

Georgina Public Library

Draft Agenda

February 21st 2019 @ 7:00 p.m.

P. Nicholls Board Room, Keswick Branch

1. Call to Order
2. First Nations Acknowledgement Statement
3. Roll Call
4. Introduction to Addendum Items
5. Approval of the Agenda
6. Declarations of Pecuniary Interest
Pages 1 to 6
7. Adoption of the Past Minutes – 18 December 2018
8. Delegations/Speakers
9. Presentations
10. Consent Agenda
Pages 7 to 30
 - a. Branch Reports
 - b. Library Statistics
 - c. Website Statistics
11. Communications
 - a. CEO Update - Verbal
 - b. Friends of the Library Update - Verbal
12. Old Business
 - a. 2018 Year End Finance Statement - Verbal
13. New Business
 - a. OLA SuperConference Reports - Verbal
Pages 31 to 40
 - b. Policy Review – Board Members' Code of Conduct Policy
14. Other Business For Which No Notice Has Been Given
15. Adjournment
16. Next Meeting Date /Time – Thursday March 21st, 2019

Georgina Public Library Board

Minutes

Thursday December 13th 2018 @ 5:00 p.m.

P. Nicholls Board Room, Keswick Branch

1. Call to Order

The meeting was called to order at 5:03pm

2. First Nations Acknowledgement Statement

"We would like to begin today's meeting by acknowledging that the Town of Georgina is located over lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples and 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."

3. Roll Call

The following Board members were present:

Suzette Leeming, Chair
Bobbi Sabatini, Vice Chair
Mary Catherine Macaluso
Rita Beechey
Nancy Rodrigues
Lori Anderson
Gabriel (Sam) Kennedy

The following staff members were in attendance:

David Harvie, Director of Library Services/CEO
Desirée Coates, Corporate Services Clerk
Kathy Coates, CUPE 905.13 Union Representative

4. Chair's Remarks

In the absence of the Board Chair, the Vice Chair chaired the meeting.

5. Introduction to Addendum Items

None

6. Approval of the Agenda

Moved by Mary Catherine Macaluso, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2018-0082

That the Georgina Library Board Agenda of December 13, 2018 be approved as approved.

Carried

7. Declarations of Pecuniary Interest

None

8. Adoption of the Past Minutes

Minutes of November 15, 2018 Board Meeting

Moved by Lori Anderson, Seconded by Nancy Rodrigues

RESOLUTION NO. GLM-2018-0083

That the minutes of November 15, 2018 be approved as presented.

Carried

9. Delegations/Speakers

None

10. Presentations

None

11. Consent Agenda

a. Branch Reports

b. Library Statistics

Note: Library Usage Stats will be distributed at meeting. Full activity statistics were not available at the time of the report preparation.

c. Website Statistics

d. Financial Statement – November 2018

e. Work Plan Update

Moved by Gabriel (Sam) Kennedy, Seconded by Mary Catherine Macaluso

RESOLUTION NO. GLB-2018-0084

That Item 11 Consent Agenda be received as presented.

Carried

12. Communications

a. CEO Update – Verbal

- Executive Assistant Update – HR has completed the references checks and is preparing an offer. We are hoping to have a start date in early February.
- The Book Sale on Dec 1st at the Keswick branch generated about \$800.
- Applications for the Library Board closes tomorrow (Dec 14th) at 4:30pm.
- Town Council has appointed Councillor David Neeson to the new Library Board.
- Town Council has appointed Regional Councillor Grossi and Councillor Dan Fellini to the MURC Project Steering Committee.
- The first meeting of the new Library Board will be called by the Library CEO once Council has made their appointments.

b. Friends of the Library Update – Verbal

- Next meeting of the Friends is scheduled on Monday Dec 17th

Motion to receive the Communication presented.

Moved by Lori Anderson, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2018-0085

Carried

13. Old Business

The Board Chair arrived and took over the meeting.

a. Board Legacy Document

The Board Legacy Document was presented to the Board. The Chair asked for feedback and any other changes as needed. Gabriel (Sam) Kennedy commented on the wording in the paragraph directly following

the listing of achievements. The sentence was changed to the read...*"the next board can continue this effort"* and delete the rest of sentence.

Moved by Mary Catherine Macaluso, Seconded by Rita Beechey

RESOLUTION NO. GLB-2018-0086

Board Legacy Document wording changed as noted.

Motion to accept and to distribute to Council and the next Library Board.

Carried

14. New Business

a. OLA Super Conference – January 30 - February 2, 2019

The Board has traditionally sent two trustees to the annual OLA conference in Toronto. Early bird registration pricing closes shortly. At present there is no indication as to whom or when new members will be appointed to the new Board by Council. Registration names can be changed before the conference. It was decided to send one member to attend the Trustee Boot Camp on Saturday, and a second member to attend the entire conference.

Motion to accept this information and direct the CEO to register two members for conference.

Moved by Bobbi Sabatini, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2018-0087

Carried

b. 2018 GPL Fact Sheet

The Library prepared a fact sheet of library activities & statistics for Council orientation. The Chair complimented the CEO on the fact sheet, which will form the basis of a 2018 annual report. The CEO spoke to some of the questions received by Council members in regards to some of the facts.

Motion to accept the fact sheet as presented.

Moved by Mary Catherine Macaluso, Seconded Lori Anderson

RESOLUTION NO. GLB-2018-0088

Carried

15. Other Business For Which No Notice Has Been Given

None

16. Adjournment

Moved by Rita Beechey, Seconded by Gabriel (Sam) Kennedy

RESOLUTION NO. GLB-2018-0089

That the Georgina Public Library Board December 13, 2018 meeting adjourn at 5:30pm

17. Next Meeting Date /Time

The first meeting of the new Georgina Public Library Board will be called by the CEO, once appointed by Georgina Town Council.

Community Connections

- Presented “Holiday Tales & Tidbits of Georgina” alongside community partners from Queensville Players and Georgina Historical Society.

Spaces

- Lock core for ILLO office stopped functioning correctly; replaced-Dec 11
- Ongoing work on HVAC unit/thermostat sensors in Rotunda area

People and Leadership

- Lynn McKinley, one of our Casual Library Clerks, accepted a temporary contract as a Library Clerk from mid-December to the end of March.
- Val Stevens, Michele Reynolds, and Ruth Berry attended focus group sessions with Jamie Hardie of Hardie and Associates to contribute to the re-branding design decisions.
- Tracey Emery & Michele Reynolds (Library Clerks) received training to process Better World Books donations.
- Tracy Emery completed Town Policy training that she had missed in spring 2018.

Collections & Programs (Adult)

Keswick Branch		
Date	Program Name	Participants
Dec 5	Holiday Tales & Tidbits of Georgina	22
Dec 6	Mah Jongg Club	6
Dec 6	ESL conversation circle	2
Dec 6	Knitting group	8
Dec 12	Book Club	9
Dec 13	Mah Jongg Club	5
Dec 13	ESL conversation circle	4
Dec 13	Knitting group	10
Dec 14	Exam Proctoring	1
Dec 20	Cedarvale pop-up library	5
Dec 20	ESL conversation circle	8
Dec 20	Knitting group	7
Dec 27	Knitting group	4
Various	One on one tech help (eServices technician)	19
	Total:	110

Technology

- VNC hardware replaced in Ice Palace, improving hardwired connectivity-Dec 11
- Ruth Berry (eServices Technician) doing final software updates on five new training laptops-last of the 2018 computer cycling.

Submitted by: Valerie Stevens
Keswick Branch Librarian
January 15, 2019

Community Connections

- On December 10 Ms. Stark made her first visit to Rixon Manor, to exchange books. A selection of books from the library (some unwanted donations from the public, some discarded materials from the library collection) were given to Rixon, and books from Rixon's collection were given to the library to add to our book sale cart. There were 3 residents present, all of whom were very excited to see the new books arriving on their shelves.

Spaces

- Nothing new to report.

People and Leadership

- This month, Library Clerk Anna Delong passed her probationary review for her new position as Library Clerk II. Congratulations Anna!
- Library staff participated in a survey for all Town staff December 10-14, to give feedback on how each department – and in particular, the Town Communications team – can improve communication between departments.

