



**MEETING AGENDA**  
**Stormont, Dundas and Glengarry County Library Board**

Thursday, April 24, 2025, 5:00 p.m.

Avonmore Branch

16299 Fairview Drive, Avonmore ON

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	<b>Pages</b>
<b>1. Call to Order</b>	
<b>2. Adoption of Agenda</b>	
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.	
<b>3. Declaration of Pecuniary Interest</b>	
<b>4. Adoption of Minutes</b>	<b>3</b>
a. Library Board Regular Meeting Minutes - February 26, 2025	
<b>5. Delegations</b>	
<b>6. Consent Items</b>	
a. Statistical Summary (Circulation) - February & March 2025	6
b. Statistical Summary (Quarterly) - January-March 2025	8
c. Financial Report - February & March 2025	21
d. Branch and Supervisors Reports - January-March 2025	23
e. Community Librarian Report - January-March 2025	30
f. Communications & Marketing Report - January-March 2025	31
g. Technical Services Report - January-March 2025	33
h. Director of Library Services Report - February & March 2025	35
i. Correspondence	
<b>7. Action Items</b>	
a. Unattended Child Policy - Review	36
b. Code of Conduct Policy - Review	39

c.	Zoom Books Fund Allocation	43
<b>8.</b>	<b>Discussion Items</b>	
a.	The Nation Partnership - Update	45
b.	User Engagement Survey	46
c.	Valuing Ontario Libraries Toolkit (VOLT)	55
<b>9.</b>	<b>In Camera</b>	
<b>10.</b>	<b>Adjournment</b>	

# **Stormont, Dundas and Glengarry County Library Board**

## **Minutes**

**February 26, 2025, 5:00 p.m.**

**Williamsburg Branch**

**12333 County Road 18, Williamsburg 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; Cheryl Servais, Information Services Coordinator; Emily Andrews, Community Librarian; Jessica Lomborg, District 2 Supervisor; Maria Steffen, Communications and Marketing Coordinator; Rose DeKleine, Library Services Assistant (Williamsburg 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 - January 16, 2025**

**Moved by** Tony Fraser

**Seconded by** Jason Broad

That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the January 16, 2025 regular meeting, as written.

**CARRIED**

**5. Delegations**

Rose DeKleine, Library Services Assistant at the Williamsburg 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) - January 2025**

**6.b Financial Report - January 2025**

**6.c Director of Library Services Report - January 2025**

**6.d News Article - A Shadow War on Libraries- The Fifth Estate**

**7. Action Items**

**7.a Donations, Sponsorships and Fundraising Policy - Review**

**Moved by** Lachlan McDonald

**Seconded by** François Landry

That the Stormont, Dundas, and Glengarry County Library Board approve the Donations, Sponsorships and Fundraising Policy, as presented.

**CARRIED**

**7.b Reciprocal Borrowing - North Grenville**

**Moved by** Jason Broad

**Seconded by** Lachlan McDonald

That the Stormont, Dundas, and Glengarry County Library Board approve the Memorandum of Understanding, as amended, between the North Grenville Public Library and the SDG Library and authorize the Director of Library Services to bind the organization.

**CARRIED**

**7.c 2025 Technology Plan**

**Moved by** James Algire

**Seconded by** Jo-Anne McCaslin

That the Stormont, Dundas, and Glengarry County Library Board approve the 2025 Technology Plan, as presented.

**CARRIED**

**7.d 2025 MakerLab Plan**

**Moved by** Jo-Anne McCaslin

**Seconded by** Tony Fraser

That the Stormont, Dundas, and Glengarry County Library Board approve the 2025 MakerLab Plan, as presented.

**CARRIED**

**8. Discussion Items**

**8.a OLA Conference - Attendees Report**

**8.b User Engagement Survey Snapshot**

Item was deferred to the upcoming Board meeting in April.

**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 April 24, 2025 at the Crysler Branch, or at the Call of the Chair.

**CARRIED**

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Board Chair/Vice Chair

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Secretary

# SDG Library

## February 2025 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	February 2025 Total	February 2024 Total	February 2025/2024 Difference			
Administration*	269	11822	12091	8297	+45.7%	21	0	2
Alexandria (44)	3419	242	3661	3303	+10.8%	483	1323	44
Avonmore (20)	505	72	577	533	+8.3%	95	266	16
Chesterville (17)	748	152	900	972	-7.4%	130	273	7
Crysler (20)	1031	56	1087	953	+14.1%	115	501	3
Finch (16)	414	51	465	434	+7.1%	75	173	4
Glen Walter Express	52	17	69	88	-21.6%	22	0	1
Ingleside (44)	1054	144	1198	1879	-36.2%	229	579	6
Iroquois (20)	627	92	719	1209	-40.5%	139	435	11
Lancaster (44)	1013	168	1181	1402	-15.8%	215	459	13
Long Sault (30)	1284	169	1453	1602	-9.3%	252	521	10
Maxville (16)	343	85	428	646	-33.7%	82	159	6
Morewood Express	25	0	25	26	-3.8%	6	0	0
Morrisburg (44)	1252	155	1407	1479	-4.9%	291	925	27
South Mountain (16)	793	88	881	928	-5.1%	114	266	6
St. Andrews Express	43	7	50	104	-51.9%	19	0	1
Williamsburg (16)	525	72	597	460	+29.8%	80	165	2
Williamstown (17)	672	98	770	731	+5.3%	115	214	2
Winchester (44)	1901	208	2109	2198	-4.0%	321	870	27
<b>SYSTEM TOTAL</b>	<b>15970</b>	<b>13698</b>	<b>29,668</b>	<b>27244</b>	<b>+8.9%</b>	<b>2804</b>	<b>7129</b>	<b>188</b>

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

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

\* includes CloudLink (SDG patrons borrowing from other libraries and other library patrons borrowing from our collection).

eBooks & eAudiobooks	
CloudLink-Patron Usage	4451
CloudLibrary-Collection Usage	9247
<b>Total</b>	<b>13698</b>

# SDG Library

## March 2025 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	Digital Books	March 2025 Total	March 2024 Total	March 2025/2024 Difference			
CloudLink*	0	12885	12885	8631	+49.3%			
Administration*	352	88	440	241	+82.6%	28	N/A	5
Alexandria (44)	3441	287	3728	3515	+6.1%	99	1532	6
Avonmore (20)	564	94	658	572	+15.0%	504	230	23
Chesterville (17)	922	155	1077	1058	+1.8%	144	283	8
Crysler (20)	1394	65	1459	1188	+22.8%	137	713	13
Finch (16)	522	70	592	413	+43.3%	95	270	10
Glen Walter Express	60	10	70	41	+70.7%	17	N/A	0
Ingleside (44)	1436	131	1567	1814	-13.6%	283	938	16
Iroquois (20)	737	75	812	1182	-31.3%	140	495	3
Lancaster (44)	1194	173	1367	1387	-1.4%	242	562	13
Long Sault (30)	1481	184	1665	1713	-2.8%	281	710	23
Maxville (16)	313	84	397	528	-24.8%	91	165	5
Morewood Express	52	0	52	19	+173.7%	6	N/A	0
Morrisburg (44)	1793	143	1936	1703	+13.7%	326	1303	26
South Mountain (16)	778	73	851	830	+2.5%	122	255	5
St. Andrews Express	77	12	89	83	+7.2%	20	N/A	1
Williamsburg (16)	594	68	662	519	+27.6%	87	178	6
Williamstown (17)	774	108	882	735	+20.0%	122	343	1
Winchester (44)	1967	234	2201	2254	-2.4%	350	1153	28
<b>SYSTEM TOTAL</b>	<b>18451</b>	<b>14939</b>	<b>33390</b>	<b>28426</b>	<b>+17.5%</b>	<b>3094</b>	<b>9130</b>	<b>192</b>

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Digital Books	
cloudLibrary-Patron Usage	4961
cloudLibrary-Collection Usage	9978
<b>Total</b>	<b>14939</b>

# SDG Library

## First Quarter 2025 Detailed Circulation Statistics

Branch & Open Hours per Week	English			French			Audio Visual	Inter- library Loan	Other	Magazines	Digital Books	Q1 2025 Total	Q1 2024 Total	Q1 2025/2024 Difference	Borrowers	New Members
	Adult	Juvenile	Teen	Adult	Juvenile	Teen										
Administration	414	164	74	27	15	0	64	2	44	0	38501	39305	25700	+52.9%	65	8
Alexandria (44)	3397	2237	507	193	1357	68	1833	37	116	201	782	10728	10220	+5.0%	1046	80
Avonmore (20)	435	687	86	0	108	0	99	6	13	11	236	1681	1678	+0.2%	682	44
Chesterville (17)	1035	801	58	9	49	0	476	6	47	35	444	2960	2945	+0.5%	402	21
Crysler (20)	739	836	143	97	1464	56	137	4	38	0	172	3686	3310	+11.4%	351	29
Finch (16)	379	781	56	0	98	0	129	19	30	0	153	1645	1200	+37.1%	242	18
Glen Walter Express	145	12	12	2	0	0	4	1	4	15	41	236	236		60	1
Ingleside (44)	1858	949	199	47	142	0	329	39	99	115	404	4181	5541	-24.5%	750	29
Iroquois (20)	902	666	92	8	37	0	294	17	19	14	251	2300	3451	-33.4%	432	22
Lancaster (44)	1609	706	129	51	96	0	453	21	19	28	536	3648	4429	-17.6%	671	39
Long Sault (30)	1582	1683	166	7	171	0	733	43	20	62	525	4992	4861	+2.7%	782	42
Maxville (16)	355	195	61	3	100	0	265	2	14	2	246	1243	1702	-27.0%	258	14
Morewood Express	25	30	1	0	52	0	2	0	3	0	0	113	95	N/A	20	0
Morrisburg (44)	1634	1678	256	11	71	0	580	27	54	16	449	4776	4838	-1.3%	914	73
South Mountain (16)	808	1008	57	0	46	0	378	12	17	16	212	2554	2815	-9.3%	350	13
St. Andrews Express	116	25	0	3	3	0	21	0	1	0	36	205	310	-33.9%	57	2
Williamsburg (16)	653	556	74	1	8	0	235	7	22	100	182	1838	1579	+16.4%	245	12
Williamstown (17)	768	656	49	3	153	0	283	2	39	15	312	2280	2313	-1.4%	352	7
Winchester (44)	1690	2594	133	6	215	0	654	16	74	140	643	6165	6520	-5.4%	960	69
SYSTEM TOTAL	18544	16264	2153	468	4185	124	6969	261	673	770	44125	94536	83743	+12.9%	8639	523
	36961			4777												

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

Digital Books		
Q1 2025	Q1 2024	Q1 2025/2024 Difference
44125	30119	+46.5%

Interlibrary Loans to Other Library Systems		
Q1 2025	Q1 2024	Q1 2025/2024 Difference
365	519	-29.7%



# SDG Library

## First Quarter 2025 Detailed Activity Statistics

Branch & Open Hours per Week	Visitors	Ref. Question	Readers' Advisory	Tech Training	Scan Email/Fax	Outreach	Program Attendance			PAC Stations		
							Adult	Juvenile	Teen	PCs	Sessions	Hours
Administration												
Alexandria (44)	4324	10	9	100	36	2	19	41	363	8	748	667
Avonmore (20)	701	3	6	4	0	0	20	19	0	2	68	76
Chesterville (17)	894	1	4	24	2	0	25	6	0	3	85	73
Crysler (20)	1787	37	58	24	1	0	44	860	4	2	47	17
Finch (16)	690	10	15	9	8	0	6	76	0	3	71	67
Glen Walter Express												
Ingleside (44)	2478	9	86	31	6	15	179	278	4	4	228	180
Iroquois (20)	1384	18	34	9	4	0	22	44	0	2	96	99
Lancaster (44)	1500	20	21	63	19	0	68	15	1	2	99	49
Long Sault (30)	1988	6	76	21	11	5	228	117	0	3	133	53
Maxville (16)	472	0	0	10	4	0	78	39	0	2	50	23
Morewood Express												
Morrisburg (44)	3329	24	27	36	39	2	135	228	160	5	449	238
South Mountain (16)	824	5	13	11	1	0	45	102	0	2	40	29
St. Andrews Express												
Williamsburg (16)	518	9	19	12	0	4	41	3	0	2	46	11
Williamstown (17)	777	13	7	9	1	0	23	89	2	1	33	17
Winchester (44)	2968	7	28	24	9	1	37	496	6	4	403	290
SYSTEM TOTAL	24634	172	403	387	141	29	970	2413	540	45	2596	1889
							3923					

Database Usage			
Database	Q1 2025	Q1 2024	2025/2024 Difference
Ancestry Library	79	75	+5.3%
NewsStand	684	1022	-33.1%
LinkedIn Learning	61	71	-14.1%
Comics Plus	271	0	N/A
Novelist Plus & K-8 Plus	225	349	-35.5%
PressReader	17328	15796	+9.7%
Biblio+	993	0	N/A
Kanopy	1650	1716	-3.8%
Mango	117	87	+34.5%
World Book Suite	53	45	+17.8%
Cantook	99	86	+15.1%
Creative Bug	65	147	-55.8%

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

## INFORMATION REPORT

<b><u>PREPARED BY:</u></b>	Cheryl Servais – Information and Services Coordinator
<b><u>PREPARED FOR:</u></b>	SDG Library Board
<b><u>LIBRARY BOARD DATE:</u></b>	April 24, 2025
<b><u>SUBJECT:</u></b>	2025 First Quarter Metrics

Reviewing library statistics on a quarterly basis is essential for understanding how well the library is serving its community. These data points—such as circulation, visitor numbers, borrowers, membership growth, computer usage, and program attendance—offer valuable insights into usage trends, changing needs, and the effectiveness of library services and outreach efforts.

Quarterly reviews allow staff and stakeholders to:

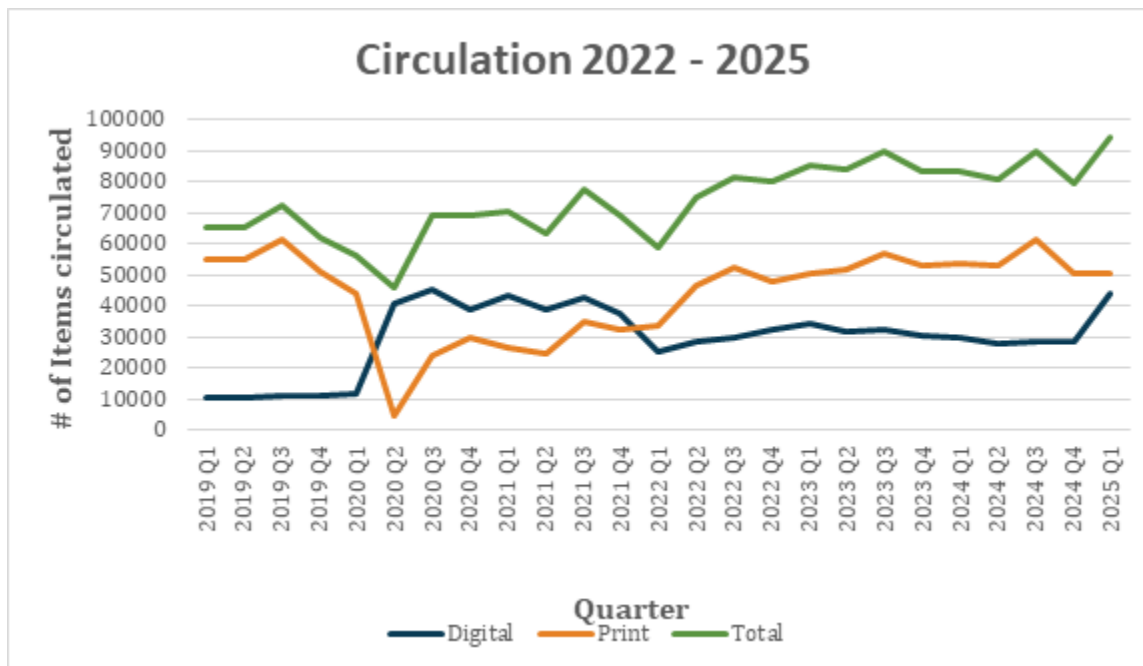
- Track progress toward strategic goals.
- Identify seasonal trends or shifts in user behavior.
- Adapt programs and services in a timely and responsive way.
- Make informed decisions about resource allocation, staffing, and planning.
- Demonstrate value and impact to funders, partners, and the public.

