



MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, March 12, 2026, 5:00 p.m.
Ingleside Branch
32 Memorial Square, Ingleside ON

	Pages
1. Call to Order	
2. Adoption of Agenda	
a. Additions, Deletions or Amendments Additions to or deletions from the Agenda must be made upon consultation with the Board Chair prior to the meeting. All matters listed under “Consent Items” are considered to be routine and will be enacted by one motion. Should a Board member wish an alternative action from the proposed recommendation, s/he may request that the matter(s) be moved to the appropriate section at this time.	
3. Declaration of Pecuniary Interest	
4. Adoption of Minutes	
a. Library Board Regular Meeting Minutes - February 12, 2026	3
5. Delegations	
6. Consent Items	
a. Statistical Summary (Circulation) - February 2026	7
b. Financial Report - February 2026	8
c. Director of Library Services Report - January & February 2026	9
d. Correspondence	
7. Action Items	
8. Discussion Items	
a. OLA Conference 2026 - Attendees Report	10
b. Board Legacy Document - Board's Work in Review	25
c. Chesterville Branch Update	27
d. Crysler Feasibility Study Update	28

9. In Camera

Pursuant to Section 16.1(4)(b) of the Public Libraries Act, R.S.O. 1990, c.P44 -
personal matters about an identifiable individual.

10. Adjournment

Stormont, Dundas and Glengarry County Library Board

Minutes

February 12, 2026, 5:00 p.m.

Crysler Branch

16 Third Street, Chrysler ON

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

Members Absent: Jim Algire

Staff Present: Rebecca Luck, Director of Library Services; Cheryl Servais, Information Services Coordinator; Maria Steffen, Communications and Marketing Coordinator; Kate Jones Miner, District 1 Supervisor; Ian Nichols, Library Services Assistant (Crysler Branch)

1. **Call to Order** – Meeting was called to order at 5:13pm.

2. **Adoption of Agenda**

Moved by Jo-Anne McCaslin

Seconded by Jason Broad

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

CARRIED

2.1 **Additions, Deletions or Amendments**

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

4. **Adoption of Minutes**

4.1 **Library Board Regular Meeting Minutes - November 20, 2025**

Moved by Jason Broad

Seconded by Tony Fraser

That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the November 20, 2025 regular meeting, as written.

CARRIED

5. Delegations

Ian Nichols, Library Services Assistant at the Crysler branch, provided the Board with a quick overview of the branch.

6. Consent Items

Moved by Jo-Anne McCaslin

Seconded by Lachlan McDonald

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

CARRIED

6.1 Statistical Summary (Circulation) - November & December 2025, January 2026

6.2 Statistical Summary (Circulation) - October-December 2025

6.3 Statistical Summary (Full) - 2025 Year End

6.4 Financial Report - 2025 Year End

6.5 Financial Report - January 2026

6.6 Branch and Supervisors Reports - October-December 2025

6.7 Communications & Marketing Report - October-December 2025

6.8 Community Librarian Report - October-December 2025

6.9 Technical Services Report - October-December 2025

6.10 Director of Library Services Report - November & December 2025

6.11 Correspondence

7. Action Items

7.1 2026 Communications and Marketing Plan

Moved by Lachlan McDonald

Seconded by Frank Landry

That the Stormont, Dundas, and Glengarry County Library Board approve the 2026 Communications and Marketing Plan, as presented.

CARRIED

7.2 2026 MakerLab Plan

Moved by Frank Landry

Seconded by Jo-Anne McCaslin

That the Stormont, Dundas, and Glengarry County Library Board approve the 2026 MakerLab Plan, as presented.

CARRIED

7.3 2026 Technology Plan

Moved by Tony Fraser

Seconded by Lachlan McDonald

That the Stormont, Dundas, and Glengarry County Library Board approve the 2026 Technology Plan, as presented.

CARRIED

7.4 2026 Operational Plan

Moved by Jo-Anne McCaslin

Seconded by Jason Broad

That the Stormont, Dundas, and Glengarry County Library Board approve the 2026 Operational Plan, as presented.

CARRIED

7.5 Internet and Public Computer Use Policy – Review

Moved by Lachlan McDonald

Seconded by Jo-Anne McCaslin

That the Stormont, Dundas, and Glengarry County Library Board approve the Internet and Public Computer Use Policy, as amended.

CARRIED

8. Discussion Items

8.1 Library Board Self-Evaluation - Results

8.2 Pages for Presents and Holiday Outreach

8.3 Crysler Feasibility Study - Update

8.4 2026-2030 Strategic Plan - Verbal Update

9. In Camera

10. Adjournment

Moved by Tony Fraser

Seconded by Jason Broad

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on March 12, 2026 at 5pm at the Lancaster Branch, or at the Call of the Chair.

CARRIED

Board Chair/Vice Chair

Secretary

SDG Library

February 2026 Statistical Summary

Branch & Open Hours Per Week	Circulation				Borrowers	Visitors	New Patrons
	Print & A/V	Digital Books	February 2026 Total	February 2025 Total			
CloudLink*	0	10786	10786	11941			
Administration	277	23	300	270	23	0	2
Alexandria (44)	3142	258	3400	3526	509	1263	56
Avonmore (20)	472	85	557	548	95	204	5
Chesterville (17)	556	131	687	840	144	326	6
Crysler (20)	1037	55	1092	1037	122	478	4
Finch (16)	370	54	424	450	74	263	11
Glen Walter Express	55	7	62	68	15	0	0
Ingleside (44)	1100	143	1243	1158	233	939	5
Iroquois (20)	536	74	610	698	150	363	14
Lancaster (44)	1298	166	1464	1135	240	463	5
Long Sault (30)	1344	178	1522	1401	252	592	15
Maxville (16)	424	68	492	409	95	245	7
Morewood Express	22	0	22	25	7	0	0
Morrisburg (44)	1356	131	1487	1310	307	1089	16
South Mountain (16)	727	83	810	822	133	253	3
St. Andrews Express	67	11	78	50	22	0	0
Williamsburg (16)	657	54	711	537	79	156	1
Williamstown (17)	417	100	517	726	97	132	5
Winchester (44)	1774	181	1955	1994	309	818	18
SYSTEM TOTAL	15631	12588	28219	28945	2906	7584	173

"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).

