



MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, November 21, 2024, 5:00 p.m.

Morrisburg Branch

34 Ottawa Street, Morrisburg ON

	Pages
1. Call to Order	
2. Adoption of Agenda	
a. Additions, Deletions or Amendments Additions to or deletions from the Agenda must be made upon consultation with the Board Chair prior to the meeting. All matters listed under “Consent Items” are considered to be routine and will be enacted by one motion. Should a Board member wish an alternative action from the proposed recommendation, s/he may request that the matter(s) be moved to the appropriate section at this time.	
3. Declaration of Pecuniary Interest	
4. Adoption of Minutes	
a. Library Board Regular Meeting Minutes - October 24, 2024	3
5. Delegations	
6. Consent Items	
a. Statistical Summary (Circulation) - October 2024	7
b. Financial Report - October 2024	8
c. Branch and Supervisors Reports - August, September & October 2024	9
d. Communications & Marketing Report - September & October 2024	17
e. Technical Services Report - August, September & October	19
f. Director of Library Services Report - October 2024	21
g. Correspondence	
7. Action Items	
a. 2025 Budget - Library Services	22
8. Discussion Items	
a. Accessibility Policy	25
b. Canadian Library Month in Review	31

c.	Review of Library Board's 2024 Meetings	34
d.	2025 Regular Meeting Dates and Locations	36
e.	2025 Board Meeting Topics	39
f.	Reciprocal Borrowing - North Grenville	41
g.	OLS Board Assembly Meeting - Fall 2024	43
9.	In Camera	
10.	Adjournment	

Stormont, Dundas and Glengarry County Library Board

Minutes

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

Williamstown Branch

19641 County Road 19, Williamstown, ON

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

Staff Present: Rebecca Luck, Director of Library Services; Maria Steffen, Communications and Marketing Coordinator; Emily Andrews, Temporary District 3 Supervisor; Julie Charron-Pilon, Library Services Assistant (Williamstown Branch)

1. **Call to Order** – Meeting was called to order at 5:09 pm.

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

2.1 **Additions, Deletions or Amendments**

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

4. **Adoption of Minutes**

4.1 **Library Board Regular Meeting Minutes - September 5, 2024**

Moved by Tony Fraser

Seconded by Jason Broad

That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the September 5, 2024 regular meeting, as written.

CARRIED

5. Delegations

Julie Charron-Pilon, Library Services Assistant at the Williamstown 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

6.1 Statistical Summary (Circulation) - August & September 2024

The Board noted the success of the newly launched Morewood Express depot. In the month of September alone, it received 35 requests for print and A/V materials.

6.2 Statistical Summary (Quarterly) - July - September 2024

The Board reviewed the third quarterly statistical summary and noted that there may be more opportunities for Senior Programs; Library staff to explore said opportunities. Furthermore, Library staff to explore means to increase the number of Library visitors through a targeted action plan.

6.3 Financial Report - August & September 2024

6.4 Director of Library Services Report - August & September 2024

6.5 Correspondence

7. Action Items

7.1 Friends of the Library Policy – Review

Library staff to review the Donations, Sponsorship and Fundraising Policy to ensure that the Library does not endorse lotteries as part of fundraising campaigns.

The Board noted that they have not yet met with the Williamsburg and Long Sault Friends of the Library groups. Meetings to be coordinated in 2025.

Moved by Lachlan McDonald

Seconded by François Landry

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

CARRIED

8. Discussion Items

8.1 Library Board Self-Evaluation

8.2 Outreach Services - Long-Term Care, Hospice and Retirement Facilities

8.3 2025 DRAFT Budget - Library Services

8.4 Library Board Newsletter

The creation of the newsletter was a request made by a Board member. As it currently stands, the newsletter has only been distributed to Board members as a way to summarize the events from a Board meeting.

The Board discussed how they envision the future of the Library Board newsletter, mainly:

- a) Be transparent and a means to share information on the activity of the Board equally across all Municipalities.
- b) Incorporate the information into a visually appealing template.
- c) Share the newsletter with Friends of the Library groups, local Municipalities, and include it on the Library's website.

9. In Camera

10. Adjournment

Moved by Tony Fraser

Seconded by Jo-Anne McCaslin

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on November 21, 2024 at Morrisburg Branch, or at the Call of the Chair.

CARRIED

Board Chair/Vice Chair

Secretary

SDG Library

October 2024 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	October 2024 Total	October 2023 Total	October 2024/2023 Difference			
Administration	357	7843	8200	9226	-11.1%	18		1
Alexandria (44)	3401	261	3662	3521	+4.0%	475	1742	54
Avonmore (20)	473	70	543	519	+4.6%	95	215	8
Chesterville (17)	772	145	917	992	-7.6%	136	364	11
Crysler (20)	1375	43	1418	1424	-0.4%	128	859	6
Finch (16)	564	60	624	553	+12.8%	68	315	4
Glen Walter Express	74	7	81	68	+19.1%	23		0
Ingleside (44)	1753	133	1886	1808	+4.3%	274	1327	11
Iroquois (20)	955	109	1064	978	+8.8%	167	652	8
Lancaster (44)	1203	140	1343	1622	-17.2%	241	900	16
Long Sault (30)	2068	170	2238	1609	+39.1%	292	868	5
Maxville (16)	433	76	509	661	-23.0%	80	420	8
Morewood Express	53	0	53	0		11		0
Morrisburg (44)	1574	91	1665	1758	-5.3%	309	1272	20
South Mountain (16)	803	95	898	1096	-18.1%	132	302	6
St. Andrews Express	65	12	77	109	-29.4%	19		0
Williamsburg (16)	619	57	676	559	+20.9%	86	206	2
Williamstown (17)	861	118	979	1129	-13.3%	110	281	24
Winchester (44)	1749	211	1960	2166	-9.5%	313	1079	20
SYSTEM TOTAL	19152	9641	28793	29798	-3.4%	2977	10802	204

"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	4734
cloudLibrary-Collection Usage	9641

