

Georgina Public Library

Library Board Meeting

Agenda

March 19, 2020 @ 7:00 p.m.

P. Nicholls Board Room, Keswick 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 – February 20th, 2020
8. Delegations/Speakers
 - a. None
9. Presentations
 - a. MURC presentation
10. Consent Agenda
 - a. Branch Report
 - b. Work Plan Update
 - c. Financial Statement – 2019 Year End (as of March 11)

11. Verbal Communications
 - a. CEO Update
 - b. Board Chair Update
 - c. Friends of the Library Update
12. Old Business
 - a. None
13. New Business
 - a. Resolution Supporting Provincial Library Funding

Recommendation:

WHEREAS public libraries are vibrant community hubs where residents of all ages and backgrounds can learn, work, train, innovate, explore and connect; and, WHEREAS

Georgina Public Library provides community members with equitable, reliable access to broadband internet; and, WHEREAS

Georgina Public Library uses technology to make resources more accessible and responsive to people's changing needs; and, WHEREAS

Georgina Public Library supports local economic development through the provision of important business development and job skills programming for adults and youth; and, WHEREAS

Georgina Public Library works closely with local residents to deliver valued programs and services and shares knowledge and resources; and, WHEREAS

Georgina Public Library continues to responsibly manage public resources with the utmost care and is committed to the sustainability of its services; and, WHEREAS

Georgina Public Library recognizes the opportunity that targeted provincial investment can provide to secure more equitable access to increasingly significant digital resources and library-based services across Ontario;

THEREFORE, BE IT RESOLVED

3. That The Georgina Public Library Board encourages the Province of Ontario to continue to recognize and support the contribution of local libraries within their communities;
4. that The Georgina Public Library Board encourages the Province of Ontario to maintain existing funding for Ontario's public libraries,
5. that The Georgina Public Library Board encourages the Province of Ontario to make a new, ongoing, targeted annual investment to strengthen access to modern, cost-effective digital resources and services for all Ontarians through local public libraries in accordance with the Ontario Library Association and Federation of Ontario Public Libraries & 2020 Pre- Budget Recommendations;
4. that a copy of this resolution be sent to the Ontario Minister of Heritage, Sport, Tourism, and Culture Industries, to the Ontario Minister of Municipal Affairs, to the local MPPs, to the Association of Municipalities Ontario, to the Ontario Library Association, to the Federation of Ontario Public Libraries, and to Regional Municipality of York and local area municipalities for endorsement.

- b. Policy Review: Pets
- c. COVID-19
- d. OLA SuperConference Reports – M.C. Macaluso, L. Johnstone (as time allows)

14. Other Business For Which No Notice Has Been Given
15. Closed Session - None
16. Adjournment
17. Next Meeting Date /Time

April 16th, 2020 @ 7:00pm @ Keswick Branch

Georgina Public Library Board
Regular Board Meeting Minutes
February 20th, 2020 @ 7:00 p.m

P. Nicholls Board Room, Keswick Branch

1. Call to Order

The meeting was called to order at 7:03 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 7:22pm)
Shari Hawkins

The Following Board members were absent with notice:

Councillor Dave Neeson
Adrienne McDowell

The following staff members were in attendance:

Valerie Stevens, Director of Library Services/CEO
Serena Hamlyn, Executive Assistant (Recording Secretary)
Lindsay Damecour, CUPE 905.13 Union Representative
Ryan Moniz, Manager, Library Customer Experience

4. Introduction of new Customer Experience Manager

The CEO introduced the new Library Customer Experience Manager, Ryan Moniz, to the Library Board members. Ryan spoke briefly of the experience he brings with him to GPL. Each Board member introduced themselves, and welcomed Ryan to Georgina Public Library.

5. Chair's Remarks
None

6. Introduction of Addendum Items
a. Regular Board meetings – Board Structure Bylaw Policy update

7. Approval of the Agenda

Moved by Nancy Rodrigues, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2020-007

That the Georgina Public Library Board meeting Agenda of February 20, 2020 be approved as amended.

Carried.

8. Declarations of Pecuniary Interest
None

9. Adoption of the Past Minutes - Minutes of January 16th, 2020 Georgina Public Library Board Meeting

The Vice Chair, B. Sabatini noted that, at the previous Board meeting it was stated that the CEO was due for a 6 month (interim) review, however, that is inaccurate. The CEO review is completed annually. The Board members would like this note added to the January meeting minutes.

Moved by Leslie Johnstone, Seconded by Bobbi Sabatini

RESOLUTION NO. GLB-2020-008

That the Minutes of the January 16th, 2020 Library Board meeting be adopted as amended.

Carried.

10. Delegations/Speakers
None
11. Presentations
12. Consent Agenda
 - a. Branch Reports
 - b. Work Plan Update
 - c. Financial Statement – 2019 Year End (As of Feb 11)

Moved by Rita Beechey, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2020-009

That Item 11 - Consent Agenda be received as presented.

Carried.

13. Verbal Communications
 - a. CEO Update

Community Connections

- Becky Stark met with Jericho to discuss further opportunities to partner on programming; no definite outcomes at this point

Spaces

- The fire alarm went off in Keswick on January 24. The Ice Palace & Keswick Branch were evacuated in January 24 due to a fire alarm. The alarm was triggered by the work on the new network tower at the Ice Palace.
- GPL Management team met with project team for the MURC to do detailed planning work for the MURC Discovery Branch. Project team is scheduled to present at the March GPL Board meeting.

(Naomi Davison arrived)

People and Leadership

- Ryan Moniz (Manager, Library Customer Experience) started on February 3
- Ryan is working on interview process for Circulation Coordinator
- Manager, Library Collections interviews will take place next week
- Val, Becky, and Nikki attended various sessions at OLA SuperConference

- Town HR is updating all of their policies; we may need to re-adopt some policies and/or re-modify some policies over the course of 2020. Many of these will be operational and won't require approval by the Board.

