

**DRAFT Agenda**  
**Woodstock Public Library Board**  
**May 11, 2021**

**Date:** Tuesday, May 11, 2021  
**Time:** 4:00 p.m.  
**Place:** Via Zoom Video Conferencing  
Register in advance for this meeting:  
<https://us02web.zoom.us/meeting/register/tZlod-ypqzkrG9x7qmKq7SN57Xo6FTRM4Tuc>

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**1. Call to Order/Chairperson's Remarks**

**2. Indigenous Acknowledgement**

The Woodstock Public Library is situated on the traditional territories of the Indigenous Peoples and covered by the Upper Canada Treaties. The Library Board (I) would like to acknowledge the history of the traditional territory on which the Library stands. We (I) would also like to respect the longstanding relationships of the local Indigenous groups, the Haudenosaunee, Lanape, and Anishinaabek of this land and place in Southwestern Ontario. We (I) would like to recognize the Indigenous communities in close proximity to the city of Woodstock: Chippewas of The Thames First Nation; Oneida Nation of The Thames; Munsee-Delaware Nation; Mississaugas of New Credit First Nation; and Six Nations of The Grand (which consists of Mohawk, Cayuga, Seneca, Onondaga, Oneida and Tuscarora Nations).

**3. Approval of the Agenda**

**4. Declaration of Conflict of Interest**

**5. Minutes of the Meeting of April 13, 2021**

**6. Business Arising from the Minutes**

None

**7. Board Education**

None

**8. Consideration of Correspondence**

**a) Memo – Dysart & Jones**

Service Delivery Model and Outcomes

**9. Administrative Reports**

**a) Monthly Report**

i) Report of the Chief Executive Officer for May, 2021

**b) Statistics**

i) Library Systems Activities for the month of April, 2021

- c) **Policy Review**
  - i) Report – Circulation Policy
  - ii) Circulation Policy (Draft)

**10. Committee Reports**

- a) **Ontario Library Service Trustee Assembly**  
Update – Assembly Meeting; May 4, 2021 – G. Wade
- b) **Health and Safety**  
None
- c) **Grievance Committee**  
Report will be given In-camera

**11. Finance**

- a) **Treasurer’s Report**  
Statement of Revenue and Expenditures at April 30, 2021

**12. New Business**

- (a) **Locke & Key Filming in the Library**

**13. Notices of Motion**

None

**14. Attachments**

- (a) **Email – Peggy Malcolm OLS Board Assembly**
- (b) **OLS Board Assembly Meeting April/May 2021 PowerPoint**

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**15. Committee of the Whole In-camera – Labour Relations**

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**16. Next Meeting**

Tuesday, June 8, 2021, 4:00 p.m.

**17. Adjournment**

**VISION**

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**MISSION**

The Woodstock Public Library is a community based accessible centre that responds to changing needs by providing up-to-date resources in a welcoming environment.

# Woodstock Public Library Board

## DRAFT Meeting Minutes April 13, 2021

A regular meeting of the Woodstock Public Library Board was held on April 13, 2021, at 4:00 p.m., virtually via ZOOM technology (link provided publicly).

**a) The following Board members were present:**

Ken Whiteford, Chair  
Mary Anne Silverthorn, Vice-chair  
Gary Wade, Trustee  
Councillor Connie Lauder  
Mayor Trevor Birtch

**b) The following Board members sent regrets:**

Councillor Deb Tait

**c) The following persons were also present:**

David Harvie, CEO  
Lori Peixoto, recorder

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### 1. Call to Order/Chairperson's Remarks

The Chair called the meeting to order at 4:00 pm.

### 2. Indigenous Acknowledgement

The Woodstock Public Library is situated on the traditional territories of the Indigenous Peoples and covered by the Upper Canada Treaties. The Library Board (I) would like to acknowledge the history of the traditional territory on which the Library stands. We (I) would also like to respect the longstanding relationships of the local Indigenous groups, the Haudenosaunee, Lanape, and Anishinaabek of this land and place in Southwestern Ontario. We (I) would like to recognize the Indigenous communities in close proximity to the city of Woodstock: Chippewas of The Thames First Nation; Oneida Nation of The Thames; Munsee-Delaware Nation; Mississaugas of New Credit First Nation; and Six Nations of The Grand (which consists of Mohawk, Cayuga, Seneca, Onondaga, Oneida and Tuscarora Nations).

### 3. Approval of the Agenda

#### Motion 21-30

MOVED by the Acting Vice-chair and seconded by Councillor Lauder to amend the Agenda to add a staff appreciation component under New Business, and subsequently approve the Agenda.

