



MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, March 28, 2024, 5:00 p.m.
Ingleside Branch
32 Memorial Square, Ingleside ON

	Pages
1. Call to Order	
2. Adoption of Agenda	
a. Additions, Deletions or Amendments Additions to or deletions from the Agenda must be made upon consultation with the Board Chair prior to the meeting. All matters listed under “Consent Items” are considered to be routine and will be enacted by one motion. Should a Board member wish an alternative action from the proposed recommendation, s/he may request that the matter(s) be moved to the appropriate section at this time.	
3. Declaration of Pecuniary Interest	
4. Adoption of Minutes	
a. Library Board Regular Meeting Minutes - January 18, 2024	3
5. Delegations	
6. Consent Items	
a. Statistical Summary (Circulation) - January & February 2024	6
b. Financial Report - January & February 2024	8
c. Branch and Supervisors Reports - November, December 2023 & January, February 2024	10
d. Technical Services Report - November, December 2023 & January, February 2024	20
e. Communications and Marketing Report - November, December 2023 & January, February 2024	22
f. Director of Library Services Report - January & February 2024	24
g. Correspondence	
7. Action Items	
a. Circulation Policy - Review	26
b. Electrical Work - Ingleside and South Mountain Branches	33

c.	2024 Regular Meeting Dates and Locations	37
8.	Discussion Items	
a.	Library Lease Agreement - DRAFT	39
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d.	OLA Conference - Attendee Reports	53
9.	In Camera	
10.	Adjournment	

Stormont, Dundas and Glengarry County Library Board

Minutes

January 18, 2024, 5:00 p.m.

Lancaster Branch

195 S Road Military, Lancaster ON

Members Present: Margaret MacDonald, Chair; Tony Fraser, Vice-Chair; Jason Broad; François Landry; Lachlan McDonald; Jim Algire; Jo-Anne McCaslin

Staff Present: Rebecca Luck, Director of Library Services; Cassie MacDonell, Communications and Marketing Coordinator; Rachel Lacey, Library Services Assistant – Lancaster Branch

1. **Call to Order** – Meeting was called to order at 5:04pm.

2. **Adoption of Agenda**

Moved by Jason Broad

Seconded by James Algire

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

CARRIED

2.1 Additions, Deletions or Amendments

Consent item, 6c: Statistical Summary (Full) – 2023 Year End, was put forward as a discussion item. The Board requested staff to include a visual representation of the Library's key statistics in the following quarterly update. The graph should illustrate a trend line of key statistical information (patrons, borrowers, programs, etc.), dating back to 2019.

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

4. **Adoption of Minutes**

4.1 Library Board Regular Meeting Minutes - November 23, 2023

Moved by Lachlan McDonald
Seconded by Jo-Anne McCaslin

That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the November 23, 2023 regular meeting, as written.

CARRIED

5. **Delegations** – LSA Rachel Lacey of the Lancaster branch spoke on behalf of the branch and its developments.

6. **Consent Items**

Moved by Tony Fraser
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

6.1 **Statistical Summary (Circulation) - November & December 2023**

6.2 **Statistical Summary (Quarterly) - September-December 2023**

6.3 **Statistical Summary (Full) - 2023 Year End**

6.4 **Financial Report - December 2023**

6.5 **Director of Library Services Report - December 2023**

7. **Action Items**

7.1 **2024 Regular Meeting Dates and Locations**

Moved by James Algire
Seconded by Lachlan McDonald

That the Stormont, Dundas, and Glengarry County Library Board approve the schedule of the 2024 Regular Meeting Dates and Locations, as amended.

CARRIED

7.2 **Communications and Marketing Plan – 2024**

The Board requested staff to reach out to local news organizations to further increase our community outreach initiatives.

Moved by Jo-Anne McCaslin
Seconded by Jason Broad

That the Stormont, Dundas, and Glengarry County Library Board approve the 2024 Communications and Marketing Plan, as presented.

CARRIED

8. Discussion Items

8.1 Library Board Self-Evaluation - Results

8.2 Food+ for Fines

8.3 Holiday Outreach

8.4 Library Lease Agreement - Working Group

8.5 Express Depot Update

The Board would be interested in participating in a ribbon cutting ceremony in the future to officially launch the Morewood Express Depot.

9. In Camera

10. Adjournment

Moved by Tony Fraser
Seconded by François Landry

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again at the Call of the Chair.

CARRIED

Board Chair/Vice Chair

Secretary

SDG Library

January 2024 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	January 2024 Total	January 2023 Total	January 2024/2023 Difference			
Administration*	295	8241	8536	10536	-19.0%	21	0	2
Alexandria (44)	3152	250	3402	3127	+8.8%	444	1411	29
Avonmore (20)	477	96	573	582	-1.5%	92	190	7
Chesterville (17)	775	140	915	903	+1.3%	141	274	2
Crysler (20)	1095	74	1169	970	+20.5%	113	462	2
Dalkeith Express	2	16	18	9	+100.0%	4	0	0
Finch (16)	307	46	353	444	-20.5%	62	-142	1
Glen Walter Express	73	34	107	59	+81.4%	20	0	1
Ingleside (44)	1705	143	1848	1810	+2.1%	259	1090	13
Iroquois (20)	955	105	1060	997	+6.3%	159	557	11
Lancaster (44)	1477	163	1640	1534	+6.9%	249	617	22
Long Sault (30)	1378	168	1546	1475	+4.8%	243	569	15
Maxville (16)	457	71	528	633	-16.6%	88	215	15
Morewood Express	49	1	50	0	N/A	10	0	1
Morrisburg (44)	1541	115	1656	1505	+10.0%	288	916	19
South Mountain (16)	985	72	1057	709	+49.1%	129	309	4
St. Andrews Express	119	4	123	114	+7.9%	21	0	1
Williamsburg (16)	547	53	600	458	+31.0%	75	148	1
Williamstown (17)	737	110	847	772	+9.7%	106	232	6
Winchester (44)	1881	187	2068	1757	+17.7%	305	839	26
SYSTEM TOTAL	18007	10089	28096	28394	-1.0%	2829	7687	178

"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	5135
cloudLibrary-Collection Usage	10089

SDG Library

February 2024 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	February 2024 Total	February 2023 Total	February 2024/2023 Difference			
Administration*	182	8115	8297	9577	-13.4%	12	0	0
Alexandria (44)	3,053	250	3303	2722	+21.3%	464	1435	37
Avonmore (20)	449	84	533	462	+15.4%	93	205	5
Chesterville (17)	831	141	972	791	+22.9%	157	339	7
Crysler (20)	900	53	953	864	+10.3%	98	589	2
Dalkeith Express	2	6	8	16	-50.0%	4	0	0
Finch (16)	388	46	434	487	-10.9%	61	134	3
Glen Walter Express	82	6	88	56	+57.1%	18	0	1
Ingleside (44)	1752	127	1879	1652	+13.7%	243	1246	10
Iroquois (20)	1111	98	1209	828	+46.0%	191	733	12
Lancaster (44)	1267	135	1402	1149	+22.0%	232	561	14
Long Sault (30)	1454	148	1602	1242	+29.0%	245	668	16
Maxville (16)	561	85	646	555	+16.4%	89	186	5
Morewood Express	23	3	26	0	N/A	10	0	0
Morrisburg (44)	1385	94	1479	1242	+19.1%	289	964	11
South Mountain (16)	870	58	928	752	+23.4%	130	329	9
St. Andrews Express	92	12	104	73	+42.5%	18	0	1
Williamsburg (16)	418	42	460	470	-2.1%	76	130	4
Williamstown (17)	642	89	731	698	+4.7%	120	239	6
Winchester (44)	2031	167	2198	1601	+37.3%	338	1093	11
SYSTEM TOTAL	17493	9759	27252	25237	+8.0%	2888	8851	154

"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	4766
cloudLibrary-Collection Usage	9759

LIBRARY MONTHLY STATEMENT



For Period Ending 31-Jan-2024

	2024	2024	2024	2023	2023	2023
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE
GENERAL FUND						
REVENUE						
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761	-131,761	-131,761	0
ONTARIO CAPACITY FUNDING	0	-1,000	-1,000	-3,550	-1,500	2,050
STUDENT FUNDING	0	-8,300	-8,300	-8,152	-5,000	3,152
FEES & FINES	-1,223	-10,000	-8,777	-13,516	-11,500	2,016
DONATIONS & SALES	-2,959	-5,750	-2,791	-15,027	-7,850	7,177
TRANSFER FROM RESERVES	0	-308,332	-308,332	-39,689	-204,420	-164,731
Total REVENUE	-4,181	-465,143	-460,962	-211,695	-362,031	-150,336
EXPENSES						
FULL TIME WAGES & BENEFITS	55,676	977,450	921,774	806,635	936,733	130,098
BRANCH WAGES & BENEFITS	39,643	915,069	875,426	861,587	793,444	-68,143
STUDENT WAGES & BENEFITS	0	23,408	23,408	23,847	22,971	-876
BOARD MEETINGS & DEVELOPMENT	0	13,232	13,232	8,753	8,250	-503
STAFF MILEAGE	0	10,372	10,372	10,704	6,200	-4,504
STAFF TRAINING & DEVELOPMENT	525	24,918	24,393	15,370	19,715	4,345
PRINT MATERIAL	78	185,500	185,422	152,853	175,500	22,647
DIGITAL BOOKS	0	95,000	95,000	90,549	95,000	4,451
DATABASE SUBSCRIPTIONS	17,269	66,526	49,257	48,107	62,761	14,654
MAGAZINES, PERIODICALS & LEASED BOOKS	3,610	3,950	340	7,325	13,217	5,892
SUPPLIES & EQUIPMENT	180	28,470	28,290	27,333	28,603	1,270
CREDIT CARD FEES	59	115	56	31	0	-31
PHONES & INTERNET	4,466	57,496	53,030	55,168	57,688	2,520
PROMOTIONS & WEBSITE	1,333	75,030	73,697	73,548	87,000	13,452
PUBLIC PROGRAMS	0	12,400	12,400	10,160	11,500	1,340
COMPUTER PURCHASES	0	7,929	7,929	8,305	8,900	595
SOFTWARE SUPPORT	0	52,548	52,548	66,584	66,302	-282
DELIVERY & OUTREACH VEHICLES	54	32,000	31,946	45,813	46,250	437
COPIERS & PRINTERS	249	10,000	9,751	6,626	10,000	3,374
COPYRIGHT & PERFORMANCES LICENSES	845	2,319	1,474	2,089	2,119	30
BRANCH CLEANING	70	5,000	4,930	8,154	10,000	1,846
BRANCH RENTS, INSURANCE & SECURITY	2,058	244,804	242,746	236,126	234,759	-1,367
FURNITURE PURCHASE	0	64,250	64,250	81,901	84,200	2,299
AUDIT & LEGAL FEES	0	3,600	3,600	3,460	3,750	290
SPECIAL PROJECTS	216	9,400	9,184	21,990	41,150	19,160
SUPPORT FROM OTHER DEPARTMENTS	0	188,093	188,093	159,752	159,752	0
TRANSFER TO RESERVES	0	0	0	22,657	20,000	-2,657
Total EXPENSES	126,333	3,108,879	2,982,546	2,855,428	3,005,764	150,336
Total GENERAL FUND	122,152	2,643,736	2,521,584	2,643,733	2,643,733	0

