MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, October 24, 2024, 5:00 p.m.

Williamstown Branch

19641 County Road 19, Williamstown, ON

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9. In Camera

10. Adjournment

Stormont, Dundas and Glengarry County Library Board

Minutes

September 5, 2024, 5:00 p.m.
Maxville Branch
2 Spring Street, Maxville ON

Members Present:	Margaret MacDonald, Chair; François Landry; Lachlan McDonald; Jim Algire; Jo-Anne McCaslin
Members Absent:	Tony Fraser, Vice-Chair; Jason Broad
Staff Present:	Rebecca Luck, Director of Library Services; Maria Steffen, Communications and Marketing Coordinator; Patti McLeod, Temporary Library Services Assistant (Maxville Branch)

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1. **Call to Order** – Meeting was called to order at 5:03pm.

2. **Adoption of Agenda**

   Moved by François Landry
   Seconded by James Algire

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

   CARRIED

   2.a   Additions, Deletions or Amendments

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

4. **Adoption of Minutes**

   4.a   Library Board Regular Meeting Minutes - June 20, 2024

   Moved by Lachlan McDonald
   Seconded by Jo-Anne McCaslin

   That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the June 20, 2024 regular meeting, as written.

   CARRIED

5. **Delegations**

Maria Steffen, the new Communications and Marketing Coordinator, was introduced by the Director and was provided the opportunity to speak to the Board members regarding her previous work experience and background.

Patti McLeod, Temporary Library Services Assistant at the Maxville branch, provided the Board with a quick overview of the branch.

6. **Consent Items**

Moved by Jo-Anne McCaslin
Seconded by François Landry

That the Stormont, Dundas and Glengarry County Library Board approves all items listed under the Consent Items section of the Agenda, as presented.

CARRIED

6.a   Statistical Summary (Circulation) - June & July, 2024

6.b   Statistical Summary (Quarterly) - May-July 2024

6.c   Financial Report - June & July 2024

6.d   Branch and Supervisors Reports - June & July 2024

6.e   Technical Services Report - June & July 2024

6.f   Community Librarian Report - June & July 2024

6.g   Director of Library Services Report - June & July 2024

6.h   Correspondence

7. **Action Items**

7.a   Circulation Policy - Review

Moved by François Landry
Seconded by Lachlan McDonald

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

CARRIED

8. **Discussion Items**

8.a   Friends of the Library Policy – Review

A working group is to be formed between the Community Librarian and a representative from each of the Friends of the Library groups in order to discuss the Policy and ensure it is equitable and achievable across all groups.

8.b   TD Summer Reading Club

8.c   Community Outreach and Mobile Services

8.d   OLA Conference

Board members who expressed interest in attending included:
Margaret MacDonald
Lachlan McDonald
Jim Algire
Jo-Anne McCaslin

8.e   BiblioEmail

8.f   CloudLibrary - Streaming Video and ComicsPlus

8.g   Chesterville Branch Update

The Board is in favour of covering the cost of the new flooring should the relocation of the Chesterville Branch proceed.

8.h   Director of Library Services - Performance Review

9.   In Camera

10.   Adjournment

Moved by James Algire
Seconded by Jo-Anne McCaslin

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on October 24, 2024 at 5:00pm at the Williamstown Branch, or at the Call of the Chair.

CARRIED

_____   _____
Board Chair/Vice Chair   Secretary

SDG Library

August 2024 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	August 2024 Total	August 2023 Total	August 2024/2023 Difference			
Administration*	223	7816	8039	9914	-18.9%	18	0	1
Alexandria (44)	3410	276	3686	3283	+12.3%	482	1528	39
Avonmore (20)	660	82	742	715	+3.8%	113	282	5
Chesterville (17)	821	114	935	1117	-16.3%	157	385	5
Crysler (20)	834	67	901	1044	-13.7%	110	460	9
Finch (16)	485	47	532	456	+16.7%	66	180	1
Glen Walter Express	67	8	75	82	-8.5%	22		1
Ingleside (44)	1598	143	1741	1767	-1.5%	306	1308	17
Iroquois (20)	902	101	1003	1134	-11.6%	178	412	9
Lancaster (44)	1618	149	1767	2066	-14.5%	263	784	15
Long Sault (30)	1921	191	2112	1658	+27.4%	347	941	21
Maxville (16)	446	67	513	600	-14.5%	88	186	4
Morewood Express	30	0	30	0		6		0
Morrisburg (44)	1875	102	1977	2005	-1.4%	337	1165	24
South Mountain (16)	741	67	808	1122	-28.0%	125	320	9
St. Andrews Express	67	9	76	120	-36.7%	16		0
Williamsburg (16)	695	33	728	588	+23.8%	94	238	7
Williamstown (17)	812	120	932	1131	-17.6%	131	250	13
Winchester (44)	2032	183	2215	2402	-7.8%	330	1016	14
SYSTEM TOTAL	19237	9575	28812	31204	-7.7%	3189	9455	194

"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	5007
cloudLibrary-Collection Usage	9575

SDG Library

September 2024 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	September 2024 Total	September 2023 Total	September 2024/2023 Difference			
Administration	248	7565	7813	9313	-16.1%	18		
Alexandria (44)	3070	287	3357	3036	+10.6%	460	1247	19
Avonmore (20)	491	74	565	509	+11.0%	106	208	1
Chesterville (17)	736	130	866	1050	-17.5%	142	300	7
Crysler (20)	847	51	898	1039	-13.6%	113	514	11
Finch (16)	530	61	591	489	+20.9%	73	303	5
Glen Walter Express	68	10	78	52	+50.0%	21	NA	0
Ingleside (44)	1519	110	1629	1562	+4.3%	279	974	10
Iroquois (20)	888	101	989	1022	-3.2%	164	546	12
Lancaster (44)	1371	154	1525	1690	-9.8%	253	686	17
Long Sault (30)	1785	159	1944	1505	+29.2%	304	722	16
Maxville (16)	568	52	620	646	-4.0%	82	191	0
Morewood Express	35	0	35	NA	NA	9	NA	0
Morrisburg (44)	1514	114	1628	1681	-3.2%	321	984	24
South Mountain (16)	653	72	725	884	-18.0%	123	241	7
St. Andrews Express	52	13	65	117	-44.4%	13	NA	0
Williamsburg (16)	615	82	697	384	+81.5%	96	247	1
Williamstown (17)	721	112	833	922	-9.7%	115	239	0
Winchester (44)	1882	216	2098	2026	+3.6%	321	1070	25
SYSTEM TOTAL	**17593**	**9363**	**26956**	**27927**	**-3.5%**	**3013**	**8472**	**155**

"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	4808
cloudLibrary-Collection Usage	9363

INFORMATION REPORT

|	
PREPARED BY:	Cheryl Servais – Information and Services Coordinator
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	October 24, 2024
SUBJECT:	2024 Third Quarter Metrics

The third quarter of 2024 saw significant growth in overall circulation, library visitors, and computer usage. Library borrowers and program attendance statistics were lower than the previous quarter, but this tends to be a trend in the third quarter of previous years as well. There was no significant change in the number of new members in the third quarter compared to the second quarter.

Circulation

- 11% overall increase in circulation compared to the last quarter.