LIBRARY MONTHLY STATEMENT

Date : Nov 06, 2024

Time : 2:47 pm

For Period Ending 31-Oct-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	-15,210	-10,000	5,210	-13,289	-11,500	1,789
DONATIONS & SALES	-8,537	-5,750	2,787	-13,918	-7,850	6,068
TRANSFER FROM RESERVES	0	-308,332	-308,332	-41,035	-204,420	-163,385
Total REVENUE	-28,384	-465,143	-436,759	-211,704	-362,031	-150,327
EXPENSES						
FULL TIME WAGES & BENEFITS	785,572	977,450	191,878	806,635	936,733	130,098
BRANCH WAGES & BENEFITS	743,899	915,069	171,170	861,587	793,444	-68,143
STUDENT WAGES & BENEFITS	22,289	23,408	1,119	23,847	22,971	-876
BOARD MEETINGS & DEVELOPMENT	7,345	13,232	5,887	8,753	8,250	-503
STAFF MILEAGE	5,332	10,372	5,040	10,704	6,200	-4,504
STAFF TRAINING & DEVELOPMENT	10,338	24,918	14,580	15,370	19,715	4,345
PRINT MATERIAL	135,764	185,500	49,736	152,853	175,500	22,647
DIGITAL BOOKS	64,665	95,000	30,335	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	17,834	28,470	10,636	27,323	28,603	1,280
CREDIT CARD FEES	133	115	-18	31	0	-31
PHONES & INTERNET	43,169	57,496	14,327	55,168	57,688	2,520
PROMOTIONS & WEBSITE	75,232	75,030	-202	73,548	87,000	13,452
PUBLIC PROGRAMS	4,308	12,400	8,092	10,160	11,500	1,340
COMPUTER PURCHASES	7,204	7,929	725	8,305	8,900	595
SOFTWARE SUPPORT	45,054	52,548	7,494	66,584	66,302	-282
DELIVERY & OUTREACH VEHICLES	2,074	32,000	29,926	45,813	46,250	437
COPIERS & PRINTERS	5,996	10,000	4,004	6,626	10,000	3,374
COPYRIGHT & PERFORMANCES LICENSES	2,113	2,319	206	2,089	2,119	30
BRANCH CLEANING	2,664	5,000	2,336	8,154	10,000	1,846
BRANCH RENTS, INSURANCE & SECURITY	98,835	244,804	145,969	236,126	234,759	-1,367
FURNITURE PURCHASE	1,063	64,250	63,187	81,901	84,200	2,299
AUDIT & LEGAL FEES	3,053	3,600	547	3,460	3,750	290
SPECIAL PROJECTS	5,292	9,400	4,108	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	2,338,695	3,108,879	770,184	2,855,437	3,005,764	150,327
Total GENERAL FUND	2,310,311	2,643,736	333,425	2,643,733	2,643,733	0

INFORMATION REPORT

<u>PREPARED BY:</u>	Kate Miner – District Supervisor (District 1) Jessica Lomborg – District Supervisor (District 2) Emily Andrews – District Supervisor (District 3)
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	November 21, 2024
<u>SUBJECT:</u>	Branch & Supervisor Reports

DISTRICT 1

CHESTERVILLE BRANCH: (Mitch C.)

- The monthly knitting circle that begun in the summer continues to be popular with new knitters joining in. An evening knitting circle will be added soon to increase the frequency of meetings, while making it accessible to more patrons.
- In celebration of Thanksgiving, staff organized a Storytime for young children, followed by a craft activity where participants created ornamental corn cobs using beads. Everyone enjoyed the experience and left feeling proud of their artwork, ready to enhance their Thanksgiving table at home.
- The Chesterville book club, known as Book, Line and Thinkers, has met twice this Fall and has discussed a different book at each session. Book club kits remain popular, as all members have access to the same titles.
- During the Ontario Public Library Week in October, an event was held called “Rediscover Your Library”. Patrons had an opportunity to learn about all what the library has to offer, including the digital content available on the SDG Library website. Participants also had the opportunity to seek assistance in downloading and registering the various apps required to access content such as Cloud Library and Creative Bug.

CRYSLER BRANCH: (Ian N.)

- Crysler patrons were page-turners in August with the return of Crysler's Book Club, the wrap-up of the Summer Reading Club, and gearing up for the new school semester.
- Staff kicked off the school year with a fun-filled “After-school Chillzone” where kids and teens leveled up with video games, study sessions, and good times with friends.
- Crysler Branch hosted French-language author Réjean Aubut, inspiring future writers, and made a great connection with our French-patrons.
- The branch’s “Teen Anime Night” drew new faces, welcoming the next generation of graphic novel enthusiasts. It was a “novel” experience!
- Patrons gobbled up the fun with our Thanksgiving craft program, where young families created hand-traced turkeys. Both kids and parents flocked together for a fantastic, festive time!
- Partnering with the Crysler Friends of the Library and the North Stormont Fire Department, staff hosted a Sparky Storytime that saw the Branch filled to capacity.

MAKERLAB/FINCH BRANCH (Josée C.)

- In August, Patrons demonstrated a keen interest in the MakerLab's offerings as LSA Josée C. conducted mini tours of the branch, addressed inquiries regarding our sewing machine, and managed four MakerLab bookings.
- The "Teen Summer Reading Challenge" concluded with two grand prize winners announced at the end of the month. Thirty-two (32) teens participated across the system, with fifteen (15) teens completing at least three (3) challenges and ten (10) teens fully finishing their challenge cards. Prizes were created in the MakerLab using the Cricut and the button-maker.
- The MakerLab saw quite an increase in visitors with the return of the hockey season in September! The Branch is a favourite place for families to spend time between games and practices, where they play video games, create masterpieces, or, of course, read.
- September also saw the first "Create it With Cricut" program of the Fall. Held this time at the MakerLab, together patrons created Fall wreaths with papercrafts, and many were interested in seeing the Cricut in action.
- October was all about 3D printing at the MakerLab. Both young and old patrons had questions about 3D printing, filaments and the process of creating 3D printing. LSA Josée C. handled approximately a dozen requests, alongside the creations made for SDG Reads and other programming.
- Staff was also very pleased with the launch of the program "ART-chitects". There were an average seven (7) children alongside their parents each week creating designs for their dream house, planning a new town, and crafting sunshades for their pretend lemonade stands.

SOUTH MOUNTAIN BRANCH (Ginette T.)

- The TD Summer Reading Club wrapped up in August after a great summer. Numbers were consistent throughout the summer with the children having a great time participating in lots of crafts and activities.
- The "Homeschool Explorers" group resumed with a blast in September. Using the Stomp Rockets maker kit, the children constructed paper rockets and subsequently launched them in the parking lot adjacent to the branch. The rockets soared high into the sky, much to the delight of everyone present. The group will continue to meet on the second and fourth Wednesday of each month.
- In September, the Branch hosted a "Beeswax Food Wrap Workshop," where participants had the opportunity to create environmentally friendly food wraps as an alternative to plastic cling wrap. Using a double boiler, beeswax, pine resin, and jojoba oil were melted together, and this mixture was then brushed onto pieces of cotton. The resulting wraps were both pliable and sticky, making them suitable for food storage.
- A new program for the Library's youngest patrons was debuted in October. "Baby & Tot Playtime" welcomed a small group of moms and their infants to the branch for songs and stories, followed by a social time for all. A second session is planned for November.
- Halloween was celebrated at the South Mountain Branch with an evening of "Spooktacular Storytime," where the children enjoyed a spooky story followed by an engaging Halloween craft activity.

WINCHESTER BRANCH (Jessica L. and Chantal N.)

- The Summer Olympics were in full swing by August, and the Winchester Branch proudly hosted its own version with the “Library Games.” Participants created country names and flags and competed for prizes and recognition in various events, including bookbag weightlifting, balloon volleyball using book houses, and popsicle stick archery.
- September kicked programming into high gear once again at the SDG Library. The Winchester Branch renamed the former “Mini Makers” program to “After School Club” and has seen a steady number of participants. This Fall also marks the return of Winchester’s “Stay & Play Storytime,” for Winchester’s younger parents and their grown-ups. It also brought the return of many teachers and students from Winchester Public School for class visits. Additionally, the Branch continues to be active with patrons visiting to study or work on various projects outside of class hours.
- Winchester has seen hauntingly good program stats this month starting with LSA Jess’ “Spooky Cemeterium.” Not only was the night frighteningly fun, but it was the most successful program for online registration the Branch has seen outside of the Summer Reading Club! Add that to the start of class visits and recurring programs, patrons have had lots to explore this October.