Digital Books	
CloudLink-Patron Usage	8266
CloudLibrary-Collection Usage	4322
Total	12588

LIBRARY MONTHLY STATEMENT



For Period Ending 28-Feb-2026

	2026	2026	2026	2025	2025	2025
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE
GENERAL FUND						
REVENUE						
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761	-131,761	-131,761	0
ONTARIO CAPACITY FUNDING	0	-1,000	-1,000	-3,081	-1,000	2,081
STUDENT FUNDING	0	-8,300	-8,300	0	-4,500	-4,500
FEES & FINES	-2,244	-17,075	-14,831	-18,912	-9,500	9,412
DONATIONS & SALES	-163	-6,900	-6,737	-8,898	-6,500	2,398
TRANSFER FROM RESERVES	0	-133,500	-133,500	-122,242	-153,542	-31,300
Total REVENUE	-2,408	-298,536	-296,128	-284,894	-306,803	-21,909
EXPENSES						
FULL TIME WAGES & BENEFITS	185,242	1,129,119	943,877	1,067,664	1,068,303	639
BRANCH WAGES & BENEFITS	108,114	1,007,480	899,366	956,043	991,494	35,451
STUDENT WAGES & BENEFITS	0	24,266	24,266	23,589	23,618	29
BOARD MEETINGS & DEVELOPMENT	391	5,916	5,525	10,914	15,452	4,538
STAFF MILEAGE	71	7,500	7,429	7,189	6,000	-1,189
STAFF TRAINING & DEVELOPMENT	2,198	23,885	21,687	22,004	22,685	681
PRINT MATERIAL	17,948	185,500	167,552	180,998	185,500	4,502
DIGITAL BOOKS	6,902	87,000	80,098	86,773	87,000	227
DATABASE SUBSCRIPTIONS	28,739	65,516	36,777	63,197	73,028	9,831
MAGAZINES, PERIODICALS & LEASED BOOKS	0	2,996	2,996	2,719	3,655	936
SUPPLIES & EQUIPMENT	2,906	27,650	24,744	28,768	28,650	-118
CREDIT CARD FEES	25	200	175	205	200	-5
PHONES & INTERNET	4,321	42,372	38,051	53,797	56,309	2,512
PROMOTIONS & WEBSITE	13,866	67,884	54,018	68,217	68,800	583
PUBLIC PROGRAMS	311	10,400	10,089	10,629	10,400	-229
COMPUTER PURCHASES	0	17,804	17,804	9,141	9,300	160
SOFTWARE SUPPORT	33,543	57,980	24,437	43,223	50,255	7,032
DELIVERY & OUTREACH VEHICLES	0	29,000	29,000	29,037	29,500	463
COPIERS & PRINTERS	307	6,500	6,193	4,294	6,500	2,206
COPYRIGHT & PERFORMANCES LICENSES	763	767	4	1,608	1,700	92
BRANCH CLEANING	416	6,000	5,584	4,811	5,000	189
BRANCH RENTS, INSURANCE & SECURITY	2,332	255,768	253,436	246,639	250,833	4,194
FURNITURE PURCHASE	10,393	61,423	51,030	30,052	29,600	-452
AUDIT & LEGAL FEES	0	6,610	6,610	6,106	6,110	4
SPECIAL PROJECTS	0	15,519	15,519	2,897	3,400	503
SUPPORT FROM OTHER DEPARTMENTS	0	197,717	197,717	172,764	172,764	0
YEAR'S SURPLUS/DEFICIT	0	0	0	50,867	0	-50,867
Total EXPENSES	418,787	3,342,772	2,923,985	3,184,147	3,206,056	21,909
Total GENERAL FUND	416,380	3,044,236	2,627,856	2,899,253	2,899,253	0

INFORMATION REPORT

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: March 12, 2026

SUBJECT: Director of Library Services Report

STAFFING HIGHLIGHTS:

Actively recruiting for the Summer Reading Club & Outreach Facilitator positions (2) and Casual Support Assistants for District 2 branches (2).

DIRECTOR OF LIBRARY SERVICES: (Rebecca L.)

- Attended weekly Director’s meetings with CAO and fellow County Directors.
- Attended and facilitated Management Team and Administrative meetings.
- Redeveloped the way express depot patron information is tracked.
- Met with Evolia to begin implementing the setup for the scheduling software.
- Held Niche Academy working group meetings to plan next steps in staff training modules.
- Met with the Technical Services Coordinator and the Communications and Marketing Coordinator to discuss the redesign of the Library of Things webpage.
- Met onsite with the Township of North Stormont and Architectural firm to discuss the Chrysler Feasibility Study.
- Coordinated procedural first steps with Suzanne Gibson, the SDG Library’s Strategic Plan consultant.
- Reviewed the Communications and Marketing Plan, the MakerLab Plan, and the Technology Plan.
- Coordinated administrative staff training for Mugo.
- Participated in the SDG Counties’ Emergency Exercise (EOC Prep. and Ex Trillium Response).
- Assisted with the review of the SDG Counties’ Personnel Policy.
- Attended the OLA Conference (Jan. 28-30).
- Attended SDG Counties Council meetings (February 2 and 17).
- Attended District meetings and provided an administrative update: District 1 meeting (February 6), District 2 meeting (February 9), and District 3 meeting (February 13).
- Attended the SDG Counties Committee of the Whole meeting (February 9).
- Participated in the St. John Ambulance Emotional First Aid training (February 10).
- Attended the webinar: Library Voices – Makerspace (February 11).
- Attended an introductory meeting with North Glengarry CAO, Michael Fawthrop (February 12).
- Prepared and attended the Library Board Meeting Agenda for Library Board regular meeting – Thursday, February 12, 2026, 5:00pm at the Chrysler Library branch.
- Prepared and presented at the Township of North Glengarry (February 23) and Township of North Dundas (February 25), in delegation format.
- Met with Williamstown’s facility owner, Rick Marvell, to discuss facility issues.
- Met with staff from the Township of North Dundas to discuss the Chesterville branch.
- Attended an ARUPLO meeting (February 27).