**Motion carried.**

**4. Declaration of Conflict of Interest**

None.

**5. Approval of Minutes from March 9, 2021**

**Motion 21-31**

MOVED by Mayor Birtch and seconded by Trustee Wade to approve the Minutes of the Meeting of March 9, 2021.

**Motion carried.**

**6. Business Arising from the Minutes**

None.

**7. Election of Vice-chair of the Library Board**

**a) Call for Nominations and Election**

The Chair noted that Trustee Mary Anne Silverthorn has been Acting Vice-chair, and it was appropriate at the time of the meeting to revisit that.

**Motion 21-32**

MOVED by Councillor Lauder and seconded by Trustee Wade that the Board removes 'Acting' from the title of Vice-chair, and that Trustee Silverthorn becomes the Woodstock Public Library Board Vice-chair.

**Motion carried.**

It was noted that Vice-chair Silverthorn abstained from the vote.

**8. Board Education**

None.

**9. Consideration of Correspondence**

**a) FOPL Email**

Government Cuts to Centre for Equitable Library Access (CELA)  
The CEO explained the role of CELA – supporting people with vision impairment by supplying brail materials, books on tape and cd, etc. The CEO provided Library statistics to the Board regarding patrons that rely on this service, noting that it's well-used in our community.

FOPL had requested the support of libraries in reaching out to the federal government, in favour of retaining funding for this valuable service. The Chair suggested writing to the local MP, including signatures of both the Library CEO as well as the Board Chair. Councillor Lauder noted that involving the Accessibility Committee may be of benefit as well.

### **Motion 21-33**

MOVED by the Vice-chair and seconded by Trustee Wade that the Board support the continued service provided by CELA by way of writing to the MP and other bodies so concerned.

**Motion carried.**

## **10. Administrative Reports**

### **a) Monthly Report**

#### **i. Report of the Chief Executive Officer for April, 2021**

The CEO provided updates since the writing of his report that included the Building Expansion Feasibility Study, with next steps being staff engagement next week. The consultants would attend the next month's meeting of the Board to provide an update. The CEO reminded members of the Board that Oxford Reads – 'One Book, One Community' – would be a virtual event this year. The CEO reported that with the most recent announcement of the Provincial Government, the Library had moved back to curbside service; staff pulled together to implement the service for Saturday of Easter weekend.

#### **ii. Report of the Manager of Public Services for April, 2021**

The CEO reported that the Library welcomed a new librarian to the team – Elise Schofield, replacing a librarian who had resigned from the position.

### **b) Statistics: Library Systems Activities**

The CEO stated that during the pandemic, the numbers would not be consistent, although online usage should be higher in April with Spring Break, moving back to curbside service would affect the numbers. There were no questions or comments from the Board.

### **c) Policy Review**

#### **i. Fines Free Library Service Model**

The Chair noted that the Board has had a month since the Fines Free model was put before them initially, and asked members what they would like to do with it.

**Motion 21-34**

MOVED by Councillor Lauder and seconded by the Vice-chair to approve #1 of the Options for Consideration in the Fine Free Library Model report distributed to the Board.

Councillor Lauder discussed the notifications that patrons receive regarding their materials, and felt this was sufficient information for patrons to ensure their materials were returned on time. She also stated that if moving to a fines-free model is what it would take to ensure no child in the community goes without access to the library, then she'd be comfortable with that decision.

The Vice-chair thanked the CEO for the work put into the comprehensive report, and after absorbing the information, felt that the first option was the most fair. No child should have access denied because of fines or late fees. The Vice-chair stated that she'd be happy to support this model.

The Chair noted that there were five members of the Board present, that the Chair can vote, and is in support of the recommendation (Option #1) put before them.

The CEO stated that, depending on the vote, he would have to bring a revised Circulation Policy to the Board. It would take time to redevelop the policy, revamp the internal system, and develop a communication plan. This could take a couple of months.

All are in favour.

**Motion carried.**

**11. Committee Reports**

**a) Southern Ontario Library Service Trustee Council**

None.

**b) Health and Safety**

**Motion 21-35**

MOVED by the Vice-chair and seconded by Mayor Birtch to accept the Minutes of the Meeting of the Joint Health & Safety Committee of December 18, 2020, as information.

**Motion carried.**

**c) Grievance**

The report of the Grievance Committee will be held In-camera in accordance with the Public Libraries Act.

**12. Finance**

**a) Treasurer's Report**

The CEO provided information on accounts, noting that by this time of the year, the budget should be at approximately 25% spent.