Collections and Programs

- On December 1 Ms. Stark hosted a large book sale in the lounge area at the Keswick branch, with the help of our CEO and two Library Students. The sale drew quite a bit of interest and enthusiasm from our patrons on social media, and when the library doors opened at 9:00am, a rush of patrons flooded the lounge! The sale was a great success, not only for the fact that we generated \$875.00 of revenue for the library, but because of all the positive comments we received from patrons. Several patrons were very



excited to learn that the books were sold by donation, so they were able to afford to purchase as many books as they wanted, and many expressed their love for the library and their desire to support us. One particular patron said that she had not been to the library in 20 years, because she had difficulty returning her books on time, but she came back when she heard about the sale because she knew that this way she could get new

books without incurring late fines. Many attendees were eager to see another book sale happen in the near future, so we hope to offer another sometime in 2019.

- Staff at the Pepperlaw and Keswick branches completed a “swap” of the western and romance paperbacks in the two branches this month – all of Pepperlaw’s westerns and romances were sent to Keswick, and vice versa. This provides readers in each branch with new titles to enjoy without each branch having to purchase a whole new set of books.

Adult Programs

Pepperlaw Branch		
Date	Program Name	Participants
December 1	Book Sale (in Keswick)	Approx. 100
December 6	Book Club	7
December 27	Winter Welcome (day 1)	18
December 28	Winter Welcome (day 2)	13

Technology

- Nothing new to report.

*Submitted by Becky Stark
Branch Librarian
January 8, 2019*

Peter Gzowski (Sutton) Branch Report

December 2018

Community Connections

- The art exhibit, KidZ Art Camp, remains on display, in partnership with Georgina Arts Centre & Gallery.
- Dec. 5, offered space to Sandgate, who presented a display in support of the National Day of Remembrance.
- Dec. 18, offered space to Habitat for Humanity to present an information session.

Spaces

- The team began the re-organization of the storage closets in the program room.
- Dec. 18, the new full-size refrigerator arrived, courtesy of the Friends of the Library

People and Leadership

- Dec. 4 and 5, Kate proctored two exams for local students completing distance education.
- Dec. 17, Kate participated in the second meeting of the Rebranding Committee with the marketing consultant.
- Dec. 18, branch hosted HR Policy Training for two GPL team members.
- Dec. Wendy Cuthbert completed 4 required courses towards her Library Techniques diploma.

Collections

- The JDVD Collection was relocated to enhance customer experience. The collection is now in the CYS area of the branch for children to browse.

Technology

- The town upgraded the VPN in our server.

Programs (Adult)

Peter Gzowski (Sutton) Branch		
Date	Program Name	Participants
Saturdays, Dec. 1, 8, 15, 22 and 29	Purls & Chains	16
Thursdays, December 6	Mindfulness Meditation	0
Thursday, December 13	Book Club	8
Sunday, December 30	Scrabble	n/a

Sunday, December 30	Wordsmiths	4
Wednesday, December 19	Georgina Hospice	8

Highlight

The students at Black River Public School and St. Bernadette's Catholic School have taken out **6213** books since the start of the school year.

Prepared by:

K. Gibson, Peter Gzowski (Sutton) Branch Librarian, January 7, 2019



GEORGINA PUBLIC LIBRARY
CYS Report
Fall: October to December 2018

Spaces

(include building/facility issues, improvements, creative uses)

- Air circulation has been improved in the back half of the Keswick Branch, improving A/C and heating quality in the CYS office and rotunda.
- Ice Palace staff continue to try to increase the temperature in the CYS office sink, to no avail.

People and Leadership

(include staff professional development, issues, news, H&S, board initiatives)

- Joel attended the LSC Children's Display Day at the Brampton Public Library on October 4.
- Joel attended Leadership Training at the Town on October 11 and November 22.
- Joel appeared on Rogers TV's Georgina Life on October 15 to promote the library's CYS programs.
- Rachel attended a workshop on Enriching Language at Uxbridge Public Library on November 2.
- Joel, Jo, Sara, and Rachel attended the OLA's Child & Youth Expo on November 5, and Joel also attended on November 6. Joel was a member of the committee that planned this year's event, Jo gave a Spark Talk presentation on GPL's successful Teen Locked In events, and Sara and Rachel created a Show n' Tell table showcasing GPL's outreach and partnership endeavors.
- Joel gave a presentation at the Council Meeting on November 7, announcing the Angus Mowat Award nomination and advocating for GPL's Children's & Youth Services.
- Joel attended a Makers Meeting at Whitchurch-Stouffville Public Library on November 26.
- Joel and Jo attended Marketing Meetings on December 3 and 17.

Collections and Programs

(include programs, displays, collection projects, proctoring)

Collection:

- The focus of the fall was refreshing the children's collection at the Peter Gzowski Branch, particularly the juvenile non-fiction books (weeding and rotating materials among the branches). Other areas of the branch's juvenile collection have been moved and tidied up.

Programs:

- Our most popular weekly programs throughout the fall included: Read Play Learn on Thursdays in Keswick (311 total attendance), Reading Buddies in Keswick on Tuesdays (211), LEGO Club on

Wednesdays in Sutton (182), Tales for Tots in Keswick on Tuesdays (176), and Groovy Tuesdays on Tuesdays in Sutton (175).

- We ran many special events throughout the fall:
 - **Red Cross Babysitting Course** (Keswick, October 22 & November 23): 19 kids and 16 kids, respectively, participated in these ever-popular courses held on P.A. Days.
 - **Not-So-Scary Halloween Party** (Keswick, October 23): a record-high 250 people attended this annual event.
 - **Not-So-Scary Halloween Party** (Pefferlaw, October 24): despite such a big turnout in Keswick the night before, 92 people attended the same event the following night, the first time we've offered it in Pefferlaw.
 - **IFOA Author Visit: Lesley Livingston** (Keswick, November 16): 62 students and teachers attended a complimentary author visit, organized in conjunction with IFOA.
 - **P.A. Day Movie: *Incredibles 2*** (Keswick, November 23): 27 people attended this family film.
 - **A Very Merry Holiday: Team T&J Christmas Concert** (Keswick, December 14): 203 people attended this event, the first year that we revamped the old Holiday Magic program.
 - **Teen Locked In: Nerf Dart Games** (Keswick, December 21): 30 teens visited the library after-hours to play a mixture of Nerf games.
 - **Super Smash Bros Ultimate Tournament** (Pefferlaw, December 28): 5 people played video games during this holiday offering.

Outreach:

- **St. Thomas Aquinas SRC Assembly** (October 25): CYS staff gave a presentation to 330 students and teachers to present the winning school with the Summer Reading Club trophy.

Stats:

Keswick

Total Number of Participants:	Total Number of Programs:
1,649	62

Sutton

Total Number of Participants:	Total Number of Programs:
676	27

Pefferlaw

Total Number of Participants:	Total Number of Programs:
222	20

Outreach

Total Number of Participants:	Total Number of Programs:
330	1

Technology (include tech & computer news & issues)

- Nothing new to report.

Submitted by: Joel Sutherland

Date: January 4, 2019

My Dashboard

Dec 1, 2018 - Dec 31, 2018

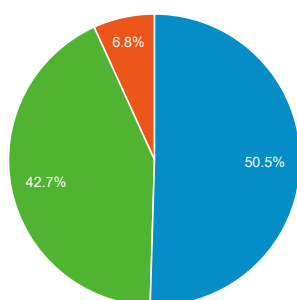
Compare to: Dec 1, 2017 - Dec 31, 2017

All Users
+0.00% Sessions

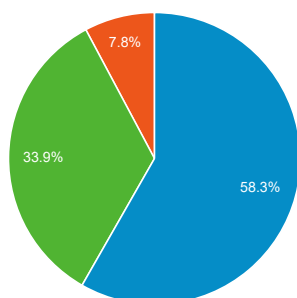
Visits by Traffic Type

■ direct ■ organic ■ referral

Dec 1, 2018 - Dec 31, 2018



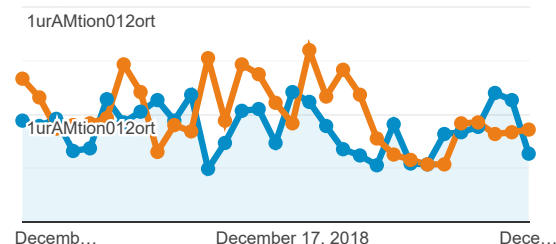
Dec 1, 2017 - Dec 31, 2017



Avg. Visit Duration

Dec 1, 2018 - Dec 31, 2018: Avg. Session Duration

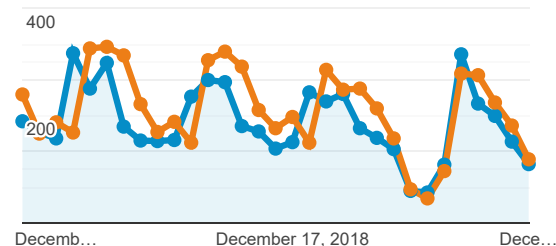
Dec 1, 2017 - Dec 31, 2017: Avg. Session Duration