Collections & Programs

- Craft swap at Peter Gzowski branch was successful, and many participants suggested having another one in the spring
- Valentines for Vets, spearheaded by Lori Puckett, saw 184 valentines sent to Veterans Affairs for distributions to vets living in long-term care
- Other upcoming notable programs: Oscar nominees movies in Sutton on Tuesday evenings; a couple of tax-related programs; Downsizing Diva back for sessions in both Keswick & Sutton; FanFest5 on April 4

Technology

- Pefferlaw branch continues to periodically experience dropped connections; Nikki and Ruth are working diligently with Town IT to improve things. Seamless connectivity will likely not be available until the Pefferlaw fire hall (and the new tower) is complete.

b. Board Chair Update

- L. Johnstone and the Board Chair attended the Super Conference. The Board Chair found the conference to be very enjoyable and informative.

c. Friends of the Library Update

- The Friends held a meeting in January, with their next meeting scheduled for this coming Monday.
- The Euchre Tournament is being held at the Sutton Branch on March 8th
- The Friends are discussing hosting a Games Night in the Keswick Branch
- The Friends will be hosting an acoustic concert with Connors Music students on Saturday, March 28th for Earth Hour. Connors has invited their music students to perform, after hours, in the Keswick Branch on the Saturday evening.
- The Great Grown up Spelling Bee is April 24th, at Udora Hall.

Moved by Nancy Rodrigues, Seconded by Leslie Johnstone

RESOLUTION NO. GLB-2020-010

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

Carried.

14. Old Business

- a. Regular Board Meetings – Board Structure Bylaw Policy update

The Board members reviewed the updates to the Board Structure Policy. The PLA changed its minimum number of required meetings from ten, to seven meetings per year. The GPL Board members updated the GPL policy to reflect that change in The Act.

Moved by Shari Hawkins, Seconded by Naomi Davison

RESOLUTION NO. GLB-2020-011

Motion to accept the Board Structure Bylaw Policy as presented.

Carried.

15. New Business

- a. Policy Review: Adopt Town Violence/Harassment/Respectful Workplace Policies & Statements.

The Board members reviewed the Town's Policies and Statements on Violence, Harassment and Respectful Workplace.

Moved By Nancy Rodrigues, Seconded by Shari Hawkins

RESOLUTION NO. GLB-2020-012

Motion to update and amend the Georgina Public Library Violence and Harassment Policy to reflect the current Town of Georgina Policy titles in the bulleted information, including sub-bullets for the statements.

Carried.

Moved by Nancy Rodrigues, Seconded by Naomi Davison

RESOLUTION NO. GLB-2020-013

Motion to adopt the Town of Georgina's Respectful Workplace Policies and Procedures, Health and Safety Policy, Harassment-

Free Workplace Policy Statement, and Violence-Free Workplace Policy Statement.

Carried.

b. June meeting date

16. Other Business For Which No Notice Has Been Given
None

17. Closed Session

Moved By Mary Catherine Macaluso, Seconded by Naomi Davison

RESOLUTION NO. GLB-2020-0014

That the Georgina Public Library Board move into closed session at 7:58pm.

Carried.

(i) Personal matters about an identifiable individual

-Discussion about the CEO evaluation process.

Moved by Rita Beechey, Seconded by Nancy Rodrigues

RESOLUTION NO. GLB-2020-0015

Motion to reconvene into open session at 8:25pm.

Carried.

18. Adjournment

Moved by Bobbi Sabatini, Seconded by Rita Beechey

RESOLUTION NO. GLB-2020-016

That the Georgina Public Library Board meeting of February 20th, 2020 adjourn at 8:25 pm

Carried.

19. Next Meeting Date /Time

March 19th, 2020 @ 7:00 p.m. @ Keswick Branch

DRAFT

JOINT BRANCH REPORT – FEBRUARY 2020

Submitted by: Ryan Moniz – Manager, Library Customer Experience
Becky Stark – Manager, Library Community Engagement
Nikki Sutherland – Manager, Library eServices

COMMUNITY CONNECTIONS

- Becky Stark was a guest on Rogers' morning show "Georgina Life" on Feb. 24, talking about March Break activities for kids and the Oscar Encore program for adults.

SPACES

- A new art display by Nadya Edwards was installed at the Pefferlaw branch in February.
- The final draft of the Sutton Carpet Replacement Project was given the go-ahead from both Town and Library staff and will be made available for bids on March 9.
- The design (including colour and laminate finish) for the Sutton Desk Project was finalized after consulting with branch staff.
- All managers attended a meeting with planning staff at Colliers in Markham on Feb. 6, to discuss details of the floor plans for the Discovery Branch MURC.

PEOPLE AND LEADERSHIP

- Staff switched to the new schedule as of Feb. 22, ensuring that all staff now work in at least 2 locations.
- Lynn McKinley was promoted to Library Clerk II.
- Sabina Friese (Library Student) has passed her probationary period and will be receiving her performance evaluation in March.
- Several applicants for the Casual Clerk position were contacted for interviews, which will begin on March 4.
- Internal screening interviews were conducted for the position of Circulation Coordinator
- Interviews for the position of Manager, Library Collections occurred on Feb. 26 and 28.
- All managers toured the Oak Ridges Library branch of Richmond Hill Public Library on Feb. 4, to see and discuss the design-work done by Colliers at this branch.
- We welcomed co-op student Mikayla Rodgers, who started on Feb. 18
- All managers attended a staff meet-and-greet at the Civic Centre on Feb. 19, to introduce Nikki Sutherland and Ryan Moniz, and to get to know some of the other new staff members who have been hired over the past year.
- All managers attended a DMS meeting on Feb. 19, which covered information on recently-updated Human Resources policies.