DISTRICT SUPERVISOR (Kate J.M.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Provided technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Attended regular check-ins with Community Librarian and other District Supervisors (ongoing)
- Engaged in weekly Management Meetings (ongoing)
- Outreach: Attended South Mountain Fair alongside Summer Students
- Reviewed and discussed program proposals for the Fall and Winter program cycle
- Policy review: Circulation policy, Friends of the Library
- Profession Development: Polaris LEAP training videos, OLS Virtual Conference
- Participated in the planning, set-up and hosting of the SDG Reads event: headed decoration committee
- Created SDG Reads gifts and swag in the MakerLab
- Co-ordinated the replacement of a faulty Cricut
- Facilitated the Sparky Storytime in Crysler in conjunction with the Crysler Friends of the Library, and the North Stormont Fire Department.

INGLESIDE: (Linda P. and Colleen C.)

- LSA Colleen welcomed local schools and camps to the Ingleside branch over the summer, leading engaging Summer Reading Club lessons that inspired young readers. This success carried into fall, with her interactive Family Storytime sessions starting up again, drawing enthusiastic participation from both children and caregivers.
- Ingleside’s popular ongoing programs resumed in September with high levels of participation. Programs such as the Knitting Club, Swedish Weavers Club, Writer’s Guild, Art Group, and the weekly Thursday LEGO Club were all well attended. The Thursday LEGO Club grew from a regular

group of six to twelve participants, thanks in part to additional LEGO kits generously provided by the *Friends of the Ingleside Library*. Library staff and young patrons greatly appreciated the Friends' support.

- In celebration of Ontario Library Month, LSA Linda organized a well-received author visit featuring Paul Stockton. His engaging stories from *Chicken Overboard and Other Travel Tales* captivated the audience. Additionally, the monthly Ancestry Club meeting, featured local historian and author Jim Brownell, who shared insights into genealogical research, local history, and his own genealogical sketch of his family tree.
- The Ingleside Book Mates book club met to discuss the book *The Music of Bees* by author Eilleen Garvin. A lively discussion continued through the night.
- Branch staff represented the SDG Library at the Upper Canada Migratory Bird Sanctuary's Kids Nature Zone Day, engaging families through a library "Story Walk" and button-making activity. With 172 meaningful interactions, this "Library Pop-Up" was highly successful in promoting library services.

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

- The Iroquois Branch launched a new book club, *Perusers of Pages* (POP), meeting once a month on Saturday mornings. With 10 active members, the group voted on its name and has enjoyed engaging and thoughtful discussions.
- On September 14, the branch hosted its annual "Houseplant Swap," providing patrons and plant enthusiasts an opportunity to connect and exchange plants, fostering a sense of community around shared interests.
- The branch welcomed several local and visiting history enthusiasts who spent significant time exploring our Local History Collection. Visitors especially appreciated the unique binders of historical records, compiled by a local resident and generously donated to the library.
- The "Chocolate Cupcake Day & Open House" was a delicious success, attracting 25 patrons, who enjoyed refreshments and socializing. Along with the treats, guests explored a "Library of Things" display highlighting the diverse resources the Library offers beyond its book collection.
- Iroquois staff received a heartfelt comment from a patron who expressed gratitude for the branch's ongoing "Puzzle Swap." She had recently lost her mother but was able to keep her mom entertained for many hours in her last days as she happily puzzled.

LONG SAULT: (Christine D. and Karen M.)

- The Summer Reading Club program wrapped up this year with unprecedented success, thanks to strong leadership, a dedicated volunteer, and an enthusiastic, well-behaved group of young readers. It was especially rewarding to see new families in the area engaging with the library and its programs.
- The Long Sault Branch's community project, Hermie the Bookworm, was a highlight during our warmer months, growing to 43 rocks, each painted by a young patron. Hermie was stored for the Winter months, with plans to resume in Spring.
- Reader's Advisory remains a key objective for both LSA clerks in Long Sault, and patrons frequently expressed appreciation for the thoughtful recommendations of new authors and

titles to explore. Recently, a mother commented on the positive impact of staff assistance in selecting both French and English books for her children.

- LSA Chris' Fall Family Storytime was truly remarkable! She consistently delivers a highly successful, informative, and, most importantly, enjoyable program for both children and their caregivers. The standout comment of the month from a participant was, "I'm happy here!" a sentiment that perfectly captures the positive atmosphere.
- Program "Watercolour Fridays" has been a resounding success, with participants thoroughly enjoying lessons led by a local artist. The program has quickly evolved into a therapeutic and engaging afternoon for everyone involved.

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

- The Morrisburg Branch celebrated the start of the new school year and Fall season with engaging displays and themed in-branch scavenger hunts, enjoyed by patrons of all ages.
- Class visits resumed, with teachers from Morrisburg Public School booking weekly visits to the branch. This valuable partnership allowed branch staff to provide engaging Storytimes and introduce students to the library's resources, where they explored and borrowed books.
- Branch programs such as the After School Club, Seaway Yarn Knitters, and Spice Club have resumed with full registration. These programs highlight the importance of social connections across all ages and interests, reaffirming the branch's role as a vital community hub.
- On October 10, staff facilitated a well-received "Spook-tacular Hallowe'en Potion Bottles" program, where patrons created Halloween potion bottles. These seasonal craft sessions continue to be popular, with new projects introduced regularly for patrons to enjoy.
- The newly formed "Fiction Fellowship Writing Group" expanded this month to include several new members, some of whom had been seeking a local writing group for years to share ideas and find inspiration.

WILLIAMSBURG BRANCH: (Rose D.)

- The Summer Reading Club concluded in August, with the Williamsburg Branch hosting 8-10 regular participants throughout the program. The consistent participation brought families into the branch throughout the summer, where they actively engaged with the collection and explored the library's resources.
- In September, the Williamsburg Branch celebrated the change of season with a successful Harvestfest in the park adjacent to the branch. The unseasonably warm weather contributed to a large turnout, bringing many visitors to the library. Young patrons participated in the branch Scavenger Hunt and were delighted to receive fun treats as rewards.
- On October 3, the Williamsburg Branch hosted a Fall Family Storytime that featured an engaging leaf-themed story and song. Participants also enjoyed a hands-on craft activity using pressed Fall leaves, making it a delightful and interactive experience by all.
- Outreach services to JW MacIntosh and Dundas Hospice continued successfully, with staff visiting each facility monthly. These visits provided not only access to library materials but also opportunities for meaningful social connections.

