Georgina Public Library

Library Board Meeting

Agenda

September 19th, 2019 @ 7:00 p.m.

Programming Room, Pefferlaw Branch

1.   Call to Order

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

4.   Introduction of Addendum Items

5.   Approval of the Agenda

6.   Declarations of Pecuniary Interest

7.   Adoption of the Past Minutes – August 15th, 2019

8.   Delegations/Speakers

9.   Presentations

10.   Consent Agenda
    a. Branch Report
    b. Library Branch Statistics
    c. Website Statistics
    d. 2019 Work Plan Update
    e. Financial Statement – August 2019

11.   Communications
   a.   CEO Update – Verbal
   b.   Board Chair Update – Verbal
   c.   Friends of the Library Update – Verbal

12.   Old Business

13.   New Business
   a.   Policy Review: Information Services
   b.   Ontario Public Library Week – Meet the Library Board
   c.   Library as Place presentation (if time allows) – B. Sabatini

14.   Other Business For Which No Notice Has Been Given

15.   Adjournment

16.   Next Meeting Date /Time

   October 17th, 2019 @ 7:00 p.m. **@ Keswick Branch**

Georgina Public Library Board

Regular Board Meeting Minutes

August 15th 2019 @ 7:00 p.m.

Programming Room, Peter Gzowski (Sutton) Branch

1.   Call to Order

The meeting was called to order at 7:00 p.m.

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 Chippewa's 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:

   Mary Catherine Macaluso, Chair
   Bobbi Sabatini, Vice Chair
   Leslie Johnstone
   Adrienne McDowell
   Rita Beechey
   Councillor Dave Neeson

   The following Board members were absent with notice:

   Shari Hawkins
   Nancy Rodrigues
   Naomi Davison

The following staff members were in attendance:

   Valerie Stevens, Director of Library Services/CEO
   Serena Hamlyn, Executive Assistant (Recording Secretary)
   Kathy Coates, CUPE 905.13 Union Representative

4. Chair's Remarks

The Board Chair congratulated the newly appointed Library CEO and welcomed her to her new role.

5. Introduction of Addendum Items

None

6. Approval of the Agenda

> Moved by Bobbi Sabatini, Seconded by Adrienne McDowell
>
> **RESOLUTION NO. GLB-2019-0055**
>
> That the Georgina Library Board Agenda of August 15th, 2019 be approved as presented.
>
> **Carried**

7. Declarations of Pecuniary Interest

Dave Neeson recommended that, during the discussion surrounding the 2020 budget and any additions or discussion specifically relating to unionized employees, he leave the meeting at that time, as he is a CUPE employee. The Board members agreed to save the unionized staffing discussion until the end of the meeting, at which time Dave Neeson will excuse himself.

8. Adoption of the Past Minutes - Minutes of July 18th, 2019 Georgina Public Library Board Meeting

> Moved by Rita Beechey, Seconded by Adrienne McDowell
>
> **RESOLUTION NO. GLB-2019-0056**
>
> That the Minutes of the July 18th, 2019 meeting be approved as circulated.
>
> **Carried**

9. Delegations/Speakers

None

10. Presentations

   None

11. Consent Agenda
   a. Branch Reports
   b. Library Branch Statistics
   c. Website Statistics
   d. 2019 Work Plan Update
   e. Financial Statement – July 2019

   > Moved by Dave Neeson, Seconded by Bobbi Sabatini
   >
   > **RESOLUTION NO. GLB-2019-0057**
   >
   > That Item 11 - Consent Agenda be received as presented.
   >
   > **Carried**

12. Communications

   a. CEO Update – Verbal

   Community Connections

   - Mayor Quirk hosted a one-on-one session for the public at the Keswick Library Branch.

   Spaces

   - New OPAC table arrived for Keswick Branch, freeing up a study carrel
   - 2nd round of public input sessions on the MURC have taken place; if you were unable to attend, please give input online, and encourage others to do so. Open until Monday.
     - Effects of Bill 108, specifically the introduction of the Community Benefit Charge, are still unknown. The formula has been released, but not the caps. Town Treasurer is working with the other York Region Treasurers on this process.

   People and Leadership

   - Joel Sutherland, Children's & Youth Services Librarian, has tendered his resignation, effective August 30.
   - Planning to hire two new managers; we plan to realign management roles with tasks rather than locations, as directed in the 2016 Library

Master Plan. Areas of responsibility include: Collections; Programs & Community; Customer Service Excellence; Electronic Services. Each manager will still have facility management responsibilities.

The Board members and the CEO discussed the management realignment proposal extensively, weighing the potential pros and cons. The CEO presented a document displaying what the Organizational Chart/Structure would look like under the new plan. In the end, the Board members decided that the proposed realignment to management roles was a step in the right direction and would be beneficial to Georgina Public Library and the staff.