COLLECTIONS & PROGRAMS

- The Mayor's Q&A session, scheduled for Feb. 27 at the Pefferlaw Branch, was cancelled due to the inclement weather. It is being rescheduled for March.

- Our first-ever “Super Simple Soap-making” class, hosted at the Pepperlaw Branch by Becky Stark, was a big hit with our patrons, filling up within a week of posting the information. Participants went home with several bars of beautiful handmade soap, and many attendees requested that we run another session of the class for those who weren’t able to make it, as well as an intermediate level class to help them build on the skills they learned. Some of the soaps are pictured below.



Dates	Program Name	Location	Participants
Various	One-on-one technology help	All	6
Feb. 1, 8, 15, 22, 29	Purls and Chains	SN	4, 7, 5, 5, 9
Feb. 6	Book Club	PE	12
Feb. 6, 13, 20, 27	ESL Conversation Circle	KE	8, 4, 6, 6
Feb. 6, 13, 20, 27	Knitting Group	KE	10, 7, 7, 7
Feb. 7, 14	Meditation through Movement	KE	3, 3
Feb. 9	Wordsmiths	SN	9
Feb. 9	Super Simple Soap Making	PE	8
Feb. 12	Book Club	KE	9
Feb. 13	Book Club	SN	9
Feb. 20, 28	Ancestry Library Edition	KE	3, 4
Feb. 23	Scrabble	SN	4
Feb. 26	Camera Club	KE	4
Feb. 26	YorkWorks Career Help	PE	Program cancelled
		TOTAL	159

TECHNOLOGY

- Our Enterprise software was upgraded to version 5.0.1 on February 24. Patrons can now suspend OverDrive holds from the main catalogue in the same way they would suspend holds for physical books.
- Staff network connection at Pefferlaw branch continues to briefly lose connectivity. ITS is working to diagnose the issue.
- There was a power outage at the Keswick branch and surrounding area on Friday Feb. 21 at 10 a.m. The generator kicked in, and service in the branch continued without issue.
- The phone lines at the Pefferlaw branch stopped working at 12:30 PM on February 28. The disruption was communicated to the public through the website, social media, and notices posted in-branch. The issue turned out to be a loose connection in the phone box located in the library and was resolved by ITS and branch staff by 5:20 PM later that day.

Board Governance Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Succession Planning	Board Chair	Q2	Q4		Deferred from 2019
Emergency Preparedness	Val Stevens	Q2	Q3	Deferred	Deferred from 2019
Library Advocacy	Board	Q1	n/a	On going	In support of the MURC Discovery Branch.
CEO Annual Performance Review	Board	Q1	Q3		
2019 Annual Report	Val Stevens	Q2	Q3		
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.

Capital Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
MURC Branch	Val Stevens	Q1	2021	In Progress	Detailed design session with architects & library managers Feb 6
Teen area-Keswick branch	Becky Stark	Q2	Q3		
Sutton Service Counter	Ryan Moniz	Q1-2019	Q3	In Progress	To be coordinated with SN carpet replacement
Pefferlaw children's area furniture	Becky Stark	Q2	Q2		
Upgrade Pefferlaw phone system	Nikki Sutherland	Q2	Q4		
iPad for Programming	Becky Stark	Q2	Q2		

Update Accessible computer station software	Nikki Sutherland	Q1	Q2		
Update self-check units	Nikki Sutherland	Q1	Q1	In Progress	Waiting on Monitors and Scanners
Cell phones for managers	Val Stevens	Q1	Q2	In Progress	Three managers have cell phones; third will be ordered when third manager is in place

Staffing Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
Summer Reading Club Assistant-grants	Becky Stark	Q1	Q3	In Progress	First grant application submitted Jan 2020.
Summer Reading Club Assistant-wage increase	Becky Stark	Q2	Q2		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	Q2		21 hrs/wk
Adult Programming support	Becky Stark	Q1	Q2		3 hrs/wk to provide support for adult programming.

Operating Initiatives

Project Name	Project Lead	Start	Projected End	Status	Notes
BlueCloud Mobile app	Nikki Sutherland	Q2-2019	Q2	In Progress	Waiting on final bugs to be cleaned up
ILLO materials & postage	Val Stevens/ Collections Mgr.	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	Becky Stark	Q2	Q2		Planning is in progress

Georgina Public Library

Financial Statement - December 2019 (Year End)

Date: March 11, 2020

	2019 Actuals	2019 Approved Budget	Variance	Percentage To Date	Target to Date	Notes
Revenue						
Town Grant	2,389,050.00	2,389,050	-	100%	100%	Pro-rated
Provincial Grants	62,600	62,600	-	100%	100%	Pro-rated - Provincial Grant received early Dec 2019
Misc Grants	8,060	9,240	1,180	87%	100%	
School Board Revenue	58,500	58,500	-	100%	100%	
Donations	13,324	1,800	(11,524)	740%	100%	Kathy Foch Donation for FanFest
Fines	24,956	27,100	2,144	92%	100%	
Misc Fees	2,856	3,100	244	92%	100%	PRESTO Commissions, Exam Proctoring, etc
Photocopying Fees	10,507	8,500	(2,007)	124%	100%	
Program Registrations	5,233	4,200	(1,033)	125%	100%	
Book Sale	1,660	2,400	740	69%	100%	
Room Rentals	6,924	4,100	(2,824)	169%	100%	
Provision from Reserve	13,000	13,000	-	100%	100%	Contributions to Reserves Pro-rated
Total Revenues	2,596,669	2,583,590	(13,079)	101%	100%	
Expenses						
Salaries & Benefits	1,667,900	1,793,480	125,580	93%	100%	
Library Board	3,400	4,800	1,400	71%	100%	
Library Operations	268,369	332,690	64,321	81%	100%	Utilities, cleaning, courier, supplies, etc.
Training	10,978	18,800	7,822	58%	100%	
Collections	191,938	228,520	36,582	84%	100%	
Telecommunications	17,124	15,700	(1,424)	109%	100%	
Misc	2,101	2,100	(1)	100%	100%	
Contribution to Reserve	187,500	187,500	-	100%	100%	Pro-rated
Total Expenses	2,349,309	2,583,590	234,281	91%	100%	
Net	247,360	-	(247,360)			