- Print circulation increased 15.6% from the second quarter and there was a 2.6% increase in digital circulation.
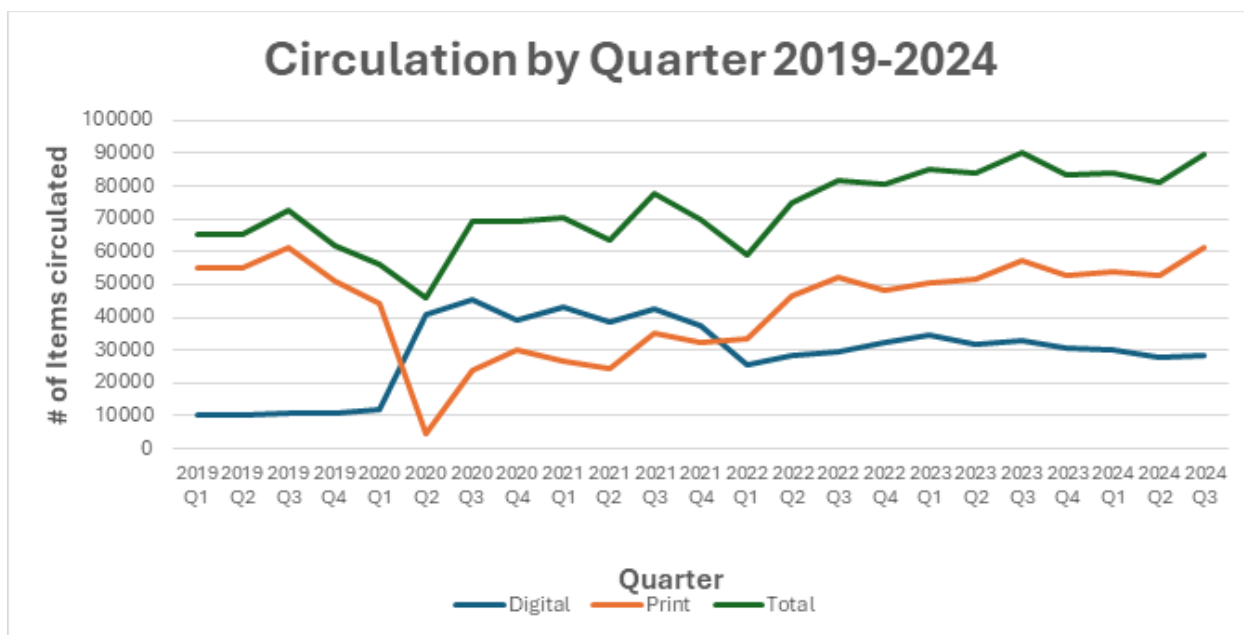

- There have been continued discussions at the management level to explore various methods to promote and market the Library's collections and resources, including:

  o Provide further digital resource training for patrons and staff;

- Prepare marketing and promotional materials in branch and on social media, including staff recommendations ("If you liked", "While you wait" lists);

- Review monthly collection circulation statistics to determine what collections are or are not being used and when we can use these stats to plan marketing and promotional materials to target underused collection;

- Compile a collection development plan to ensure budgets are being spent appropriately.

Library Visitors

- Community members visiting the fifteen (15) library branch locations continue to see a steady upward growth.

- There was a 5% increase in visitors compared to the previous quarter, bringing the number of visitors closer to pre-pandemic numbers.

- Many visitors come to the branches for a single purpose (printing, accessing Wi-Fi, or public computers). Library administrative staff continue to explore ways to encourage visitors to access additional library services and resources while at a branch, by raising awareness of the wide array of services available.

Library Visitors by Quarter 2019 - 2024
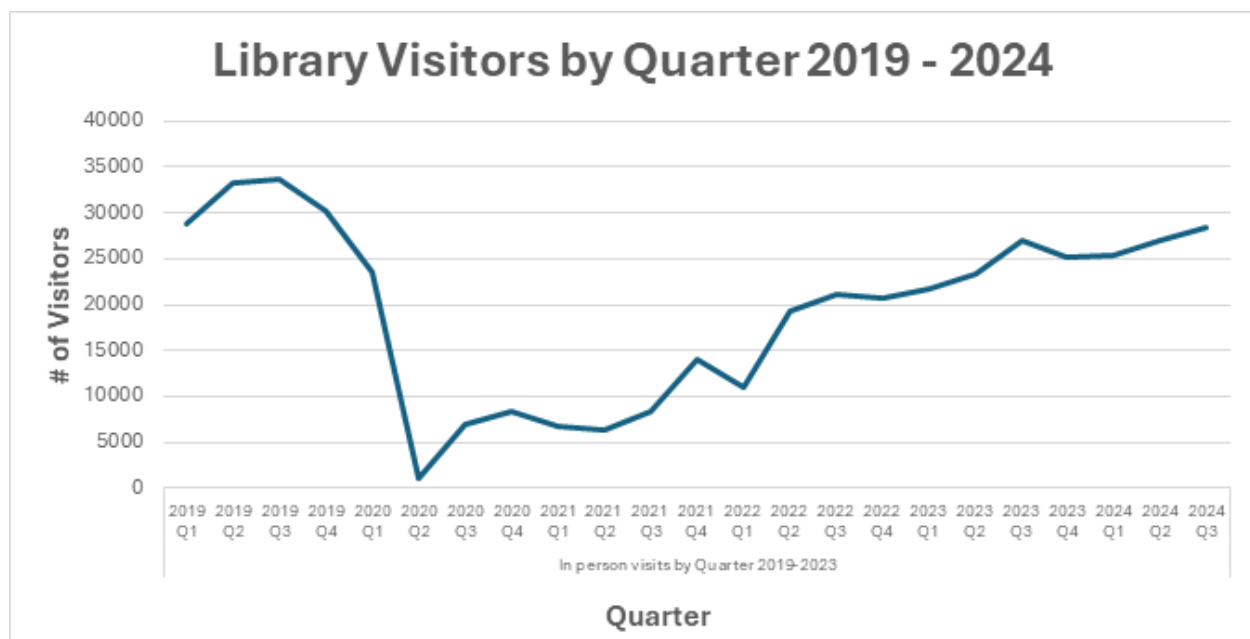
Library Borrowers

- The number of borrowers dropped by 9% in the third quarter. While the number of borrowers decreased, the number of items circulated has increased. Therefore, fewer patrons are borrowing more items.

- Historically, this downward trend is not unusual for the third quarter. Reasons for this trend may be attributed to increased vacation spent by community members during the summer months.
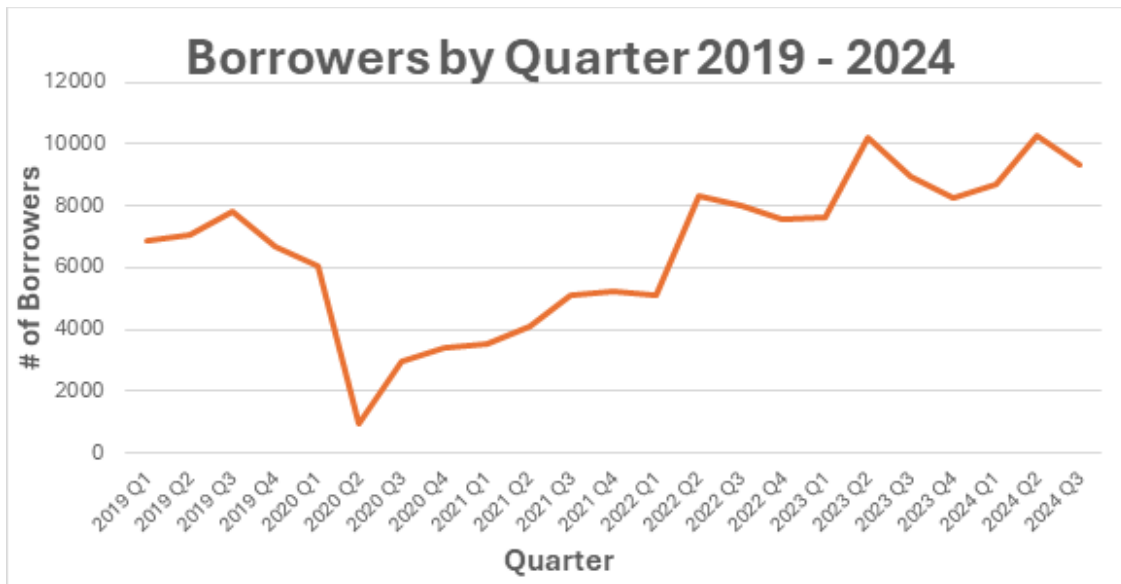
New Members