**Motion 21-36**

MOVED by Trustee Wade and seconded by Councillor Lauder that the DRAFT Statement of Revenues and Expenditures for the period ending March 31, 2021, and the DRAFT Summary of Trust Account for the period ending March 31, 2021, and the DRAFT Summary of the Jessie McDougall Trust Fund for the period ending March 31, 2021, be approved as information received.

**Motion carried.**

**13. New Business**

Discussion was had regarding a staff appreciation lunch, provided by the Board, as a 'thank you' for all that has been endured during the pandemic. A tentative date of June 3, 2021, is on the table, however, with the ever-changing status of shutdown, this may get moved to Fall. Promotion of the event should start around the second week of May, to allow for staff that may not be scheduled to work to plan to attend, if possible.

**14. Notices of Motion**

None.

**15. Attachments**

None.

**16. Committee of the Whole In-camera**

**Motion 21-37**

MOVED by the Vice-chair and seconded by Councillor Lauder that the Board move into Committee of the Whole In-camera at 4:31 pm.

**Motion carried.**

**Motion 21-38**

MOVED by Mayor Birtch and seconded by Trustee Wade that the Board move out of Committee of the Whole In-camera at 5:20 pm.

**Motion carried.**

**Motion 21-39**

MOVED by the Vice-chair and seconded by Trustee Wade that the Board approve the Agenda for the Meeting of the Committee of the Whole In-camera.

**Motion carried.**

**Motion 21-40**

MOVED by Councillor Lauder and seconded by the Vice-chair that the Board approve the Minutes of the Committee of the Whole In-camera for March 9, 2021.

**Motion carried.**

**17. Next Meeting**

Tuesday, May 11, 2021, 4:00 pm.

**18. Adjournment**

MOVED by Councillor Lauder that the meeting adjourn at 5:28 pm.

***Vision***

Your Destination for Discovery

***Mission***

A welcoming place to create, connect and explore.



## memo

DATE : APRIL 13, 2021  
TO : WOODSTOCK PUBLIC LIBRARY BOARD  
FROM : REBECCA JONES AND JIM MORGENSTERN  
C. BILL CURRAN, TCA  
RE : BUILDING EXPANSION SPACE CONSIDERATIONS:  
LIBRARY OUTCOMES AND SERVICE DELIVERY MODEL

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Good day,

At the May board meeting we will provide a brief update on the building expansion study. Our main focus is to describe two factors that have implications for WPL's building's spaces: *the Library's outcomes and service delivery model (SDM)*.

These factors ultimately shape the types of physical spaces the Library needs to deliver the services and programs that benefit the people and organizations of Woodstock today and in the future.

Attached is a report on the Library's Outcomes and SDM for your review before we meet.

We look forward to talking with you on May 11<sup>th</sup>.

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## Part I: Introduction

In 2014, the Woodstock Public Library (WPL) did an assessment that indicated that the Central Library building was too small to meet the needs of the community and recommended that the existing Library be expanded. This current study examines the options for the building's expansion by addressing three key questions:

1. How can the existing building be expanded cost-effectively, respecting the existing building's heritage qualities and addressing the challenges of the current site and location?
2. What type of library facility is required to meet the current and future needs of the community? Specifically, what physical spaces are needed to support the services and programs the Library will provide to residents?
3. Can the WPL share space, either in an expanded library building or elsewhere in the community, with other organizations and agencies to better offer services to residents?

The architects will address Question 1 on technical, structural issues. While Question 1 is important, especially because the building is an iconic city structure, it is Question 2 that informs both informs Question 1 and determines the allocation of building space. Question 2 asks how WPL's programs and services best serve Woodstock, and what type of physical structure is required for these programs and services to positively impact the City, residents, and businesses. Having determined the type of building needed, we can examine opportunities to provide physical spaces in partnership with others (Question 3).

This report has two objectives. First, to address Question 2 by documenting WPL's Service Delivery Model (SDM) and Outcomes as defined by the WPL's senior management. Given that "strategy drives structure," WPL's building design must enable the Library to fulfill its strategy to deliver services that most benefit its community. To clarify WPL's SDM and priority Outcomes, we:

- Completed confidential interviews with community influencers.<sup>1</sup>
- Conducted a workshop with WPL's management team at which they discerned the community stakeholder's input and further refined the Library's priority Outcomes and SDM.

Second, this report keeps WPL staff and board informed of the study's progress and of the Library's SDM and Outcomes, which will ultimately shape the answer to Question 2: the type of building and the spaces required.

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<sup>1</sup> A summary of the interview findings is in [Part II](#); a list of those interviewed and the questions asked are in the [Appendix](#).