DISTRICT SUPERVISOR: (Jessica L.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Ensured compliance with Health & Safety Regulations and followed up with issues (ongoing)
- Reviewed policies: Circulation policy, Friends of the Library
- Content creation for new SDG Library website (ongoing)
- Scheduling support staff for programs, branch coverage, courier relief and outreach events
- Collection maintenance and review (ongoing)
- Attended regular check-ins with Community Librarian and other District Supervisors (ongoing)
- Engaged in Weekly Management Meetings
- Facilitated program review and coordination for District 2 Fall Programs
- Professional development: Polaris LEAP and OLS Virtual Conference
- Documents in development: Accessibility Policy
- Conducted training for new District 2 CSA
- Participated in the planning, set-up and hosting of the SDG Reads event: headed the catering
- Organized and created SDG Library Stroywalk for the Upper Canada Migratory Bird Sanctuary's Kids Nature Zone Day

DISTRICT 3

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

- The TD Summer Reading Club ended with a party and homemade cupcakes. The kids genuinely enjoyed the club this summer in English and in French.
- Each month, a different artist has displayed their craft at the branch. The meet and greets are always well attended and allows the community to connect with their local artists.
- Class visits have begun, with Grade 7/8 from Glengarry District HS and Grade 7/8/9 from Le Relais HS attending. This is a very busy time as some of the classes have over 30 kids and each student checks items out on their own library cards.
- Picture Perfect, a two-part program focusing on photo organization and preservation was hosted by a local and very knowledgeable Alexandria patron. The first session covered handling and preserving physical photos, while the second addressed organizing digital photos. Using library equipment, we helped patrons digitize their photos.

AVONMORE BRANCH: (Kelsey D.)

- The Little Adventurers participants enjoyed the new matching number game created by staff.
- The ABC book club resumed after a summer break.
- The children's Back to School book display, in late August into September was popular, especially among families with young children who were starting their first year at school.

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

- The Knitting Bee met weekly throughout the quarter to work on various crafts, share expertise, and connect socially.
- The Hangout teen book club met weekly and was well attended. The club branched out into games, crafts, and reading-related themes.
- The Spice Club met in September and October to discuss caraway and chili powder. This club has grown in popularity, with 9 participants in September.
- The Homeschool Hotspot program resumed in the Fall and met biweekly, with full attendance at each session.

MAXVILLE BRANCH: (Patti M.)

- Maxville had an eager group of patrons attend the e-Resources tech tour program in August.
- The SDG Library Board met at the Maxville Branch on September 5th.
- Local Dairy Educator, Leanne V. facilitated a dairy program for toddlers and class visits. She brought “Casey the Cow”, read dairy/farming related stories, made cow puppets and sang songs with participants.
- Branch staff took part in the North Glengarry Touch-a-Truck event. It was very successful with 169 visitors passing through the courier van.

WILLIAMSTOWN BRANCH: (Julie C.)

- Staff connected with teachers from Williamstown Public School and Iona Academy Catholic School. A variety of services from the SDG Library were offered including class visits to the Branch, book drop-offs to the school as well as SDG Library cards for the teachers and students.
- Online training through WebJunction and LinkedIn Learning webinars were completed by Branch staff. Customer service and opportunities for library engagement with indigenous peoples were the focus of the training webinars.
- Families with homeschooling students visited the Branch more frequently as the school year began, often using the large chalk board in the children’s section for phonics lessons in both English and French.
- Patrons have expressed their appreciation for the new Nature Backpacks, with several families exploring different themes. One young patron borrowed the “Nature Backpack: Birds” to complete an important science project for school.

DISTRICT SUPERVISOR: (Emily A.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing).
- Technology troubleshooting and support for staff and patrons (ongoing).
- Collection maintenance: planning branch exchanges for winter months, weeding, re-organising branches to maximise space.
- Frontline customer service including email, and phone inquiries (ongoing).
- Ensured compliance with Health & Safety Regulations and followed up with issues (ongoing).
- Content creation for new SDG Library website (ongoing).
- Engaged in weekly Management Meetings (ongoing).
- Liaised with local municipalities to address and resolve building/maintenance issues and ensure compliance with safety standards (ongoing).
- Policy reviews: Collection Development; Friends of the Library.

- Attended ARUPLO training in Nottawasaga with colleagues.
- Participated in the planning, set-up and hosting of the SDG Reads event.
- Professional development: Polaris LEAP training videos; Webinar – The Safe Library: Security, Safety and Service at the Moments of Truth (Innovative); OLS Virtual Conference.
- Discussed and planned programs with branch staff for Winter program cycle.
- Planning of a program library for branch staff (ongoing).
- Branch manual review (ongoing).
- Desk coverage across District 3 branches to provide program support.
- Running in-house book club and virtual book club.
- Trained new CSA in all District 3 branches.
- Launched the new Temporary Digital Membership in conjunction with HGMH, including building a new webpage and developing the membership application process with Technical Services.

INFORMATION REPORT

<u>PREPARED BY:</u>	Maria Steffen – Communications & Marketing Coordinator
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	November 21, 2024
<u>SUBJECT:</u>	Communications & Marketing Report

COMMUNICATIONS AND MARKETING COORDINATOR: (Maria S.)

- Completed onboarding from September 3 – September 13, read all library policies, set up user accounts for internal and external programs, and completed several Biblio training modules.
- Sent introduction emails to all Communication coordinators in each township.
- Met with Todd Lihou to discuss communications between SDG Library and SDG Counties.
- Attended the September Board meeting in Maxville, and October Board meeting in Williamstown.
- Proofread six (6) blogs and wrote five (5) blogs for the website.
- Updated social media with closure notifications for Truth & Reconciliation Day and Thanksgiving.
- Posted website issues, service interruptions, and unexpected branch closures across social media and the website alongside the Information Services Coordinator.
- Created eighteen (18) social media posts covering programs and event wrap-ups.
- Produced Board newsletter for September.
- Produced three (3) eNewsletters including writing blogs and creating artwork.
- Prepared a budget to spend the remaining budget for 2024 - Printing and promotions.
- Prepared 2025 budget for printing, promotions and, programming with Director of Library services.
- Sourced and obtained quotes for various marketing and promotional material.
- Attended SDG Emergency Management Committee live exercise in the event of an earthquake which included the committee, all six (6) townships, and key stakeholders such local OPP, fire departments and Ham radio operators. I have since been asked to become a member of the SDG Emergency Management Committee as a second to Todd Lihou in the role of Communications.

SDG Reads

- Joined the SDG Reads committee and attended meetings online and in Avonmore.
- Prepared a three (3) week marketing campaign to promote the event.
- Filmed three (3) social media reels.
- Created weekly artwork for the website and social media – counting down to SDG Reads.
- Booked, created adverts, and wrote an editorial for the North Dundas Times and Cornwall Seaway News.

- Booked and reviewed scripts for a radio campaign with Corus Entertainment for 2 weeks across both Boom and Fresh.
- Created a VIP ticket giveaway contest across social media.
- Assisted with the set-up, meal preparations, and clean-up day of the event.
- Photographed the event.
- Created post-event social media and website artwork.
- Wrote a post-event editorial blog for the website and Cornwall Seaway News.

User Engagement Survey

- Conducted preliminary research on survey questions.
- Conducted research on a survey application that was cost-effective and had all the required functionality.
- Scoped the initial draft of the survey.
- Built the survey and went through several revisions with the Management team.
- Prepared budget and planner.
- Sourced costs for a targeted mail drop, booked and prepared artwork for the mailer.
- Created two (2) surveys: one in English and one in French.
- Arranged a French translation of approx. 1500 words to cover the surveys and marketing material.
- Created artwork for posters, minis, and campaign notes for the branches.

