

Georgina Public Library
Library Board Meeting
March 23, 2023 @ 7:00 p.m.

Zoom

1. Call to Order
2. First Nations Acknowledgement Statement

“The Town of Georgina recognizes and acknowledges that we are on lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples, and we would like to thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbour and friend, one with which we strive to build a cooperative and respectful relationship. We also recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are the water protectors and environmental stewards of these lands and we join them in these responsibilities.”

3. Roll Call
4. Introduction of Addendum Items
5. Approval of the Agenda
6. Announcements
7. Declarations of Pecuniary Interest
8. Adoption of the Past Minutes – February 16, 2023 Board meeting minutes
9. Delegations/Speakers - None
10. Presentations - None
11. Consent Agenda
 - a. Branch Report
 - b. Work Plan Update
 - c. Financial Statement – February 2023
12. Verbal Communications
 - a. CEO update (V. Stevens)

- b. Board Chair update (M.C. Macaluso)
 - c. Friends of the Library update (B. Sabatini)
 - d. Strategic Planning Committee update (TBD)
13. Old Business
- a. Fine-Free Pilot Project - Report No. CEO-2023-001
14. New Business
- a. Policy Review:
 - i. Fines for Overdue, Lost, or Damaged Materials (dependent on outcome of Fine-Free report and decision)
 - ii. Hours of Service
 - iii. Health & Safety
 - iv. Video Surveillance
15. Other Business For Which No Notice Has Been Given
16. Closed Session - None

Motion to move into Closed Session

Motion to reconvene into Open Session

17. Next Meeting Date /Time
- April 20, 2023 @ 7:00pm - Zoom
18. Adjournment

Georgina Public Library Board
Regular Board Meeting Minutes
February 16, 2023 @ 7:00 p.m.

Zoom

1. Call to Order

The meeting was called to order by the Chair at 7:01 p.m.

2. First Nations Acknowledgement Statement

“The Town of Georgina recognizes and acknowledges that we are on lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples, and we would like to thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbour and friend, one with which we strive to build a cooperative and respectful relationship. We also recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are the water protectors and environmental stewards of these lands and we join them in these responsibilities.”

3. Roll Call

The following Board Members were present:

Mary Catherine Macaluso, Chair
Bobbi Sabatini, Vice-Chair
Rita Beechey
Leslie Johnstone
Adrienne McDowell
Nancy Rodrigues
Shari Hawkins
Councillor Dave Neeson
Regional Councillor Naomi Davison

The following staff members were in attendance:

Valerie Stevens, *Director of Library Services/CEO*
Serena Hamlyn, *Executive Assistant (Recording Secretary)*
Ruth Berry, *eServices Library Technician*

Jennifer Murray, *CUPE 905.13 Representative*

4. Introduction of Addendum Items

- Land Acknowledgement discussion added to New Business
- Violence and Harassment-Free Workplace policy added to New Business

5. Approval of the Agenda

Moved by Dave Neeson Seconded by Shari Hawkins

RESOLUTION NO. GLB-2023-010

That the Georgina Public Library Board meeting Agenda of February 16, 2023 be approved as amended

Carried.

6. Announcements – *None*

7. Declarations of Pecuniary Interest – *None*

8. Adoption of the Past Minutes – January 19, 2023 Board meeting minutes

Moved by Nancy Rodrigues, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2023-011

That the minutes of the January 19, 2023 Board meeting be adopted as circulated

Carried.

9. **Delegations/Speakers – None**

10. **Presentations – None**

11. **Consent Agenda**

- a. Branch Report
- b. Work Plan Update
- c. Financial Statement –December 2022 - updated

Moved by Rita Beechey, Seconded by Bobbi Sabatini

RESOLUTION NO. GLB-2023-012

That Item 11 – Consent Agenda be received as circulated

Carried.

12. **Verbal Communications**

- a. CEO Update (V. Stevens)

COMMUNITY CONNECTIONS

- Amy Butcher appeared on Georgina Life in both January and February to promote library programs and services.

SPACES

- As of February 1, the MURC overall is at approximately 56% construction completion. Currently finishing up roofing on the Discovery Branch portion. The Library management team is having our first on-site tour on February 24.

PEOPLE & LEADERSHIP

- Various Library staff attended the OLA SuperConference February 1-4

COLLECTIONS & PROGRAMS

- We have moved to Library Bound and Whitehots as our collection materials suppliers. We expect this change will get new and popular titles into the hands of patrons in a more timely manner.
- The first few weeks of Saturday Storytime has been very popular

TECHNOLOGY

- Migration to Microsoft365 for staff has begun; this change is being rolled out with a phased approach by Town IT, starting with Outlook email services.

b. Board Chair Update (M.C. Macaluso)

- The Board Chair has been attending the Strategic Planning committee meetings
- The Board Chair continues to meet and communicate regularly with the CEO

c. Friends of the Library Update (B. Sabatini)

- The Friends held a meeting on Monday
- The Friends have had a request from the Library to fund the Ancestral Voices Series. GPL will be offering this series in partnership with 12 other library systems via the Webex platform. There will be 10 sessions once per month, starting in March and running until December.
- The Friends are hosting a Euchre tournament on February 26th in the Sutton branch
- The Friends are hosting an Earth Hour acoustic event on March 25th, along with the Connors Brothers
- The Spelling Bee is planned for Friday, June 2nd at Udora Hall.
- The Friends are currently looking at dates on which to host the Tea Party

d. Strategic Planning Committee update (N. Rodrigues)

- The Strategic Planning Committee last met for its final meeting last Friday. In this meeting they:
 - wrapped up the strategic priorities
 - worked on the final pieces of editing and reviewing
- The final touches of the plan are with V. Stevens and S. Kraus
- We are now waiting for the final product to be rolled out
- The operational pieces on the plan will be in the hands of the next Board

Moved by Dave Neeson, Seconded by Adrienne McDowell

RESOLUTION NO. GLB-2023-013

That items 12 a., b., c., and d Verbal Communications be received as presented

Carried.

