

**Georgina Public Library**

**Library Board Meeting**

**Agenda**

**October 15, 2020 @ 7:00 p.m.**

**Video conference**

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. Announcements

a. Introduction of new CUPE 905.13 Union Executives

7. Declarations of Pecuniary Interest

8. Adoption of the Past Minutes – September 17, 2020 Board meeting minutes

9. Delegations/Speakers

a. None

10. Presentations

a. None

11. Consent Agenda

a. Branch Report

- b. Quarterly Statistics
  - c. Work Plan Update
  - d. Financial Statement – September 2020
12. Verbal Communications
- a. CEO Update (V. Stevens)
  - b. Board Chair Update (M.C. Macaluso)
  - c. Friends of the Library Update (B. Sabatini)
13. Old Business
- a. Pet Policy update
  - b. Ontario Public Library Week
14. New Business
- a. Board holiday gathering
  - b. Operational Continuity Plan
15. Other Business For Which No Notice Has Been Given
16. Closed Session

**Motion to move into closed session**

- 1. Labour relations or employee negotiations, Section 16.1(4) of the Public Library Act

**Motion to reconvene into open session**

**Recommendation**

That the Library Board ratify the agreement between the Library and C.U.P.E. 905.13 as presented

17. Next Meeting Date /Time
- November 19, 2020 @ 7:00pm
18. Adjournment

**Georgina Public Library Board**  
**Regular Board Meeting Minutes**  
**September 17, 2020@ 7:00 p.m**  
**Video Conference**

**1. Call to Order**

The meeting was called to order at 7:04 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  
Nancy Rodrigues  
Leslie Johnstone  
Rita Beechey  
Naomi Davison (arrived at 7:10)  
Adrienne McDowell

The Following Board members were absent with notice:

Shari Hawkins  
Councillor Dave Neeson

The following staff members were in attendance:

Valerie Stevens, Director of Library Services/CEO  
Serena Hamlyn, Executive Assistant (Recording Secretary)  
Amy Knifton, Manager, Library Collections  
Lindsay Damecour, CUPE 905.13 Union Representative  
Kathy Coates, CUPE 905.13 Union Representative

4. **Introduction of Addendum Items**
  - a. Ontario Public Library Week discussion added under New Business

5. **Approval of the Agenda**

Moved by Nancy Rodrigues, Seconded by Leslie Johnstone

**RESOLUTION NO. GLB-2020-070**

That the Georgina Public Library Board meeting Agenda of September 17, 2020 be approved as amended.

**Carried.**

6. **Announcements**

- a. Introduction of Amy Knifton, new *Manager, Library Collections*

The CEO introduced Georgina Public Library's new *Manager, Library Collections*, Amy Knifton, to the Board members.

*(N. Davison arrived)*

7. **Declarations of Pecuniary Interest**

None

8. **Adoption of the Past Minutes** –August 20, 2020 Board meeting minutes

Moved by Rita Beechey, Seconded by Leslie Johnstone

**RESOLUTION NO. GLB-2020-071**

That the Minutes of the August 20, 2020 Board meeting be adopted as circulated.

**Carried.**

9. **Delegations/Speakers**

None

10. **Presentations**

None

**11. Consent Agenda**

- a. Branch Report
- b. Work Plan Update
- c. Financial Statement – August 2020

Moved by Bobbi Sabatini, Seconded by Adrienne McDowell

**RESOLUTION NO. GLB-2020-072**

That Item 11 - Consent Agenda be received as presented.

**Carried.**

**12. Verbal Communications**

- a. CEO Update (V. Stevens)

**COMMUNITY CONNECTIONS**

- Valerie Stevens appeared on Georgina Life to promote fall programming, PressReader, and our new GPL app

**SPACES**

- Peter Gzowski (Sutton) branch carpet replacement is complete and new Service Desk is installed; currently moving items back onto shelves; waiting on electrical, networking, and plexiglass shields.
- All branches have been reorganized and furniture stored/blocked off in preparation for reopening to the public. Plexiglass has been fully installed in Keswick and Pefferlaw, partially installed in Sutton.

