SDG Library
Bibliothèque de

MEETING AGENDA

Stormont, Dundas and Glengarry County Library Board

Wednesday, April 17, 2024, 3:30 p.m.

Finch Branch

17 George Street, Finch ON

Stormont, Dundas and Glengarry County Library Board

Minutes

March 28, 2024, 5:00 p.m.
Ingleside Branch
32 Memorial Square, Ingleside 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; Jessica Lomberg, District 2 Supervisor

Other: Cheryl Boals, Friends of the Ingleside Library

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1. **Call to Order** – Meeting was called to order at 5:02pm.

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 presented.

   CARRIED

   2.1   Additions, Deletions or Amendments

   Consent items 6e: Communications and Marketing Report and 6f: Director of Library Services report were put forward as discussion items.

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

4. **Adoption of Minutes**

   4.1   Library Board Regular Meeting Minutes - January 18, 2024

   Moved by Lachlan McDonald
   Seconded by Jo-Anne McCaslin

That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the January 18, 2024 regular meeting, as written.

CARRIED

5. **Delegations** – the recruitment video, prepared by SDG Library's Communications and Marketing Coordinator (Cassie MacDonell) was viewed by the Board members. District 2 Supervisor, Jessica Lomberg, 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) - January & February 2024**

6.2 **Financial Report - January & February 2024**

6.3 **Branch and Supervisors Reports - November, December 2023 & January, February 2024**

6.4 **Technical Services Report - November, December 2023 & January, February 2024**

6.5 **Communications and Marketing Report - November, December 2023 & January, February 2024**

It was requested that future reports include a list of newspaper organizations that SDG Library's Communications and Marketing Coordinator contacts with regards to stories hoping to be featured.

6.6 **Director of Library Services Report - January & February 2024**

It was noted that there are many efforts being made by the Director of Library Services, at this time, that involve recruitment of staff.

6.7 **Correspondence**

7. **Action Items**

7.1 **Circulation Policy – Review**

Moved by James Algire
Seconded by Lachlan McDonald

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

CARRIED

7.2 Electrical Work - Ingleside and South Mountain Branches

Moved by Jo-Anne McCaslin
Seconded by Jason Broad

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 Library Reserves.

CARRIED

7.3 2024 Regular Meeting Dates and Locations

Moved by Jason Broad
Seconded by Jo-Anne McCaslin

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

CARRIED

8. Discussion Items

8.1 Library Lease Agreement – DRAFT

Moved by Tony Fraser
Seconded by François Landry

That the Stormont, Dundas, and Glengarry County Library Board approve the SDG Library Lease Agreement, as presented, and authorize the Agreement to be forwarded to each local Municipality for approval.

CARRIED

8.2 2024 Library Outreach Events

8.3 New Library Collections

8.4 OLA Conference - Attendee Reports

8.5   Friends of the Ingleside Library – Update

Cheryl Boals, a member of the Friends of the Ingleside Library, provided the Board members with a summary of the Friends' group activity, including:

1. Attended Avonmore Volunteer Appreciation event in November 2023;
2. Participates in the Swedish Weaving group;
3. The Friend of the Ingleside Library is comprised of 5-6 members who meet once every other month;
4. The group will be organizing their annual June bookfair to sell books, with proceeds going towards the SDG Library;
5. The group strives to inform the public that the Library is not solely books and that the Library has much more to offer.

9.   In Camera

10.   Adjournment

Moved by James Algire
Seconded by Lachlan McDonald

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
March 2024 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	March 2024 Total	March 2023 Total	March 2024/2023 Difference			
Administration*	236	8631	8867	10624	-16.5%	17	N/A	1
Alexandria (44)	3303	212	3515	3480	+1.0%	456	1525	26
Avonmore (20)	501	71	572	709	-19.3%	111	254	12
Chesterville (17)	902	156	1058	1008	+5.0%	167	311	10
Crysler (20)	1145	43	1188	1265	-6.1%	118	661	10
Dalkeith Express	2	3	5	14	-64.3%	2	N/A	0
Finch (16)	356	57	413	650	-36.5%	64	200	6
Glen Walter Express	34	7	41	98	-58.2%	15	N/A	0
Ingleside (44)	1677	137	1814	2089	-13.2%	265	1326	17
Iroquois (20)	1072	110	1182	1202	-1.7%	188	589	7
Lancaster (44)	1270	117	1387	1550	-10.5%	233	639	19
Long Sault (30)	1567	146	1713	1637	+4.6%	278	704	22
Maxville (16)	464	64	528	697	-24.2%	79	183	6
Morewood Express	17	2	19	N/A	N/A	8	N/A	0
Morrisburg (44)	1582	121	1703	1786	-4.6%	328	1087	27
South Mountain (16)	753	77	830	959	-13.5%	128	359	8
St. Andrews Express	78	5	83	142	-41.5%	20	N/A	2
Williamsburg (16)	472	47	519	594	-12.6%	78	201	2
Williamstown (17)	642	93	735	853	-13.8%	110	232	5
Winchester (44)	2082	172	2254	2261	-0.3%	332	361	25
SYSTEM TOTAL	18155	10271	28426	31618	-10.1%	2997	8632	205

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

* Administration Branch statistics for eBooks & eAudiobooks can be broken down into 195 SDG Users + 9102 Cloudlink

eBooks & eAudiobooks	
cloudLibrary-Patron Usage	5,049
cloudLibrary-Collection Usage	10,271

INFORMATION REPORT

|	
PREPARED BY:	Cheryl Servais – Information and Services Coordinator
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	April 17, 2024
SUBJECT:	2024 First Quarter Metrics

Beginning with the first quarter of 2024 (January to March), the SDG Library Board will be provided with metrics that will be used to measure, track, and assess library services using the statistics that we regularly collect. This will assist in showing a visual representation of the growth or decline of various metrics (circulation, visitors, borrowers, new members, computer usage, and programming). Analysis of this data will help to provide insight into areas that need to be focused on and to determine if service enhancements, and projects that have been implemented, are having the desired effect.

The pandemic had a noticeable impact on every aspect of library services. During this time, some services were either not available or had limited availability for an extended period. SDG Library had to pivot from what was predominantly in-person services to all library services being offered virtually. To provide a comprehensive view of the metrics, we have included statistics from 2019 (pre-pandemic) to the present.

As we transitioned back to in-person services, it was evident that people's lives and routines had changed, and this included how people viewed and used libraries. Upon review of the metrics, some services have achieved (or exceeded) pre-pandemic metrics, while others continue to see a slower return to "normal". This is consistent with library systems across the province and the country. Moving forward, the hope is that these metrics can be used to assist the SDG Library Board and library staff to plan, to determine priorities, and budget accordingly.