13. Old Business - None

14. New Business

a. Policy Review:

i. Library Board Members' Code of Conduct

Moved by Nancy Rodrigues, Seconded by Rita Beechey

RESOLUTION NO. GLB-2023-014

That the Library Board Members' Code of Conduct Policy be accepted as presented

Carried.

ii. Violence and Harassment-Free Workplace

Moved by Bobbi Sabatini, Seconded by Dave Neeson

RESOLUTION NO. GLB-2023-015

That the Violence and Harassment-Free Workplace Policy be accepted as presented

Carried.

b. OLA SuperConference updates

The two Board members who attended the SuperConference virtually, B. Sabatini and R. Beechey, shared their experiences and what they took away from the conference.

Moved by Naomi Davison, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2023-016

That the Georgina Public Library Board accept the OLA SuperConference verbal reports

Carried.

c. Professional Development Day closures

The CEO requested permission to close the Library for two Professional Development days for staff in order to allow for all staff to attend the training days.

Moved by Rita Beechey, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2023-017

That the Georgina Public Library Board approve the closure of the Library for two days to dedicate those days to Professional Development for Library staff

Carried.

d. Land Acknowledgement

The Board members discussed the Land Acknowledgment as it currently reads, and the possibility of adjusting the wording to better reflect that the acknowledgement is from the Library as well as the Town.

15. Other Business - None

16. Closed Session

Moved by Leslie Johnstone, Seconded by Adrienne McDowell

RESOLUTION NO. GLB-2023-018

That the Georgina Public Library Board move into closed session at 8:07 p.m.

Carried.

1. Review of Closed Session minutes

- i. September 15, 2022 - Personal matters about an identifiable individual, Section 16.1(4) of the Public Libraries Act - Human Resources matter; Labour Relations for employee negotiations – CUPE negotiations update;

- ii. December 15, 2022 - Labour Relations or employee negotiations, Section 16.1(4) of the Public Libraries Act – CUPE negotiations

The CEO and Recording Secretary left the Closed Meeting prior to Closed Session item #2 being discussed.

2. Closed Session minutes to be reviewed separately

- i. June 16, 2022 - Personal matters about an identifiable individual, Section 16.1(4) of the Public Libraries Act - Human Resources matter;
- ii. September 7, 2022 - Personal matters about an identifiable individual, Section 16.1(4) of the Public Libraries Act - Human Resources matter;
- iii. September 15, 2022 - Personal matters about an identifiable individual, Section 16.1(4) of the Public Libraries Act – CEO Performance Evaluation;
- iv. December 15, 2022 - Personal matters about an identifiable individual, Section 16.1(4) of the Public Libraries Act - Human Resources matter

Moved by Dave Neeson, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2023-019

That the Georgina Public Library Board reconvene into open session at 8:27 p.m.

Carried.

The Board rose from Closed Session and made the following motions:

In regards to Closed Session item # 1: Review of Closed Session Meeting Minutes

Moved by Leslie Johnstone, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2023-020

That the Closed Session minutes of September 15, 2022 and December 15, 2022 be adopted as presented

Carried.

In regards to Closed Session item # 2: Review of Closed Session Meeting Minutes to review separately

Moved by Rita Beechey, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2023-021

That the Closed Session minutes of: June 16, 2022; September 7, 2022; September 15, 2022; and December 15, 2022 be adopted as presented

Carried.

Moved by Rita Beechey, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2023-022

That the Georgina Public Library Board move back into closed session at 8:33 p.m.

Carried.

The CEO and Recording Secretary did not join the Closed Session meeting while item #3 was addressed.

3. Personal matters about an identifiable individual, Section 16.1 (4) of the Public Libraries Act

-Update on a Human Resources matter

Moved by Naomi Davison, Seconded by Adrienne McDowell

RESOLUTION NO. GLB-2023-023

That the Georgina Public Library Board reconvene into open session at 9:07 p.m.

Carried.

The Board rose from Closed Session and made the following motion:

In regards to Closed Session item # 3: Personal matters about an identifiable individual, Section 16.1 (4) of the Public Libraries Act - update on a Human Resources matter

Moved by Bobbi Sabatini, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2023-024

That the verbal communications provided in Closed Session regarding Closed Session item # 3 personal matters about an identifiable individual be received

Carried.

17. Next Meeting Date /Time

March 23, 2023 @ 7:00 p.m. – Zoom

18. Adjournment

Moved by Leslie Johnstone, Seconded by Bobbi Sabatini

RESOLUTION NO. GLB-2023-025

That the Georgina Public Library Board meeting of February 16, 2023 adjourn at 9:09 p.m.

Carried.

Board Chair

Recording Secretary

JOINT BRANCH REPORT - 02 - February 2023

Submitted by: Amy Butcher - Manager, Library Community Engagement
Becky George - Manager, Library eServices
Justin Johnston – Manager, Library Collections
Sarah James - Manager, Library Customer Experience

COMMUNITY CONNECTIONS

- On Wednesday, February 15, Amy Butcher appeared on Georgina Life (ROGERStv) to promote upcoming library programs and to showcase books in our collection written by black authors for Black History Month.
- On Wednesday, February 22, Amy Butcher attended a lunch at Club 55 and promoted library programs and services to the 56 people who attended the lunch. People were excited to learn that they could stream movies for free using Kanopy or Hoopla with their library cards.

SPACES

- The management team visited the MURC construction site to see progress. This provided an excellent opportunity to better visualize the space as we move forward with furniture and equipment planning.

PEOPLE AND LEADERSHIP

- A number of staff attended the OLA Super Conference at the beginning of the month.
 - Some staff attended in person and some attended the virtual stream.
 - As a result, a number of new ideas, professional connections, and a reinvigorated passion for library service have been reported.
- The management team is reading and discussing Kim Scott's *Radical Candor* book.