## Part II: Community Influencer Input

The following are key themes emerging from the community influencer interviews.

All of those interviewed:

- Supported the WPL and acknowledged that the Library could and should contribute to the well-being and positive development of Woodstock.
- Endorsed an expanded library at the existing downtown location as the immediate priority for facility development.
  - While interviewees recognized the challenges associated with an expansion to the historic building, they nonetheless feel that a larger library at the current location best serves the city - supporting the downtown and facilitating working relationships with other agencies. The interviews did not ask about the future of WPL after the Central Library expansion. However, some of those interviewed spoke of the need for a second branch in the future to serve new community developments and other interviewees spoke of expanded community outreach and programming partnerships.
- Referenced significant changes and challenges underway with growth in Woodstock. Interviewees described community issues with which the Library could have a positive impact:
  - integrating newcomers into the community especially as the community becomes increasingly diverse
  - continuing challenges associated with youth and marginalized populations
  - downtown revitalization.

The majority of those interviewed see the Library forging more or stronger working relationships with a wide variety of community agencies in ways consistent with its mandate and in the best interests of residents. When asked which community agencies they have in mind for these working relationships, interviewees most frequently cited those agencies dealing with youth and arts and cultural pursuits.

## Part III: WPL's Outcomes and Service Delivery Model

### Library Outcomes

**Outcomes** describe how the community benefits from library services and programs. A library's outcome is what 'comes out' of their services and programs that aid the City, residents, businesses, and other organizations. Outcomes must be differentiated from outputs. Outputs describe activity levels such as borrowing, participation or attendance. All libraries gather and communicate outputs. Outcomes, however, are much more difficult to measure.

**Outputs focus on what the Library has done.**

**Outcomes focus on the benefits of what the Library has done.**

Outcomes directly impact our study because they directly impact the type and size of physical spaces in the Library. Specific areas are required in the library building to deliver the programs and services associated with the outcome. For example, community social inclusion outcomes – or benefits - would be challenging to achieve without spaces specifically designed to accommodate youth or marginalized populations. Similarly, digital literacy requires appropriately equipped training spaces. Perhaps more importantly, the emphasis placed on various outcomes directly affects the amount of space devoted to different areas where the Library's size will be constrained. Establishing priority outcomes, therefore, is a critical first step in the building design program.



#### PUBLIC LIBRARY OUTCOME AREAS

- I. READING AND LITERACY
- II. LEARNING AND EDUCATION
- III. COMMUNITY SOCIAL INCLUSION
- IV. DIGITAL LITERACY AND ENGAGEMENT
- V. WORKFORCE READINESS
- VI. NEWCOMER'S CAPACITY AND INCLUSION
- VII. LOCAL CULTURE AND IDENTITY
- VIII. SMALL BUSINESS SUPPORT

Most libraries have services and/or programs that fall into the eight outcome areas, but very few libraries target outcomes for all areas. There is a big difference between providing some services and offering two or three programs/year related to an outcome area and targeting outcomes in a specific area. To deliver outcomes – benefits – to the city in one of these outcome areas, a library must establish priorities for services and programs that will drive those benefits. Large, multi-branch, well-funded libraries have the resources and scale to successfully deliver programs and services through which their communities realize outcomes in several of these areas. But it is simply too resource-intensive for most libraries to invest in the types of services and results that produce

tangible and intangible outcomes for all eight areas. With limited funding, spaces and resources, libraries cannot be all things to all people. Libraries comparable to WPL cannot generate specific benefits to aid their cities' many and varied challenges; like these similar libraries, WPL must focus on its priority outcomes. Many libraries focus their efforts on four or five outcome areas – maximum - and almost all libraries target the first four areas.

Senior management agreed that these are WPL's priority Outcomes:

- I. Reading and Literacy
- II. Learning and Education
- III. Community Social Inclusion
- IV. Digital Literacy and Engagement

#### I. Reading and Literacy

Many public libraries view this outcome area as a priority, with the specific benefits of improved school readiness, early literacy skills and life-long literacy skills. Research shows that literacy and reading at all ages is strongly linked to physical and mental health and economic and social well-being. The Aspen Institute deemed public libraries as literacy champions. "The 21st-century library is the champion of the literacies needed to navigate information abundance, create knowledge, bolster economic opportunity and make democracy dynamic."<sup>2</sup> This may be one of WPL's outcome areas as *Love of Reading* is one of WPL's guiding principles.