STAFF REPORT

S.R. No. 4-2026

PREPARED BY:

Rebecca Luck – Director of Library Services
Emily Andrews – Community Librarian
Maria Steffen – Communications and Marketing Coordinator

PREPARED FOR:

SDG Library Board

LIBRARY BOARD DATE:

March 12, 2026

SUBJECT:

OLA Conference – Attendees Reports

BACKGROUND:

1. The OLA Conference was attended by the following staff between January 28th – 30th, 2026:
 - a. Rebecca Luck – Director of Library Services
 - b. Emily Andrews – Community Librarian
 - c. Maria Steffen – Communications and Marketing Coordinator
2. Attendees listened to keynote speakers, attended information sessions, conversed with vendors at exhibition booths, and networked with other Library staff.

ANALYSIS:

3. The following are some key takeaways from the various information sessions attended:

Rebecca Luck

Making a Partnership: Engaging School Participation in Public Makerspaces

Hosted by Simcoe County District School Board grade 8 teacher, Elisa Stacy, and MakerPlace Coordinator of the Midland Public Library, Mel Nichol, this session explored the unique partnership public library makerspaces can offer to school groups with an aim at creating lifelong library users.

Key Takeaways:

- Midland Public Library is equipped with:
 - Epilog laser cutter, bambu 3D printer, 3D scanner, Cricut, sublimation printer, heat press, and button makers.
 - Media lab (musical instruments, sound mixing board, creative cloud, digitization equipment, green screen (not used, but good for programming), ipads
 - Robot collection live in the cupboards: ozobots, dash and dot, cubelets, lego mindstorm, artie, botley, kinder bots, coding critters
- Class visits are not the same as programs (30 kids vs. 6): rotating (with a challenge and a time frame) b/w robots, green screen, lego and k'nex, overstock craft supplies, cricut stickers for water bottles, laser cut keytags or ornaments, sublimated bags, buttons/magnets
- During class visit, they limited their options, as people take a long time to decide what to make
- Volunteers are crucial to filling knowledge gaps
 - Use your connections, asking for contacts. Go to a school event: Welcome to kindergarten, parent teacher night, end of year assemblies
- Design process project (4 years in the making): school teacher asked administrator if they could visit the makerlab
 - Grade 7/8 is the ideal age group
 - First visit was an introduction
 - First year: coaster and heat pressed shirts
 - Second Year: tote bag and shirt, printing gadgets through thingiverse
 - Third year: charge a flat fee of \$5 per student; used tinkercad to design their own item, used inkskate, watched youtube tutorials
 - Year 4: 18 repeat students, polled students and students wanted to continue
- The goal is the progress not the finished product. Students kept a journal with screenshots of what they're doing, doing something they've never done. At the end, they present the process, success and failures

Talking Sh*t: The Realities Behind Library Washroom Access

Panel discussion with Greater Sudbury Public Library, Welland Public Library, and Kawartha Lakes Public Library. In this session, panelists explored how they've responded to washroom-related challenges, including wellness concerns, staffing limitations, and facility design that doesn't meet current needs. These

situations force questions about public responsibility, institutional capacity, and how libraries care for both their communities and their teams.

Key Takeaways:

- Greater Sudbury Public Library:
 - Witnessed washroom vandalism, improper disposal of sharp material, while overdoses continue to be the biggest issue
 - Renovated the washroom based on *Crime Prevention Through Environmental Design* (CEPTED) recommendations: detection technology if not moving, full stall length doors
 - Recruited a security guard
 - Need to balance privacy in bathrooms – lead to more detrimental behaviour vs. LGBTQ community
- Welland Public Library:
 - Found evidence of patrons moving ceiling tiles to store drugs, breaking pipes, bodily fluid smearing, defecation, and racist graffiti
 - The City of Welland wanted Library patrons to sign their name upon entering the Library. However, this poses a privacy concern
 - Recruited their own security guard (9-5, evening and weekends). After a few months, they saw a decrease in the number of cases. Security guard will greet, make eye contact, rove facility, check the washrooms after every use, wellness check if in bathroom for over 10mins, with a requirement to be buzzed into the washroom
 - With security measures in place, they have noted a return of family and children at the main branch
- Kawartha Lakes Public Library (Lindsay branch):
 - Found evidence that a dealer would hide drugs around the washroom and open his Facebook account for business. In 2024, the library temporarily closed their public washrooms, while maintaining access to their family washroom
 - Losing staff from their main branch due to ongoing issues
 - Issues with the press (lesson learned: prepare a response for the mayor, the board, the press, the public)
 - Led to decrease in number of visitors; received complaints from the public – stating they now have to limit their time at the library due to insufficient washroom use

The Good, the Bad, and the Rebrand: Leveraging a Library Team in the Strategic Planning Process

A session with CEO and Chief Librarian of the Caledon Public Library, Colleen Lipp, regarding her experience completing their upcoming Strategic Plan.

Key Takeaways:

- Creation of Ad Hoc committee, growth plan every 10 years, projects in capital forecast and DC study

- Focus on engagement: staff and leadership, board, council, community partners, patrons, and non-patrons
- Documentation: mission, vision and values, priorities, objectives, action plan, evaluation plan, branding strategy and guidelines
- Selecting a consultant: issued a NRFP, pricing components individually, some library experience, lots of municipal or non-profit experience, partner to push us out of our comfort zone, focus on equity-deserving groups
- Webpage created to keep the community informed
- Videos calling for resident and stakeholder input
- Open houses and in-branch activities
- Inefficiencies: clarify and communicate expectations with consultant, acknowledge ownership and responsibility, ensure internal consensus first, provide consistent feedback, mitigate the frustration of not feeling heard, leverage internal expertise sooner
- A change in plans: planning committee finalized language of mission, vision, values and objectives; staff working groups tasked with developing action plans; contributions from the full Leadership Team; featured staff member in roll out video; increased opportunities to inform the new board

Generative AI and Library Labour: Risks, Rights, and Resilient Futures

A discussion session with Copyright Officer and Associate Librarian of Western University, Stephen Spong, debating whether AI offers meaningful opportunities for innovation or whether the profession faces a future of devaluation and de-skilling.