Moved by Bobbi Sabatini, Seconded by Dave Neeson

RESOLUTION NO. GLB-2019-0058

Motion to approve the management realignment concept if there is no impact to the budget; if there is impact to the budget to then defer the decision to the Finance Committee. (M.C. Macaluso, R. Beechey, N. Davison)

Carried

- Hoping to finalize CUPE negotiations in last week of August.
- Headshots & testimonials are requested from all Library Board members for the website.

Collections & Programs

- Pefferlaw Branch celebrated its 30th birthday, with members of the Georgina-Brock garden club, Mayor Quirk, Councillors Harding & Waddington, and members of the GPL Board.
- Library staff were at both PAR Picnic (glitter tattoos and free books were a big hit) and Sutton Fair (out with our new promo banners & stand)
- Summer Reading Club & Adult Summer Reading Challenge are both doing well
- Other upcoming notable programs: continuing with summer movies, a Downton Abbey-themed program in September

Technology

- Pilot of the Town's iCity Cashier system in Sutton is still pending due to technology challenges.
- Lynda.com moving over to LinkedIN Learning-some privacy and age-limit concerns to be investigated in the fall

b. Board Chair Update – Verbal

- The Board Chair discussed an incident that recently happened at the library. She thanked everyone involved and felt it was handled very well by library staff and management.

c. Friends of the Library Update – Verbal

- The Spelling Bee held at the Sutton fair had 15 participants. The Library CEO and the Library Board Chair were included in the judging panel. Everyone who participated in the event had a great time.
- A Euchre tournament was held at the Keswick Library Branch on the 14th of August. 18 people were signed up to participate. It was a fun night and everyone had a great time. Participants ended up exchanging phone numbers so they can get in touch in the future and play together. Everyone hopes the event will happen again soon.
- The Tea Party is coming up on November 10th at De La Salle.

Moved by Leslie Johnstone, Seconded by Dave Neeson

RESOLUTION NO. GLB-2019-0059

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

Carried

13. Old Business

a. Audited Financials – updated note –

Moved by Rita Beechey, Seconded by Adrienne McDowell

RESOLUTION NO. GLB-2019-0060

Motion to accept the audited financial statement with the updated note as presented.

Carried

b. Library Board Structure Bylaws

The Board members reviewed the changes made to Board Structure Bylaws policy that they had suggested at the previous Board meeting.

Moved by Leslie Johnstone, Seconded by Dave Neeson

RESOLUTION NO. GLB-2019-0061

Motion to accept the amended Library Board Structure Bylaws policy as presented.

Carried

14. New Business
    a. Policy Review: Hours of Service

The Board members reviewed the amendments made to the current Hours of Service Policy.

Moved by Bobbi Sabatini, Seconded by Rita Beechey

RESOLUTION NO. GLB-2019-0062

Motion to accept the amendments to the Hours of Service Policy as presented.

Carried

b. Budget 2020

The CEO went over the capital and operating business cases with the Board members. They spent time examining every request in great detail, discussing priorities and the costs.

Moved by David Neeson, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2019-0063

Motion to authorize the Finance Committee, consisting of M.C. Macaluso, R. Beechey, and N. Davison, to make the budget decisions with the exception of the unionized staffing requests.

Carried

Dave Neeson left the meeting, as unionized staffing requests were set to be discussed.

Moved by Adrienne McDowell, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2019-0064

Motion to authorize the Finance Committee to make the budget decisions for the unionized staffing requests.

Carried

~~c. Library as Place presentation (if time allows) – B. Sabatini~~

15. Other Business For Which No Notice Has Been Given

None

16. Adjournment

Moved by Bobbi Sabatini, Seconded by Rita Beechey

RESOLUTION NO. GLB-2019-0065

That the Georgina Public Library Board August 15th, 2019 meeting adjourn at 9:48 p.m.