COLLECTION AND PROGRAMS

- LSC orders and shipments have ceased, and new shipments from both Whitehots (books), and Library Bound (multimedia) have begun.
- Collections LAs are assessing the new items as they arrive (including processing and MARC records), any issues with either are being taken care of quickly as they arise.
- ARP and firm orders have been submitted to both vendors, with firm order shipments of multimedia now being received within 2 weeks of ordering, and new books 1-3 weeks from order date. We can also expect to receive many of the newest titles on or before release date.

- On Saturday, February 18, Georgina Public Library partnered with the Town of Georgina Community Services Department to run Family Skate and Games at Georgina Ice Palace. Families had the opportunity to go for a free skate and enjoy activities in the Multi-Purpose room. Amy and Rachel also set up a table in the Ice Palace to promote library programs and services.

| Dates | Program Name | Platform/format | Total views/ participants |
|-------------------|--|-------------------------------|------------------------------|
| Various dates | One-on-one technology help (eServices) | Email, chat, phone, in-person | 32 |
| Feb 7, 14, 21, 28 | Family Storytime | Sutton | 52 |
| Feb 7, 14, 21, 28 | Ready, Set, Kindergarten | Sutton | 22 |
| Feb 7, 14, 21, 28 | Reading Buddies | Keswick | 64 |
| Feb 1, 8, 15, 22 | Family Storytime | Keswick | 98 |
| Feb 1, 8, 15, 22 | Ukulele Circle | Keswick | 57 |
| Feb 2, 9, 16, 23 | Babytime | Keswick | 42 |
| Feb 2, 9, 16, 23 | Ready, Set, Kindergarten | Keswick | 23 |
| Feb 4, 11, 18, 25 | Saturday Family Storytime | Keswick | 147 |
| Feb 18 | Family Skate and Games | Keswick | 65 |
| Feb 17 | GPL on the GO (visit to EarlyON offsite storytime) | The Link | 13 |
| Feb 28 | GPL on the GO (visit to EarlyON offsite storytime) | RL Graham PS | 30 |
| Feb 7 | Sutton Book Club | Zoom | 6 |
| Feb 7 | Pefferlaw Book Club | Pefferlaw | 6 |
| Feb 7, 14, 21, 28 | Hooks and Needles Corner | Keswick | 28 |
| Feb 8 | Pins and Needles | Sutton | 15 |
| Feb 2, 16 | Welcome Centre Immigrant Services | Keswick | 5 |

| | | | |
|-------------------------|--|---------|------------|
| Feb 1, 8, 15, 22 | English Conversation Circle for Newcomers | Keswick | 25 |
| Feb 13 | Black Excellence in STEM Careers: Diversity in Engineering | Zoom | 4 |
| Feb 22 | Club 55 outreach | Club 55 | 56 |
| Feb 21 | Understanding Caregiver Stress and Burnout | Zoom | 4 |
| Previous uploads | All recorded videos, re-watched in February | | 3 |
| TOTAL | | | 798 |

TECHNOLOGY

- As part of the Town's corporate initiative, Library staff were migrated to the Microsoft 365 platform. The first stage of this project provides better web access to email as well as the Teams app for messaging and voice/video conferencing. Thanks to good planning and communication with the IT team, the migration went smoothly with no down-time or unexpected problems.

2023 Work Plan – February Update

Board Governance Initiatives

| Project Name | Project Lead | Start | Projected End | Status | Notes |
|--|---|----------|---------------|-------------|---|
| Succession Planning-staff | | | | | |
| Library Advocacy | Board | On going | | On going | <ul style="list-style-type: none"> • Councillor Neeson connected with FOPL Government Advocacy Working Group (Sept 2021). |
| 2022 Year in Review | Val Stevens | Q2 | Q3 | | |
| Sutton Multi-Use Transfer and Operating Agreement | Val Stevens | Q1-2019 | 2023? | In Progress | Development of a legal agreement for the Sutton Multi-Use Building between the School Boards, Town and Library. Currently with School lawyers. Likely on hold due to pandemic. Updated projected end to 2023. Had intro meeting with Town Solicitor on Nov 29/22. |
| Library & School Boards Agreement on Sutton Branch | Val Stevens | Q1-2019 | 2023? | In Progress | Transfer and Operating Agreement take precedent. Currently with Library/Town lawyer. Likely on hold due to pandemic. Updated projected end to 2023. Had intro meeting with Town Solicitor on Nov 29/22. |
| New Library Board Orientation | Valerie Stevens (in conjunction with N6 CEOs) | Q2-2022 | Q2-2023 | In Progress | Planned for Saturday April 22, 2023 |

Capital Initiatives

| Project Name | Project Lead | Start | Projected End | Status | Notes |
|------------------------------|---------------------------------|---------|---------------|-------------|---|
| MURC Branch | Val Stevens | Q1 | Q4-2023 | In Progress | Entire facility approx.. 60% complete. Next site visit planned for Mar 24, 2023. |
| Strategic Plan | Library Board/ Val Stevens | Q2-2021 | Q2-2023 | In Progress | Language being finalized. Printing and roll-out will likely happen in early 2023. |
| Security Camera Installation | Town Facilities/ Sarah James | Q2-2022 | Q2-2023 | In Progress | Cameras are installed. Policy in development then cameras will be activated. |
| Teen area-Keswick branch | Amy Butcher (Sarah James) | Q1-2022 | Q2-2023 | In Progress | Delayed due to pandemic. Majority of furniture delivered March 8, 2023. Final layout changes to happen Q2 2023. |
| Keswick Alcove renovation | Valerie Stevens | Q2-2022 | Q2-2023 | In Progress | Working with facilities and architect to move forward with drawings. |
| Security gates-PE & KE | Becky George (Sarah James) | Q2-2023 | | | Need to conduct environmental scan and confirm quotes. |