Investing in the Modernization of Ontario's Public Libraries

2020 Pre-Budget Submission

The Ontario government's 2019/20 Budget maintained provincial Libraries Sector Support funding provided directly to Ontario's public libraries. While representing a modest 4% of local public library budgets, which are mostly municipally-supported, provincial funding nevertheless provides critical funding support for operations (such as the Public Library Operating Grant), shared resources, broadband connectivity and pay equity. Unlike most sectors in Ontario, provincial funding for libraries has been frozen for over 22 years. Despite no net increase in provincial or municipal funding over this period, public libraries have effectively managed their resources, evolved to meet the needs of their communities and embraced major leaps in technology.

Libraries across Ontario share best practices and use technology to make resources more accessible and responsive to people's changing needs. But in a growing number of communities, Ontario's libraries are reaching the limits of what they can do to keep up with these changes on their own, especially as it comes to meeting the growing need for access to digital resources. This is especially true for small and medium-sized municipalities, many of which are in rural and Northern Ontario, where the public library is a vital – and often the only – community hub and public resource for seniors, youth and families in the community.

Proposal to Address Gaps

By helping Ontario's public libraries modernize and investing additional funds, the government can make sure that all people – no matter where they live – continue to have access to modern, cost-effective resources and services through their local public libraries.

In addition to maintaining funding for Ontario's public libraries at current levels, this can be achieved by making a targeted investment of new funds into:

- 1. Delivering on the Ontario Government's Broadband Action Plan through an Ontario Digital Public Library**
- 2. Completing the Transformation of Inter-Library Loan**

Delivering on Ontario's Broadband Action Plan

Fair access to modern, digital resources for the people of Ontario – no matter where they live

Public libraries are increasingly focused on meeting the needs of their community for digital and online resources and services that can be accessed through the library or at home. Digital adoption by public libraries is happening at an incredible pace:

- Since 2000, Ontarians have accessed their local public library digitally 1.3 billion times.¹
- In 2018, 284,000 Ontarians enrolled in over 700,000 online courses through local public libraries across Ontario.²
- **Ontarians borrowed 494,026 e-books from local public libraries in 2018. Rural Ontario residents accessed twice as many e-books per capita through the library as people in urban communities.**³

Many public libraries and people in Ontario do not have the access they need to these increasingly core resources. E-resources and services are expensive, and when purchased on a patchwork, library-by-library basis, many local public libraries struggle to pay for or are unable to afford these high-quality resources. For example, people living in Ontario communities with populations of under 5,000 have access to **less than half the selection of e-book titles** and **a third of databases** available to residents of large urban centres like Toronto, Ottawa and Hamilton.⁴ Most First Nations public libraries have little to no access to e-resources or services.

E-learning platforms – like LinkedIn Learning (Lynda.com), Gale Courses, Mango Languages, Brainfuse, or RB Digital – are invaluable for job training and re-training, lifelong learning and homework help. **Over 80%** of libraries serving populations of under 5,000 have no subscriptions to e-learning platforms at all.⁵

Up to Speed: Ontario's Broadband and Cellular Action Plan recognized that public libraries in rural, remote and First Nations are struggling to provide access to digital resources. Furthermore, it set out how modernizing access to broadband and its capabilities is critical to delivering on several of the government's priorities, including:

- Making Ontario open for business by attracting and stimulating new economic activity & investment
- Enhancing access to government services
- Supporting expanded online learning for Ontario students
- Improving quality-of-life for all Ontarians

Creating an **Ontario Digital Public Library**, supported through ongoing, multi-year investment by the province and operated by Ontario's library services agencies, would leverage the province's significant purchasing power to give all Ontarians access to a common set of e-learning and online resources through their public library. People living in small, rural, Northern and First Nations would be able to access the same wide range of digital resources through their local public library as in big city libraries.

Specifically, this investment would:

- Make the Ontario Digital Public Library available free-of-charge to **all public libraries in Ontario**.
- Utilize cloud-based technology to develop and maintain a platform for Ontario Digital Public Library resources accessible through local public libraries.
- Provide shared access to extensive e-resources to all public libraries in Ontario, including e-learning and skills development resources to support job readiness.
- Enable negotiation of consortium and discounted pricing for e-resources and services, thereby achieving

significant cost savings.

- Help facilitate the digitization and preservation of heritage materials and documents in local public libraries across Ontario, protecting and making this unique content available to all Ontarians.
- Support training for library staff to help people access the available e-resources.