By regularly analyzing this data, the library ensures it remains a relevant, responsive, and vital resource for the community it serves. The following are some key observations from the first quarter of 2025:

### **Circulation**

Digital circulation saw a significant increase of 53.6%, indicating a strong shift or growth in e-resource usage. Physical circulation remained stable with a slight decrease of just 0.36%. Overall, total circulation increased by 19.2%, showing strong engagement with library materials in Q1 2025.

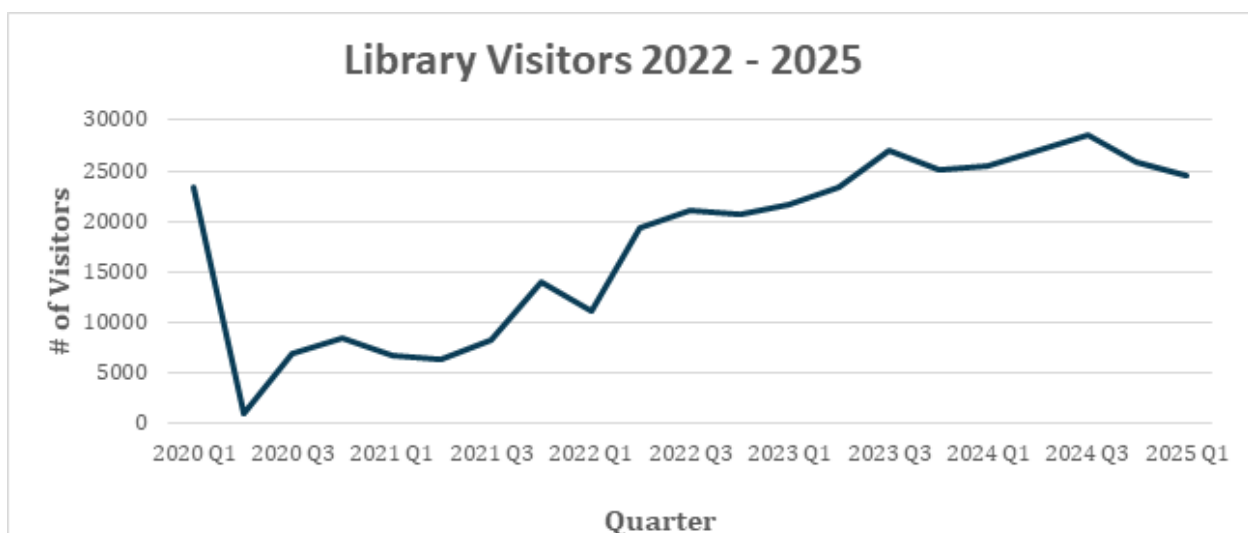
<b>Format</b>	<b>Q1 2025</b>	<b>Q4 2024</b>	<b>Change</b>	<b>% Change</b>
Digital	44,125	28,723	+15,402	+53.6%
Physical	50,411	50,594	-183	-0.36%
<b>Total</b>	<b>94,536</b>	<b>79,317</b>	<b>+15,219</b>	<b>+19.2%</b>



### Library Visitors

The library welcomed 24,634 visitors in Q1 2025, a decrease of 5.2% compared to Q4 2024. This modest decline may reflect seasonal trends or shifts in in-person engagement patterns.

Period	Visitors	Change	% Change
Q1 2025	24,634	-1,345	-5.2%
Q4 2024	25,979		



### Library Borrowers

There were 8,639 active borrowers in Q1 2025, a slight decrease of 2.05% from Q4 2024. The number remains strong, showing continued engagement despite a minor decrease.

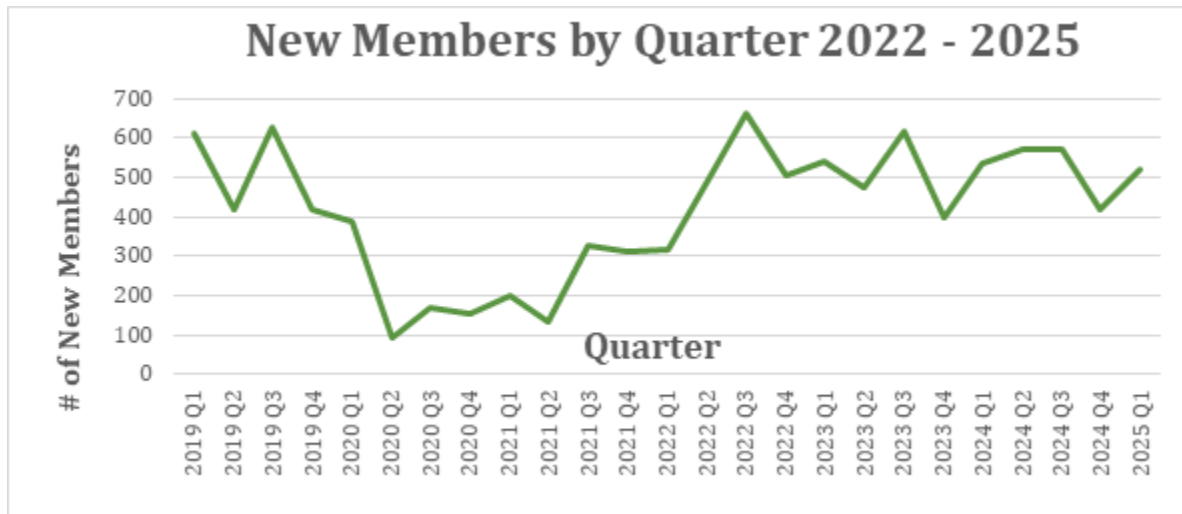
Period	Active Borrowers	Change	% Change
Q1 2025	8,639	-181	-2.05%
Q4 2024	8,820		



### New Members

There were 523 new members who joined the Library in Q1 2025, a 24.5% increase over Q4 2024. This growth suggests effective outreach, promotions, and engagement campaigns.

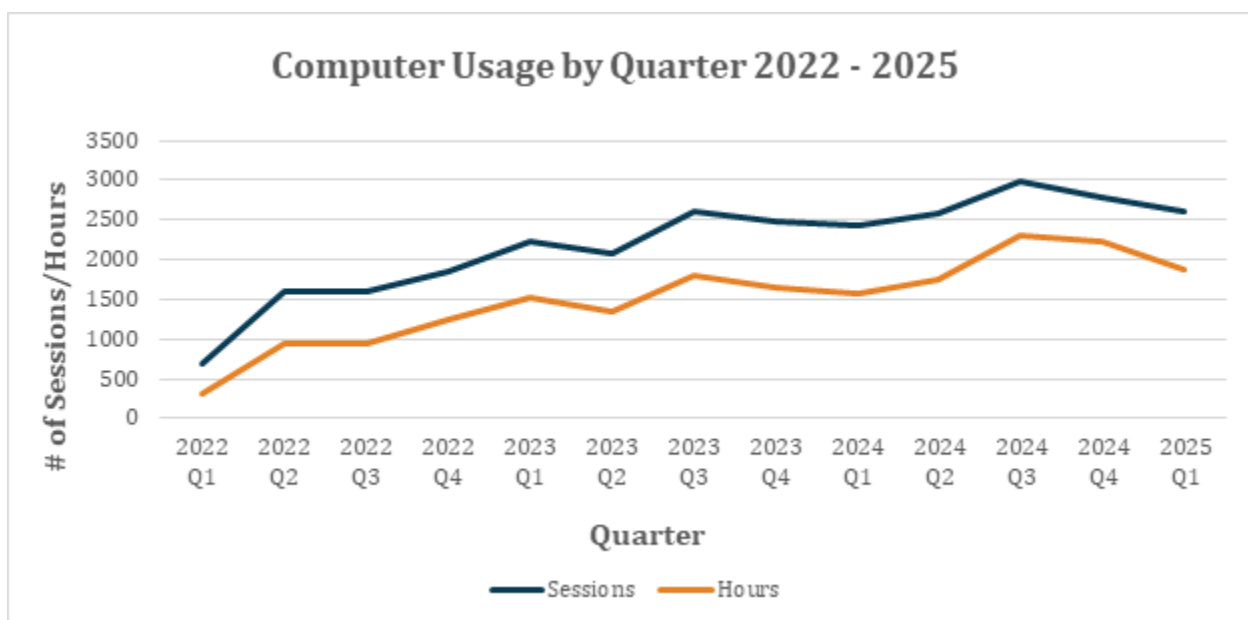
Period	New Members	Change	% Change
Q1 2025	523	+103	+24.5%
Q4 2024	420		



### Computer Usage

The amount of public computer sessions declined slightly in Q1 2025 by 200 sessions (-7.2%). Total hours of usage also decreased by 333 hours (-15%), indicating shorter average session times or shifts in how patrons are accessing digital resources. These trends may reflect increased use of personal devices or a shift toward digital lending and remote access.

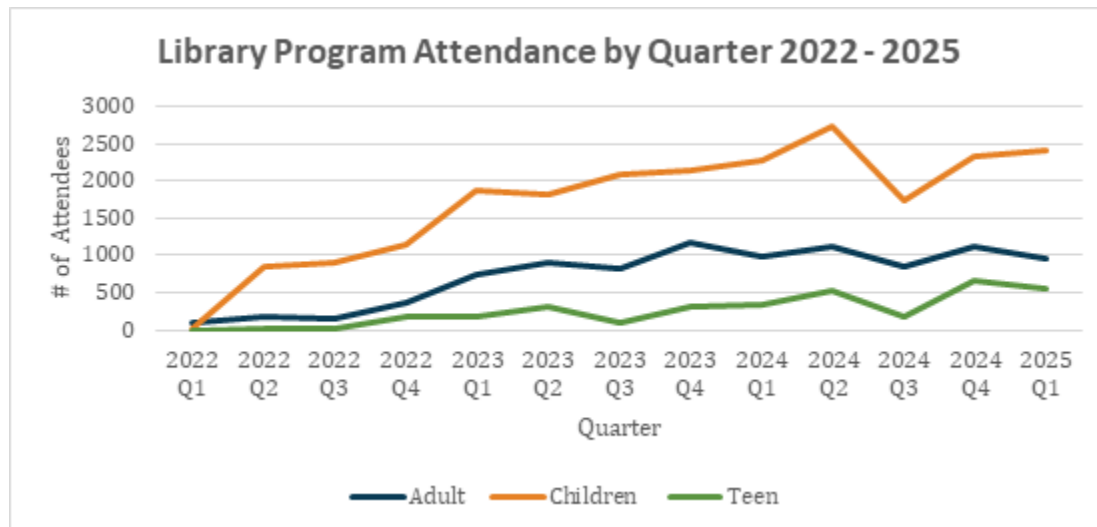
Period	Sessions	Hours Used	Session Change	Hours Change
Q1 2025	2,596	1,889	-200	-333
Q4 2024	2,796	2,222		



## Library Programming

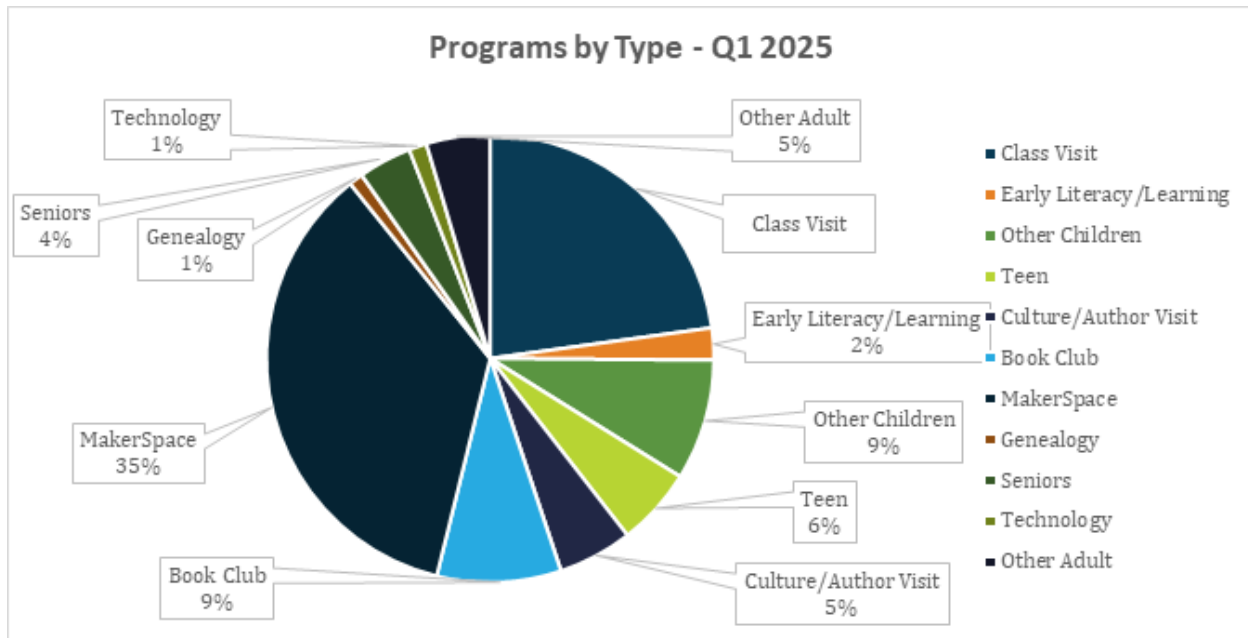
Children's program attendance saw a modest increase of 3.1%, continuing to be the most attended category. Adult and teen programs experienced decreases of 14.7% and 17.9%, respectively. Overall program attendance declined slightly by 5.1%, totaling 3,905 participants in Q1 2025 this can be contributed to weather and fewer programs being offered during this time of year.

Audience	Q1 2025	Q4 2024	Change	% Change
Adult	956	1,121	-165	-14.7%
Children	2,409	2,337	+72	+3.1%
Teen	540	658	-118	-17.9%
<b>Total</b>	<b>3,905</b>	<b>4,116</b>	<b>-211</b>	<b>-5.1%</b>



## Programs by Type

MakerSpace programming and class visits made up most of all programming in Q1 of 2025.



## **Database Review**

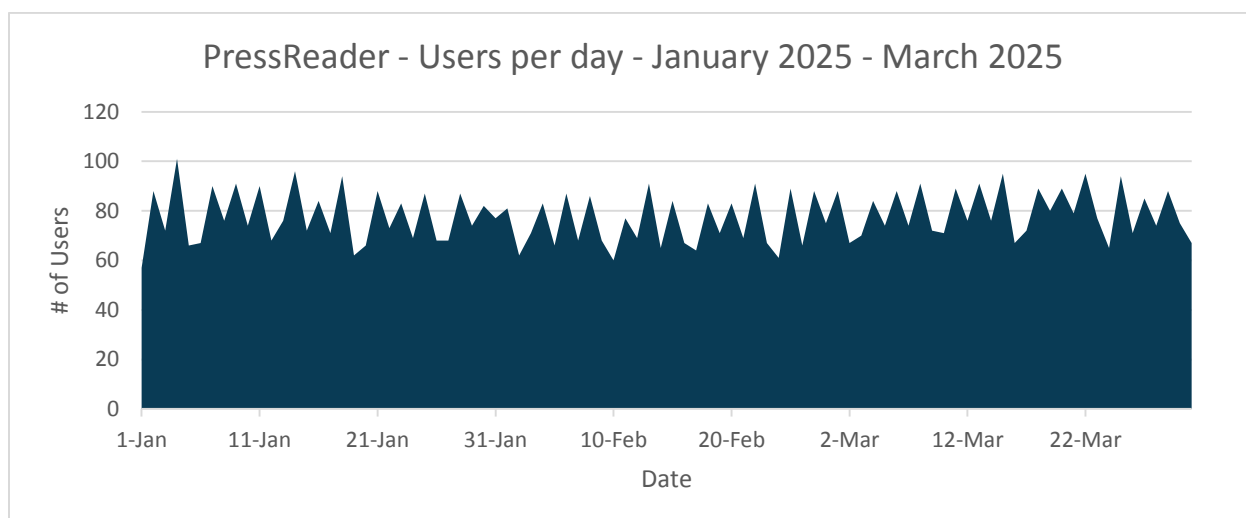
A database review was completed for Q1 of 2025. The review ensures digital resources remain relevant, cost-effective, inclusive, and well-utilized. This in turn safeguards that the Library remains a vital, modern hub for learning, information, and connection.