Carried

17. Next Meeting Date /Time

September 19th, 2019 @ 7:00 p.m. @ **Pefferlaw Branch**

Joint Branch Report

August 2019

Community Connections

- GPL hosted a booth at the annual PAR (Pefferlaw Association of Ratepayers) Picnic for the first time this year, on Monday August 5. Staff offered picnic-goers library information, free books for adults, free magazines and stickers for kids, and free glitter tattoos for all ages (Aha! Something new and different!).
- We hosted our 2nd annual booth at the Sutton Agricultural Fair from August 8-11. We were able to debut the new pop-up library with the GPL logo and enjoyed speaking to over 330 people. Visitors to the booth received free books and prizes with library promotional materials.
- Kate Gibson proctored four exams, August 15, 29 and 30.
- Becky Stark proctored one exam on August 6.
- Sutton Branch hosted a display by Sail Georgina for the month of August.
- All three branches sold Magna Hoedown tickets on behalf of Georgina Hospice.
- Becky Stark visited Rixon Manor to exchange donated books on August 27.
- Routes hosted a volunteer drive at the Pefferlaw Branch on August 20.
- Keswick hosted an Information Table to promote TRIEC Mentoring, a program helping immigrant professionals reconnect with their career in Canada, in partnership with Seneca College, on August 23
- Becky Stark visited Georgina Island on August 26 to meet librarian Karen Foster, learn about the Chippewa of Georgina Island's public library, and discuss future collaborations.
- The Pefferlaw CIBC and York Regional Police collaborated to present a workshop at the Pefferlaw Branch on August 27, which featured information on how to avoid fraud and scams. CIBC staff are enthusiastic about hosting other information sessions at the Pefferlaw Branch in the coming months.

Spaces

- Sutton Branch continued to exhibit paintings by Albert Chiarandini, in partnership with the Georgina Arts Centre & Gallery. GACG also brought in some beautiful mixed media projects from its KidZ Art Camp with the promise of more to come in September.
- Keswick Branch continued to exhibit paintings by Piri Pandy, in partnership with the Georgina Arts Centre & Gallery.
- A stand-up computer station was purchased for Pefferlaw Branch, to be installed at the Circulation desk. This is to accommodate the physical needs of one of our

staff members. The existing wooden circulation desk needs to be slightly modified in order to make this stand-up station fit properly, so Maintenance staff began the modifications on Monday August 19, and they will be completed by Baker's Furniture on Monday, September 23.

People and Leadership

- Joel Sutherland resigned from GPL on August 30, to take a position at Pickering Public Library.
- Cheyenne McAnuff and Emily Harford successfully completed their Summer Reading Club Assistant contracts to return to school, August 30.

Collections & Programs (Adult)

- Our Adult Summer Reading Challenge, which was expanded to all branches for the first time this year, was very well-received by those who participated. 92% of participants rated the program 4 out of 6 or higher (66% rated it 6 out of 6). A total of 248 ballots were completed by 38 participants across the three branches, and 10 participants completed 10 ballots or more (3 of those completed all 20 items on the challenge list!). Each of these 248 ballots represents a book read, a Lynda course completed, a program attended, or Freegal song listened to. Many patrons commented to staff that participating in this program helped them find awesome new books and try new library services (such as Lynda and Freegal) that they would never have encountered otherwise. Other positive comments included the following:
    - Great program for adults this summer, thank you!
    - Love Freegal!
    - Great to discover a YA author
    - (referring to having read a cookbook) Made copious amounts of jam. Thanks for the great program for adults while the kids do SRP
    - Fave book read in a long time. First time reading in Overdrive
    - (referring to Lynda) Scrolled through for other courses, will do a few more
    - (referring to "read a magazine", patron read Readers Digest LP) Love the large print. Shared it with my friend whose first language is Italian. He is now hooked on it – especially the jokes

Programs – All Locations			
Date	Program Name	Location	Participants
Aug. 1	ESL	KE	4
Aug. 1	Knitting	KE	6
Aug. 2	Birds of a Feather	PE	1
Aug. 3	Purls & Chains	SN	4
Aug. 5	PAR Picnic	PE	100
Aug. 8-11	Sutton Agricultural Fair	SN	330

Aug. 8	ESL	KE	1
Aug. 8	Knitting	KE	6
Aug. 9	Birds of a Feather	PE	1
Aug. 10	Purls & Chains	SN	9
Aug. 15	Knitting	KE	8
Aug. 15	ESL	KE	1
Aug. 16	Birds of a Feather	PE	1
Aug. 17	Movie Program – "A Dog's Way Home"	KE	0
Aug. 17	Purls & Chains	SN	7
Aug. 22	ESL	KE	0
Aug. 22	Knitting	KE	8
Aug. 22	Movie Program – "Isn't It Romantic"	SN	0
Aug. 23	Birds of a Feather	PE	1
Aug. 24	Purls & Chains	SN	9
Aug. 25	Wordsmiths	SN	0
Aug. 25	Scrabble	SN	4
Aug. 27	Fraud Workshop	PE	4
Aug. 27	Georgina Photo Club	KE	7
Aug. 29	ESL	KE	1
Aug. 29	Knitting	KE	8
Aug. 30	Birds of a Feather	PE	0
Aug. 31	Purls & Chains	SN	8
July and August	Adult Summer Reading Challenge	All	38
various	One-on-one tech help (eServ Tech)	KE	11
		Total	**578**

