

Georgina Public Library
Inaugural Library Board Meeting
Agenda

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

P. Nicholls Board Room, Keswick Branch

1. Call to Order
2. First Nations Acknowledgement Statement
3. Roll Call
 - a. Round Table Introductions
 - i. Each Member will be asked to provide a brief oral biography
4. Opening Remarks – Library CEO
5. Introduction to Addendum Items
6. Approval of the Agenda
7. Declarations of Pecuniary Interest
8. Adoption of the Past Minutes – 21 February 2019
9. Board Elections
 - a. Election of Library Board Chair
 - b. Election of Library Board Vice Chair
 - c. Appointment of Library Board Treasurer
 - d. Appointment of SOLS Trustee Council Representative
10. Delegations/Speakers
11. Presentations
 - a. GPL Branding & Logo – D. Harvie
 - b. Library Board Orientation – D. Harvie
12. Consent Agenda
 - a. Joint Branch Report
 - b. Library Statistics
 - c. Website Statistics
 - d. Financial Statement – February 2019
13. Communications
 - a. Correspondence : SOLS Letter – 19 Feb 2019
 - b. CEO Update - Verbal
 - c. Friends of the Library Update - Verbal
14. Old Business
 - None
15. New Business
 - a. 2019 Library Board Meeting Schedule
 - b. 2018 Board Legacy Document
 - c. 2019 Work Plan
 - d. Board Members' Code of Conduct Policy
 - e. Diversity and Inclusivity Discussion
 - i. Adoption of CLA Diversity and Inclusion Statement
16. Other Business For Which No Notice Has Been Given
17. Adjournment
18. Next Meeting Date /Time

Georgina Public Library

Minutes

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

P. Nicholls Board Room, Keswick Branch

1. Call to Order

The meeting was called to order at 7:02 pm by the Chair.

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

The following Board members were absent with notice:

Lori Anderson
Gabriel (Sam) Kennedy

The following staff members were in attendance:

David Harvie, Director of Library Services/CEO
Sandra Dipietrantonio, Committee Services Coordinator
Sara Forsyth, CUPE 905.13 Union Representative

4. Chair's Remarks

Suzette thanked everyone for their dedication and hard work over the past four years and reminded everyone to turn off cell phones and avoid side conversations during the meeting.

5. Introduction to Addendum Items

None

6. Approval of the Agenda

Moved by Bobbi Sabatini, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2019-0001

That the Georgina Library Board Agenda of February 21st, 2019 be approved as presented and amended.

Carried

7. Declarations of Pecuniary Interest

None

8. Adoption of the Past Minutes

Minutes of December 18, 2018 Board Meeting

Bobbi requested that arrival and departure times be recorded on all future Library Board meeting minutes.

Moved by Mary Catherine Macaluso, Seconded by Rita Beechey

RESOLUTION NO. GLB-2019-0002

That the minutes of December 18, 2018 be approved as presented.

Carried

9. Delegations/Speakers

None

10. Presentations

a. 2019 GPL Freedom to Read Week Video

The CEO showed a draft video, created by the Library's Teen Advisory Group, that will be aired during Freedom to Read Week (February 24 – March 2, 2019). The video shows Library staff and patrons reading the first line of a banned book.

11. Consent Agenda

- a. Branch Reports
- b. Library Statistics
- c. Website Statistics

Moved by Bobbi Sabatini, Seconded by Mary Catherine Macaluso

RESOLUTION NO. GLB-2019-0003

That Item 11 Consent Agenda be received as presented.

Carried

12. Communications

a. CEO Update – Verbal

Community Connections

- The York-Simcoe Libraries (East Gwillimbury, Bradford West Gwillimbury and Georgina) will be meeting with Caroline Mulroney, MPP on Friday March 15th at the East Gwillimbury Library in support of increased public library funding in the 2019 Provincial Budget.
- A Branding Workshop for Staff was held on February 11th.
- The legal agreement between the School Boards, Town and Library for the Sutton Multi-Use Facility is in progress.
- The 2019 Budget was approved by Council of \$2.7 million operating (2.8% increase) and \$16,250 capital.

Collections & Programs

- 2018 Year End Library Statistics Highlights
 - 12% increase in total Circulation System-wide (Physical & Digital) over previous year.
 - 11% increase in Circulation of Physical Items over previous year
 - 24% increase in Circulation of Digital items over previous year
 - 7% increase in Circulation at Keswick Branch over last year

- 12% increase in Circulation at the Pepperlaw Branch over 2017
- 19% increase in Circulation at Sutton Branch over 2017
- 1,275 Programs
- 20,171 program attendance (7% increase over previous year)
- Lynda.com Stats (new service introduced in April 2018)
 - 964 logins
 - 491 Distinct Courses Viewed
 - 5,430 Total Views

People and Leadership

- The Executive Assistant position should be filled by mid-March.
- Library Board appointments should be made at the March 6th Council Meeting. Trustee interviews are finishing up this week.

Spaces

- MURC Architects RFQ has been issued by the Town.
- Lighting in the Sutton Branch continues to be a problem with new LED lighting and ballasts that are burning out.
- Early closure of all branches on February 12th due to weather conditions.