Key Takeaways:

- The conference's least productive session, offering little of practical value. Discussion was largely dominated by fear-driven commentary suggesting that AI will eliminate most jobs, leaving few constructive insights to take away.

Leading in Uncertain Times

A session presented by Anne O'Shea, Principal Strategist of Craft Strategic, discussing strategies to help navigate uncertainty and complexity with greater confidence, while identifying and distinguishing between what you can control, influence, or adapt to, and how to help your team do the same.

Key Takeaways:

- Uncertainty – an unknown future, changing priorities, no answers to solve a problem; different than planned change with no known end point. Can have psychological, physical or professional impacts
- We can't eliminate uncertainty, but we can apply strategies to reduce its impact. Over time, we can get better at it

- Strategies include:
 - Break the situation down into three areas (reference Stephen Covey's the 7 Habits of Highly Effective People). Example of moving collection: Control (what collection takes priority) > Influence (know the statistics and can influence others to know that it is important) > Concern.
 - Recognize the inherent challenge for leaders: people want certainty and clear direction. People think you have more control than you do, but you have ambiguity, evolving understanding and limited control.
 - You cannot provide certainty, answers, unwavering confidence, protection from complexity. Instead, your team needs your presence (even when stressed, you need to show up), transparency, steadiness, shared sense-making, compassion and priorities
 - Communicate effectively: name the uncertainty, be clear about what you know, what you think and what you don't know yet, give time for people to absorb information, avoid ruminating or hypothesizing out loud, answer questions
 - Key phrases: here's the situation we're in; here's what we know and don't know, here's how we're navigating this ambiguity; this is uncertain/complex/uncomfortable/beyond our control; here's what we'll do in the near term
 - Sense making: engage your team to build understanding (sharing the information in an interactive way is better for retention), invite discussion and exploration, share your thinking process not just your decisions, hold space for complexity, normalize complexity, reflect on other times of uncertainty and the outcomes
 - Make decision/take action: be strategic by taking action in areas you can control, influence where possible, scenario planning (of what if cases), rapid prototyping
 - Take care of yourself and others (based on Maslow's hierarchy of needs): strengthen connections with colleagues, create certainty through relationships, consistent approaches, managing your emotional responses; be compassionate to team members, colleagues, yourself and other leaders; prioritize your basic needs

From Change to Growth: How Small Libraries Persist and Thrive

Exploring practical strategies for navigating both internal and external change, using real-world examples from the Deseronto Public Library's journey of transformation. From team turnover and workplace culture shifts to major physical space improvements, participants will gain actionable tools to persist through transformations.

Key Takeaways:

- Deseronto Public Library's operating budget is \$183k
- Persistence as a core skills: key part of change management
 - Adaptive change v. transformation change (large changes with large scope impacts)

- Preparation: all the work before the work of change begins – team participation, team buy-in, communication, transition
- Vision and Plan: vision needs to be thorough with many details outlined, realistic and strategic
- Implementation: change maker vs. change managers, celebrate victories, communication and transition
- Review: what does change initiative completion mean the change was successful? What does success look like using KPIs, what risks are there at the end of implementation, communication, SWOT analysis
- Key magic tricks: transparent communication (staff meetings, emails, etc.), share decision making, learning and growth, celebration, vision and plan (driving force of the strategic plan), mission
- Building blocks of strong teams: communication and trust, accountability and clear roles, adaptability and learning, shared mission
- Workplace culture: respect and open communication, collaboration, recognition and growth
- Survival to growth: change is an opportunity, not an obstacle; growth as an organizational value; all leads to long-term positive outcome if you let it be

Safe and Welcoming Spaces: Staffing Models and Approaches

Panel discussion with Thunder Bay Public Library, Toronto Public Library, Calgary Public Library, and Winnipeg Public Library wherein panelists shared their approach, including outcomes and lessons learned, of balancing the creation of welcoming spaces while navigating complex safety and security challenges.

Key Takeaways:

- Thunder Bay Public Library
 - No outsourced security staff
 - Perception of safety is important to the public and to staff
 - Staff did not feel equipped to handle patron incidents
 - TBPL hired staff with background experience, a former OPP officer is one such hired staff; stationed primarily outside of the library; control the training and branding of the staff
 - Led to a 50% rate of reduction in cases
- Toronto Public Library
 - Conversations began in 2021 for security guards; six staff began in 2023 as the TPL library safety specialist team (LLS role)
 - Role's purpose is to make others feel safe and comfortable in the space; resource navigators (help them meet the right person to fulfill their need)
- Calgary Public Library
 - CPL has 22 locations; 52% of Calgarians are library members!
 - Three components of security: security advisor, library staff, and security team
- Winnipeg Public Library

- The community came forward in 2021, an indigenous group, providing employment opportunities for youth
- A community safety host are highly trained
- Libraries served as training sites for safety hosts
- 20 branches, but a total of 5 safety hosts serve
- 75% of incidents were deescalated; conventional safety guards are stationed at other branches
- Role is not to issue incident letters, but rather to form connections?

Attended Keynote Sessions:

- Opening Keynote: Leslie Weir in Conversation with CBC Books' Mattea Roach and Antonio Michael Downing
- Thursday Keynote: A Conversation on Indigenous Literature, Lands and Community with Stephanie Sinclair and David A Robertson
- Friday Keynote: Finding Hope in the Darkness: A Journey to Protect Intellectual Freedom. A Conversation with Amanda Jones

Emily Andrews

Holding It Together: Managing Tensions between Local Branch Identity and System-Wide Strategy

A peer-to-peer discussion between Greater Sudbury Public Library and Kawartha Lakes Public Library. The conversation revolved around finding the balance between the brand and attempts in consistency in library networks, versus the individual branch identity.