Technology

N/A

Submitted by: 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	
March	15,072	6,418	1,789	4,214	27,493	14,232	
April	15,146	7,538	1,458	3,962	28,104	14,447	
May	15,646	8,056	1,942	4,222	29,866	14,583	
June	15,402	5,776	1,789	3,999	26,966	15,312	SN circ decline due to no school CKO's
July	21,069	8,148	2,105	4,428	35,750	15,612	SRC
August	19,238	7,135	2,287	4,652	33,312	15,726	
TOTALS	**128,819**	**55,319**	**14,832**	**33,489**	**232,459**		
Averages	**16,102**	**6,915**	**1,854**	**4,186**	**29,057**	**14,727**	

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**	

2014 - 19 Annual Total Circulation By Month Comparison

Legend:
- 2019 Monthly Circulation
- 2018 Montly Circulation
- 2017 Monthly Circulation
- 2016 Monlthly Circulation
- 2015 Monthly Circulation
- 2014 Monthly Circulation
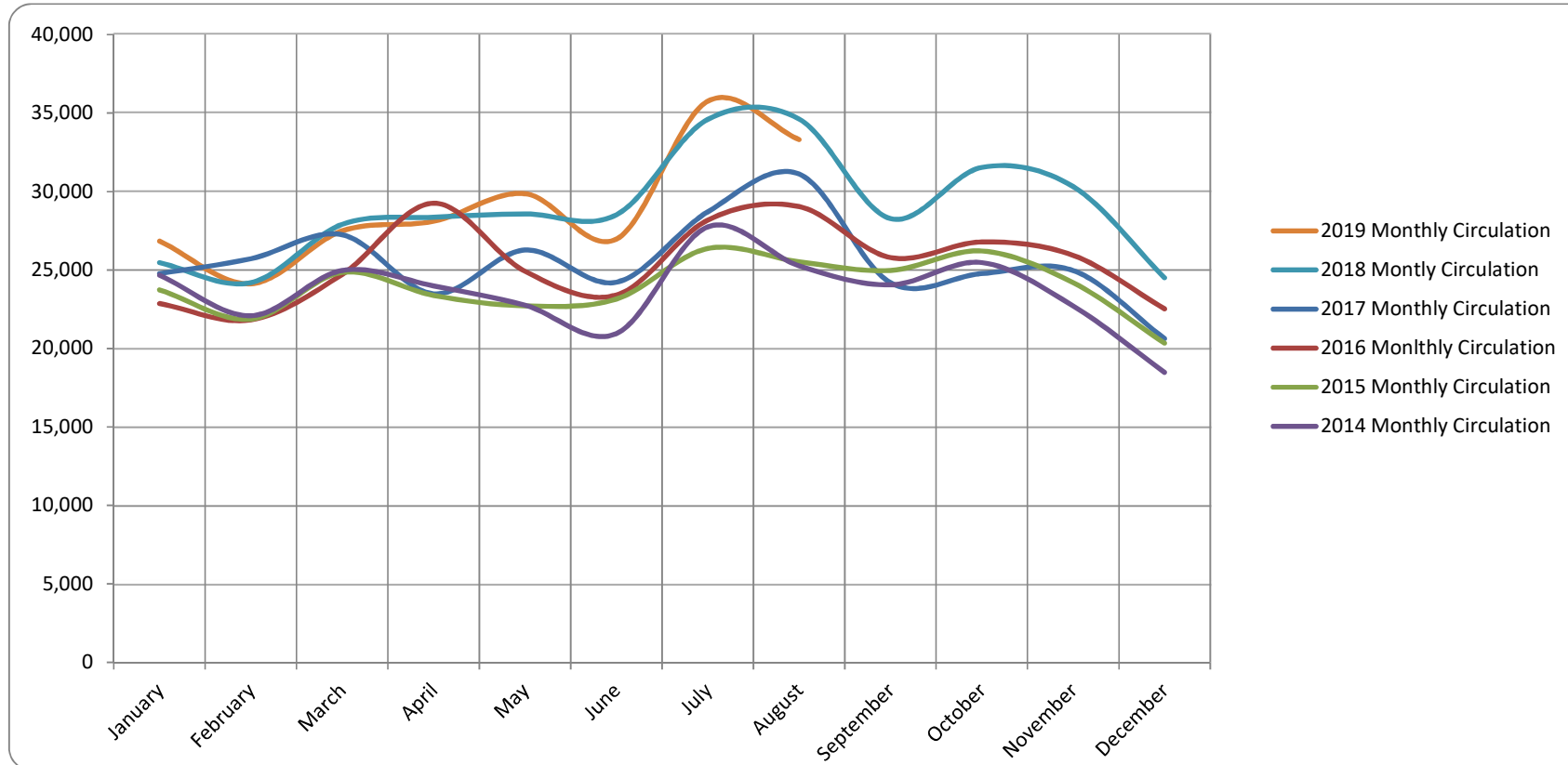
Georgina Public Library Usage Statistics - 2019