Visits

Dec 1, 2018 - Dec 31, 2018: Sessions

Dec 1, 2017 - Dec 31, 2017: Sessions



Visits and Pageviews by Mobile

Mobile (Including Tablet)	Sessions	Pageviews
No		
Dec 1, 2018 - Dec 31, 2018	2,944	5,174
Dec 1, 2017 - Dec 31, 2017	3,983	6,967
% Change	-26.09%	-25.74%
Yes		
Dec 1, 2018 - Dec 31, 2018	2,871	4,046
Dec 1, 2017 - Dec 31, 2017	2,546	3,633
% Change	12.77%	11.37%

Bounce Rate

Dec 1, 2018 - Dec 31, 2018

58.38%

Avg for View: 58.38% (0.00%)

Dec 1, 2017 - Dec 31, 2017

59.57%

Avg for View: 59.57% (0.00%)

% New Visits

Dec 1, 2018 - Dec 31, 2018

45.23%

Avg for View: 45.23% (0.00%)

Dec 1, 2017 - Dec 31, 2017

44.14%

Avg for View: 44.14% (0.00%)

Pageviews

Dec 1, 2018 - Dec 31, 2018

9,220

% of Total: 100.00% (9,220)

Dec 1, 2017 - Dec 31, 2017

10,600

Visits and Avg. Visit Duration by Co...

Country	Sessions	Avg. Session Duration
Canada		
Dec 1, 2018 - Dec 31, 2018	5,562	00:01:49
Dec 1, 2017 - Dec 31, 2017	6,422	00:02:10
% Change	-13.39%	-15.62%
United States		
Dec 1, 2018 - Dec 31, 2018	70	00:00:10
Dec 1, 2017 - Dec 31, 2017	47	00:00:51
% Change	48.94%	-80.09%
Yemen		
Dec 1, 2018 - Dec 31, 2018	24	00:01:29
Dec 1, 2017 - Dec 31, 2017	0	00:00:00
% Change	100.00%	100.00%
Brazil		
Dec 1, 2018 - Dec 31, 2018	16	00:00:04
Dec 1, 2017 - Dec 31, 2017	1	00:00:00
% Change	1,500.00%	100.00%
United Kingdom		
Dec 1, 2018 - Dec 31, 2018	14	00:00:02
Dec 1, 2017 - Dec 31, 2017	7	00:00:02
% Change	100.00%	0.00%

Visits

Dec 1, 2018 - Dec 31, 2018

5,815

% of Total: 100.00% (5,815)

Dec 1, 2017 - Dec 31, 2017

Dec 1, 2017 - Dec 31, 2017

6,529

% of Total: 100.00% (6,529)



% of Total: 100.00% (10,600)



Avg. Visit Duration

Dec 1, 2018 - Dec 31, 2018

00:01:46

Avg for View: 00:01:46 (0.00%)



Dec 1, 2017 - Dec 31, 2017

00:02:08

Avg for View: 00:02:08 (0.00%)



Pages/Visit

Dec 1, 2018 - Dec 31, 2018

1.59

Avg for View: 1.59 (0.00%)



Dec 1, 2017 - Dec 31, 2017

1.62

Avg for View: 1.62 (0.00%)



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Georgina Public Library Usage Statistics - 2018

January

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	13,623		9	35	2,326		3,647	19,631	
Pefferlaw	1,744		1	10	176		30	1,960	
Sutton	6,623		5	23	577		112	7,335	
CYS			45	846	513			1,359	
e-Branch	3,477	13,214				37,316		54,007	
TOTAL	25,467	13,214	60	914	3,592	37,316	3,789	84,292	

February

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	12,790		16	287	2,298		1,861	17,236	
Pefferlaw	1,704		3	22	153		89	1,968	
Sutton	6,636	5,087	6	49	645		508	12,925	New security gates with counters installed
CYS			47	837	391			1,228	
e-Branch	3,067	11,609				33,492		48,168	
TOTAL	24,197	16,696	72	1,195	3,487	33,492	2,458	81,525	

March

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	15,334	2,984	16	240	2,541		2,250	23,349	Traffic Counters installed in Keswick - March 21
Pefferlaw	1,945	764	3	33	262		129	3,133	Traffic Counters installed in Pefferlaw - March 20
Sutton	7,228	6,350	9	49	749		618	14,994	
CYS			21	823	673			1,496	
e-Branch	3,403	13,703	28	72		37,618		54,796	Lynda.com soft launch March 7
TOTAL	27,910	23,801	77	1,217	4,225	37,618	2,997	97,768	

April

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	15,337	9,499	15	188	2,440		2,183	29,647	In-House Circulation Stats added as of April to all Branch Circulation Stats
Pefferlaw	1,693	1,689	3	70	234		112	3,798	
Sutton	8,071	6,368	7	37	647		477	15,600	
CYS			35	2,025	634			2,659	
e-Branch	3,263	4,337	51	128		36,848		44,576	Lynda.com hard launch April 20
TOTAL	28,364	21,893	111	2,448	3,955	36,848	2,772	96,280	

May

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	15,033	9,647	16	164	2,189		3,940	30,973	
Pefferlaw	1,810	2,304	2	10	300		230	4,654	
Sutton	8,579	7,947	9	59	683		730	17,998	
CYS			41	909	526			1,435	
e-Branch	3,152	12,229	84	145		34,869		50,395	
TOTAL	28,574	32,127	152	1,287	3,698	34,869	4,900	105,455	

June

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	16,858	9,553	14	114	2,242		2,659	31,426	
Pefferlaw	1,957	2,086	1	8	249		479	4,779	
Sutton	6,690	5,862	8	49	653		953	14,207	
CYS			32	4,594	512			5,106	
e-Branch	3,013	11,785	32	55		33,069		47,922	
TOTAL	28,518	29,286	87	4,820	3,656	33,069	4,091	103,440	

July

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	21,939	9,637	10	104	2,202		3,317	37,199	
Pefferlaw	2,485	1,983	2	13	295		576	5,352	
Sutton	6,374	2,351	6	26	840		816	10,407	
CYS			51	1,077	755			1,832	
e-Branch	3,796	13,328	42	96		36,688		53,908	
TOTAL	34,594	27,299	111	1,316	4,092	36,688	4,709	108,698	

August

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	21,295	3,486	16	127	2,477		3,534	30,919	Keswick Traffic Counter batteries died mid-month
Pefferlaw	3,006	1,844	2	22	346		304	5,522	
Sutton	6,661	7,121	7	449	802		565	15,598	
CYS			57	1,084	693			1,777	
e-Branch	3,661	13,480	32	92		35,817		53,050	
TOTAL	34,623	25,931	114	1,774	4,318	35,817	4,403	106,866	

September

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	City Services	Total Library Uses	Notes
Keswick	16,027	3,523	13	163	2,466		2,754	24,933	Keswick Traffic Counter batteries replaced Sept 12
Pefferlaw	2,393	1,573	1	8	245		344	4,563	
Sutton	6,595	5,231	9	34	690		581	13,131	
CYS			29	909	430			1,339	
e-Branch	3,259	12,560	37	42		33,646		49,507	
TOTAL	28,274	22,887	89	1,156	3,831	33,646	3,679	93,473	

October

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	City Services	Total Library Uses	Notes
Keswick	15,463	9,544	18	182	2,713		2,291	30,193	
Pefferlaw	2,328	1,783	3	28	274		352	4,765	
Sutton	9,882	7,595	13	63	750		243	18,533	
CYS			40	1,314	987			2,301	
e-Branch	3,864	12,975	37	82		38,407		55,328	
TOTAL	31,537	31,897	111	1,669	4,724	38,407	2,886	111,120	

November

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	City Services	Total Library Uses	Notes
Keswick	15,407	10,208	23	178	2,427		1,849	30,069	approx 120 KE 'visits' were Georgina Cares pickup
Pefferlaw	2,055	1,633	4	32	230		369	4,319	
Sutton	9,106	6,678	11	45	700		218	16,747	
CYS			52	912	658			1,570	
e-Branch	3,743	11,827	94	152		35,242		50,964	
TOTAL	30,311	30,346	184	1,319	4,015	35,242	2,436	103,669	