**PEOPLE AND LEADERSHIP**

- Interviews for the Manager, Library Community Engagement position are scheduled for October 7 & 9
- The Circulation Coordinator position remains vacant; Ryan Moniz is working with HR to get the process started again

**PROGRAMS**

- All of GPL's in-person programs have been cancelled until further notice. We continue to post staff-led programs online
- CYS Assistants launched fall programming on September 14, with a combination of live and pre-recorded programs

## COLLECTIONS

- Amy Knifton, our new Manager of Library Collections, started her position this month. Once branches are open, she will shift her attention to the collection.
- PressReader, an online source for magazines and newspapers, was launched for GPL patrons at the beginning of September. Available via browser or app.

## TECHNOLOGY

- Launched new Georgina Public Library app for our catalogue; many great features, including storing your library card within the app, and storing your family's cards within the app.
- The accessibility software (Jaws and ZoomText) has been updated at the Keswick and Sutton branches.
- A wireless, tap-enabled Interac machine has been installed in Keswick in advance of reopening to the public; same is scheduled for Sutton next week  
Nikki Sutherland is exploring online payment options with our ILS vendor

## MISCELLANEOUS

- PLOG was deposited Aug 31, transferred to the Town on September 16

Submitted by: Valerie Stevens  
Library Director/CEO

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

- The Board Chair has been holding weekly meetings with the CEO
- The Board Chair and the CEO deposited a cheque for a portion of the Canada Summer Jobs grant
- The Board Chair is meeting with the Policy Committee on Tuesday to work on policies for Pandemic stages, an Emergency Policy, and a policy for working from home
- The Board Chair and N. Rodrigues have signed up for a SOLS presentation called Updating Your Strategic Plan in the Age of COVID-19

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

- The Friends are continuing with their VLS deliveries
- The VLS deliveries are being taken care of by volunteers who are comfortable with completing the task

Moved by Nancy Rodrigues, Seconded by Leslie Johnstone

**RESOLUTION NO. GLB-2020-073**

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

**Carried.**

### **13. Old Business**

- a. Fine Free discussion

The Board members discussed the option of a “Fine Free” GPL

Moved by Bobbi Sabatini, Seconded by Rita Beechey

#### **RESOLUTION NO. GLB-2020-074**

That the Library conduct a pilot project to be fine free starting immediately until Dec 31 2021 where the Board will revisit the project at the December 2021 Board meeting and that fines accrued to this date will be wiped out and that the Library will continue to charge for lost and damaged items.

**Carried.**

### **14. New Business**

- a. Representation of COVID increases in operating budget

The Town Treasurer is considering different ways to present the Covid-19 cost increases in the budget. He recommends that the Library keep theirs as is.

- b. Policy Review: Secondary School Student Volunteers Policy

Moved by Adrienne McDowell, Seconded by Bobbi Sabatini

#### **RESOLUTION NO. GLB-2020-075**

Motion to adopt the Secondary School Student Volunteers Policy as presented.

**Carried.**

- c. Ontario Public Library Week

The Board members discussed different ideas to show support to Georgina Public Library and staff during Ontario Public Library Week, which is coming up on October 18<sup>th</sup> – 24<sup>th</sup>

- d. Succession Planning discussion (if time allows)  
Succession Planning deferred until the February 2021 Board meeting

**15. Other Business For Which No Notice Has Been Given**

None

**16. Closed Session – None**

**17. Next Meeting Date /Time**

October 15, 2020 @ 7:00 p.m.

**18. Adjournment**

Moved by Bobbi Sabatini, Seconded by Rita Beechey

**RESOLUTION NO. GLB-2020-076**

That the Georgina Public Library Board meeting of September 18, 2020 adjourn at 8:57pm

**Carried.**



## JOINT BRANCH REPORT - SEPTEMBER 2020

Submitted by: Amy Knifton – Manager, Library Collections  
Ryan Moniz – Manager, Library Customer Experience  
Nikki Sutherland – Manager, Library eServices

### COMMUNITY CONNECTIONS

- Nothing to report at this time.

### SPACES

- The Keswick and Pefferlaw branches have reopened to the public on temporary limited hours, including morning, afternoon, evening, and alternating weekend hours.
- The carpet installation at the Sutton Branch has been completed, and the library materials returned to the shelves. Some electrical, networking, and furniture installation is still required. Sorting and shelving of items is still ongoing. Sutton will reopen to the public in early October.
- Library computer stations have been reduced to allow for social distancing. Seating and tables have also been reduced for the same reasons.
- Plexiglass barriers have been installed at all three branches, allowing staff to remain behind the glass as much as possible.
- Principals from both St. Bernadette and Black River PS have informed Ryan that their students will not be entering the library once the branch reopens.