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		2,948	30,405	
Pefferlaw	1,737	672	1	26	242		550	3,227	PE Visits lower due to problem with traffic counter
Sutton	6,951	2,635	10	51	655		268	10,560	SN Visits lower due to problem with traffic counter
CYS			43	708	630			1,338	
e-Branch	4,076	9,869	65	133		37,544		51,622	
TOTAL	26,846	23,932	138	1,070	3,994	37,544	3,766	97,152	

February

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	13,164	9,007	14	113	2,194		2,179	26,657	
Pefferlaw	1,725	708	4	39	222		36	2,730	PE Visits lower due to problem with traffic counter
Sutton	5,297	5,301	17	102	613		290	11,603	
CYS			51	857	494			1,351	
e-Branch	3,936	8,703	80	143		32,029		44,811	
TOTAL	24,122	23,719	166	1,254	3,523	32,029	2,505	87,152	

March

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	15,072	8,978	17	124	2,650		2,544	29,368	
Pefferlaw	1,789	1,097	4	42	251		297	3,476	
Sutton	6,418	6,578	15	93	923		306	14,318	
CYS			19	703	607			1,310	
e-Branch	4,214	13,679	75	166		39,308		57,367	
TOTAL	27,493	30,332	130	1,128	4,431	39,308	3,147	105,839	

April

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	15,146	9,995	23	147	2,755		2,671	30,714	
Pefferlaw	1,458	1,376	2	12	226		140	3,212	
Sutton	7,538	5,031	11	82	745		539	13,935	
CYS			35	2,781	498			3,279	FanFest
e-Branch	3,962	10,971	49	166		35,771		50,870	
TOTAL	28,104	27,373	120	3,188	4,224	35,771	3,350	102,010	

May

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	15,646	8,366	23	110	2,257		2,681	29,060	
Pefferlaw	1,942	1,707	4	37	279		276	4,241	
Sutton	8,056	7,398	13	58	808		525	16,845	
CYS			71	1,696	681			2,377	
e-Branch	4,222	10,597	35	67		38,115		53,001	
TOTAL	29,866	28,068	146	1,968	4,025	38,115	3,482	105,524	

June

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	15,402	7,970	14	115	1,923		2,798	28,208	
Pefferlaw	1,789	1,649	5	13	271		331	4,053	
Sutton	5,776	5,377	8	41	700		526	12,420	
CYS			20	5,113	651			5,764	
e-Branch	3,999	9,856	35	63		35,483		49,401	
TOTAL	26,966	24,852	82	5,345	3,545	35,483	3,655	99,846	

July

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	21,069	10,493	16	74	2,140		4,635	38,411	
Pefferlaw	2,105	2,220	5	52	291		371	5,039	
Sutton	8,148	5,803	5	33	928		801	15,713	
CYS			76	1,552	943			2,495	
e-Branch	4,428	11,199	35	116		41,603		57,346	
TOTAL	35,750	29,715	137	1,827	4,302	41,603	5,807	119,004	

August

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	19,238	5,935	10	43	2,132		3,127	30,475	KE visits lower due to problem with traffic counter
Pefferlaw	2,287	1,516	6	108	339		200	4,450	
Sutton	7,135	5,035	7	41	867		433	13,511	
CYS			66	1,425	960			2,385	
e-Branch	4,652	8,852	35	88		32,597		46,189	
TOTAL	33,312	21,338	124	1,705	4,298	32,597	3,760	97,010	

2019 TOTALS

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses
Keswick	128,819	71,500	136	878	18,518		23,583	243,298
Pefferlaw	14,832	10,945	31	329	2,121		2,201	30,428
Sutton	55,319	43,158	86	501	6,239		3,688	108,905
CYS			381	14,835	5,464			20,299
e-Branch	33,489	83,726	409	942		292,450		410,607
TOTAL	232,459	209,329	1,043	17,485	32,342	292,450	29,472	813,537