- There was no significant change in the number of new library members (+1) in the third quarter.
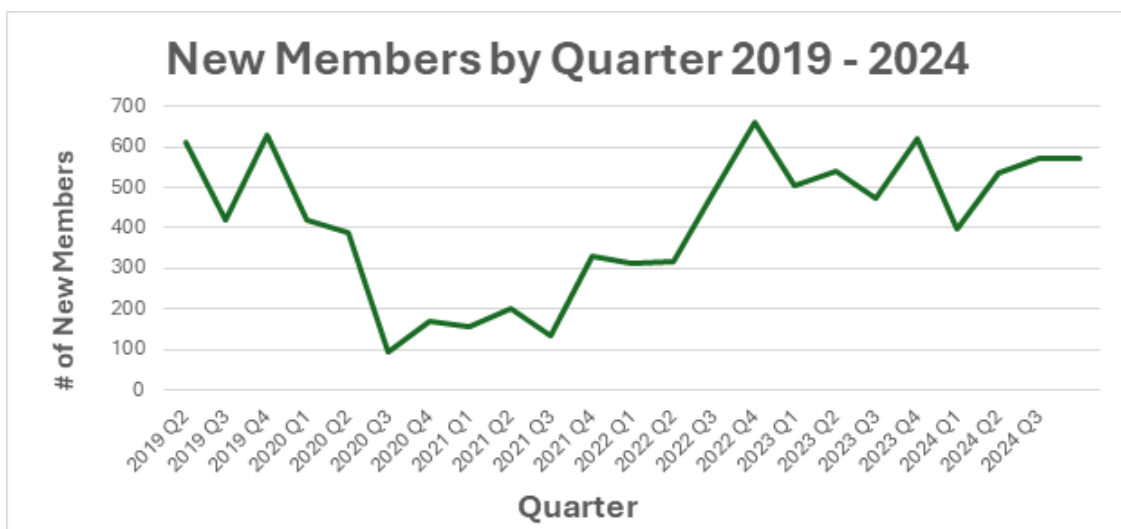
Computer Usage

- The number of computer sessions and the number of hours of public computer usage has increased by 17% and 33% respectively, in comparison to the previous quarter.

- Computer usage statistics does not include patrons accessing the Library's wireless network using their own mobile devices.
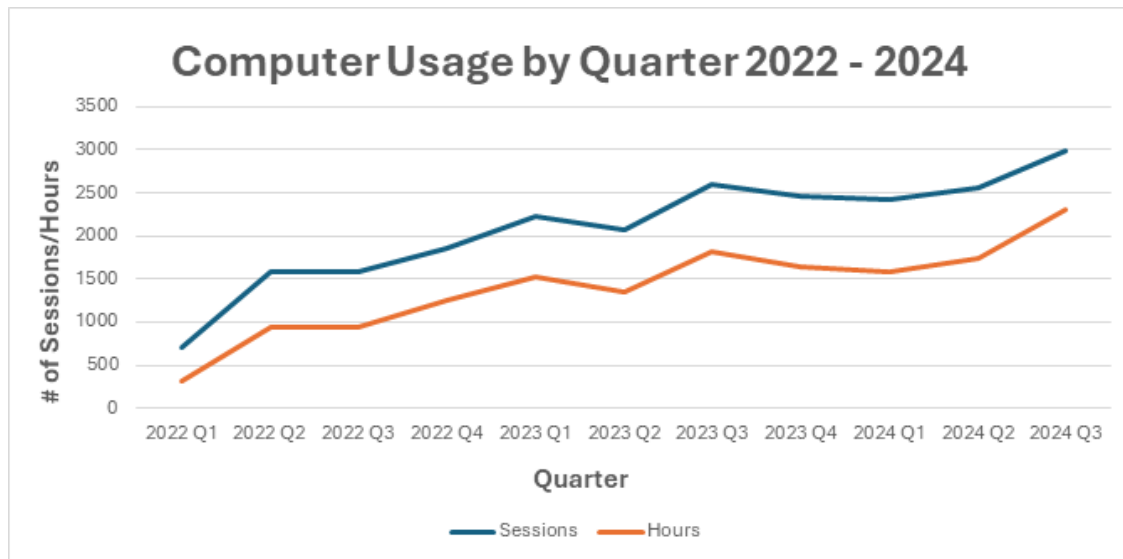
Library Programming

- The drop in program attendance in all three target audiences (adult, children, teen) is mainly due to the change in program cycle with class visits and many adult and teen programs being on hiatus during the summer holidays.
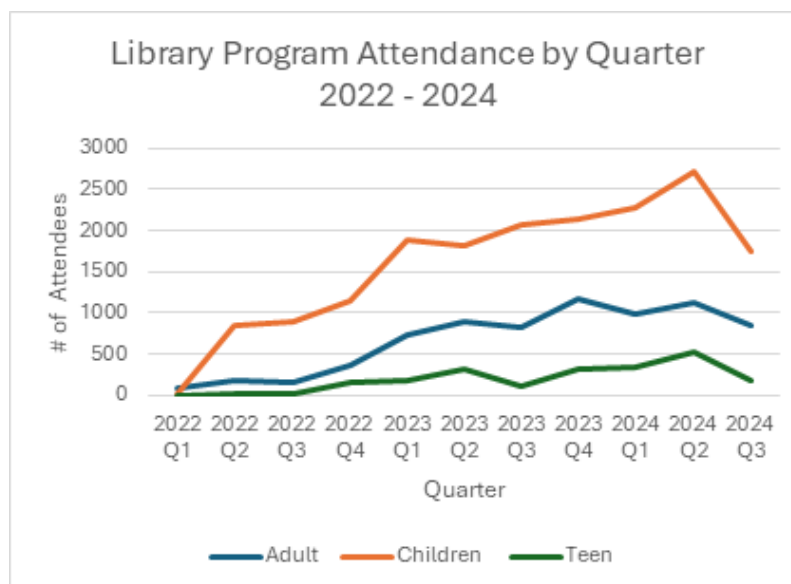
- This trend can be further explained after a review of the number of programs and program attendance, by quarter.

Number of Programs

Categories (top to bottom): Other Adult, Technology, Seniors, Genealogy, MakerSpace, Book Club, Culture/Author Visit, Teen, Other Children, Summer Reading Club, Early Literacy/Learning, Class Visit

Legend: ■ Q3 # of Prog. ■ Q2 # of Prog. ■ Q1 # of Prog.

X-axis: 0, 20, 40, 60, 80, 100, 120

Program Attendance

Categories (top to bottom): Other Adult, Technology, Seniors, Genealogy, MakerSpace, Book Club, Culture/Author Visit, Teen, Other Children, Summer Reading Club, Early Literacy/Learning, Class Visit

Legend: ■ Q3 Attendance ■ Q2 Attendance ■ Q1 Attendance

X-axis: 0, 500, 1000, 1500, 2000, 2500

- As seen from the graphs above, the third quarter saw an increase in the number of Summer Reader Club programs and attendance. However, being the end of the school year, all class visits ceased.

Q3 Programs by Type

- The annual Summer Reading Club made up 36% of the overall program attendance, followed by MakerSpace programming at 26%, and Teen at 8%.

