fully in-person TDSRC, which we believe accounts for increased registration and participation.

ANALYSIS:

4. Key Statistics

   a) Registration for 2023 totalled 412; an increase in 20% from 2022;
   b) 66% of participants were first-time participants;
   c) 40 children attended the launch party with "Meet the Keepers";
   d) Weekly programs reached over 1200 participants – more than double that of 2022;
   e) Amélie and Madisson attended pop-ups or StoryWalks every weekend for 8 weeks to increase awareness about SDG Library Services and the TDSRC;
   f) Over 3,000 ballots (1 ballot represents 1 book read) were submitted by participants.

5. Successes

   a) Ongoing drawing/bingo challenges for participants;
   b) Secured several sponsors for the program, including Happy Popcorn Co. and Kids Korner;
   c) Transferring ballot system to in-person;
   d) Having back-up activities for those that finish crafts early;
   e) Widespread, positive feedback from parents of participants.

6. Identified Areas of Improvement

   a) Centralization of supervision (under Community Library or other Admin Staff);
   b) Review of Operational Policies (Unattended Children Policy/Program Policy/Rules of Conduct) with TDSRC in mind to support TDSRC Students and SDG Library staff in managing difficult behaviours;
   c) Revision of TDSRC Program Schedule;
   d) Communication with staff to ensure all aspects of the program are understood;
   e) Move TDSRC Registration to online only using BiblioEvents and cap registration with Branch capacities in mind;
   f) Volunteer recruitment/training to occur before program begins.

IMPACT ON 2023 BUDGET:

7. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 2: Conduct Community Outreach

STAFF REPORT   **S.R. No. 4-2023**

PREPARED BY: Rebecca Luck, P.Eng. – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: Community Outreach and Mobile Services

BACKGROUND:

1. SDG Library has been "popping up" at community events across the SDG Counties. The events attended this year included:

Date	Event	Municipality	Remarks
June 3, 2023	Art on the Waterfront	North Dundas (Chesterville)	180 visitors 2 registrations
June 10, 2023	Touch a Truck	North Stormont (Crysler)	60 visitors
June 24, 2023	Maxville Fair	North Glengarry (Maxville)	96 visitors
June 28, 2023	Meet Me on Main Morewood	North Dundas (Morewood)	80 visitors
July 14, 2023	Beach Day	South Dundas (Morrisburg)	42 visitors 2 registrations
July 15, 2023	Lancaster Yard Sale	South Glengarry (Lancaster)	60 visitors $132 in sales $72.75 in donations
July 15, 2023	It's All About the River	South Dundas (Morrisburg)	62 visitors 8 registrations
July 19, 2023	Meet Me on Main	North Dundas (Hallville)	90 visitors
July 29, 2023	Crysler Citizen Story Walk	North Stormont (Crysler)	
August 11, 2023	Beach Day	South Dundas (Iroquois)	30 visitors
August 11-13, 2023	Williamstown Fair	South Glengarry (Williamstown)	324 visitors 11 registrations 2 renewals
August 19, 2023	Cooper Marsh Conservation Story Walk	South Glengarry	52 visitors
September 2-3, 2023	Stormont County Fair	South Stormont (Newington)	168 visitors

2. Upcoming community outreach events include:
   a. "Kids Nature Day" at the Upper Canada Migratory Bird Sanctuary – September 23, 2023.
   b. Harvest Festival (Lancaster) – October 7, 2023
   c. **SDG Reads** coming **October 23, 2023** to the **Avonmore Place**. The event will feature bestselling Canadian author, Maureen Jennings, and her Paradise Café mysteries series. Tickets are available beginning September 23, 2023. For patrons who are interested in an upgraded experience, a VIP package will be available for purchase. The VIP allows ticket holders an exclusive "meet and greet" signing session with the author.

ANALYSIS:

3. During the course of the summer, and due to pop-up events alone, there have been a total of:
   a. Visitors: 1244
   b. New Registrations: 23
   c. Renewals: 2
   d. Sales: $132
   e. Donations: $72.75

IMPACT ON 2023 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 2: Conduct Community Outreach

STAFF REPORT   **S.R. No. 5-2023**

PREPARED BY: Cheryl Servais – Information Services Coordinator

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: New Website - Update

BACKGROUND:

1. The SDG Library is excited to have launched the public preview of our new and improved website, aimed at making the online experience for Library users as seamless and enjoyable as possible.

2. The new website can be accessed here: https://sdglibrary.bibliocms.com/

3. The official launch date of the new website is scheduled for October 11, 2023.

4. The website will feature new content, including:

   a. A new "events system" page, making searching and registering for library programs easier than ever before. Programs and events can be sorted by date, branch location, age demographic, and event type.

   b. A blog post section, written by SDG Library Staff. One post includes recommendations on where to go when borrowing a free Ontario Park Pass from SDG Library.

   c. An upgraded physical appearance.

ANALYSIS:

5. N/A

IMPACT ON 2023 BUDGET:

6. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach

STAFF REPORT   **S.R. No. 6-2023**

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: September 28, 2023

SUBJECT: OLA Conference

BACKGROUND:

1. This year's OLA Super Conference is scheduled for January 24-27, 2024, at the Metro Toronto Convention Center, in Downtown Toronto.

2. The 2024 Conference Theme is *Get Loud!* Get Loud symbolizes the Library's commitment to civic engagement, recognizing the significance of libraries in promoting equity, diversity and truth.

ANALYSIS:

3. If interested in attending the 2024 Conference, please provide your expression of interest to the Director of Library Services.

IMPACT ON 2023 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 3: Strengthen our Organization