## PressReader

PressReader is a digital newsstand that gives users full access to newspapers and magazines from over 120 countries in more than 60 languages. Content is presented in full-page, full-color replicas of the print editions. The quarterly detailed circulation statistics for database usage for Press Readers records the number of sessions. The number of sessions is defined as the number of user interactions that occur during a given time frame. A user can have more than one session for each month of the recording period.

## **Usage Statistics**

<u>Article Opens</u>	<u>Unique Users</u>	<u>Sessions</u>	<u>Issue Opens</u>	<u>Avg. Session Length</u>
770,032 (+3%)	289 (+1%)	17,337 (+6%)	30,341 (+6%)	14:59 (+1%)



The top publications users read in Q1 2025 are presented in the table below.

Name	Issue Opens	Article Opens
Toronto Star	3,858	120,851
Standard-Freeholder (Cornwall)	4,565	110,155
Ottawa Citizen	4,367	96,824
Ottawa Sun	2,729	59,382
Toronto Sun	1,469	41,292
National Post - (Latest Edition)	1,337	37,786
Le Journal de Montréal	634	28,696
Montreal Gazette	1,102	27,576
The Daily Telegraph	612	22,174
Daily Mail	376	17,512

### **NewsStand**

CloudLibrary NewsStand is a digital magazine and newspaper service. It provides patrons with unlimited, simultaneous access to a wide variety of digital magazines and newspapers, including popular titles and specialized publications. This service is integrated into the main cloudLibrary app which allows patrons to browse and borrow content from the SDG Library all in one place. The quarterly detailed circulation statistics for database usage for NewsStand records the number of downloads each month.

CloudLibrary NewsStand usage remained steady across the first quarter of 2025, with a total of 684 downloads, 294 unique magazine titles accessed, and 190 active users. While January saw the highest usage, downloads decreased in February and March.



While patrons had access to a large selection of magazines in French, the majority of downloads were for English-language magazines. This suggests an opportunity to promote multilingual resources for broader community engagement.

Language	Downloads
English	652
French	27
Italian	1
Portuguese	1
Spanish	1

The most popular titles, available on CloudLibrary NewsStand, reflect interests in home living, current affairs, health, and entertainment. The top three were: Country Living, The Washington Post, and Hello! Canada.

Magazine	Downloads
Country Living	49
The Washington Post	33
Hello! Canada	28
Prevention US	17
Us Weekly	17
Maclean's	16
Good Housekeeping – US	16
inTouch	16
Chatelaine (English)	15
Bon Appétit	14
Crochet World	14

### **Comics Plus**

Comics Plus is a digital platform that provides unlimited, simultaneous access to thousands of digital comics, graphic novels, manga, and picture books. The quarterly detailed circulation statistics for database usage for Comics Plus records the number of titles accessed.

Comics Plus is a new database for the SDG Library, having only launched in January 2025. Over Q1 of 2025, the Comics Plus database experienced fluctuating usage. January saw the highest number of accesses with 146, followed by a significant drop to 49 in February, and then an increase to 76 in March. Upon analysis of age categories, teen titles were the most popular, with 150 downloads, children's titles had 71 downloads, and adult titles had 50 downloads.

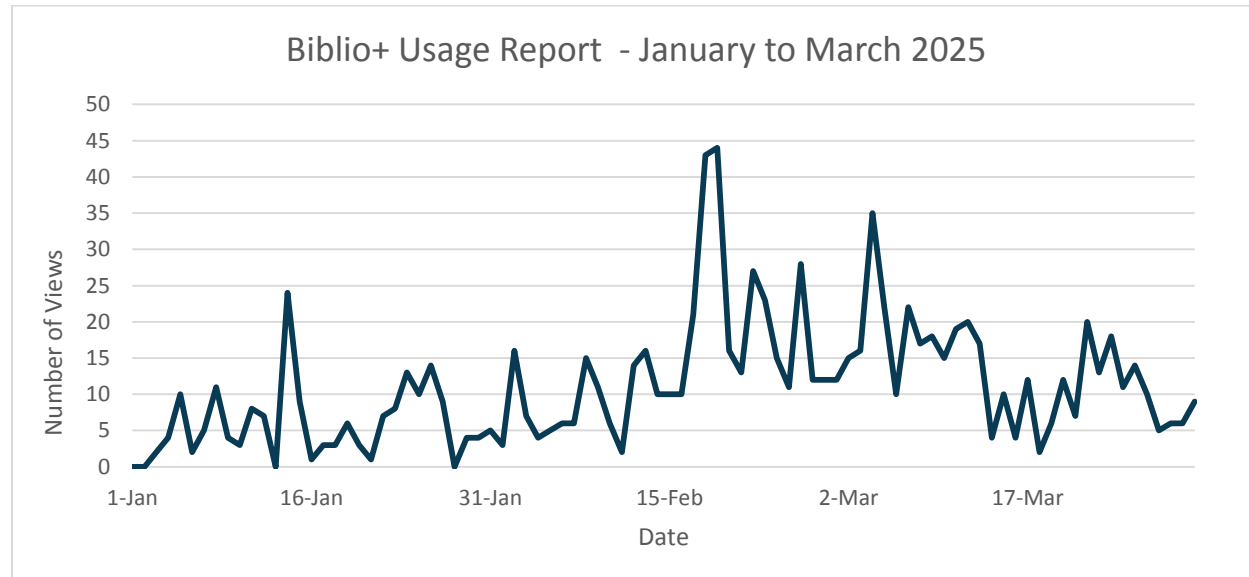
Month	Accesses	Category	Accesses
January	146	Adult	50
February	49	Children	71
March	76	Teen	150

Among the popular titles, children's favorites included *Garfield*, *Sonic the Hedgehog*, and *Star Wars: The Prequel Trilogy*. Teen users preferred *Attack on Titan*, *Mob Psycho 100*, and *Wonder Woman/Bionic Woman*. For adults, the top titles were *Monster and the Beast*, *Path of the Assassin*, and *Saga*.

### **Biblio +**

Biblio+ is a streaming service that provides patrons with free and unlimited access to a diverse collection of movies, TV series, and documentaries. This new database was soft launched in early January and because it is available through the CloudLibrary app many patrons discovered it before it was fully marketed in early February 2025. The quarterly detailed circulation statistics for database usage for Biblio+ records the number of views.

In January there were 180 views. In February, upon marketing it to SDG Library patrons, there was a significant increase in usage, with 406 views. March usage remained high, with 407 views.



The top titles and genres users streamed in Q1 2025 are presented in the table below.

Title	Views	Genre	Views
Sue Thomas F.B. Eye (Season 1)	80	Crime & Thriller Series	409
Shakespeare and Hathaway: Series 001	62	Comedy Series	285
Shakespeare and Hathaway: Series 003	52	Drama	282
Shakespeare and Hathaway: Series 002	44	Documentary	166
Cheaters	26	Crime & Thriller	141
The Split: Series 001	24	Documentary Series	107
Anthony Bourdain: A Cook's Tour (Seasons 1 & 2)	24	Comedy	106
Shakespeare and Hathaway: Series 004	18	Based on Books	104
Undercover	17	Romance	71
Split, The: Series 003	15	Travel	61
Robin's Wish	15	Family	29
Father Brown: Series 001	14	Independent	25
Traces: Series 001	14	Foreign Films	25
Quirke	12	Kids	24
My Last Day without You	12	Thriller	17

### **Kanopy**

Kanopy is a streaming service that provides SDG Library patrons access to a vast collection of films, documentaries, and educational videos. The service is set up with a monthly budget (\$550.00) and a ticketing system for patron access. Each month patrons receive a set number of tickets (24). Each movie, or episodic title, requires a specific number of tickets to watch. Patrons will see the number of tickets required to watch each title (1 to 5 tickets) and how long they have to watch it (hours or days). Tickets reset on the first day of each month and used tickets are not carried over. Kanopy Kids does not use tickets and patrons can access an unlimited number of Kanopy Kids titles each month. The quarterly detailed circulation statistics for database usage for Kanopy records the number of plays.

Visits <sup>1</sup>	Pages <sup>2</sup>	Plays	Minutes	Pages/Visit	Plays/Visit
8,282	10,587	1,660	50,037	1.28	0.2

1. Visits is the number of unique visitor sessions (end after four hours of inactivity)

2. Pages is the number of video pages browsed.

Ticket Values	# of plays
1	9
2	302
3	59
4	79
5	92

## LIBRARY MONTHLY STATEMENT

Date : Apr 08, 2025

Time : 2:59 pm

For Period Ending 28-Feb-2025



	2025	2025	2025	2024	2024	2024
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE
<b>GENERAL FUND</b>						
<b>REVENUE</b>						
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761	-131,761	-131,761	0
ONTARIO CAPACITY FUNDING	0	-1,000	-1,000	-4,177	-1,000	3,177
STUDENT FUNDING	0	-4,500	-4,500	-4,637	-8,300	-3,663
FEES & FINES	-3,893	-9,500	-5,607	-18,418	-10,000	8,418
DONATIONS & SALES	-2,028	-6,500	-4,472	-11,476	-5,750	5,726
TRANSFER FROM RESERVES	0	-278,542	-278,542	-218,914	-308,332	-89,418
<b>Total REVENUE</b>	<b>-5,921</b>	<b>-431,803</b>	<b>-425,882</b>	<b>-389,384</b>	<b>-465,143</b>	<b>-75,759</b>
<b>EXPENSES</b>						
FULL TIME WAGES & BENEFITS	175,250	1,068,303	893,053	955,005	977,450	22,445
BRANCH WAGES & BENEFITS	110,788	991,494	880,706	929,348	915,069	-14,279
STUDENT WAGES & BENEFITS	0	23,618	23,618	22,289	23,408	1,119
BOARD MEETINGS & DEVELOPMENT	1,884	15,452	13,568	9,078	13,232	4,154
STAFF MILEAGE	722	6,000	5,278	8,374	10,372	1,998
STAFF TRAINING & DEVELOPMENT	2,488	22,685	20,197	14,211	24,918	10,707
PRINT MATERIAL	20,007	185,500	165,493	179,763	185,500	5,737
DIGITAL BOOKS	6,718	87,000	80,282	93,195	95,000	1,805
DATABASE SUBSCRIPTIONS	43,208	73,028	29,820	59,865	66,526	6,661
MAGAZINES, PERIODICALS & LEASED BOOKS	2	3,655	3,653	3,863	3,950	87
SUPPLIES & EQUIPMENT	1,925	28,650	26,725	28,929	28,470	-459
CREDIT CARD FEES	18	200	182	167	115	-52
PHONES & INTERNET	6,111	56,309	50,198	53,355	57,496	4,141
PROMOTIONS & WEBSITE	43,358	68,800	25,442	65,415	75,030	9,615
PUBLIC PROGRAMS	439	10,400	9,961	11,870	12,400	530
COMPUTER PURCHASES	4,846	9,300	4,454	7,204	7,929	725
SOFTWARE SUPPORT	34,218	50,255	16,037	41,209	52,548	11,339
DELIVERY & OUTREACH VEHICLES	0	29,500	29,500	29,395	32,000	2,605
COPIERS & PRINTERS	307	6,500	6,193	7,434	10,000	2,566
COPYRIGHT & PERFORMANCES LICENSES	763	1,700	937	2,113	2,319	206
BRANCH CLEANING	472	5,000	4,528	3,577	5,000	1,423
BRANCH RENTS, INSURANCE & SECURITY	220,809	250,833	30,024	245,897	244,804	-1,093
FURNITURE PURCHASE	879	29,600	28,721	59,107	64,250	5,143
AUDIT & LEGAL FEES	0	6,110	6,110	3,053	3,600	547
SPECIAL PROJECTS	29	3,400	3,371	7,898	9,400	1,502
SUPPORT FROM OTHER DEPARTMENTS	0	172,764	172,764	188,093	188,093	0
TRANSFER TO RESERVES	0	0	0	3,410	0	-3,410
<b>Total EXPENSES</b>	<b>675,242</b>	<b>3,206,056</b>	<b>2,530,814</b>	<b>3,033,120</b>	<b>3,108,879</b>	<b>75,759</b>
<b>Total GENERAL FUND</b>	<b>669,321</b>	<b>2,774,253</b>	<b>2,104,932</b>	<b>2,643,736</b>	<b>2,643,736</b>	<b>0</b>

## LIBRARY MONTHLY STATEMENT

Date : Apr 08, 2025

Time : 3:00 pm

For Period Ending 31-Mar-2025



	2025	2025	2025	2024	2024	2024
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE
<b>GENERAL FUND</b>						
<b>REVENUE</b>						
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761	-131,761	-131,761	0
ONTARIO CAPACITY FUNDING	0	-1,000	-1,000	-4,177	-1,000	3,177
STUDENT FUNDING	0	-4,500	-4,500	-4,637	-8,300	-3,663
FEES & FINES	-5,294	-9,500	-4,206	-18,418	-10,000	8,418
DONATIONS & SALES	-2,264	-6,500	-4,236	-11,476	-5,750	5,726
TRANSFER FROM RESERVES	0	-278,542	-278,542	-218,914	-308,332	-89,418
<b>Total REVENUE</b>	<b>-7,558</b>	<b>-431,803</b>	<b>-424,245</b>	<b>-389,384</b>	<b>-465,143</b>	<b>-75,759</b>
<b>EXPENSES</b>						
FULL TIME WAGES & BENEFITS	256,888	1,068,303	811,415	955,005	977,450	22,445
BRANCH WAGES & BENEFITS	184,307	991,494	807,187	929,348	915,069	-14,279
STUDENT WAGES & BENEFITS	0	23,618	23,618	22,289	23,408	1,119
BOARD MEETINGS & DEVELOPMENT	4,164	15,452	11,288	9,078	13,232	4,154
STAFF MILEAGE	1,591	6,000	4,409	8,374	10,372	1,998
STAFF TRAINING & DEVELOPMENT	3,858	22,685	18,827	14,211	24,918	10,707
PRINT MATERIAL	31,196	185,500	154,304	179,763	185,500	5,737
DIGITAL BOOKS	12,534	87,000	74,466	93,195	95,000	1,805
DATABASE SUBSCRIPTIONS	51,603	73,028	21,425	59,865	66,526	6,661
MAGAZINES, PERIODICALS & LEASED BOOKS	3	3,655	3,652	3,863	3,950	87
SUPPLIES & EQUIPMENT	3,584	28,650	25,066	28,929	28,470	-459
CREDIT CARD FEES	31	200	170	167	115	-52
PHONES & INTERNET	13,061	56,309	43,248	53,355	57,496	4,141
PROMOTIONS & WEBSITE	44,840	68,800	23,960	65,415	75,030	9,615
PUBLIC PROGRAMS	582	10,400	9,818	11,870	12,400	530
COMPUTER PURCHASES	4,925	9,300	4,375	7,204	7,929	725
SOFTWARE SUPPORT	34,257	50,255	15,998	41,209	52,548	11,339
DELIVERY & OUTREACH VEHICLES	165	29,500	29,335	29,395	32,000	2,605
COPIERS & PRINTERS	488	6,500	6,012	7,434	10,000	2,566
COPYRIGHT & PERFORMANCES LICENSES	763	1,700	937	2,113	2,319	206
BRANCH CLEANING	640	5,000	4,360	3,577	5,000	1,423
BRANCH RENTS, INSURANCE & SECURITY	222,867	250,833	27,966	245,897	244,804	-1,093
FURNITURE PURCHASE	940	29,600	28,660	59,107	64,250	5,143
AUDIT & LEGAL FEES	0	6,110	6,110	3,053	3,600	547
SPECIAL PROJECTS	58	3,400	3,342	7,898	9,400	1,502
SUPPORT FROM OTHER DEPARTMENTS	0	172,764	172,764	188,093	188,093	0
TRANSFER TO RESERVES	0	0	0	3,410	0	-3,410
<b>Total EXPENSES</b>	<b>873,347</b>	<b>3,206,056</b>	<b>2,332,709</b>	<b>3,033,120</b>	<b>3,108,879</b>	<b>75,759</b>
<b>Total GENERAL FUND</b>	<b>865,789</b>	<b>2,774,253</b>	<b>1,908,464</b>	<b>2,643,736</b>	<b>2,643,736</b>	<b>0</b>

## INFORMATION REPORT

**PREPARED BY:** Kate Miner – District Supervisor (District 1)  
 Jessica Lomberg – District Supervisor (District 2)  
 Lorna Platts – District Supervisor (District 3)

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** April 24, 2025

**SUBJECT:** Branch & Supervisor Reports

### DISTRICT 1

#### **CHESTERVILLE BRANCH: (Mitch C.)**

- January's cold and snowy weather brought a new crop of beginner knitters to the four "Learn to Knit" program in Chesterville. Participants enjoyed the program and were grateful to have this opportunity. Everyone completed a series of knit samplers and a toque to keep warm.
- Drop in "Knitting Circles" held twice a month continued to be popular. Some participants donated their handknit socks back to the Branch to pass on to community members in need.
- New members have joined the "Book, Line and Thinkers" book club. The club meets monthly and has selected book kits for the next year.
- In February, MakerLab staff visited to offer the "Create it with Cricut: Pots and Jars." Participants enjoyed the creativity this program offered and were delighted to see the possibilities offered by the MakerLab.
- "March Break Makers: Bookmarks" brought in a group of young patrons to the branch. They used sublimation markers to create and customize their very own bookmarks. All participants left happy with their artistic work in hand.