Programs by Type

Teen
8%

Technology
1%

Book Club

Class Visit
3%

Culture/Author Visit
4%

Early Literacy/Learning
3%

Summer Reading Club
36%

Genealogy
0%

MakerSpace
26%

Other Adult
3%

Seniors
5%

Other Children
4%

- Book Club
- Class Visit
- Culture/Author Visit
- Early Literacy/Learning
- Genealogy
- MakerSpace
- Other Adult
- Other Children
- Seniors
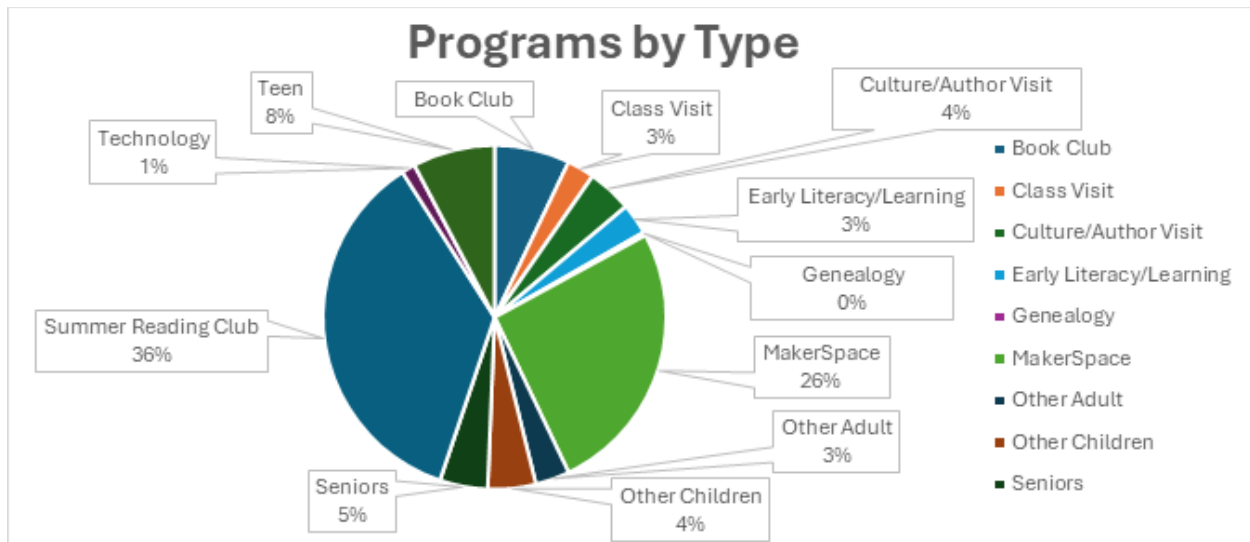
SDG Library
Third Quarter 2024 Detailed Circulation Statistics

Branch & Open Hours per Week	English Adult	English Juvenile	English Teen	French Adult	French Juvenile	French Teen	Audio Visual	Inter-library Loan	Other	Magazines	eBooks & eAudiobooks	Q3 2024 Total	Q3 2023 Total	Q3 2024/2023 Difference	Borrowers	New Members
Administration	447	171	101	20	16	1	3	3	29	0	23,256	24047	29204	-17.7%	0	3
Alexandria (44)	2956	2387	400	225	1577	12	1830	62	109	144	873	10575	9405	+12.4%	1397	94
Avonmore (20)	420	870	105	0	284	0	225	12	26	10	236	2188	1931	+13.3%	339	17
Chesterville (17)	835	809	111	3	62	2	479	7	30	86	374	2798	3287	-14.9%	450	26
Crysler (20)	669	743	182	95	784	7	208	3	37	4	165	2897	3116	-7.0%	342	25
Finch (16)	234	957	80	0	123	0	79	15	26	0	143	1657	1465	+13.1%	214	10
Glen Walter Express	108	22	29	7	0	0	6	0	3	23	27	225	227	-0.9%	61	2
Ingleside (44)	1868	1468	341	82	131	0	707	121	97	115	363	5293	5288	+0.1%	888	46
Iroquois (20)	1207	1096	144	1	36	0	374	15	30	2	327	3232	3195	+1.2%	531	28
Lancaster (44)	2150	1381	150	71	275	6	546	9	49	76	447	5160	5564	-7.3%	778	38
Long Sault (30)	1709	2197	180	13	240	0	748	47	49	55	503	5741	4788	+19.9%	966	59
Maxville (16)	525	277	132	2	94	2	420	10	15	2	191	1670	1993	-16.2%	264	8
Morewood Express	32	37	9	0	7	0	6	0	1	0	0	92			22	0
Morrisburg (44)	1837	2072	254	15	116	0	817	34	59	56	352	5612	5601	+0.2%	1015	81
South Mountain (16)	828	955	160	0	81	0	272	32	21	24	236	2609	2908	-10.3%	384	35
St. Andrews Express	136	30	7	4	4	0	2	1	0	0	28	212	315	-32.7%	47	0
Williamsburg (16)	616	1012	64	0	25	0	255	4	34	104	133	2247	1526	+47.2%	282	9
Williamstown (17)	794	1140	43	0	56	0	294	6	21	16	323	2693	3371	-20.1%	377	24
Winchester (44)	1659	2959	250	6	375	0	943	23	82	109	620	7026	6717	+4.6%	1000	67
SYSTEM TOTAL	19030 (English total 42355)	20583	2742	544 (French total 4860)	4286	30	8214	404	718	826	28597	85974	89901	-4.4%	9357	572

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

eBooks & Audiobooks		
Q3 2024	Q3 2023	Q3 2023/2022 Difference
28623	32737	-12.6%

Interlibrary Loans to Other Library Systems		
Q3 2024	Q3 2023	Q3 2022/2021 Difference
537	546	-1.6%

SDG Library

Third Quarter 2024 Detailed Activity Statistics

Branch & Open Hours per Week	Visitors	Ref. Question	Readers' Advisory	Tech Training	Fax/Email Scan	Outreach	Program Attendance			PAC Stations		
							Adult	Juvenile	Teen	PCs	Sessions	Hours
Administration										0		
Alexandria (44)	4406	34	23	149	56	3	76	239	0	8	849	813
Avonmore (20)	938	0	3	9	0	0	11	177	0	2	94	142
Chesterville (17)	1092	11	23	17	13	0	23	48	0	3	121	74
Crysler (20)	1450	18	17	25	1	0	27	99	27	2	79	40
Finch (16)	673	15	26	21	5	0	0	71	0	5	89	131
Glen Walter Express										0		
Ingleside (44)	3618	12	101	52	44	53	204	206	0	4	246	203
Iroquois (20)	1544	40	82	27	4	1	12	128	0	2	94	76
Lancaster (44)	2307	27	34	64	37	0	68	42	104	1	112	60
Long Sault (30)	2466	20	143	29	3	1	230	112	3	3	162	72
Maxville (16)	582	3	6	17	5	0	29	64	0	2	18	5
Morewood Express												
Morrisburg (44)	3552	33	44	51	54	3	135	170	54	4	412	211
South Mountain (16)	949	1	18	7	4	0	5	94	0	2	31	12
St. Andrews Express										0		
Williamsburg (16)	771	22	29	8	1	6	9	53	0	2	49	17
Williamstown (17)	765	22	15	5	0	1	8	99	0	1	21	6
Winchester (44)	3373	9	77	44	39	0	13	136	0	4	609	452
SYSTEM TOTAL	28486	267	641	525	266	68	850 / 2776	1738	188	45	2986	2314

Database Usage			
Database	Q3 2024	Q3 2023	Q3 2024/2023 Difference
Ancestry Library	84	85	-1.2%
NewsStand [1]	845	638	+32.4%
LinkedIN Learning	67	51	+31.4%
Canadian Points of View	1	0	
Novelist	381	204	+86.8%
PressReader	15562	16043	-3.0%
Consumer Health	0	0	
Kanopy	1430	1174	+21.8%
Mango	54	272	-80.1%
World Book Suite	19	6	+216.7%
Cantook	49	60	-18.3%
Creative Bug	49	0	