Technology

- Bento Boxes Discovery Layer – Launch Feb 26

b. Friends of the Library Update – Verbal

- The Friends supported the Library’s “Blind Date with a Book” campaign with the purchase of Tim Horton gift cards.
- In partnership with the Library’s Children’s and Youth Services, the Friends are planning an Earth Hour Event on March 30th.
- The Friends have agreed to finance the purchase of children’s AWE tablets for use in all branches.
- The Friends have agreed to financially support the Drag Queen Story Time event at FanFest this year.
- The Friend’s Annual Spelling Bee will take place on April 26, 2019 at the LINK. CUPE will be supporting this event with a donation of \$5,000.
- Sara Forsyth thanked the friends for donating a fridge for the Sutton branch.

Moved by Mary Catherine Macaluso, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2019-0004

That items 12. a and b. be received as presented.

Carried

13. Closed Session

a. Motion to move into closed session of the Board

Moved by Bobbi Sabatini, Seconded by Rita Beechey

RESOLUTION NO. GLB-2019-0005

That the Georgina Library Board meeting move into closed session.

Carried

i. Personal Matters About an Identifiable Individual, Section 16.1(4) of the Public Library Act

Moved by Mary Catherine Macaluso, Seconded by Rita Beechey

RESOLUTION NO. GLB-2019-0006

That the Georgina Library Board reconvene into open session

Carried.

Moved by Rita Beechey, Seconded by Bobbi Sabatini

RESOLUTION NO. GLB-2019-0007

Motion to direct the CEO to transfer \$78,043.00 from Library reserves to the 2018 operating budget in order to cover the 2018 deficit.

Carried

14. Old Business

None

15. New Business

a. OLA Super Conference Reports

Chair Suzette Leeming gave an overall review of what the conference offered and touched upon some areas that she participated in, such as the venues that covered governance, advocacy, public library – transformative leadership, engaging our stakeholders and fundraising. She has materials if anyone is interested in receiving any. She stressed upon dealing with political action groups by having hands-on meetings with potential fundraisers, and investing in a close relationship with the Town's Economic Development Department. She attended book signings, and received a number of free books from publishers. She ended her remarks with comments about the gala awards dinner, and the Library's nomination for a Minister's Award for Innovation. Trustee Rita Beechey provided her experience in regards to the Trustee Boot Camp held on Saturday; she found that the amount of dedication and service experience among attendees created a high level of energy in the room. She said that they gave very interesting and creative suggestions, especially on how to be a good board member and chair.

Suzette and Rita both stressed that the amount of help that is available to Boards from organizations on and off line is very refreshing and helpful.

b. Policy Review – Board Members' Code of Conduct Policy

Moved by Nancy Rodrigues, Seconded Mary Catherine Macaluso

RESOLUTION NO. GLB-2019-0008

That the Board Members' Code of Conduct Policy be adopted as amended.

Carried

16. Other Business For Which No Notice Has Been Given

Bobbi Sabatini complimented on the library making the front page of the Georgina Advocate (7 Feb 2019) in regards to its multilingual collection.

Suzette thanked all the members who came out for the budget process and strongly suggest that members continue to attend these budget meetings to allow for a visual strong support.

17. Adjournment

Moved by Rita Beechey, Seconded by Bobbi Sabatini

RESOLUTION NO. GLB-2019-0009

That the Georgina Public Library Board February 21, 2019 meeting
adjourn 8:40 at pm

18. Next Meeting Date /Time – 21 March 2019 @ 7:00 pm – Keswick Branch

Board Chair

Recording Secretary

Joint Branch Report February 2019

Community Connections

- GPL joined with Habitat for Humanity to host an information session with 18 attendees at the Sutton Branch on February 23.
- Staff from Yorkworks came to the Pefferlaw Branch on February 27 to offer a presentation on the Second Career program.

Spaces

- Sutton Branch continues to host an art exhibit by Karen Watson.
- Now that our 2019 budget has been approved, plans for refreshing the Teen Room in Pefferlaw are moving forward. The main furniture pieces have already arrived, and staff will be helping decide on the finishing touches such as wall colour, artwork, etc.
- Maintenance was conducted on the thermostat servicing the rotunda area in Keswick Branch. This seems to have normalized the temperature so the space is actually maintaining the temperature set by the thermostat.
- Fire System testing was completed at the Ice Palace, including Keswick Branch on February 27-28th.

People and Leadership

- Sherrey Helleman, Kate Gibson, Joel Sutherland and David Harvie attended the OLA Superconference in Toronto.
- A Staff Development Day was held on February 11th. The focus on the day was on marketing of our new brand, facilitated by Hardie & Company.
- Two new Casual Library Clerks, Erin Beach and Cheyenne McAnuff, were hired this month and have almost completed their training. Erin is a returning employee, formerly a Library Student for 3.5 years at the Pefferlaw Branch, and Cheyenne is a local post-secondary student working on her Library Technician diploma.
- Sutton Branch held a Library Student Meeting on February 28th.