LIBRARY MONTHLY STATEMENT



For Period Ending 29-Feb-2024

	2024	2024	2024	2023	2023	2023
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE
GENERAL FUND						
REVENUE						
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761	-131,761	-131,761	0
ONTARIO CAPACITY FUNDING	0	-1,000	-1,000	-3,550	-1,500	2,050
STUDENT FUNDING	0	-8,300	-8,300	-8,152	-5,000	3,152
FEES & FINES	-2,296	-10,000	-7,704	-13,516	-11,500	2,016
DONATIONS & SALES	-4,608	-5,750	-1,142	-15,027	-7,850	7,177
TRANSFER FROM RESERVES	0	-308,332	-308,332	-39,689	-204,420	-164,731
Total REVENUE	-6,904	-465,143	-458,239	-211,695	-362,031	-150,336
EXPENSES						
FULL TIME WAGES & BENEFITS	123,817	977,450	853,633	806,635	936,733	130,098
BRANCH WAGES & BENEFITS	108,987	915,069	806,082	861,587	793,444	-68,143
STUDENT WAGES & BENEFITS	0	23,408	23,408	23,847	22,971	-876
BOARD MEETINGS & DEVELOPMENT	1,312	13,232	11,920	8,753	8,250	-503
STAFF MILEAGE	286	10,372	10,086	10,704	6,200	-4,504
STAFF TRAINING & DEVELOPMENT	2,916	24,918	22,002	15,370	19,715	4,345
PRINT MATERIAL	6,691	185,500	178,809	152,853	175,500	22,647
DIGITAL BOOKS	5,888	95,000	89,112	90,549	95,000	4,451
DATABASE SUBSCRIPTIONS	31,353	66,526	35,173	48,107	62,761	14,654
MAGAZINES, PERIODICALS & LEASED BOOKS	3,610	3,950	340	7,325	13,217	5,892
SUPPLIES & EQUIPMENT	1,696	28,470	26,774	27,333	28,603	1,270
CREDIT CARD FEES	59	115	56	31	0	-31
PHONES & INTERNET	6,242	57,496	51,254	55,168	57,688	2,520
PROMOTIONS & WEBSITE	1,399	75,030	73,631	73,548	87,000	13,452
PUBLIC PROGRAMS	178	12,400	12,222	10,160	11,500	1,340
COMPUTER PURCHASES	0	7,929	7,929	8,305	8,900	595
SOFTWARE SUPPORT	0	52,548	52,548	66,584	66,302	-282
DELIVERY & OUTREACH VEHICLES	54	32,000	31,946	45,813	46,250	437
COPIERS & PRINTERS	779	10,000	9,221	6,626	10,000	3,374
COPYRIGHT & PERFORMANCES LICENSES	1,350	2,319	969	2,089	2,119	30
BRANCH CLEANING	273	5,000	4,727	8,154	10,000	1,846
BRANCH RENTS, INSURANCE & SECURITY	2,058	244,804	242,746	236,126	234,759	-1,367
FURNITURE PURCHASE	0	64,250	64,250	81,901	84,200	2,299
AUDIT & LEGAL FEES	0	3,600	3,600	3,460	3,750	290
SPECIAL PROJECTS	334	9,400	9,066	21,990	41,150	19,160
SUPPORT FROM OTHER DEPARTMENTS	0	188,093	188,093	159,752	159,752	0
TRANSFER TO RESERVES	0	0	0	22,657	20,000	-2,657
Total EXPENSES	299,283	3,108,879	2,809,596	2,855,428	3,005,764	150,336
Total GENERAL FUND	292,380	2,643,736	2,351,356	2,643,733	2,643,733	0



INFORMATION REPORT

PREPARED BY: Kate Miner – District Supervisor (District 1)
Jessica Lomberg – District Supervisor (District 2)
Emily Andrews – District Supervisor (District 3)

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: March 28, 2023

SUBJECT: Branch & Supervisor Reports

DISTRICT 1

CHESTERVILLE BRANCH: (Jenn H.)

- Chesterville's "Recycled Reads" adult craft night held on November 30th was a huge success, with full registration. Crafters made wonderful Christmas displays using recycled hard cover books. It was a great way to put old books to a new use, giving attendees the change to create something unique and personal to celebrate the upcoming holiday season.
- Patrons were happy to pay off their fines during the "Food for Fines Program" that began on November 20th. Patrons wait for this program each year, and many were happy to pay if forward, providing items for the local food bank even though their accounts were fine-free.
- Chesterville's collections were moved around within the Branch during December and January. The Branch's Teen collection was moved to the back corner of the Branch, providing Teen readers with a little more privacy and a place to hang out. Previously, the Teen section had been near the Circulation desk. Large Print, Biography and New Books were moved to the previous Teen section, which provides easier access for older patrons and showcases the New Books section. New Books have circulated more frequently with the collection move to the entrance of the Branch, and patrons have expressed appreciation for the move of the LP materials to the entrance, where they are easily accessible. Holds were moved from behind the desk to allow more storage. Patrons can now access their own holds. The changes have made a huge difference in the "feel" of the Branch and patrons have easily adapted to the changes.
- The Cubelets from the MakerLab and STEM bins from Lancaster Branch offered entertainment over the month of December. The Cubelets are always a big hit in Chesterville.
- The "PVC Pipe Photo Planter" program in January had eight registrants who had a load of fun. PVC pipe was graciously donated to the program by Byers Farm Equipment, a division of MacMillan L&L. Plants were generously provided by library staff. Thanks to both donations, the program was a huge success.
- LSA Jenn moved from Chesterville Branch to Morrisburg at the beginning of February. Our CSAs have done a wonderful job keeping the Branch running smoothly, until a new LSA in in place at this Branch.

CRYSLER BRANCH: (Ian N.)

- Remembrance Week: In the spirit of Remembrance Day, our library hosted enlightening class visits. From kindergartners to sixth-graders, our young patrons filled out postcards expressing heartfelt gratitude to soldiers for their service. The students delved into a unique learning experience, discovering the vital roles animals played in the two world wars, making it an educational salute to our history.

- Jolly Jottings: November marked the kickoff of our “Letters to Santa” program! As the festive season approached, our library transformed into Santa's workshop. In the weeks leading up to December, we have been spreading cheer with an open house, inviting local children to join us in crafting Christmas letters for Santa. These letters were then delivered to the local Post Office. This program sleighed it with plenty of notes to Saint Nick!
- Unveiling the “Anti-Book Club!” In January, our literary rebels gathered, each armed with a unique book and impassioned pitch. It's not a book club; it's a book revolution!
- In February, our library embraced the spirit of inclusivity and community engagement. Through our celebration of Black History Month, we highlighted the diverse voices of black authors, fostering a deeper understanding and appreciation of their contributions. Additionally, our Book Talk program, the "Anti-book-club", sparked meaningful dialogue among patrons; new and exciting reads were discovered by all! Overall, February was marked by impactful programming and enriching experiences, aligning with our mission to serve and uplift our patrons.

MAKERLAB/FINCH BRANCH (Josée C.)

- The MakerLab was happy to report that its “Virtual Watercolour” program was an enormous success with a total of 17 registered participants, many of whom had very positive comments after the session. It was also successfully recorded in hopes of helping those with poor internet quality or those who wanted to review the lesson. The MakerLab also hosted its last “Arts and Maths” club session. In November we covered data collection and math riddles, and even had branch staff help us by answering questions for a poll.
- The MakerLab opened its doors for special hours to accommodate the *Holiday Train* visit to Finch. We acted as a warming station, allowed patrons to use our washrooms and even hosted a small craft for our visitors. It was a good day to connect with our community and we hope to do so again next year. So festive!
- Patrons continued visiting regularly to use the Switch, Cubelets and indis, but have also started to craft more, particularly on our busy Saturdays. LSA Jo also remarked an increase in computer and online help this month from printing to researching travel advisories.
- Just before the holidays, the MakerLab had its first official Cricut bookings by patrons made through our new website. We are excited to see more of our Makerlab equipment being booked in this manner. Patrons have been enquiring more about our equipment on a more regular basis, including the Cricut, Laser cutter, button maker and VHS to DVD converter.
- While reviewing the year, LSA Jo was proud to present the following 2023 statistics:
 - 1) 58 total MakerKit bookings
 - 2) Top 3 MakerKits: Button Maker -Large 2.25in (10 bookings), Cubelets (8 bookings), and Ozobots (5 bookings for each of the two types of kits)
 - 3) In their 3 months of circulation, the two Sphero indi kits have already been booked 5 times
 - 4) 60 requests were made from various Branches and patrons for the MakerLab. Requests include 3D printing, Die cutting and Cricut usage.
- The MakerLab has been receiving a increasing number of requests for custom 3D printing, one of which included LSA Jo creating the design with the patron’s specifications, and another where the patron was pleased with the product and timeliness of the prints that they came back to request a second batch. The newly set up Bambu Lab printer should help increase the speed and quality of these prints.

- The MakerLab is happy to report that the travelling “Create it with Cricut” series continues to be a great success. This program sees consistent full registration, often with waitlists.
- Staff in Finch began receiving and arranging the setup of new equipment. This included shifting furniture, reviewing 3D printing prices and practices, testing out new filaments and planning logistics with DS Kate for current and future items. These items will be launched to the public in the Spring.

SOUTH MOUNTAIN BRANCH (Ginette T.)

- Several displays were set up to mark Remembrance Day. A non-fiction display focused on military operations during the war, while a collection of wartime fiction focused on the many struggles faced by women and families. Books on Remembrance Day and peace were also put on display in the children's section. Visitors to the branch on November 11 were able to watch Canada's National Remembrance Day Ceremony live on the branch's TV.
- The Branch revived its very popular “Natural Wreath Workshop” to kick off the holiday season. Presented in partnership with the Friends of the South Mountain Library Resource Centre, the program saw participants create their own all-natural wreaths made from cedar boughs and other greenery. Light refreshments were served during the program.
- Holiday treat: Children attended a “Gingerbread Storytime.” After reading a story together, children were invited to decorate their own gingerbread man cookie with icing and candies. After the program, any child visiting the branch had a chance to decorate a cookie.
- The new reoccurring “Homeschool Explorers” program got off to a great start in January with 29 attendees at the first session. The program brings together local homeschooling families on the second and fourth Wednesday of every month. For January, the children had lots of learning fun with the Sphero Indis. The Spheros were also available for all children during branch hours.
- Family Lego Club was held on every Saturday in January. Patrons – young and old – had a chance to play with the new Lego sets that were purchased thanks to the recent donation from the Friends of the South Mountain Library Resource Centre. All participants were encouraged to fill out a ballot for a Lego prize draw.
- South Mountain Branch continued to be a busy place for children's programming in February. The “Homeschool Explorers” program that meets twice monthly on Wednesdays continues to draw in more families. February's first session, which featured the button maker, had 40 people in attendance. Meanwhile, the “Winter Wonderland Storytime” for preschoolers also had a great turnout with 9 people. Children at the Storytime made colourful paper bowl birdfeeders with Fruit Loops strings after listening to a couple of winter-themed stories. They really had to use their imaginations as the Storytime occurred on a warm, sunny day that felt more like spring than winter.
- Tech help: Several patrons visited the branch for tech help. Many wanted to set up CloudLibrary on their mobile devices. They were excited to be able to borrow eAudiobooks using the app.

WINCHESTER BRANCH (Rose D. and Chantal N.)

- The school year is in full swing, and that means the return of tutors and students. Winchester Branch is proud to have been the meeting place for many studying sessions. We are especially happy to see many of these young learners signing up for Library cards and coming early or staying after their sessions to play, colour, or borrow!

- Class visits are also going very well. We have a larger number of classes and students visiting us this year and we are grateful that we can partner with WPS on engaging students with a love of reading and books.
- The Winchester branch continues to welcome a great number of patrons and non-patrons for printing, fax, and scanning services.
- The TAG team met and discussed volunteering opportunities for upcoming events. Teens looked ahead to the winter months to brainstorm programs for the months ahead.
- The Senior's Valentines Tea was a huge success!! We welcomed 23 seniors who enjoyed the special tea and treats while listening to Constable Serge Duguay on his talk of Frauds and Scamming. Much information was received and appreciated. Many seniors commented on the lovely program.
- Winchester Branch was the place to be between games for some out-of-town High Schoolers this month. The local high school, North Dundas District High School, hosted EOSSA Basketball, and the Branch was a great place to relax and hang out while not playing.

DISTRICT SUPERVISOR (Kate J.M.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Provided technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Engaged in weekly Management Meetings
- Program coordination for District 1 for Winter and Spring sessions
- Facilitated the onboarding of new CSA for District 1
- Managed the ordering and distribution of Veteran's Week materials
- Completed Excel course: "Public Library Programming"
- Completed Excel course: "Library Management and Supervision"
- Participated in community holiday events: Finch Holiday Train, Morrisburg Santa Claus parade, and North Dundas Parade of Lights
- Attended OLA Super conference in Toronto
- Coordination of District meeting with other DSs; attended and presented District 1 meeting
- Began the reorganization the MakerLab for improved patron accessibility
- Installation of battery backups in Branches
- Assisted in implementing and scheduling Nighttime support hours
- Coordinated community information sessions with the Children's Aid Society on Foster Parent Recruitment
- Organized community information sessions with the OPP on preventing Fraud/ Scams

DISTRICT 2

INGLESIDE: (Linda P. and Colleen C.)