#### **CRYSLER BRANCH: (Ian N.)**

- January had a STEAM-y Start with Crysler's "Science and Garden Club" kicking off with hands-on learning using Little Bits Maker Kits. With 18 eager participants, it was an electrifying success!
- Crysler's young patrons crafted over 50 Valentine's cards for *Le Club de Bon Vivants*, spreading joy and warmth to our local seniors' group.
- Crysler Branch and the *Crysler Friends of the Library* partnered with local school Notre Dame du Rosaire for a bilingual "March Break Reading Challenge" inspired by Robert Munsch's book Bounce (Le lit en délire). With a scavenger hunt, reading challenge, and prizes, it was so Munsch fun!
- Crysler patrons also got the chance to make their own personalized bookmarks using sublimation technology as a part of system-wide "March Break Makers: Bookmarks."

#### **MAKERLAB/FINCH BRANCH (Josée C.)**

- January saw the beginning of the MakerLab's "Sketchbook Squad" program. There were 6 kids per group and both groups were quick to learn new sketching techniques while having fun and letting their creativity loose! The children also enjoyed this time to have the opportunity to chat about their interests to each other and staff.

- February was a busy month for the MakerLab as we had many requests from both staff and patrons alike for equipment usage. Requests included sets of 3D printed toys, display materials, and even our first laser engraving appointment.
- The MakerLab had many visitors over March break, including the full “March Break Makers: Bookmarks” program. March was also the start of “Blue Spruce Buddies” where participants have already read (and reviewed!) 6 books from the “Forest of Reading” program. The program has also allowed participants to view virtual programs from children’s book illustrators on how to draw their characters.
- In March, LSA Josée also took the Cricut to Finch’s local Carefor group, who worked together to make wonderful, personalized tote bags.

#### **SOUTH MOUNTAIN BRANCH (Ginette T.)**

- South Mountain hosted local author Grace R. Pringle to present her YA fantasy Silver Blood. She discussed writing; her own process as well as practical tips for young authors, but also how to foster imagination and creativity in everyone's lives. Afterwards she spent time talking to the children one-on-one, answering questions and sharing her love of books. The author also donated a signed copy of her novella, Soul Threads, to the Library.
- Children and the adults accompanying them enjoyed the “March Break Makers: Bookmarks” program. Patrons were excited to see their designs transferred onto the bookmarks.
- March Break was busy at the branch with children playing video games on the Nintendo Switch and board games with family members and friends. Quite a few families also stopped in at the branch to stock up on books before heading out on vacation.
- The “Baby & Tot Playtime” program returned after taking a break. It will now be featured as a regular program that will be held on the first Wednesday of each month. March's program had a wintry theme with stories and songs about snow, snowmen and sledding.
- South Mountain has received some furniture from Williamsburg following its recent renovation. The new-to-us picture house on wheels has been a great addition. We were able to easily make the main children's area larger to accommodate the author visit and the “Baby & Tot Playtime.” The Branch also acquired two smaller computer desks that will replace a single, larger one. The new set-up will give patrons more privacy as they use the PAC stations.

#### **WINCHESTER BRANCH (Jessica L. and Chantal N.)**

- Winchester rung in the new year with new and successful programs. “Homeschool Explorers”, which ran twice in January, brought in forty children and their parents for some escape room fun. We also ran a “Craft Swap” where patrons could drop-off craft supplies and pick up as many as they wished. Any supplies that were not selected were added to the branch’s program supply closets.
- The shortest month of the year was a busy one in Winchester with an impressive influx of new patron registrations. We have also had twelve successful programs including a “Valentine’s Tea.”
- March saw many exciting programs in Winchester. The “Afterschool Club” used embroidery hoops to create beautiful star signs, the “Homeschool Explorers” developed gluten-free sour dough starter, and March Break programs included sublimation bookmarks, ukulele lessons, and multiple crafts.

#### **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)
- Facilitated furniture swaps in South Mountain and Crysler
- Worked with the other District Supervisors and Admin Team to co-ordinate district meeting in District 1
- Policy review: Donations Sponsorship and Fundraising Policy
- Co-ordinated with the Communications and Marketing Co-ordinator on the MakerPlan for 2025
- Oversaw maintenance to guitar collection in MakerLab
- Oversaw facilities repair to MakerLab and Winchester Branch
- Provided training on MakerLab equipment to the Leadership team
- Facilitated the running of "March Break Makers: Bookmarks" sublimation bookmark programming in Chesterville, South Mountain, and Finch
- Attended planning meetings with Communications and Marketing Coordinator and the Information Services Coordinator regarding planned changes to the MakerLab webpages.

## DISTRICT 2

### **INGLESIDE BRANCH: (Linda P. and Colleen C.)**

- The Ingleside Branch facilitated a "Family Literacy Day" Storytime and drop-in program. Literacy was celebrated with engaging stories, crafts, and activities. Families also participated in the "Read for 15" initiative.
- Class visits remained steady throughout the winter, with students enthusiastically participating in the Forest of Reading program. Students explored titles from ten nominated Canadian authors and are preparing to participate in the national voting process, promoting literacy and civic participation among young readers.
- Children enjoyed a morning of stories and Valentine's Day crafts during LSA Colleen's "Valentine's Day Storytime." Toddlers had the opportunity to socialize in a small group setting while building fine motor skills, and each child left with a handmade craft to take home.
- March Break programming saw high attendance, with daily programs that appealed to a wide range of ages. The "Ukrainian Egg Decorating" workshop was a highlight, drawing 20 participants, including individuals and families, together to celebrate a meaningful and creative cultural tradition.
- The Ingleside Branch welcomed Ontario SPCA professionals for two AnimalSmart™ sessions during March Break, accommodating both daytime and evening attendance. Nineteen children and their caregivers participated, exploring themes of kindness and responsible care for animals. Led by professionals, the engaging sessions combined interactive learning with creative crafts, making animal welfare education both fun and memorable.
- Ingleside's popular "Wacky Wednesday" program returned, with children arriving in fun costumes and mismatched outfits. The children participated in themed literacy activities, crafts, and games,

followed by a group reading of *Wacky Wednesday* by Dr. Suess. The event fostered creativity and excitement for reading, with trick-or-treating adding a festive touch.

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

- The Iroquois Branch continued to serve as a vital community resource, offering a quiet, welcoming space for tutoring, computer use, and personal retreat. One new mother shared her appreciation for having a safe, free place outside the home to recharge. The branch remains a trusted hub for learning, connection, and well-being.
- Iroquois' monthly book club, "POP!", was well attended by an engaged group of participants. Lively discussions and delicious snacks were enjoyed by all participants.
- In recognition of Black History Month, the branch curated a thoughtful and educational book display that captivated many patrons. The display sparked interest and meaningful conversation.
- In celebration of Valentine's Day, Iroquois' "Hidden Hearts" initiative delighted library patrons. Random messages of kindness were hidden in books throughout the branch, bringing unexpected joy to readers.
- March marked the beginning of class visits from classes at Iroquois Public School. Staff were excited to welcome the students, share stories, and assist them in finding the perfect books to spark their imaginations.

#### **LONG SAULT BRANCH: (Christine D. and Karen M.)**

- The Long Sault Branch was pleased to continue its class visits with Longue Sault Public School. Students are participating in a Real-World Learning partnership with the library. They are enthusiastic about being in the branch, reinforcing the value of this ongoing partnership.
- Weekly programs and clubs continue to grow in popularity, drawing consistent attendance and welcoming new participants. Staff fielded numerous inquiries about the Threads of Friendship program, highlighting the success of our marketing and promotional efforts.
- The Watercolour Friday program continued to grow, welcoming artists of all skill levels, from beginners to experienced painters. Plans are underway for a spring art show to showcase the group's creativity and celebrate their artistic journey.
- Long Sault welcomed a participant from Beyond 21 and their companion, who spent time at the library and enjoyed a self-directed activity. Their visit highlighted the library's role as an inclusive and supportive community space.
- During March Break, the branch featured the "Brainometry" Mini Maker Kit, offering young patrons hands-on engagement through various creative and educational activities. The kit was well-received and sparked curiosity and excitement among participants.

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

- In celebration of Family Literacy Day, author Keisha Cuffie presented her book *D is for Dazzling*. This beautifully illustrated book introduces young readers to a world of positive affirmations, diversity, and empowerment. During the event, Keisha shared the inspiration behind the book and the importance of representing diverse voices in children's literature.

- The "Folding Photo Book Craft Night" program offered a creative and hands-on experience, guiding participants in turning a single sheet of paper into a charming multi-page keepsake. The event sparked lasting inspiration, with several attendees returning in the following weeks to proudly share their own handmade creations.
- "Show and Tell: Travel Edition" brought together staff and patrons for an engaging morning of storytelling and shared travel experiences, complete with photos and lively conversation.
- Teen Dungeons and Dragons sessions, held biweekly, continued to be a highlight for local teens, offering them a creative outlet to bond, build teamwork, and develop problem-solving skills.
- LSA Jenn facilitated a local history outreach visit at the Chartwell Hartford Retirement Residence, sharing books and information about the Seaway that sparked interest and conversation among residents. Monthly visits to Hartford continued, and several new library cards were issued.
- The "Read the Rainbow" children's reading challenge launched successfully, inviting participants to read books with red, orange, yellow, green, blue, and purple covers to earn a custom 3D print.
- Morrisburg celebrated National Mario Day with a week-long "Mario Madness" March Break event. Families enjoyed themed activities such as a Mario Paint Party, movie screening, and interactive games, making it a fun and memorable week for all ages.

#### **WILLIAMSBURG BRANCH: (Rose D.)**

- The Williamsburg Branch marked a special milestone this winter, celebrating 10 years at its current location with a well-attended "Williamsburg 10 Year Celebration!" on February 26. Long-time patrons and Friends of the Williamsburg Library members joined in the festivities, which included a lively trivia game and door prizes. The event was a wonderful reflection of the strong community support for the branch.
- Williamsburg welcomed new visitors to the branch, as the outdoor skating rink and recreation facilities attracted increased foot traffic to the library.
- During March Break, the branch saw a noticeable rise in young patrons. One of the highlights was the "March Break Makers: Bookmark Day," where children enjoyed designing personalized sublimation bookmarks.
- Monthly outreach visits to the J.W. MacIntosh Community Support Facility and Dundas County Hospice continued, providing residents with ongoing connection and access to library resources.

#### **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).
- Attended regular check-ins with the Community Librarian and other District Supervisors (ongoing).
- Ensured compliance with Health & Safety Regulations and followed up with issues (ongoing).
- Content creation for SDG Library website (ongoing).
- Scheduling support staff for programs, branch coverage, courier relief and outreach events.
- Collection maintenance and review (ongoing).
- Engaged in Management, Board, and SDG Reads meetings. Facilitated the District 2 District Meeting.
- Reviewed policies: Donations, Sponsorship and Fundraising Policy
- Outreach: South Dundas Cat Rescue Book Swap

- Participated in the planning of the Volunteer Appreciation Event and Williamsburg 10 Year Celebration!
- Facilitated interviews for open CSA and LSA positions.
- Helped create an internal “Storytime Kit” resource for staff use.
- Professional development: JHSC Certification Part 1, Ryan Dowd: Substance Abuse 101, Facilitating Ancestry Club, ADA Compliance Through Inclusive Engagement and Collaboration, MakerLab Equipment Training.

### DISTRICT 3

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

- Branch Staff attended a Family Literacy Day Outreach at St. Finnan’s Catholic School. Staff were able to showcase Kanopy and cloudLibrary to over 125 students and their teachers. Connecting young patrons to our eResources helps build connections between literacy and technology, keeping them engaged in Library services.
- Class visits have resumed after a well-deserved Holiday Break. Both classes from GDHS and Le Relais have resumed visiting every 3 weeks. It’s always a busy time helping the students pick out books and checking the many items that are returned.
- We had 9 excited children visit for “Canada Flag Day”. Participants created their own Canada flags using cloth and red paint, read a story about our flag and shared fun facts.
- The Branch has received an upgraded printer to meet patron print, fax and copying needs.
- The Alexandria Book club has returned to the library to host their meetings. 10 wonderful and enthusiastic readers are coming to discuss the books they read, once a month. We are happy to have them back!
- March Break was madness in Alexandria! With our daily Lego challenge and our “March Break Makers: Bookmarks,” the place was packed with happy builders and readers. Having over 70 patrons visited per day, connecting with our community was fun and busy!

#### **AVONMORE BRANCH: (Kelsey D.)**

- “Chair Yoga at the Library” was held on February 8th and was taught by local yoga instructor Angela Allaire. This program was to introduce the health benefits of yoga to people who have limited mobility and was greatly appreciated by attendants.
- “March Break Makers: Bookmarks” program was well attended in Avonmore. The program had 15 participants in total. The children were happy with their custom bookmarks and took home books to go along with them.
- Adult fiction collection maintenance was completed. The Branch also participated in an exchange to refresh the shelves with new books.
- “The Seed and Plant Exchange” has started at the Avonmore Branch. Patrons have already begun to come to exchange seeds. This passive program will run until Earth Day.

#### **LANCASTER BRANCH: (Kaitlyn C. & Rachel L.)**

- Lancaster’s “Knitting Bee” continued to meet weekly throughout this quarter, where they worked on new projects, shared their expertise, and welcomed new members with open arms.
- “Spice Club” met in January and February to share their experiences cooking with nutmeg and cinnamon and will meet again in April to discuss dill.
- “Cairnview Book Club” met in January and February to discuss The Frozen River and Belladonna, respectively.
- Lancaster hosted its inaugural “Book Tasting” in early March. Participants were given the opportunity to “taste” books belonging to the month’s theme (Canadian Authors - Giller Prize Winning Books) and discuss

their first impressions and enjoy tea and snacks. The program was very well received by attendees and will continue monthly.

- The branch held a “Night at the Library” during March Break, where our younger patrons were invited to watch The Wild Robot and create their own cardboard robots to take home with them.
- “March Break Makers: Bookmarks!” was a success at the Lancaster Branch, where children and their parents made colourful sublimation bookmarks to take home.

#### **MAXVILLE BRANCH: (Patti M.)**

- Maxville hosted “After School STEM Stars” in January. STEM activities are well received at the Branch, with particular interest in LEGO challenges being noted.
- We had one thriving in-house book club and 3 external book clubs operating through the winter months. This includes the Maxville Manor Outreach Support book club. All book clubs continue to be grateful for our easy-to-use book club kits.
- Maxville hosted an extremely successful “Local History and Archival Treasures” program thanks to Allan MacDonald, Glengarry Archivist. He captivated groups with his storytelling and provided insightful answers to questions. The program was such a hit, two sessions were held, both were at full capacity!
- Kindergarten classes visited the Branch in March to explore Library resources. The classes were treated with a “Winter Wonderland” session featuring stories and winter-inspired crafts.
- Eight children attended the “March Break Makers: Bookmarks” program. This program brought maker mentality to Maxville and allowed children to explore sublimation and their own creativity.
- Outreach efforts continued at Maxville Manor. Staff prepared requested reading materials and provided readers advisory services to help patrons find their next favourite book.