Collections & Programs (Adult)

- GPL hosted several library systems at a Publishers Meeting, organized for materials selection, highlighting the Spring 2019 publication list on February 25th at the Keswick Branch.
- The Pefferlaw Film Festival featured a different Oscar-nominated movie for three consecutive days in February at the Pefferlaw Branch, as a lead-up to the Academy Awards. Attendance was a bit lower than we had hoped, but those who did attend thoroughly enjoyed the films and were pleased to discover the information presented about Kanopy, our online streaming video service.

Programs – All Locations			
Date	Program Name	Location	Participants
Feb. 1	Nighttime Forest Walk (second session)	PE	24
Feb. 2	Purls & Chains	SN	7
Feb. 7	Mindfulness Meditation	SN	2
Feb. 7	Book Club	PE	10
Feb. 7	Mah Jongg	KE	6
Feb. 7	Knitting	KE	7
Feb. 7	ESL Conversation Circle	KE	2
Feb. 9	Purls & Chains	SN	7
Feb. 13	Book Club	KE	11
Feb. 14	Exam Proctoring	KE	1
Feb. 14	Mindfulness Mediation	SN	3
Feb. 14	Book Club	SN	12
Feb. 14	ESL Conversation Circle	KE	3
Feb. 16	Purls & Chains	SN	7
Feb. 21	Mah Jongg	KE	6
Feb. 21	Knitting	KE	11
Feb. 21	ESL Conversation Circle	KE	2
Feb. 21	Mindfulness Meditation	SN	3
Feb. 21, 22, 23	Pefferlaw Film Festival	PE	5
Feb. 22	Exam Proctoring	KE	1
Feb. 23	Purls & Chains	SN	6
Feb. 24	Wordsmiths	SN	4
Feb. 24	Scrabble	SN	4
Feb. 27	Yorkworks – Second Career Workshop	PE	0
Feb. 28	Mindfulness Meditation	SN	3
Feb. 28	Mah Jongg	KE	7
Feb. 28	Knitting	KE	8
Feb. 28	ESL Conversation Circle	KE	2
various	Technology help (eServices Tech)	KE	46
		Total	207

Technology

- The Library's online public access catalogue began the transition to a "Bento Box" results page, dividing results into separate boxes for in-branch and online.

Highlight

The Keswick Branch Staff received a compliment from visitors to our library from Mississauga. They were very impressed with our children's area, they felt it had so much more to offer than their library.

Upcoming Events

- Georgina FanFest 4 – April 6th – Keswick Branch
- Friends of the Georgina Public Library Spelling Bee – April 26th @ 6:30 p.m. – The LINK
- Library Trustee Training – Saturday May 11th - East Gwillimbury Sports Complex

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

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	
February	13,164	5,297	1,725	3,936	24,122	14,021	
TOTALS	27,246	12,248	3,462	8,012	50,968		
Averages	13,623	6,124	1,731	4,006	25,484	13,953	

2018

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	13,623	6,623	1,744	3,477	25,467	13,910	Missing OneClick digital ebooks stats
February	12,790	6,636	1,704	3,067	24,197	14,068	
March	15,334	7,228	1,945	3,403	27,910	14,259	March Break Programs
April	15,337	8,071	1,693	3,263	28,364	14,438	In-House Circulation Added
May	15,033	8,579	1,810	3,152	28,574	14,658	
June	16,858	6,690	1,957	3,013	28,518	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	191,803	88,875	25,120	41,076	346,874		
Averages	16,282	7,495	2,102	3,427	29,306	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	2767	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	