Key Takeaways:

- Getting buy in for system-wide initiatives is essential for success.
- Allowing freedom in expression for smaller branches is a positive thing, as long as staff are adhering to policy.
- Ensuring staff understand their roles within the organization is important for change management.

The Hidden Work of Caring: Emotional Labour in Libraries

This session covered Phase 2 of the Emotions Matter study, currently being carried out by McMaster University and includes data collected from 17 urban library networks across Canada.

Key Takeaways:

- This session covered both the positive and negative effects of working in a role that requires emotional labour and comes with intrinsic rewards for staff.
- There was a recognition that the high level of emotional labour in libraries means that they should be viewed as important community infrastructure, as opposed to a basic service.
- Phase 3 of the study will include practical resources, such as skill building and training.

An Interview with Mychal Threets

Mychal Threets is a librarian, mental health advocate and social media creator known for promoting library joy, literacy and inclusive community spaces. His interview, hosted by Jael Richardson, was a candid talk about burnout in public libraries, his own struggles with mental health and how to advocate for libraries in the community. He also spoke about the public library's role in the community and how to ensure it's a warm and accessible space for every person.

We Persist Through Storytime: Fostering Belonging, Resilience and Advocacy in Libraries

Hosted by Lennox and Addington Library, the session talked about the importance of storytime, particularly in communities where other early years services are lacking.

Key Takeaways:

- The consistency and regularity of a storytime supports learning, promotes belonging and inclusion and can provide connection and a social infrastructure that may be missing from people's lives.
- The invisible labour involved in successful storytimes, such as the organizational preparation and creativity aspect – coming up with new ideas and being able to pivot when something isn't working.

From Change to Growth: How Small Libraries Persist and Thrive

Julie Lane and Savannah Snook of Desoronto Public Library discussed the changes that have been underway at their small, rural library over the last three (3) years. This session covered why change feels bigger in small libraries, the realities of change in rural environments and the steps of change management.

Key Takeaways:

- Change management is an essential library skill, not an add on.
- Rural libraries face specific challenges with regards to change management, such as limited resources, community expectations and municipal priorities.
- Steps of effective change management; preparation, vision & plan, implementation and review.
- How to conduct an effective SWOT analysis.

Library PenPals: The Cutest Self-Directed Program on the Planet

Hosted by Hannah White of Kitchener Public Library, this provided information on how a successful self-directed literacy program has taken off. The program directly links to the Ontario Curriculum. Letter writing is an important goal in elementary education.

Key Takeaways:

- Getting real mail is a great motivator for participation.
- Keeping topics light, friendly and based around literacy were great conversation pieces.
- This program helps with the declining literacy rates being experienced across Canada.

Tips & Tricks, Hurdles & Wins in Community Librarianship: An Open Space Conversation

Led by OPLA's Community-Led Libraries Committee, this was a peer-to-peer conversation focusing on the challenges and wins being experienced in community-led work of libraries across the province.

Key Takeaways:

- Libraries of all sizes face similar challenges with community engagement and getting new patrons through the doors.
- Getting the message out to the community about what is offered at public libraries is very important.
- Bookmobiles are making a comeback. Four (4) of the eight library networks around my table had one or were about to launch one.
- Underserved communities need to be highlighted.
- Think of unusual ways to connect with your community. Some libraries were opening in strip malls and offering storytimes in the mall's public spaces.

Keynote Sessions:

- Opening Keynote: Leslie Weir in Conversation with CBC Books' Mattea Roach and Antonio Michael Downing
- Thursday Keynote: A Conversation on Indigenous Literature, Lands and Community with Stephanie Sinclair and David A Robertson
- Friday Keynote: Finding Hope in the Darkness: A Journey to Protect Intellectual Freedom. A Conversation with Amanda Jones

Virtual Sessions (attended after OLA):

- Picture Books With Purpose hosted by Whitehots
- We Are All Treaty People: Learning to Acknowledge the Land, the People and our Place hosted by Calgary Public Library

Maria Steffen

Opening Keynote: Leslie Weir in Conversation with CBC Books' Mattea Roach and Antonio Michael Downing.

A wide-ranging discussion about the power, resilience, and cultural importance of books and authors in the current social, economic and political climate.

Key Takeaways:

- Mattea Roach first became widely known for their remarkable 23 game winning streak on *Jeopardy!*, making them the most successful Canadian contestant in the show's history.
- The intention behind Black History Month and similar celebrations for minority communities is to recognize and honour voices that have historically been overlooked. But it also raises a larger question: in a society striving for equality, should books by authors of colour still be separated from the rest? As Antonio noted, many bookstores continue to group minority writers together solely because of their identity, not because of genre, theme, or subject matter. This practice can unintentionally reinforce the very divisions we're trying to move beyond. Books should stand alongside one another based on what they are; their ideas, their craft, their stories and not the colour of the person who wrote them.

Best in Show: Creating Successful Public Library Events for Your Community. Presented by Hamilton Public Library

Hamilton Public Library has significantly expanded its major programs post pandemic, and this session covered three (3) flagship events; Zineposium, Seedy Saturday, and Steel Town Love. These were one (1) day festival style events. The presenters shared practical strategies, the benefit of community partnerships, and the challenges of running large-scale public events.

Key Takeaways:

- Creating a framework for the event on a large scale first, allows smaller system branches to participate in some capacity.
- Maximise opportunities through sponsorships and partnerships, for example partners brought speakers, performers, organised vendors and the library handled coordination, promotion and logistics. Mutually beneficial for both parties to bring their strengths to the event while sharing the workload.
- Seeing the library as a space to host vendor markets as they are a free, accessible event space which is perfect for avoiding the high cost normally associated with event fees for vendors (increases vendor participation).
- Excellent results from the events showcased, would love to incorporate this for our library system on a smaller scale.