#### II. Learning and Education

Learning and education are symbiotic with reading and literacy. Public libraries in North American were transformed from for-fee to free public institutions, mainly by Andrew Carnegie, as "temples of learning, ambition, aspiration" for towns and cities to "diffuse knowledge." Carnegie had used libraries for his education and viewed these institutions as a way for people to learn, improve their lives, employability, and, in turn, society and the economy. Some of leading public libraries, aligned with their cities' strategies to build educated, skilled, healthy communities, focus on those who have not completed formal education. These libraries provide classes, supports and tutoring for individuals to gain their General Education Development certificate (GED), with the outcome: A high-school education equipping residents with the basic skills to participate actively in society. Times have changed since Carnegie's philanthropy, but most public libraries see life-long learning as a key outcome, supporting education with study spaces, online courses, tutoring, etc.

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<sup>2</sup> [Aspen Institute, Renewed Vision of the Public Library, 2014](#)

### III. Community Social Inclusion

There are a few aspects to this outcome area. The libraries that focus on this type of outcome tend to do so to aid in the social inclusion and community engagement of youth, seniors, or marginalized. The common element is to build a sense of community, access and equity for a demographic group. As we said above, it is complicated for a library with limited branches or librarymobile to deliver outcomes for more than one demographic group.

**For youth:** The targeted outcome for libraries focusing on youth is to ensure all youth have a safe, inclusive, environment in which they develop life skills such as creativity, collaboration and camaraderie. Some studies point to opportunities to engage youth at risk through mentoring programs in public libraries<sup>3</sup>.

**For seniors:** The targeted outcome for libraries focusing on seniors to feel a sense of connection and value to their community. During the pandemic, libraries spoke of circulating social cohesion instead of or in addition to circulating books. Personal calls to isolated seniors, virtual or phone book discussions, book delivery to seniors, and other types of online or mobile programs have replaced the in-person gathering spaces and programs customized for seniors by many libraries.

**For marginalized:** Many Canadian municipalities face worsening social and economic inequality, declining civic engagement, and related concerns. They view libraries as a part of the municipality's coordinated response to decrease social challenges and increase social inclusion. The Social Inclusion Audit, developed by the Canadian Urban Libraries Council (CULC) is cited and used internationally. It defines social inclusion as "the participatory, authentic, and accountable manner in which institutions uphold and reinforce the principles of access, equity and, as a result, social inclusion for all." Several public libraries partner with the municipality and social services to collectively serve the marginalized and ensure everyone has access to the information and services needed --- to strengthen the individuals and build the community.

### IV. Digital Literacy and Engagement

Most aspects of life, work, learning and the economy are digital. To participate in the digital society, residents must have digital literacies. The digital divide is genuine, and most municipal governments see the public library as the bridge across this divide, particularly for those unable to afford the devices or access. Now that many education systems are online – from kindergarten through to post-graduate and upgrading – governments depend on public libraries to be a key connector in communities' digital solutions.

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<sup>3</sup> Beaudry et al., "The Future Now," 121; Carlos B. Crockett, "[Urban Youth and Public Libraries](#)" (Public Libraries Online, January 5, 2015)

The degree to which libraries focus on the outcome areas V - VIII depends very much on their city's requirements and the Library's resourcing, expertise, and partnerships. Descriptions of these outcome areas are in [Appendix C](#).

What's important about all of the outcome areas is that most rely on the interaction of library staff with residents to produce the desired benefits. While reading and some aspects of learning may be solitary activities, literacy, education, inclusion, culture identity, and small business support are not. Library outcomes that demonstrate the library's value to key stakeholders involve people-to-people engagement, interface, discussions, and collaboration.

Different types of facilities and spaces are required to support these complex, people-intensive outcomes and the growth in digital devices and resources. These outcomes depend on programs and social interactions rather than physical inventory.

### WPL's Priority Outcomes

Senior management defined WPL's priority Outcomes:

Outcome Areas	WPL's Priority
<b>Reading and Literacy</b> <b>Learning and Education</b> <b>Digital Literacy and Engagement</b>	Highest  These outcome areas are essential.
<b>Community Social Inclusion</b> <b>Newcomer Capacity and Inclusion</b>	Moderate –  These outcome areas are important given specific needs in Woodstock.
Local Culture and Identity  Workforce Readiness  Small Business Support	Lowest –  Given that resources will always be limited, these outcomes are a lower priority. While WPL may provide selected programs and resources within these outcome areas, other community agencies will play a much more significant role in addressing specific community benefits in these areas.

## Library Service Delivery Model (SDM)

**A library's service delivery model** articulates the core principles that guide the design, delivery and management of services and programs. Keep in mind that these core principles are not the Guiding Principles or Values identified in WPL's strategic plan.