1. Newstand is compared to Flipster stats for 2023

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

LIBRARY MONTHLY STATEMENT

For Period Ending 31-Aug-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	-12,307	-10,000	2,307	-13,289	-11,500	1,789
DONATIONS & SALES	-7,738	-5,750	1,988	-13,918	-7,850	6,068
TRANSFER FROM RESERVES	0	-308,332	-308,332	-41,035	-204,420	-163,385
Total REVENUE	**-20,044**	**-465,143**	**-445,099**	**-211,704**	**-362,031**	**-150,327**
EXPENSES						
FULL TIME WAGES & BENEFITS	633,186	977,450	344,264	806,635	936,733	130,098
BRANCH WAGES & BENEFITS	555,475	915,069	359,594	861,587	793,444	-68,143
STUDENT WAGES & BENEFITS	20,821	23,408	2,587	23,847	22,971	-876
BOARD MEETINGS & DEVELOPMENT	4,253	13,232	8,979	8,753	8,250	-503
STAFF MILEAGE	3,752	10,372	6,620	10,704	6,200	-4,504
STAFF TRAINING & DEVELOPMENT	5,136	24,918	19,782	15,370	19,715	4,345
PRINT MATERIAL	88,303	185,500	97,197	152,853	175,500	22,647
DIGITAL BOOKS	45,815	95,000	49,186	90,549	95,000	4,451
DATABASE SUBSCRIPTIONS	57,525	66,526	9,001	48,107	62,761	14,654
MAGAZINES, PERIODICALS & LEASED BOOKS	3,824	3,950	126	7,325	13,217	5,892
SUPPLIES & EQUIPMENT	13,801	28,470	14,669	27,323	28,603	1,280
CREDIT CARD FEES	121	115	-6	31	0	-31
PHONES & INTERNET	34,481	57,496	23,015	55,168	57,688	2,520
PROMOTIONS & WEBSITE	74,924	75,030	106	73,548	87,000	13,452
PUBLIC PROGRAMS	2,518	12,400	9,882	10,160	11,500	1,340
COMPUTER PURCHASES	3,061	7,929	4,868	8,305	8,900	595
SOFTWARE SUPPORT	40,178	52,548	12,370	66,584	66,302	-282
DELIVERY & OUTREACH VEHICLES	1,407	32,000	30,593	45,813	46,250	437
COPIERS & PRINTERS	3,892	10,000	6,108	6,626	10,000	3,374
COPYRIGHT & PERFORMANCES LICENSES	2,113	2,319	206	2,089	2,119	30
BRANCH CLEANING	1,383	5,000	3,617	8,154	10,000	1,846
BRANCH RENTS, INSURANCE & SECURITY	21,676	244,804	223,128	236,126	234,759	-1,367
FURNITURE PURCHASE	122	64,250	64,128	81,901	84,200	2,299
AUDIT & LEGAL FEES	3,053	3,600	547	3,460	3,750	290
SPECIAL PROJECTS	5,150	9,400	4,250	21,990	41,150	19,160
SUPPORT FROM OTHER DEPARTMENTS	188,093	188,093	0	159,752	159,752	0
TRANSFER TO RESERVES	0	0	0	22,677	20,000	-2,677
Total EXPENSES	**1,814,061**	**3,108,879**	**1,294,818**	**2,855,437**	**3,005,764**	**150,327**
Total GENERAL FUND	**1,794,017**	**2,643,736**	**849,719**	**2,643,733**	**2,643,733**	**0**

LIBRARY MONTHLY STATEMENT

For Period Ending 30-Sep-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	-4,637	-8,300	-3,663	-8,152	-5,000	3,152
FEES & FINES	-13,501	-10,000	3,501	-13,289	-11,500	1,789
DONATIONS & SALES	-7,819	-5,750	2,069	-13,918	-7,850	6,068
TRANSFER FROM RESERVES	0	-308,332	-308,332	-41,035	-204,420	-163,385
Total REVENUE	**-25,957**	**-465,143**	**-439,186**	**-211,704**	**-362,031**	**-150,327**
EXPENSES						
FULL TIME WAGES & BENEFITS	709,958	977,450	267,492	806,635	936,733	130,098
BRANCH WAGES & BENEFITS	627,996	915,069	287,073	861,587	793,444	-68,143
STUDENT WAGES & BENEFITS	22,289	23,408	1,119	23,847	22,971	-876
BOARD MEETINGS & DEVELOPMENT	4,560	13,232	8,672	8,753	8,250	-503
STAFF MILEAGE	4,453	10,372	5,919	10,704	6,200	-4,504
STAFF TRAINING & DEVELOPMENT	8,083	24,918	16,835	15,370	19,715	4,345
PRINT MATERIAL	97,250	185,500	88,250	152,853	175,500	22,647
DIGITAL BOOKS	52,853	95,000	42,147	90,549	95,000	4,451
DATABASE SUBSCRIPTIONS	57,525	66,526	9,001	48,107	62,761	14,654
MAGAZINES, PERIODICALS & LEASED BOOKS	3,850	3,950	100	7,325	13,217	5,892
SUPPLIES & EQUIPMENT	16,064	28,470	12,406	27,323	28,603	1,280
CREDIT CARD FEES	121	115	-6	31	0	-31
PHONES & INTERNET	36,055	57,496	21,441	55,168	57,688	2,520
PROMOTIONS & WEBSITE	75,232	75,030	-202	73,548	87,000	13,452
PUBLIC PROGRAMS	3,560	12,400	8,840	10,160	11,500	1,340
COMPUTER PURCHASES	6,353	7,929	1,576	8,305	8,900	595
SOFTWARE SUPPORT	40,257	52,548	12,291	66,584	66,302	-282
DELIVERY & OUTREACH VEHICLES	1,988	32,000	30,012	45,813	46,250	437
COPIERS & PRINTERS	5,156	10,000	4,844	6,626	10,000	3,374
COPYRIGHT & PERFORMANCES LICENSES	2,113	2,319	206	2,089	2,119	30
BRANCH CLEANING	2,071	5,000	2,929	8,154	10,000	1,846
BRANCH RENTS, INSURANCE & SECURITY	24,852	244,804	219,952	236,126	234,759	-1,367
FURNITURE PURCHASE	122	64,250	64,128	81,901	84,200	2,299
AUDIT & LEGAL FEES	3,053	3,600	547	3,460	3,750	290
SPECIAL PROJECTS	5,191	9,400	4,209	21,990	41,150	19,160
SUPPORT FROM OTHER DEPARTMENTS	188,093	188,093	0	159,752	159,752	0
TRANSFER TO RESERVES	0	0	0	22,677	20,000	-2,677
Total EXPENSES	**1,999,099**	**3,108,879**	**1,109,780**	**2,855,437**	**3,005,764**	**150,327**
Total GENERAL FUND	**1,973,143**	**2,643,736**	**670,593**	**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:	October 24, 2024
SUBJECT:	Director of Library Services Report

STAFFING HIGHLIGHTS:
Successfully recruited for the position of Casual Support Assistant:
  Sam Baynham (District 1)
  Kaitlyn Cloutier (District 2)
  Laurie Ann Elis (District 3)
Successfully recruited Maria Steffen for the position of Communications and Marketing Coordinator.

DIRECTOR OF LIBRARY SERVICES: (Rebecca L.)