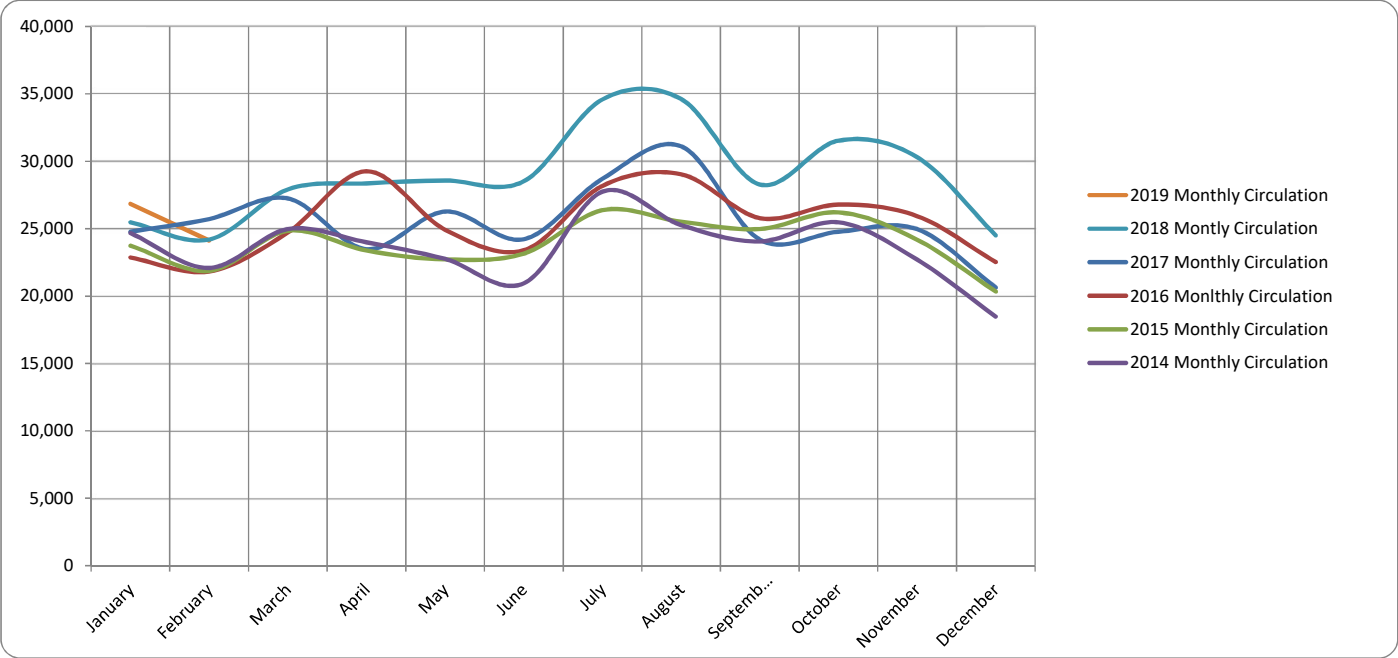
2015

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



Georgina Public Library Usage Statistics - 2019

January

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses
Keswick	14,082	10,756	19	152	2,467		3,766	31,223
Pefferlaw	1,737	672	1	26	242		28	2,705
Sutton	6,951	2,635	10	51	655		66	10,358
CYS			43	708	630			1,338
e-Branch	4,076	9,860	65	133		37,479		51,548
TOTAL	26,846	23,923	138	1,070	3,994	37,479	3,860	97,172

February

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses
Keswick	13,164	9,007	14	113	2,194		2,088	26,566
Pefferlaw	1,725	708	4	39	222		36	2,730
Sutton	5,297	5,301	17	102	613		216	11,529
CYS			51	857	494			1,351
e-Branch	3,936	8,700	80	143		31,959		44,738
TOTAL	24,122	23,716	166	1,254	3,523	31,959	2,340	86,914

2019 TOTAL

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses
Keswick	27,246	19,763	33	265	4,661		5,854	57,789
Pefferlaw	3,462	1,380	5	65	464		64	5,435
Sutton	12,248	7,936	27	153	1,268		282	21,887
CYS			94	1,565	1,124			2,689
e-Branch	8,012	18,560	145	276		69,438		96,286
TOTAL	50,968	47,639	304	2,324	7,517	69,438	6,200	184,086

My Dashboard

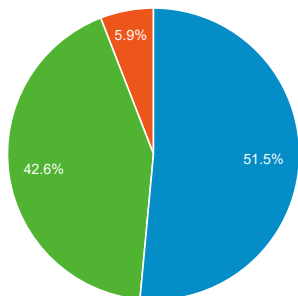
Feb 1, 2019 - Feb 28, 2019
 Compare to: Feb 1, 2018 - Feb 28, 2018

All Users
 +0.00% Sessions

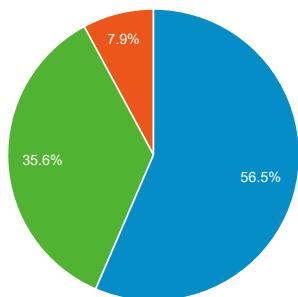
Visits by Traffic Type

■ direct ■ organic ■ referral

Feb 1, 2019 - Feb 28, 2019



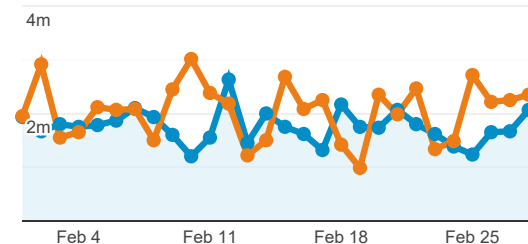
Feb 1, 2018 - Feb 28, 2018



Avg. Visit Duration

Feb 1, 2019 - Feb 28, 2019: ● Avg. Session Duration

Feb 1, 2018 - Feb 28, 2018: ● Avg. Session Duration



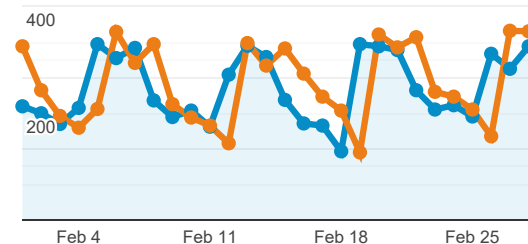
Visits and Avg. Visit Duration by Co...