More Than Sensory Storytime: Designing Library Services to Better Support Neurodivergent Children. Presented by Edmonton Public Library

Public libraries are increasingly designing programs and services to support diverse sensory needs. Edmonton Public Library shared their tools, principles, and approaches for creating more accessible experiences for neurodivergent children and their parents.

Key Takeaways:

- Neurodivergent: describes someone whose brain functions differently than what is considered “typical”.
- Being aware of the different signals and behaviours of neurodivergent children such as sensitivity to loud noises (covering their ears), shouting, gestures or hums instead of speaking, wanting to consistently touch things.
- Ask parents and caregivers, they will often be forthcoming with what they need.
- Suggestions: private story times or ones with less children, addition of sensory toys and props, lower lighting, provide parents with an easy way to leave should they need (really only applies in large libraries).

Ebooks, And Audio, And Hi-Los, Oh My! Supporting Struggling Readers Using Accessible Formats. Presented by Equitable Library Access (CELA)

This session introduced the common types of reading needs library staff may encounter, as well as tips on conducting readers’ advisory interactions that respect the patron’s comfort and privacy.

Key Takeaways:

- Disability language is complicated and personal, so be cautious with language used such as “easy readers” who determines it’s easy?
- Each person has different skills in reading comprehension: there are 5 skills: decode, vocabulary, punctuation and sentence structure, working memory and context.
- People with difficulty reading may be vague or talk around the issue. Ask about their reading needs, not their diagnosis. Prompting questions: what works or doesn't work?, what is the reading experience like for you?
- Formats that assist with reading comprehension: audiobooks, eBooks, DAISY text, decodable books, Hi-Lo books, graphic novels.

Thursday Keynote: A Conversation on Indigenous Literature, Lands, and Community with Stephanie Sinclair and David A. Robertson

David A. Robertson, editorial director of Swift Water Books and Stephanie Sinclair, Publisher of McClelland & Stewart discussed how publishing can reveal truths and lead writers and readers closer to the long-term goal of true reconciliation.

Key Takeaways:

- No matter how uncomfortable, stories have the capacity to broaden our perspective and how shared stories can allow us to find common ground regardless of race or background.

Ready to Talk Marketing? The OLA Marketing Libraries Think Tank Welcomes You. Presented by OLA Marketing Libraries Think Tank

About all things marketing and communications, this was an informal round-table discussion around practical tips and pain points.

Key Takeaways:

- I was really looking forward to this session the most, and it was great to be able to connect with my peers from other libraries in similar roles. I was one (1) of four (4) people who was the sole person responsible for communications and marketing. The other three (3) were from small library networks for less than five (5) branches.
- Great sharing of ideas, mostly about getting more visitors in the library. One library hosted nerf gun nights to raise their teen visitors.
- Really would have loved for this session to be a half day or longer. An hour wasn't enough to discuss in any great detail; towards the end it became more about our challenges and frustrations mainly about the expectation that marketing will solve everything.

Public Libraries: The Next Chapter

Presented by David Mackey, Margaret Lam, Dr. Bill Irwin

Librarianship as a profession is founded on the idea that information and its access is a powerful thing, but how do public libraries stay relevant in a fast-changing information ecosystem with AI on the horizon? Even more importantly, how do public libraries take a leadership role to create healthy local communities and foster cohesive community development programs.

Key Takeaways:

- Listening to the three presenters who are trailblazers in their field by successfully predicting future trends and their take on emerging AI.
- The common message was ensuring we kept our critical thinking, the fear was the same when calculators came out (people wouldn't be able to learn math), computers (the internet was a scary concept).
- Teaching seniors is valid, but the shift also needs to be focused on children and teens and how the library can assist with navigating AI and ensuring it's use without losing the ability to think for ourselves.



Becoming One Library: Building Better Internal Communications Through Engagement. Presented by Calgary Public Library

Faced with rapid system growth and critical employee feedback, Calgary Public Library had a system with 23 worksites operating in silos and growing concerns around access to information and transparency.

Key Takeaways:

- Internal marketing and communications for staff is as critical as external, if you don't get the message delivered effectively, you lose staff as advocates for the marketing initiatives you are trying to achieve.
- Across teams, email, website, intranet, there was too many channels of communication for staff, where do they go? (they have 800 staff that generate 3000 teams messages each day!)
- Did an assessment of staff and broke them down by generation (gen X, millennials etc) and based communications to appeal to each.
- Created posters and short videos to communicate to staff. Set clear guidelines on what email, teams are used for and ensure their intranet became the go to place for all information.
- Pivot to staff being the first to hear of any updates/marketing initiatives/goals.
- Best session I attended at OLA, I took away a lot of information and ideas I would like to incorporate into our internal communications.

Safe, Sound, and Supported: Safety & Staff Well-Being in Small Libraries. Presented by Kenora Public Library/ Temiskaming Shores Public Library

Safety and security are ongoing priorities for libraries of all sizes, but small and rural libraries often face unique challenges. With limited staff, budgets, and space, creating a safe environment for both employees and patrons requires practical, scalable solutions.

Key Takeaways:

- A marked increase in homelessness (37%) made the library a default gathering space, which created both opportunities and real safety challenges.
- When staff feel they are constantly at risk, it can cause burnout, fear, distress. This matters because libraries cannot serve their communities well if the people working in them do not feel safe, supported, and prepared.
- Engaged local support from the OPP who had a social worker assist with calls.
- Hosted meetings with community partners (social services, municipal stakeholders, health units, shelters to build an understanding of needs and gaps).

Friday Keynote: Finding Hope in the Darkness: A Journey to Protect Intellectual Freedom | In Conversation with Amanda Jones interviewed by Toronto City Librarian Moe Hosseini-Ara.

In the United States, the nation's libraries are under attack. More and more libraries are seeing an unprecedented number of book challenges. This is not unique to the US as libraries across Canada are facing similar challenges.



Key Takeaways:

- Amanda Jones showed true resilience in the face of constant pressure to comply even when it cost her personally.