- Attended County Council meetings (August 26 and September 16).
- Attended weekly Director's meetings with CAO and fellow County Directors.
- Attended and facilitated Management Team and Administrative meetings.
- Attended and facilitated SDG Reads Planning Committee meetings leading up to the day of the event. Meetings consisted of planning decorations, food, silent auction items, and scheduling.
- Attended the AMPLO September meeting (September 6).
- Met with the Director of Community Services, Anne Leduc, and the North Glengarry Fire Chief, Matthew Roy, regarding the Maxville branch's future lighting upgrade project (September 17).
- Attended an in-person ARUPLO conference in Alliston, ON (September 18-20).
- Assisted with the organization of the County's social event 'Birthday Break', for the month of September.
- Completed Vadim training with the County's Director of Finance, Rebecca Russell.
- Met with the Township of South Stormont and South Glengarry to discuss some outstanding concerns regarding the Lease Agreements.
- In consultation with the Community Librarian, organized a working group with representatives of the Friends of the Library groups to discuss the Friends of the Library Policy and MOU (September 26).
- Met and consulted with the County HR department to discuss human resource matters within the SDG Library system.
- Attended an in-person Regional CEO networking meeting at the Brockville Public Library (October 3). This meeting reviewed topics such as the PLOG application, typical week for the annual survey, e-resource programs and deadlines, and general networking opportunities.
- Met with MP Eric Duncan and Stephanie McMartin (Cornwall Public Library) to discuss options to allow patrons access to a digital copy of the Standard Freeholder (October 4).
- Attended the SDG Reads event, held on October 7th. Assisted with the set up and take down of the event.
- Prepared the Library Board Meeting Agenda and attended the Library Board regular meeting – Thursday, September 5, 2024, 5:00pm at Maxville Library branch.

ACTION REQUEST

PREPARED BY:	Rebecca Luck – Director of Library Services
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	October 24, 2024
SUBJECT:	Friends of the Library Policy

BACKGROUND:

1. The Friends of the Library Policy defines the roles and responsibilities of Friends of the Library groups within the SDG Library system.

2. The Friends of the Library Policy was first approved by the Board in December 2008, last updated in May 2019, and reviewed by the Board in September.

3. As part of the 2019 Policy review, a Memorandum of Understanding (MOU) was created between the SDG Library and the Friends group. The MOU sets forward the roles and responsibilities of both the Friends group and the SDG Library. The Director of Library Services does not have a copy of these MOUs and cannot confirm whether they were signed.

4. To strengthen the relationship between the SDG Library and the Friends groups, the former Community Librarian, Cynthia Waters, and the Director of Library Services established a working group with each individual Friends group (South Mountain, Ingleside, Long Sault, Crysler, and Williamsburg). The purpose of the working group was to review the Friends of the Library Policy and MOU to ensure it is fair, equitable, and transparent. Each group was sent a copy of the DRAFT Friends of the Library Policy and MOU for their review.

5. On September 26, 2024, the former Community Librarian, Cynthia Waters, and the Director of Library Services met with the following representatives:

    a. Crysler Friends of the Library: Kim LeBrun and Lynne Lafleche
    b. Williamsburg Friends of the Library: Mary Strader and Larry Baizana

    Those who declined to meet on September 26th stated that they were in agreement with the DRAFT Policy and MOU and had no further comments to discuss.

ANALYSIS:

6. Based on the conversation from September 26th, no amendments are proposed to the Policy or MOU.

IMPACT ON 2024 BUDGET:

7. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 2: Conduct Community Outreach

RECOMMENDATION(S):

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

Friends of the Library Policy

For: The Stormont, Dundas and Glengarry County Library Board	**Policy No**.: 2008-06
Policy Type: Operational	**Effective Date**: October 24, 2024 Date of Last Revision: May 9, 2019 First Approved: December 2, 2008

Purpose

The Stormont, Dundas and Glengarry County Library (SDG Library) Board encourages the establishment of 'Friends of the Library' groups within the United Counties of Stormont, Dundas and Glengarry (Counties). The purpose of this policy is to define the roles and responsibilities of Friends of the Library groups within the SDG Library system.

Definitions

"Friends of the SDG Library group (Friends group)" is a formally established, independent, organization with its own executive committee, constitution and bank account(s). They are made up of volunteers with a common interest in supporting library goals and activities.

"Friends activities" may include advocacy, events, fundraising, donations, and/or sponsorship.

"Fundraising" means collecting financial support for SDG Library programs, services, operations or facilities through organized activities.

"Donation" means a gift or contribution of money, goods or services given to the SDG Library voluntarily toward an event, project or program as a philanthropic act.

"Sponsorship" means the support of a SDG Library event, project or program in return for recognition of the support.

Policy

1. Role of Friends Groups

1.1. The SDG Library recognizes the existence of these independent organizations which share the goals of the SDG Library. Friends groups shall:
   a) Assist, support and further the goals of the SDG Library;
   b) Advocate and promote library services and literacy in their communities;
   c) Establish closer ties between the SDG Library and its community;
   d) Raise funds.

1.2. Friends groups will abide by all SDG Library Policies.

1.3.   Friends groups will recognize the Board's right to govern and management's responsibility to deliver library services and programs.

1.4.   While the Board acknowledges the importance of volunteer services provided by Friends groups, the goals and objectives of the Friends groups shall not conflict with those of the SDG Library Board, as established under the Public Library Act.

2. Library Responsibilities

2.1.   SDG Library recognizes that ongoing communications between a Friends group and the SDG Library is vital to a successful partnership that helps to support library goals and activities.

2.2.   The Community Librarian, or designate, will be the main liaison for ongoing communications between Friends groups and the SDG Library. Branch staff and district supervisors will refer all Friends groups inquiries and correspondence to the Community Librarian.

2.3.   The Community Librarian, or designate, will bring advocacy, funding and sponsorship needs to the attention of the Friends groups.

2.4.   The Library Board will strive to meet annually with Friends groups to recognize their accomplishments, foster communication, and discuss issues of mutual concern.

3. Friends Group Responsibilities

3.1.   A copy of the Friends groups' constitution shall be forwarded to the Community Librarian, or designate.

3.2.   Upon each new term of the SDG Library Board, a Memorandum of Understanding (MOU) shall be signed between the SDG Library Board Chair, Director of Library Services, and the Friends group.

3.3.   Meeting notices, agendas and minutes shall be forwarded to the Community Librarian, or designate.

3.4.   All Friends groups activities, including advocacy, events, fundraising, donation and sponsorship activities, must be discussed and reviewed with the Community Librarian, or designate, and approved by the Director of Library Services.

3.5.   Any and all advocacy activities carried out by the Friends groups are to be aligned with the strategic goals of the SDG Library. When engaged in advocacy activities, Friends groups will expend their own funds.

3.6.   With approval from the Community Librarian, or designate, Friends groups may use the name, brand and/or image of the SDG Library in their fundraising and advocacy activities. Usage of the SDG Library logo shall be in accordance with the Style Toolkit Guide (2018).

3.7.   Friends groups may request the opportunity to delegate at monthly Board meetings; bringing updates, information and questions to members of the Library Board. Requests to delegate at board meetings must be arranged via the Community Librarian.

3.8.   The SDG Library welcomes volunteer assistance from individual members of Friends groups. These individuals must follow the guidelines provided in the SDG Library's Volunteer Policy, including providing a Criminal Reference Check (CRC).

4. Fundraising, Donations & Sponsorships

4.1.   The SDG Library welcomes and encourages fundraising and donations from Friends groups for the purpose of enhancing library programs, services, operations, and facilities. All fundraising, donations and sponsorship activities by Friends of the Library groups must follow the terms set out in the Library's Donations, Sponsorship and Fundraising Policy.

4.2.   All donations, sponsorship, and fundraising campaigns should be undertaken after thorough discussion with the Community Librarian, Director of Library Services, and Library Board. All donations, sponsorships, and fundraising campaigns are to align with the SDG Library's Strategic Plan.