Summary of Proposed Annual Investment

- Databases
 - Funding to provide a core suite of these digital resources to local public libraries in every community across Ontario.
- E-book collection enhancement
 - Targeted to build capacity and availability in communities with limited or no access to e-books.
- Local IT strategy
 - Support for local IT strategies and implementation for small and remote public libraries to ensure, expand and maintain access to these digital resources.
- Training and education for staff and communities
 - Development and maintenance of the Ontario Digital Public Library platform, as well as training and support to ensure that local public libraries are able to help local residents effectively use the extensive resource base.
- **Total annual investment - \$4.5 - \$4.7 million annually in Year 1; increasing to \$12 million annually by Year 3**

Transforming Inter-Library Loan

Protecting services for the people and communities that need it most

Inter-library loan is a provincially-funded service that enables people to borrow materials from libraries across Ontario through their local public library. Coordinated by Ontario's library services agencies, inter-library loan allows public libraries, especially in small and medium-sized communities, to leverage the combined collection of hundreds of Ontario's public libraries to meet the needs of local residents. This helps them make smart purchasing choices – avoiding waste and the impossibility of carrying all the books and materials people need – while giving people access to the same selection of materials available in major urban libraries.

Following funding reductions for Ontario's library service agencies in the 2019 Ontario Budget, the Ontario Government and SOLS and OLS-N re-established inter-library loan services in Ontario after a brief service suspension. In Southern Ontario, this meant implementing a new model – already used in Northern Ontario – that no longer relies upon a dedicated van service. Now, inter-library loans are fulfilled by having public libraries access the preferential postage rates through Canada Post to deliver library materials.

Under the new model, both SOLS and OLS-N provide some subsidized funding to Ontario public libraries to help cover postage costs incurred from using Canada Post's library materials ("book") rate, while continuing to maintain the centralized online catalogue that lets library users find and request materials held at other Ontario public libraries.

The ministry's allocated funding is well below what is needed to meet the actual demand for inter-library loan across the province. Many public libraries, primarily in smaller urban communities and rural areas, are unable to meet the inter-library loan needs their communities. The funding for the re-launched inter-library loan service was determined based on the level of funding in Northern Ontario, which is historically low when compared to the support that was provided to Southern Ontario libraries.

As a result, approximately 35% of inter-library loan requests are not being fulfilled, even though the materials are available. Many public libraries can no longer afford to meet the needs of the people in their community, especially students and seniors, for this important service.

By increasing the subsidized funding for inter-library loans, all public libraries will be able to meet the needs of people in their communities and inter-library loan services in Northern Ontario will have its historic underfunding resolved, ensuring that all Ontarians have fair access to this provincially-supported service.

DID YOU KNOW?

- **Stratford** (pop. 31,500), **Belleville** (50,000) and **Quinte West** (43,500) were Ontario's top 3 public libraries for using inter-library loan in 2017; local residents in each community borrowed 10 times more materials through inter-library loan than residents in Toronto, Mississauga or Kitchener.
- In the same year, Toronto residents used inter-library loan less than Ontarians living in **Renfrew** (pop. 8,500), **Gravenhurst** (12,300) or **Trent Hills** (12,900).

Summary of Proposed Annual Investment

- Existing provincial funding for inter-library loan: \$361,000
- **Additional provincial funding required to meet anticipated demand in 2020-21: \$375,000 - \$425,000**

Public libraries are essential to people and families across Ontario

As Ontario's farthest-reaching, most cost-effective public resource and community hubs, public libraries are helping millions of Ontarians independently train, learn and reach their potential. Reaching 98% of Ontarians in hundreds of Ontario communities of all sizes, public libraries are local, close to home, and adapt to the priorities of the people and communities they serve. Trained, frontline library staff are people focused, responding to these unique needs by developing, providing and offering:

- Job training – and re-training – programs and resources
- Small business support and community economic development
- Equitable, reliable access to broadband internet in underserved areas
- Frontline access and support for digital government services through ServiceOntario
- Affordable, high-quality children's programs for young families

Public libraries deliver a big return on investment in communities across Ontario. They've become experts at maximizing the value of every dollar, with an overwhelming focus on providing frontline support and people-focused resources. Over the past 20 years, that has included a constant commitment to evolve and invest to meet the needs of the people in their local communities.

It's no surprise that public libraries are consistently voted by people as one of Ontario's most trusted institutions.⁶

DID YOU KNOW?

Every dollar invested in public libraries generates significant direct economic benefits back to the community. Here are just a few examples:

- **Vaughan:** \$1 = \$5.57⁷
- **Milton:** \$1 = \$5.67⁸
- **Pickering:** \$1 = \$5.85⁹
- **Stratford:** \$1 = \$7.48¹⁰
- **Ottawa:** \$1=\$4.17¹¹

Ontario Library Association / Federation of Ontario Public Libraries

The **Ontario Library Association (OLA)** is the oldest continually-operating non-profit library association in Canada, with over 5,000 members comprised of library staff and supporters from public, school, academic, and special libraries.

The **Federation of Ontario Public Libraries (FOPL)** represents 246 public library systems in Ontario, including 45 First Nations public libraries, in communities throughout the Province.

Together, OLA & FOPL are committed to ensuring that libraries can continue to play a critical role in the social, education, cultural and economic success of our communities and schools.

¹Ministry of Heritage, Sport, Tourism and Culture Industries. (2018). [Ontario Public Library Statistics](#)

²Ibid, 2018.

³Ibid, 2018.

⁴Ibid, 2018.

⁵Ibid, 2018.

⁶Pew Research Center, 2016, 2017; Varheim, 2014.