### PEOPLE AND LEADERSHIP

- Staff from all branches attended a staff meeting on Monday, September 21 via Zoom. Discussion topics included re-opening procedures, including Public Health requirements and new staff duties as greeters. Ryan provided an update to all staff on the Sutton carpet replacing project, which is progressing and they hope to be able to reopen in late September, or early October.
- Amy Knifton started work on September 8 as the new collections manager. She will be primarily providing branch support at the Pefferlaw branch.
- Sherrey Helleman has begun preparing book lists for both St. Bernadette Catholic School and Black River Public School. Teachers will begin providing Sherrey with a list of desired material and she will work to pull related titles. At the moment the material will only be handled by teachers, not students.
- The part-time eServices Technician position was not filled and is being re-posted.

## COLLECTION AND PROGRAMS

- The staff across all three branches have been busy updating the collection and sending requests for replacements to Amy. Most of the items removed are not suitable for donating to community partners. New items are slow to arrive as publishers have been closed due to COVID. Amy will be working diligently on getting more materials into the library.
- Donations will continue to not be accepted at this time.
- The staff at Sutton (Sherrey, Lindsay, Jenn, & Lynn) have worked diligently to reshelve all of the material that was previously packed up by the movers during the carpet replacement project. The collection was shifted to accommodate the new layout of the facility and as a result required both weeding and intensive shelf reading. Ryan would like to acknowledge their hard work and determination to have the collection ready for browsing by the public.

Dates	Program Name	Platform/format	Total views/ participants
Various dates	One-on-one technology help (Ruth)	Email, chat, phone	50
September 1, 8, 15, 22	Kids Trivia Tuesdays	Kahoot	26
September 1, 8, 15, 22	Trivia Tuesdays	Kahoot	38
September 2	Catching up with the Classics	Pre-recorded video	25
September 4, 11, 16, 25	Fun Photo Fridays	Facebook	146
September 14	Pefferlaw Book Club	Zoom	8
September 15	Sutton Book Club	Zoom	7
September 14, 21, 29	Baby Time	Zoom	9
September 15, 22, 29	Library Time	Facebook	27
September 16, 23, 30	Lego Lounge	Pre-recorded video	18
Previous uploads	All recorded videos, re-watched in September		94
		<b>TOTAL</b>	<b>448</b>

## TECHNOLOGY

- PressReader was launched at the beginning of September and has had 29 unique users during the month. These users had 267 sessions and viewed 5,285 articles (3.11k newspapers, 2.18k magazines). The Toronto Star, National Post, and The Simple Things were the most popular titles. All patrons are accessing content offsite and the majority are using the app (as opposed to website) on iOS tablets (as opposed to Android or phones).
- Our new catalogue app (BCMobile) was launched at the beginning of September. While patrons only made 10 renewals with the new app, they used it to place 126 holds.
- The Novelist Select interface in the catalogue has been updated. The layout now focuses on similar titles, similar authors, and story elements, making it easier for staff to provide readers advisory for our patrons.
- Symphony (our circulation software) has been upgraded to version 3.7.0.
- GPL has restarted the Due Date Reminder and email Overdue Notices. The email subjects for the notices has been improved:
  - Library Notice - Hold Pickup
  - Library Notice - Due Date Reminder
  - Library Notice - Overdue Items
- Sutton and Keswick branches have new wireless debit/credit pinpads that accept tap payment.
- Web chat is no longer being offered now that we are open to the public. Our patrons can still contact by phone, [eservicesupport@georgina.ca](mailto:eservicesupport@georgina.ca), and by sending requests through the catalogue.
- The CYS department has started using EventBrite for program registration.

## Georgina Public Library Usage Statistics - 2020

### January

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	15,076	13,228	12	109	1,833		2,441	<b>32,687</b>	
Pefferlaw	1,732	1,245	2	17	226		130	<b>3,350</b>	Traffic Counter broken for 3 weeks
Sutton	7,696	4,766	8	45	624		779	<b>13,910</b>	Numbers lower due to Power bar issues
CYS			50	763	844			<b>1,607</b>	
e-Branch	5,176	12,507	66	123		31,707		<b>49,513</b>	
<b>TOTAL</b>	<b>29,680</b>	<b>31,746</b>	<b>138</b>	<b>1,057</b>	<b>3,527</b>	<b>31,707</b>	<b>3,350</b>	<b>101,067</b>	