Staffing Initiatives

| Project Name | Project Lead | Start | Projected End | Status | Notes |
|--------------------------------------|-----------------|-------|---------------|-------------|--|
| Executive Assistant from PPT to PFT | Valerie Stevens | Q1 | n/a | Complete | Change effective Feb 6, 2023 |
| New Supervisor position | Valerie Stevens | Q2 | n/a | In Progress | Working on draft job description in partnership with Town HR |
| Summer Reading Club Assistant-grants | Amy Butcher | Q1 | Q3 | In Progress | Grant applications submitted, job is posted. |
| Adult Programming support | Amy Butcher | Q2 | Q4 | In Progress | Three additional hours budgeted in 2023 operating budget |

Operating Initiatives

| Project Name | Project Lead | Start | Projected End | Status | Notes |
|--------------------------|---------------------------|---------|---------------|-------------|---|
| Transition to Office 365 | Town IT (Becky George) | Q1-2022 | Q3-2023? | In Progress | Approved through Town IT budget for entire municipality, including library staff. IT working on phased implementation and roll-out. |

Georgina Public Library

Financial Statement - February 2023

Date: Mar. 6, 2023

| | 2023 Actuals | 2023 Approved Budget | Variance | Percentage To Date | Target to Date | Notes |
|-------------------------|----------------|----------------------|------------------|--------------------|----------------|--|
| Revenue | | | | | | |
| Town Grant | 439,448.33 | 2,636,690 | 2,197,242 | 17% | 17% | Pro-rated |
| Provincial Grants | 10,433 | 62,600 | 52,167 | 17% | 17% | Pro-rated |
| Misc Grants | - | 9,240 | 9,240 | 0% | 17% | |
| School Board Revenue | 9,750 | 58,500 | 48,750 | 17% | 17% | Pro-rated |
| Donations | 326 | 1,800 | 1,474 | 18% | 17% | |
| Fines | 254 | 7,900 | 7,646 | 3% | 17% | |
| Misc Fees | 60 | 3,100 | 3,040 | 2% | 17% | Exam Proctoring, etc |
| Photocopying Fees | 275 | 8,500 | 8,225 | 3% | 17% | |
| Program Registrations | - | 4,200 | 4,200 | 0% | 17% | |
| Book Sale | 30 | 2,400 | 2,370 | 1% | 17% | |
| Room Rentals | 62 | 4,100 | 4,038 | 2% | 17% | |
| Provision from Reserve | 16,100 | 96,600 | 80,500 | 17% | 17% | |
| Total Revenues | 476,738 | 2,895,630 | 2,418,892 | 16% | 17% | |
| Expenses | | | | | | |
| Salaries & Benefits | 304,827 | 2,071,600 | 1,766,773 | 15% | 17% | |
| Library Board | 640 | 4,800 | 4,160 | 13% | 17% | |
| Library Operations | 45,468 | 366,900 | 321,432 | 12% | 17% | Utilities, cleaning, courier, supplies, etc. |
| Training | - | 18,800 | 18,800 | 0% | 17% | |
| Collections | 44,727 | 232,730 | 188,003 | 19% | 17% | |
| Telecommunications | 16 | 26,510 | 26,494 | 0% | 17% | |
| Covid-19 Expenses | - | - | - | N/A | N/A | No allotted budget |
| Misc | 334 | 3,400 | 3,066 | 10% | 17% | |
| Contribution to Reserve | 28,482 | 170,890 | 142,408 | 17% | 17% | Pro-rated |
| Total Expenses | 424,494 | 2,895,630 | 2,471,136 | 15% | 17% | |
| Net | 52,243 | - | (52,243) | | | |

LIBRARY BOARD REPORT

Subject: Fine-Free

Report #: CEO-2023-01

From: Valerie Stevens, Library Director/CEO

Date: March 16, 2023

Background

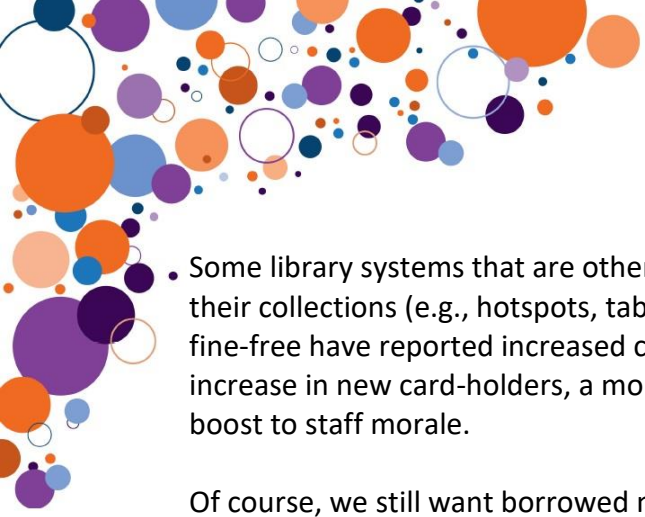
Over the past decade, there has been a growing trend of going fine-free in public libraries, with a significant increase in the number of library systems “going fine-free” starting in 2020, in conjunction with the COVID-19 pandemic. With the support of the Library Board, Georgina Public Library (GPL) launched a Fine-Free Pilot Project in September 2021. This report provides Georgina-specific information, as well as trends in our region, province, country, and world-wide.

Community Impact

Traditionally, overdue fines have been levied by public libraries with the expectation that the fines would encourage patrons to return their items on time. Studies have shown that, in fact, discontinuing the use of late fines generally leads to an increase in materials returned, as well as increased numbers of residents returning as library users or getting a library card for the first time. What seems like a minor cost to some can be insurmountable to others, particularly members of marginalized communities, and often leads a patron with fines to abandon the library; as a result, those who most need to access library resources are often disproportionately impacted by their inability to pay fines. Providing equitable access to information and a welcoming environment for all is very important to GPL; by permanently eliminating overdue fines, we will be taking positive steps in supporting those goals, thereby supporting our community.