December

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	City Services	Total Library Uses
Keswick	12,697	6,475	14	110	1,938		2,039	23,259
Pefferlaw	2,000	1,131	4	138	305		219	3,793
Sutton	6,430	4,382	8	36	612		378	11,838
CYS			27	654	425			1,079
e-Branch	3,378	9,908	54	118		35,062		48,466
TOTAL	24,505	21,896	107	1,056	3,280	35,062	2,636	88,435

2018 TOTAL

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses
Keswick	191,803	74,556	180	1,892	28,259		32,324	328,834
Pefferlaw	25,120	16,790	29	394	3,069		3,233	48,606
Sutton	88,875	64,972	98	919	8,348		6,199	169,313
CYS			477	15,984	7,197			23,181
e-Branch	41,076	140,955	491	982		428,074		611,087
TOTAL	346,874	297,273	1,275	20,171	46,873	428,074	41,756	1,181,021

included attendance from Book Sale in PE program sta



Georgina Public Library

2018 Work Plan Progress Chart

Board Initiatives & Policies

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
Board Recruitment	Board Chair	Q2	Q4	In Progress	Awaiting Board Appointments by Council.
Board Legacy Document	Board Chair	Q3	Q4	Completed	
Board Self-Assessment	Board Chair	Q3	Q4	Completed	Results Reported at October Board Meeting
Succession Planning & Emergency Preparedness	Board Chair			Deferred to 2019	
Procurement Policy	D. Harvie	Q2	Q3	Completed	Approved and implemented on 1 Oct 2018.

Capital Initiatives

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
Marketing & Branding Initiative	D. Harvie	Q1	Q4	In Progress	Staff Training occurred on Feb 11 th , pending deliverables of graphics and style guides.
Sutton Service Counter - Design & Build	K. Gibson	Q1	2019	Deferred to 2019	Project scope changed from build to renovation.

Staffing Initiatives

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
Pefferlaw Branch Librarian Additional Hours	D. Harvie	Q1	Q1	Completed	5 additional hours added to Pefferlaw Branch Librarian's position.
Summer Reading Club Student	J. Sutherland	Q2	Q3	Completed	Position Hired. Young Canada Work Grant received for additional part-time position.
Library Admin Assistant	D. Harvie	Q2	Q4	In Progress	HR conducting reference checks.

Operating Initiatives

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
Sutton Security Gates Replacement	K. Gibson	Q1	Q1	Completed	New gates installed and operating well.
Branch People Counters	D. Harvie	Q1	Q1	Completed	Installed and operating.
Lynda.com	V. Stevens	Q1	Q1	Completed	Continuing to promote in the community.
Library Furniture	J. Sutherland	Q1	Q3	Completed	All items received and installed.
Pefferlaw TV	J. Sutherland	Q1	Q3	Completed	Installed
Self-Check Upgrades	V. Stevens	Q2	Q3	Completed	Upgrades Completed.
ROI Study	D. Harvie	Q2	Q3	Completed	Presentation of ROI Study Results made at Nov 7 Town Council Meeting.

Georgina Public Library

Financial Statement - 2018 Year as of 12 Feb 2019

	2018 Actuals	2018 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
Revenue						
Town Grant	2,302,180	2,302,180	-	100%	100%	
Provincial Grants	62,600	62,600	-	100%	100%	Provincial Grant Received
Misc Grants	11,360	9,240	(2,120)	123%	100%	
School Board Revenue	58,500	58,500	-	100%	100%	
Donations	13,264	1,800	(11,464)	737%	100%	Spelling Bee Sponsorships & In Memorium Donations
Fines	26,531	27,100	569	98%	100%	
Misc Fees	3,933	3,100	(833)	127%	100%	PRESTO Commission, Exam Proctoring
Photocopying Fees	9,575	8,500	(1,075)	113%	100%	
Program Registrations	5,528	4,200	(1,328)	132%	100%	
Book Sale	2,284	2,400	116	95%	100%	
Room Rentals	3,555	4,100	545	87%	100%	
Provision from Reserve	19,700	19,700	-	100%	100%	Contributions to Reserves Pro-rated
Total Revenues	2,519,010	2,503,420	(15,590)	101%	100%	
Expenses						
Salaries & Benefits	1,765,215	1,716,800	(48,415)	103%	100%	
Library Board	3,226	4,800	1,574	67%	100%	
Library Operations	366,469	345,870	(20,599)	106%	100%	
Training	24,926	18,800	(6,126)	133%	100%	
Collections	171,110	198,850	27,741	86%	100%	Shipping & Processing Costs Moved to Library Operations
Telecommunications	22,494	15,700	(6,794)	143%	100%	
Misc	2,198	2,100	(98)	105%	100%	
Contribution to Reserve	200,500	200,500	-	100%	100%	Contributions Pro-rated
Total Expenses	2,556,137	2,503,420	(52,717)	102%	100%	
Net	(37,127)	-	37,127			

1% of Library Budget = \$25,034

Note

In preparation for the 2019 Budget, new budget lines were created to bring accounting practices in line with Tangible Assets Accounting standards. Costs such as Shipping and Processing were moved from the Collections Budget (tangible assets) to existing budget lines for shipping and processing under Library Operations. While expenses were moved, the approved budget lines were not changed.

Joint Branch Report January 2019

Community Connections

- Rogers TV filmed episodes of “My Story” in the Keswick Branch on January 10th.
- Kate Gibson met with the teacher-librarians from St. Bernadette’s and Black River PS for semi-annual summit on January 28th.
- Becky Stark has been coordinating with a representative from the Charter Professional Accountants of Ontario to offer free income tax clinics at our 3 branches. The clinics will be held in March and April, and are a helpful community service for those in lower income brackets.

Spaces

- Georgina Art Centre & Gallery hung a new exhibit at Peter Gzowski (Sutton) Branch by local artist, Karen Watson.
- The ballasts for the overhead lighting are being replaced at Sutton Branch.
- Children and Youth Librarian Joel Sutherland installed a new coat tree in the children’s area of the Pepperlaw Branch, from which to hang Nature Backpacks. This has been a great space-saver and a lovely addition to the décor.

People and Leadership

- Branch librarians and staff attended the annual OLA SuperConference in Toronto. (Kate Gibson- February 1; Becky Stark- January 30 & 31; Valerie Stevens-January 30 & 31). Staff attended (Trish Delong & Anna Delong- January 30; Lindsay Damecour- January 31; Sherrey Helleman- February 1)
- Val Stevens & Joel Sutherland conducted interviews to fill a 1-year temporary Library Clerk position in Keswick. The selected applicant has verbally accepted but we are waiting on signed paperwork at the time of this report. Position starts March 2, 2019.
- Becky Stark & Kate Gibson conducted interviews to fill two Casual Library Clerk positions. The selected applicants have verbally accepted and the paperwork is being prepared.
- Valerie Stevens participated in Labour-Management meeting.
- The Sutton Branch held a quarterly staff meeting on January 29th.

Collections & Programs (Adult)

- Pepperlaw Branch Librarian Becky Stark partnered with York Region Forest staff to offer one of their Forest Walk educational programs in the Pepperlaw Tract forest, which is just across the street from the Pepperlaw Branch. Library staff promoted the program and collected registrations, a forest expert from York Region led the walk, and one library staff member went along as a library representative. The program was a huge hit, filling up the 25-person registration and a waiting list well in advance of the program. Seeing the overwhelming response from the public, York Region Forest staff agreed to host a

second session of the same program on Feb. 1st, and the second session filled up within only 2 days.

Programs – All Locations			
Date	Program Name	Location	Participants
Jan 3	ESL conversation circle	KE	4
Jan 3	Knitting group	KE	9
Jan 5	Purls & Chains	SN	8
Jan 9	Book Club	KE	10
Jan 10	Mah Jongg Club	KE	5
Jan 10	ESL conversation circle	KE	6
Jan 10	Knitting group	KE	7
Jan 12	Purls & Chains	SN	7
Jan 13	Book Club	SN	3
Jan 17	Mah Jongg Club	KE	7
Jan 17	ESL conversation circle	KE	1
Jan 17	Knitting group	KE	9
Jan 18	Nighttime Forest Walk	PE	26
Jan 19	Purls & Chains	SN	4
Jan 24	Exam Proctoring	KE	1
Jan 24	Mah Jongg Club	KE	6
Jan 24	ESL conversation circle	KE	1
Jan 24	Knitting group	KE	10
Jan 24	Mindfulness Meditation	SN	3
Jan 25	Hilltop Movie	KE	7
Jan 25	iPad for Beginners	KE	4
Jan 26	Purls & Chains	SN	7
Jan 27	Wordsmiths	SN	4
Jan 27	Scrabble	SN	3
Jan 30	Georgina Hospice	SN	9
Jan 31	Mah Jongg Club	KE	8
Jan 31	ESL conversation circle	KE	2
Jan 31	Knitting group	KE	7
Jan 31	Mindfulness Meditation	SN	3
various	One-on-one tech help (eServices Tech)	KE	48
		Total	229

Technology

- Ruth Berry, eServices Technician, updated the public computer booking software in both Sutton and Keswick branches.