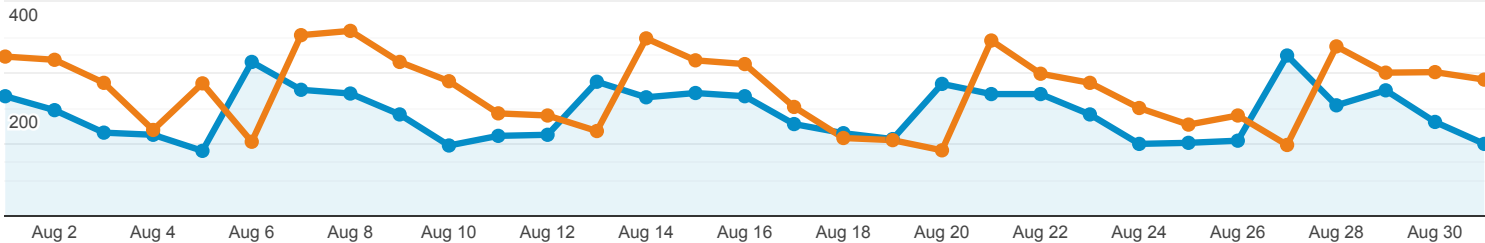# Audience Overview

◯◯◯	**All Users** +0.00% Sessions	

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

Overview

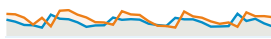**Aug 1, 2019 - Aug 31, 2019:** ● Users
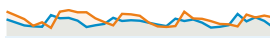**Aug 1, 2018 - Aug 31, 2018:** ● Users

Sessions	Users	Pageviews
-18.29%	**-21.08%**	**-16.81%**
7,048 vs 8,626	4,055 vs 5,138	11,677 vs 14,037
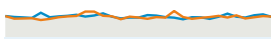
Pages / Session	Avg. Session Duration	Bounce Rate
1.81%	**-15.37%**	**-8.63%**
1.66 vs 1.63	00:01:40 vs 00:01:58	55.49% vs 60.73%
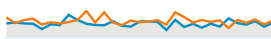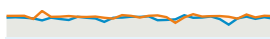
% New Sessions
-2.92%
46.54% vs 47.94%
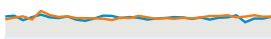
● Returning Visitor ● New Visitor

Aug 1, 2019 - Aug 31, 2019

46.5%   53.5%

Aug 1, 2018 - Aug 31, 2018

47.9%   52.1%
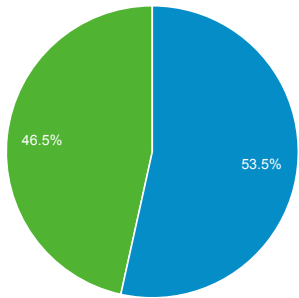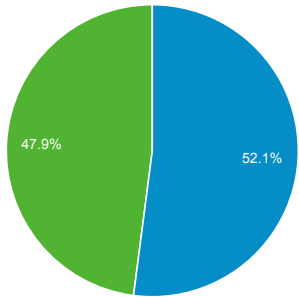
Language		Sessions	% Sessions
1.	en-ca		
	Aug 1, 2019 - Aug 31, 2019	3,163	44.88%
	Aug 1, 2018 - Aug 31, 2018	2,967	34.40%
	% Change	**6.61%**	**30.47%**
2.	en-us		
	Aug 1, 2019 - Aug 31, 2019	3,135	44.48%
	Aug 1, 2018 - Aug 31, 2018	4,599	53.32%
	% Change	**-31.83%**	**-16.57%**
3.	en-gb		
	Aug 1, 2019 - Aug 31, 2019	602	8.54%
	Aug 1, 2018 - Aug 31, 2018	876	10.16%
	% Change	**-31.28%**	**-15.89%**
4.	zh-cn		
	Aug 1, 2019 - Aug 31, 2019	50	0.71%

Aug 1, 2018 - Aug 31, 2018	30	0.35%
% Change	**66.67%**	**103.98%**
5. ko		
Aug 1, 2019 - Aug 31, 2019	41	0.58%
Aug 1, 2018 - Aug 31, 2018	9	0.10%
% Change	**355.56%**	**457.55%**
6. fr-ca		
Aug 1, 2019 - Aug 31, 2019	9	0.13%
Aug 1, 2018 - Aug 31, 2018	9	0.10%
% Change	**0.00%**	**22.39%**
7. en		
Aug 1, 2019 - Aug 31, 2019	8	0.11%
Aug 1, 2018 - Aug 31, 2018	4	0.05%
% Change	**100.00%**	**144.78%**
8. ru-ru		
Aug 1, 2019 - Aug 31, 2019	8	0.11%
Aug 1, 2018 - Aug 31, 2018	3	0.03%
% Change	**166.67%**	**226.37%**
9. en-au		
Aug 1, 2019 - Aug 31, 2019	7	0.10%
Aug 1, 2018 - Aug 31, 2018	5	0.06%
% Change	**40.00%**	**71.35%**
10. de-de		
Aug 1, 2019 - Aug 31, 2019	3	0.04%
Aug 1, 2018 - Aug 31, 2018	0	0.00%
% Change	**100.00%**	**100.00%**