⁷Vaughan Public Library (2017). [The Economic Impact of Vaughan Public Libraries on the City of Vaughan.](#)

⁸Milton Public Library. (2014). [The Economic Impact of the Milton Public Library on the Town of Milton.](#)

⁹Pickering Public Library. (2014). [The Economic Impact of the Pickering Public Library on the City of Pickering.](#)

¹⁰Stratford Public Library. (2015). [Under the Umbrella: Stratford Public Library's economic impact.](#)

¹¹Ottawa Public Library. (2016). [Check out the Benefit: The Economic Benefits of the Ottawa Public Library.](#)

Interlibrary Loan Service Levels and Costs, York–Simcoe Riding, Before and After Funding Cuts to SOLS

1 August 2018–31 January 2019

1 August 2019–31 January 2020

Executive Summary

This report provides an overview of the effect of the 2019 funding cuts to Southern Ontario Library Services (SOLS), and the resultant closure of the SOLS courier service, on the interlibrary loan services provided by the libraries of York–Simcoe provincial electoral district. The report is based on statistics provided by Bradford West Gwillimbury Public Library, East Gwillimbury Public Library, and Georgina Public Library, sampled from 1 August 2019 to 31 January 2020 (a six-month period following resumption of interlibrary loans services after the funding cuts) and from 1 August 2018 to 31 January 2019 (a corresponding six-month period before the funding cuts).

These statistics show that there has been a **60–64%** drop in interlibrary loan service levels across the riding: libraries are lending **60%** fewer materials, and borrowing **64%** fewer materials.

It takes staff over **three times** as long to prepare packages to send by Canada Post as it did to prepare materials to send by SOLS courier. For each library, an average of **32** additional minutes per week are required for staff to pick up and drop off Canada Post parcels, representing an average cost of **\$804** in staff time per library per year. Postage costs are now **10** times more to send only **36%** of items that were previously sent through interlibrary loan, and the additional postage costs are an average of **\$987.92** per library per year. The additional cost for materials is **\$209.88** on average per library per year for paper, printing, tape, and envelopes.

Summary:

Service levels: 36–40% of interlibrary loan services compared to previous year

Costs: \$2001.80 more per library, on average, than previous year (to provide 60–64% less service)

These numbers are detailed below.

Requests Before and After Funding Cuts to SOLS

	1 August 2018–31 January 2019						1 August 2019–31 January 2020					
	Responder			Requester			Responder			Requester		
	Requests by other libraries	Shipped to other libraries	% filled	Requests to other libraries	Received from other libraries	% filled	Requests by other libraries	Shipped to other libraries	% filled	Requests to other libraries	Received from other libraries	% filled
Bradford West Gwillimbury	1450	847	58%	868	645	74%	889	288	32%	413	308	75%
East Gwillimbury	1851	424	23%	495	445	90%	1182	275	23%	292	265	91%
Georgina	3088	1148	37%	1305	1173	90%	1949	318	16%	354	338	95%
Total	6389	2419	38%	2668	2263	85%	4020	881	22%	1059	911	86%

Shipping to Other Libraries

- Before the funding cuts to SOLS, libraries in the riding filled **38%** (2419 out of 6389) of the requests placed by other libraries in Ontario.
- After the funding cuts, they only filled **22%** (881 out of 4020) of the requests placed by other libraries.
- The actual number of items shipped has dropped considerably (881 instead of 2419).

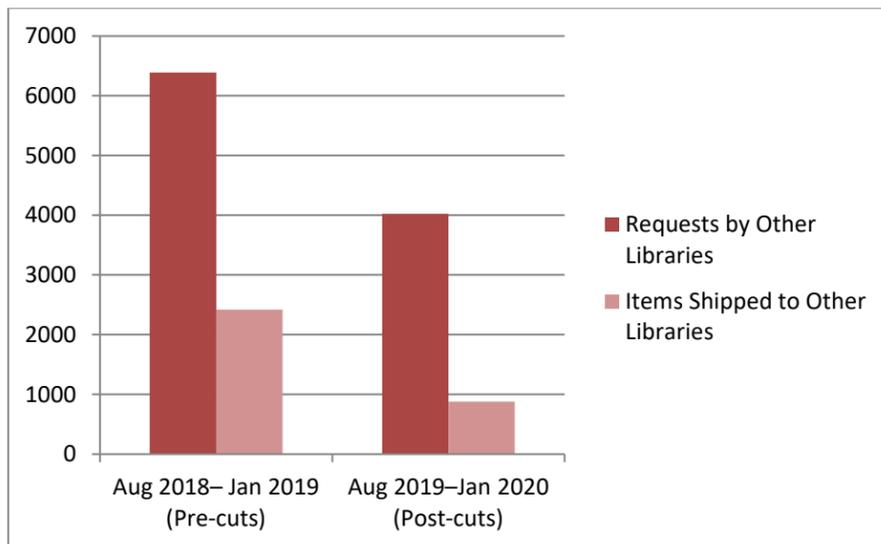
Receiving from Other Libraries

- Libraries in the riding are still able to fill a similar percentage of requests to borrow materials from other libraries in Ontario (**85%** before funding cuts; **86%** after funding cuts).
- The actual number of items has dropped considerably (911 instead of 2263).

Service Levels Before and After Funding Cuts to SOLS

	Responder						Requester					
	Requests by other libraries 2018-2019	Requests by other libraries 2019-2020	% of previous numbers	Shipped to other libraries 2018-2019	Shipped to other libraries 2019-2020	% of previous service levels	Requests to other libraries 2018-2019	Requests to other libraries 2019-2020	% of previous numbers	Received from other libraries 2018-2019	Received from other libraries 2019-2020	% of previous service levels
Bradford West Gwillimbury	1450	889	61%	847	288	34%	868	413	48%	645	308	48%
East Gwillimbury	1851	1182	63%	424	275	64%	495	292	59%	445	265	59%
Georgina	3088	1949	63%	1148	318	28%	1305	354	27%	1173	338	29%
Total	6389	4020	62%	2419	881	36%	2668	1059	40%	2263	911	40%