Highlights

The students at Black River PS and St. Bernadette's have borrowed **9,517 books** since the beginning of the school year, up from 7,625 books in January 2018.

Submitted by: Val Stevens, Kate Gibson & Becky Stark
Branch Librarians

Georgina Public Library Usage Statistics - 2019

January

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	14,082	10,756	19	152	2,467		3,216	30,673	
Pefferlaw	1,737	672	1	26	0		-	2,435	
Sutton	6,951	2,635	10	51	655		66	10,358	
CYS			43	708	600			1,308	
e-Branch	0	9,860				28,022		37,882	
TOTAL	22,770	23,923	73	937	3,722	28,022	3,282	82,656	

2019 TOTAL

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses
Keswick	14,082	10,756	19	152	2,467		3,216	30,673
Pefferlaw	1,737	672	1	26	-		-	2,435
Sutton	6,951	2,635	10	51	655		66	10,358
CYS			43	708	600			1,308
e-Branch	-	9,860	-	-		28,022		37,882
TOTAL	22,770	23,923	73	937	3,722	28,022	3,282	82,656

Georgina Public Libraries Circulation & Active User Statistics

2019

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	14,082	6,951	1,737	4,076	26,846	13,884	
TOTALS	14,082	6,951	1,737	4,076	26,846		
Averages	14,082	6,951	1,737	4,076	26,846	13,884	

2018

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	13,623	6,623	1,744	3,750	25,740	13,910	Missing OneClick digital ebooks stats
February	12,810	6,636	1,704	3,066	24,216	14,068	
March	15,334	7,228	1,945	3,403	27,910	14,259	March Break Programs
April	15,353	7,908	1,693	3,477	28,431	14,438	In-House Circulation Added
May	15,156	8,699	1,810	3,152	28,817	14,658	
June	14,452	5,638	1,952	3,013	25,055	14,905	
July	21,939	6,374	2,485	3,796	34,594	15,169	
August	21,295	6,661	3,006	3,661	34,623	15,383	
September	16,027	6,595	2,393	3,259	28,274	15,190	
October	15,463	9,882	2,328	3,864	31,537	15,315	
November	15,407	9,106	2,055	3,743	30,311	15,422	
December	12,697	6,430	2,000	3,378	24,505	15,485	+12% in Circulation over this time last year.
TOTALS	189,556	87,780	25,115	41,562	344,013		
Averages	16,078	7,395	2,101	3,471	29,046	14,792	

2017

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	14,246	6,496	1,793	3,738	24,773	14,230	eBooks does not include missing hoopla stats
February	13,758	6,685	1,657	3,617	25,717	14,535	
March	15,585	6,644	1,804	3,213	27,246	14,809	March Break
April	13,150	5,874	1,778	2,683	23,485	13,968	Note - Easter closure, only open 24 days
May	14,340	7,335	1,899	2,699	26,273	13,967	
June	14,530	4,835	2,018	2,838	24,221	14,166	SN circ decline due to no school CKO's
July	18,729	4,951	2,150	2,873	28,703	13,617	SRC began and impacted CKOs positively
August	19,236	5,709	2,401	2,654	31,113	13,685	
September	14,344	5,550	1,852	2,445	24,191	13,656	
October	13,610	6,783	1,918	2,462	24,773	13,659	
November	14,274	6,979	1,673	2,041	24,967	13,615	
December	11,214	5,695	1,399	2,324	20,632	14,383	
TOTALS	177,016	73,536	22,342	33,587	306,094		1% increase over previous year
Averages	14,751	6,128	1,862	2,799	25,508	14,024	

2016

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	12,636	5,660	1,308	3,257	22,861	14,587	
February	12,024	5,297	1,306	3,202	21,829	14,548	
March	14,342	5,680	1,622	3,076	24,720	14,503	
April	13,711	5,522	1,634	8,391	29,258	14,463	big push on Tumblebooks through school board
May	12,738	5,692	1,634	4,857	24,921	14,429	
June	14,265	4,753	1,644	2,739	23,401	14,457	
July	18,437	5,177	1,844	2,720	28,178	14,524	no Tumblebks July/Aug - querying vendor
August	18,525	5,601	2,085	2,830	29,041	14,453	
September	15,110	6,249	1,732	2,700	25,791	14,417	
October	14,694	7,595	1,854	2,644	26,787	14,364	
November	14,270	7,291	1,605	2,767	25,933	14,256	
December	12,558	4,995	1,572	3,397	22,522	14,175	
TOTALS	173,310	69,512	19,840	42,580	305,242		
Averages	14,443	5,793	1,653	3,548	25,437	14,431	

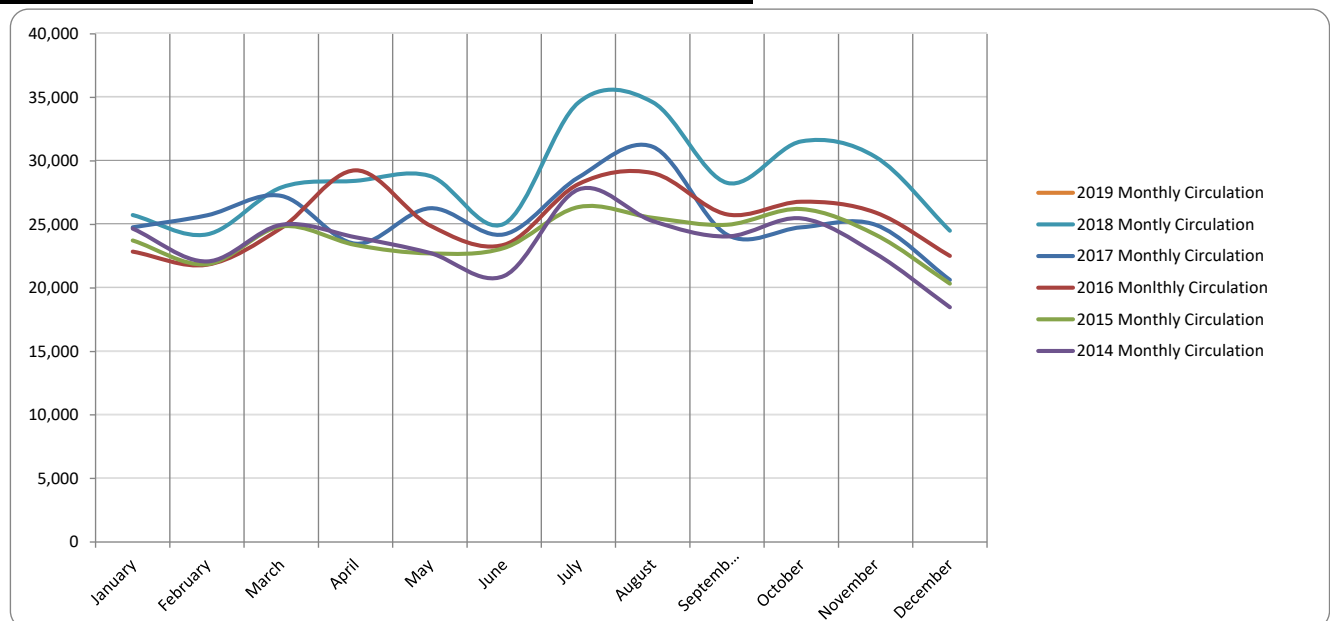
2015

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	12,118	7,165	1,674	2,780	23,737	14,991	Added in Zinio magazine circs
February	11,315	6,639	1,392	2,524	21,870	14,913	
March	12,601	7,673	1,931	2,639	24,844	14,925	
April	11,180	7,513	1,659	3,029	23,381	14,825	
May	11,420	6,903	1,708	2,689	22,720	14,788	
June	12,526	5,843	1,821	2,960	23,150	14,862	
July	15,209	6,393	1,845	2,921	26,368	14,944	
August	14,758	6,478	1,773	2,515	25,524	14,775	
September	13,028	6,812	1,739	3,396	24,975	14,751	Added Hoopla
October	12,306	7,479	1,596	4,830	26,211	14,719	
November	10,972	7,000	1,402	4,812	24,186	14,639	
December	10,585	5,426	1,417	2,911	20,339	14,561	
TOTALS	148,018	81,324	19,957	38,006	287,305		
Averages	12,335	6,777	1,663	3,167	23,942	14,808	