Hundreds of library systems across Canada have gone permanently fine-free, including Toronto Public Library and most of our neighbouring public library systems:

| Library System | Fine-Free Status |
|---------------------------|------------------|
| Aurora | Yes |
| Bradford-West Gwillimbury | Yes |
| Brock Township | Yes |
| East Gwillimbury | Yes |
| King Township | Yes |
| Markham | Yes |
| Newmarket | Yes |
| Richmond Hill | Yes |
| Vaughan | Yes |
| Whitchurch-Stouffville | No |



- Some library systems that are otherwise fine-free still charge overdue fines for sub-sections of their collections (e.g., hotspots, tablets, ILLO, Library of Things items, etc.). Libraries that have gone fine-free have reported increased circulation numbers, the return of lapsed card-holders, an increase in new card-holders, a more positive image of the library within the community, and a boost to staff morale.

Of course, we still want borrowed materials to be returned in a timely fashion for the enjoyment of other residents. The chart below details GPL’s current communications schedule around borrowed materials:

| Notice Type | Via | Criteria |
|-------------------|-------------------------------|--|
| Checkout Slip | Email and/or Paper | Provided at checkout |
| Due Date Reminder | Email | Due in exactly 3 days |
| First Overdue | Email | At least 12 days overdue, 0 notices sent |
| | Paper (if no email available) | |
| Second Overdue | Email | At least 24 days overdue, 1 notice sent |
| | Paper (if no email available) | |
| Assumed Lost | Paper | At least 36 days overdue |

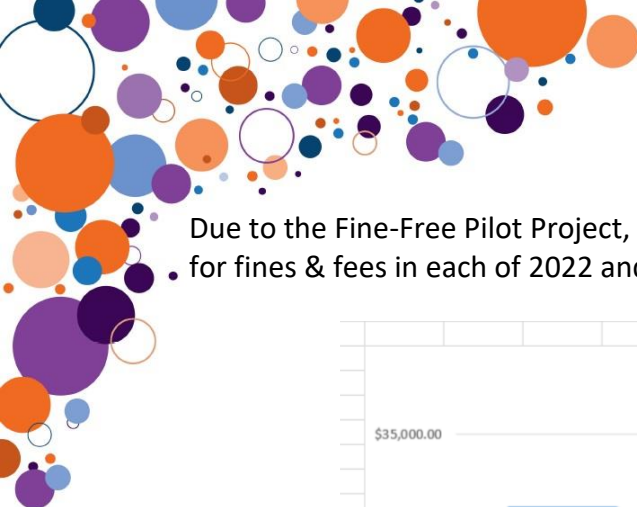
Paper Notices (printed & mailed every Thursday):

- First & Second Overdue Notices: w/o email
- Overdue Notices: Assumed lost

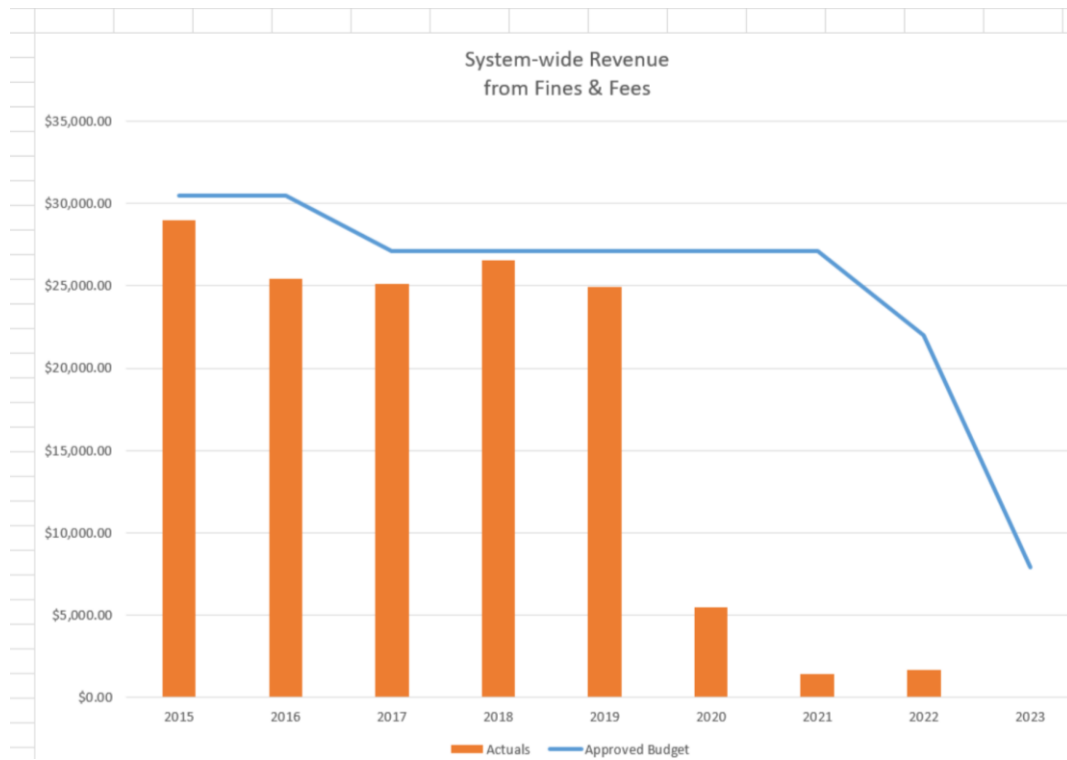
Assumed Lost: If a patron account shows \$40+ owing, it will be picked up by GPL’s third-party collection agency to start the collections procedure 10 – 14 days **after** the notice is generated.

Financial Implications

There are, of course, financial implications for GPL with the elimination of overdue fines; as with many public libraries, these impacts are smaller than one might think. Before the recent wide-spread adoption of fine-free policies by public libraries in North America, income from fines was typically 1% or less of public library budgets, on average.