Country	Sessions	Avg. Session Duration
Canada		
Feb 1, 2019 - Feb 28, 2019	6,750	00:01:48
Feb 1, 2018 - Feb 28, 2018	7,037	00:02:04
% Change	-4.08%	-13.46%
United States		
Feb 1, 2019 - Feb 28, 2019	87	00:01:25
Feb 1, 2018 - Feb 28, 2018	68	00:00:36
% Change	27.94%	137.60%
South Korea		
Feb 1, 2019 - Feb 28, 2019	11	00:00:00
Feb 1, 2018 - Feb 28, 2018	12	00:00:05
% Change	-8.33%	-100.00%
India		
Feb 1, 2019 - Feb 28, 2019	10	00:01:26
Feb 1, 2018 - Feb 28, 2018	4	00:01:36
% Change	150.00%	-10.34%
Mexico		
Feb 1, 2019 - Feb 28, 2019	9	00:01:42
Feb 1, 2018 - Feb 28, 2018	0	00:00:00
% Change	100.00%	100.00%

Visits

Feb 1, 2019 - Feb 28, 2019: ● Sessions

Feb 1, 2018 - Feb 28, 2018: ● Sessions



Visits and Pageviews by Mobile

Mobile (Including Tablet)	Sessions	Pageviews
No		
Feb 1, 2019 - Feb 28, 2019	3,526	6,529
Feb 1, 2018 - Feb 28, 2018	4,250	7,674
% Change	-17.04%	-14.92%
Yes		
Feb 1, 2019 - Feb 28, 2019	3,393	4,877
Feb 1, 2018 - Feb 28, 2018	2,931	4,181
% Change	15.76%	16.65%

Bounce Rate

Feb 1, 2019 - Feb 28, 2019

56.97%

Avg for View: 56.97% (0.00%)



Feb 1, 2018 - Feb 28, 2018

57.76%

Avg for View: 57.76% (0.00%)



% New Visits

Feb 1, 2019 - Feb 28, 2019

44.34%

Avg for View: 44.34% (0.00%)



Feb 1, 2018 - Feb 28, 2018

43.95%

Avg for View: 43.95% (0.00%)



Pageviews

Feb 1, 2019 - Feb 28, 2019

11,406

% of Total: 100.00% (11,406)



Feb 1, 2018 - Feb 28, 2018

11,855

% of Total: 100.00% (11,855)



Visits

Feb 1, 2019 - Feb 28, 2019

6,919

% of Total: 100.00% (6,919)



Feb 1, 2018 - Feb 28, 2018

7,181

7,181
% of Total: 100.00% (7,181)



Pages/Visit

Feb 1, 2019 - Feb 28, 2019

1.65
Avg for View: 1.65 (0.00%)



Feb 1, 2018 - Feb 28, 2018

1.65
Avg for View: 1.65 (0.00%)



Avg. Visit Duration

Feb 1, 2019 - Feb 28, 2019

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



Feb 1, 2018 - Feb 28, 2018

00:02:03
Avg for View: 00:02:03 (0.00%)



Georgina Public Library

Financial Statement - February 2019

	2019 Actuals	2019 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
Revenue						
Town Grant	406,138.50	2,389,050	1,982,912	17%	17%	Pro-rated
Provincial Grants	10,642	62,600	51,958	17%	17%	Pro-rated - Provincial Grant expected Fall 2019
Misc Grants	-	9,240	9,240	0%	17%	
School Board Revenue	9,945	58,500	48,555	17%	17%	Pro-rated - Payment expected in Fall 2019
Donations	1,907	1,800	(107)	106%	17%	Cathy Foch Donation for FanFest
Fines	2,465	27,100	24,635	9%	17%	
Misc Fees	614	3,100	2,486	20%	17%	PRESTO Commissions, Exam Proctoring, etc
Photocopying Fees	850	8,500	7,650	10%	17%	
Program Registrations	780	4,200	3,420	19%	17%	
Book Sale	106	2,400	2,294	4%	17%	
Room Rentals	2,483	4,100	1,618	61%	17%	
Provision from Reserve	2,210	13,000	10,790	17%	17%	Contributions to Reserves Pro-rated
Total Revenues	438,140	2,583,590	2,145,450	17%	17%	
Expenses						
Salaries & Benefits	179,729	1,793,480	1,613,751	10%	17%	Executive Assistant Started 11 March
Library Board	200	4,800	4,600	4%	17%	Based on Board Meeting Attendance
Library Operations	39,280	367,690	328,410	11%	17%	Utilities, cleaning, courier, supplies, etc.
Training	1,296	18,800	17,504	7%	17%	
Collections	34,394	193,520	159,126	18%	17%	
Telecommunications	2,175	15,700	13,525	14%	17%	
Misc	-	2,100	2,100	0%	17%	
Contribution to Reserve	31,875	187,500	155,625	17%	17%	Pro-rated
Total Expenses	288,950	2,583,590	2,294,640	11%	17%	
Net	149,190	-	(149,190)			

Note:

Annual Licences fees for electronic resources paid at being of year. Invoices are being received and processed.