- The travelling MakerLab program “Create it with Cricut: Christmas Card Edition” was very successful with full attendance. Participants learned about the basic operating procedures of the Cricut cutting machine and enjoyed themselves during a festive evening of fun and creativity.
- The biannual “Food for Fines” program was a great success. Patrons participated by paying off their fines with non-perishable food items and hygiene product donations. Many patrons were happy to pay it forward, helping to alleviate fines for other library members. The House of Lazurus, along with their partners from the Osnabruck Food Drive, picked up 331 items on December 4th. These items helped to fill Christmas baskets for 40 families in the Ingleside area. A big thank you to the generous patrons and volunteers!
- "Christmas Storytime" was held on December 14th for preschool children and their caregivers. The 28 attendees enjoyed listening to Christmas stories, singing holiday carols, and the children made a seasonal craft to gift to someone special for the holidays.
- Ingleside continues to be busy with class visits from the two local schools. In January, students started the national "Forest of Reading" program, which celebrates Canadian books, authors, publishers, and illustrators. Many of the "Forest of Reading" books are in our collection!
- The Ingleside “Book Mates” Book Club continues to be well attended and at full capacity. On February 28, the club discussed the book When We Were Vikings by Canadian author Andrew David MacDonald. The book sparked great conversation; all members enjoyed it for different reasons. The SDG book clubs are always pleased with the selection and availability of the book club kits.
- Ingleside is thrilled to offer "Maker Clubs" for adults. The Knitters Club meets every Monday, and the Swedish Weaving Club meets every Tuesday. Participants enjoy making new creations with one another, demonstrating that the "maker" mindset is for everyone.

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

- Iroquois was happy to facilitate the delicious food program "Tastes from Around the World." Patrons and community residents visited the Branch to sample the many delightful treats provided by the presenters. The Branch displayed collection materials related to the program, drawing attention to the countries our presenters represented along with specialty cookbooks.
- Iroquois' annual "Christmas Cookie Exchange" was a huge success. Many participants went home with a delicious selection of treats that they "exchanged."
- Local creative Loretta from Loretta’s Creations visited the library to host a “Create your own Book Wedge” program. Program attendance was at capacity of 10 participants. Everyone had a great time putting their wooden craft together, the perfect accessory for the avid reader!
- Staff welcomed students from the Iroquois Public School for weekly Class Visits. Staff read stories and on one occasion held a scavenger hunt to familiarize the class with the different kinds of books and collections available in the branch.
- Preschool Storytime brought eager young patrons and their caregivers to hear everything about kittens at the "Cozy Reads Storytime." The Branch was set up for a cozy experience, displaying stuffed animals, blankets, and great books to curl up with during the cold months.

LONG SAULT: (Christine D., Ruchita S., and Karen M.)

- Staff facilitated informational tutorials for patrons on the new eResources available at the library, including CloudLibrary's Newsstand and Creative Bug. Patrons have commented on their growing digital literacy skills and excitement about the library's growing resources and services.
- Staff have fostered an environment of community engagement through their many passive social clubs. The Long Sault Threads of Friendship Club and the Bridge Club continue to be well attended with consistent weekly participation.
- Staff continue to stay busy with outreach visits to the Long Sault Woodland Villa, demonstrating the importance of the partnership between organizations and the commitment of the library to make its resources and services accessible to all community members.
- We are pleased to report the growing number of patrons accessing the St. Andrews Express Depot.
- LSA Karen M. became a welcome addition to the Long Sault Branch. Karen brings her experience with the SDG Library in various roles, including District Supervisor and, more recently, an LSA in Williamsburg. Patrons have embraced her, and she is fitting in well.
- Demand for printing and fax services remained consistent. An increase in patron requests for assistance with electronic devices led staff to develop a "Tech Tuesday" program; patrons book an appointment, and staff provide one-on-one technology troubleshooting service.
- In February, Long Sault hosted a registered therapist who shared information about the experience of Burnout providing techniques and valuable insights on how to prevent it. We are thrilled to announce that it was well attended and received fantastic feedback. We look forward to hosting more wellness sessions at the branch.

MORRISBURG BRANCH: (Cheryl T. and Jennifer H.)

- Morrisburg's "Stargazing with the Naked Eye" was a popular program where patrons of all ages learned to identify the brightest stars and their constellations, create planispheres, and learn about stargazing resources. This information reached even more patrons on the new website, which features a Blog Post and Staff List showcasing additional stargazing books and resources. Check out the newest Library of Things addition, the Stargazing Kit!
- The Morrisburg "Spice Club" is at capacity. Participants enjoy meeting to connect over their delicious creations. Staff in Lancaster and Morrisburg have been collaborating to offer this program in both locations. We are thrilled to see the consistent engagement.
- The "Statler and Waldorf Book Club" continues to be well attended. This thematic book club invites participants to read books of any format with a common theme. In January, fiction books addressing mental health sparked discourse on men's mental health and the importance of finding spaces to connect like the library.
- Staff continue to provide outreach services to the Dundas County Hospice, Hartford Retirement Residence and J.W. MacIntosh assisted living facility. Reader materials are selected and delivered monthly.
- The success of the "After School Club" can be seen by the steady growth of pre-teen and teen attendance. Staff facilitated the exploration of the library's new website with a digital scavenger hunt, students engaged with MakerLab resources, and they had a blast participating in "Minute-To-Win-It" and Nintendo Switch games. These activities encourage collaboration, creativity, and problem-solving among peers.
- Staff were delighted to receive a beautiful sweater handmade by the branch Knitting Club! An original piece made up of squares individually knit and then sewed together, it is truly one of a kind and the ultimate library cardigan.

- Morrisburg introduced the “Kid Librarian” program. Each month one “Kid Librarian” is selected to curate their own collection of 8-10 of their favourite books to display in the branch. Accompanying the display is a description that highlights their reading interests. We are thrilled to have 8 kids signed up and eager to participate.
- Square was launched in Morrisburg. Patrons have expressed their gratitude in now having access to debit/credit payment method in addition to cash for fines, printing, and Library Shop purchases.
- Patrons and staff have warmly welcomed LSA Jennifer as a permanent staff member at the Morrisburg Branch. If you frequented the Chesterville Branch, she would be a familiar face, bringing years of dedication to the library and her enthusiasm.

WILLIAMSBURG BRANCH: (Karen M.)

- Williamsburg’s Remembrance Day display included exploring ration bags from the Armed Forces. It was an excellent opportunity to show our younger patrons what our soldiers eat when deployed. They particularly liked the story of how some Canadians, while on deployment, exchanged ration bags with the Latvian Army much the same way they might exchange items in their own lunch bags at school.
- Teachers from the local Timothy Christian School have been supplementing their classrooms with books from our collection. Staff are eager to help teachers and students find the perfect books to support their literacy goals.
- In January, the Williamsburg Branch celebrated nine years in the current library building, the North Williamsburg Recreation Centre. Patrons commented on how much the library means to the community and look forward to celebrating the 10th anniversary next year!
- Williamsburg was honoured to host local author Nikolai Krimp. Krimp presented his Last Mage series, The Dragon’s Mouth, and The Home Stone. Both titles can be found in our catalogue. Check out Wendy Gibb’s article in the Morrisburg Leader, which highlights this author’s visit.

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)
- Scheduling support staff for programs, branch coverage, and courier relief
- Assisted in implementing and scheduling for Nighttime support hours
- Collection maintenance (ongoing)
- Organized the Library’s Volunteer Appreciation Event (November 23)
- Engaged in Weekly Management Meetings; including budget meetings
- Attended and participated in the SDG Library General Staff Meeting in November
- Coordination of District meeting with other DSs; attended and presented District 2 Meeting in Ingleside (January 29)
- Organized carpet cleaning in District 2
- Attended OLA Super conference in Toronto (January 24-26)
- Provided CELA program, equipment and registration support
- Program coordination for District 2 for Winter and Spring sessions
- Installation of battery backups in Branches

- Coordinated community information sessions with the Children's Aid Society on Foster Parent Recruitment
- Conducted end-of-probation review for CSA
- Supervision of co-op student; including assigning a teen program development project (ongoing)

DISTRICT 3

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

- In November, Barbie took center stage at the Branch. A prominent display of Barbie-themed material was created and used to promote our highly successful "Barbie Escape Room" program. Due to overwhelming demand, additional sessions were added to accommodate additional participants, which included highly enthusiastic and eager class visits.
- Susan Irving - "Artist of the Month" - hosted a meet and greet event at the Branch. Concurrently, a Christmas Craft fair was being held upstairs at the arena, drawing a total of 80 patrons over a 4-hour period.
- Emily Murray, local author of "Alixandria Fire," attended the Branch with a book sale, signing, and reading, sparking excitement among patrons who welcomed the opportunity to explore holiday-themed romances available in the catalogue.
- As the holiday season approached, participants engaged in the "Bird Snacks" activity, crafting cereal and dried-fruit necklaces, along with food cups using readily available household items. A beautiful bird feeder prize donated by Robert Irwin of Dalkeith complemented the event, while bird-related literature was showcased to enhance the experience.
- In response to observed needs within the community, the Branch initiated a pilot project entitled "Take what you need. Give what you can," offering a range of hygiene products such as soap, wet wipes, and toothpaste. The initiative has been bolstered by community contributions.
- In February, despite mild weather conditions, the "Fun with the Snow" program proceeded as planned and was enjoyed by all attendees. One of the experiments involved making snow volcanoes, complemented by a snowflake craft, hot chocolate and story time.

AVONMORE BRANCH: (Kelsey D.)

- Staff completed Standard First Aid/CPR C/AED training to be compliant with Health & Safety Policy.
- Avonmore has been focusing on building partnerships with local community groups, including the Avonmore Community & Athletic Association. The Branch was a drop-off location for the ACAA's Christmas Tree decorating challenge, encouraging patrons to browse for reading material while they visit.
- In collaboration with a registered nurse, Avonmore presented an "Introduction to Children's Mental Health". This program was designed to break the stigma surrounding mental health and help parents identify where their children might be struggling.
- LSA Kelsey completed a job-based assignment for their Public Speaking Learning Path. This ten-minute presentation could easily be adapted to introduce patrons and other stakeholders to LinkedIn Learning.
- The "Little Adventurers' Playtime" has been well attended. Staff created a new sensory bin for this program which have been very popular with the children.

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

- “Saturday Socials” continued following the Remembrance Day Ceremony at the cenotaph. Patrons expressed their appreciation for the event and others hosted at the branch such as the “Spice Club.”
- In liaison with the Lancaster Optimist Club, the Branch acted as a warming centre, providing refreshments during the Lancaster Christmas Tree Lighting. The Branch received over 150 visitors during this event.
- Staff welcomed a volunteer from Char-Lan High School to assist with shelving and displays, as well as to provide input from a young patron’s perspective.
- Lancaster held its first “Homeschool Hotspot” to aid parents providing homeschool education. Eleven participants began journeying around the globe and will meet on a bi-weekly basis. Planned stops so far include Italy and Hawaii.
- The Branch played host to its inaugural teen book club launched by Lancaster’s high school volunteer. “The Hangout” will meet monthly to discuss books of all kinds.
- Lancaster hosted an interactive Watercolor Paint Night with a local artist. Registration was full for this event with 10 people in attendance, three of whom were new to the library.

MAXVILLE BRANCH: (Emily A.)

- “Cover to Cover Book Club” read Demon Copperhead by Barbara Kingsolver in the leadup to the holidays. The meet-up for this book was scheduled for the new year due to the popularity and length of the title.
- Maxville had two passive programs available during the month of November. The “Dino-vement Scavenger Hunt” was popular, encouraging young patrons to look for hidden dinosaurs all over the branch.
- The ‘Recycled Book Christmas Trees’ adult program was held during December. Six people attended and feedback was very positive. Patrons mentioned being able to find events much easier with the new website functionality.
- Young patrons visited the Branch for the “DIY Bird Feeder” program. Egg cartons and apples were used to make environmentally friendly feeders.
- CSAs have been doing an excellent job covering the Branch during the interim period between the LSA being appointed as Temporary District Supervisor and a new LSA being appointed to Maxville.

WILLIAMSTOWN BRANCH: (Julie C.)

- Homeschooling families have consistently been visiting the weekly to socialize and access Library resources. They have been bringing their own learning materials to the branch to exchange their lesson plans with the other home school parents.
- Williamstown staff connected with the principal of Williamstown Public School to offer book drops, class visits, membership cards and other Library services throughout the school year.
- St. Mary’s Community Centre hosted their annual Christmas Market which helped attract visitors to the Branch. Williamstown was festively decorated and themed activities were enjoyed by children.
- Staff met with book club members of the “Raisin River Reads Book Club” and the “Sandywood Book Club” and assisted them with title selections for 2024. The “Raisin River Reads Book Club” met to discuss The Music of Bees by Eileen Garvin before the holiday season.