Shipping to Other Libraries: Number of Requests Received and Filled



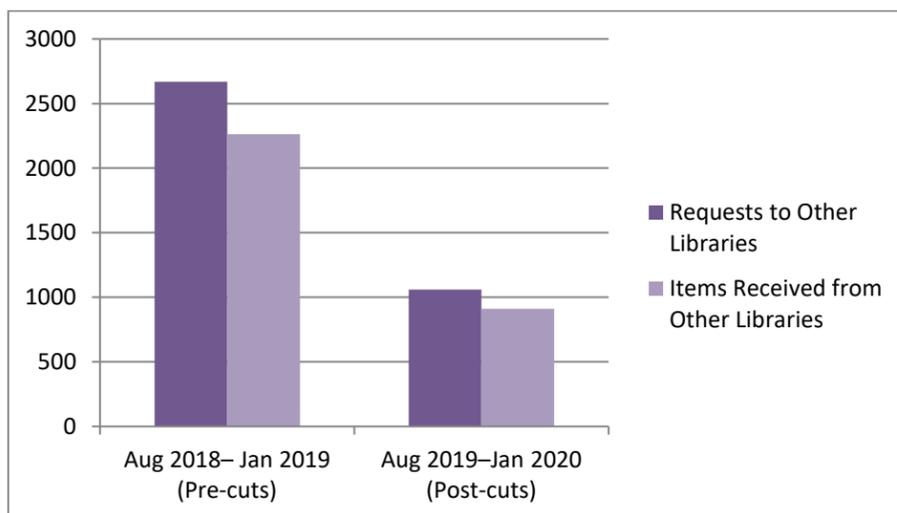
Requests from Other Libraries

- Across the riding, libraries are receiving only **62%** of the number of requests to borrow materials through interlibrary loan. This represents a **38%** drop in requests. There is likely a similar or greater reduction in the number of requests being placed across the province.

Shipping to Other Libraries

- Libraries in the riding are only supplying an average of **36%** of the number of materials they supplied through interlibrary loan during a comparable timeframe before the funding cuts to SOLS. This represents a **64%** drop in service levels.

Receiving Items from Other Libraries: Number of Requests Made and Number of Items Received



Requests to Other Libraries

- Libraries in the riding are requesting and receiving an average of **40%** of the materials they did through interlibrary loan during a comparable timeframe before the funding cuts to SOLS. This is a **60%** decrease in the number of requests being made.

Receiving from Other Libraries

- Libraries in the riding are receiving only **40%** of the number of materials they did before the funding cuts. This represents a **60%** drop in service levels.

Effect on Service Levels

- Libraries in the riding have experienced a **60–64%** drop in service levels for interlibrary loans since the funding cuts to SOLS. They are lending **60%** fewer materials, and borrowing **64%** fewer materials.

Shipping Time and Costs

Preparing Materials to Ship

- Using the SOLS courier van, it took library staff an average of **2.5** minutes to prepare each item to ship.
- Using Canada Post, it takes library staff an average of **8** minutes per package to prepare each item to ship.
- It now takes over **three times** as long to prepare items to ship to other libraries.

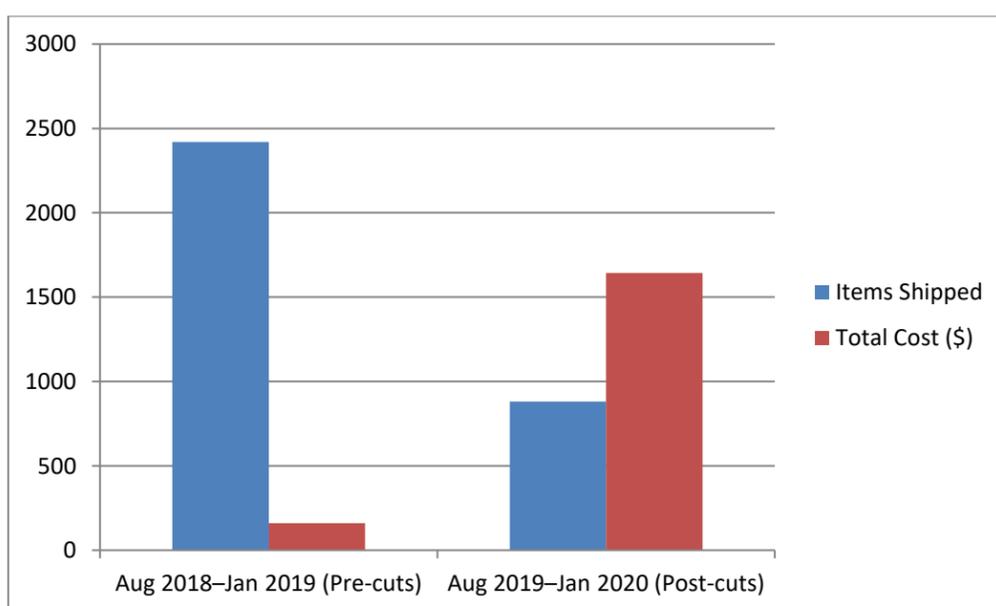
Post Office Delivery and Pick-Up

- Travel to and from the post office and/or community mailbox requires an average of **32** additional minutes per library per week. (Georgina takes materials to the post office, 20 minutes per week, and picks up materials from the community mailbox, 15 minutes per week. East Gwillimbury takes items to and picks up items from the post office, 60 minutes per week. Bradford West Gwillimbury has a postal worker who delivers to and picks up from the library.)
- This additional time represents a cost of **\$804** in staff time per library per year (calculated at an average hourly wage of \$29).