Circulation

- Combined circulation of print and digital collections has exceeded pre-pandemic numbers.
- Print circulation continues to rise since the pandemic but hasn't yet reached pre-pandemic numbers.
- Circulation of digital collections during the height of the pandemic quadrupled but dropped slightly as print circulation regained strength once branches were fully reopened and remained open on a consistent basis.
- Digital circulation has increased from approximately 10,000 per quarter in 2019 to on average of 30,000 per quarter into 2024.
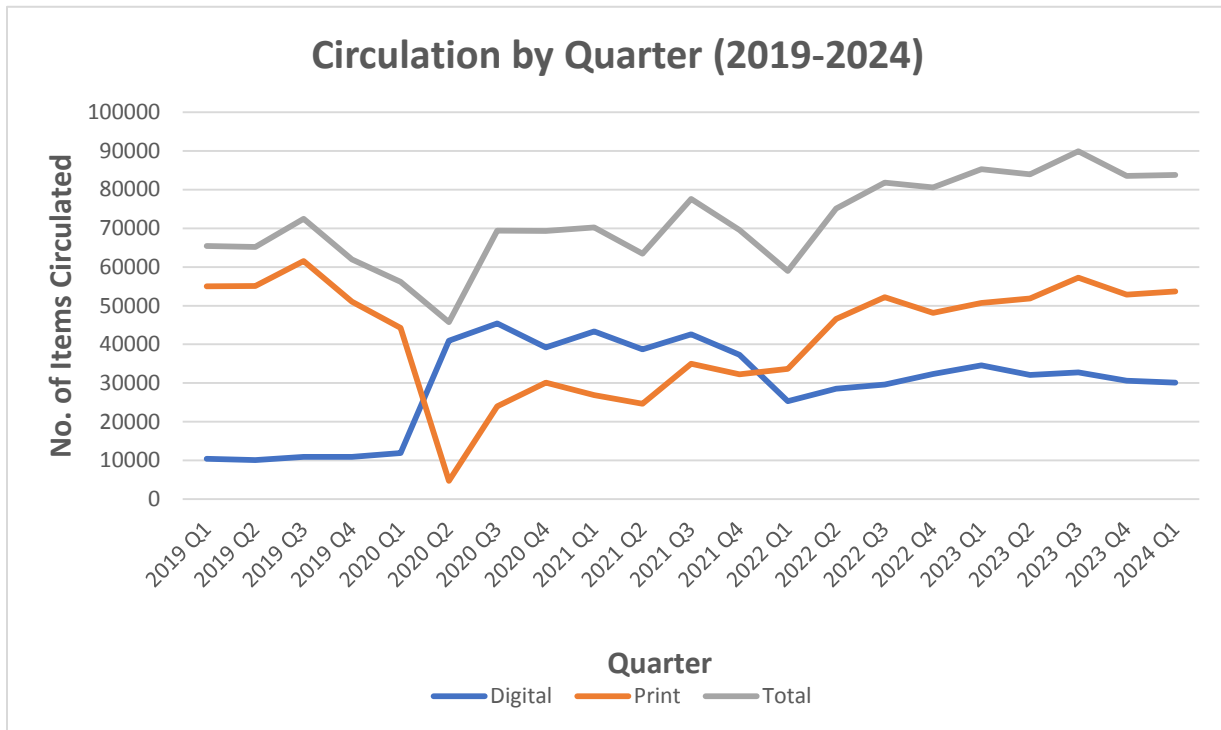
Library Visitors

- The number of library visitors has steadily increased over the past three years and although we still are not seeing the same number of visitors as pre-pandemic this is a trend that many library systems are seeing.
- During the pandemic more patrons became comfortable with borrowing digital materials and requesting physical materials through the online catalogue so many patrons who visited the library multiple times a week, or month, have reduced their overall number of visits to the branches.
- Limited programming, including class visits, has also contributed to a lower number of visitors.

Library Visitors by Quarter (2019 - 2024)
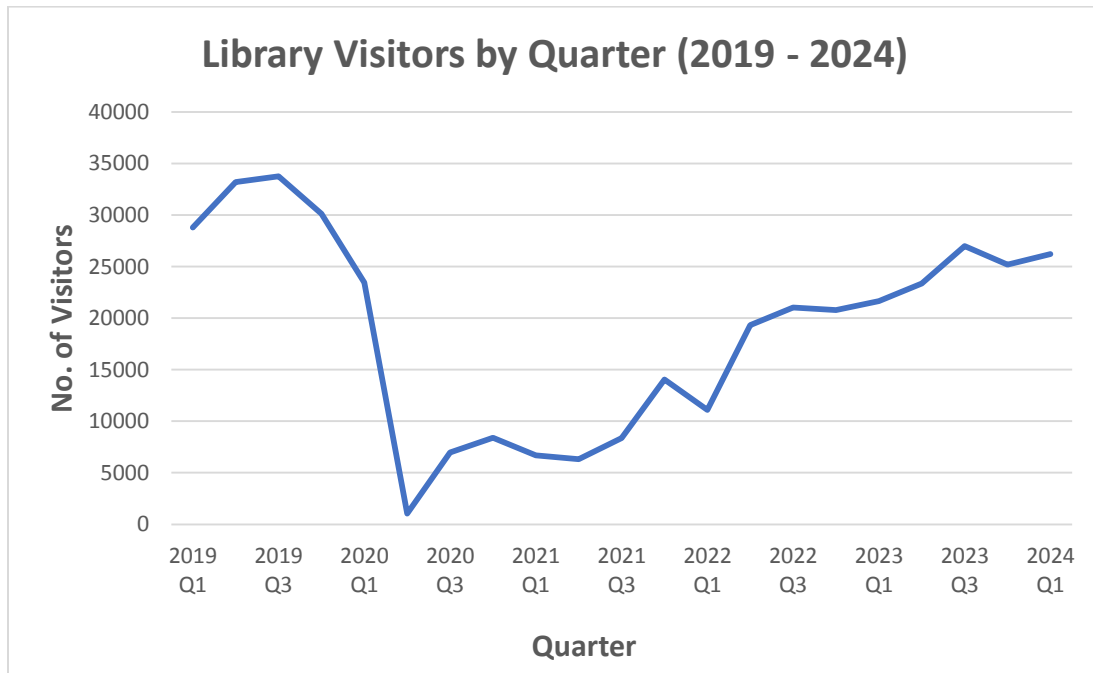
Library Borrowers

- Polaris, our ILS, counts all unique patron IDs (borrowers) in check-out transactions in a specified branch during a specified time.
- If a patron visits a branch multiple times in a reporting period (month) that would be counted as one borrower.
- A borrower that visits multiple branches would count as a borrower in each location.
- Overall borrowers have surpassed pre-pandemic numbers.

Borrowers by Quarter (2019 - 2024)

New Members

- New memberships spiked in 2022 with the membership drive.
- Pop-up and community outreach events are also contributing factors in increasing library membership so the return of more regularly scheduled and planned community engagement events will hopefully see positive results moving forward.

New Members by Quarter (2019 - 2024)
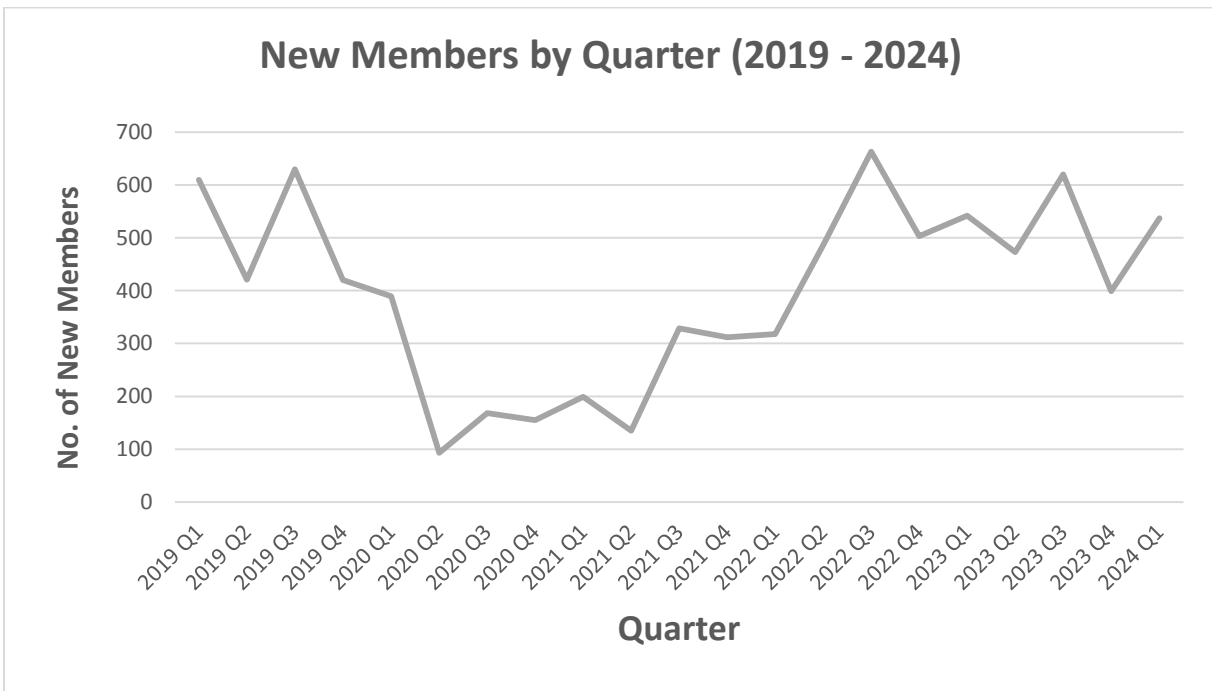
Computer Usage