#### **WILLIAMSTOWN BRANCH: (Julie C.)**

- Registration quickly filled up for March Break programs, which brought 52 visitors to the Branch on the first day. Families created colourful sublimation bookmarks, and participants also had the opportunity to create open-ended crafts.
- Staff continued to work on their professional development by completing online training. Courses from LinkedIn Learning and Niche Academy focused on learning new skills as well as staying current with the evolving needs of patrons.
- The Branch saw an increase in older adults requiring assistance with technology. Technology tutorials from staff have helped the patrons gain more confidence in exploring the Library’s collection of digital resources.

#### **DISTRICT SUPERVISOR: (Lorna P.)**

- 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.)
- Engaged in bi-weekly Management Meetings (ongoing.)
- Reviewed policies: Donations, Sponsorship & Fundraising; Rules of Conduct.
- Professional development: OLA Superconference; WHMIS Training; Leading Change; Empowering Teens; Dealing with Difficult Situations; Mental Health First Aid & Trauma Response for Libraries.
- Completed projects: Repurposing Branch iPads proposal; assisted in facilitating Square installation and training across District 3.
- In progress projects: Membership drive in coordination with Marketing and Communications Coordinator; PC Troubleshooting Workflow for Staff; development of Exclusion Matrix; Reader’s Advisory for Staff Development, training of new CSA staff member.

## **INFORMATION REPORT**

**PREPARED BY:** Emily Andrews – Community Librarian

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** April 24, 2025

**SUBJECT:** Community Librarian Report

### **COMMUNITY LIBRARIAN: (Emily A.)**

- Payroll administration, emails and support for District Supervisors (ongoing).
- Technology troubleshooting and support for staff (ongoing).
- Attended and engaged in Management Meetings (ongoing).
- Administered online book club and hosted discussion (ongoing).
- Square Terminal Rollout: Developed training guide and provided on-site training to twelve (12) staff in nine (9) branches.
- Administered and hosted in-person book club at the Maxville Branch.
- Interviewed and hired LSA positions for Lancaster and Long Sault Branches.
- Formed connections with Raisin River Conservation Authority to explore partnership possibilities.
- Policy review: Unattended Children, Code of Conduct
- Facilitated South Nation Conservation Authority partnership, displaying their ‘Salt Responsibly’ campaign in all branches.
- Created blog for Read for 15 SDG and drafted a letter requesting community participation in Read for 15 SDG.
- Registered for Forest of Reading program. The ‘Blue Spruce’ program is currently running in Finch as a pilot.
- Conducted interviews and hired CSAs for Districts 1 and 3, and TDSRC Summer Student position.
- Attended pop-up at Iroquois Civic Centre.
- Developed deselection schedule for Adult Fiction and Adult Non-Fiction collections and aided in processing deselected materials.
- Liaised with branch staff and local municipalities to resolve buildings/maintenance issues.
- Continuing development of the SDG Reads program, with author confirmed and booked for October 6, 2025. A committee of twelve (12) staff members has been assembled, and books have been ordered and received via the publisher.

### **Development:**

- A Trauma-Informed Approach to Libraries via Niche Academy.
- Ryan Dowd’s Homelessness Training.
- Hybrid Learning Models via Niche Academy.
- Congress 2019 Land Acknowledgement Workshop hosted via the Federation for the Humanities and Social Science.
- Valuing Ontario Libraries Toolkit (VOLT) webinar via LearnHQ.
- Ryan Dowd’s Substance Abuse 101 Training.
- Safety Connection: Managing Young Workers via WSPS.

## **INFORMATION REPORT**

<b><u>PREPARED BY:</u></b>	Maria Steffen – Communications & Marketing Coordinator
<b><u>PREPARED FOR:</u></b>	SDG Library Board
<b><u>LIBRARY BOARD DATE:</u></b>	April 24, 2025
<b><u>SUBJECT:</u></b>	Communications & Marketing Report

### **COMMUNICATIONS AND MARKETING COORDINATOR: (Maria S.)**

#### **Social Media/Website**

- Over the span of January, February and March, created 152 social media static posts and reels across Facebook and Instagram to promote programs, system-wide events, collections, Library of Things, important news, recruitment, service interruptions and holiday closures.
- Created blogs, banners, updates and artwork for the website including the creation of new pages for the MakerLab and reciprocal borrowing.

#### **Key projects**

- Created the 2025 Marketing and Communications plan and assisted with the creation of the MakerLab plan.
- Launched Biblio+ streaming and Comics Plus and reciprocal borrowing agreement.
- Created a one-page overview of the user engagement survey results to present to the board.
- Created six (6) delegation presentations with the Director of Library Services.
- Updated the digital Library brochure and assisted with the Square training manual.
- Created updated poster templates, brand instructions and how to video for branches in Canva to assist in creating program posters that are consistent and easy to read.
- Created artwork for socials, website and wrote editorials/ blogs for the following programs and events: Read for 15, Black History Month, march break, monthly reading challenge, National Canadian Film Day, and Williamsburg 10-year celebration.

#### **Publications**

- Created the Navigator Spring program guide.
- Created a social media post, website banner, updated the website page, and distributed copies to each municipality to promote the Navigator Spring program guide.
- Created four (4) eNewsletters, two (2) board newsletters and one (1) new staff newsletter.

#### **Meetings**

- Several planning meetings for the launch of Biblio+ and Comics plus, volunteer appreciation event, Makerlab website redesign, newsletter schedule, SDG Reads, May-ker month, membership drive, tech services and collections.
- Six (6) Management meetings and two (2) board meetings.



- Three (3) district meetings where I presented a marketing update and plans for the first quarter.
- Four (4) meetings with the Biblio team on upcoming changes for the website and email newsletters.

### **Website and social media statistics**

- In the period from January to March 2025, the SDG Library website had 20.3K active users who visited 320.5K SDG Library website pages.
- Across social media, 152 posts were made, reaching 124.9K viewers.

#### **January 2025**

- In January, the SDG Library website had 7K active users who visited 112K SDG Library website pages.
- Across social media, 50 posts were made, reaching 47.6K viewers.

#### **February 2025**

- In February 2025, the SDG Library website had 6.7K active users who visited 98.5K SDG Library website pages.
- Across social media, 51 posts were made, reaching 44.3K viewers.

#### **March 2025**

- In March 2025, the SDG Library website had 6.6K active users who visited 110K SDG Library website pages.
- Across social media, 51 posts were made, reaching 33K viewers.



## **INFORMATION REPORT**

<u><b>PREPARED BY:</b></u>	Cheryl Servais – Information Services Coordinator
<u><b>PREPARED FOR:</b></u>	SDG Library Board
<u><b>LIBRARY BOARD DATE:</b></u>	April 24, 2025
<u><b>SUBJECT:</b></u>	Technical Services Report

### **CATALOGUING/ACQUISITIONS TECHNICIAN : (Lucinda F.)**

- Completed the Great Courses inventory and relabeling project.
- Video game inventory and labelling began, with the intention of staff awareness for programs.
- Catalogued two new kinds of kits: Storytime kits and Makerkits.
- Purchased additional copies and book club kit books for SDG Reads 2025.
- Added two new formats to the catalogue: “Website or Online Data” and “Database”. These types of online resources (study guides, website, databases) will be added to the ILS and will be searchable from the public catalogue (BiblioCore).
- Completed a relabeling project for Tom Clancy books so that they are consistent and grouped together on the shelf.
- Completed an inventory and evaluation of the professional collection books housed at Library Administration.
- Catalogued and processed 1,803 new items between January and March 2025.
- Reviewed the automatic release plans and managed purchase suggestions for adult fiction, teen, graphic novel and AV collections.
- Paid invoices on Polaris and tracked budget expenditures for capital and digital collections.

### **CATALOGUING/ACQUISITIONS TECHNICIAN : (Stacey P.)**

- Interlibrary Loans: 365 items sent to other library systems; and 240 items were received.
- Sent out 76 Book Club Kits to branches for January, February and March.
- Processed and set up five new Book Club Kits for circulation.
- Updated 30 Book Club kits, to include item records for each book included in the kit so each item can be circulated.
- Managed online registrations, totaling over 254 requests. A total of 91 new members and 162 renewal requests.
- Processed three board games.
- Inventoried, stamped and barcoded new materials.
- Repaired 71 books and 106 discs.
- Processed the 2025 Ontario Park passes for circulation.
- Processed four new Mini- Maker Kits for branch staff use.

**INFORMATION SERVICES COORDINATOR: (Cheryl S.)**

- Completed Polaris budget rollover for 2025.
- Assisted with the launch of Comic Plus and Bibio+.
- Attended all three (3) District meetings and delivered a training session/review of LEAP (new web-based platform that focuses on Polaris Patron Services and Circulation).
- Led Ancestry Club in Ingleside in January and February and provided a “train the trainer” session for Ancestry Club to the three (3) District Supervisors and two (2) LSAs.
- Attended the OLA conference in Toronto.
- Completed the Technology Plan.
- Completed the LEAP training manual for frontline staff.
- Submitted annual inventory report to Director of Financial Services.
- Managed acquisitions and purchase suggestions for adult non-fiction, children’s and French collections.
- Updated staff on new features that were enabled in BiblioCommons (printable PDF or events, improved staff lists, and updated formatting for new and on order items).
- Updated Polaris settings to enable reciprocal borrowing for The Nation and North Grenville Public Library. Provided staff with detailed instructions on steps for registering these new patrons.
- Met with BiblioCore and the Communications and Marketing Coordinator to discuss and set up Google Analytics with customized parameters.
- Provided content for March eNewsletter.
- Created training tutorials for staff in Niche Academy.
- Added VOLT webinar and submitted information for VOLT spreadsheet.
- Set up floating collection limits for all collections and branches in Polaris.
- Provided statistics to Administrative Assistant for Annual Survey.
- Delivery and setup of branch laptops in Lancaster, Ingleside, Finch and Crysler.
- Assisted with the weeding of uncirculated adult non-fiction collections in Alexandria.
- Attended Management meetings and webinars with library vendors (BiblioCommons, CloudLibrary, Niche Academy).
- Created and submitted reports as required.

## INFORMATION REPORT

**PREPARED BY:** Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** April 24, 2025

**SUBJECT:** Director of Library Services Report

### **STAFFING HIGHLIGHTS:**

Lauren Wood has accepted the position of Casual Support Assistant for District 3 branches.

Quinn Blaine and Kisha Nadarasan have accepted the position for Summer Reading Club and Outreach Facilitator. Quinn Blaine is a returning student, having held this role last year in 2024.

### **DIRECTOR OF LIBRARY SERVICES: (Rebecca L.)**

- Attended County Council meetings (February 18 and March 17).
- Attended weekly Director's meetings with CAO and fellow County Directors.
- Attended and facilitated Management Team and Administrative meetings.
- Prepared and attended the Library Board Meeting Agenda for Library Board regular meeting – Wednesday, February 26, 2025, 5:00pm at the Williamsburg Library branch.
- Assisted with interviews for the position of Summer Reading Club and Outreach Facilitator.
- Collaborated with the Community Librarian and Information Services Coordinator to establish a weeding schedule.
- Hosted a boardgame social event for Library staff (February 8).
- Prepared a presentation that was delivered to local Councils as a delegation. The following delegations were held:
  - South Stormont (February 12)
  - South Dundas (February 19)
  - South Glengarry (February 24)
  - North Stormont (February 25)
  - North Glengarry (March 10)
  - North Dundas (March 12)
- Participated in SDG Reads planning committee meetings.
- Attended the OLS training, *Library Impact Ontario*, developed by Toronto Public Library, which discussed innovative tools designed to enhance community impact and advocacy (February 25).
- Attended the OLS training, *Planning as Part of Good Governance*, which discussed the importance of planning to meet unique community needs, set goals and priorities, adapt to change, and embody transparency in their governance (February 26).
- Collaborated with the Community Librarian, Information Services Coordinator and Administrative Assistant to kick start the Valuing Ontario Library Toolkit (VOLT).
- Collaborated with the Information Services Coordinator to launch new iPads in SDG Library branches.
- Attended an ARUPLO meeting (March 7).
- Met with the Counties' Payroll and Benefits Coordinator to discuss the tracking of branch staff's time off requests.
- Participated in MakerLab training (March 21).
- Assisted in the launch of a new employee eNewsletter.

### **ACTION REQUEST**

**PREPARED BY:** Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** April 24, 2025

**SUBJECT:** Unattended Child Policy

### **BACKGROUND:**

1. The Unattended Child Policy sets forward a framework that clarifies the responsibilities of Caregivers and Library staff regarding children in the Library, ensuring the safety of children while in the SDG Library.
2. Branch staff were consulted during the review process to ensure their suggestions were incorporated.

### **ANALYSIS:**

3. It is recommended that the Policy be amended per the following:
  - a. Restructured the Preamble as Purpose.
  - b. Added a Definition section to provide clarity on 'Caregiver', 'Child/Children', and 'Unattended'.
  - c. Deleted the Duty to Report section.
  - d. Children under the age of seven (7) are now required to be accompanied by a Caregiver while in the Library, even for program attendance.
  - e. Added a clause for Children aged eight (8) to eleven (11) and deleted reference to Children aged (9) years old and younger

### **IMPACT ON 2025 BUDGET:**

4. N/A

### **ALIGNMENT WITH STRATEGIC PLAN:**

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach

Goal 3: Strengthen our Organization

### **RECOMMENDATION(S):**

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

# Unattended Child Policy

**For:** The Stormont, Dundas and Glengarry  
County Library Board

**Policy No.:** OP-18

**Policy Type:** Operational

**Effective Date:** April 24, 2025  
**Date of Last Revision:** June 9, 2022  
**First Approved:** April 24, 2009

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## 1. Purpose

Children are welcome in the Stormont, Dundas and Glengarry County (SDG) Library and are encouraged to enjoy materials, services, programs, and spaces. While the SDG Library is committed to providing a safe and welcoming environment for patrons of all ages, Caregivers are responsible for providing supervision and care for their children. This policy aims to ensure the safety of children while in the SDG Library and to clarify the responsibilities of Caregivers and Library staff regarding children in the Library.

## 2. Definition

“Caregiver” means parents, guardians, teacher, relatives (over the age of 12) who are directly responsible for the care and wellbeing of the Child, while in the SDG Library.

“Child/Children” means all persons who are under twelve (12) years of age.

“Unattended” means a Child left without visible active supervision by a Caregiver within the SDG Library.

## 3. Responsibility of Caregiver

- 3.1. Caregivers are not to leave Children requiring supervision unattended in or about Library premises.
- 3.2. It is the Caregiver’s responsibility to monitor the use of services and collections by Children under their care.
- 3.3. Parents and/or guardians are responsible for borrowed materials and fees incurred by Children under their care; and
- 3.4. Caregivers are responsible for the appropriate behaviour of Children under their care, and ensure their behaviour is in accordance with the SDG Library’s Code of Conduct Policy.
- 3.5. It is the responsibility of Caregivers to be aware of the Library’s hours of operation and make arrangements to collect the Child/Children prior to the Library’s closure.
- 3.6. Children seven (7) years old and younger must be accompanied by a Caregiver while in the Library.
- 3.7. Children who are eight (8) to eleven (11) years old may use the SDG Library to participate in programs or access Library Services unattended, provided that they adhere to the SDG Library’s Code of Conduct Policy. In the event that the Child is unable to adhere to the

# Unattended Child Policy

SDG Library's Code of Conduct Policy, they may be asked to leave and will be required to be accompanied by a Caregiver for future Library visits.

## 4. Responsibility of Staff

- 4.1. SDG Library staff members will be guided by this Policy in all situations where an Unattended Child is found within the Library.
- 4.2. SDG Library staff will make every effort to contact the Caregiver of an Unattended Child. In the event that the Caregiver cannot be contacted, SDG Library staff may take appropriate action, including contacting local Police Services or Children's Aid Society. SDG Library staff will remain with the Unattended Child until the proper authorities can take the Child into their protection.
- 4.3. SDG Library staff are not responsible for providing a ride home to an Unattended Child.

## 5. Related Documents

Ontario's ***Child and Family Services Act***. R.S.O. 1990, CHAPTER C.11, s.72 (1)  
SDG Library's Code of Conduct Policy (Policy No. OP-17)

### **ACTION REQUEST**

**PREPARED BY:** Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** April 24, 2025

**SUBJECT:** Code of Conduct Policy

### **BACKGROUND:**

1. The Code of Conduct Policy sets forward a framework that ensures the dignity and safety of all, and maintains the security of the Library, and its property, without disruption to Library Services.
2. Branch staff were consulted during the review process to ensure their suggestions were incorporated.