Postage Costs

	1 August 2018–31 January 2019 (SOLS Courier)			1 August 2019–31 January 2020 (Canada Post)		
	Items Shipped	Total Postage Costs	Shipping Costs Before (most parcels sent via SOLS van)	Items Shipped	Total Postage Costs	Shipping Costs After (all parcels sent via Canada Post)
Bradford West Gwillimbury	847	\$78.38	\$0.09 per item	288	\$602.37	\$2.09 per item
East Gwillimbury	424	\$52.26	\$0.12 per item	275	\$478.94	\$1.74 per item
Georgina	1148	\$30.20	\$0.03 per item	318	\$561.42	\$1.77 per item
Total	2419	\$160.84	\$0.07 per item	881	\$1642.73	\$1.86 per item

Total Postage Costs for Bradford West Gwillimbury, East Gwillimbury, and Georgina



- Shipping costs are an average of **10** times more to send all parcels by Canada Post, and these costs are to send only **36%** of items that were previously sent. The average cost of postage per library is now **\$1095.15** per year ($\1642.73 for 6 months $\times 2 = \$3285.46$ per year $\div 3 = \$1095.15$ per library per year).
- Shipping all materials by Canada Post incurs an average of **\$987.92** in additional postage costs per library per year ($\$160.84$ for 6 months $\times 2 = \$321.68$ per year $\div 3$ libraries = $\$107.23$ per library per year in postage costs mainly using SOLS courier vans; $\$1095.15$ current costs - $\$107.23$ previous costs = $\$987.92$ increase in costs).
- Each library received a reimbursement cheque from the Provincial Government, via SOLS, to offset some of these costs (Bradford West Gwillimbury received \$578.38; East Gwillimbury received \$575.16; Georgina received \$597.92). Given the

average cost projected above, this reimbursement, if it continues, would only cover approximately 60% of the average annual postage costs).

- If previous service levels were maintained: It would cost each library **\$2999.56** per year in postage to send 100% of the number of items sent before funding cuts (2419 items in 6 months x 2 = 4838 items per year x \$1.86 per item, current postage cost = \$8998.68 per year ÷ 3 = \$2999.56 per library per year).

Materials Costs

While the costs of materials are relatively low, it is important to note that they do represent an increased cost, as well as increased environmental impact. Costs below are based on our current service levels (as opposed to the service levels provided prior to the loss of the SOLS courier).

Paper

- Shipping by Canada Post requires **2** extra pieces of paper per item. At current service levels, that would be an extra **1174** sheets of paper per library per year (881 items in 6 months x 2 = 1762 items per year x 2 = 3524 pieces of paper ÷ 3 libraries = 1174 sheets per library). This would be an additional cost of **\$19** per year per library (\$11 for paper plus \$8 in printing charges, calculated at \$0.009368 per sheet + \$0.0068 per black-and-white print).

Tape

- Shipping by Canada Post requires **5** times as much tape as shipping via SOLS courier. This would be an average of **20** extra rolls of packing tape per year per library, or an additional cost of **\$13.50** per year per library (one pack of 6 rolls costs a minimum of \$4).

Envelopes

- One third of items sent by Canada Post require a new bubble envelope, as the envelopes are less durable than the cloth bags generally used for shipping items by SOLS courier. In total, this is **196** envelopes per library per year, which is an additional cost of **\$177.38** per library per year (881 items in 6 months x 2 = 1762 items per year ÷ 3 libraries = 588 items per library ÷ 3 for the 1/3 that require a new envelope = 196 envelopes per library per year x \$0.905 average cost per envelope = \$177.38).

Submitted by:

Angela Ramsey
Acting CEO, East Gwillimbury Public Library

Matthew Corbett
CEO, Bradford West Gwillimbury Public Library

Valerie Stevens
CEO, Georgina Public Library

March 10, 2020

Honourable Caroline Mulroney
45 Grist Mill Rd., Unit 8
Holland Landing, ON L9N 1M7

Subject: 2020 Pre-Budget Consultation – East Gwillimbury Public Library, Georgina Public Library, and Bradford West Gwillimbury Public Library

Dear Honourable Caroline Mulroney,

In our capacities as Chief Executive Officers and Board Chairs of the East Gwillimbury Public Library, Georgina Public Library, and Bradford West Gwillimbury Public Library, we are writing to share with you the Ontario Library Association (OLA) and Federation of Ontario Public Library (FOPL)'s Ontario Pre-Budget submission.

We have seen first-hand how our libraries act as a vital community hub for seniors, youth and families. At our libraries, residents can access loanable technology such as Chromebooks, participate in English Conversation Circles, immerse themselves in local arts and culture through events and exhibits, and access meeting room space. But we're reaching the limits of what we can do to keep up with our community's need for access to modern & digital resources. In addition to maintaining funding for Ontario's public libraries at current levels, the new, multi-year investment outlined in the attached submission will ensure that all Ontarians – no matter where they live – continue to have access to modern, cost-effective resources and services through their local public libraries.

We are available at your convenience to answer any questions or provide any further clarification that you require. Together, we can be reached at the email addresses provided below.

We hope we can rely on your support for the priority recommendations included in Pre-Budget submission, enclosed with this email. We would greatly appreciate you raising these issues with the Minister of Heritage, Sport, Tourism and Culture Industries.

Thank you,



Angela Ramsey, Acting Chief Executive Officer
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Diana Robichaud, Library Board Chair
East Gwillimbury Public Library



Valerie Stevens, Chief Executive Officer
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Jennifer Harrison, Library Board Chair
Bradford West Gwillimbury Public Library

Georgina Public Library Board Policy Manual

Policy Title: Pets Policy

Intent

Animals can present significant public health issues in a public space to both members of the public and staff, and as such must have restricted access to library facilities.

Regulations

No pets are allowed within the libraries, with the exception of registered service animals, or as part of an approved library program.

POLICY HISTORY:	
Initial Draft	November 22, 2006
Draft Presentation Review	June 28, 2007
Board Presentation:	August 16, 2007
Board Adoption:	August 16, 2007, January <u>26</u> , 2016
<u>Board Review:</u>	<u>March 19, 2020</u>