- Computer usage is being reported from 2022 to 2024 as public access computer (PAC) stations were not available or had limited access during most of the pandemic.
- Overall use of the PAC stations has increased since 2022 even though the number of stations was reduced in some branches. Some of this was the result of lower usage post-pandemic as well as trying to ensure physical distancing.
- The introduction of wireless printing has also meant that the public are no longer required to use the public stations to sign into emails or access forms but can now print directly from their devices.

Computer Usage by Quarter (2022 - 2024)
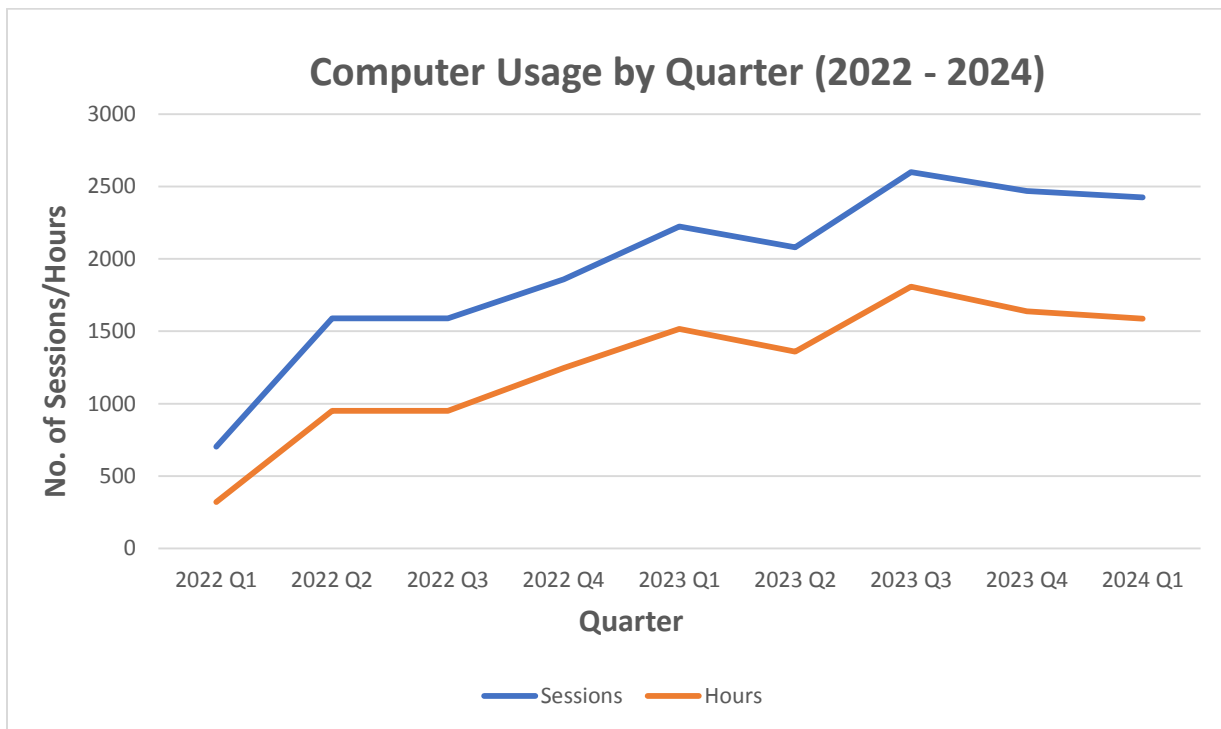
Library Programming

- During the pandemic, all branch programming was virtual and in branch programming was not fully reintroduced until 2022.
- Children's programs have traditionally been the most popular programs in the system, but teen programs have seen a steady increase over the last two years as staff have tried to engage this notoriously challenging target audience.

Library Program Attendance by Quarter (2022 - 2024)
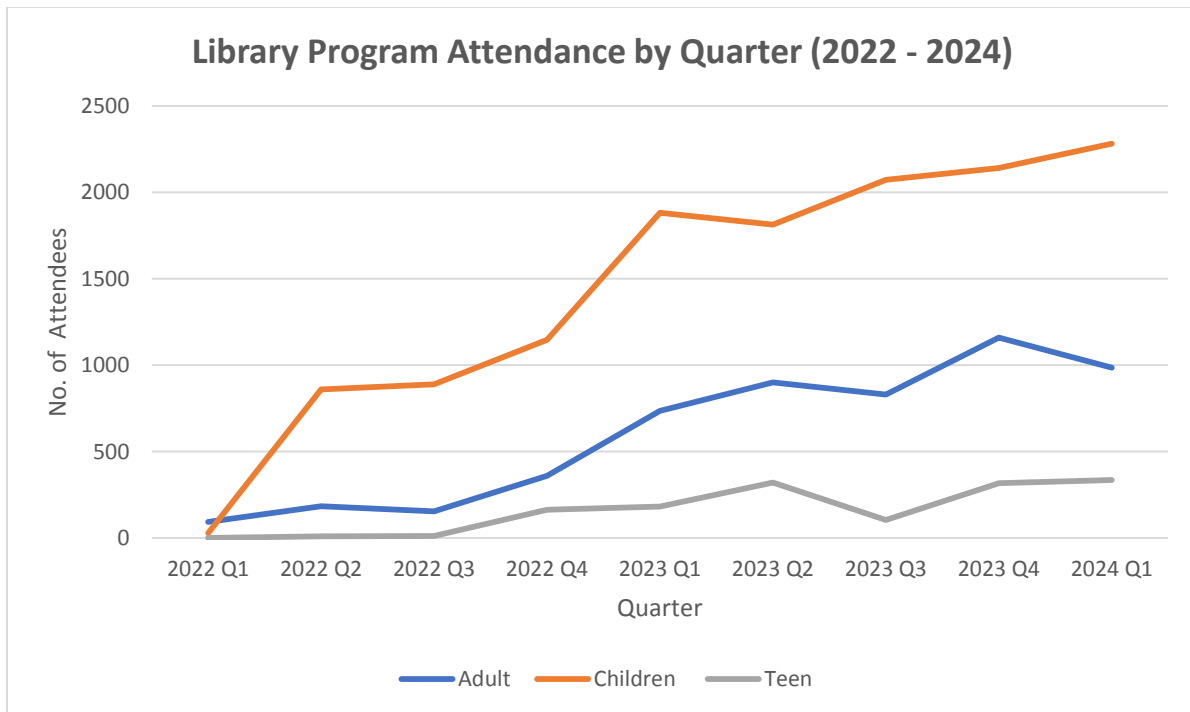
Programs by Type (Q1 2024)

- Branch staff create and conduct various types of programs based on the needs of their communities.
- Program types are based on the Ministry guidelines as required for the Annual Survey of Public Libraries.
- From January to March 2024 the following distribution of programs were offered across the system.