- Staff have been hard at work with extensive cleaning; including bringing in professional cleaning of the carpet and water cooler. Staff also dedicated time to deep cleaning and reorganizing areas that needed some extra attention outside of the regular cleaning schedule.

DISTRICT SUPERVISOR: (Lorna P./Emily A.)

- 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)
- Ensured compliance with Health & Safety Regulations and followed up with issues (ongoing)
- CELA Statistics; set up for handover of task to Technical Services Staff
- Content creation for new SDG Library website (ongoing)
- Engaged in weekly Management Meetings (ongoing)
- Assisted in design of hours for Branch windows
- Scheduled bathroom renovations in Alexandria for early December; rescheduled for mid-January; provided Branch coverage for renovation period
- Scheduled job shadowing of DS position for seven staff
- Training and onboarding of Temporary DS
- Reviewed policies: Circulation; Collection Development; Board Advocacy; Communications, Facilities Usage
- Professional development: EXCEL Certificate Completion; Holistic Library Service; Overdue: Weeding Out Oppression- Mentoring and Developing the Profession; TD Summer Reading Club Onboarding Presentation; Working with Upset Customers; Diversity, Inclusion & Belonging (LinkedIn Learning); Wireless Internet Hotspot Lending Programs (LP)
- Documents in development: SDG Reads Handbook; Winter Training List; TDSRC Handbook; updates to Branch Information Sheets
- Branch manual review (ongoing)
- Desk coverage across District 3 branches to provide program support
- Interviewing and hiring for CSA positions. Three new staff members have joined District 3 in this period.

INFORMATION REPORT

<u>PREPARED BY:</u>	Cheryl Servais – Information Services Coordinator
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	March 28, 2023
<u>SUBJECT:</u>	Technical Services Report

CATALOGUING/ACQUISITIONS TECHNICIAN : (Lucinda F.)

- 1,874 items processed between November 2023 and February 2024, including original cataloguing and processing for 58 Good Reads award winners and nominees.
- Six phonics kits processed and added to catalogue.
- Completed year end tasks for cataloguing and acquisitions: outstanding orders, purchase orders, invoicing and database cleanup.
- Catalogued, processed, and inventoried 32 board games, including re-cataloguing 12 existing board games for new circulating collection.
- Stargazing kit catalogued, processed, and sent to the MakerLab for circulation.
- Cricut machines added to collection and sent to branches.
- C-Pen Reader pens catalogued, processed, and sent to District Supervisors.
- Reallocation of 2024 print magazines in the branches and updated on Polaris and updating serial holdings.
- Assisted with purchase suggestions for print collections and selections for digital collections on cloudLibrary.

CATALOGUING/ACQUISITIONS TECHNICIAN : (Stacey P.)

- Interlibrary Loans: over 601 items sent to other library systems; over 438 items received for SDG Library patrons.
- Created six new book club kits for circulation, all have full bookings for 2024 and into 2025.
- Sent out 57 book club kits to branches for book club meetings, including four Interlibrary loans.
- Completed Phonics Kits with spine, labels, inventory lists and Library logos.
- Managed online registrations, totaling over 80 requests, in January and February. A total of 71 new members and 40 renewal requests. Additionally, we added a 'Lost Card' feature for patrons to request replacement cards if needed.
- Created content labels for Board Games, including complete inventory lists, Library logo, barcodes, and condition of use stickers.
- Created three new Cloud library shelves for content carousels in the Cloud Library database.

INFORMATION SERVICES COORDINATOR: (Cheryl S.)

- Completed annual tasks to prepare for Polaris rollover for the 2024 budget year.
- Set up budgets for print collections for Library Bound vendor and created spreadsheets to better track budgets for monthly and quarterly review.
- Monthly circulation stats and set up and updated spreadsheet for 2024 statistics.
- Submitted year-end inventory report for Treasurer.
- Updated format mapping in BiblioCore and added additional information to Polaris Policy tables for new “Library of Things” resources.
- Reviewed and submitted purchase suggestions for print and digital collections.
- Selection of ebook and eaudiobooks for children, teens, and adults on cloudLibrary.
- Attended General Staff meeting, Joint Health & Safety Committee meetings, Library Team Management Meetings and County Senior Management meetings.
- Attended consultation meetings with Communication & Marketing Coordinator and BiblioCommons Coordinator for new BiblioEmail service.
- Conducting interviews for Cataloguing & Acquisitions Technician, temporary District Supervisor and Community Librarian positions with the Director of Library Services.
- Presented monthly Ancestry Club programs at the Ingleside Branch.
- Provided training on Novelist Plus and Novelist Select at District meetings.
- Polaris training with new CSA staff.



INFORMATION REPORT

<u>PREPARED BY:</u>	Cassie MacDonell – Communications & Marketing Coordinator
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	March 28, 2024
<u>SUBJECT:</u>	Communications & Marketing Report

COMMUNICATIONS AND MARKETING COORDINATOR (Temporary): (Cassie M.)

- Coordinated community outreach holiday events in November and December across the library system, including parades in Alexandria, Winchester, and Morrisburg. Participated in the parades and decorated the floats.
- Created and distributed the Navigator and branch slideshows to Branches from November to March.
- Attended the General Staff Meeting in November and led the icebreaker.
- Facilitated and organized Food for Fines+ from November 20 to December 4, which invited patrons to bring in non-perishables and personal care items for fine forgiveness.
- Updated all necessary platforms with notification of the Library’s holiday hours, including posters. Marketed holiday events.
- Led the marketing efforts of I Read Canadian in January.
- Organized logistics for the 2024 SDG Library Reading Challenge, the Library’s first-ever year-long reading challenge. The challenge invites people across the SDG Counties to engage in literacy and broaden their reading horizons by finishing a book each month with prompts the Library provides. The Facebook group now has 90 members.
- Wrote regular blog posts.
- Met regularly with the BiblioEmail implementation specialist to work on and plan the launch of BiblioEmail, expected to be released in April 2024. Attended training sessions to brainstorm content and design.
- Redesigned, updated, and distributed “Welcome to the Library” pamphlets that are given to new patrons upon signing up for a library card. The updated pamphlets include information on what type of services the library offers, and how to access them.
- Wrote and designed two pages of South Stormont’s Spring Community Guide, which features services the SDG Library offers to South Stormont residents.
- Organized the launch of the SDG Library’s new Phonics Kits, promoting the kits on social media, the Navigator, website, and via the press. The launch was deemed successful due to over 30 holds being placed on the kits during the first 24 hours of launching. Created the Phonics Kit logo.
- Conducted an outreach visit in January to teach Maxville Manor’s “Learn to use an iPad” club how to use cloudLibrary and PressReader. Presented a slideshow and created easy-to-follow handouts. Renewed and signed residents up for library cards with the assistance of a Cataloging and Acquisitions technician.

- Launched the promotion of Creativebug on February 15, SDG Library's new digital resource that features hundreds of craft videos. 144 craft videos were viewed by Library patrons during two weeks after launch.
- Organized, filmed, and edited a recruitment video in February to encourage the public to work at SDG Library. Created a "We are Hiring" poster with a scannable QR code and promoted our open positions on social media.
- Completed day-to-day duties, such as keeping the website fresh with content, designing posters, and monitoring and posting on our social media platforms.
- Acted as the photographer for Winchester Branch's Family Literacy Day photoshoot, taking photos of families who registered for the program in January.
- Coordinated Family Literacy Day and Read for 15 SDG promotions, including the creation of posters, bookmarks, social media posts, and more.
- Attended SDG Counties' Solar Eclipse Discussion meeting.
- Acted on a panel with the Director of Library Services to conduct interviews for the Summer Reading Club and Outreach Facilitator (Student) positions.
- Headed the promotion of cloudLibrary's NewsStand, the library's new platform for magazines.
- Took photos of new items in the library's collection to use in the catalogue and on social media.
- Created a schedule that outlines the timing of the launches of all new resources, including the assignment of blog posts.
- Assisted in the launch of the board game collection by preparing a news release, social media content, posters, and website content.
- Compiled a list of community events the SDG Library intends to pop up at to conduct outreach.

Website and social media statistics

From November to February, the SDG Library website had 26.6k unique website users who visited over 294k SDG Library website pages. 134 Facebook posts were made in the month, which reached 76,808 people.

Broken down by month:

- The SDG Library website had 7.5k unique website users in November, who visited over 94k SDG Library website pages. 35 Facebook posts were made in the month, which reached 26,966 people.
- The SDG Library website had 4.6k unique website users in December, who visited over 76k SDG Library website pages. 27 Facebook posts were made in the month, which reached 10,191 people.
- The SDG Library website had 7.1k unique website users in January, who visited over 258k SDG Library website pages. 33 Facebook posts were made in the month, which reached 12,363 people.
- The SDG Library website had 7.4k unique website users in February, who visited over 226k SDG Library website pages. 39 Facebook posts were made in the month, which reached 27,288 people.

INFORMATION REPORT

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: March 28, 2024

SUBJECT: Director of Library Services Report

STAFFING HIGHLIGHTS:

Emily Andrews has transitioned from LSA at the Maxville branch to the temporary District 3 Supervisor. Patti McLeod has transitioned from a CSA to the temporary LSA at the Maxville branch (covering the maternity leave).

Rob Milchard has been recruited as the new courier (due to Peter Valade retiring at the end of February). Jennifer Harper has transitioned from an LSA at the Chesterville branch to an LSA at the Morrisburg branch.

Karen Moran has transitioned from an LSA at the Williamsburg branch to an LSA at the Long Sault branch.

Josee Beauchamp and Ian Nichols are now permanent LSAs at the Alexandria and Chrysler branches, respectively.

Michel Corriveau has transitioned from a CSA to an LSA at the Chesterville branch.

Jessica Last has been recruited as a CSA within District 3.

Madisson Lamarche (returning) and Quinn Blaine have been recruited as Summer Reading Club and Outreach Facilitators.

Actively recruiting for Community Librarian, LSA at the Williamsburg branch, and CSAs.

DIRECTOR OF LIBRARY SERVICES: (Rebecca L.)

- Attended County Council meetings (January 15 and February 20).
- Attended weekly Director’s meetings with CAO and fellow County Directors.
- Attended and facilitated Management Team and Administrative meetings.
- Conducted interviews for the following positions:
 - Library Services Assistant – Long Sault branch
 - Library Services Assistant – Morrisburg branch
 - Temporary District 3 Supervisor
 - Community Librarian
 - Courier
 - Summer Reading Club and Outreach Facilitators
- Prepared a Power Point Presentation and presented it in a delegation item to South Stormont council (January 10), South Glengarry council (January 15), and North Stormont council (February 20).
- Prepared the Library Board Meeting Agenda and attended the Library Board regular meeting – Thursday, January 18, 2024, 5:00pm at Lancaster.
- Attended District Meetings (District 1: January 19, District 2: January 29, District 3: February 2).
- Attended the OLA Conference in Toronto (January 24- 26).

- Developed a plan with the District Supervisors regarding the nighttime staffing hours (schedule, duties, and responsibilities of nighttime staff).
- Conducted a press release interview with Carol Goddard of the Chesterville Record.
- Attended the Library's social event: board game night (February 10).
- Prepared a DRAFT copy of the Lease Agreement for the use of facilities.
- Organized and held a working group meeting with local Municipality representatives (February 13).
- Attended the County's Strategic Human Resources Plan meeting (February 23).
- Conducted a site visit to the Dalkeith Plus Library (February 29).
- Prepared for the anticipated launch of the Library's newest board game collection.
- Assisted with the preparations for Peter Valade's retirement party.
- Scheduling the SDG Reads authors for Fall 2024 and Spring 2025.
- Reviewed and confirmed the TD Summer Reading Club order for materials.



ACTION REQUEST

PREPARED BY: Rebecca Luck – Director of Library Services
PREPARED FOR: SDG Library Board
LIBRARY BOARD DATE: March 28, 2024
SUBJECT: Circulation Policy - Review

BACKGROUND:

1. The Circulation Policy sets out a framework for making material available to the community in an accurate, consistent, equitable and accountable manner.
2. The Circulation Policy was first approved by the Board in December 2011, and was last reviewed September 2019.