**WPL's service delivery model articulates the Library's deliberate choices to determine how services and programs are designed, delivered, and managed to realize their priority outcomes.** For this study, we are most interested in aspects of the SDM that affect the delivery of services in physical spaces.

Senior management endorsed these service delivery model principles for WPL's physical spaces:

- **Highly Centralized Facility Model:** WPL has one Central Library serving the entire service area with highly developed virtual services, outreach, librarymobile (program and service van), kiosk, self-service and community-based services throughout the community/city/county.
- **Commitment to Facility-Based Partnerships:** WPL delivers services from physical spaces controlled by other public or private agencies. These may complement spaces available at the Central Library, or if warranted, replace spaces that might otherwise be provided at the Central Library.
- **Commitment to Cooperative and Coordinated Services:** Woodstock service providers agree to avoid duplication and assign program priorities to the agency best able to meet the needs of the community.

These service delivery model principles directly affect this study. It confirms:

1. That the expansion of the existing Central Library is the immediate priority (as opposed to building new branches)
2. The validity of facility-based partnerships, including the possibility of physical service delivery that would typically be in the Library building may be within physical places operated by partner providers. This approach will be pursued to maximize cooperation and coordination with other service providers.

While the principles spelled out here deal only with physical spaces, they have implications for WPL's service delivery model. These implications are not within the scope of this study. However, its commitment to a highly centralized single facility means WPL must address community-based services through stronger virtual services, outreach, librarymobile (program and service van), kiosk, self-service, and formal partnerships for service delivery throughout the city.

## Appendix A. Questions Provided to Stakeholders Before the Interview

1. Before we discuss the Library, we would appreciate hearing your perspective on community issues and opportunities, now and in the foreseeable future. What significant changes will Woodstock experience during the next 5+ years? Are there unique opportunities that the City can capitalize upon?
  
2. We are interviewing a wide range of community stakeholders. Are there particular issues or opportunities that fall within your area of responsibility or interest in the City that we didn't cover in Question 1? Are there initiatives, plans or projects that you feel will – or should - have a major influence on the City's future? Why – how could these change the community?
  
3. What organizations or agencies in Woodstock (businesses, service organizations, government agencies, etc.) will be most important in addressing the challenges and opportunities that you identified in Questions 1 and 2?
  
4. If you were the Library exploring how best it can support the residents, organizations and businesses and City Hall of Woodstock, including those that you have identified in the previous question, what would you see as essential for the Library's building and services? We are particularly interested in spaces that would support services and programs required by the community. (examples: Spaces in which people can complete their high-school education or upgrade their skills? Spaces in which pre-schoolers improve their school readiness? Study spaces, especially for those in online educational programs?) For the spaces that you have identified, are you aware of specific opportunities for the Library to share space with other agencies or organizations?

## **Appendix B: Stakeholders Interviewed**

### ***City of Woodstock***

Trevor Birtch – Mayor; Library Board member

David Creery – Chief Administrative Officer

Brad Hammond –Development Officer

Brian Connors – Parks and Recreation Director

### ***Woodstock Public Library***

Ken Whiteford – Board Chair

Marlene Turkington (provided comments in writing) & Marian Baker – Friends of the Library

### ***Community Agencies and Organizations***

Louise Waldrop – Executive Director. Oxford Community Foundation

Stephanie Ellens-Clark. Executive Director. Social Planning Council

Kelly Gilson – Exec. Director. United Way

Mary Reid – Curator. Woodstock Art Gallery

Jenna Mitchell – Youth and Family Supervisor. Wellkin.

## Appendix C: Outcome Areas V - VIII

### V. Workforce Readiness

It is somewhat difficult to define clear boundaries around some outcome areas. There is a blurring of lines between areas I. and II. (reading, literacy, learning, education) and between VI. And VII. (digital literacy and workforce readiness). Job skills are predominately digital skills. Digital skills are seen as 21<sup>st</sup>-century workforce skills. Public libraries often work with employment and social services to prepare and support job-seekers for the workforce through resume-writing, specific skill development educational activities, and interview coaching.

### VI. Newcomer's Capacity and Inclusion

The Library's concentrated efforts on this outcome depend on the population growth of newcomers, particularly if those newcomers are immigrants. The libraries in municipalities such as Brampton, Markham, and Surrey who are experiencing exponential increases of those new to Canada, focus heavily on this outcome area. Many libraries share offices for newcomer social services, bringing newcomers to the Library where they attend ESL training, join in social inclusion groups, and read newspapers and books in their language.