5. Establishing a Friends Group

5.1.   Individuals or groups wishing to form a Friends group are requested to communicate their intentions in writing to the SDG Library Board.

5.2.   The Community Librarian is available to provide information, support, and liaison between Library administration and the prospective Friends group.

6. Dissolution of Friends Groups

6.1.   If a Friends group cannot fulfill the requirements set forth in this Policy and/or the decision to disband is reached by the Friends group, then they may choose to disband.

6.2.   Should a Friends group disband, all funds raised in the name of the SDG Library, will revert to the SDG Library Board, after debts are paid.

6.3.   Should a Friends group decide to disband, a letter informing the SDG Library Board and SDG Library administration must be sent to:

Friends of the Library Policy

SDG Library
Attn: Community Librarian
26 Pitt Street, Suite 106
Cornwall, ON K6J 3P2

6.4.　Should a Friends group be in violation of any Policies and Procedures set forth by the SDG Library Board, they may no longer be recognized as a Friends of the SDG Library group.

DRAFT

DRAFT Memorandum of Understanding

(Hereinafter referred to as the "MOU")

Between

The Stormont, Dundas and Glengarry County Library

(Hereinafter referred to as the "SDG Library")

And

The Friends of the _____

(Hereinafter referred to as "the Friends")

Hereinafter referred to jointly as "the Parties"

Concerning the relationship between

the SDG Library

And

the Friends of _____

WHEREAS the Stormont, Dundas and Glengarry County Library Board encourages the establishment of "Friends of the Library Groups" within the United Counties;

THEREFORE to work together toward common goals, all parties must clearly understand their respective roles and maintain good communications. To that end, the objective of this Memorandum of Understanding (MOU) is to clarify the relationship between the Parties as well as each Party's roles and responsibilities relative to each other.

Definitions

"Friends of the SDG Library group (Friends group)" is a formally established, independent, organization with its own executive committee, constitution and bank account(s). They are made up of volunteers with a common interest in supporting library goals and activities.

"Friends activities" may include advocacy, events, fundraising, donations, and/or sponsorship.

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"Donation" means a gift or contribution of money, goods or services given to the SDG Library voluntarily toward an event, project or program as a philanthropic act.

"Sponsorship" means the support of a SDG Library event, project or program in return for recognition of the support.

1. **Role of Friends Groups**

    1.1.   The SDG Library recognizes the existence of these independent organizations which share the goals of the SDG Library. Friends groups shall:
    - a)   Assist, support and further the goals of the SDG Library;
    - b)   Advocate and promote library services and literacy in their communities;
    - c)   Establish closer ties between the SDG Library and its community;
    - d)   Raise funds.

    1.2.   Friends groups will abide by all SDG Library Policies.

    1.3.   Friends groups will recognize the Board's right to govern and management's responsibility to deliver library services and programs.

    1.4.   While the Board acknowledges the importance of volunteer services provided by Friends groups, the goals and objectives of the Friends groups shall not conflict with those of the SDG Library Board, as established under the Public Library Act.

2. **Library Responsibilities**

    2.1.   SDG Library recognizes that ongoing communications between a Friends group and the SDG Library is vital to a successful partnership that helps to support library goals and activities.

    2.2.   The Community Librarian, or designate, will be the main liaison for ongoing communications between Friends groups and the SDG Library. Branch staff and district supervisors will refer all Friends groups inquiries and correspondence to the Community Librarian.

    2.3.   The Community Librarian, or designate, will bring advocacy, funding and sponsorship needs to the attention of the Friends groups.

    2.4.   The Library Board will strive to meet annually with Friends groups to recognize their accomplishments, foster communication, and discuss issues of mutual concern.

3. **Friends Group Responsibilities**

    3.1.   A copy of the Friends groups' constitution shall be forwarded to the Community Librarian, or designate.

    3.2.   Upon each new term of the SDG Library Board, a Memorandum of Understanding (MOU) shall be signed between the SDG Library Board Chair, Director of Library Services, and the Friends group.

3.3. Meeting notices, agendas and minutes shall be forwarded to the Community Librarian, or designate.

3.4. All Friends groups activities, including advocacy, events, fundraising, donation and sponsorship activities, must be discussed and reviewed with the Community Librarian, or designate, and approved by the Director of Library Services.

3.5. Any and all advocacy activities carried out by the Friends groups are to be aligned with the strategic goals of the SDG Library. When engaged in advocacy activities, Friends groups will expend their own funds.

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3.8. The SDG Library welcomes volunteer assistance from individual members of Friends groups. These individuals must follow the guidelines provided in the SDG Library's Volunteer Policy, including providing a Criminal Reference Check (CRC).

4. **Fundraising, Donations & Sponsorships**

4.1. The SDG Library welcomes and encourages fundraising and donations from Friends groups for the purpose of enhancing library programs, services, operations, and facilities. All fundraising, donations and sponsorship activities by Friends of the Library groups must follow the terms set out in the Library's Donations, Sponsorship and Fundraising Policy.

4.2. All donations, sponsorship, and fundraising campaigns should be undertaken after thorough discussion with the Community Librarian, Director of Library Services, and Library Board. All donations, sponsorships, and fundraising campaigns are to align with the SDG Library's Strategic Plan.

5. **Establishing a Friends Group**

5.1. Individuals or groups wishing to form a Friends group are requested to communicate their intentions in writing to the SDG Library Board.

5.2. The Community Librarian is available to provide information, support, and liaison between Library administration and the prospective Friends group.

6. **Dissolution of Friends Groups**

6.1. If a Friends group cannot fulfill the requirements set forth in this Policy and/or the decision to disband is reached by the Friends group, then they may choose to disband.

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6.3.   Should a Friends group decide to disband, a letter informing the SDG Library Board and SDG Library administration must be sent to:

SDG Library
Attn: Community Librarian
26 Pitt Street, Suite 106
Cornwall, ON K6J 3P2

6.4.   Should a Friends group be in violation of any Policies and Procedures set forth by the SDG Library Board, they may no longer be recognized as a Friends of the SDG Library group.

7.   Termination of MOU

7.1. This MOU may be terminated by either party upon sixty (60) days written notice to the other party.

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

THE FRIENDS OF THE _____

        PER: _____

        DATE: _____

THE STORMONT, DUNDAS AND GLENGARRY COUNTY LIBRARY BOARD

        PER: _____
            Library Board Chair

        DATE: _____

        PER: _____
            Director of Library Services

        DATE: _____

STAFF REPORT   **S.R. No. 25-2024**

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: October 24, 2024

SUBJECT: Library Board Self-Evaluation

BACKGROUND:

1. The Library Board Self-Evaluation outlines a means to assess management of the Board, to acknowledge goals achieved, determine strengths and weaknesses, provide perspective to the Board's activity during the preceding year, and act as a guide in the coming year.

ANALYSIS:

2. Each member of the Board shall be receiving a copy of the Board Self-Evaluation questionnaire to be completed and returned to the Chair. The questionnaire will be aggregated by the Chair and discussed by the members of the Board in a subsequent meeting (January – as no meetings will be held in December 2024).

3. It is requested that the Board Self-Evaluation questionnaire be completed before December 31, 2024.

4. To facilitate the process, Board members can complete it either physically or electronically, using Microsoft Forms (link to be distributed in a separate email).