Programs by Type (Q1 2024)

Program Type	Percentage
Class Visit	20%
Seniors	1%
Early Literacy/Learning	5%
Other Children	11%
Genealogy	1%
Teen	6%
Culture/Author Visit	5%
Book Club	9%
MakerSpace	30%
Technology	2%
Other Adult	10%
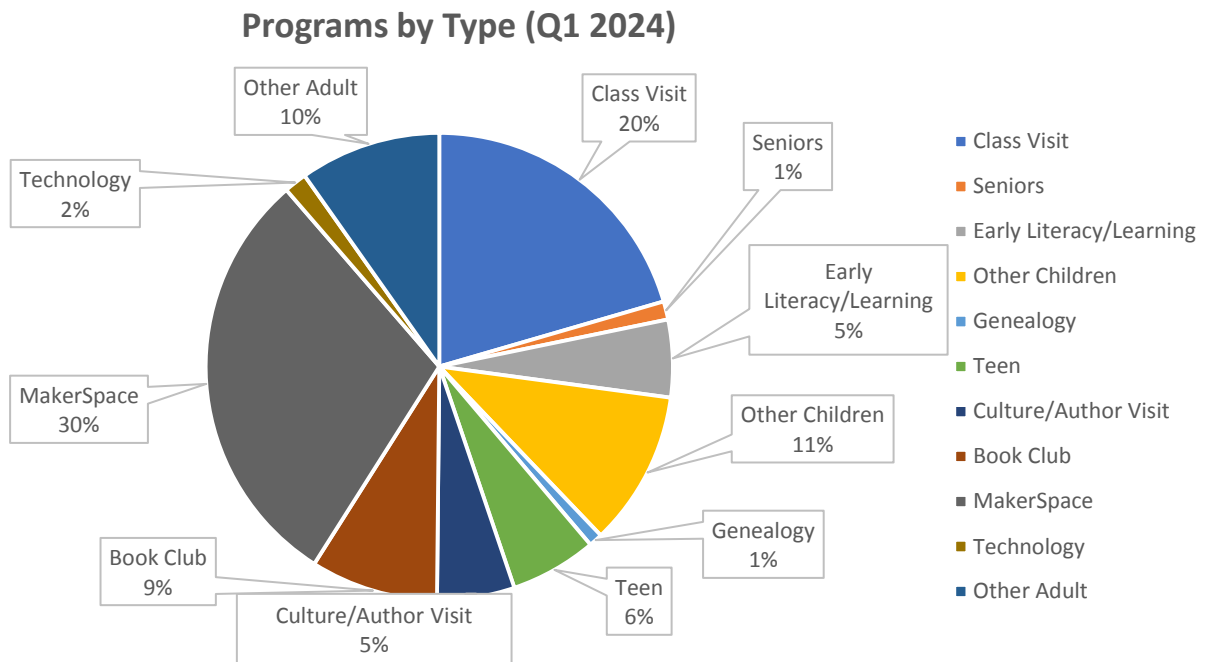
SDG Library
First Quarter 2024 Detailed Circulation Statistics

Branch & Open Hours per Week	English			French			Audio Visual	Inter-library Loan	Other	Magazines	Digital Books	Q1 2024 Total	Q1 2023 Total	Q1 2024/2023 Difference	Borrowers	New Members
	Adult	Juvenile	Teen	Adult	Juvenile	Teen										
Administration	479	74	85	14	42	1	3	1	14	0	24987	25700	30737	-16.4%	50	3
Alexandria (44)	2716	2861	285	214	1203	59	1797	66	93	214	712	10220	9329	+9.6%	1364	92
Avonmore (20)	355	699	93	3	116	0	128	16	12	5	251	1678	1753	-4.3%	296	24
Chesterville (17)	935	954	145	1	28	2	328	5	28	82	437	2945	2702	+9.0%	465	19
Crysler (20)	579	649	240	80	1431	60	67	1	33	0	170	3310	3099	+6.8%	329	14
Dalkeith Express	5	0	0	0	0	0	0	1	0	0	25	31	39	-20.5%	10	0
Finch (16)	205	610	50	0	66	0	92	7	21	0	149	1200	1581	-24.1%	187	10
Glen Walter Express	96	62	49	0	0	0	2	0	0	0	47	256	213	+20.2%	53	2
Ingleside (44)	1972	1794	202	57	266	5	541	85	58	154	407	5541	5551	-0.2%	767	40
Iroquois (20)	1223	1197	153	0	70	0	443	15	10	27	313	3451	3027	+14.0%	538	30
Lancaster (44)	1841	916	180	42	226	1	654	21	29	104	415	4429	4233	+4.6%	714	55
Long Sault (30)	1521	1471	141	11	206	0	933	32	26	58	462	4861	4354	+11.6%	766	53
Maxville (16)	498	263	112	3	95	2	480	13	15	1	220	1702	1885	-9.7%	256	26
Morewood Express	40	33	3	0	2	2	9	0	0	0	6	95	0	N/A	28	1
Morrisburg (44)	1456	1812	248	14	149	0	684	24	59	62	330	4838	4533	+6.7%	905	57
South Mountain (16)	800	1027	83	1	221	0	433	16	14	13	207	2815	2420	+16.3%	387	21
St. Andrews Express	173	22	0	6	12	0	75	0	1	0	21	310	329	-5.8%	59	4
Williamsburg (16)	516	414	42	0	14	0	321	16	21	93	142	1579	1522	+3.7%	229	7
Williamstown (17)	726	769	71	2	90	0	288	4	18	53	292	2313	2323	-0.4%	336	17
Winchester (44)	1518	2959	222	2	329	0	733	34	57	140	526	6520	5619	+16.0%	975	62
SYSTEM TOTAL	**17654**	**18586**	**2404**	**450**	**4566**	**132**	**8011**	**357**	**509**	**1006**	**30119**	**83794**	**85249**	**-1.7%**	**8714**	**537**
	38644			**5148**												

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

eBooks & Audiobooks		
Q1 2024	Q1 2023	Q1 2024/2023 Difference
30119	34529	-12.8%

Interlibrary Loans to Other Library Systems		
Q1 2024	Q1 2023	Q1 2024/2023 Difference
519	442	+17.4%