ANALYSIS:

3. It is recommended that the Policy be amended to include the following:
 - a. Reference to the Library’s website for use in membership registration and renewal.
 - b. A list of acceptable verifications of address and photo identifications when registering for a membership.
 - c. A clause on how the local history collection circulates.
 - d. A clause on what materials may be returned by drop-box vs. in-branch.
 - e. A clause stating that SDG Library’s juvenile collection is fine free.
 - f. Update *Schedule A: Fees and Fines* to include Boardgames, Musical Instruments, Equipment, Kits, and MakerLab fees.
 - g. Update *Schedule A: Fees and Fines* to include a revised ‘Maximum Overdue Fines per Item’ based on a three (3) week billing cycle.

IMPACT ON 2024 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 Circulation Policy, as presented.



Circulation Policy

For: The Stormont, Dundas and Glengarry
County Library Board

Policy No.: 2011-14

Policy Type: Operational

Effective Date: March 28, 2024

Date of Last Revision: September 27, 2019

First Approved: December 15, 2011

Policy Statement:

The Stormont, Dundas and Glengarry County (SDG) Library makes materials widely available to the community, in an equitable manner, in order to maximize the use of all collections.

Policy:

1. Library Membership:

- a. SDG Library cards are free to all who live, work, own property, or go to school in the United Counties of Stormont, Dundas and Glengarry (exclusive of Cornwall).
- b. Non-residents may use the library's services upon payment of a fee as outlined in the library's *Schedule A: Fees and Fines*.
- c. Memberships can be requested in person at any SDG Library branch, or on our library's website (www.sdglibrary.ca).
- d. Members in good standing may borrow materials or partake in library services.
- e. Materials may be borrowed by either presenting the membership card or valid identification.
- f. Children under the age of sixteen must register for their membership accompanied by a parent or guardian, or a signed membership form. A child membership may also be obtained online through our website, providing the requisite parent or guardian's identification. Parents and/or guardians assume responsibility for fines, damages, or lost items.
- g. Adults and children sixteen (16) and over may apply for their own library card, providing the requisite identification.
- h. Membership will be granted to individuals who provide verification of address and identification. Ontario Health Cards are not accepted as a form of identification for privacy reasons. Acceptable verification of address and identification includes:

Acceptable Photo Identification

- Valid driver's license
- Citizenship card
- Passport
- Student ID card
- OAS (senior's card)
- Employer-issued photo identification card

Acceptable Proof of Address

- Valid driver's license
- Ontario motor vehicle permit
- Staff identification, pay stub or direct deposit stub
- Utility bill
- Personal cheque
- Bank statement

- Mortgage, rental or lease agreement
- Any other source of identification that gives the patron's name and current address

Circulation Policy

2. Conditions of Membership and Card Use:

- a. Membership is not transferable to other individuals.
- b. Items can be picked up by a designated individual with prior permission by the card owner.
- c. Members will be issued a library card without charge.
- d. An individual is entitled to only one library card. Lost or damaged cards may be replaced for a fee.
- e. The card is the property of the Stormont, Dundas and Glengarry County Library and must be returned on request.
- f. Loss or theft of a card must be reported immediately.
- g. Change of address, name or phone number must be reported immediately.
- h. Membership expires annually. Renewal requires verification of the member's name, address, telephone number, e-mail address and payment of outstanding monies owed to the Library. Membership renewals can be completed at any SDG Library branch, or through our library's website.
- i. Membership is suspended when fines exceed \$15.00 and will be reinstated when outstanding accounts are reduced below this mark.
- j. Membership can be suspended for violating library policies.

3. Borrowing:

3.1. General

- a. In keeping with the Ontario Library Association's *Children's Rights in the Public Library*, there are no restrictions on the access to material and Internet resources by children. Parents/guardians are responsible for the selection, usage and safe return of library resources.
- b. Audio-visual materials that are classified 18A (Suitable for people 18 years of age or older) or R (Restricted to 18 years of age or older) by the Ontario Film Ratings Board Rating System or the Canadian Home Video Rating System will not be lent to members under the age of 18. Proof of age is required.
- c. SDG Library collection is shared amongst all branches. Items from the collection may be borrowed from any of our branch locations, including our library express depots.

3.2. Loan Period:

- a. The loan period for most materials is three weeks. See *Schedule A: Fees and Fines* for a breakdown of loan periods by material type.
- b. The total number of items allowed on loan to any one person is determined by *Schedule A: Fees and Fines*.
- c. The number of items of a specific format or subject available for loan may be limited if there is high demand.

Circulation Policy

3.3. Renewals:

- a. Most materials may be renewed. See *Schedule A: Fees and Fines* for more information.
- b. Renewable items on hold for other members cannot be renewed. Items not on hold, will be automatically renewed up to three (3) times.
- c. Renewals may be made in person, by phone or online.
- d. Members must have less than \$15.00 in overdue fines or charges to renew materials.

3.4. Holds:

- a. All circulating materials may have a hold placed on them for pick-up at any branch or express depot. Certain material types are available for pick-up only in branch.
- b. The local history collection does not circulate, but a hold may be placed for in-branch use.
- c. Items may be placed on hold in person, by phone or online.
- d. When the item becomes available, the member will be notified and asked to pick up the item.
- e. Items will be held for five (5) open days, except for digital downloads which are held for three (3) calendar days.

3.5. Return of Material:

- a. All SDG Library materials may be returned to any of its branches.
- b. Materials borrowed may be returned to the library at the circulation desk or in the drop-box when the library is closed. Certain material types cannot be returned in the drop-box and must be returned at the circulation desk. These exceptions are clearly marked and identified on the item itself.
- c. Members are required to return materials on or before the due date.
- d. Members are asked not to return material at 'Little Free Libraries'.

3.6. Circulation Records:

- a. Library circulation and membership records will be used in accordance with the *Access to Information and Protection of Privacy Policy 2009-06*.

4. Charges

4.1. Damaged/Lost Items

- a. Members are required to report lost or damaged material at the earliest possible opportunity.
- b. The SDG Library will charge replacement costs for items which are declared damaged or lost.
- c. The replacement cost will be assessed by the library and will include the purchase cost and the processing cost of the item.

Circulation Policy

- d. It may not be possible or desirable to replace a specific item with an identical one. Replacement of the item will be left to the discretion of the Director of Library Services in keeping with the Library's Collection Development Policy.

4.2. Overdue Material and Fines

- a. Overdue notices are generated at regular intervals past the due date, with a final bill issued for materials not returned.
- b. The Board establishes fines as a deterrent to the late return of material.
- c. There are no overdue fines on SDG Library's juvenile collection.
- d. Fines may be waived for unusual or serious circumstances. In the case of an unexpected closure, fines will not be incurred during this time and holds will be extended.

DRAFT

Circulation Policy

SCHEDULE A: Fees and Fines

Material Details:

Material Type	Membership Type	Loan Period	Borrowing Limits	Renewal Limits ¹	Overdue Fines Per Day / Per Item	Maximum Overdue Fines Per Item	Replacement Costs and Processing Fees ²
Audiobooks	All	3 weeks	Unlimited	3	\$0.20	\$4.00	Cost of item + \$5.00
Book Club Kits	Book Club	6 weeks	2	0	\$1.00	\$10.00	Cost of item + \$5.00
Books	All	3 weeks	Unlimited	3	\$0.20	\$4.00	Cost of item + \$5.00
CELA Collection	CELA	4 weeks	Unlimited	3	\$0.00	\$0.00	Cost of item + \$5.00
DVD	All	1 week	15	3	\$1.00	\$10.00	Cost of item + \$5.00
DVDs - TV Series	All	2 weeks	15	3	\$1.00	\$10.00	Cost of item + \$5.00
Great Courses	All	3 weeks	2	3	\$1.00	\$10.00	Cost of item + \$5.00
Interlibrary Loans	All	Varies	3	0	\$1.00	\$10.00	Cost of item + \$10.00
Magazines	All	1 week	Unlimited	3	\$0.20	\$4.00	Cost of item + \$5.00
Museum Passes	All	1 week	Unlimited	0	\$1.00	\$10.00	Cost of item + \$5.00
Mobile Hotspots	Adult	10 days	1	0	\$1.00	\$10.00	Cost of item + \$5.00
Boardgames	All	2 weeks	2	3	\$0.20	\$4.00	Cost of item + \$5.00
Musical Instruments	All	3 weeks	20	3	\$0.20	\$4.00	Cost of item + \$5.00
Equipment	All	3 weeks	1	3	\$1.00	\$10.00	Cost of item + \$5.00
Kits	All	3 weeks	1	3	\$1.00	\$10.00	Cost of item + \$5.00

Notes:

1. Library materials can only be renewed if not requested by another library patrons.
2. The 'cost of item' is determined by the library's purchase price. To have the 'item cost' waived, a borrower may purchase and submit a new replacement copy for a lost/damaged item, along with payment of the processing fee. Item type must be of equal quality (ie. A hardcover being replaced with another hardcover).
3. The juvenile collection is fine free and follows the same loan period, borrowing limit and renewal limit as the adult collection.

Circulation Policy

Service Details:

Services / Resources	Fee
Black and White Photocopying / Printing (per side)	\$0.25
Colour Photocopying / Printing (per side)	\$1.00
Facsimile Service (within Canada) ¹	Free
Facsimile Service (outside of Canada) ¹	\$2.00
Exam Proctoring Fees Per Exam (library members)	\$30.00
Exam Proctoring Fees Per Exam (non-library members)	\$50.00
Room Rental (non-profit use) ²	Free
Room Rental (for-profit use) ²	\$20.00 / hr + HST
MakerLab³	
3D Print - PLA Filament	\$0.10 / gram
3D Print - Specialty PLA Filament	\$0.15 / gram
Resin Print	\$0.50 / gram
Sublimation Print	\$2.00 / page
Cricut - Permanent and Removable Vinyl	\$0.50 / linear inch
Cricut - Heat Transfer Vinyl	\$0.75 / linear inch
Cricut - Cardstock (12"x12")	\$0.50 / sheet
Laser Engraver - Acrylic Panel (12"x12")	\$10.00
Laser Engraver - Balsa Wood Panel (12"x12")	\$5.00
Button Blanks - 1"	\$0.50
Button Blanks - 1.25"	\$0.50
Button Blanks - 2.25"	\$1.00
Membership Fees	
Resident	Free
Non-Resident	\$35.00
Replacement Card	\$1.00

Notes:

1. Must be an SDG Library member to use this service; facsimiles (fax) outside of Canada have a 5-page limit.
2. Room rentals are available in Ingleside and Winchester.
3. MakerLab equipment is free to use if a member chooses to bring in their own material. Members may choose to use the Library's materials, per the fee listed, with the understanding that material supplies may be limited.

ACTION REQUEST

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: March 28, 2024

SUBJECT: Electrical Work – Ingleside and South Mountain Branches

BACKGROUND:

1. Ingleside and South Mountain branches have both been identified as having a H&S tripping hazard due to the electrical wires that run along the floor from the wall to the circulation desk.



Figure 1: Ingleside Branch

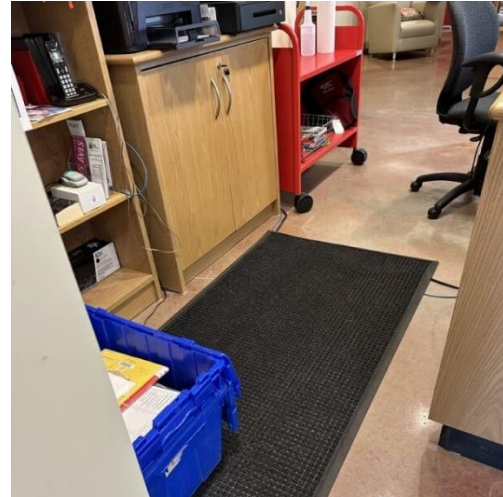


Figure 2: South Mountain Branch

2. On August 17, 2023, Administration contacted KMAC Electric Ltd. for an initial quote for budgetary purposes to provide the Ingleside and South Mountain branches with a power/data pole at the circulation desks.
3. As part of the 2024 Library Budget discussions, the cost for this electrical work was initially included. However, at the time, the DRAFT Lease Agreement was still underway, and it was unclear whose responsibility it would be to assume electrical work. The Board agreed to delete this budgetary line item and revisit should there be a future need.
4. Since establishing the 2024 Library budget, the working group concluded that SDG Library assume all costs associated with electrical enhancements within the Library facilities.
5. On March 5, 2024, Administration reached out to KMAC Electric Ltd. for an updated quote to wire and install a new power/data pole at the circulation desk. The following quotations were received:
 - a) Ingleside Branch: \$1,950 (+HST)

b) South Mountain Branch: \$1,850 (+HST)

ANALYSIS:

6. The Library Reserves possess sufficient funds to support this project.
7. KMAC Electric is a reputable, local organization that has completed similar projects in other SDG Library branches.