IMPACT ON 2026 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 3: Strengthen our Organization

STAFF REPORT

S.R. No. 5-2026

<u>PREPARED BY:</u>	Rebecca Luck – Director of Library Services
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	March 12, 2026
<u>SUBJECT:</u>	Board Legacy Document – Board’s Work in Review

BACKGROUND:

1. The purpose of a Board Legacy document is to provide a comprehensive handover report from an outgoing library board to an incoming one, ensuring continuity of governance, strategic direction, and operational awareness.
2. This report serves to provide a discussion on the Board’s term, providing a record of achievements and challenges encountered.

ANALYSIS:

3. Achievements
 - a. Hired a Communications and Marketing Coordinator in a full-time capacity.
 - b. Designed and launched the new SDG Library website.
 - c. Launched the Morewood Express Depot.
 - d. Successful attendance at SDG Reads events.
 - e. Went fine free.
 - f. New furniture installed in several branches, including new shelving in Williamstown, Williamsburg, and Iroquois, and a new circulation desk in Maxville.
 - g. Facility improvements in several branches, including, the installation of a new accessible door in Lancaster, fresh paint in Williamsburg and Iroquois, installation of new electrical drop poles in South Mountain and Ingleside, and new carpeting in Iroquois.
 - h. Increased signage through door wraps at several branch locations, including Winchester, Alexandria, Long Sault, Iroquois, Williamsburg, and Chrysler.
 - i. Increased collections budget, allowing for the purchase of more physical books, along with phonics learning kits, nature backpacks, and a boardgame collection.
 - j. Supplemented the physical collection by entering into a partnership with UCDSB-PIC and hosting a Parent Resource Collection.
 - k. Supplemented the physical collection by entering into a reciprocal borrowing agreement with North Grenville Public Library.
 - l. Broadened the types of memberships available by offering a temporary digital access card and a reduced-barrier access card. In doing so, entered into partnerships with Glengarry Memorial Hospital and Naomi’s Family Resource Centre.
 - m. Implemented nighttime support hours in five (5) branches.
 - n. Supplemented the digital collection by adding the following databases: NewsStand, Comics Plus, Biblio + Streaming service, Little PIM Kids Language Learning, Creative Bug, and World Book.

- o. Implemented Niche Academy, a database that hosts ready-to-use tutorials, and a platform that allows the SDG Library to deliver training and track progress for its staff.
- p. Outfitted all branches with a Square Terminal, reducing barriers and allowing patrons to use debit and credit card transactions to pay Library fees.
- q. Launched BiblioEmail to bolster marketing campaigns.
- r. Formed a working group with local Municipalities, finalizing the Library's Lease Agreements.
- s. Increased awareness of Library Services through local Municipality delegations.

4. Challenges

- a. Awareness of what Library services are available beyond books.
- b. Engaging younger demographics and new residents.
- c. Reliance on municipal funding contributions that may fluctuate due to changing municipal priorities or economic conditions.
- d. Rising costs for digital resources, technology and licensing agreements.
- e. Inflationary pressures affecting staffing and collections.
- f. Several branches operating in older or shared municipal facilities that may not meet accessibility standards or adopted ARUPLO *Guidelines for Rural/Urban Public Library Systems*.
- g. Limited space for programming.
- h. Balancing investments between physical collections and digital content.
- i. Challenges recruiting specialized library staff in rural communities.
- j. Managing patron behaviour, safety, and social service needs within public spaces.

5. For discussion purposes, and to supplement the list above, Board members are encouraged to answer the following questions:
- a. We were able to accomplish...
 - b. We encountered the following challenges...
 - c. We were not able to accomplish...
 - d. Strategies for addressing ongoing challenges...

IMPACT ON 2026 BUDGET:

6. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 3: Strengthen our Organization



STAFF REPORT

S.R. No. 6-2026

PREPARED BY: Rebecca Luck – Director of Library Services
PREPARED FOR: SDG Library Board
LIBRARY BOARD DATE: March 12, 2026
SUBJECT: Chesterville Branch Update

BACKGROUND:

1. On July 4, 2024, the Director of Library Services met with the Township of North Dundas (Meaghan Meerburg, Director of Recreation and Culture and Preston Stronach, Chief Building Official) and J&M Contracting Corp. to discuss the financial implications of renovating an alternative location for the Chesterville Library Branch, proposed at 1 William Street, Chesterville, ON. The proposed location is adjacent to St. Mary Catholic School, Chesterville Pool, Chesterville Park and the Nelson LaPrade Centre.
2. On February 25, 2026, the Director of Library Services met once again with the Township of North Dundas (Brandon Cousineau, Director of Recreation and Culture, and Lee Bowers, Facilities Manager) to discuss the potential Chesterville relocation and provide background information on what was previously discussed with Ms. Meerburg.

ANALYSIS:

3. The existing Chesterville facility faces several challenges, primarily due to its inability to provide accessible washrooms, along with other structural limitations within the building.
4. From the July 2024 walkthrough, the Township have been provided a preliminary cost estimate from the contractor to renovate the space. The SDG Library would be responsible for paying for the installation of new carpeting.
5. The facilities are similar in size. The current location is listed in our records as 1123 sq. ft. while the proposed location is approximately 1100 sq. ft. According to ARUPLO's adopted *Guidelines for Rural/Urban Public Library Systems*, "small" libraries should maintain a net library space square footage of 2,500-5,000 sq. ft.
6. Should the opportunity come to fruition, the SDG Library is seeking confirmation from members of the Board that they would be agreeable to move locations.

IMPACT ON 2026 BUDGET:

7. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

STAFF REPORT

S.R. No. 7-2026

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: March 12, 2026

SUBJECT: Chrysler Feasibility Study Update

BACKGROUND:

1. On January 16, 2026, SDG Library staff met with Alex Warwick Architect and the Township of North Stormont staff to discuss the Chrysler Feasibility Study, and on February 25, 2026, a preliminary floor plan was provided for discussion purposes.