Due to the Fine-Free Pilot Project, GPL staff significantly reduced the expected revenue budget line for fines & fees in each of 2022 and 2023:



Fines & fees have been less than 1% of GPL’s overall budget since 2020; in 2023, fines & fees are budgeted at just 0.28% of GPL’s expected revenue. GPL staff will continue to closely monitor this budget line and adjust as necessary.

| Budget Year | Total Revenue Budget | Total Fines Revenue Budget | Fines as Percentage of Revenue |
|-------------|----------------------|----------------------------|--------------------------------|
| 2015 | \$2,175,910.00 | \$30,500.00 | 1.40% |
| 2016 | \$2,244,070.00 | \$30,500.00 | 1.36% |
| 2017 | \$2,336,050.00 | \$27,100.00 | 1.16% |
| 2018 | \$2,503,420.00 | \$27,100.00 | 1.08% |
| 2019 | \$2,583,590.00 | \$27,100.00 | 1.05% |
| 2020 | \$2,723,760.00 | \$27,100.00 | 0.99% |
| 2021 | \$2,771,580.00 | \$27,100.00 | 0.98% |
| 2022 | \$2,706,480.00 | \$22,000.00 | 0.81% |
| 2023 | \$2,799,030.00 | \$7,900.00 | 0.28% |

Additionally, there is the hidden cost of staff-time involved with collecting overdue fines. GPL’s pay rate for an entry-level Library Clerk works out to approximately \$0.30 per minute; with an average time expenditure of 3 minutes per fine, that is nearly \$1 spent to collect as little as \$0.25. Of course, some transactions are shorter, many are longer, and we have many staff members at higher rates of pay who would regularly



collect overdue fines-particularly larger fines. Staff time and energy are better spent on building positive relationships with community members.

Recommendation

That the Georgina Public Library Board eliminate overdue library fines on Georgina Public Library materials for all users; borrowers will continue be charged fees for replacing lost or damaged materials, including processing fees and the cost of referrals to third-party agencies.

References & Resources

1. <https://librarianship.ca/features/fine-free-libraries-in-canada/>
2. <https://resources.olservice.ca/finefree>
3. <https://www.innisfilidealab.ca/fine-free/>
4. <http://www.londonpubliclibrary.ca/sites/default/files/7a%20Fine%20Free%20Recommendation%20-%20September%2024%202020.pdf>
5. <https://www.anchoragelibrary.org/about/about-apl/library-news/anchorage-public-library-is-now-late-fine-free/fine-free-research>
6. <https://www.tvu.org/article/long-overdue-why-more-ontario-libraries-are-going-fine-free>
7. <https://www.theglobeandmail.com/life/article-in-canadian-libraries-the-era-of-late-fees-may-be-headed-to-history/>
8. <https://www.npr.org/2019/11/30/781374759/we-wanted-our-patrons-back-public-libraries-scrap-late-fines-to-alleviate-inequi>
9. <https://www.cde.state.co.us/cdelib/removingbarrierstoaccess>

Respectfully Submitted:

Valerie Stevens
Library Director/CEO
March 16, 2023

Georgina Public Library Board Policy Manual

Policy Title: Fines for ~~Overdue~~, Damaged or Lost Materials

Intent

In accordance with the Public Libraries Act, R.S.O. 1990, Library Boards reserve the right to impose fees for certain services and fines/charges for materials that are returned late, lost, or damaged.

Regulations

The following schedule of fines and fees will be adhered to:

- ~~1. Fines will be charged for all materials returned late. Rates will be charged according to the rate schedule laid out in Appendix "A" to this policy.~~
- ~~2.1.~~ Cards will be blocked according to the maximum fines and overdues as laid out in Appendix "A" to this policy.
- ~~3.2.~~ Lost or damaged library cards or barcodes will be charged at the rates laid out in Appendix "A" to this policy.
- ~~4.3.~~ Materials overdue by 40 days will be "assumed lost" and a material replacement cost plus the applicable processing fee as shown in Appendix "A" to this policy will be charged. In the absence of the patron, these charges will be attached to the patron's electronic record. If the amount exceeds \$40 for an individual, the account may be sent to a collection agency. Patrons/families that are sent to collection more than once will have their access to library materials blocked for a period of one year.
- ~~5.4.~~ Material replacement costs will be charged for lost or irreparably damaged items. The amount charged will be the actual cost of the item, or if such cost is unavailable, according to the average cost table provided by ~~Library Services Centre~~ the Library's material supplier on an annual basis, plus the applicable processing fee as shown in Appendix "A" to this policy.
- ~~6.5.~~ A damage fee will be assessed to any material returned damaged, but still usable by the library, according to the extent of the damage and age of the material, at the sole discretion of library staff.
- ~~7.6.~~ In the event that a lost item is found and returned, any replacement fees paid will be reimbursed with proof of payment, minus the processing fee paid. Item(s) must be in usable condition and be returned within six (6) months of the due date.

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~~8.7.~~ Managers and designated staff may, at their discretion, reduce or waive charges in special circumstances such as hospitalization, death in the family, or special needs.

~~9.8.~~ This schedule of fines and fees will be reviewed and amended by the Board from time to time to reflect current cost realities.