SDG Library

First Quarter 2024 Detailed Activity Statistics

Branch & Open Hours per Week	Visitors	Ref. Question	Readers' Advisory	Tech Training	Scan Email/Fax	Outreach	Program Attendance			PAC Stations		
							Adult	Juvenile	Teen	PCs	Sessions	Hours
Administration	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Alexandria (44)	4371	15	39	80	17	2	60	42	204	8	809	659
Avonmore (20)	649	0	1	1	1	0	17	19	0	2	37	45
Chesterville (17)	924	2	2	0	0	0	23	0	0	3	61	40
Crysler (20)	1712	18	12	29	8	0	11	639	11	2	40	16
Dalkeith Express	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Finch (16)	476	6	6	5	0	0	0	31	0	3	33	23
Glen Walter Express	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ingleside (44)	3662	15	80	22	51	39	282	443	8	4	176	164
Iroquois (20)	1879	6	68	20	1	0	10	186	0	2	124	118
Lancaster (44)	1817	5	12	10	4	0	42	84	21	1	91	38
Long Sault (30)	1941	16	39	22	5	2	269	30	0	3	144	47
Maxville (16)	584	3	4	12	9	0	31	37	0	2	36	15
Morewood Express	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Morrisburg (44)	2967	29	23	29	24	6	105	307	81	4	361	148
South Mountain (16)	997	2	15	4	1	0	66	188	0	2	30	12
St. Andrews Express	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	v
Williamsburg (16)	479	3	26	1	0	2	16	7	5	2	29	15
Williamstown (17)	703	11	8	7	5	0	16	8	0	1	28	10
Winchester (44)	2293	28	105	24	7	5	37	260	5	4	425	236
SYSTEM TOTAL	25454	159	440	266	133	56	985 / 3601	2281	335	43	2424	1586

Database Usage

Database	Q1 2024	Q1 2023	2024/2023 Difference
Ancestry Library	75	79	-5.1%
NewsStand [1]	1022	599	+70.6%
LinkedIN Learning	71	65	+9.2%
Canadian Points of View	8	0	N/A
Novelist Plus & K-8 Plus [2]	349	32	+990.6%
PressReader	15796	18793	-15.9%
Consumer Health Complete	24	0	N/A
Kanopy	1716	1084	+58.3%
Mango	87	50	+74.0%
World Book Suite	45	43	+4.7%
Cantook	86	49	+75.5%
Creative Bug	147	0	N/A

1. Newstand is compared to Flipster stats for 2023

2. Novelist training at District meetings

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

For Period Ending 31-Mar-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	-2,550	-10,000	-7,450	-13,289	-11,500	1,789
DONATIONS & SALES	-4,922	-5,750	-828	-13,918	-7,850	6,068
TRANSFER FROM RESERVES	0	-308,332	-308,332	-41,035	-204,420	-163,385
Total REVENUE	**-7,472**	**-465,143**	**-457,671**	**-211,704**	**-362,031**	**-150,327**
EXPENSES						
FULL TIME WAGES & BENEFITS	224,631	977,450	752,819	806,635	936,733	130,098
BRANCH WAGES & BENEFITS	178,122	915,069	736,947	861,587	793,444	-68,143
STUDENT WAGES & BENEFITS	0	23,408	23,408	23,847	22,971	-876
BOARD MEETINGS & DEVELOPMENT	1,425	13,232	11,807	8,753	8,250	-503
STAFF MILEAGE	483	10,372	9,889	10,704	6,200	-4,504
STAFF TRAINING & DEVELOPMENT	3,451	24,918	21,467	15,370	19,715	4,345
PRINT MATERIAL	22,992	185,500	162,508	152,853	175,500	22,647
DIGITAL BOOKS	7,148	95,000	87,852	90,549	95,000	4,451
DATABASE SUBSCRIPTIONS	44,090	66,526	22,436	48,107	62,761	14,654
MAGAZINES, PERIODICALS & LEASED BOOKS	3,618	3,950	332	7,325	13,217	5,892
SUPPLIES & EQUIPMENT	3,428	28,470	25,042	27,323	28,603	1,280
CREDIT CARD FEES	59	115	56	31	0	-31
PHONES & INTERNET	11,986	57,496	45,510	55,168	57,688	2,520
PROMOTIONS & WEBSITE	42,103	75,030	32,927	73,548	87,000	13,452
PUBLIC PROGRAMS	279	12,400	12,121	10,160	11,500	1,340
COMPUTER PURCHASES	591	7,929	7,338	8,305	8,900	595
SOFTWARE SUPPORT	33,628	52,548	18,920	66,584	66,302	-282
DELIVERY & OUTREACH VEHICLES	134	32,000	31,866	45,813	46,250	437
COPIERS & PRINTERS	1,193	10,000	8,807	6,626	10,000	3,374
COPYRIGHT & PERFORMANCES LICENSES	2,113	2,319	206	2,089	2,119	30
BRANCH CLEANING	451	5,000	4,549	8,154	10,000	1,846
BRANCH RENTS, INSURANCE & SECURITY	4,117	244,804	240,687	236,126	234,759	-1,367
FURNITURE PURCHASE	122	64,250	64,128	81,901	84,200	2,299
AUDIT & LEGAL FEES	0	3,600	3,600	3,460	3,750	290
SPECIAL PROJECTS	407	9,400	8,993	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	22,677	20,000	-2,677
Total EXPENSES	**586,571**	**3,108,879**	**2,522,308**	**2,855,437**	**3,005,764**	**150,327**
Total GENERAL FUND	**579,099**	**2,643,736**	**2,064,637**	**2,643,733**	**2,643,733**	**0**

INFORMATION REPORT

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: April 17, 2024

SUBJECT: Director of Library Services Report

STAFFING HIGHLIGHTS:

Cynthia Waters has been recruited as the new Community Librarian. Cynthia holds a Master of Environmental Studies from Dalhousie University and has worked in project coordination and sustainability sector projects for years before discovering her love of libraries. After which she pursued her Master of Information from Toronto University (concentrating in library and information studies) and has been working at the Hamilton Public Library since 2018 as a Community Youth Librarian, Supervisor, and Information Clerk. We are very excited to have her join the SDG Library Team and we look forward to working with her beginning April 22nd.

Commencing April 16th, Rose DeKleine will be transitioning in her role as LSA at the Winchester Branch to LSA at the Williamsburg Branch.

Actively recruiting for Casual Support Assistants in all Districts.

DIRECTOR OF LIBRARY SERVICES: (Rebecca L.)

- Attended County Council meeting (March 18).
- Attended weekly Director's meetings with CAO and fellow County Directors.
- Attended and facilitated Management Team and Administrative meetings.
- Conducted interviews for the position of Community Librarian.
- Assisted with the preparations and attended Peter Valade's retirement party.
- With assistance from the Human Resources Manager, developed a list of core competencies for all Library Staff, to be utilized in June's Performance Reviews.
- Attended ARUPLO meeting (March 8).
- Prepared a Power Point Presentation and presented it in a delegation item to North Dundas council (March 21).
- Organized and attended County's birthday break (March 25).
- Conducted a site visit with Meaghan Meerburg, Director of Recreation and Culture, on a possible Chesterville branch relocation.
- Prepared a Power Point Presentation and presented it in a delegation item to South Dundas council (March 27).
- Prepared the Library Board Meeting Agenda and attended the Library Board regular meeting – Thursday, March 28, 2024, 5:00pm at Ingleside Library branch.
- Wrote a blog post for the launch of the boardgame collection.
- Reviewed and updated the Circulation Policy and updated the schedule of fees and fines.
- Preparing material for the onboarding of new Community Librarian.

ACTION REQUEST

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: April 17, 2024

SUBJECT: Facility Use Policy - Review

BACKGROUND:

1. The Facility Use Policy sets out a framework on the use of the Library facilities, understanding that the Library branch facility is a public space in which groups and organizations may gather for meetings, presentations, or other programs.

2. The Facility Use Policy was first approved by the Board in October 2008, and was last reviewed February 2021.

ANALYSIS:

3. It is recommended that the Policy be amended to include the following:

    a. Refined service priority that sets out the locations available to accommodate group gatherings.
    b. After hours use of Library facilities for community events.
    c. Terms and Responsibilities of room rental and facility use.
    d. Marketing material on community bulletin boards.
    e. Community displays within branches.