February 19, 2019

Georgina Public Library Board
c/o David Harvie, CEO
90 Wexford Drive Keswick, ON L4P 3P7

Dear Members of the Georgina Public Library Board,

Whether this is your first time appointed to your local public library board, or your third appointment, on behalf of Ontario's public libraries, we thank you for giving your time and energy to your community. We wish you every success as a member of your local public library board.

I am writing you on behalf of Southern Ontario Library Service (SOLS). Some of you may be quite familiar with SOLS and the services that we offer public libraries on behalf of the Ministry of Tourism, Culture, and Sport. Some of you may be hearing about us for the first time! This letter is an opportunity to share with you an overview of what we do, how we can assist you in your board responsibilities, and highlight for you some of the ways SOLS contributes to strengthening the public library sector in Ontario.

The core mandate of Southern Ontario Library Service is to deliver programs and services to public libraries by:

- Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library service to the public; and
- Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development.

In fulfilling this mandate, SOLS provides a variety of services, including: a range of training offerings for library staff and board members, both face-to-face and online; consulting assistance from professional staff; dynamic, relevant professional resources on a variety of topics of interest to library leaders and decision makers; opportunities for networking; and the facilitation of cost savings through collective purchasing and licensing. In addition, SOLS operates the province-wide interlibrary loan service, providing the technology and the vehicles to move library materials around the province.

You need to know that, at the beginning of a new term for library boards, and throughout your four-year term, SOLS is committed to providing the resources, tools and training you need to do your job as active and informed members of the library board.

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Of particular relevance to you is the recently launched Governance HUB, a joint initiative by SOLS, Ontario Library Service—North, the Federation of Ontario Public Libraries, the Ontario Library Boards Association, and the Ontario Library Association. You will find the HUB at www.librarygovernance.ca – there you will find everything you need to know about public library governance in Ontario. While on the site, please sign up for the Governance HUB newsletter to stay informed on news and updates from Ontario’s public library organizations.

I would further like to invite you, as a library board, and your CEO to attend one of the upcoming regional workshops on *Governance Best Practices*. To be held in April and May at 14 locations across Southern Ontario, these 3-hour sessions are an excellent opportunity for new and returning board members and CEOs to learn about boardroom practices that support informed decision-making and strategic oversight. The sessions will be interactive, with lots of time for networking, as well as time to have valuable discussion with each other, weighing and sifting new approaches to doing things, and looking for ways to improve board functioning and decision-making. Registration is now open at www.librarygovernance.ca, where you will also find a list of the locations and dates.

SOLS facilitates Trustee Council meetings in eight different locations twice a year as an opportunity for board members to get together and learn about libraries and governance with and from neighbouring board members. Any board member who wishes to attend the meetings is welcome, but it is important for each library board to appoint one Trustee Council representative who will have a vote when it comes time to appoint someone from each Trustee Council to the SOLS Board. We ask that you take a few minutes at your next board meeting to appoint a Trustee Council representative and forward that person’s name and contact info to trustees@sols.org.

In summary, I would ask that you, individually or collectively, visit and explore the Governance Hub at www.librarygovernance.ca, sign up for the Governance HUB newsletter, register for one of the upcoming workshops, and appoint a Trustee Council representative to attend future Trustee Council meetings on behalf of your board. Because of the governance workshops taking place this spring, the next Trustee Council meetings will take place in fall 2019.

I assure you that the asks identified in the paragraph above will help you and your board be more knowledgeable, better informed, better connected, and ultimately, more effective. This, in turn, makes your library more successful!

In closing, I encourage you to stay connected through the Governance HUB and Trustee Council meetings. If you have any questions about SOLS, or anything I’ve mentioned, please do not hesitate to get in touch.

Sincerely,

A handwritten signature in black ink that reads "Pawan Trambetta". The signature is written in a cursive, flowing style.

CEO, Southern Ontario Library Service

Georgina Public Library Board
Meeting Schedule 2019

The Georgina Public Library Board has traditionally held their meeting on the 3rd Thursday of the month at 7:00 p.m.

Board meetings may be held at any of the three branch locations during the year.

Under the *Public Library Act (PLA)* the Board must meet a minimum of 10 times per year.

All meetings of the Board are open to the public. Closed sessions may be conducted only under the conditions established in the *PLA, Section 16(4)*.

Special meeting may be called in accordance to *Library Board Structure By-laws, Special Meetings, pg. 6.* and the *PLA*.

Meeting agendas will be out to each Board member and posted on the Town's website, one week prior to the meeting.

The following table includes suggested Board meeting dates, times and locations.

Georgina Public Library Board Meeting Schedule - 2019		
Date	Time	Location
21 March 2019	7:00 p.m.	P. Nicholls Board Room - Keswick Branch
18 April 2019	7:00 p.m.	P. Nicholls Board Room - Keswick Branch
16 May 2019	7:00 p.m.	P. Nicholls Board Room - Keswick Branch
20 June 2019	7:00 p.m.	P. Nicholls Board Room - Keswick Branch
18 July 2019	7:00 p.m.	P. Nicholls Board Room - Keswick Branch
22 August 2019	7:00 p.m.	Programming Room - Sutton Branch
19 September 2019	7:00 p.m.	Programming Room - Pefferlaw Branch
17 October 2019	7:00 p.m.	P. Nicholls Board Room - Keswick Branch
21 November 2019	7:00 p.m.	P. Nicholls Board Room - Keswick Branch
19 December 2019	7:00 p.m.	P. Nicholls Board Room - Keswick Branch

Any member unable to attend a Board meeting will inform the Chair, CEO or Executive Assistant at least 3 hours prior to the meeting in order to ensure quorum. Members of the Board who require a "leave of absence" should request the same in writing to the Board Chair.