Procedures

1. Library staff are authorized to collect fines and fees on behalf of the Board.

| POLICY HISTORY: | |
|---|--|
| Initial Draft: | November 22, 2006 |
| Draft Presentation Review: | April 16, 2007 |
| Board Presentation: | April 19, 2007 |
| Board Adoption: | April 19, 2007 |
| Review: | November 19, 2009 |
| Board Adoption: | November 19, 2009 |
| Board Review: <u>Revision:</u> | November 20, 2014; March 17, 2016; <u>May 16, 2019;</u> <u>March 23, 2023</u> |
| Board Review: | May 16, 2019 |

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APPENDIX "A"

| Description | Fee Rate | Maximum |
|---|--|--------------------|
| Late Fees | | |
| Late Materials Return—ADULT CARD— | .25 per item per day | \$10.00 |
| Late Materials Return—JUV/TEEN CARD | .10 per item per day | \$5.00 |
| <u>EXCEPTIONS:</u> DVDs Video Games Theme Kits Express books/DVDs | .25/item/day \$1/item/day \$1/item/day \$1/item/day | \$10.00 |
| Replacement of Lost/Damaged Items | | |
| Replace lost or damaged library cards | \$2.00 | |
| Replace removed or damaged barcodes | \$2.00 | |
| Borrowing Blocks | | |
| Adult cards | \$15 in Fines Fees | 5 Overdues |
| Juvenile cards | \$10 in Fines Fees | 5 Overdues |
| Other Fees | | |
| Processing Fee | \$5.00 | |

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Policy Title: Hours of Service

Intent

The Public Libraries Act, R.S.O. 1990, c. P.44, s. 20 (a) states that a library board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs.

Regulations

1. Library services will be provided during hours which best meet the needs of the community within budgetary restrictions.

Procedures

2.1. Branches of Georgina Public Library will be open the following hours:

a) Keswick Branch

- Monday – closed
- Tuesday – 10am to 9pm
- Wednesday – 10am to 9pm
- Thursday – 10am to 9pm
- Friday – 10am to 6pm
- Saturday – 9am to 5pm
- Sunday – 1pm to 5pm

b) Peter Gzowski (Sutton) Branch & Pepperlaw Branch

- Monday – closed
- Tuesday – 10am to 9pm
- Wednesday – 10am to 9pm
- Thursday – 10am to 9pm
- Friday – 10am to 6pm
- Saturday – ~~12pm to 5pm~~ 9am-2pm
- Sunday – 1pm to 5pm

3.2. Georgina Public Library will be closed on the following ~~statutory~~ holidays. Note that most are on Mondays, which do not affect public hours:

- New Year's Day, January 1st
- Family Day
- Good Friday
- Easter Sunday
- Easter Monday

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- Victoria Day
- Canada Day, July 1st
- August Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day, December 25th
- Boxing Day, December 26th
- Early closure (12pm) on Christmas Eve, December 24th
- Early closure (12pm) on New Year's Eve, December 31st

4.3. From time to time, all branches or a specific branch may be closed for special maintenance or other operational needs. Such closing will be posted on the Library's website and in the branches at least 3 weeks in advance.

5.4. Emergency ~~closing~~ closures due to weather or other unforeseen events will be posted on the Library doors, and if possible, on the Library's website. ~~Closuring~~ closures due to weather and other emergencies will be at the discretion of the Director of Library Services/CEO or designate.

6.5. The Director of Library Services/CEO will be responsible for ensuring adequate staffing during open hours.

| POLICY HISTORY: | |
|--|---|
| Initial Draft | November 22, 2006 |
| Draft Presentation Review | June 28, 2007 |
| Board Presentation: | August 16, 2007 |
| Board Adoption: | August 16, 2007 |
| Board Revision <u>revisions</u> : | August 15, 2019; <u>March 23, 2023</u> |

Georgina Public Library Board Policy Manual

Policy Title: Health and Safety Policy

Intent

Georgina Public Library acknowledges its responsibility to provide and maintain a safe and healthy work environment for our staff. In compliance with federal and provincial legislation, the Georgina Public Library Board adopts the Town of Georgina's Health and Safety Policy and its accompanying policies and statement, as amended from time to time.

| | |
|-----------------|--|
| POLICY HISTORY: | |
| Board Adoption: | June 17, 2021 |
| Board Review: | January 20, 2022; <u>March 23, 2023</u> |



GEORGINA


HEALTH AND SAFETY POLICY

Commitment to Health and Safety is an integral part of our organization. Protection of employees from injury or occupational disease is a major continuing objective of the Corporation. We are dedicated to providing a safe, healthy work environment for our staff.

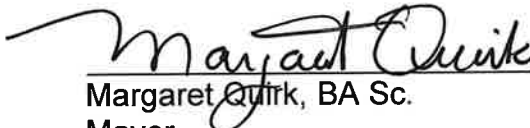
It is in the best interests of workers, supervisors and department heads to consider health and safety in every activity. Every worker is responsible for his or her own safety by working in compliance with all applicable federal and provincial legislation and with the health and safety practices and procedures established by the Corporation. Every precaution will be taken to ensure that all machinery and equipment is in a safe operating condition and that workers receive adequate training in their specific work tasks to protect their health and safety. Every worker must also make a personal commitment to safety, to help reduce injuries in the workplace.

The Corporation, as the employer, is ultimately responsible for the health and safety of its workers. Department heads and supervisors are accountable for the health and safety of employees under their supervision. We give you our commitment that every reasonable precaution will be taken for the protection of our employees.

Signed this 16th of February, 2023



Ryan Cronsberry
Chief Administrative Officer



Margaret Quirk, BA Sc.
Mayor

Georgina Public Library Board Policy Manual

Policy Title: Video Surveillance

Intent

In the interest of the safety and security of ~~the~~ library buildings and all who enter, the responsible guardianship of publicly funded ~~precious~~ resources, and the most effective use of staff time, video surveillance cameras have been installed in vulnerable areas of ~~the~~ library branches. ~~These areas is~~ may include, ~~but are not limited to, the outside main entrances and main lobby, and the hallway outside the washrooms. both interior and exterior areas.~~

~~Video surveillance is required because:~~

- ~~a. These areas are readily accessible by all members of the public.~~
- ~~b. These areas are unsupervised and beyond the normal sightlines of library staff.~~
- ~~c. Staffing of these unsupervised areas would be prohibitively expensive and impractical.~~
- ~~d. There have been repeated acts of vandalism, theft, and mischief in these areas.~~