IMPACT ON 2024 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure
Goal 2: Conduct Community Outreach

RECOMMENDATION(S):

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

Facilities Use Policy

For: The Stormont, Dundas and Glengarry County Library Board	**Policy No**.: 2008-03
Policy Type: Operational	**Effective Date**: April 17, 2024 Date of Last Revision: February 11, 2021 First Approved: October 24, 2008

Overview

The SDG Library recognizes that, in many of our communities, the Library branch facility is the only public space in which groups and individuals may gather for meetings, presentations or other programs. As a way of supporting our mission, 'to connect communities through innovative services, literacy resources, independent learning, creative expression, leisure, and civic engagement', the Stormont, Dundas and Glengarry County Library welcomes the use of its facilities within the guidelines that accompany this policy, and with the understanding that doing so does not constitute and endorse the individual's or group's policies or beliefs by the Library.

Service Priority

1. Space in the Library's branches is limited. Consequently, restrictions to ensure that there is no interference with the normal day-to-day operation of the branch, as well as staff and patron safety will apply when considering requests for facility use.
2. First priority in the use of SDG Library space will always be given to Library-sponsored programs, and to programs held in cooperation with the Library. Approval of non-Library events/programs will be made only if there is time and space available in the facility requested.
3. Individuals, groups or organizations may use the Library during regularly scheduled opening hours as a public meeting space. Individuals or groups will have general access to tables and chairs, computers and community resources on a first-come, first-served basis. Use of the general Library space is provided without charge.
4. For group and organization meetings that require more space or privacy, SDG Library has two (2) site locations that can accommodate community groups through the rental of meeting rooms. These rooms are available at the Ingleside and Winchester branches. The rooms are available for community rentals, after meeting the programming needs of the branches.

Room Rental

1. Subject to the Library's needs, when available, meeting rooms may be rented to community organizations, educational groups, or businesses in accordance with fees established by the Library Board. Availability is subject to the Library's operational hours. Non-profit groups can use the room free of charge.
2. Application to use SDG Library space may be made up to three (3) months in advance.

3. Applicants must complete *Schedule A: Facilities Use Request form*. Forms may be submitted at the appropriate branch or sent to SDG Library Administration. Room booking fees, if applicable, are payable at this time.
4. If it becomes necessary, the Library reserves the right to cancel or re-schedule use of a meeting space. This fee is refundable only if the Library cancels the booking.
5. Groups or organizations using the meeting rooms are responsible for their exhibits, equipment, materials or other items.
6. The use of meeting rooms does not include the use of staff time other than to provide access to the meeting area.
7. Activities taking place, statements being made, or positions being taken during non-Library events do not necessarily reflect the opinions or values of the Stormont, Dundas and Glengarry County Library Board.
8. No special privileges are extended to organizations to which staff members belong.

After Hours Facility Use

1. The after-hours use of Library facilities for community events could be considered when the event is structured to support the promotion of Library resources and services.
2. If security or Library supervision is required, supervision may be at the cost of the individual or organization hosting the event (see *Schedule A: Fees and Fines* from the Circulation Policy).

Terms and Responsibility of Room Rental and Facility Use

1. The applicant must be present throughout the use period to ensure the safety and security of all attendees and of the Library facility, and to further ensure attendees observe this policy and the Library's Rules of Conduct Policy.
2. Activities for minors must be supervised by an adult.
3. The applicant must agree to restore the area to the original clean condition and will be responsible for any costs incurred due to damage to the facility and/or equipment.

Marketing Material for Meeting Room and Facility Use

1. Groups or organizations may identify the Library and provide its address in their publicity as the meeting location, but they may not give out the Library's telephone number, fax number, email address, or invite potential attendees to contact the Library for further information.
2. Marketing material created by the applicant must be submitted alongside the *Facilities Use Request Form* for approval. Use of the SDG Library logo is not permitted in the marketing material.
3. Approved marketing material may be placed in the Library to advertise meetings, provided they are given directly to staff for display. Unauthorized marketing materials will be removed.

Marketing Material on Community Bulletin Board

1. Posted material must be approved by Library Staff and will be considered based on availability of space.
2. Community information will be considered from municipal partners, social agencies or community-based non-profit, non-partisan groups.
3. Promotional material or information from commercial groups that operate to earn a profit, will not be considered for posting.

Community Displays

1. Municipal partners, social agencies or community-based non-profit, non-partisan groups may apply to host a temporary information display within Library branches.
2. All requests will be considered individually subject to available display space in Library branches.
3. The display location and duration will be agreed upon with Library Staff and may not be set up without the expressed consent of the Library.
4. No solicitation of funds is allowed on Library property.

Liability Insurance

1. The applicant shall maintain insurance, at their own expense, for the duration of the facility use as noted below:
   a. Commercial General Liability issued on an occurrence basis for an amount of not less than $5,000,000.00 per occurrence / $5,000,000.00 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; liquor liability (if applicable); contractual liability; premises, property & operations; non-owned automobile; broad form property damage; products; broad form completed operations; owners & contractors protective; occurrence property damage; employees and volunteers as Additional Insured(s); contingent employers liability; tenants legal liability – broad form; cross liability and severability of interest clause.
2. Such insurance shall add the United Counties of Stormont, Dundas & Glengarry and the SDG Library Board 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 Counties and the Board.
3. The applicant shall be responsible for the physical damage to their property. Failure to insure does not impose any liability on the Counties or Library Board.

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.

4. The applicant shall provide the Library Board with a certificate of insurance evidencing coverage as noted above. Such policies shall not be cancelled, changed or lapsed unless the Insurer notifies the Library Board, in writing, at least thirty (30) days prior to the effective date of such cancellation, material change or lapse. The insurance policy will be in a form and with a company licensed to write business in the Province of Ontario and which are, in all respects, acceptable to the County and Library Board.

5. The County and Library Board reserves the right to assess exposures and add additional insurance requirements where deemed necessary.

6. In addition to General Insurance, the applicant shall provide evidence of WSIB or its equivalent.

Indemnification

1. The applicant agrees to defend, indemnify and save harmless the United Counties of Stormont, Dundas & Glengarry and SDG Library Board 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 lessee, their officers, employees, volunteers, agents, or others who lessee is legally responsible, in respect to this facility use. This indemnity shall be in addition to and not in lieu of any insurance to be provided to the County and Board in accordance with this Policy, and shall survive this Policy.

Facilities Use Request Form

The SDG Library recognizes that, in many of our communities, the Library branch facility is the only public space in which groups and individuals may gather for meetings, presentations or other programs. The SDG Library invites individuals and /or organizations to submit requests for use of the branch facility for community events or programs. Acceptance of a program topic by the SDG Library does not constitute and endorsement by the Library of the group's/individual's policies or beliefs.

The SDG Library is not responsible for promotion or leadership of programs sponsored by community/corporate groups or individuals. Priority is given to scheduling Library-initiated programming, and approval of non-Library events will be made only if there is time and space available in the facility requested. Normal Library activities must be able to continue in the branch facility during this meeting, presentation or other program.

The Library encourages individuals and groups to consider the literacy and/or information opportunities that holding an event in a Library facility offers to the public.

Contact Name / Organization:

Address:

Telephone: Email:

Name of Event:

Website Address of Organization:

Purpose of Meeting: (Please describe, and attach agenda if available; if there is a speaker, indicate subject of speech)

Date requested: _____

From (time): _____To (time): _____ (includes set up/take down)

What time does the program/event actually begin? _____ And end? _____

Estimated number of attendees: _____

Will posters, literature or press releases be distributed? _____ If yes, please attach a copy.