ANALYSIS:

2. As of March 6, 2026, we have received 52 responses from community members (41 English and 11 French) with regards to our Chrysler Expansion Feasibility Survey. The survey closes on March 14, 2026.
3. As part of the update on the overall project schedule:

Task	Date	Status
SDG Library to launch community survey	February 23	Complete
Submission of preliminary floor plan of existing adjacent building/new addition and renovation (30%) for review	Week of February 23	Complete
Present preliminary floor plan (30%) to the Board	March 12	Complete
Provide 30% comments to Architect (including community input)	Week of April 6	Ongoing
Submission of preliminary floor plan of existing adjacent building/new addition and renovation (60%) for review	Week of April 27	
Present preliminary floor plan (60%) to the Board	May 21	
Provide 60% comments to Architect	Week of May 25	
Submission of draft feasibility study package (90%), to include floor plan, site plan, exterior elevations and interior rendering, for review	Week of July 6	
Present draft feasibility (90%) to the Township of North Stormont	September 8	
Present draft feasibility (90%) to the Board	September 23	
Provide 90% comments to Architect	Week of September 28	
Submission of final Feasibility Study package (100%)	Week of August 17	
Present final Feasibility Study package (100%) to the Board	October 22	



4. SDG Library is seeking input from members of the Board regarding the preliminary floor plan. It is to be noted that this floor plan has not yet taken into consideration staff or community input.

IMPACT ON 2026 BUDGET:

5. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

OCCUPANT LOAD CALCULATIONS

LIBRARY OCCUPANT LOAD CALCULATIONS				EXIT CAPACITY CALCULATIONS (IN PERSONS) (OBC 3.1.7.1)		
LIBRARY	AREA	OCCUPANT LOAD VALUE (PER PERSON) (OBC TABLE 3.1.7.1)	CALCULATED OCCUPANT LOAD (2)	WIDTH (DOOR)	FACTOR	CAPACITY
LIBRARY - OPEN SPACE	157m ²	DESIGN LOAD	57	850	6.1	499
STAFF KITCHENETTE	4m ²	DESIGN LOAD	1			
MAKER SPACE	20m ²	DESIGN LOAD	3			
MEETING/PROGRAMMING	10m ²	DESIGN LOAD	6			
COMPUTER STATION	4m ²	DESIGN LOAD	3			
SUPPLY CLOSET	6m ²	0 (2)	0			
UTILITY ROOM	17m ²	0 (2)	0			
OUTDOOR PATIO	44m ²	DESIGN LOAD (3)	30			
TOTAL		DESIGN LOAD (1)	100 MAX			

NOTES:
 1) DESIGN LOAD PROPOSED BASED ON EXPECTED USE OF THE SPACE. DESIGN OCCUPANT LOAD TO BE POSTED IN A CONSPICUOUS LOCATION (OBC 3.1.7.1.2)
 2) NON-COMBUSTIBLE SERVICE RISERS, LOCKER ROOMS AND COMMUNICATION SPACES ARE CONSIDERED NON-SMALL TENDENCY USE. OCCUPANTS OF THESE ROOMS OR SPACES HAVE BEEN ACCOUNTED FOR IN THE OCCUPANT LOADS FOR OTHER FLOORS / SPACES IN THE BUILDING.
 3) DESIGN MAXIMUM 6 PERSON OCCUPANT LOAD REQUIRED DUE TO ROOM BEING SERVED BY A SINGLE EGRESS DOOR (OBC 3.1.7.1.5). DESIGN OCCUPANT LOAD IS REQUIRED TO BE POSTED IN A CONSPICUOUS LOCATION (OBC 3.1.7.1.2)

PLUMBING FIXTURE COUNT

LIBRARY	OCCUPANT LOAD OF EACH SEX		PLUMBING FIXTURES REQUIRED (OBC 3.2.7.4.3.A)		PLUMBING FIXTURES PROVIDED		
	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	UNIVERSAL
	50	50	1	2	1(1)	1(1)	1 (EXISTING TO REMAIN)

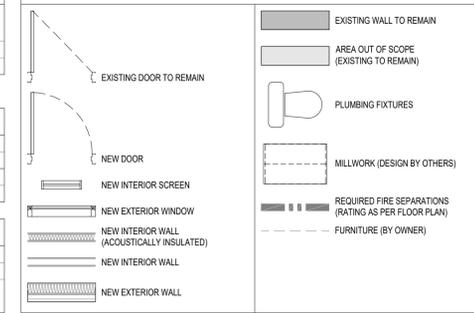
NOTES:
 1) THE WATER CLOSET AND LAVATORY PROVIDED IN THE UNIVERSAL WASHROOM IS COUNTED AS PART OF ONE OF THE PLUMBING FIXTURES REQUIRED FOR MALES AND FEMALES WHEN MORE THAN ONE IS REQUIRED FOR EITHER BOTH GENDERS (OBC 3.1.7.4.2.B)

OBC STATISTICS		GROSS FLOOR AREA (GFA)	
GROUP A, DIVISION 2, UP TO 2 STOREYS (OBC 3.2.2.25)		EXISTING:	±106m ² (±1,142ft ²)
NUMBER OF STOREYS: 2		ADDITION:	154m ² (1,653ft ²)
NUMBER OF STOREYS: 1 (LIBRARY HEIGHT TO MATCH EXISTING)		TOTAL:	261m² (2,805ft²)
		OUTDOOR AREA:	44m ² (479ft ²)

PARKING REQUIREMENTS

BY-LAW REQUIRED: PUBLIC BUILDING: 1 SPACE PER 20m² OF GROSS FLOOR AREA WITH A MINIMUM OF 3 SPACES
 SPACES REQUIRED: 16 SPACES (OF WHICH 1 TO BE BARRIER-FREE (4% MIN OF PS PER ACCA)) BASED ON TOTAL INDOOR + OUTDOOR GFA)
 BY-LAW PARKING SIZE: 2.75m x 5.5m (STANDARD SPACE PER TOWNSHIP BY-LAW)
 3.4m x 1.5m ACCESS AISLE x 6.0m (BARRIER-FREE SPACE SIZE PER ACCA)

LEGEND



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 PROJECT NO. 2529

PROPOSED FLOOR PLAN

DRAFT

A101
 1:50
 February 25, 2026