### February

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	16,349	10,017	17	85	1,789		2,640	<b>30,880</b>	Traffic Counter broken for 1 week
Pefferlaw	1,528	1,326	2	20	267		107	<b>3,248</b>	
Sutton	8,353	6,299	8	52	557		380	<b>15,641</b>	
CYS			48	729	682			<b>1,411</b>	
e-Branch	4,551	11,956	21	51		31,111		<b>47,669</b>	
<b>TOTAL</b>	<b>30,781</b>	<b>29,598</b>	<b>96</b>	<b>937</b>	<b>3,295</b>	<b>31,111</b>	<b>3,127</b>	<b>98,849</b>	

### March

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	7,170	3,908	9	152	1,017		849	<b>13,096</b>	COVID-19: closed to public on Mar 13
Pefferlaw	769	694	1	5	185		80	<b>1,733</b>	
Sutton	3,986	1,483	4	13	201		59	<b>5,742</b>	
CYS			-	-	-			<b>0</b>	
e-Branch	5,251	9,664	63	158		23,041		<b>38,114</b>	
<b>TOTAL</b>	<b>17,176</b>	<b>15,749</b>	<b>77</b>	<b>328</b>	<b>1,403</b>	<b>23,041</b>	<b>988</b>	<b>58,685</b>	

### April

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	51	-	18	486	81		-	<b>618</b>	Programming stats are for all three branches/online
Pefferlaw	-	-	-	-	93		-	<b>93</b>	Computer usage is only WiFi, branches are closed.
Sutton	26	-	-	-	26		-	<b>52</b>	
CYS			14	729	-			<b>729</b>	
e-Branch	6,180	6,422	131	262		7,816		<b>20,680</b>	
<b>TOTAL</b>	<b>6,257</b>	<b>6,422</b>	<b>163</b>	<b>1,477</b>	<b>200</b>	<b>7,816</b>	<b>-</b>	<b>22,172</b>	

**May**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	10	-	11	470	91		-	<b>571</b>	Programming stats are for all three branches/online
Pefferlaw	23	-	-	-	84		-	<b>107</b>	Computer usage is only WiFi, branches are closed.
Sutton	-	-	-	-	17		-	<b>17</b>	
CYS			8	122	-			<b>122</b>	
e-Branch	6,315	4,640	57	114		9,671		<b>20,740</b>	
<b>TOTAL</b>	<b>6,348</b>	<b>4,640</b>	<b>76</b>	<b>706</b>	<b>192</b>	<b>9,671</b>	<b>-</b>	<b>21,557</b>	

**June**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	1,215	222	5	147	216		-	<b>1,800</b>	Programming stats are for all three branches/online
Pefferlaw	285	75	-	-	106		-	<b>466</b>	Computer usage is only WiFi, branches are closed.
Sutton	994	162	-	-	62		-	<b>1,218</b>	Circulation and visits are only curbside pickup.
CYS			4	103	-			<b>103</b>	
e-Branch	5,883	8,706	13	58		28,547		<b>43,194</b>	database searches up due to patrons placing holds
<b>TOTAL</b>	<b>8,377</b>	<b>9,165</b>	<b>22</b>	<b>308</b>	<b>384</b>	<b>28,547</b>	<b>-</b>	<b>46,781</b>	

**July**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	2,644	535	11	402	259		-	<b>3,840</b>	Programming stats are for all three branches/online
Pefferlaw	391	112	-	-	114		-	<b>617</b>	Computer usage is only WiFi, branches are closed.
Sutton	1,729	313	-	-	71		3	<b>2,116</b>	Circulation and visits are only curbside pickup.
CYS			12	685	-			<b>685</b>	
e-Branch	5,925	9,685	37	96		31,694		<b>47,400</b>	database searches up due to patrons placing holds
<b>TOTAL</b>	<b>10,689</b>	<b>10,645</b>	<b>60</b>	<b>1,183</b>	<b>444</b>	<b>31,694</b>	<b>3</b>	<b>54,658</b>	

**August**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	2,743	447	11	335	279		-	<b>3,804</b>	Programming stats are for all three branches/online
Pefferlaw	459	110	-	-	123		-	<b>692</b>	Computer usage is only WiFi, branches are closed.
Sutton	2,052	288	-	-	60		-	<b>2,400</b>	Circulation and visits are only curbside pickup.
CYS			18	615	-			<b>615</b>	
e-Branch	5,873	8,261	43	89		26,866		<b>41,089</b>	
<b>TOTAL</b>	<b>11,127</b>	<b>9,106</b>	<b>72</b>	<b>1,039</b>	<b>462</b>	<b>26,866</b>	<b>-</b>	<b>48,600</b>	