Disclaimer (applies to non-Friends of the Library groups only):

I hereby agree to indemnify and hold harmless the Stormont, Dundas and Glengarry County Library Board and the United Counties of Stormont, Dundas and Glengarry from any and all actions, suits, relating to use of its facilities. Further, I agree to reimburse the SDG Library for any and all costs for repair and all damage as may be caused directly or indirectly to the facilities by such use thereof. If any organization refuses to pay for damage, the matter will be referred to legal counsel.

_____
Signature of applicant (all applicants must sign):

_____
Date:

==

OFFICE USE ONLY

Fee paid (if applicable)?

Approval from Library Administration?

Comments:

ACTION REQUEST

PREPARED BY:	Rebecca Luck – Director of Library Services Cassie MacDonell – Communications and Marketing Coordinator
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	April 17, 2024
SUBJECT:	MakerLab Plan

BACKGROUND:

1. Since 2019, there have been numerous efforts to enhance the existing MakerLab space, located at the Finch Library branch.

2. A MakerLab Plan has been completed, with the purpose of outlining the efforts the SDG Library will take in 2024 towards improving the MakerLab space, while also promoting these services to the public.

ANALYSIS:

3. The 2024 MakerLab Plan touches on all goals set forth within the Strategic Plan, and outlines the specific tactics, timeframe and outcome of each objective.

IMPACT ON 2024 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure
Goal 2: Conduct Community Outreach
Goal 3: Strengthen our Organization

RECOMMENDATION(S):

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

2024

MakerLab Plan

Bibliothèque de
SDG
Library

Report by:
Rebecca Luck
Cassie MacDonell

Last updated:
April 12, 2024

Table of Contents

Bibliothèque de
SDG Library

Introduction

A Makerspace is a collaborative space to make, learn, explore, and share ideas with others. In response to the "Maker Movement," public libraries across North America have incorporated Makerspace elements into their spaces. In 2019, to enhance the library services in SDG Counties, SDG Library developed a business case that proposed the development of a MakerLab in Finch. The location of the proposed MakerLab was chosen as a means to increase visitation at said location. The Finch Branch was redesigned, restructured, and renamed as the SDG Library's MakerLab, with special equipment purchased to outfit the space.

Since 2019, there have been numerous efforts to enhance the MakerLab space. The purpose of this plan is to outline the efforts the SDG Library will take in 2024 towards improving the MakerLab space while also promoting these services to the public.

2022–2026 Strategic Plan

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

This MakerLab Plan uses the goals set forth by the Strategic Plan to outline the 2024 Makerspace improvement efforts. The campaigns are separated into three (3) categories outlined in the Strategic Plan: Physical and Digital Infrastructure, Community Outreach, and Organizational Strength.

Overview of Expected 2024 Initiatives

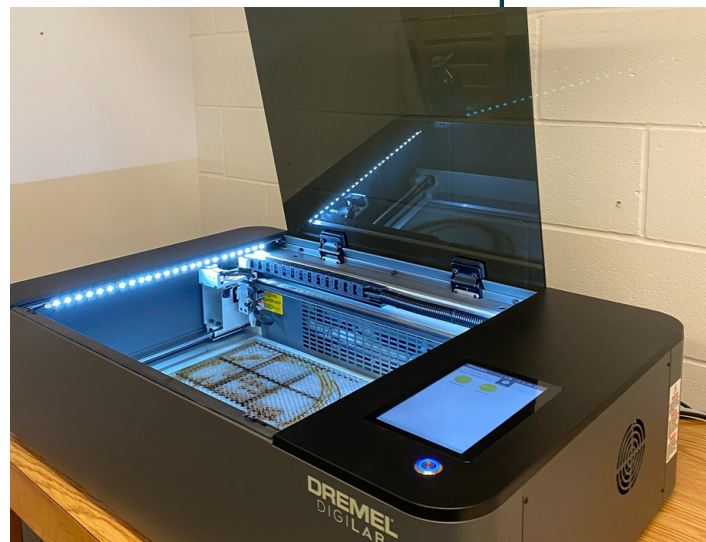**Goal 1: Growing our Physical and Digital Infrastructure**
- **1.1** Expand existing inventory of MakerLab equipment
- **1.2** Mobile MakerLab initiative
- **1.3** Make Cricuts accessible system-wide
- **1.4** Increase accessibility of MakerLab

Goal 2: Conduct Community Outreach
- **2.1** May-ker Month campaign
- **2.2** Distribute Take and Make Kits
- **2.3** MakerLab messaging

Goal 3: Strengthen Our Organization
- **3.1** User review feedback
- **3.2** Monitor equipment use
- **3.3** MakerLab staff training

Goal 1: Growing Our Physical and Digital Infrastructure

Goal 1: Growing Our Physical and Digital Infrastructure (Community Hub)

Objective 1: Expand existing inventory of MakerLab equipment

Tactics
- Purchase and install the following new equipment: resin printer, 3D printer, laser cutter, sublimation printer and mug press.
- Develop instructional material.

Timeframe
Winter and Spring 2024.

Outcomes
- Patrons can book a MakerLab appointment to use the new equipment.

Goal 1: Growing Our Physical and Digital Infrastructure (Community Hub)

Objective 2: Mobile MakerLab Initiative

Tactics
- Bring MakerLab equipment and programming to SDG Library branches across the system to showcase the uses of the MakerLab.

Timeframe
Winter, Spring, Summer and Fall 2024.

Outcomes
- Increased awareness of the MakerLab.
- Reduced barriers to using MakerLab equipment.
- Patrons encouraged to travel outside of their local branch area.

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

Goal 1: Growing Our Physical and Digital Infrastructure (Accessibility)

Objective 3: Increase accessibility of the MakerLab

Tactics

- Create an online booking form for MakerLab equipment.
- De-clutter shelves of any kits and materials no longer used.
- Paint a wall for in-branch use of green screen.
- Install signage at each station including instructions and labeling of equipment.

Timeframe

Winter and Spring 2024.

Outcomes

- A more accessible space in which patrons can use the equipment more independently.

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

Goal 1: Growing Our Physical and Digital Infrastructure (Facility Improvement)

Objective 4: Make Cricuts accessible system-wide

Tactics

- Purchase a Cricut for each District.

Timeframe

Winter 2024.

Outcomes

- Staff can create in-branch displays more efficiently and expeditiously, rather than relying on one staff member at the MakerLab to create all displays.

From Strategic Plan, Facility Improvements: *"**Strategically exploring ways to best leverage and improve the facilities we have** while exploring opportunities to centralize elements of SDG Library's operations and **increase efficiencies**, such as the creation of a central administrative branch."*

Goal 2: Conduct Community Outreach

Goal 2: Conduct Community Outreach (Outreach)

Objective 1: May–ker Month Launch

Tactics
- See May-ker Month Plan in Appendix A for complete details.

Timeframe
Spring 2024.

Outcomes
- See May-ker Plan in Appendix A for complete details.

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

Goal 2: Conduct Community Outreach (Community Engagement)

Objective 2: Distribute Take and Make kits

Tactics
- Using MakerLab equipment, create a take-home kit for children that encourages them to explore a STEAM Makerspace activity.
- Distribute kits to all branches.

Timeframe
Summer 2024.

Outcomes
- 200 interested children across SDG Counties receive a kit that encourages them to be creative and engage in Makerspace activities.