### VII. Local Culture And Identity

This outcome area is one of libraries in municipalities who treasure their unique arts, culture and the distinctiveness of the community. The library may complement museums or cultural organizations, or the library is capturing a particular niche for the city. Some libraries are publishers for local authors. Other libraries are producing the music of local musicians. Some libraries have established themselves as the new media for the community when local newspapers or radio stations have been shuttered.

### VIII. Small Business Support

While many libraries have services and/or programs for entrepreneurs and small business development, few focus on this as an outcome area. Those libraries that do see small business support as a targeted outcome do so because they have a close working relationship with the BIA, Chamber of Commerce and/or the municipality's economic development. There are libraries in cities for which local business development is critical for the city; those libraries have established small business working spaces and supports – for which some libraries charge fees.



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**Subject: CEO Report for May, 2021**

**Action: For Information**

**Prepared by: David I. Harvie**

**Meeting of: 11 May 2021**

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### **Contribute Vibrant Spaces**

Consultants from Dysart & Jones met with Library staff on April 22nd to inform and solicit their input on the Library Building Expansion Feasibility Study. The consultants are scheduled to update the Library Board on their progress at the May 11th Board meeting.

### **Strengthen Our Community**

After a year of successful programming via ZOOM, the Library was hit by a “ZOOM Bomber” during a children’s story-time program on Thursday, April 29th. The intruder was dealt with swiftly by our staff, and additional safeguards have been implemented to prevent a future occurrence.

The Annual Library Survey was completed and submitted to the Ministry in April. The survey provides statistics on collection holdings, programming, library activities, finances and staffing. The completion of this survey is a requirement for the annual Public Library Operating Grant and Pay Equity Grant received each year for the Province. The grants are worth a total of \$60,170.00.

### **Reinforcing Our Capabilities**

In response to the revised provincial pandemic restrictions imposed as of April 3rd, the Library is once again providing curb-side pick-up service of library materials. There were 2,069 uses of the service in April, which saw 12,132 items circulated.

There has been recent discussion in the library community about the length of time required to quarantine returned library materials. While the provincial pandemic regulations require libraries to quarantine or disinfect returned library materials, no length of time has been established. The Woodstock Public Library continues to isolate returned items for 6 days based on the REALM series of laboratory studies on the

viability of the COVID-19 virus on library materials. Some libraries are opting to reduce their quarantine period to 24 hours. Given that the province is currently experiencing a third wave of COVID-19 cases, now is not the time to reduce our safety protocols. Our quarantine protocols will be re-assessed based on new scientific studies, the number of local and provincial active COVID-19 cases, the appearance of new variants of concern, and vaccination rates in our area.

The Woodstock Public Library is a member of the Ontario Library Consortium (OLC), which provides WPL with a suite of library management software, an online public access catalogue, technical support, and training. OLC recently concluded a request of quotation process with library software vendors for a 4 year contract starting in 2022. The present contract is held by SirsiDynix, which provides OLC memberships with a cloud-based integrated library software (ILS) package called Symphony, and a public online catalogue called Enterprise. The Consortium has decided to award the library management software once again to SirsiDynix. The RFQ for the online public catalogue was awarded to BibiloCommons, a cutting edge “discovery layer”. OLC’s move to BibiloCommons poses some challenges and additional costs to WPL. Ms. Lindsay Harris, Manager of Operations, is currently looking at the various options open to WPL and their associated costs. In anticipation of the OLC’s RFQ, \$50,000 was earmarked in the Library’s 2022 Capital Budget to offset any potential migration costs. The Board will be advised on what course of action best suits WPL’s needs, and any additional costs at the June Board Meeting.

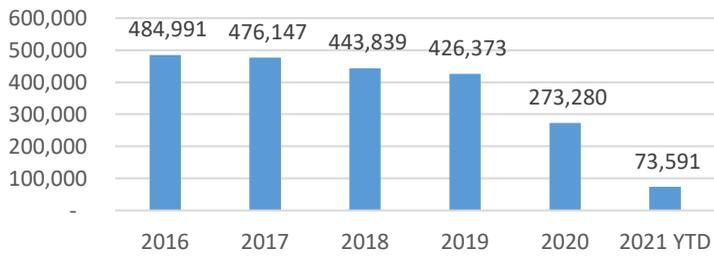
City IT continues to work to deploy a new phone system at the Library, and to implement Microsoft Office 365.