IMPACT ON 2024 BUDGET:

8. The total cost for this project would be \$3,800 (+HST), to be allocated from Library Reserves.

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 wire and installation of a new power/data pole at the Ingleside and South Mountain branches at a total cost of \$3,800 (exclusive of HST), and that this expense be funded from the Library Reserves.



Residential, Commercial and Structured Cabling

Estimate

March 14, 2024

Attn: Jessica Lomborg

Project: Ingleside Library Attendant's Desk power pole

SDG Counties
26 Pitt Street
Cornwall, ON, Canada
K6J 3P2

Description: Wire and install new power/data pole at attendant's desk

\$1950.00+HST

- Install jiffy pole at attendant's desk to remove tripping hazard (Pole to finish in drywall ceiling)
- Includes one dedicated receptacle
- Includes (2) Cat6 data points run to patch panel
- Receptacle and data points will be located underneath the desk
- Includes all material, labour and ESA permit

Notes :

- Does not include any drywall repairs if necessary
- Path to patch panel is to be through the attic
- Any changes could result in extra cost

Estimate valid for 30 days



Residential, Commercial and Structured Cabling

Estimate

March 14, 2024

Attn: Rachel Vivarais

Project: South Mountain Library Attendant's Desk power pole

SDG Counties
26 Pitt Street
Cornwall, ON, Canada
K6J 3P2

Description: Wire and install new power/data pole at attendant's desk

\$1850.00+HST

- Install jiffy pole at attendant's desk to remove tripping hazard (Pole to finish in suspended ceiling)
- Includes one receptacle on existing circuit
- Includes (2) Cat6 data points run to patch panel
- Receptacle and data points will be located underneath the desk
- Includes all material, labour and ESA permit

Notes :

- Does not include any drywall repairs if necessary
- Path to patch panel is to be through the suspended ceiling
- Any changes could result in extra cost

Estimate valid for 30 days

ACTION REQUEST

<u>PREPARED BY:</u>	Rebecca Luck – Director of Library Services
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	March 28, 2024
<u>SUBJECT:</u>	2024 Regular Meeting Dates and Locations

BACKGROUND:

1. The Stormont, Dundas and Glengarry County Library Board 2024 Regular Meeting schedule was discussed and approved at the January 18, 2024, meeting.
2. The dates for the 2024 Ontario East Municipal Conference (OEMC) have since been released and the conference occurs in person from Wednesday, September 11 to Friday, September 13, 2024.
3. The conference conflicts with the Library Board meeting scheduled for September 12, 2024, directly impacting the Board's four (4) County Councillors.

ANALYSIS:

4. Administration is bringing back the 2024 Regular Meeting Dates and Locations schedule for input on an alternative date for the Library Board's September meeting. It has been proposed to change the meeting date of September 12, 2024, to September 5, 2024.
5. No other changes are proposed.

IMPACT ON 2024 BUDGET:

6. N/A

ALIGNMENT WITH STRATEGIC PLAN:

N/A

RECOMMENDATION(S):

That the Stormont, Dundas, and Glengarry County Library Board approve the schedule of the 2024 Regular Meeting Dates and Locations, as presented.



Stormont, Dundas and Glengarry County Library Board

2024 Regular Meetings

January 18 – Lancaster Branch

February – NO MEETING

March 28 – Ingleside Branch

April 17 @ 3:30pm – Finch Branch

May 23 – Iroquois Branch

June 20 @ 5:30pm – South Mountain Branch

July & August – NO MEETINGS

September 5 – Maxville Branch

October 24 – 2024 Budget Meeting + Regular Meeting – Williamstown Branch

November 21 – Morrisburg Branch

December – NO MEETING

NOTE – October is Canadian Library Month, and Ontario Public Library Week (OPLW) will be celebrated from October 14-18, 2023.

Unless otherwise indicated, meetings begin at 5:00pm



STAFF REPORT

S.R. No. 6-2024

PREPARED BY: Rebecca Luck – Director of Library Services
PREPARED FOR: SDG Library Board
LIBRARY BOARD DATE: March 28, 2024
SUBJECT: Library Lease Agreement

BACKGROUND:

1. The SDG Library Lease Agreements establishes an agreement between each Township and the SDG Library for use of Township owned premises for the benefit of library users. The previous agreement was in force for a term of five (5) years, from December 31, 2017, to December 31, 2022. Being now expired, an updated Lease Agreement between SDG Library and each Municipality is of an utmost priority.
2. On November 23, 2023, SDG Library met with representatives from local municipalities to discuss the SDG Library Lease Agreements. The working group consisted of the following members:

SDG Counties	Rebecca Luck, Director of Library Services Maureen Adams, CAO Rachel Vivarais, Administrative Assistant
Township of South Stormont	Matthew Testa, Facilities Coordinator Kevin Amelotte, Director of Parks and Recreation
Township of North Stormont	Mary McCuaig, Acting CAO/Clerk
Municipality of South Dundas	David Jansen, Director of Parks, Recreation & Facilities
Township of North Dundas	Meaghan Meerburg, Director of Recreation & Culture
Township of South Glengarry	Sherry-Lynn Servais, General Manager of Parks, Recreation and Culture
Township of North Glengarry	Anne Leduc, Director of Community Services
3. The working group subsequently met on February 13, 2024, to review a DRAFT copy of the Lease Agreement. The DRAFT Lease Agreement contains a schedule of responsibilities provided by the Lessor (ex. Pest control measures, maintenance of smoke alarms, etc.) that have been standardized across all Municipalities to ensure equitable rendering of services.

ANALYSIS:

4. All comments from these meetings have been compiled and have been included in the DRAFT copy of the Lease Agreement.
5. SDG Library is awaiting site specific servicing information from select Municipalities prior to finalization of Lease Agreement.

6. The DRAFT Lease Agreement will be distributed to the CAOs of the local Municipalities. Administration is seeking feedback from the Board prior to the final adoption by each Municipality's local Council.

IMPACT ON 2024 BUDGET:

7. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Physical and Digital Infrastructure

LEASE AGREEMENT

THIS LEASE AGREEMENT (this “Agreement”) made as of this [redacted] day of [redacted], 2024 (the “Effective Date”).

BETWEEN:

(Name of Municipality/Township), hereinafter referred to as “the Lessor”

-and-

The Stormont, Dundas and Glengarry County Library Board hereinafter referred to as the “Library”

WHEREAS the Lessor is a duly incorporated local Municipality in the province of Ontario, incorporated pursuant to the *Municipal Act*, 2001 R.S.O. 2001 c. M. 25 (the “Municipal Act, 2001”), and subject to all legislation and regulations, as amended from time to time, applicable to such corporations;

WHEREAS the Library is a County Library Board, which is a corporation established pursuant to the *Public Libraries Act*, R.S.O. 1990, c.P.44, and subject to all legislation and regulations, as amended from time to time, applicable to such corporations;

WHEREAS the Lessor and the Library wish to provide and maintain public library services in (community) for the benefit of library users within the United Counties of Stormont, Dundas and Glengarry.

NOW THEREFORE, in consideration of the rents, covenants, and agreements contained herein, the Lessor and the Library agree as follows:

1. PREMISES

In consideration of the rents, covenants and agreements of the Library to be paid, observed and performed, the Lessor hereby leases the Library the Lease Premises as more particularly defined in Schedule “A” attached hereto (the “Leased Premises”), which shall include the legal description of the Property, the site location, and the approximate square footage of the Leased Premises for the purposes of Rent (as defined below).

2. TERM

This Agreement will be in force for a term of five (5) years, commencing January 1, 2024 (the

“Commencement Date”). Either party may give notice to terminate this Agreement by providing ninety (90) days written notice to the other.

3. OVERHOLDING

If the Library continues to occupy the Leased Premises after the termination of this Agreement, with the consent of the Lessor, and without any further written Agreement, the Library shall be a yearly tenant.

4. RENT

The Library will pay to the Lessor an annual rental fee calculated at a rate of \$10.04 per square foot of usable interior area, exclusive of applicable taxes. The annual rent paid for each subsequent year of the term of the Agreement shall be subject to an Annual CPI Adjustment.

“Annual CPI Adjustment” means an annual adjustment, to the amount of the annual rent compared to the previous year, in an amount equivalent to the increase, if any, to the rate of inflation as determined by the Ontario All Items, as posted by Statistics Canada. The Annual CPI Adjustment shall be applied retroactively to January 1st of each year of this Agreement beginning in 2025.

5. INSURANCE

Each party, at their own expense shall maintain insurance requirements for the duration of the agreement as noted below:

Municipal Liability issued on an occurrence basis for an amount of not less than \$5,000,000 per occurrence / \$5,000,000 annual aggregate for any negligent acts or omissions relating to their obligations under this Agreement. Such insurance shall include but is not limited to bodily injury and property damage including loss of use; personal injury; contractual liability; premises, property & operations; non-owned automobile; broad form property damage; products & completed operations; owners & contractors protective; occurrence property damage; employees and volunteers as Additional Insured(s); contingent employers liability; tenants legal liability cross liability and severability of interest clause.

The *Lessor* shall add the United Counties of Stormont, Dundas & Glengarry (the “Counties”) and the Library as Additional Insured, subject to a waiver of subrogation. This insurance shall be non-contributing with and apply as secondary and not as excess of any insurance available to the Counties and the Library.

The United Counties of Stormont, Dundas & Glengarry and the Library shall add the *Lessor* as Additional Insured subject to a waiver of subrogation. This insurance shall be non-contributing with and apply as primary and not as excess of any insurance available to the *Lessor*.

Each party shall be responsible for the physical damage to their property used in providing services as outlined in the agreement.

Any applicable Deductible to any insurance coverage shall be the sole responsibility of the Named Insured and the additional Insured shall bear no cost towards such deductible.

Each party shall provide the other parties with a certificate of insurance evidence of the above noted coverage including a 30-day notice of cancellation.

In addition to General Insurance, each party shall provide evidence of WSIB or its equivalent.

6. GENERAL PROVISIONS

The Library covenants with the Lessor:

- a) To use the facilities only for the purpose of the SDG Library and other uses consistent with the objectives of the Library and for no other purpose;
- b) To be solely responsible for the legal governance (supervision, financial costs, standards of practice and liability) of its staff;
- c) To comply with all federal, provincial and municipal laws, rules, regulations and by-laws, and to hold the Lessor harmless from the consequences of its failure to do so;
- d) Amendment to this Agreement shall be permitted only in writing, approved and executed by duly authorized officers of each of the Parties hereto;
- e) If any clause or parts thereof in this Agreement are determined to be unenforceable, they shall be considered separate and severable from the Agreement and the remaining provisions of the Agreement shall remain in full force and effect.

7. COVENANTS OF THE LIBRARY

The Library shall:

- a) Maintain and provide public library services at the premises supplied by the *Lessor* for the benefit of library users;
- b) Provide custodial services required for the general maintenance of the premises exclusively used by the Library;
- c) Report, in writing, any broken or damaged or non-functioning infrastructure equipment immediately to the Lessor;
- d) Maintain all Library owned equipment in safe and good repair at its own expense;
- e) Replace, at its own expense, any costs associated with painting and flooring;
- f) Gather all refuse, litter, garbage or loose material in a central location for removal, as per Schedule C;
- g) Not alter, demolish, add to, reconstruct, or in any way vary the facility without first having obtained the consent, in writing of the Lessor, which consent may be withheld without cause or reason. It is understood that the Library houses within the facility moveable equipment such as furniture, computers, shelves, and other movable

equipment for the purpose of business operations and may replace, add to, or remove such items at their discretion;

- h) Acknowledges that all requests for facility repairs, replacements or improvements are subject to the final approval of the Municipal Council.