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

Goal 2: Conduct Community Outreach (Messaging)

Objective 3: MakerLab Messaging

Tactics

- Create social media posts reminding patrons of the uses of the MakerLab.
- Incorporate MakerLab promotional material into BiblioEmail content.
- Create promotional videos of in-branch use of MakerLab equipment.

Timeframe

Spring, Summer and Fall 2024.

Outcomes

- Build awareness of MakerLab.
- Encourage patrons to visit and use MakerLab equipment, resulting in a 50% increase in online bookings (compared to first quarter).

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

Goal 3: Strengthen our Organization

Goal 3: Strengthen Our Organization (Monitoring and Feedback)

Objective 1: User Review Feedback

Tactics
- Create a user survey to capture data from existing patrons.
- Distribute survey on internal channels, including email, social media and website.

Timeframe
- Fall 2024

Outcomes
- Analyze the results to better understand and respond to the needs of SDG Counties residents.
- Understand what patrons want out of the Makerspace.
- Have a representative sample of respondents from the patrons of SDG Library to help plan and improve Maker programs.

From Strategic Plan, Monitoring and Feedback: *"Implementing **processes to regularly gather feedback** and input from staff, to proactively identify and address any challenges and improve staff retention."*

Goal 3: Strengthen Our Organization (Monitoring and Feedback)

Objective 2: Monitor Equipment Use

Tactics
- Create chart (see Appendix B) to track statistical use of equipment and number of bookings.
- Record statistical data monthly.

Timeframe
- Spring, Summer and Fall 2024.

Outcomes
- Analyze the results to better understand and respond to the needs of SDG residents
- Understand what patrons use from the Makerspace.

Goal 3: Strengthen Our Organization (Professional Development and Succession)

Objective 3: MakerLab Staff Training

Tactics

- Host training sessions bi-annually to provide staff hands-on experience on the use of Maker Kits and Cricuts.

Timeframe

- Spring and Fall 2024.

Outcomes

- Increased staff confidence in the use of MakerLab equipment and kits.
- Noticeable increase in the use of Maker Kits.
- More in-branch use of Cricuts.

From Strategic Plan, Great Place to Work:
*"Prioritizing budget-supported **opportunities for professional development**, to support recruitment and retention of staff and to develop in-house leaders who can be prepared to rise into management positions."*

2024 MakerLab Plan Timeline

Timeline of Objectives

Year-Round

- Mobile MakerLab

Spring

- Expand existing inventory of MakerLab equipment
- Increase accessibility of the MakerLab
- May-ker Month
- MakerLab messaging
- Monitor equipment use
- MakerLab staff training

Fall

- MakerLab messaging
- User review feedback
- Monitor equipment use
- MakerLab staff training

Winter

- Expand existing inventory of MakerLab equipment
- Increase accessibility of the MakerLab
- Make Cricuts accessible system-wide

Summer

- Distribute Take and Make Kits
- MakerLab messaging
- Monitor equipment use

APPENDIX A

May-ker Month Plan

Introducing: May-ker Month

May-ker Month is a brand new initiative by SDG Library to build awareness of its Finch MakerLab through a month-long campaign of intensive and targeted marketing and promotion.

Although SDG Library promotes its MakerLab throughout the year, May-ker month presents the opportunity to showcase the Makerspace, run May-ker Month programming system-wide, and encourage patrons who are already part of the SDG Library system to take advantage of what the MakerLab has to offer. This promotion will occur during the entire month of May.

Goal of May-ker Month

The goal of May-ker Month is to build awareness of the MakerLab amongst SDG Library patrons, with hopes they eventually become lifelong users of the creative space.

APPENDIX A   May-ker Month Plan CONT.

Marketing Funnel

This funnel displays the journey patrons will experience as they learn about the Finch MakerLab and what it has to offer during the month of May.

The first step is to build **awareness** of the MakerLab. Please see page 12 for how we plan to do this.

Next, we hope to have patrons **consider** visiting the space for themselves. Please see page 13.

Third, we strive to encourage patrons to **visit the MakerLab** and use the equipment for themselves. Please see page 14.

Lastly, we aim to build **loyalty** and encourage patrons to come back and continue using the space. Please see page 15.

1: Awareness

2: Consideration

3: MakerLab Visit

Loyalty 4

APPENDIX A May-ker Month Plan CONT.

1: Awareness

Objective

The SDG Library hopes to create **awareness** about the MakerLab's services by amassing 5 per cent of SDG Library users by May 31, 2024.

1: Awareness
2: Consideration
3: MakerLab Visit
Loyalty 4

Tactics

- Distribute press release to local organizations.
- Create social media posts.
- Put a banner on the homepage of the SDG Library website for the month of May.
- Send posters and handouts to all branches.
- Curate an email about May-ker month.
- Write a blog post on the SDG Library website.

Measures of success

This objective will be measured using the KPIs of awareness, and will be deemed successful if the total number equals or exceeds 5 per cent of library users. This includes reach on social media, email opens, press release reach, views of our webpage banner, and blog reach. It also includes the estimated viewership of articles written about May-ker Month.

APPENDIX A May-ker Month Plan CONT.

2: Consideration

The SDG Library aims to increase consideration of patrons visiting the MakerLab by 2 per cent of library users by May. 31, 2024.

Tactics
- Host May-ker Month programs across the system, in all three (3) districts.
- Create videos, set in the MakerLab, that showcase how to use MakerLab equipment.
- Direct patrons towards the appointment booking form in social media posts and physical material.

Outcomes

Patrons become more familiar with the equipment available at the MakerLab and the appointment booking process. Patrons feel more encouraged to consider booking an appointment or consider visiting.

1: Awareness

2: Consideration

3: MakerLab Visit

Loyalty 4

Measures of success

This objective will be measured using the KPIs of interaction, and will be deemed successful if the total number equals, or exceeds, 2 per cent of library users.

This includes social media interactions (likes, shares and comments) email link clicks, attendees to May-ker Month programs, questions directed towards the MakerLab, and visits to the appointment booking form on our website.

APPENDIX A — May-ker Month Plan CONT.

3: MakerLab Visit

The SDG Library aims to increase **MakerLab visits and appointment bookings** in May by 20 per cent of April's visits and appointment bookings.

Tactics

- Beginning May 8, host a MakerLab open house each Wednesday of the month. Each week, the MakerLab will have a free Makerspace activity for patrons, as supplies last.
  - Example: One week patrons will be able to design their own mug with the mug press technology. They will be able to choose from three (3) designs and take home their creation.

Outcomes

Reduce the barriers of travelling outside of a local branch, introduce patrons to the space, and knock down the perception that high-tech equipment is difficult to use.

1: Awareness

2: Consideration

3: MakerLab Visit

Loyalty 4

Measures of success

This objective will be measured using the KPIs of visits to the MakerLab and appointment bookings, and will be deemed successful if the total number equals, or exceeds, a 20 per cent increase to April's number.

APPENDIX A May-ker Month Plan CONT.

4: Loyalty

The SDG Library aims to increase **loyalty** through May-ker Month and encourage patrons to visit the space throughout the year.

Tactics
- Please see the MakerLab Plan to read about plans to encourage visitation throughout the year.

1: Awareness

2: Consideration

3: MakerLab Visit

Loyalty 4

APPENDIX B   MakerLab Visits

Month	Online Bookings	Button Maker	Die Cutter	Cricut	3D Printer	Resin Printer	Sublim-ation Printer	Laser Cutter	Maker Kits
JAN									
FEB									
MAR									
APR									
MAY									
JUN									
JUL									
AUG									
SEPT									
OCT									
NOV									
DEC									