2014

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	12,776	7,851	1,737	2,307	24,671	15,064	
February	11,548	6,671	1,503	2,366	22,088	15,022	
March	13,365	7,627	1,728	2,251	24,971	14,992	
April	12,279	7,704	1,830	2,176	23,989	14,917	
May	11,470	7,133	1,880	2,274	22,757	14,952	
June	11,512	5,816	1,673	1,946	20,947	14,974	
July	16,491	7,368	2,198	1,693	27,750	15,105	
August	14,469	7,011	2,086	1,701	25,267	15,010	
September	12,956	7,306	1,535	2,256	24,053	15,043	
October	13,313	8,195	1,691	2,275	25,474	15,047	
November	12,018	7,214	1,415	2,057	22,704	15,018	
December	9,623	5,352	1,378	2,126	18,479	14,937	
TOTALS	151,820	85,248	20,654	25,428	283,150		
Averages	12,652	7,104	1,721	2,119	23,596	15,007	

2014 - 19 Annual Total Circulation By Month Comparison



My Dashboard

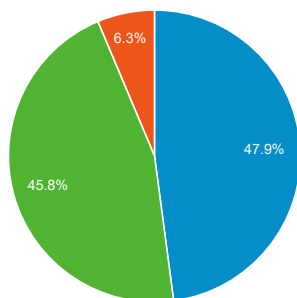
Jan 1, 2019 - Jan 31, 2019
Compare to: Jan 1, 2018 - Jan 31, 2018

All Users
+0.00% Sessions

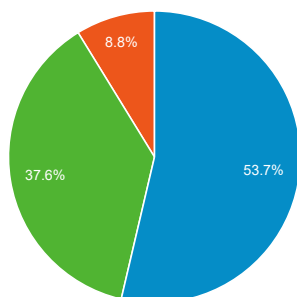
Visits by Traffic Type

■ direct ■ organic ■ referral

Jan 1, 2019 - Jan 31, 2019



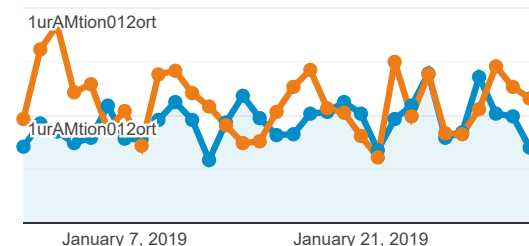
Jan 1, 2018 - Jan 31, 2018



Avg. Visit Duration

Jan 1, 2019 - Jan 31, 2019: Avg. Session Duration

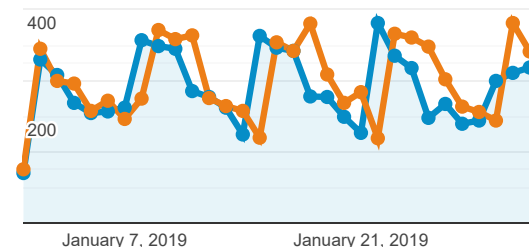
Jan 1, 2018 - Jan 31, 2018: Avg. Session Duration



Visits

Jan 1, 2019 - Jan 31, 2019: Sessions

Jan 1, 2018 - Jan 31, 2018: Sessions



Visits and Pageviews by Mobile

Mobile (Including Tablet)	Sessions	Pageviews
Yes		
Jan 1, 2019 - Jan 31, 2019	4,019	5,821
Jan 1, 2018 - Jan 31, 2018	3,517	5,108
% Change	14.27%	13.96%
No		
Jan 1, 2019 - Jan 31, 2019	3,832	7,234
Jan 1, 2018 - Jan 31, 2018	4,736	8,894
% Change	-19.09%	-18.66%

Bounce Rate

Jan 1, 2019 - Jan 31, 2019

58.39%

Avg for View: 58.39% (0.00%)

Jan 1, 2018 - Jan 31, 2018

57.36%

Avg for View: 57.36% (0.00%)

% New Visits

Jan 1, 2019 - Jan 31, 2019

45.52%

Avg for View: 45.52% (0.00%)

Jan 1, 2018 - Jan 31, 2018

44.14%

Avg for View: 44.14% (0.00%)

Pageviews

Jan 1, 2019 - Jan 31, 2019

13,055

% of Total: 100.00% (13,055)

Jan 1, 2018 - Jan 31, 2018

14,002

% of Total: 100.00% (14,002)

Visits and Avg. Visit Duration by Co...

Country	Sessions	Avg. Session Duration
Canada		
Jan 1, 2019 - Jan 31, 2019	7,639	00:01:53
Jan 1, 2018 - Jan 31, 2018	8,092	00:02:22
% Change	-5.60%	-20.37%
United States		
Jan 1, 2019 - Jan 31, 2019	95	00:00:48
Jan 1, 2018 - Jan 31, 2018	70	00:00:37
% Change	35.71%	30.22%
United Kingdom		
Jan 1, 2019 - Jan 31, 2019	17	00:00:08
Jan 1, 2018 - Jan 31, 2018	5	00:00:06
% Change	240.00%	31.85%
India		
Jan 1, 2019 - Jan 31, 2019	12	00:02:07
Jan 1, 2018 - Jan 31, 2018	9	00:01:28
% Change	33.33%	44.51%
South Korea		
Jan 1, 2019 - Jan 31, 2019	10	00:00:02
Jan 1, 2018 - Jan 31, 2018	13	00:00:01
% Change	-23.08%	64.21%

Visits

Jan 1, 2019 - Jan 31, 2019

7,851

% of Total: 100.00% (7,851)

Jan 1, 2018 - Jan 31, 2018

8,253

8,253
% of Total: 100.00% (8,253)



Pages/Visit

Jan 1, 2019 - Jan 31, 2019

1.66

Avg for View: 1.66 (0.00%)



Jan 1, 2018 - Jan 31, 2018

1.70

Avg for View: 1.70 (0.00%)



Avg. Visit Duration

Jan 1, 2019 - Jan 31, 2019

00:01:51

Avg for View: 00:01:51 (0.00%)



Jan 1, 2018 - Jan 31, 2018

00:02:20

Avg for View: 00:02:20 (0.00%)



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Report to the Library Board

7 February 2019

Library Board Members' Code of Conduct Policy Review

The Board reviews library policies on an annual and term cycle as part of its governance responsibilities. Given the recent changes made to the Accountability and Transparency section of the *Municipal Act*, the introduction of Integrity Commissioners into municipal operations, and past Board discussions on how to deal with complaints, it is advantageous to review and update this Board policy with the new term of the incoming Library Board.

The revised and updated draft version of the Code of Conduct Policy (attached) addresses a number of issues not mentioned in the current policy, these being:

- Acceptance of Gifts, Benefits and Hospitality
- Confidential material
- Board, Staff and Public Relations
- Use of Library Property
- Conduct in Meetings
- Respect in the Workplace and
- Enforcement

The draft version incorporates many of the same policies as approved by Town Council in its most recent version of its code of conduct for Councilors.

Integrity Commissioners and Library Boards

While the Municipal Act identifies public library boards as “local boards” of municipalities in general, the Accountability and Transparency section of the Act (223.1) precludes library boards as local boards.

Here is the definition of local boards in Accountability And Transparency Section of the Act (***emphasis mine***):

*“local board” means a local board **other than,***

- a) a society as defined in subsection 2 (1) of the Child, Youth and Family Services Act, 2017,*
- b) a board of health as defined in subsection 1 (1) of the Health Protection and Promotion Act,*
- c) a committee of management established under the Long-Term Care Homes Act, 2007,*
- d) a police services board established under the Police Services Act,*

- e) *a police service board established under the Police Services Act, 2018;*
- f) **a board as defined in section 1 of the Public Libraries Act,**
- g) *a corporation established in accordance with section 203,*
- h) *such other local boards as may be prescribed; (“conseil local”)*

It is therefore my interpretation that there is no requirement for the Board to submit to the requirement of oversight by an Integrity Commissioner in complaint proceedings. While some library boards may interpret this as optional, it is up to the Board whether they wish to incorporate an Integrity Commissioner in their Code of Conduct.