Website and social media statistics

- In the period from August to October 2024, the SDG Library website had 26.5K unique active users who visited 294K SDG Library website pages. Across social media, 141 posts were made, which reached 55.1K viewers.
 - In August, the SDG Library website had 11K unique website users who visited 104K pages. Across social media, 33 posts were made, which reached 6.7K viewers.
 - In September, the SDG Library website had 9.1K unique website users who visited 95K pages. Across social media, 35 posts were made, which reached 9.5K viewers.
 - In October, the SDG Library website had 6.4K unique website users who visited 95K pages. Across social media, 73 posts were made, which reached 38.9K viewers.

INFORMATION REPORT

<u>PREPARED BY:</u>	Cheryl Servais – Information Services Coordinator
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	November 21, 2024
<u>SUBJECT:</u>	Technical Services Report

CATALOGUING/ACQUISITIONS TECHNICIAN : (Lucinda F.)

- Cataloguing and processing of 3181 items (August 768, September 900, October 1513).
- Great Course re-cataloguing project about 70% complete, only 4 branches remain.
- Added 10 new Great Courses to the collection.
- Cataloguing for two new book club kits.
- Assisted with the compilation of circulation statistics by collection for each branch location.
- Re-catalogued and labeled the TEEN DVDs.
- Added seven new museum passes for the Museum of Nature.
- Cataloguing for three new board games (Boggle, Sudoku, Jenga).
- Added additional copies of board games, and popular Library of Things items (second Stargazing kit and Radon Detector).
- Interlibrary loan training for the new platform.
- Compiled list of “Staff Picks” for new print and DVD selections submitted by branch staff. Branch staff could submit suggestions for fiction, non-fiction, French item and DVDs. A total of 53 items were added.
- Created booklists for the website displaying the 'staff pick' selections and mentioned which branch requested it.

CATALOGUING/ACQUISITIONS TECHNICIAN : (Stacey P.)

- Interlibrary Loans: 532 items sent to other library systems; and 386 items received for SDG Library patrons.
- Sent 53 book club kits to branches for August, September and October book club meetings.
- Processing for two new book club kits.
- Managed online registrations, totaling over 200 requests. A total of 67 new online members and 134 renewal requests and 3 lost card replacements.
- Processed print magazines and newspapers, with a total of 144 magazines and 24 newspapers entered.
- Processed six new board games.
- Inventoried, stamped and barcoded newly arrived material.
- Created cloudLibrary shelves including Cozy Mysteries and Fantasy/ Sci-Fi Reads.
- Repaired 70 books and 95 Discs.
- Completed new Interlibrary Loan system training.

INFORMATION SERVICES COORDINATOR: (Cheryl S.)

- Attended regular Management Meetings and Tech Services meetings.
- Met with vendors to discuss new products and services including Streaming Video and Comics Plus from cloudLibrary and Niche Academy (learning and training platform for both staff and library patrons).
- Attended webinars for Provincial and Supplemental Licenses for databases provided by OLS, including a webinar on the updated Mango Languages with American Sign Language.
- Compiled statistics for monthly and quarterly branch activities and Q3 metrics report.
- Monitored and reviewed budgets for capital collections (print and AV) and digital collections.
- Assisted with new material processing and cataloguing.
- Acquisition of new materials including purchase suggestions from patrons and staff.
- Assisted with Technology workshop at the Maxville branch.
- Lead Ancestry Club program at the Ingleside Branch in September and October.
- Upgrade of both Polaris Production and Training server completed in August.
- Assisted with eNewsletters in August and September.
- Regular updates on the library website.
- Provided support and assistance for the Temporary Digital Membership partnership and updated Polaris settings and workflow for registering these patrons.
- Provided Polaris training for three new Casual Support Assistants.
- Submitted a budget proposal for 2025 to the Director of Library Services for collections and technology including databases and subscriptions.
- Completed Admin and Staff Training courses for the new interlibrary loan (ILL) platform that will be launched on November 12.
- Created a training presentation for Library staff on new ILL platform Discovery to Delivery (D2D)
- Created a training presentation for LEAP, the web-based platform for Polaris that will be used in the branches starting in the new year.

INFORMATION REPORT

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: November 21, 2024

SUBJECT: Director of Library Services Report

STAFFING HIGHLIGHTS:

Actively recruiting for the position of Community Librarian and Casual Support Assistants.

DIRECTOR OF LIBRARY SERVICES: (Rebecca L.)

- Attended County Council meetings (October 21).
- Attended weekly Director's meetings with CAO and fellow County Directors.
- Attended and facilitated Management Team and Administrative meetings.
- 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.
- Met with Counties' Director of Financial Services to review the 2025 Library Service budget.
- Met with Counties' Finance Department to discuss efficiencies when implementing Square.
- Attended the 2024 OLS Virtual Conference for Public Library staff (October 23). The conference reviewed topics such as bookmobile success story from Bruce County PL, innovating ideas delivered by five (5) library systems across Ontario, and the business of being a library.
- Successfully applied for the Ontario Public Library Operating Grant (deadline of October 24).
- Attended the Warden's Banquet, held at the Glengarry Sports Palace.
- Met with CEO Emily Farrell from North Grenville Public Library to discuss the potential for reciprocal borrowing within their Library system (October 29).
- Consulted with Corrina, the Creative Director from Significo to improve the branch signage at the Alexandria branch. The exterior doors were successfully wrapped on October 23rd.
- Assisted with collection development.
- Reviewed the applications received for the position of Community Librarian.
- Preparing the Agenda for the Annual General Staff Meeting – scheduled for November 4th. Consulting with the Crisis & Trauma Resource Institute to provide training to the SDG Library staff on Mental Health.
- Prepared the Library Board Meeting Agenda and attended the Library Board regular meeting – Thursday, October 24, 2024, 5:00pm at Williamstown Library branch.

ACTION REQUEST

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: November 21, 2024

SUBJECT: FINAL 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 2025 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

COUNCIL BUDGET



GL5410

Date : Nov 15, 2024

Page : 1

Time : 11:08 am

For Period Ending 31-Jan-2025

	BUDGET	ACTUAL	BUDGET	BUDGET
 2024 2024 2025	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	-16,554	-9,750	500
Donations and Fundraising	-4,000	-7,323	-4,500	-500
Sale of Items	-1,500	-2,111	-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	-30,625	-431,803	33,340
LIBRARY EXPENSES				
Fulltime Wages & Benefits	977,450	823,845	1,068,303	90,853
Part time Wages & Benefits	915,069	780,042	991,494	76,425
Student Wages & Benefits	23,408	22,289	23,618	210
Board Wages & Benefits (Non-council)	5,189	4,877	6,931	1,742
Staff Mileage	10,372	6,041	6,000	-4,372
Board Mileage & Conferences	8,043	3,242	8,521	478
Staff Training & Development	24,918	11,180	22,685	-2,233
Collections Material	350,976	290,771	349,183	-1,793
Supplies & Equipment	45,404	27,344	41,150	-4,254
Postage	2,500	1,442	2,500	0
Buildings Rent & Utilities Paid	229,738	178,437	234,771	5,033
Facilities Costs	77,562	63,756	77,371	-191
Furniture	57,250	951	23,000	-34,250
Computers	60,477	52,297	59,555	-922
Vehicles	32,000	2,230	29,500	-2,500
Promotions	75,430	58,923	69,200	-6,230
Programs	12,400	5,772	10,400	-2,000
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	2,529,630	3,206,056	97,177
Total GENERAL FUND	2,643,736	2,499,005	2,774,253	130,517

STAFF REPORT**S.R. No. 28-2024****PREPARED BY:**

Jessica Lomborg – District 2 Supervisor
Rebecca Luck – Director of Library Services

PREPARED FOR:

SDG Library Board

LIBRARY BOARD DATE:

November 21, 2024

SUBJECT:

Accessibility Policy

BACKGROUND:

1. The Accessibility Policy sets forward its commitment towards providing accessible, equitable, and inclusive library services to all individuals, while applying accessibility legislation.
2. No previous Policy exists; it will be the first of its kind to be adopted by the SDG Library Board.