### **ANALYSIS:**

3. It is recommended that the Policy be amended per the following:
  - a. Renamed the Policy from *Rules of Conduct* to *Code of Conduct*.
  - b. Restructured the Policy to include the following sections: Purpose, Be Respectful to Others, Be Respectful of Library Property, Be Safe, Suspension of Library Privileges, and Appeal of Library Suspension.
  - c. Added a Definition section to provide clarity on ‘Suspension’ and ‘Weapon’.
  - d. Added clause regarding language that is abusive, obscene, harassing, threatening, or violent.
  - e. Added clause on the consumption, or being under the influence, of controlled substances.
  - f. Added clause on copyright laws, licensing agreements, and other intellectual property rights.
  - g. Added clause on not entering “Staff Only” designated areas.
  - h. Added clause regarding the proper disposal of garbage and recycling.
  - i. Added clause for keeping entrances, aisles, hallways and spaces clear.

### **IMPACT ON 2025 BUDGET:**

4. N/A

### **ALIGNMENT WITH STRATEGIC PLAN:**

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach



Goal 3: Strengthen our Organization

**RECOMMENDATION(S):**

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



# Code of Conduct Policy

**For:** The Stormont, Dundas and Glengarry  
County Library Board

**Policy No.:** OP-17

**Policy Type:** Operational

**Effective Date:** April 24, 2025

Date of Last Revision: September 9, 2021

First Approved: November 12, 2015

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## 1. Purpose

The SDG Library is committed to providing a safe, welcoming, and respectful environment where all individuals can enjoy Library services. This Policy is intended to ensure the dignity and safety of all and to maintain the security of the Library, and its property, without disruption to Library services.

## 2. Definitions

‘Suspension’ means the member of the public is prohibited from entering Library facilities and may not have access to Library services and resources for the duration of their suspension.

‘Weapon’ refers to any object, concealed or otherwise, which may be used to injure or intimidate.

## 3. Be Respectful of Others

- 3.1. Behaviour or language that is abusive, obscene, harassing, threatening, violent, or the use of hate speech, will not be tolerated.
- 3.2. Refrain from excessively loud or disruptive behaviour.
- 3.3. Refrain from consuming or being under the influence of controlled substances while on Library premises.
- 3.4. Use cellular phones and/or electronic devices in a way that does not disturb other patrons including photographing, filming, or recording of any kind.
- 3.5. Wear proper clothing and footwear, and be mindful of personal hygiene.
- 3.6. Obey copyright laws, licensing agreements, and other intellectual property rights.
- 3.7. Do not enter restricted and “Staff Only” areas without the permission of Library staff.
- 3.8. Respect others with sensitivity to scents and limit the use of scented products.

## 4. Be Respectful of Library Property

- 4.1. Consume food and beverages only in designated areas, keeping beverages in covered containers.
- 4.2. Clean up after yourself, disposing of recycling and garbage in the appropriate bins provided.

# Code of Conduct Policy

4.3. Smoking, vaping, or the use of e-cigarettes, inside the Library or near the Library's entrance(s) is prohibited.

4.4. Use the Library's materials, technology, equipment, furniture, and spaces with care.

## 5. Be Safe

5.1. Carrying, displaying, or using weapons is not allowed.

5.2. Keep entrances, aisles, hallways, and spaces around you clear.

5.3. The Library is not responsible for lost or stolen personal items.

5.4. Leave the Library promptly at closing time and when requested to do so in emergency situations.

5.5. Do not bring any personal belongings deemed a health and safety risk into the Library.

5.6. Follow the laws and regulations of Canada and the Province of Ontario.

5.7. Always supervise those under your care.

## 6. Suspension of Library Privileges

6.1. This Policy will be applied in a fair and respectful manner, for the benefit of all.

6.2. Members of the public who do not follow this Policy and refuse to modify their behaviour, may have their Library privileges suspended, may be required to pay for losses or damages, and/or may be prosecuted under the law.

6.3. Members of the public who have been suspended will be informed of how they violated this Policy.

6.4. The length of the suspension will be determined by the severity, frequency, and circumstances surrounding the incident, as determined by Library staff.

## 7. Appeal of Library Suspension

7.1. If a member of the public has been suspended, they may appeal the suspension to the Director of Library Services within 14 days of the suspension.

## 8. Related Documents

SDG Library Internet Use Policy (Policy No. 2009-02)

SDG Library Unattended Child Policy (Policy No. OP-18)

### **ACTION REQUEST**

**PREPARED BY:** Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** April 24, 2025

**SUBJECT:** Zoom Books Fund Allocation

### **BACKGROUND:**

1. Every month, the SDG Library systematically removes materials from the library's collection (referred to as weeding). Material is deemed to be weeded for a variety of reasons, namely: outdated information, poor condition, low usage, lack of relevance, and duplications within the Library system.
2. Historically speaking, once material has been weeded, it has been either sold at community yard sales, donated to community organizations, or recycled.
3. Last year, SDG Library entered into a partnership agreement with Zoom Books. Zoom Books is a company that specializes in the collection, recycling and resale of used books and media items. Zoom Books operates a B2C and B2B division with books available for sales on marketplaces such as Amazon, eBay, Abebooks, and Biblio.
4. Zoom Books does not accept every book that is deemed to be weeded from the Library collection. For every ten (10) books taken off the shelf, Zoom Books would accept on average one (1).
5. On March 12, 2025, SDG Library scheduled a pickup of 10 boxes to be shipped to Toronto, ON.

### **ANALYSIS:**

6. The return on investment from the shipment of weeded material, completed on March 12, can be summarized below:

Items Scanned	474
Items Accepted	287
Accept Rate Yield	61%
Payout	\$506.74
Payout per Item	\$1.77
Landfill Space	10ft <sup>3</sup>

7. Library Services is seeking guidance for fund allocation garnered from the resale of weeded material.

### **OPTIONS AND DISCUSSION**

8. Option 1: Approve that the allocation of funds received from the resale of weeded material be allocated towards the capital collections budget – **Recommended**.

9. Option 2: Allow the funds received from the resale of weeded material be absorbed into the revenue budget and be treated as surplus.

**IMPACT ON 2025 BUDGET:**

10. No overall impact is anticipated on the 2025 budget as no additional funds over and above what is received from the resale of weeded material would be expended.

**ALIGNMENT WITH STRATEGIC PLAN:**

Goal 1: Growing our Physical and Digital Infrastructure

**RECOMMENDATION(S):**

That the Stormont, Dundas, and Glengarry County Library Board approve the resale of weeded material be allocated towards the capital collections budget.

**STAFF REPORT****S.R. No. 8-2025**

**PREPARED BY:** Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** April 24, 2025

**SUBJECT:** The Nation Partnership – Update

**BACKGROUND:**

1. At the request of Pierre Leroux, CAO of The Nation, the SDG Library extended its Library Services to the residents of The Nation. This arrangement came into effect on January 1, 2025, and expired on March 31, 2025.
2. On January 24, 2025, The Nation's Council adopted a by-law appointing the new, seven-member board which will oversee the operations of the three (3) library branches.
3. On March 19, 2025, SDG Library's Director of Library Services reached out to Mr. Leroux inquiring about whether there was any interest in extending the existing MOU. He stated he does not anticipate the extension of the MOU.
4. To date, no further communication has been received from the CAO or Board Chair regarding the extension of the existing MOU.

**ANALYSIS:**

5. From January 1, 2025, to March 31, 2025, the SDG Library welcomed two (2) residents from The Nation.
6. As of April 1, 2025, any resident from The Nation who seek an SDG Library card membership will be required to pay the non-resident membership fee.

**IMPACT ON 2025 BUDGET:**

7. N/A

**ALIGNMENT WITH STRATEGIC PLAN:**

Goal 1: Growing our Physical and Digital Infrastructure

**STAFF REPORT****S.R. No. 9-2025**

**PREPARED BY:** Maria Steffen – Communications and Marketing Coordinator  
Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** April 24, 2025

**SUBJECT:** User Engagement Survey

**BACKGROUND:**

1. In November 2024, SDG Library released a User Engagement Survey, asking residents to share their experiences and thoughts about SDG Library.
2. The survey asked residents which resources, services, and programs they utilized, and invited them to provide feedback on areas they felt could benefit from more focus.
3. The survey comprised of 15 questions, with a mixture of multiple choice and short answer questions.
4. A total of 654 unique responses (614 English and 40 French) were received.

**ANALYSIS:**

5. Out of the 654 responses received, it's not surprising that the majority (89%) of respondents have an SDG Library card. Various marketing strategies were implemented to seek the feedback of members of the community not in possession of a library card. These strategies included:
  - a. A targeted mail drop
  - b. Location based google adverts
  - c. Local press via adverts and editorials
  - d. Sharing of our social media with local municipalities and interested community members
  - e. Contest with prizes offered
6. Majority (36%) of those who visit the library do so on a weekly basis.
7. When asked why they never frequent the library, many responded that they used the digital services that the SDG Library offers, but do not visit the branch.
8. Based on the feedback received from Question 4 "I might be interested in visiting an SDG Library if...", majority (38%) of responses indicated "... I knew more about what the library offered". Although we've made great strides in promoting our services, feedback received indicates that there is more work to be done.
9. It is not surprising that the most popular branches include our resource branches: Alexandria, Ingleside, Morrisburg, Lancaster and Winchester. Resource branches have more hours of operation, more programs, and more resources at their disposal to offer community members.
10. The SDG Library's physical collection remains the most popular resource (32%), closely followed by the library's digital collection (18%).

11. Some insightful suggestions were provided from patrons regarding additional services and resources the community would like added. Namely,
  - a. Expanded courier delivery schedule
  - b. Express read shelf for recently released books
  - c. Seed library
12. Majority (34%) of respondents don't make use of library programs. For those that do, the most popular programs include crafting (12%), SDG Reads (11%), and author visits (10%). Respondents are most interested in adult (36%) and senior (24%) programming. This feedback will be used when developing our upcoming program cycle.
13. Feedback suggests the following improvements:
  - a. Hours of operation
  - b. Additional checkout stations
  - c. Growing the large print collection
14. The user engagement suggests that 92% of overall respondents are promoters of the SDG Library.

**IMPACT ON 2025 BUDGET:**

15. N/A

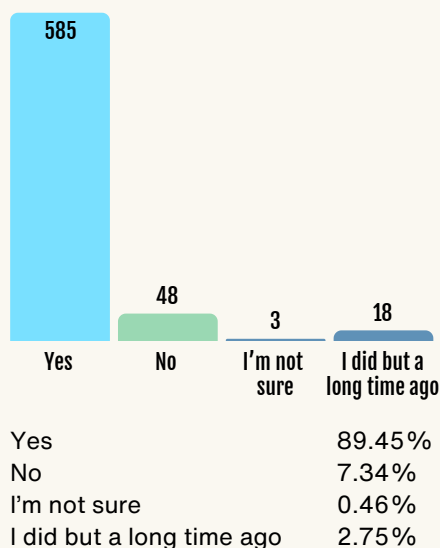
**ALIGNMENT WITH STRATEGIC PLAN:**

Goal 2: Conduct Community Outreach  
Goal 3: Strengthen our Organization

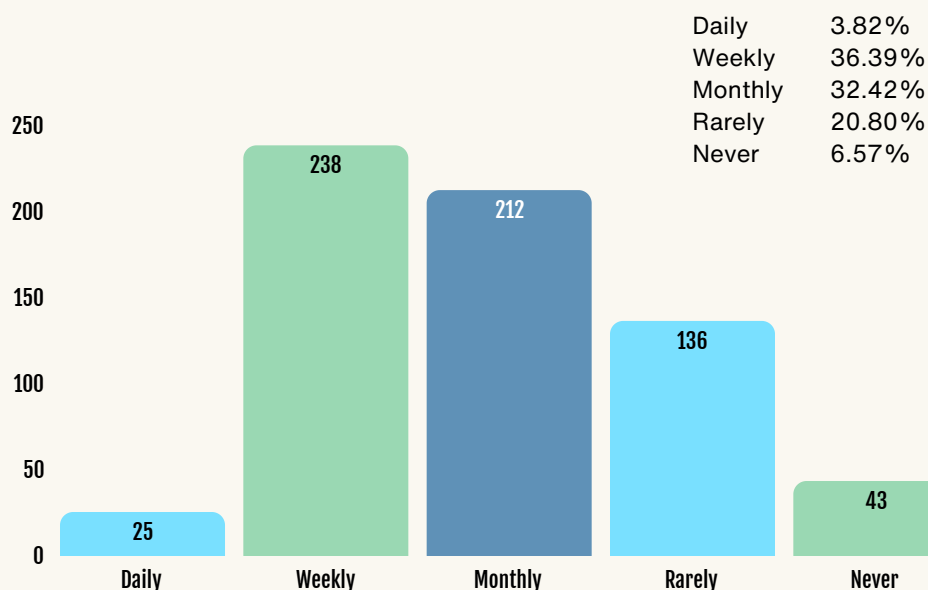
“ Every book, every program, every moment, is inspired by YOU! ”

In November 2024, SDG Library released a User Engagement Survey, asking residents to share their experiences and thoughts about SDG Library. The survey asked residents which resources, services, and programs they utilised and invited them to provide feedback on areas they felt could benefit from more focus. A total of 654 unique responses (614 English and 40 français) were received. This report provides a very simple overview of results. A more comprehensive analysis will be conducted and reported at a later date.

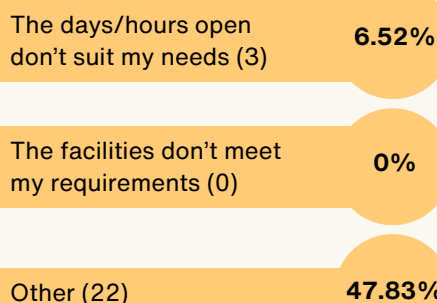
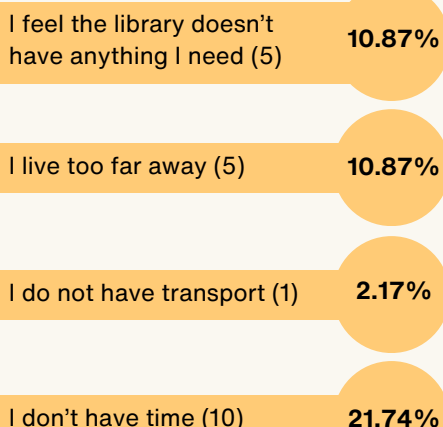
### 1. Do you have an SDG Library card?



### 2. How often do you visit an SDG Library?



### 3. If you answered “Never” to question 2, why?\*



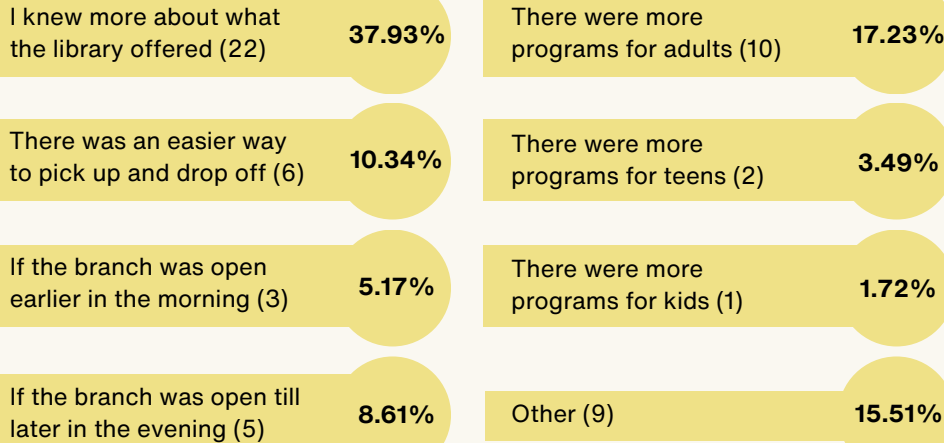
#### Responses from “Other”

- I just received my card and I will use it after Christmas.
- Recently moved to the area and haven't had a chance to visit yet.
- I use the St Andrews express depot.
- I use the Glen Walter express depot.
- I just moved here. I didn't know there was a library until a few weeks ago.
- Unsure if living in South Glengarry but working at the Cornwall Public Library would be a conflict of interest to have a library card at both libraries.