Failure to attend three consecutive regular Board meetings without being authorized by a Board resolution will disqualify membership on Board (*PLA, Section 13(c)*)

GEORGINA PUBLIC LIBRARY BOARD

2018 BOARD LEGACY DOCUMENT

This Legacy document is intended to help orient the new board at the beginning of their term.

OUR LIBRARY AND PARTNERS

Our partners are Municipal Council, the community, and other key community partners such as Police/EMS, transit, diabetes association, schools, tutors, the Welcome Centre, and other community organizations.

The **Community** sees our library as a valuable, vital resource and gathering place as well as a warm, welcoming, and inclusive place.

Municipal Council views our library as an important partner in building our community and an extension of important services to our residents, as well as an investment in our residents.

Other community groups and partners view the library as a connection to our community and an important partner to help with their outreach efforts, and as an innovative and education resource.

GOVERNANCE ISSUES

During our four year term, the current board has faced a few major governance issues. Halfway through the term, we lost our Board Chair, Paul Nicholls, had some board turnover because of one board member passing away and another one moving away, as well as the retirement of the Library Director/CEO.

Despite those issues, we managed to:

- Elect a new Chair and new Vice Chair
- Form an HR Committee, advertise, interview and hire the best fit for Director/CEO for our community
- Train new board members and make them feel included
- Review policies at almost every meeting, but we also initiated two new policies/processes:
 - The Library Director/CEO evaluation
 - Board self-evaluation
- Give direction to the Library Director/CEO to go through all of our policies and separate governance/board policies from operational policies.
- Consistently represent the Library at the **SOLS Trustee Council** meetings, and even hosting a meeting at the Sutton branch
- Allow more board members to attend the **OLA** conference than ever before, which had helped board members to better understand and grow in their roles

- Create and deliver a **Governance Report** to Council that outlines the Board and Town Council's relationship under the Public Libraries Act.
- Work on developing the **Strategic Plan** as well as the **Master Plan**
- Start a **Marketing and Branding** initiative
- Become more involved in Advocacy than previously, enabling us to have **Coffee with a Candidate** during the election campaign period, to educate and inform candidates about the services the library provides to the community.
- Improve our meetings by adopting a **Consent Agenda**, which has allowed us the time for more presentations to the board from town staff, such as the Town Treasurer, as well as from some of our branch managers, who have educated the board on collection management, intellectual freedom, children's programming, etc.
- Be more involved in community events that involved the library, such as the Open House during **Ontario Public Library Week**, the **Keswick Santa Claus Parade**, and the launch of Lynda.com at the town
- Dedicate the Boardroom in the Keswick branch as the Paul Nicholls boardroom, in appreciation and recognition of the many years of service and guidance Paul provided.

The Master Plan recommended 15,000 sq. ft. for the MURC branch but the Town had only anticipated 5,000 sq. ft. The current Board advocated for 10,000 square feet and the next board can continue working on convincing Town Councilors and the community of this need.

In accordance with the current 2016-2021 Strategic Plan, we are still working on ways to provide extended hours of technical support with our current budgetary constraints.

The new board has the opportunity to become a stronger voice to advocate for the branch in the MURC and to hopefully start the Coffee with a Candidate campaign earlier during the next election period.

OUR LEADERSHIP

Our Board has been a strong community leader because of our passionate advocacy for the library as we represented our residents in a fiscally responsible manner. We petitioned the provincial government in a meeting with the then current MPP (Julia Munro) for an increase in base library funding as well as for the establishment of a digital library in Ontario.

We've made a consistent effort to rotate our meetings occasionally so that we have the opportunity to meet at each of the branches during the year.

We've grown in our roles, attended the OLA conference, consistently represented our library at SOLS Trustee meetings, and attended many community functions and council meetings on behalf of the library board.

We have also attended and participated in the Friends of the Library fundraisers which directly support library services. We've been approachable and available.

We are especially proud that our library has been shortlisted for the 2018 Ontario Public Library Service Award for our FanFest event.

We think the board can be even stronger in leadership by forming some subcommittees sooner – such as a Policy Review committee which can help us move through policies much quicker, and we also think the board needs to become much clearer in providing direction to the Director/CEO, to minimize confusion.

CHALLENGES FOR THE NEW BOARD

Some of the major challenges the new board will have to tackle as a priority will be the 10,000 sq. ft. library branch at the MURC. The Branding and Marketing initiative will need to be implemented and community outreach can be strengthened even more. A new Strategic Plan will need to be developed for the 2022-2026 period, and improved funding for e-resources and programming will need to be advocated for.