ANALYSIS:

3. The Policy will be applied to all employees, volunteers, and patrons of the SDG Library.
4. The Policy will apply appropriate legislation, including the requirements set by the Accessibility for Ontarians with Disabilities Act (AODA) 2005, the Integrated Accessibility Standards Regulation (IASR) (O Reg 191/11), and the Human Rights Code, R.S.O. 1990.
5. The Policy sets forward SDG Library's commitment to customer service, training, communication, and feedback.

IMPACT ON 2024 BUDGET:

6. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

Accessibility Policy

For: The Stormont, Dundas and Glengarry
County Library Board

Policy No.: 2024-11

Policy Type: Operational

Effective Date: November 21, 2024

Purpose

The Stormont, Dundas, Glengarry County Library (SDG Library) is committed to providing accessible, equitable, and inclusive library services to all individuals. The implementation of the accessibility legislation will be aligned with the Library's mission, vision, and values.

This policy acknowledges the obligation of the SDG Library to meet the requirements set by the *Accessibility for Ontarians with Disabilities Act (AODA) 2005* and the *Integrated Accessibility Standards Regulation (IASR) (O.Reg 191/11)*.

The Library will ensure that each employee, volunteer and patron receives equitable treatment and services without discrimination, and receives accommodation where required in a timely manner, and in accordance with the *Ontario Human Rights Code* and the AODA and its regulations.

Definitions

"Accessible Formats" - May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

"Communication Supports" - May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

"Disability" - Defined as per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or

Accessibility Policy

- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ("handicap")

"Service Animal" – Defined as per Section 80.45(4) of the IASR:

- a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b) the person provides documentation from one of the regulated health professionals (as referenced within the regulation) confirming that the person requires the animal for reasons relating to the disability. (O. Reg. 165/16)

"Support Person" – As per Section 80.4(3) of the IASR: a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care or medical needs or with access to goods, services, or facilities.

"Service Interruption" - A scheduled or unscheduled shutdown or closure of a library facility, program or service which may result in a reduction or change to a service level.

"Unconvertible" - Information or communications are unconvertible if it is not technically feasible to convert the information or communications, or the technology to convert the information or communications is not readily available.

Policy

1. Scope

- 1.1. This policy applies to all employees, volunteers, and patrons of the SDG Library. It encompasses all library programs, services, resources, facilities, communications, technology and employment opportunities.
- 1.2. For the purposes of AODA, SDG Library provides services on behalf of SDG Counties, and is therefore considered to be a "small designated public sector organization with at least one, but fewer than 50 employees" as defined within the IASR. The Library complies with the obligations for this sector as set out in the AODA regulations.

2. Customer Service

- 2.1. The SDG Library is committed to the independence and inclusion of persons with disabilities in our community. The SDG Library will make every reasonable effort to ensure that library collections, programs, resources, services and facilities are accessible as defined by the IASR.
- 2.2. The SDG Library welcomes the use of personal assistive devices by persons with disabilities. Where feasible, the SDG Library may provide assistive devices for

Accessibility Policy

loan or in-branch use. Users are responsible for the safe operation of their devices. Borrowed devices are used at the individual's own risk. In rare cases, where a personal assistive device poses a health or safety risk to the individual or others, the SDG Library will explore alternative reasonable solutions.

2.3. The SDG Library welcomes the inclusion of service animals and support persons accompanying people with disabilities at the library.

2.3.1. Service animals, as defined by the IASR, are allowed on parts of the premises open to the public when accessing library resources, services and facilities. The SDG Library will provide alternative accommodation in situations where a service animal is excluded from the premises by law. While accessing the SDG Library's resources, services and facilities, the person with a disability is responsible for ensuring their service animal is clearly identified by a vest, harness, or documentation provided by the individual. SDG Library employees reserve the right to ask the person for confirmation of the animal's status. Service animals must be supervised by their owners and kept in control when used to access the SDG Library's resources, services and facilities.

2.3.2. The SDG Library will encourage the inclusion and access of support persons accompanying persons with disabilities, when accessing SDG Library resources, services and facilities. In certain cases, the SDG Library might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making such a decision, the SDG Library will consult with the person with a disability to understand their needs, consider health or safety reasons based on evidence, and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

2.3.3. If a person with a disability is being assisted by a support person to an event or program that has an associated fee, the fee for the support person shall be waived.

3. Training

3.1. Training will be provided to SDG Library employees on AODA legislation and all mandatory, province-wide standards, and best practices. The SDG Library will also support the keeping of records related to the completed training.

4. Communication

4.1. The SDG Library will make its communications available, upon request, in accessible formats for people with disabilities and make the public aware of the availability of accessible formats.

4.2. The public will be made aware of accessible formats and services on the library's website.

Accessibility Policy

- 4.3. In accordance with Ontario's accessibility laws, the SDG Library will make every reasonable effort to adhere to the Web Content Accessibility Guidelines (WCAG).
- 4.4. Accessible formats and communication support will be provided upon request, in a timely manner, at no additional cost to the individual, and in consultation with the person making the request to determine the suitability of an accessible format or communication support. If information or communications are unconvertible, the SDG Library will provide an explanation and a summary of the unconvertible information.
- 4.5. In the event of a scheduled service disruption, notice of the planned disruption will be provided at least 48 hours in advance. The notice will include the reason, date and time, and affected branches.
- 4.6. In the event of an unplanned disruption of service, notice may be provided in an appropriate manner and as quickly as possible. When possible, notice will be provided on the website and signs posted at appropriate sites. Alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

5. Feedback

- 5.1. The SDG Library welcomes continuous feedback from people with disabilities on the accessibility of its collections, programs, services, resources and facilities.
- 5.2. Feedback can be provided in writing, in person, email, phone, or through the SDG Library's website. Reasonable efforts will be made to provide initial response to queries within five (5) business days of receiving a request. Feedback should be directed to:

Director of Library Services
SDG Library
26 Pitt St., #106
Cornwall, ON K6J 3P2
(613) 936-8777 x1211
rluck@sdglibrary.ca
Website: www.sdglibrary.ca

6. Related Documents

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11 - <https://www.ontario.ca/laws-beta/statute/05a11>

Ontario Regulation 165/16 made under the Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11 and amending O Reg. 191/11 (Integrated Accessibility Standards) <https://www.ontario.ca/laws-beta/regulation/110191>

Accessibility Policy

Human Rights Code, R.S.O. 1990, c. H.19 - <https://www.ontario.ca/laws-beta/statute/90h19>

DRAFT

STAFF REPORT

S.R. No. 29-2024

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: November 21, 2024

SUBJECT: Canadian Library Month

BACKGROUND:

1. October is Canadian Library Month, during which libraries and library partners across Canada raise awareness of libraries' valuable role in the lives of people in Canada.
2. Ontario Public Library Week was celebrated from October 20 – 26, with the theme "Libraries for Life".
3. To celebrate and raise awareness, SDG Library hosted SDG Reads.