Georgina Public Library

2019 Work Plan – September Update

Board Governance Initiatives

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
Board Orientation	Board Chair & CEO	Q1	Q4	Complete	Inaugural Board Meeting – 21 March 2019 N6+1 Library Orientation Day – May 11 2019
New Library Board/CEO Meet & Greet	Board Chair & CEO	Q3	Q3	Not Started	Open house for new Board members and new CEO at Branches. Ontario Public Library Week?
Succession Planning & Emergency Preparedness	Board Chair & CEO	Q3	Q3	Not Started	Deferred from 2018.
Library Advocacy	Board	Q1	Q4	On going	In support of the MURC Discovery Branch.
2018 Annual Report	CEO	Q2	Q3	Complete	Arrived and out for viewing in branches.
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. Currently with School lawyers.
Library & School Boards Agreement on Sutton Branch	CEO	Q1	Q4	In Progress	Transfer and Operating Agreement take precedent. Currently with Library/Town lawyer.

Capital Initiatives

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
MURC Branch	CEO	Q1	2021	In Progress	Town staff brought report to Town Council on Sept 18 to request approval to move forward with schematic design.
Library Furniture	All Managers	Q1	Q4	In Progress	Still to purchase: standing desk and meeting room chairs for Sutton.
Sutton Service Counter	K. Gibson	Q1	Q1 2020	In Progress	Deferred from 2018. Drawings complete for specs. Town Purchasing Department is preparing RFP, projected to be made public on

Project Name	Project Lead	Start Date	Completion Date	Status	Notes
					September 16. Project should be awarded in November 2019.
Sutton Window Blinds	K. Gibson	Q2	Q3	In progress	Installation planned for Sept 16.

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	Completed	9 hours distributed among Sutton Staff and the schedule re-arranged in accordance with the Collective Agreement.
Summer Reading Club Student	J. Sutherland	Q2	Q3	Completed	Grant application successful. 1 full-time and 1 part-time student hired. May 13th start date.
Library Executive Assistant	CEO	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	Completed	New discovery layer added to the Library's online catalogue.
Multilingual Collection Project	V. Stevens	Q2	Q4	In Progress	Materials have started arriving, and are circulating.
Freegal Music	V. Stevens	Q2	Q2	Completed	Launched 23 April 2019.
AWE Tablets	J. Sutherland	Q1	Q2	Completed	Tablets have been installed in all branches.
Branding Event	CEO	Q3	Q3	Not Started	Gradual roll-out; highlight during OPLW.
FanFest 4	J. Sutherland	Q2	Q2	Completed	Over 2,000 visitors!

Georgina Public Library

Financial Statement - August 2019
Date: 3 September 2019

	2019 Actuals	2019 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
Revenue						
Town Grant	1,592,700.00	2,389,050	796,350	67%	67%	Pro-rated
Provincial Grants	41,942	62,600	20,658	67%	67%	Pro-rated - Provincial Grant expected Fall 2019
Misc Grants	3,658	9,240	5,582	40%	67%	
School Board Revenue	39,195	58,500	19,305	67%	67%	Pro-rated - Payment expected in Fall 2019
Donations	14,509	1,800	(12,709)	806%	67%	Cathy Foch Donation for FanFest
Fines	14,992	27,100	12,108	55%	67%	
Misc Fees	1,809	3,100	1,291	58%	67%	PRESTO Commissions, Exam Proctoring, etc
Photocopying Fees	5,546	8,500	2,954	65%	67%	
Program Registrations	2,983	4,200	1,217	71%	67%	
Book Sale	945	2,400	1,455	39%	67%	
Room Rentals	4,950	4,100	(850)	121%	67%	
Provision from Reserve	8,667	13,000	4,333	67%	67%	Contributions to Reserves Pro-rated
Total Revenues	1,731,896	2,583,590	851,694	67%	67%	
Expenses						
Salaries & Benefits	1,122,182	1,793,480	671,298	63%	67%	
Library Board	1,960	4,800	2,840	41%	67%	
Library Operations	197,058	332,690	135,632	59%	67%	Utilities, cleaning, courier, supplies, etc.
Training	7,025	18,800	11,775	37%	67%	
Collections	116,233	228,520	112,287	51%	67%	
Telecommunications	10,793	15,700	4,907	69%	67%	
Misc	1,143	2,100	957	54%	67%	
Contribution to Reserve	125,000	187,500	62,500	67%	67%	Pro-rated
Total Expenses	1,581,394	2,583,590	1,002,196	61%	67%	
Net	150,501	-	(150,501)			

Georgina Public Library Board Policy Manual

Policy Title: Information Services

Intent

Information Services link resources with people in fulfilling their informational, cultural, educational, leisure, and recreational needs. This policy is intended to provide both staff and patrons with a clear understanding of the level and scope of the Library's provision of information services.