IMPACT ON 2024 BUDGET:

5. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 3: Strengthen our Organization

	STAFF REPORT	**S.R. No. 26-2024**

PREPARED BY:	Kate Jones Miner – District 1 Supervisor Jessica Lomberg – District 2 Supervisor Emily Andrews –District 3 Supervisor
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	October 24, 2024
SUBJECT:	Outreach Services – Long-Term Care, Hospice and Retirement Facilities

BACKGROUND:

1. The SDG Library provides outreach services to long-term care, hospice and retirement facilities. Library staff make arrangements for monthly book deliveries, presentations on library e-Resources, and provide assistance setting up patrons with Centre for Equitable Library Access (CELA) services.

2. The SDG Library currently provides the following outreach services across the Counties of SDG:

Dundas Manor, Winchester:

Library staff create a curated box of 20-25 large print titles for residents of the Dundas Manor. They are picked up once a week by a staff member of the Manor.

J.W. MacIntosh Community Support Services, Williamsburg:

Library staff visit the J.W. Macintosh Community Support Services once a month**.** The visits consist of curating and bringing books for the residents to borrow. Library staff also spend time with the residents: learn about their interests in reading and provide books that they specifically request. The residents of J.W. MacIntosh Villa have lower mobility and are somewhat house bound. Therefore, this outreach service is well-received, and much appreciated.

Dundas County Hospice, Williamsburg:

Library staff visit the Dundas County Hospice once a month**,** providing books to the clients, caregivers and Hospice volunteers, as well as Hospice staff who aid the community in Hospice Care. Many of these Volunteers and Staff are also regular patrons of the SDG Library, but they appreciate that Library staff come to the Hospice and interact with clients and their caregivers. It is in forming these community ties and connections that provide the Library with added patrons, and also increases the community awareness of the services we provide.

Woodland Villa, Long Sault:

Library staff visit the Woodland Villa once a month, bringing a curated assortment of books.

Chartwell Hartford Retirement Residence, Morrisburg:

Library staff visit the Chartwell Hartford Retirement Residence once a month**.** The visits consist of curating and bringing books for the residents to borrow. Library staff also offer assistance with Library Services/e-Resources (tech support for but not limited to assistive devices). Staff have also facilitated crafts for residents.

Chateau Glengarry, Alexandria:

Library staff visit the Chateau Glengarry once a month, delivering requested items and collecting any materials for return. Approximately ten (10) residents have individual library cards, while a select few also visit the branch in-person.

The Palace Alexandria Long Term Care, Alexandria:

Outreach services have been newly facilitated between the SDG Library and the Palace, with the intent to visit once a month, starting October 2024.

Maxville Manor, Maxville:

Library staff visit the Maxville Manor once a month. Materials are either delivered by library staff or collected by Manor staff from the branch. These include holds for approximately five (5) residents. Occasionally, Manor staff request generic materials to distribute to residents. Twenty-five (25) large print books were recently weeded from the SDG Library collection and donated to the Manor for residents' enjoyment.

In the Spring of 2024, Library admin staff (Cassie and Stacey) completed a presentation on eResources to members of Maxville Manor's day-program, who received iPads as part of a community project. Since then, many additional tech support sessions have been provided by branch staff.

ANALYSIS:

3. N/A

IMPACT ON 2024 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 2: Conducting Community Outreach

STAFF REPORT   **S.R. No. 27-2024**

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: October 24, 2024

SUBJECT: DRAFT 2025 Library Budget

BACKGROUND:

2024 Accomplishments:

1. Hired and filled critical roles within the organization: Courier, Community Librarian, Communications and Marketing Coordinator, and Casual Support Assistants.
2. Participated in twenty-four (24) pop-up events, having over 2,700 interactions with community members.
3. Implemented nighttime support hours in branches that were deemed more isolated.
4. Hosted SDG Reads 2024 with author Craig Shreve.
5. With the help of two (2) summer facilitators, TD SRC saw over 1,000 attendees (395 registrations).
6. Supplemented the physical collection by adding phonics learning kits, nature backpacks, and a boardgame collection, all of which continue to have holds.
7. Supplemented the digital collection by adding the following databases: NewsStand, Little PIM Kids Language Learning, Creative Bug, Canadian Points of View Reference Centre, Consumer Health Complete, and World Book.
8. Launched BiblioEmail.
9. Formed a working group with local Municipalities, finalizing the Library's Lease Agreements.
10. Outfitted the South Mountain and Ingleside branches with new electrical drop poles.

ANALYSIS:

2025 Budget Impact:

11. The 2024 Budget sees a 4.9% increase from the 2024 Budget.
12. A total of $247,242 to be used from Library Surplus, and $31,300 from Library Reserves to offset specific expenses (totalling $278,542). This accounts for **all** remaining Library Surplus.
13. A total of four (4) Board members and two (2) staff to attend the OLA Superconference.
14. Implementation of Niche Academy, a database that hosts ready-to-use tutorials, and a platform that will allow SDG Library to deliver training and track progress.
15. Outfit all branches with the Square Terminal, reducing barriers and allowing patrons to use debit and credit card transactions to pay Library fees.
16. Maxville to receive new circulation desk.
17. Chesterville to have new carpet installed (should the relocation occur).
18. Increased signage and bin wrapping.

19. Programs to include volunteer appreciation, TD Summer Reading Club, branch programming and system-wide programming (March break, Maker Month, Film Day, Holiday events, among others).

2025 Budget Options:

20. Decrease the 2025 Budget by $7,960 to account for the deletion of two (2) new database subscriptions (cloudLibrary comics and cloudLibrary Biblio+).

IMPACT ON 2024 BUDGET:

21. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach

Goal 3: Strengthen our Organization

United Counties of Stormont Dundas & Glengarry

COUNCIL BUDGET

GL5410

Page : 1

Date : Oct 18, 2024

Time : 1:08 pm

For Period Ending 31-Jan-2025

	BUDGET 2024	ACTUAL 2024	BUDGET 2025	BUDGET CHANGE
GENERAL FUND				
LIBRARY REVENUE				
Provincial Operating Grant	-131,761	0	-131,761	0
Provincial Capacity Grant	-1,000	0	-1,000	0
Student Funding	-8,300	-4,637	-4,500	3,800
Fees & Fines Revenue	-10,250	-14,808	-9,750	500
Donations and Fundraising	-4,000	-6,352	-4,500	-500
Sale of Items	-1,500	-2,115	-1,750	-250
Transfer From Reserves	0	0	-31,300	-31,300
Transfer From Surplus	-308,332	0	-247,242	61,090
Total LIBRARY REVENUE	-465,143	-27,912	-431,803	33,340
LIBRARY EXPENSES				
Fulltime Wages & Benefits	977,450	754,133	1,068,303	90,853
Part time Wages & Benefits	915,069	702,050	988,910	73,841
Student Wages & Benefits	23,408	22,289	23,618	210
Board Wages & Benefits (Non-council)	5,189	4,426	6,922	1,733
Staff Mileage	10,372	4,989	6,000	-4,372
Board Mileage & Conferences	8,043	2,921	8,521	478
Staff Training & Development	24,918	8,083	24,530	-388
Collections Material	350,976	253,417	349,183	-1,793
Supplies & Equipment	45,404	24,105	41,150	-4,254
Postage	2,500	973	2,500	0
Buildings Rent & Utilities Paid	229,738	11,176	234,771	5,033
Facilities Costs	77,562	56,543	77,371	-191
Furniture	57,250	0	23,000	-34,250
Computers	60,477	47,461	59,787	-690
Vehicles	32,000	1,988	29,500	-2,500
Promotions	75,430	58,029	69,200	-6,230
Programs	12,400	3,745	9,900	-2,500
Audit & Legal Fees	3,600	3,053	6,110	2,510
Special Projects	9,000	5,045	3,000	-6,000
County Support Services	188,093	188,093	172,764	-15,329
Total LIBRARY EXPENSES	3,108,879	2,152,518	3,205,040	96,161
Total GENERAL FUND	2,643,736	2,124,606	2,773,237	129,501