ANALYSIS:

4. SDG Reads is a "One Book, One Community" program that encourages all residents across SDG to read the same title before coming together for an evening with the author. SDG Reads selects Canadian authors to highlight the diverse talent of our country.
5. This year featured author Craig Shreve and his novel, The African Samurai.
6. Residents of SDG were invited to attend the event at North Stormont Place on Monday, October 7, 2024. A special VIP experience was held for those who wished to have one-on-one time with the author. The main event followed, in which Mr. Shreve spoke about his novel, answered questions from the audience, and later signed book copies. The hall was decorated such that it reflected key details of the novel, with food and beverages offered, culminating with a silent auction, with proceeds going to SDG Reads.
7. Some key takeaways from the event:
 - a) 75 community members reserved a general admission ticket through the Library website's event page;
 - b) 14 community members purchased a VIP ticket (with an additional 3 having won them through a contest giveaway);
 - c) The year-to-date circulation statistics are:

○ Physical book: 76	○ eBook: 2
○ eAudiobook: 21	○ Book club kits: 5 groups
 - d) 58 copies of the title were sold to patrons;
 - e) SDG Library received donations (financial, item, or promotional) from 20 community members/organizations with \$587 raised through book sales, sale of merchandise, and donations; and

- f) Overwhelming positive feedback was received from those who attended the event.
- g) The event's success was picked up by local news agencies including, Cornwall Seaway News and the Cornwall Standard Freeholder.





IMPACT ON 2024 BUDGET:

8. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 2: Conduct Community Outreach

STAFF REPORT**S.R. No. 30-2024**

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: November 21, 2024

SUBJECT: Review of Library Board's 2024 Meetings

BACKGROUND:

1. Under section 16 of the Public Libraries Act, the Board shall hold at least seven regular meetings in each calendar year. In 2024, the Library Board held eight (8) regular meetings.
2. In 2024, the Board accomplished the following:
 - a) Attended the 2024 OLA Conference;
 - b) Reviewed and amended, as required, seven (7) Policies;
 - c) Reviewed the compiled statistics from the 2023 Annual Report;
 - d) Revised the Board reports to incorporate a new quarterly statistical summary;
 - e) Approved the 2024 Communications and Marketing Plan;
 - f) Approved the 2024 MakerLab Plan;
 - g) Decommissioned the Dalkeith Express depot;
 - h) Reviewed and approved the Library Lease Agreements across all six (6) Municipalities;
 - i) Went fine free;
 - j) Conducted community outreach and participated in community events, promoting the SDG Library across all Municipalities;
 - k) Organized SDG Reads with Canadian author Craig Shreve;
 - l) Reviewed and approved the 2025 Library Budget.
3. Per the 4-year life cycle for public library boards, Year 2 focused on *Community and Municipal Relations*. Some accomplishments included:
 - a) Expanded the data acquisition of the mandated Typical Survey to include a seasonal reporting of branch statistics. These statistics will not be reported to the Ministry of Tourism, Culture and Gaming, but will be used internally to understand patterns of library usage.
 - b) Created a User Engagement Survey (in effect from November 11 to 30th) to seek feedback from residents of SDG Counties to help enhance the SDG Library's services, programs, and overall library experience.
 - c) Developed a community partnership with HGMH.
 - d) Developed a Board Newsletter that is shared online, and with Board members and local Municipalities to discuss at Council meetings.
 - e) Developed a working group with Facility Managers to ensure the Lease Agreements are fair and equitable across all local Municipalities. Further liaised individually with local Municipalities to ensure the Lease Agreements would be approved by their local Council.

- f) Prepared Delegations to the local Municipalities to report on the usage and success of the SDG Library.
- g) Participated as a senior manager with an informal reporting relationship with the County CAO, providing input into municipal decision making and offering the library's assistance whenever possible.
- h) Held a seat at County Council, informing Council members of new business regarding Library Services.

ANALYSIS:

- 4. The SDG staff would welcome feedback from the members of the Board regarding the proceedings of the Board's 2024 meetings.

IMPACT ON 2024 BUDGET:

- 5. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach

Goal 3: Strengthen our Organization

STAFF REPORT**S.R. No. 31-2024**

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: November 21, 2024

SUBJECT: 2025 Regular Meeting Dates and Locations

BACKGROUND:

1. In 2024, the Board developed a schedule outlining the dates and locations in which regular meetings were to be held.
2. A total of eight (8) meetings were held in 2024, in the following locations:
 - a) Lancaster
 - b) Ingleside
 - c) Finch
 - d) Iroquois
 - e) South Mountain
 - f) Maxville
 - g) Williamstown
 - h) Morrisburg

ANALYSIS:

3. A schedule of the 2025 regular meetings, detailing the dates and locations has been developed for the Board's review and feedback.
4. Dates were chosen based on the third Thursday of the designated month.
5. Branch locations were chosen so as to avoid duplications in 2024 locations, and evenly distributing the regular meetings among the six (6) Municipalities:
 - a) South Glengarry: Lancaster
 - b) North Glengarry: Alexandria
 - c) South Stormont: Long Sault
 - d) North Stormont: Crysler
 - e) South Dundas: Williamsburg
 - f) North Dundas: Winchester, Chesterville
6. Meetings have been scheduled to begin at 5:00pm.
7. The number of Board meetings comply with section 16 of the Public Libraries Act, ensuring that the Board hold a minimum of seven (7) meetings. Additional meetings may be added throughout the year should the situation warrant.

IMPACT ON 2024 BUDGET:

8. N/A

ALIGNMENT WITH STRATEGIC PLAN:

N/A



Stormont, Dundas and Glengarry County Library Board

2025 Regular Meetings

January 23 – Long Sault Branch

February 19 – Williamsburg Branch

March – NO MEETING

April 17 – Chrysler Branch

May – NO MEETING

June 19 – Winchester Branch

July – NO MEETING

August – NO MEETING

September 18 – Lancaster Branch

October 16 – Chesterville Branch

November 20 – Alexandria Branch

December – NO MEETING

NOTE – October is Canadian Library Month, and Ontario Public Library Week (OPLW) will be celebrated from October 19-25, 2025.