**September**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses	Notes
Keswick	3,842	751	11	224	467		-	<b>5,284</b>	Programming stats are for all three branches/online
Pefferlaw	523	138	-	-	126		-	<b>787</b>	
Sutton	597	45	-	-	68		-	<b>710</b>	
CYS			20	2,405	5			<b>2,410</b>	
e-Branch	5,771	8,621	392	95		24,197		<b>38,684</b>	
<b>TOTAL</b>	<b>10,733</b>	<b>9,555</b>	<b>423</b>	<b>2,724</b>	<b>666</b>	<b>24,197</b>	<b>-</b>	<b>47,875</b>	

**2020 TOTALS**

Branch	Circulation	Visits	Programs	Program Attendance	Computer Usage	Database Searches	Town Services	Total Library Uses
Keswick	49,100	29,108	105	2,410	6,032		5,930	<b>92,580</b>
Pefferlaw	5,710	3,700	5	42	1,324		317	<b>11,093</b>
Sutton	25,433	13,356	20	110	1,686		1,221	<b>41,806</b>
CYS			174	6,151	1,531			<b>7,682</b>
e-Branch	50,925	80,462	823	1,046		214,650		<b>347,083</b>
<b>TOTAL</b>	<b>131,168</b>	<b>126,626</b>	<b>1,127</b>	<b>9,759</b>	<b>10,573</b>	<b>214,650</b>	<b>7,468</b>	<b>500,244</b>

## Georgina Public Libraries Circulation & Active User Statistics

**2020**

Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	12,578	6,057	1,714	5,176	25,525	15,264	
February	13,396	5,795	1,496	4,551	25,238	15,432	
March	7,170	3,986	769	5,251	17,176	16,072	
April	51	26	0	6,180	6,257	16,074	online renewals
May	10	0	23	6,315	6,348	16,078	online renewals
June	1,215	994	285	5,883	8,377	16,086	
July	2,644	1,729	391	5,925	10,689	16,104	
August	2,743	2,052	459	5,873	11,127	16,106	
September	3,842	597	523	5,429	10,391	16,131	Sutton closed for most of Sept for carpet & desk
<b>TOTALS</b>	<b>43,649</b>	<b>21,236</b>	<b>5,660</b>	<b>50,583</b>	<b>121,128</b>		
<b>Averages</b>	<b>4,850</b>	<b>2,360</b>	<b>629</b>	<b>5,620</b>	<b>13,459</b>	<b>15,927</b>	