The pros and cons are listed below:

Pros

- Brings the Library Board Members’ Code of Conduct in line with the Town Council’s Code of Conduct in regards to complaint investigations.
- Provides an experienced and arm’s length investigator to deal with complaints.

Cons

- Not required under the Accountability and Transparency Section of the Municipal Act.
- Expensive – costs of all compliant investigations passed on to Library
- Unable to gate keep and control level of complaints and costs.
- Unable to deal with the complaints at an informal level.
- Loss of Library Board authority.
- Possible point of friction with the Town.

Recommendation: That the Board approves the attached draft *Code of Conduct Policy* that excludes the involvement of an Integrity Commissioner.

Respectively Submitted by:

D. I. Harvie
Library CEO

7 Feb 2019

Georgina Public Library Board Policy Manual

Policy Title: Board Members' Code of Conduct

Preamble and Principles

The Georgina Public Library Board is committed to achieving the highest standards of conduct by its Members, which is essential to maintaining and ensuring public trust and confidence in the Library.

The Library Board will govern with a style that emphasizes:

- encouragement of, and respect for, diverse opinions
- strategic leadership
- clear distinction between Board and CEO roles
- collective, rather than individual, decisions

Furthermore, the Library Board will:

- operate in all ways mindful of its civic trusteeship obligations to the Georgina Public Library
- speak with one voice
- ensure continuous good governance through periodic discussion of process improvement, and through active recruitment of new Board members
- monitor and discuss the Board's performance

Statutory Provisions Regulating Conduct

This Code of Conduct operates along with and as a supplement to the existing statutes governing the conduct of Board Trustees. Several pieces of legislation govern the conduct of Members of the Board, including and not limited to:

- (a) *Public Libraries Act, R.S.O. 1990, c. P.44*
- (b) *Municipal Act, 2011, S.O. 2001, c. 25*
- (c) *Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50*
- (d) *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56*
- (e) *Occupational Health and Safety Amendment Act (Violence and Harassment in the Workplace) 2009, S.O. 2009, c.23*
- (f) *Human Rights Code, R.S.O. 1990 c.H.19*
- (g) *Criminal Code of Canada, R.S.C. c. C-46*

Other related Library policies include:

- (a) Library Board Structure By-law
- (b) Violence & Harassment Free Workplace Policy

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Application

The Code of Conduct and the references within it shall apply to all Library Board Members. Members are expected to follow this Code, Library Board By-laws and all policies.

No Member shall:

- (a) Fail to observe and comply with the principles of the Code of Conduct;
- (b) Fail to observe and comply with every provision of the Code of Conduct, as well as all other policies and procedures affecting the Member, acting in his or her capacity as a Member of the Library Board;
- (c) Fail to respect the integrity of the Code of Conduct and inquiries and investigations conducted under it;
- (d) Undertake any act of reprisal or threaten reprisal against a complainant or any other person for providing relevant information during an investigation;
- (e) Obstruct an investigation, or any other library or municipal official involved in applying or furthering the objectives or requirements of the Code of Conduct, in carrying out of such responsibilities, or pursuing any such objective; or
- (f) Using the influence of their office for any purpose other than for the lawful exercise of their official duties for municipal purposes.
- (g) Fail to properly prepare for Board deliberations.

To ensure the highest standards of conduct by Library Board Members, the Code of Conduct is to be given broad, liberal interpretation in accordance with applicable legislation and the definitions set out herein in a manner that is fair, impartial and unbiased.

Fiduciary Duty

Board members have a fiduciary duty to act honestly and in good faith and in the best interests of the Library. They must represent un-conflicted loyalty to the interests of the Library. This accountability supersedes any conflicting loyalty to special interest groups, other boards or staffs. This accountability supersedes the personal interest of any Board Member acting as an individual consumer of the Library services.

Conflict of Interest

Library Board Members shall avoid conflicts of interest in accordance with the Municipal Conflict of Interest Act. Members will disclose their involvement with family members, relatives, other organizations, vendors, or any other associations that might produce a conflict. Members are encouraged to seek guidance from legal advisors when they become aware that they may have a conflict between their responsibilities to the public as a Member and any other interest, including a direct or indirect pecuniary interest.

When a Board member has a direct or indirect pecuniary interest in any matter and is present at a Board meeting at which the matter is the subject of consideration, the Board Member, in accordance with the *Municipal Conflict of Interest Act, Section 5(1)*, shall:

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- a) Prior to any consideration of the matter at the meeting, disclose the interest and the general nature thereof;
- b) Not take part in the discussion of, or vote on any question in respect to the matter; and
- c) Not attempt in any way whether before, during or after the meeting to influence the voting on any such question.

A record of the disclosure shall be recorded in the minutes of the meeting, and entered into a registry of disclosures maintained by the Board Secretary in accordance with the *Municipal Conflict of Interest Act, Section 6(1)*.

Acceptance of Gifts, Benefits and Hospitality

Members must make decisions based on an impartial and objective assessment of each situation, free from the influence of gifts, hospitality or benefits. Members must avoid both the reality and appearance of impropriety with organizations and people with whom they deal.

No Board Member shall accept a gift, hospitality or benefit that is connected directly or indirectly with the performance of his or her duties of office unless permitted by the exceptions listed below. For these purposes, a gift, hospitality or benefit paid to a Member's spouse, child, or parent, that is connected directly or indirectly with the performance of the Member's duties of office is deemed to be a gift to that Member.

It is recognized that the extension and acceptance of forms of hospitality (including invitations to events, outings, engagements, performances, etc.) is within the normal official duties of a Member, provided that:

- (a) Members do not allow themselves to reach a position whereby they might be, or be deemed by others to have been, influenced in making a decision as a consequence of the offering or acceptance of such hospitality;
- (b) It serves a legitimate business purpose related to the responsibilities of the Member;
- (c) The person extending the invitation or a representative of the organization is in attendance; and
- (d) The value and frequency are reasonable.

Members are not precluded from accepting:

- (a) Personal gifts, benefits, rewards, commissions or advantages from any person or organization which are wholly unconnected with the performance of official duties;
- (b) Services provided without compensation by persons volunteering their time;
- (c) Invitations from charity or not-for-profit organizations to attend their events;
- (d) Food and beverages banquets, receptions, ceremonies or similar events;
- (e) A memento received by a Member at a function honoring the Member;
- (f) A memento received as a result of being a speaker, participant or representative of the Library Board at an event
- (g) Gifts or benefits received as an incident of social protocol, customs or social obligations that normally accompany the performance of official duties;
- (h) Small gifts or draw prizes received at conferences; and

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- (i) Food, lodging, transportation and entertainment provided by other libraries, other levels of government or by other local boards, commissions or the government of a foreign country.

In case of categories identified previously, if the value of the gift or benefit exceeds \$350 or if the total value received from any one source during the calendar year exceeds \$500, the Member shall within 30 days of receipt of the gift or benefit, or reaching the annual limit, complete a Disclosure Statement (available from the Town Clerk) and submitted it to the Library CEO.

The Disclosure Statement shall include:

- (a) The nature of the gift or benefit;
- (b) Its source and date of receipt;
- (c) The circumstances under which it was received; and
- (d) Its estimated value.

Disclosure Statements are a matter of public record, and shall be maintained by the Board Secretary in accordance with any records retention rules established by the Library Board.

Members are responsible for tracking and monitoring any gift or benefit received during the calendar year to ensure compliance with the reporting requirements of the Code.

Members shall return any gifts or benefits, or not accept hospitality, which does not comply with these guidelines, along with an explanation of why the gifts, benefits or hospitality cannot be accepted.

Confidential Information

Members shall not disclose or release by any means, including social media, to any person either in oral or written form any confidential information acquired by virtue of their office except when required by law to do so.

Members have a duty to hold in strict confidence all information concerning matters dealt with in meetings closed to the public in accordance with the *Public Libraries Act*, or any other legislation.

All information, documentation or deliberation received, reviewed or taken in closed session of the Board or its committees is confidential unless the matter ceases to be confidential as determined by the Board.