Unless otherwise indicated, meetings begin at 5:00pm

STAFF REPORT

S.R. No. 32-2024

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: November 21, 2024

SUBJECT: 2025 Board Meeting Topics

BACKGROUND:

1. The Governance HUB is organized around a 4-year life cycle for public library boards, aligned with Ontario's 4-year board and council terms.
2. While Year 2 focused on *Community and Municipal Relations*, Year 3 will focus on *Assessing and Planning for the Future*, namely:
 - a) Performance Measures
 - b) Risk Management
 - c) Board Succession Planning
3. Per section 20(a) of the Public Libraries Act, a public library board is to provide comprehensive and efficient public library service that reflects the community's needs. Many planning and assessment activities should be undertaken on an ongoing basis throughout the four-year term. Some key activities include:
 - a) Strategic Planning
 - b) CEO Performance Appraisal
 - c) Board Self-Evaluation
 - d) Performance Measurement
 - e) Risk Management
 - f) Board Succession Planning

ANALYSIS:

4. A proposed list of topics for the 2025 Board Meetings include:

Date	Topic
January	2025 Communications and Marketing Plan
	2025 MakerLab Plan
	2025 Technology Plan
	Morewood Express Depot - Update
	Policy Review – Accessibility

February	OLA Conference – Attendees Report
	Policy Review – Donations, Sponsorship and Fundraising Policy
	User Engagement Survey
April	Valuing Ontario Libraries Toolkit
	Policy Review – Rules of Conduct
	Policy Review – Unattended Child
June	OLS Board Assembly Meeting – Report
	Community Outreach and Mobile Services – Upcoming Events
	Performance Review of the Director of Library Services
	2024 Annual Report
September	TD Summer Reading Club - Update
	Community Outreach and Mobile Services - Update
	Policy Review – Board Succession Planning
	Policy Review – Internet Use
October	DRAFT 2026 Library Budget
	Library Board Self-Evaluation Questionnaire
November	Ontario Public Library Week in Review
	Review of Library Board's 2025 Meetings
	Board Meeting Topics for 2026
	2026 Regular Meeting Dates and Locations
	OLS Board Assembly Meeting – Report
	Volunteer Appreciation Event

5. The SDG Library staff would welcome feedback from the members of the Board regarding the items they would like to discuss in 2025, keeping in mind the focus of Year 3.

IMPACT ON 2024 BUDGET:

6. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach

Goal 3: Strengthen our Organization

STAFF REPORT**S.R. No. 33-2024**

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: November 21, 2024

SUBJECT: Reciprocal Borrowing

BACKGROUND:

1. Reciprocal borrowing allows members of one Library system to borrow materials from another Library system.
2. Many Library systems across Ontario have agreements with adjacent Library systems. For example:
 - a) Members of Norfolk County Public Library may borrow items from Brant County Public Library, Haldimand County Public Library, and the Tillsonburg Public Library.
 - b) Members of Lambton County Public Library may borrow items from Chatham Kent Public Library, Middlesex County Public Library, and Huron County Public Library.
 - c) Members of Oxford County Public Library may borrow items from County of Brant Public Library, Elgin County Public Library, Middlesex County Public Library, Norfolk Public Library, Region of Waterloo Library, London Public Library, St. Mary's Public Library, and Stratford Public Library.
3. Reciprocal borrowing privileges are determined by each lending Library.
4. SDG Library does not currently have any agreements in place for reciprocal borrowing.

ANALYSIS:

5. On October 29th, the Director of Library Services met with the CEO of North Grenville Public Library (Emily Farrell) to discuss the possibility of allowing reciprocal borrowing between the two systems.
6. During the meeting, some preliminary parameters were discussed, including:
 - a) Requirement of a valid Library membership at home Library (ensuring it is up-to-date and fine free).
 - b) When applying for a membership at reciprocal borrowing partnership Library, must present proof of address with appropriate ID.
 - c) Restricted to physical material (digital resources not included in agreement).
 - d) Material is to be returned to lending Library.
 - e) All members are to abide by the rules, regulations, policies and procedures of the library system and will be responsible for lost or damaged items.



7. Non-residents may use the SDG Library's services but will be subject to a non-resident membership fee of \$35.
8. By entering into a reciprocal borrowing agreement, it is anticipated that the number of circulations, visitors, and borrowers would increase.

IMPACT ON 2024 BUDGET:

9. It has been estimated that the SDG Library currently has fourteen (14) non-residents hailing from the Kemptville area. By entering into a reciprocal borrowing agreement, the SDG Library will lose approximately \$500 per year on non-resident membership fees.

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach

REPORT TO THE SDG LIBRARY BOARD

Ontario Library Service (OLS) Fall 2024 Board Assembly Meeting (Population 40,000-74,999)

Introduction

The Ontario Library Service (OLS) held its Fall 2024 Board Assembly Meeting virtually on November 14, 2024, with 10 libraries participating in the meeting.

Updates from the Ontario Library Service

OLS Training Opportunities

- Training bulletin – [Fall 2024 Edition](#)
- Winter 2025 Edition coming soon
- 2024 Virtual Conference recordings available in [Learn HQ](#)
- New webinar: Pay Equity in Ontario recording available in [Learn HQ](#).
 - An overview by the Ontario Library Service and Ontario's Pay Equity Office of the key requirements of the Pay Equity Act and how it applies to public libraries
- APLL (Advancing Public Library Leadership)
 - A two-year certificate program designed to expand and advance the leadership capacity of public library CEOs and managers.
 - Registration begins December 12, 2024
 - Program duration: February 2025-December 2026
 - Program Fee: \$4,000 + HST

Updates from the Ministry of Tourism, Culture and Gaming

- PLOG (Public Library Operating Grant) closed in late October
- Ontario Public Library Statistics – 2023 data and statistical reports now available
- Typical Week Survey 2024 – happening now!

New for PLOG this year: Threshold for Financial Reporting

- Financial reporting is now only required for libraries that receive \$50,000 or more in total ministry annual library funding. In previous years, the threshold for financial reporting was \$25,000.

Updates from Ontario Library Service Partners

FOPL (Federation of Ontario Public Libraries) and Government Relations

- Working towards the 2025 Ministry of Finance Pre-Budget Submission
 - February 2025

- Budget Priorities
 - Funding an Ontario Digital Public Library
 - Increase to the PLOG: \$25 mil increase to the existing \$21 mil envelope
 - Sustainable funding model for increased investment into First Nation Public Libraries
- Cabinet Shuffle: Relationship Building with New Ministers
 - Tourism, Culture and Gaming: Stan Cho, MPP Willowdale
 - Education: Jill Dunlop, MPP Simcoe North
- Municipal Engagement and Outreach
 - AMO, AMCTO, FONOM and ROMA Conferences
 - New campaign: “Libraries are for Everyone” – response to protests, book banning, censorship and issues of intellectual freedom
- PC Caucus MPP Outreach
 - Meeting with PC Caucus MPPs before cabinet resumes October 16
 - Catch MPPs before the November/December cabinet budget meetings
- Changes and Updates
 - New strategic plan for 2025
 - Website overhaul
 - New Data Dashboard with aggregate data

Roundtable Discussion

The roundtable discussion at the end of the meeting is always broad-reaching and dynamic, and included the following topics of group interest:

- MOU's
- Policy development
- Fundraising strategies
- Charitable status
- Legacy documents
- CEO and Board evaluations

Spring 2025 Board Assembly Meetings

Spring Board Assembly virtual meetings will take place in May/June 2025 (exact dates to be announced).