It is the Library's goal to meet the informational needs of the community, in cooperation with other social organizations and schools. In fulfilling this goal, the library seeks to provide patrons with accurate, up-to-date resources and trained staff who provide services to all citizens of the community without discrimination. ~~Reference~~ Library staff provide a supplementary resource to students who have access to libraries within their own educational institutions. Our joint public/school site provides front line service to the students of the resident schools, with additional staff and resources provided by the school boards.

Regulations

Types of Service: the Library provides the following variety of informational services:

- Quick reference – questions which require specific, short, factual answers such as political leaders, or geographical questions and can be answered using print or electronic almanacs, directories, dictionaries, encyclopedias etc.
- In-depth reference – requires a more lengthy search and interpretation, and may require the use of several resources. ~~Reference~~ Library staff will guide and assist patrons in pursuing their search, while providing informal instruction in how to search the library catalogue and use resources (print, media, electronic) to their best advantage. Interpretation of medical or legal resources which are beyond the scope of staff expertise will not be attempted; patrons will be referred to Library resources and community professional resources. If a patron requires more intensive assistance, the staff will do the search to the extent that time permits.
- Consultation – patrons may request consultative assistance in defining their more complex queries and deciding on their scope and method of approach.
- Location of material – ~~reference~~ Library staff will check to see whether a specific item is owned by the Library, and will assist the patron in locating it on the shelf, or placing a hold on the item if it is not immediately available. If the Library does not own the requested item, the patron will be offered the opportunity to request an Interlibrary Loan.
- Instruction – Library staff will provide formal orientation and instruction to individuals or groups by request and as staff time allows.
- Referral – It is the library's policy to cooperate with and support other service agencies in the community through mutual referral of clients and sharing of information whenever appropriate. If it has been established by ~~the reference~~Library staff that a query cannot be fully answered with the Library's resources, efforts will be made to refer the patron to another source and to assist the patron in contacting that source, if required. Assistance may be through an ~~interloan~~ Interlibrary Loan request, or provision of ~~the~~ a telephone number, email address, street address, website, or other pertinent information.
- Special collections – The Library maintains local municipal government documents, some provincial and federal government documents (most are now online), and published works of local history. Most local history material is maintained by the Town Archives. The Library also maintains, on behalf of the Town of Georgina, a database of regional community information.
- Bibliographic Services - ~~Reference~~ Library staff may create listings of Library holdings on a broad range of subjects, or genre reading topics, to support general interest and program

themes. Assistance is given, as time allows, to individuals who request a bibliographic listing of holdings on a particular topic or by a particular author. No attempt is made to compile a list of required readings for academic courses.

- Telephone/Electronic/Mail requests - Patrons contacting the Library via telephone, email, mail, or ~~our catalogue~~online request ~~option~~ form receive full staff attention in order of receipt.
- Interlibrary Loan Service – The library functions as part of an information network within the wider community of Ontario and Canadian libraries through the Ontario Library Service's Interlibrary Loan System and in accordance with the regional and national interlibrary code. This service is available to patrons whose request cannot be filled by ~~the~~ Georgina Public Library's resources. In return, Georgina shares its resources in accordance with the interlibrary code, while retaining priority in the use of resources for our own patrons. Some restrictions apply with regards to type of material and age of material.

   Service Priorities:
- During periods of peak use and/or staff shortage, it is recognized that the extent of personal service must be curtailed in ratio to the number of patrons to be served. In addition, a patron's question may need to be referred to a more senior or experienced staff member or deferred as appropriate ~~until a reference staff member is on duty~~. The circulation desk is staffed during all open hours.
- Student staff are not expected to answer reference questions, but to refer patrons to senior staff on duty.
- If time or staffing does not permit an immediate, complete response to a patron's query, all attempts will be made to follow through within 24 hours with a telephone call, email, or arrangements to pick up required information. All questions are considered to be legitimate and important, unless it becomes obvious that they are not.
- Patron privacy is respected at all times (see Privacy Policy).
- Reference sources are cited for all information provided, unless the information requested is a personal recommendation (e.g. a book you liked, a good restaurant in town)
- Students are given all reference services available to other groups; however, time, budget, and the best interests of the student prohibit staff from amassing an exhaustive collection of materials for research purposes. Students will be given instruction in the use of available searching tools and will be assisted in their searches as staff time permits.

Attachments:

POLICY HISTORY:	
Initial Draft	November 22,2006
Draft Presentation Review	December 7,2006
Board Presentation:	February 15, 2007
Board Adoption:	February 15, 2007
Board Review	September 19, 2019