This policy is in force to deter public endangerment, vandalism, theft, and mischief, ~~in unsupervised areas~~ and to identify those individuals involved in such activity for law enforcement ~~and Library Code of Conduct enforcement~~ purposes, while adhering to the ~~Municipal Freedom of Information and Protection of Privacy Act and the Freedom of Information Act (MFIPPA)~~ and the ~~guidelines set out by the Information and Privacy Commissioner (IPC) of Ontario.~~

Regulations

1. ~~Signage Notification to the Public in Areas under Surveillance~~
 - a. ~~The public will be notified, using c~~Clearly worded, prominently displayed signs, including a graphical depiction, prominently displayed at the perimeter of the video surveillance areas, shall be posted at library entrances to ensure so that library visitors have reasonable and adequate warning that surveillance is or may be in operation on-site before entering any area under video surveillance. Signs posted in relevant areas read "Attention: this area is under video surveillance. All activity is recorded". A sign at the main entrance reads "The Georgina Public Library uses video surveillance equipment to gather information that may be used to prosecute, or

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~~investigate instances of theft, vandalism, or public endangerment.~~

- b. Signage shall include the legal authority for the use of video surveillance equipment, and the primary purposes for which the information is intended to be used.
- c. The title, business address, and business telephone number of the Library Director/CEO will be posted to answer any questions from the public about video surveillance.
- d. Information from a, b, and c above shall also be posted on the Library's website.

~~If you have any questions regarding this activity, please contact the Director/CEO at 905-476-7233 ext 4522.~~

2. Use of Video Surveillance Equipment

a. ~~Reception and monitoring equipment is located in the secure and locked Server Room;~~ as follows:

- i. Keswick branch: in the facility management office
- ii. Sutton branch: in the server cabinet in the staff room
- iii. Pefferlaw branch: in the utility room

a.b. ~~Access to reception and monitoring equipment is~~ password-protected and limited to members of the Library's Management Team, Facilities Management Team, and others only as authorized by the Director/CEO or designate. The video surveillance equipment will be dedicated to that use only and under no circumstances will be used for any other duties.

b.c. ~~The Library Director/CEO-, members of the Library~~ Management Team, and building custodial staff members of the Facilities Management Team are authorized to monitor and operate the video surveillance equipment. Video surveillance will be in effect 24 hours per day (with motion sensor).

e.d. ~~Access will be given by authorized staff to any agency or individual, e.g. police, retained by the Library to use the information gathered for investigative purposes in order to perform duties related to their job.~~

d.e. ~~The system will be secure and will only be viewed by those authorized to do so.~~

3. Use of Records

a. Recorded data is stored on a hard drive located ~~in the secure & locked Server Room~~ with the recording equipment described in 2, above.

b. Access to the recorded data is limited to the people listed above who need the information in the performance of their duties.

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- c. Logs will be kept of all instances of access to, and use of, recorded data to enable a proper audit trail.
- d. The information recorded on the equipment will only be used under the following circumstances:
 - i. Viewed for police reportable events e.g. break-ins, theft, or vandalism.
 - ii. Viewed for administrative actions e.g. viewing incidents that may lead to banning individuals from the building due to cases of public endangerment, vandalism, theft, or violation of the Library's Code of Conduct.
- e. Records will be viewed only to investigate a pre-defined occurrence. Records will be reviewed first by 2 members of authorized staff to determine if the incident is Administrative or Police reportable. If the incident is determined to be Police reportable, appropriate action will be taken. The information viewed will remain the property of Georgina Public Library and will be treated as confidential and stored as noted in point 3 a.
- f. Normal retention period for records is 30 days~~2 weeks~~ followed by destruction by recording overerasing data from the hard drives(s), unless required for evidence. Records required for evidence shall be saved to a secure digital file ~~and/or CD~~ and stored in a secure environment. Such records will be destroyed when no longer required for evidence.
- g. The Library Director/CEO~~;~~ will be responsible for the Library's privacy obligations under the MFIPPA. ~~(Freedom of Information and Protections of Privacy Act)~~

4. Dealing with a Breach of Privacy

If a privacy breach has occurred (loss, theft, or inadvertent disclosure of personal information) immediate action must be taken as follows: ~~to control the situation:~~

- a. Identify the scope of the breach and take steps to contain the damage, (e.g. retrieve copies of recorded information, determine if unauthorized access to an electronic the video surveillance system has occurred, etc.).
- b. ~~Ensure that~~ Immediately notify the Library Director/CEO or designate ~~and appropriate staff are notified immediately~~ of the breach.
- c. The Library Director/CEO or designate shall ~~inform~~ the IPC (Information and Privacy Commissioner) through the Town of Georgina Clerk's office.
- d. If applicable, notify individuals whose personal information has inadvertently been disclosed.

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- e. Conduct an internal investigation into the matter, report on the findings, and ~~quickly~~ promptly implement any recommendations. ~~The objectives of this is~~ investigation should include: a review of the circumstances surrounding the event as well as the adequacy of existing policies and procedures in protecting personal information, with the goal of preventing potential future disclosures.
- f. Try to resolve a complainant's concerns informally at the onset of the complaint.

5. Training

All Library staff will be made aware of their obligations under ~~the Protection of Privacy Act MFIPPA and IPC guidelines,~~ and training will be conducted accordingly.

6. Policy Review

The Library Board will review and evaluate the Library's video surveillance ~~program and~~ policy as required.

7. Compliance

Failure to comply with this policy may result in disciplinary action up to and including termination of employment.

Attachments:

Signage

| POLICY HISTORY: | |
|---------------------------|---|
| Initial Draft | November 22, 2006 |
| Draft Presentation Review | June 28, 2007 |
| Board Presentation: | August 16, 2007 |
| Board Adoption: | August 16, 2007; January 2017; March 23, 2023 |
| <u>Board Review:</u> | <u>January 2017;</u> <u>March 23, 2023</u> |