No Member shall:

- (a) Obtain access, or attempt to gain access, to confidential information in the custody or control of the Library except when required or authorized by the Board or otherwise by law to do so;
- (b) Disclose, release or publish by any means, including social media, any confidential information acquired by virtue of his or her office, in any form except when required or authorized by the Board or otherwise by law to do so;

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- (c) Use confidential information for personal or private gain or benefit, or for the personal or private gain or benefit of any other person or body; or
- (d) Disclose or discuss, through written, electronic or oral communication, to any individual or corporate third party, any information that has been or will be discussed at a closed session meeting of the Board or a Board Committee until such time that the Board or a Board Committee has determined or has been advised by Staff that the matter, or any part of the matter, can be made public subject to review under the *Municipal Freedom of Information and Protection of Privacy Act* or if directed to do so by a court.
- (e) When a Board Member ceases to be a Member, the duty to not disclose or release any confidential information acquired by virtue of his or her office, except when required by law to do so continues.

Board, Staff and Public Relations

Members shall accurately communicate the decisions of the Board even if they disagree with the majority decision of the Board, and by doing so affirm the respect and integrity in the decision-making process of the Board.

Members shall respect that Staff have an obligation to act impartially, and in accordance with all Library policies and procedures.

It is acknowledged that Staff have an obligation to recognize that Board Members have been duly appointed by Town Council to serve the residents of Georgina and respect the role of the Board in directing the actions of the Library.

Board Members shall:

- (a) Acknowledge and respect the fact that Staff work for the Library as a corporate body, and are charged with making recommendations that reflect their professional expertise and corporate objectives;
- (b) Acknowledge and respect the fact that Staff carry out the policies of the Library Board as a whole and administer the policies of the Board, and are required to do so without any undue influence from any individual Board Member or group of Board Members; and
- (c) Respect the administration structure and direct any Staff performance concerns through the Library CEO.

No Board Member shall:

- (a) Publicly criticize individual Staff in a way that casts aspersions on their professional competence and credibility;
- (b) Compel Staff to engage in partisan political activities, or subject Staff to threats or discrimination for refusing to engage in such activities; or
- (c) Use their authority or influence to threaten, intimidate, or coerce Staff or improperly interfere in the lawful exercise of the duties of Staff.

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The content of any Board Member's communications, regardless of method of communication, shall be accurate, honest and respectful of other persons, including other Members, Staff and the public.

In the use of social media, Board Members shall adhere to the Library's policies and guidelines regarding social media use.

When using social media, Board Members shall not:

- (a) Attempt to cover, disguise or mislead as to their identity or status as a member of the Library Board.
- (b) Use social media in any way that would violate any policy or procedure, made pursuant to the *Occupational Health and Safety Act* or the *Human Rights Code*; or
- (c) Publish anything that is dishonest, untrue, offensive, disrespectful, constitutes harassment, is defamatory or misleading in any way.

Use of Library Property

Members shall not use any Library property other than the purposes connected with the discharge of their official duties or associated community activities having the sanction of the Board and in compliance with Library policies.

Members shall not obtain financial gain or advantage from the use of Library property while an elected official or thereafter.

Conduct of Meetings

During Board meetings, committee meetings or other special purpose meetings, Members shall conduct themselves with decorum and in accordance with the Library Board's Structural By-laws. Respect for delegations, staff and members, requires that all Members show courtesy and not distract from the business of the Board during presentations and during meetings.

Respect in the Workplace

Members shall be governed by the Library's Violence and Harassment Free Workplace Policy, and any other similar policy or procedure, in accordance with the *Occupational Health and Safety Act*, the *Human Rights Code*, or any other subsequently adopted applicable provincial or federal legislation or Library policy.

Members have a duty to treat members of the public, one another and Staff appropriately and without engaging in workplace harassment, workplace sexual harassment, abusive conduct, discrimination and workplace violence.

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Enforcement

Any individual, including members of the public, staff or another Board Member, who has reasonable grounds to believe that a Board Member has contravened the Code or any other Library Board policy, as well as in the event of disputes between Board Members that interfere with the ability of the Board to carry out its business, may proceed with a complaint and seek remedy by the process outlined below.

All discussions and facilitated meetings will be conducted, without prejudice, be confidential, neutral, impartial and fair.

Complaints pursuant to the Code of Conduct must be submitted within six weeks of the matter becoming known to the individual and no more than six months after the alleged violation occurred. No action will be taken on a complaint received beyond these deadlines, with the exception to incidents concerning Conflict of Interest and the Respect in the Workplace section of this policy.

Where a complaint is an allegation that a Board Member has contravened the Conflict of Interest provisions of the Code, the timeframes for submission before a judge shall be in accordance with the provisions set out in the *Municipal Conflict of Interest Act, Section 8*.

Where a complaint is an allegation that a Board Member has contravened the "Respect in the Workplace" provisions of the Code, the timeframes for submission of a complaint shall be in accordance with the provisions of the Violence and Harassment Free Workplace policy and procedures.

Complaints are to be made in writing to any one of: the Board Chair, Vice-Chair, or the Trustee appointed to the Board by the Town Council. In the event that the conduct of all three of these Board Members is the subject of the complaint, another Board member will be designated to facilitate the process or an independent mediator shall be appointed by the Georgina Town Clerk.

Any notes or written documentation will be handled, filed, and managed in the same manner as the minutes of In Camera Board meetings.

Recognizing that the nature of alleged violations of policy may vary from minor violations to major violations, the Board Member(s) facilitating the process shall select an appropriate approach from the following options. If the initial approach is not successful or additional information about the nature of the alleged violation becomes available, an alternate approach shall be followed:

- a) Conversational – For minor violations, a private conversation between the parties involved and the Trustee facilitating the process may be held to reach an understanding of the situation/issue and decide on a solution/resolution;
- b) Ad Hoc Committee – For non-minor violations, an ad hoc committee shall be formed to manage the complaint process. The committee shall be comprised of the Board Chair (or Vice Chair), Town Council Board Member, and one citizen/community Member. In the event that the conduct of one or all three of these trustees is the subject of the

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compliant, other Board members will be designed to facilitate the process, or an independent mediator shall be appointed by the Georgina Town Clerk. The Library CEO will provide support for the committee.

The steps the Ad Hoc committee will take to facilitate a solution/resolution will include, but are not limited to:

- i) Complainant(s) Explanation of the Situation/Issue: The complainant(s) shall first be provided the opportunity to explain their views of the situation/issue;
- ii) Responding Party(ies) View of the Situation/Issue: The respondent(s) shall then be given the opportunity to explain their view of the situation/issue;
- iii) Explore Possible Solutions/Resolutions
- iv) Agree on a Solution/Resolution: The identification and agreement on a resolution may be a challenging process depending on the nature of the issue. Likewise, the solution/resolution may vary in complexity from a verbal apology to something more involved. The solution/resolution should be specific about what is to be done by whom, where and when. Timelines expectations should be included in the stated solution.

Upon the recommendation of the Ad Hoc Committee, the agreement reached by Ad Hoc Committee shall be brought to the Board for approval.

The ruling of the Board shall be final. Should the Board Member refuse to abide by the ruling, the Board may table the matter pending determination of disciplinary action. Such action may include formal or informal censure by the Chair (as authorized by the Board) or a request for the Board Member's resignation.

- c) Referral to Independent Mediator – Complaints of a serious nature may be referred to an independent mediator that shall be appointed by the Georgina Town Clerk, or, if applicable and where required by law, complaints shall follow existing Library Board policy processes (e.g. Workplace Harassment and Discrimination, Human Rights violations, etc.)
- d) Referral to Investigative Authority – Allegations of illegal activity shall be immediately referred to the appropriate law enforcement authorities for investigation. The Board may rule that any Trustee against whom such allegations are made, be requested to take a leave of absence from the Board pending completion of the investigation.

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Implementation

Upon the adoption of this Code and thereafter at the beginning of each term, Board Members will be expected to sign the Code to convey to each other and all stakeholders that they have read, understood and accept the conditions and terms set out by the policy.

A Code of Conduct component will be included as part of the orientation workshop for Board members.

Members are expected to formally and informally review their adherence to the provisions of this Code on a regular basis or when so requested by the Board.

This Code shall be subject to review once a term.

Board Members' Code of Conduct

Declaration

The undersigned Board Member hereby acknowledges that they have read, understood and accept this Code of Conduct.

Signature of Board Member

Date

Printed Name

POLICY HISTORY:	
Initial Draft	September 30, 2010
Draft Presentation Review	
Board Presentation:	November 18, 2010
Board Adoption:	November 18, 2010
Board Review:	January 18, 2018 February 21, 2019