**2019**

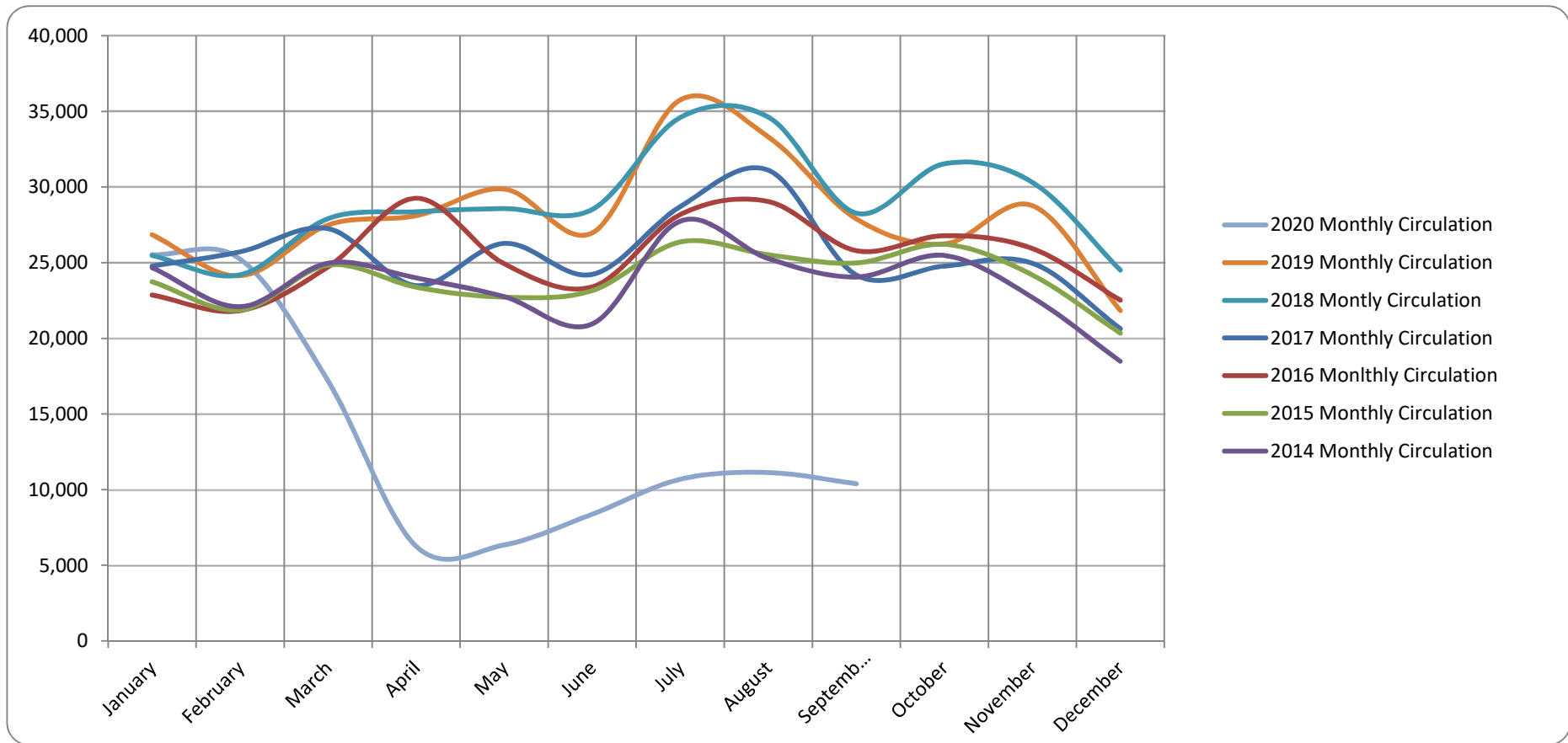
Date	Keswick	Sutton	Pefferlaw	E-Books	Total	Active Members	Notes
January	14,082	6,951	1,737	4,076	26,846	13,884	
February	13,164	5,297	1,725	3,936	24,122	14,021	
March	15,072	6,418	1,789	4,214	27,493	14,232	
April	15,146	7,538	1,458	3,962	28,104	14,447	
May	15,646	8,056	1,942	4,222	29,866	14,583	
June	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	
September	15,000	6,672	1,706	4,514	27,892	15,869	
October	15,321	9,043	1,870		26,234	16,016	
November	14,368	8,169	1,438	4,793	28,768	16,145	
December	11,207	5,102	1,124	4,401	21,834	16,227	
<b>TOTALS</b>	<b>184,715</b>	<b>84,305</b>	<b>20,970</b>	<b>47,197</b>	<b>337,187</b>		
<b>Averages</b>	<b>15,773</b>	<b>7,200</b>	<b>1,804</b>	<b>4,280</b>	<b>28,668</b>	<b>15,077</b>	

## 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.
<b>TOTALS</b>	<b>191,803</b>	<b>88,875</b>	<b>25,120</b>	<b>41,076</b>	<b>346,874</b>		
<b>Averages</b>	<b>16,282</b>	<b>7,495</b>	<b>2,102</b>	<b>3,427</b>	<b>29,306</b>	<b>14,792</b>	



## 2014 - 19 Annual Total Circulation By Month Comparison



# 2020 Work Plan – October Update

## Board Governance Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Succession Planning	Board Chair	Q1-2021	Q1-2021		Deferred from 2019
Emergency Preparedness	Val Stevens/ Board Chair	Q4	Q1-2021		Draft operational continuity plan prepared by Board sub-committee Oct 2020
Library Advocacy	Board	Q1	n/a	On going	In support of the MURC Discovery Branch.
CEO Annual Performance Review	Board	Q1	Q3	Completed	Performance review has been completed
2019 Annual Report	Val Stevens	Q3	Q4		
Sutton Multi-Use Transfer and Operating Agreement	Val Stevens	Q1-2019	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	Val Stevens	Q1-2019	Q4	In Progress	Transfer and Operating Agreement take precedent. Currently with Library/Town lawyer.
MoU between Library Board & Town	Val Stevens	Q4	Q2-2021		Memorandum of Understanding between Library Board and Town. Initial discussion (Sept. 2019) with Town CAO indicates interest in pursuing in the near future.