8. COVENANTS OF LESSOR

The *Lessor* shall:

- a) Provide ongoing maintenance and repair of the Leased Premises and the Property, ensuring that they are maintained to the same quality as the original work, including but not limited to the tasks outlined in Schedule "B";
- b) Provide garbage, recycling and winter snow removal services in accordance with Schedule "C";
- c) Manage the ongoing maintenance of the grounds (exclusive of the gardens), parking and building access areas (on which the premises is located);
- d) Maintain the elevator in the Leased Premises (if applicable);
- e) Provide custodial services required for the building, other than the space used for library purposes;
- f) Upon satisfactory review by the Lessor, permit the placement of appropriate signage on the exterior and interior of the building in a manner that is consistent with all other Lessor signage and in accordance with the Lessor's sign by-law;
- g) Provide an outdoor salt storage bin (with scoop), in a location easily accessible and adjacent to the Leased Premises' door and walkway. The bin shall be stocked with a deicer compound (not rock salt) for the use of deicing sidewalks and walkways;
- h) Have the right to enter and conduct periodic inspections of the premises, viewing the state of maintenance and repair;
- i) Have the right to coordinate and carry out any maintenance deemed necessary from the site inspections.

9. INDEMNIFICATION

The *Lessor* covenants and agrees to defend, indemnify and save harmless the United Counties of Stormont, Dundas & Glengarry and the Library their elected officials, officers, employees and volunteers from and against any and all claims, actions, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury or to damage to or destruction of tangible property including loss of revenue arising out of or allegedly attributable to the negligence, acts, errors, omissions, whether willful or otherwise by the *Lessor*, their officers, employees, agents, or others who the *Lessor* is legally responsible, in respect to this Agreement. This indemnity shall be in addition to and not in lieu of any insurance to be provided to the County and the Library in accordance with this Agreement and shall survive this Agreement.

The United Counties of Stormont, Dundas & Glengarry and the Library, covenants and agrees to defend, indemnify and save harmless the *Lessor*, their elected officials, officers, employees and from and against any and all claims, actions, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury or to damage to or destruction of tangible property including loss of revenue arising out of or allegedly attributable to the negligence, acts, errors, omissions, whether willful or otherwise by the County and the Library, their officers, employees, agents, or others who the County and the Library are legally responsible, in respect to this Agreement. This indemnity shall be in addition to and not in lieu of any insurance to be provided to the *Lessor* in accordance with this Agreement and shall survive this Agreement.

DRAFT

IN WITNESS WHEREOF the parties hereto have executed this Agreement under signature of their duly authorized officers on the date set forth:

THE CORPORATION OF THE MUNICIPLITY OF XXXXXXXX (the "Lessor")

PER: _____

Name:

Title:

PER: _____

Name:

Title:

We have authority to bind the Lessor

THE STORMONT, DUNDAS AND GLENGARRY COUNTY LIBRARY BOARD (the "Library")

PER: _____

Name:

Title:

PER: _____

Name:

Title:

We have authority to bind the Library

SCHEDULE "A"

1. Legal Description

[ENTER LEGAL DESCRIPTION]

2. Site Location

[ENTER SITE LOCATION]

3. Approximate Square Footage of Leased Premises

[ENTER APPROXIMATE SQUARE FOOTAGE OF LEASED PREMISES]

DRAFT

SCHEDULE "B"

1. Repair and Maintenance

As per Section 7a), the Lessor's specific responsibilities, at its own cost and expense shall include:

Service	Frequency
Performing all necessary building repairs and capital improvements within the building envelope	As required
Repairing and replacing the roof	As required
Repairing and maintaining the exterior façade of the Building	As required
Replacing plumbing, heating, lighting, water and ventilation systems and conducting major repairs	As required
Replacing broken windows	As required
Cleaning the exterior façade and windows	Annually, or at the discretion of Library staff
Replacing light fixtures (including the ballasts)	As required
Conducting pest control measures	Monthly
Inspections of fire extinguishers and emergency lighting	Annually
Maintaining smoke alarms and other fire safety systems in proper working condition	As required
Supplying electric power, water and sewer charges, heat and air conditioning	Daily
Performing regular elevator maintenance (if applicable)	As required

2. Accessibility

The Lessor and the Library acknowledge the importance of accessibility in the Leased Premises. The Lessor shall ensure that the Leased Premises comply with all applicable laws, regulations, and standards related to accessibility for individuals with disabilities, including but not limited to the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The Lessor shall take all reasonable steps to make the Leased Premises accessible for individuals with disabilities, including but not limited to providing accessible parking, washrooms, entrances, and other facilities. The Lessor shall bear all costs associated with making the Leased Premises accessible. The Library shall cooperate with the Lessor in making the Leased Premises more accessible, including but not limited to granting access to common areas and providing reasonable accommodation for construction and renovation. The Lessor shall keep the Library informed of its progress in making the Leased Premises more accessible and shall promptly notify the Lessor of any issues or concerns related to accessibility.

SCHEDULE "C"

1. Site Specific Services

As per Section 7a), the Lessor's specific responsibilities, at its own cost and expense shall include:

SDG Library – [ENTER BRANCH NAME]	
Garbage Removal	[ENTER SITE SPECIFIC INFORMATION]
Recycling Removal	[ENTER SITE SPECIFIC INFORMATION]
Snow Removal	[ENTER SITE SPECIFIC INFORMATION]
Deicer	[ENTER SITE SPECIFIC INFORMATION]
SDG Library – [ENTER BRANCH NAME]	
Garbage Removal	[ENTER SITE SPECIFIC INFORMATION]
Recycling Removal	[ENTER SITE SPECIFIC INFORMATION]
Snow Removal	[ENTER SITE SPECIFIC INFORMATION]
Deicer	[ENTER SITE SPECIFIC INFORMATION]
SDG Library – [ENTER BRANCH NAME]	
Garbage Removal	[ENTER SITE SPECIFIC INFORMATION]
Recycling Removal	[ENTER SITE SPECIFIC INFORMATION]
Snow Removal	[ENTER SITE SPECIFIC INFORMATION]
Deicer	[ENTER SITE SPECIFIC INFORMATION]

STAFF REPORT

S.R. No. 7-2024

PREPARED BY: Rebecca Luck – Director of Library Services
 Cassie MacDonell – Communications and Marketing Coordinator

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: March 28, 2024

SUBJECT: 2024 Library Outreach Events

BACKGROUND:

1. The SDG Library’s pop-up booths are designed to go beyond traditional library set-ups, by bringing our enthusiasm and knowledge directly to community events. From fairs to yard sale visits, our staff provide a gateway to the vast array of resources, programs, and services we offer.
2. The following pop-up events are being planned for the 2024 calendar year:

Date	Event	Municipality
March 7, 2024	BGC Where 2 Turn Mental Health Event	North Dundas (Winchester)
April 10, 2024	Youth Engagement Fair	Cornwall
May 5, 2024	Women's Day	North Glengarry (Alexandria)
June 1, 2024	Art on the Waterfront	North Dundas (Chesterville)
Summer 2024	Touch a Truck	North Stormont (Crysler)
June 21, 2024	Maxville Fair	North Glengarry (Maxville)
Summer 2024	Meet me on Main	Glengarry, Stormont, and Dundas
July 1, 2024	Morrisburg Canada Day	South Dundas (Morrisburg)
July 1, 2024	Alexandria Canada Day Parade	North Glengarry (Alexandria)
Summer 2024	Beach Day	South Dundas (Morrisburg)
Summer 2024	It's All About the River	South Dundas (Morrisburg)
July 20, 2024	Lancaster Yard Sale	South Glengarry (Lancaster)
August 9, 2024	Williamstown Fair	South Glengarry (Williamstown)
August 30, 2024	Stormont County Fair	South Stormont (Newington)
Summer 2024	Beach Day	South Dundas (Iroquois)
August 9, 2024	Winchester Dairyfest	North Dundas (Winchester)
August 15, 2024	South Mountain Fair	North Dundas (South Mountain)
Summer 2024	Chesterville Fair	North Dundas (Chesterville)
Summer 2024	Kids Nature Zone Day	South Stormont (Ingleside)
Fall 2024	Harvest Fest	South Glengarry (Lancaster)

IMPACT ON 2024 BUDGET:

3. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 2: Conduct Community Outreach

STAFF REPORT**S.R. No. 8-2024**

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: March 28, 2024

SUBJECT: New Library Collections

BACKGROUND:

1. The following new databases have been successfully launched to the patrons of SDG Library:
 - a. NewsStand – January 11, 2024: cloudLibrary NewsStand is a digital magazine and newspaper service that contains over 7,500 titles in more than 60 languages.
 - b. Little PIM Kids Language Learning – February 1, 2024: the leading language teaching method designed for children aged 1-5.
 - c. Creative Bug – February 15, 2024: offers online video arts and crafts workshops and techniques for patrons looking to learn to paint, knit, crochet, sew, screen print and more.
 - d. Canadian Points of View Reference Centre – February 17, 2024: containing resources that present multiple sides of a current issue. This database helps students develop persuasive arguments and essays.
 - e. Consumer Health Complete – March 1, 2024: provides content covering all areas of health and wellness from mainstream medicines to the many perspectives of complementary, holistic and integrated medicine.
 - f. World Book – March 23, 2024: an online resource that features articles, learning resources and embedded multimedia designed for early learners, kids, students, and a French edition.
2. February 7, 2024, celebrate SDG Library’s launch of the new phonics learning kits. Each kit contains a variety of books and activities to help children become aware of sounds within words and provide them with an opportunity to map those sounds to letters. The kits are themed around crowd-favourite characters, including:

Pete the Cat	PJ Masks
Marvel	Angelina Ballerina
Pinkalicious	PAW Patrol
3. March 5, 2024, celebrated SDG Library’s launch of the new boardgame collection. Wherein, boardgames are now available to be borrowed by patrons, up to two (2) games at a time, for up to fourteen (14) days. Patrons can choose from over thirty (30) titles, including:

7 Wonders Duel	Evolution	Pengoloo	Skull
Azul: Summer Pavilion	Gnomes at Night	Pictureka!	Splendor
Blokus	Hive	Qwirkle	Sushi Go!
Carcassonne	Jaipur	Risk Strike	Ticket to Ride
Concept Kids Animals	Kingdom Builder	Scattergories	Ticket to Ride: First Journey
Coup	Love Letter	Scrabble	Trash Pandas
Dixit Disney	Monopoly Junior	Scotland Yard	Unstable Unicorns
Dominion	Munchkin	Settlers of Catan	Yahtzee

4. The month of May will feature the launch of the new MakerLab equipment.

ANALYSIS:

5. On March 13, 2024, the Phonics Learning Kits have a:
- Total of 38 holds on 6 kits;
 - Average of 6 holds on each kit;
 - PAW Patrol has a leading 10 holds;
 - Positive feedback from patrons;
 - Request for French kits.
6. On March 13, 2024, the boardgame collection has a:
- Total of 56 holds on 23 games;
 - Gnomes at night has a leading 7 holds;
 - Positive feedback from patrons.

IMPACT ON 2024 BUDGET:

7. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

STAFF REPORT**S.R. No. 9-2024****PREPARED BY:**

Jo-Anne McCaslin – Public Trustee
Rebecca Luck – Director of Library Services
Kate Miner– District Supervisor (District 1)
Jessica Lomberg – District Supervisor (District 2)

PREPARED FOR:

SDG Library Board

LIBRARY BOARD DATE:

March 28, 2024

SUBJECT:

OLA Conference – Attendees Reports

BACKGROUND:

1. The OLA Conference was attended by the following people between January 24th – 26th, 2024:
 - a. Jo-Anne McCaslin – Public Trustee
 - b. Rebecca Luck – Director of Library Services
 - c. Kate Miner – District Supervisor (District 1)
 - d. Jessica Lomberg - District Supervisor (District 2)
2. Attendees listened to keynote speakers, attended information sessions, conversed with vendors at exhibition booths, and networked with other Library staff and Board members.

ANALYSIS:

3. The following are some key take-aways from the various information sessions attended:

Jo-Anne McCaslin

- Attended the Opening Keynote: Emily Drabinski, President American Library Association in conversation with Leslie Weir – Librarian and Archivist of Canada: the conversation focused on how libraries helped to restart society following the pandemic, book collection challenges/bans and how libraries provide safe spaces for vulnerable students and latch key kids. An interesting comment noted a library provided a tray of reading glasses to assist vision challenged individuals.
- Attended the Welcome Reception, an excellent social mixer to meet attendees.
- Attended First Timers Breakfast. A Gentleman from the University of British Columbia was impressed that SDG was represented by four attendees (3 staff 1 board member).
- Attended Keynote with Julie Lalonde: presentation entitled “Meeting the Moment” Intervention to Create Safer Spaces. Practical skills on how to create safer libraries and tips on how to react as a bystander to a difficult situation. I see you are you OK? She recommended reading a book entitled “Hope in the Dark”.
- Session “*We Have a Social Worker, Yah...Now What*”: this session was very interesting to me. It brought home the challenges that our library staff face daily and the understanding that our staff are not trained to deal with said challenges. The session was hosted by the Orillia Public Library, the only mid-size library in Canada to employ a social worker. Because the social worker is trained to deal with clients who are houseless and or homeless, live in abusive situations, require help with ODSP and rental applications, food security, often with children she/he know the agencies that are available to help and the appropriate questions to ask – library staff do their best, but

they are librarians. In the end it was stated that the social worker impacted library staff morale, mental health and confidence on the job.