A majority of responses were from patrons who used the digital library therefore had no need to visit a branch.



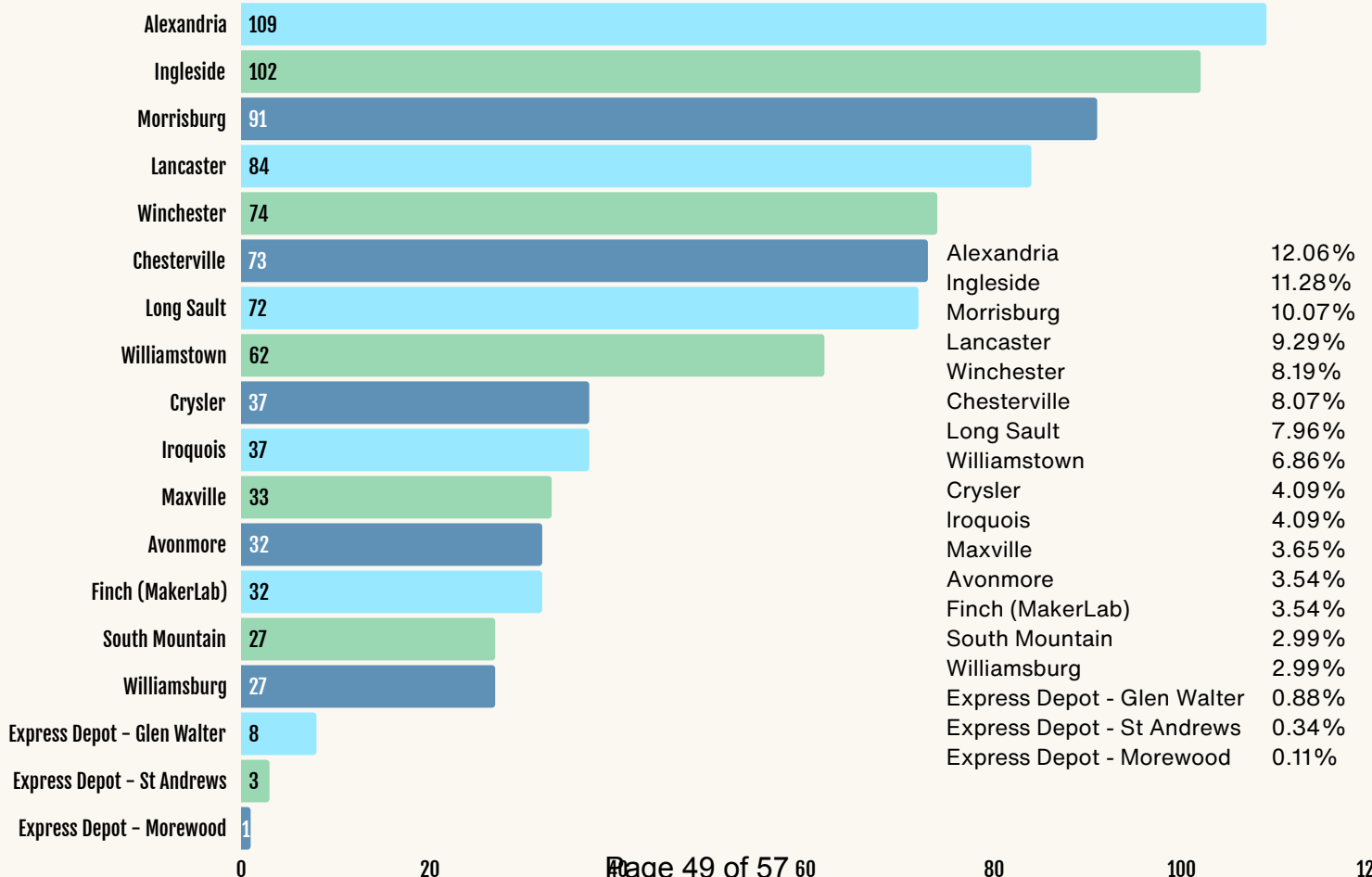
## 4. I might be interested in visiting an SDG Library if.....\*



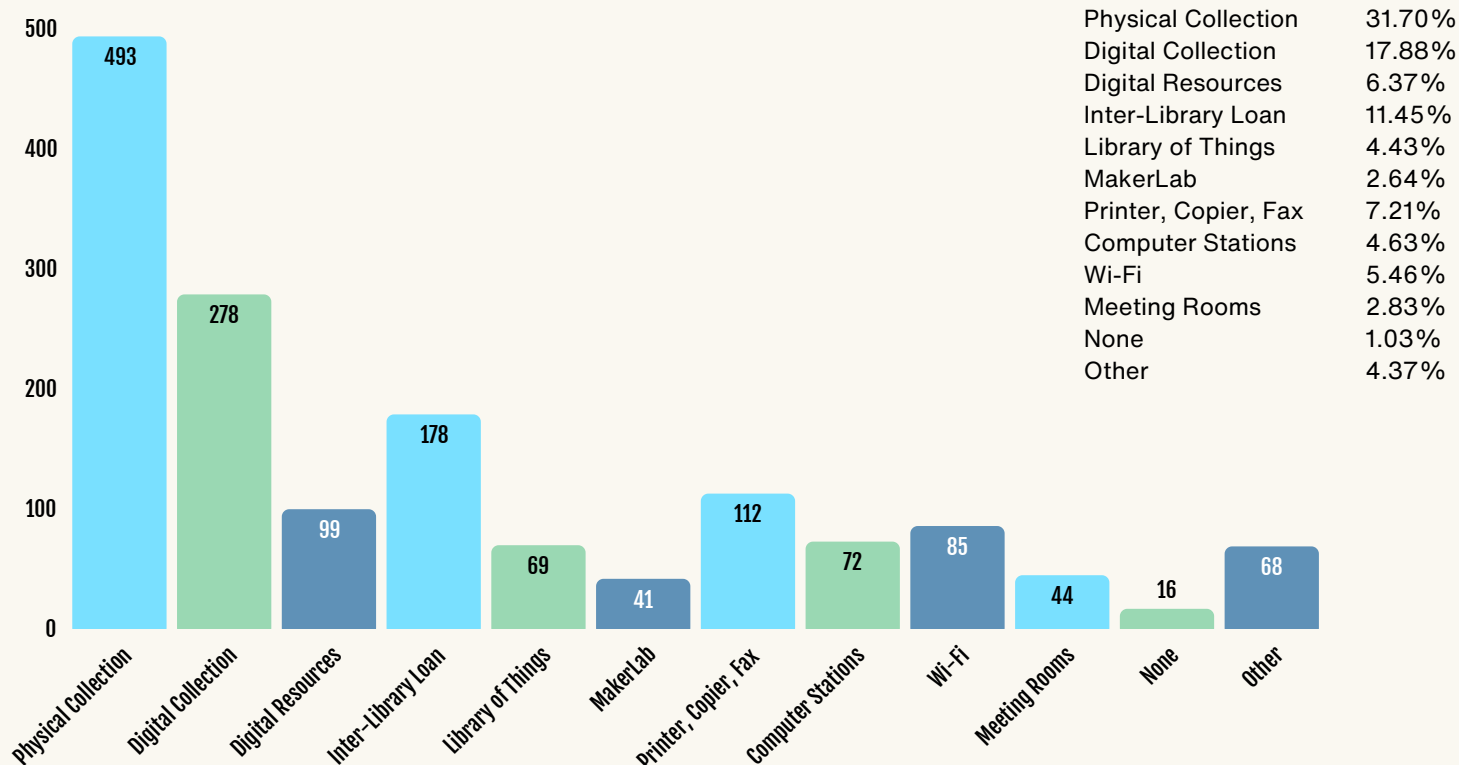
### Responses from "Other"

- Either I am at university, or I mostly read eBooks so I don't really feel the need to go in person most of the time.
- If there was a library in St Andrews - as there used to be - I'd be there very often!
- More variety of interesting programs.
- I had more time.
- I'm really only interested in eBooks.
- I just prefer to download my book selection.
- If I checked the hours of operation!
- New to the area. I didn't take the time to explore the library.

## 5. Which SDG Library branch/branches do you visit?\*



## 6. Which SDG Library resources do you currently use?\*



### Responses from "Other"

- Local resource information, interesting art by local artists.
- Knitting circle, special programs.
- Play the Nintendo
- Puzzles when provided and accepting hygiene products from the bathroom from volunteers.
- Upper Canada Village passes.
- Visiting with librarians.
- Outdoor space.
- We bring our kindergarten classes to visit!

A majority of responses were from patrons that used the various Ontario museum and park passes we have on offer.

## 7. Please provide us with your feedback on our services and resources.

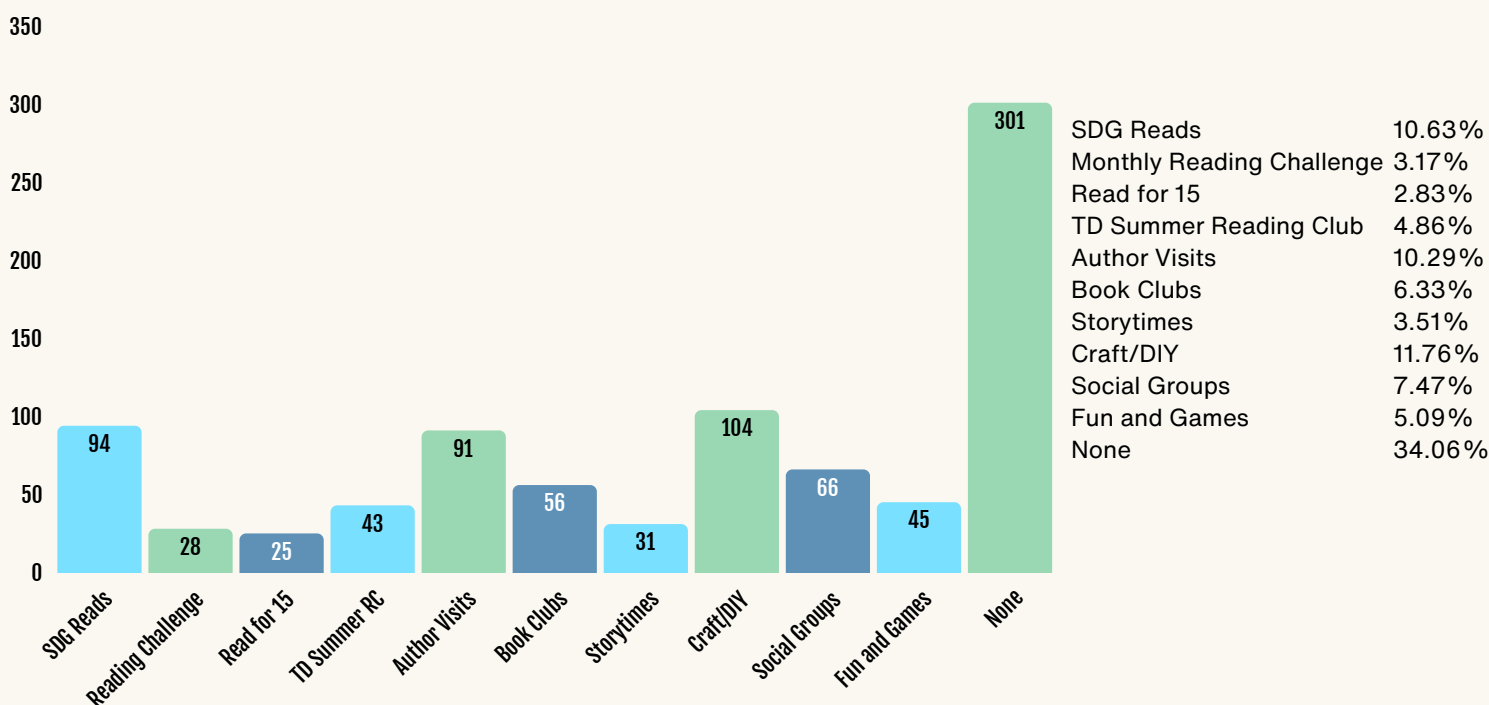
### Are there any additional services and resources you would like to see added?

- Faster delivery from other branches, takes a long time for books to arrive to Williamstown.
- We have wonderful staff here and the interesting guest speakers are great. very welcoming atmosphere - Excellent staff!
- Not having a personal computer (poor internet service at home) I rely on Crysler's computers, I am impressed with our branches efforts to reach to the community by organizing activities for youth and families.
- Excellent service!
- We enjoy coming and encourage others.
- Yes. An express read shelf for recently released books, with a seven-day read period. This is done at the Ottawa Public Library. It is a dream come true for fast readers.
- You are offering a great variety of programs.
- Like the new kits for trying hobbies. Wish there was more museum passes. Stopped trying to get some because not available.
- I usually order all my books by online requests. And I pick them up at the Lancaster or Alexandria libraries or in the summer at the Glen Walter Esso. Great service!
- A seed library. I got a lot of value from the seed exchange at the Avonmore branch this year. I appreciate how much time we have to pick up holds. I'd like a notification when my title suggestions are approved/denied.
- The Morrisburg library and the people who work there are part of my family and an extension of my home. I would be adrift in life without my books and those friends.
- Wonderful staff and eagerness to help. The coffee station and programs provide a sense of community. I like that it doesn't take too long to bring books, DVDs and audios in.
- I find we have incredible resources and staff at the Finch Library, I just wish I dedicated more time to optimizing /use them.

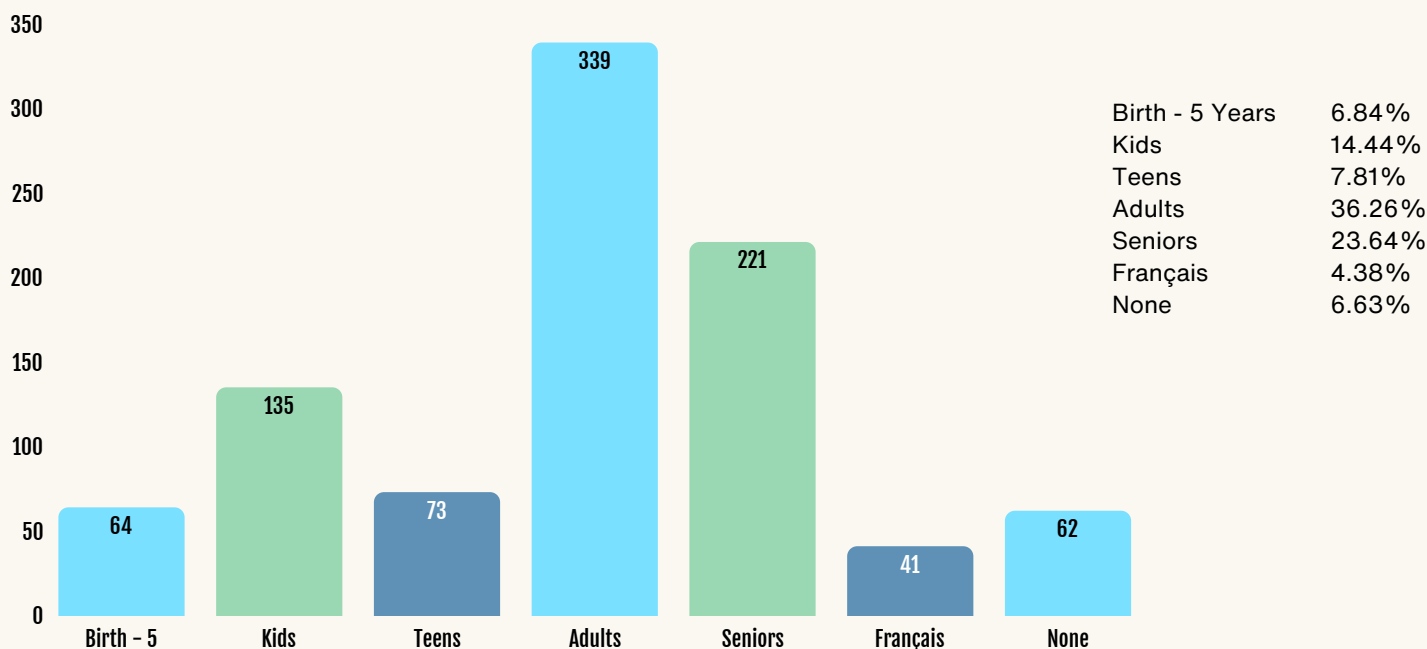


A total of 352 respondents answered this question and the resounding feedback has been exceptionally positive. Most praising the service and friendliness staff and the variety of resources and programs offered.