It is recommended that the new Board immediately engage with the new Town Council through a series of open house events for each Councillor hosted by the Board at each branch.

We strongly encourage the new Board to ask for a Council resolution to support an increase in provincial funding for libraries.

WISHES FOR THE NEW BOARD

We wish the new board much success and hope they continue to build on the work that has been started, grow in their roles, support each other and their community and work together to help Georgina continue to have an awesome library with an awesome board.



Georgina Public Library

2019 Work Plan

Board Governance Initiatives

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
Board Orientation	Board Chair & CEO	Q1	Q4	In Progress	Inaugural Board Meeting – 21 March 2019 N6+1 Library Orientation Day – May 11 2019
New Library Board Meet & Greet	Board Chair & CEO	Q2	Q2	Not Started	Open house for new Board members at Branches.
Succession Planning & Emergency Preparedness	Board Chair & CEO	Q2	Q2	Not Started	Deferred from 2018
Library Advocacy	Board	Q1	Q4	On going	In support of the MURC Branch.
2018 Annual Report	CEO	Q2	Q2	In Progress	Awaiting new branding and logo.
Sutton Multi-Use Transfer and Operating Agreement	CEO	Q1	Q4	In Progress	Development of a legal agreement for the Sutton Multi-Use Building between the School Boards, Town and Library.

Capital Initiatives

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
MURC Branch	CEO	Q1	2021	In Progress	Town Steering Committee in place. Public visioning consultation session scheduled for May 2019.
Library Furniture	All Managers	Q1	Q3	In Progress	Furniture selection in progress.
Sutton Service Counter	K. Gibson	Q1	Q4	In Progress	Deferred from 2018. Specifications and RFP development underway.
Sutton Window Blinds	K. Gibson	Q2	Q3	Not Started	

Staffing Initiatives

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
Children's & Youth Services Additional Hours	J. Sutherland	Q1	Q1	Completed	11 additional hours added to increase CYA programs at all branches.
Sutton Circulation Staff Additional Hours	K. Gibson	Q1	Q1	In Progress	9 hours will be distributed among Sutton staff and the schedule to be re-arranged in accordance with the Collective Agreement.
Summer Reading Club Student	J. Sutherland	Q2	Q3	In Progress	Grant applications made. Hiring process underway with HR.
Library Executive Assistant	D. Harvie	Q1	Q1	Completed	Ms. Serena Hamlyn started in the position on 11 March 2019.

Operating Initiatives

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
Bento Boxes Discovery Layer	V. Stevens	Q2	Q2	In Progress	Fine tuning the new library online catalogue interface.
Multilingual Collection Project	V. Stevens	Q2	Q3	Not Started	Preliminary planning with LSC is underway.
Freegal Music	V. Stevens	Q2	Q2	Not Started	Launch planned for April 16
AWE Tablets	J. Sutherland	Q1	Q2	In Progress	Awaiting funds from Friends of the Library
Branding Event	D. Harvie	Q3	Q3	Not Started	Branding Launch event to be developed.
State of the Library Address	D. Harvie	?	?	Not Started	
FanFest 4	J. Sutherland	Q2	Q2	In Progress	April 6 th – Keswick Branch

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

Georgina Public Library Board Policy Manual

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:

Georgina Public Library Board Policy Manual

- 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

Georgina Public Library Board Policy Manual

- (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;

Georgina Public Library Board Policy Manual

- (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.

Georgina Public Library Board Policy Manual

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.

Georgina Public Library Board Policy Manual

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 Town of Georgina 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

Canadian Library Association / Association canadienne des bibliothèques Position Statement on Diversity and Inclusion

Approved by Executive Council ~ May 25, 2008

The Canadian Library Association believes that a diverse and pluralistic society is central **to our country's identity. Libraries have a responsibility to contribute to a culture that** recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.

See also: [CLA Statement on Intellectual Freedom](#)

Énoncé sur la diversité et l'inclusion

Approuvé par le Conseil d'administration, le 25 mai 2008

L'Association canadienne des bibliothèques estime qu'une société pluraliste et diversifiée est au cœur de notre identité nationale. Les bibliothèques se doivent de contribuer à une culture qui apprécie la diversité et favorise l'inclusion sociale.

Les bibliothèques s'efforcent de fournir des services inclusifs. Les bibliothèques au Canada reconnaissent et soutiennent résolument la dignité des personnes qu'elles servent, sans égard au patrimoine, à l'éducation, aux croyances, à la race, à la religion, au sexe, à l'âge, à l'orientation sexuelle, à l'identité sexuelle, à une déficience physique ou mentale ou au revenu.

Les bibliothèques comprennent qu'accepter les différences peut mettre en situation de conflit les valeurs individuelles et collectives. Les bibliothèques s'engagent à faire preuve de tolérance et de compréhension. En outre, elles veillent à ce que les personnes puissent jouir des services sans que leur soient imposées par autrui des valeurs, des coutumes ou des croyances.

Voir aussi : [Énoncé sur la liberté intellectuelle de la Canadian Library Association/Association canadienne des bibliothèques](#)