## Capital Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
MURC Branch	Val Stevens	Q1	2021	In Progress	Tender expected in Oct 2020; prequalification meetings in progress
Teen area-Keswick branch	Community Engagement Mgr.	Q2-2021	Q3-2021	Deferred to 2021	Delayed due to pandemic
Sutton Service Counter	Ryan Moniz	Q1-2019	Q3	In Progress	Final corrections to desk in progress; networking & electrical expected completion mid-October 2020
Pefferlaw children's area furniture	Community Engagement Mgr.	Q4	Q1-2021		Delayed due to pandemic

Upgrade Pefferlaw phone system	Nikki Sutherland	Q3	Q4		On pace for Fall 2020 completion
iPad for Programming	Community Engagement Mgr.	Q4	Q4		Delayed due to pandemic
Update Accessible computer station software	Nikki Sutherland	Q1	Q3	Completed	
Update self-check units	Nikki Sutherland	Q1	Q3	In Progress	Waiting on Monitors and Scanners
Cell phones for managers	Val Stevens	Q1	Q4	In Progress	All current managers have cell phones; final phone will be ordered when new manager is in place

### Staffing Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Summer Reading Club Assistant-grants	Community Engagement Mgr.	Q1	Q3	Completed	One grant was approved for an 8 week position.
Summer Reading Club Assistant-wage increase	Community Engagement Mgr.	Q2	Q2	Completed	SRCA wages increased to match 90% Library Clerk I.
Additional evening hours-Sutton	Val Stevens	Q1	Q1	Completed	12 hours added on weekday evenings in Sutton, starting with new staff schedule effective Feb 22, 2020.
Library Executive Assistant-increase hours	Val Stevens	Q1	Q1	Completed	Permanent hours increased as of Jan 1, 2020.
eServices Technician-new P/T position	Nikki Sutherland	Q1	Q4	In Progress	Re-posting position
Adult Programming support	Community Engagement Mgr.	Q1	Q4		3 hrs/wk to provide support for adult programming; delayed due to pandemic; updated end date to reflect this

### Operating Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
BlueCloud Mobile app	Nikki Sutherland	Q2-2019	Q3	Completed	Launched Sept 2020
ILLO materials & postage	Val Stevens/ Amy Knifton	Q1	ongoing	In Progress	Will be included in annual operating budget.

Telephone contracts/ maintenance agreement	Nikki Sutherland	Q2	Q4		Ongoing maintenance agreement costs in operating budget.
FanFest 5	Community Engagement Mgr.	Q2	Q4		Cancelled due to pandemic

## Georgina Public Library

### Financial Statement - September 2020

Date: October 7, 2020

	2020 Actuals	2020 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
<b>Revenue</b>						
Town Grant	1,861,665.00	2,482,220	620,555	75%	75%	Pro-rated
Provincial Grants	46,950	62,600	15,650	75%	75%	Pro-rated
Misc Grants	-	9,240	9,240	0%	75%	
School Board Revenue	43,875	58,500	14,625	75%	75%	Pro-rated
Donations	954	1,800	846	53%	75%	
Fines	5,139	27,100	21,961	19%	75%	
Misc Fees	384	3,100	2,716	12%	75%	PRESTO Commissions, Exam Proctoring, etc
Photocopying Fees	1,978	8,500	6,522	23%	75%	
Program Registrations	932	4,200	3,268	22%	75%	
Book Sale	343	2,400	2,057	14%	75%	
Room Rentals	1,026	4,100	3,074	25%	75%	
Provision from Reserve	-	-	-	100%	75%	2020 Budget of zero
<b>Total Revenues</b>	<b>1,963,247</b>	<b>2,663,760</b>	<b>700,513</b>	<b>74%</b>	<b>75%</b>	
<b>Expenses</b>						
Salaries & Benefits	1,020,600	1,881,360	860,760	54%	75%	
Library Board	2,440	4,800	2,360	51%	75%	
Library Operations	144,352	336,250	191,898	43%	75%	Utilities, cleaning, courier, supplies, etc.
Training	1,459	18,800	17,341	8%	75%	
Collections	105,522	228,520	122,998	46%	75%	
Telecommunications	11,952	20,040	8,088	60%	75%	
Covid-19 Expenses	3,536	-	(3,536)	N/A	N/A	No allotted budget
Misc	2,051	3,100	1,049	66%	75%	
Contribution to Reserve	128,168	170,890	42,723	75%	75%	Pro-rated
<b>Total Expenses</b>	<b>1,420,080</b>	<b>2,663,760</b>	<b>1,243,680</b>	<b>53%</b>	<b>75%</b>	
<b>Net</b>	<b>543,167</b>	<b>-</b>	<b>(543,167)</b>			

# Operational Continuity Plan

## PURPOSE OF THE PLAN

The Operational Continuity Plan provides guidelines to aid in the continuing operation of some or all of the Library's functions should there be a major emergency, including and not limited to pandemics, natural disasters and/or extreme weather events.