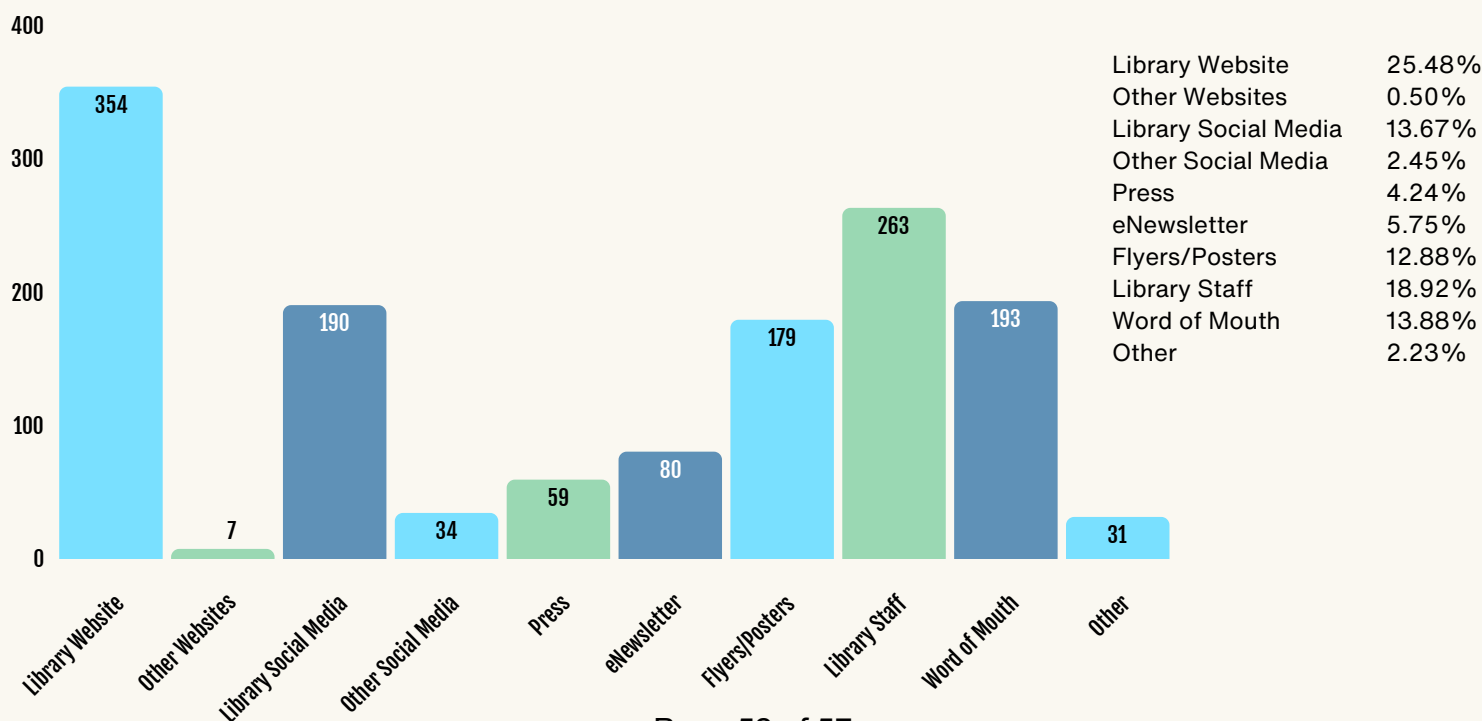
## 8. Which SDG Library programs do you participate in/attend?\*



## 9. I am interested in the programs that are suitable for...\*



## 10. How do you find out about SDG Library services or programs?\*



### 11. Please provide us with your feedback on our programming.

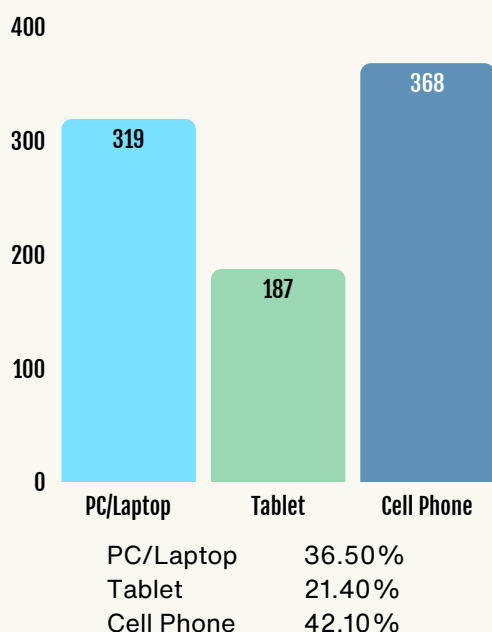
#### Are there any additional programs you would like to see added?

- Never seem to find times that work. No suggestions. Like the programs offered just don't fit with our life right now.
- Would like to see more activities, for example a weekly afternoon Scrabble Club, a monthly Mahjong get together for experienced players, etc.
- A few more evening programs would be good. For folks that work 9-5.
- I like the art exhibitions at the Alexandria branch and the staff are always friendly and helpful.
- Excellent when you have guest speakers.
- The programs that I have participated in were great, perhaps intro's/how too's for items in the MakerLab for adults would be great.
- I would like to see a group for people my age in their 50's. I would like a group that encourages connections and friendships with common interests.
- Yes - instructional programs on computer literacy and internet.
- I love the programming. It would be great to have a kind of music program that would encourage people to access the musical instrument loan program.
- I have enjoyed the author's visits and SDG Reads. It's a good way to discover new books and authors.
- Although SDG advertises great programs, I don't see many hosted by our local branch. For rural areas, a library close by is important, as many users do not travel far, esp. young children, seniors and the unemployed. We have no public transport.
- I would love to see more regular story time/music for little ones (before school age) (weekly ideally). We loved the fall one last year in Ingleside.
- I would like more advertising to know what is happening.
- We adored the Passport event where we visited all the branches and got stamps. There was even a chest that travelled around. My daughter and I completed in 2 Saturdays making roadtrip day outs ... really loved it. We took pics at every branch! More of those please. :)

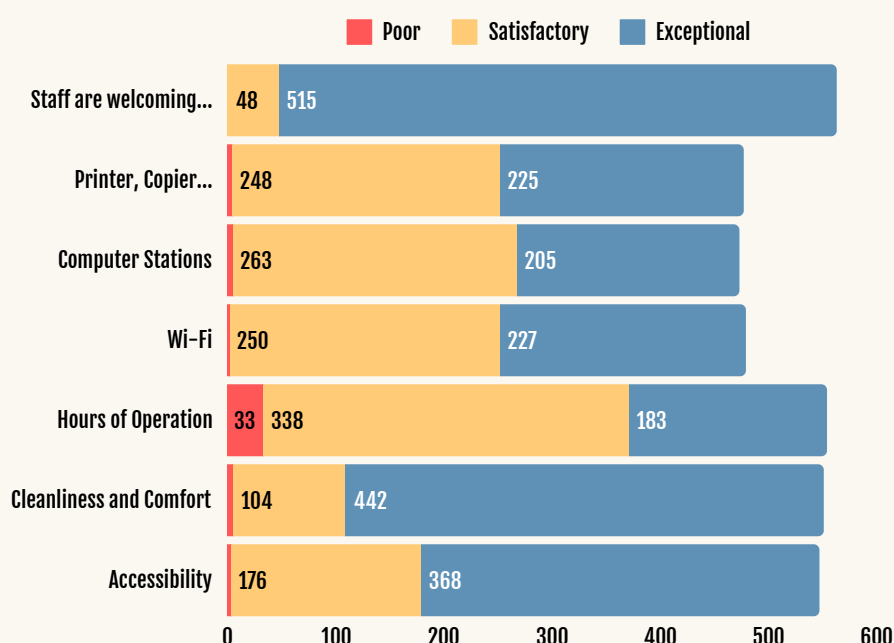


A total of 227 respondents answered this question and provided excellent feedback on current programs and suggestions for new ones.

### 12. How do you view the SDG Library website and social media pages?\*



### 13. How do you rate your experience visiting an SDG Library? Rate from poor to exceptional.



### 14. Please provide us with feedback about visiting an SDG Library.

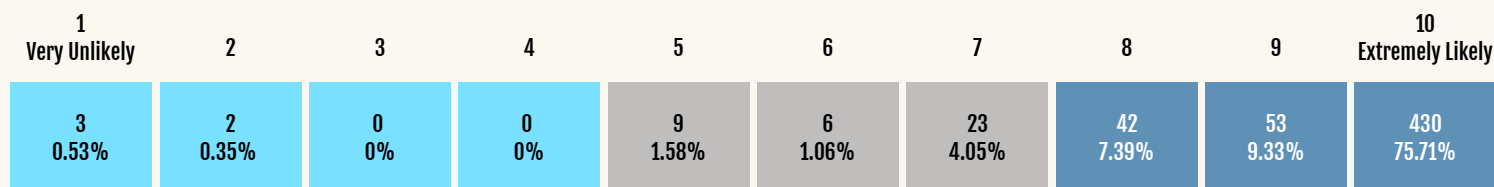
#### Are there any specific improvements you would like to see at your local Library branch?

- So clean, tidy and soothing! Good place to spend some time.
- I would like to see more books by Canadian authors.
- Either open more days, but at the very least don't cut back hours or days.
- More advertising of services being provided.
- Self checkout.
- I can't think of any improvements in the libraries I frequent. They are very welcoming places.
- No. It's great the way it is.
- Love my library!
- So far I've been extremely satisfied, when I've requested an audiobook be added to the library, it usually is.
- Extending the hours on Saturday would be great.
- We are lucky to have such excellent library services in our community.
- I so enjoy going to our library, friendly greeting by the staff they are always helpful and go out of their way. I really enjoy and love Linda Prieur, she organizes our terrific book club! Book Mates enhances the quality of my life, a huge thank you to Linda.
- It seems near perfect now.
- All is just fine, exceptional staff for service.
- I enjoy our Long Sault library! very welcoming and eager to help get the resources i am looking for.
- I appreciate having the service and would never complain about something we are lucky to have at no cost.
- The staff are friendly usually know their clients by first name.
- I have had only good experiences - friendly, knowledgeable staff, great current books. Staff are very helpful and kind.
- More large print books would be nice.
- Our county library system is one of the finest I have ever had the pleasure with which to deal. Our staff is exceptional, cooperative and helpful.
- Each branch has its own personality. It's what makes it so enjoyable to visit each one during the summer months.
- Not sure. I need to start spending more time there to check out all the amazing programs I didn't know the library had!



A total of 259 respondents answered this question and the resounding feedback has been exceptionally positive. A large portion of the feedback has been requesting Library branches to be open more days and longer hours.

### 15. How likely are you to recommend using SDG Library to a friend or family member?



**Detractors**  
5  
(0.88%)

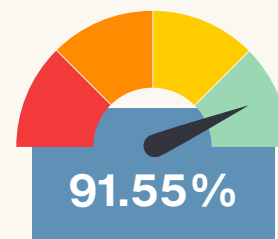


**Passive**  
38  
(6.69%)



**Promoters**  
525  
(92.43%)

A total of 568 respondents  
NPS = Promoters (92.43%) - Detractors (0.88%)



**Net Promoter Score  
(NPS)**

**STAFF REPORT****S.R. No. 10-2025**

**PREPARED BY:** Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** April 24, 2025

**SUBJECT:** Valuing Ontario Libraries Toolkit

**BACKGROUND:**

1. Public libraries are important cultural and social infrastructure for the communities they serve. They provide services that provide communities with educational and cultural support, inclusion, reconciliation, and civic engagement. Libraries pride themselves in providing a safe and welcoming space for everyone.
2. The Valuing Ontario Libraries Toolkit (VOLT) was developed between Ontario Library Service and the Nordik Institute at Algoma University, to assist Ontario public libraries measure and demonstrate their value and impact within their community.
3. It is challenging to place a value on the social, human-based services that Libraries provide. In order to remedy this, economists have formulated a calculation for the social return on investment (SROI) that calculates the dollar value of a good, program, or service that is offered at no charge.
4. The toolkit uses information gathered from the provincial annual survey, census data, and the SDG Library's internal statistical information to calculate a SROI based on seven (7) domains of impact:
  - a. Education
  - b. Culture
  - c. Inclusion and Wellbeing
  - d. Entertainment and Leisure
  - e. Economic Development
  - f. Civic Engagement
  - g. Space

**ANALYSIS:**

5. Based on an analysis of the impacts made by the SDG Library in 2024, across more than twenty unique indicators in seven unique domains, including education, culture, inclusion and wellbeing, entertainment and leisure, economic development, civic engagement, and physical space, SDG Library has calculated its overall economic benefit to the community as standing at \$16,416,087.
6. This works out to \$228 per permanent resident or \$601 per household.
7. For every one hour that we are open to the public, the SDG Library generates \$431 of economic benefit.

8. For every \$1 invested into the library, the SDG Library generates \$6.21, or a return of 621%.
9. The findings of the framework can be summarized in the table below:

Social Return on Investment	Economic Value
Domain of Impact	
Education	\$2,557,868
Culture	\$328,484
Inclusion and Wellbeing	\$437,659
Entertainment and Leisure	\$8,129,146
Economic Development	\$2,667,807
Civic Engagement	\$14,122
Space	\$2,281,002
Total Economic Benefit	\$16,416,087
Benefit Per Resident	\$228
Benefit Per Household	\$601
Impact of One Open Hour	\$431
Total Social Return on Investment	\$6.21
Total Social Return on Investment (%)	621%

**IMPACT ON 2025 BUDGET:**

10. N/A

**ALIGNMENT WITH STRATEGIC PLAN:**

Goal 3: Strengthen our Organization

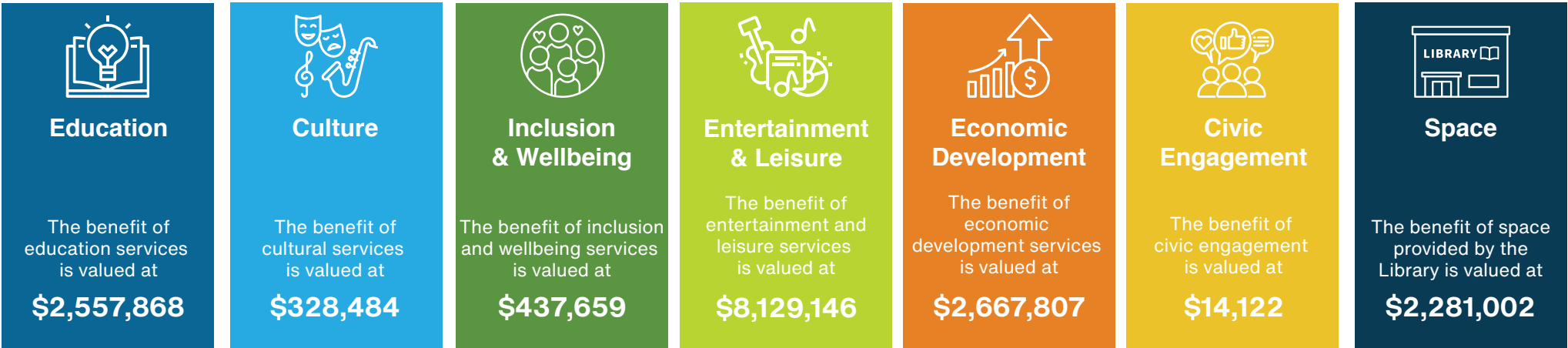


# VALUING THE SDG LIBRARY

2024 Social return on investment.



Based on the Valuing Ontario Libraries calculation developed by the Ontario Library Service and NORDIK Institute at Algoma University. These results outline the significant value the Library provides to the community and its continued efforts to be a welcoming and inclusive space that brings people, information and resources together.



*"I see my Library as an inviting, warm, welcoming space that I look forward to visiting. The accessibility of all branches is not just physical but also economical for patrons - free resources open a lot of doors to the future for people particularly in times of financial need/challenge. This is SO SO important right now. The ever-evolving diversity of resources with a focus on changing interests/formats/technologies is wonderful". ~ Anonymous SDG Library patron*