- Session “*Food for Thought*”: with food security and food sovereignty being top of mind for many, the Edmonton Public Library Kitchen is meeting the needs of the community by offering culinary programming with a focus on community building and literacy. They run a commercial kitchen in the library that offers cooking classes. They partner with local food banks, schools and community centres (Bissel Centre). They host Book Clubs and prepare the food discussed in the book. Very interesting, but on a grandiose scale. (City of Edmonton).
- Spotlight Speaker - *Dr. Kwadwo Kyeremanteng (Dr. K) ICU Ottawa Hospital*: Dr K reported on CTV Morning Live throughout the pandemic (similar to reporting done by Dr. Paul. His topic was about Leadership and how he formed a team to make healthcare more sustainable and how to get care to all patients. Then March 2020 happened. He discussed how Stage 1 cancers became Stage 3 due to wait times associated with Covid and the effect on everyone’s mental health – still dealing with these issues today. Dr. Kyeremanteng is an author and recently published a book “Unapologetic Leadership”.
- Attended Drag Musical Bingo after dinner – I did not win!
- Session “*It’s Time to Get Loud About Emotional Labour & Public Library Work*”: this session focused on practical strategies to manage emotional labour for the benefit of your individual wellbeing and greater enjoyment of your work. Participants were invited to do an Emotional Labour Self-Assessment. By answering questions honestly, your score indicated your level on emotional labour.
- Session “*Drag Queens, Librarians and Protesters*”: this session recapped the organization required to host Drag Queen Story Time. Stressed the importance of engaging community stakeholders to assist with professional marketing of the event and security and safety for performers and attendees. Durham Region has held 8 events with approximately 1085 people in attendance. There were 7 protests and 1 arrest.
- Session *Decolonizing the Calendar in your Learning Space*: continued discussion regarding Truth and Reconciliation and the importance of preserving the history of residential schools in Canada, making their history known and moving our country forward on the path of reconciliation.

Rebecca Luck

- Session *Is Your Public Library Accessible*: 8 million Canadians have one or more disabilities (including, but not limited to print, cognitive/learning/speech, physical/mobility, blindness/low vision, intellectual, hearing, mental health, invisible), and 5.2 million Canadians have difficulty reading print material. The session explored various aspects of accessibility within a library, and strategies to improve:
 - a. Library building and spaces: installation of a canopy at the front door, create a virtual tour of the branch, chose new carpet rugs based on colour depth and busyness.
 - b. Marketing and communications: create image descriptions to social media posts and include a newsletter that includes new technologies that reference accessibility.
 - c. Programming: provide a transcript for author visits, place lego blocks out at different heights.
 - d. Staff knowledge and training: provide staff members training to help those with disabilities and how to act towards those who have disabilities.

- e. Website and catalogue: work with vendors to provide accessible features.
 - f. Physical and digital content: add braille to spine labels and adjust height of shelving and aisle width to be accessible.
- Session *Amplifying your Employee Onboarding Journey*: it is estimated that the cost of losing an employee in the first year is 1.5 to 3 times their annual salary (accounting for training, lost time in recruiting, etc.), and staff spend on average 15 hours on recruitment per employee. The session explored different strategies towards improving the onboarding process such as developing a mentorship/job shadowing program, setting short and long-term onboarding journey schedules, and developing how-to guides and e-training modules for new staff.
 - Session *Get Noticed-Marketing for Libraries, Great and Small*: this session explored the differences between marketing, advertising, and branding. It put forth visual examples of how to create engaging marketing campaigns, utilizing effective advertising strategies.
 - Session *Get Loud, with Data-Storytelling*: this session explored how to extract both qualitative and quantitative data, and how then to analyze this data and tell a story. A key take-away from this session was how to take our monthly statistics presented to the Board and present it as a graphical representation (omitting the numbers and showcasing the pattern of the trendline).
 - Session *Game On: How a Gamer Space can Increase Customer Interaction at your Library*: the session followed St. Catherine's Public Library in their journey to create a dedicated Gamerspace to provide their patrons with access to gaming devices and computers, using platforms such as Steam PC Café. Although it is unlikely that SDG Library has the space or need, it was an interesting case study to learn from.
 - Session *Safety and Security in Public Libraries: Resources and Ideas to Help*: a safety working group was created to develop a toolkit. Although it was not prepared in time for the session, the toolkit is now launched and can be accessed at librarysafety.ca and offers a menu of ideas that libraries can explore while considering the nuances of their community, staff, and library systems.

Kate Miner

- Session *What's Cooking at the Library*: the Right to Read Report highlighted challenges with food literacy, such as reading ingredients on labels or menus. The session explored the introduction of educational and culturally appropriate cooking programs created by the Kitchener Public Library specifically for students in Grades 3-7, even in libraries without designated kitchen facilities. Limited food literacy is a prevalent concern in the province. Public libraries play a crucial role in supporting the development of young patrons' food-related skills.
- Session *Books Worth Defending*: during this session, the Dewey Divas showcased books that align with the conference theme and advocate for equity, diversity, and truth. They presented valuable recommendations for a wide range of categories for both children and adults, including fiction and nonfiction titles that feature diverse representation in terms of race, gender, ability, sexual orientation, and more from various publishers. Upon my return home, I discovered that SDG Library already has some of the recommended titles in our collection or has placed orders for them.
- Session *Teen Maker Marketplace*: this session guided participants through the development of a Teen Maker Marketplace. Typically, vendor markets cater to individuals who are 18 years and older. The program, organized by the Stratford Public Library, spanned several weeks and culminated in a Teen

Marketplace where teens showcased and sold the items they had produced at the library. Key benefits of such a program:

- a. Fosters community engagement;
 - b. Promotes responsibility and creativity among participants;
 - c. Imparts financial literacy skills to teenagers.
- *Session Developing Makerspaces with Inclusion in Mind:* accessibility in a Makerspace is about so much more than physical accessibility:
 - a. Makerspaces are often tech-centered and male-dominated;
 - b. Design Makerspaces to welcome marginalized communities;
 - c. Support staff and members to become more involved and empowered;
 - d. Incorporate frameworks and suggestions for inclusive Makerspaces;
 - e. More low-tech options need to be added and left out as “gateway” maker technology, such as knitting looms, and the MakerKits SDG Library also utilizes already in its programming;
 - f. Many Libraries offer satellite makerspaces as well as their central MakerLabs (this is something that we are already working towards with a 3Dprinter in each District as well as our new Cricut purchases).
 - *Drag Queens, Librarians, and Protestors, Oh My! Host High Profile Events Through Community Collaboration:* for the last 5 years, the 8 Municipal Libraries in the Region of Durham have collaborated with the Durham Children’s Aid Society to host a series of Drag Queen Storytimes during Pride Month. With the increase in negative feedback in 2022, the planning committee refocused its approach on creating a proactive and consistent message and program delivery in 2023, with the goal of transforming hate and vitriol into an opportunity to educate and empower. Major takeaways:
 - a. Safety of all involved is paramount (an attendee during question period mentioned that their fellow performers are often scared during these events);
 - b. Support system through community partnerships, including emergency services and neighbouring libraries, is important;
 - c. Need for cohesive communications plans for internal and external stakeholders;
 - d. Suggestions provided on organizing impactful events while managing controversy;
 - e. Planning for events like these should begin months in advance to ensure safety and consistent messaging.

Jessica Lomberg

- *Session Small Library, Mighty Impact: Creating Community Partnerships to Build Community Connections:* The Essa Public Library has seen fantastic growth and community engagement with the library through the creation of its annual “Family Fun Night,” which aims to bring community members to the library to connect and break down barriers at a low cost and with minimal staff involvement. A similar success can be achieved by securing donations from municipal and community partners to help support and supplement the cost of the event. Partners can be found in Newcomer Groups, local Health Units, Conservation Authorities, Parks Canada, schools, First Nation Communities, cultural centers, and try for big organizations (fun fact: Starbucks has its own Volunteer Budget). A formal agreement between the library and donors is essential to

indicate the specific donation and how the library plans to acknowledge the donation. This event is the perfect “memory-making” event featuring the library.

- Session *Amplify Your Employee Onboarding Journey: Effective Onboard Practices for Success!*
The Caledon Public Library has undergone a recent accelerated restructuring due to organizational growth. Did you know that 22% of new employee turnover occurs within the first 45 days? Caledon has focused on enhancing their onboarding process, including remote and hybrid approaches to onboarding and orientation centered around connection, ensuring new hires feel engaged from day one. Hiring managers have taken the following low-cost steps to connect with new hires:
 - a. Create a short welcome video;
 - b. Provide a working style questionnaire.;
 - c. Ask to for/ provide a digital headshot for future marketing purposes;
 - d. Have a bank of branch tours to familiarize casual staff with future work locations.

As onboarding continues, changes will be made along the way; they plan to develop a mentorship program and e-training modules in future phases of this project.

- Session *Community Fridge: Big Success or Just a Big Hassel:* The Cobourg Public Library attempted to explore solutions to support its community and the growing concern of food insecurity. They initiated the pilot project of starting a “Community Fridge” in partnership with a nonprofit organization, where the library provided the space, and the nonprofit committed to providing a fridge, volunteers, and food donations. Unfortunately, this program was not well managed by the nonprofit organization, and eventually, it was moved out of the library and into a local warming station. This project can act as a case study with valuable insights. Key takeaways from the project: determine if you would like to run a dry pantry or perishable fridge, gain permission from the municipality, create a maintenance schedule, involve the local health unit from the beginning, monitor what is being donated (only accept restaurants donations, grocery stores, and local farms), and think about how you make food available to the community (for example single servings of food better served the unhoused community). It is highly recommended that a “Partnership Agreement” be entered between the library and project partners (reference Temiskaming Shores Public Library Community Fridge Agreement) and a committee be formed to monitor the service properly.
- Session *It’s Time to Get Loud About Emotional Labour and Public Library Work:* Public library workers across North America are reporting higher levels of trauma, burnout, and exhaustion as a result of emotional labour in the workplace. It is essential to recognize the mental cost of performing professionally in the customer service role of library staff. Additional job responsibilities, mission creep, vocational awe, compassion fatigue, and low morale contribute to heightened emotional labour. Practical strategies were provided to help manage emotional labour for staff wellbeing and greater enjoyment at work. Organizations have a responsibility to their staff to support their wellbeing. This can be done by updating job descriptions to encompass the reality of work performed, building questions in interviews that reflect emotional intelligence, updating policies to support staff demonstration actionable steps and follow through, provide a safe space to decompress away from the circulation desk, ensure the workplace is inclusive and diverse and support professional development.

- Session *Libraries Helping Seniors Stay Active, Healthy, and Engaged in the Community*: The Toronto Public Library has customized library programs that meet the needs of older adults and seniors to assist with social integration and reduce isolation. Staff training is essential when creating programming for vulnerable communities, and measures to provide accessible programs must be considered, including physical space limitations, and adapting program materials and supplies. It is essential to construct networks between the library and community groups. Libraries can help seniors in their communities by providing informational sessions with guest speakers, local organizations, and community partners that offer support/essential services. Ensure outreach services to local retirement facilities and hospices are in place. Develop programs and resources that help support patrons with Alzheimer's and dementia, such as "Memory Café" and "Memory Kits."
- Session *Don't Just Shake It Off: Using Debriefing Tools to Support Frontline Library Staff*: Public Libraries are experiencing increasingly complex issues in the face of growing social disorder; frontline staff are confronted with challenging situations on a daily basis. The Calgary Public Library has identified the need for timely and flexible intervention methods after an incident occurs. Debriefing meetings enable library workers to help walk each other through the immediate impact of an incident. Debriefing supports staff resiliency, helping staff to come back to a baseline and process emotions immediately. It helps to create a culture of open communication and feeling supported by supervisors and colleagues. It is essential not to quantify what warrants a debrief; all incidents require a moment to decompress and feel supported, which requires taking a moment away from the circulation desk. Debriefing is a tool in the continuum of care to help staff regulate emotions. An official policy is in place.

IMPACT ON 2024 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 3: Strengthen our Organization