## DEFINITIONS

**Operational Continuity** means the uninterrupted availability of all key resources supporting essential business functions.

**Operational Continuity Plan ("OCP")** means a collection of procedures and information that directs decisions and actions in the event of a business interruption, emergency or disaster and supports an orderly return to business operations.

**CEO** is the Chief Executive Officer of Georgina Public Library or his/her designate.

## **RESPONSIBILITIES**

The CEO is responsible for:

1. Implementing the Operational Continuity Plan
2. Coordinating changes and communicating to the Board when certain changes require them to update their plans.
3. Assessing the impact of the Operational Continuity Plan of additions or changes to existing business functions, GPL procedures, Board Policies, equipment, and facilities requirements.
4. Keeping recovery team personnel assignments current, taking into account promotions, transfers, and terminations.

The Georgina Public Library Board is responsible for:

1. Periodically reviewing the adequacy and appropriateness of its Operational Continuity strategy.
2. Communicating all plan changes to the CEO to ensure all relevant procedures and documentation can be updated accordingly.

## **ACTIVATION OF THE OPERATIONAL CONTINUITY PLAN**

The Operational Continuity Plan will be activated through the direction of local and regional government authorities.. The CEO,will subsequently advise the Board of Directors accordingly.

The responsibility to activate the Operational Continuity Plan lies with:

Primary: CEO  
Secondary: Georgina Public Library Board

If the above people are not available, then the CEO's designate may activate the plan.

## **OBJECTIVES OF THE LIBRARY'S OPERATIONAL CONTINUITY PLAN**

The following criteria must be considered in the event of an emergency:

- 1) Employee Protection Measures
- 2) Library Core Services to the Public

### **1. EMPLOYEE PROTECTION MEASURES**

Georgina Public Library is committed to the health and safety of its employees, and will endeavour to take every step necessary to ensure this commitment is upheld. Depending on the circumstances and severity of the emergency, in addition to mandates communicated by local Health Authorities and/or Emergency Measures, the Library will uphold its responsibility, legislatively and humanely, to provide employees with a safe and healthy environment during a pandemic or disaster.

Other protection measures may include:

- a) The provision of items such as hand sanitizer, use of gloves and/or facemasks
- b) The reduction or canceling of programs that involve groups of people
- c) Closures or reduction of hours

Full prevention and response measures related to COVID-19 are outlined in the *COVID-19 Prevention and Response Policy*.



## **2. LIBRARY CORE SERVICES TO THE PUBLIC**

During an emergency the Library must follow directives from local health organizations and the government to ensure the safety of employees and the general public, which may mean cancelling programs or closing branches. The following is a general outline of the core services, what may be cancelled, and by whom the decisions will be made.

### **BRANCHES AND PROGRAMS**

In the event of a city-wide or province-wide Public Health Emergency, defined by the Health Protection Act as 'an imminent and serious threat to the public health that is posed by a dangerous disease or health hazard', the Library will cancel all programming.

Due to staff illness, branches may have to operate with reduced hours or be closed. Closures will be undertaken after consultation with the Board Chair or, if unavailable, the Vice Chair.

Every effort will be made to keep libraries open. Staff may be required to work in other branches due to closures and staff sickness. Location closures will be considered when there is inadequate numbers of staff available to work.

If staffing shortages cause the closure of branches, the priority is to keep the main Keswick branch open.

In the event that a health authority orders the library to close immediately, the CEO, after being informed by the town and/or region will inform the Board Chair. If the order allows, branch staff may still be required to report to work. The CEO will assign tasks to complete while the library remains closed.

Cancellation of programs and/or closure of branches and reassignment of staff can only be undertaken with permission. Responsibility for this task lies with the CEO and his/her designate.

In the event of an emergency, the CEO may be required to modify the deployment of staff and delivery of services.