Respectfully Submitted,

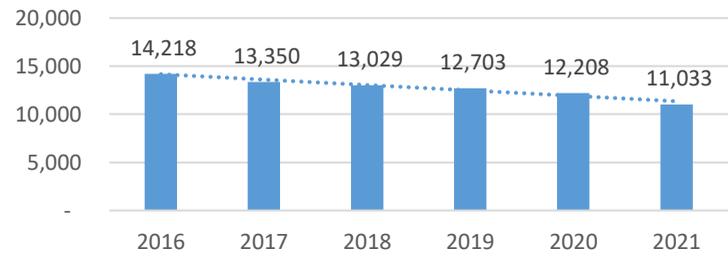
David I. Harvie  
Chief Executive Officer



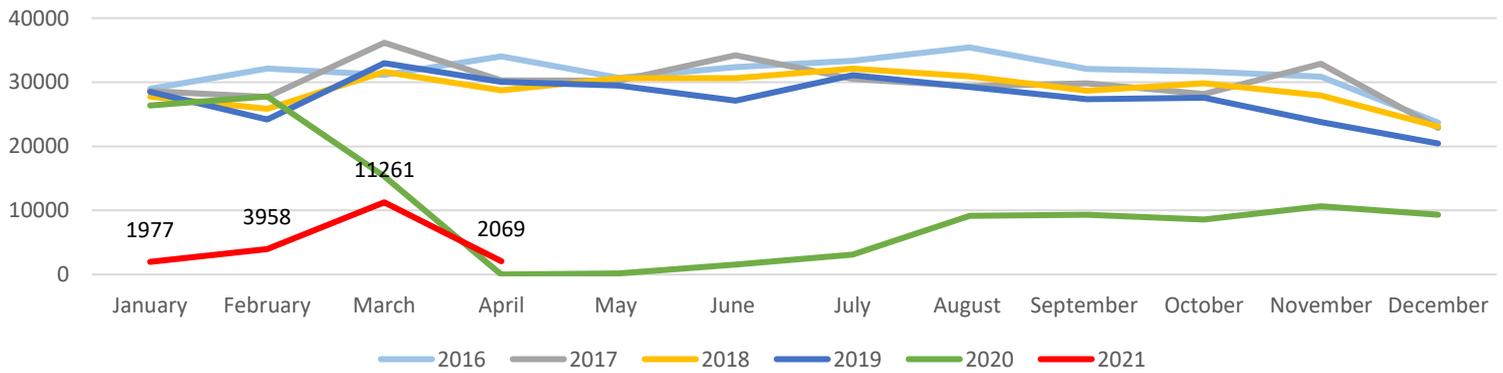
**Annual Library Circulation Total 2016-2021**



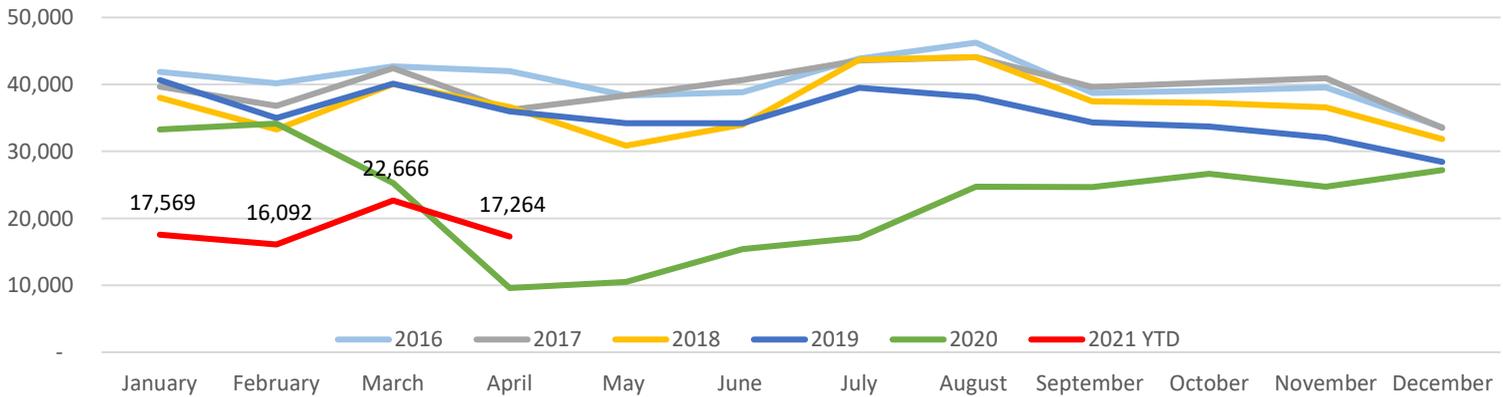
**Monthly Average Active Users Count 2016-2021 YTD**



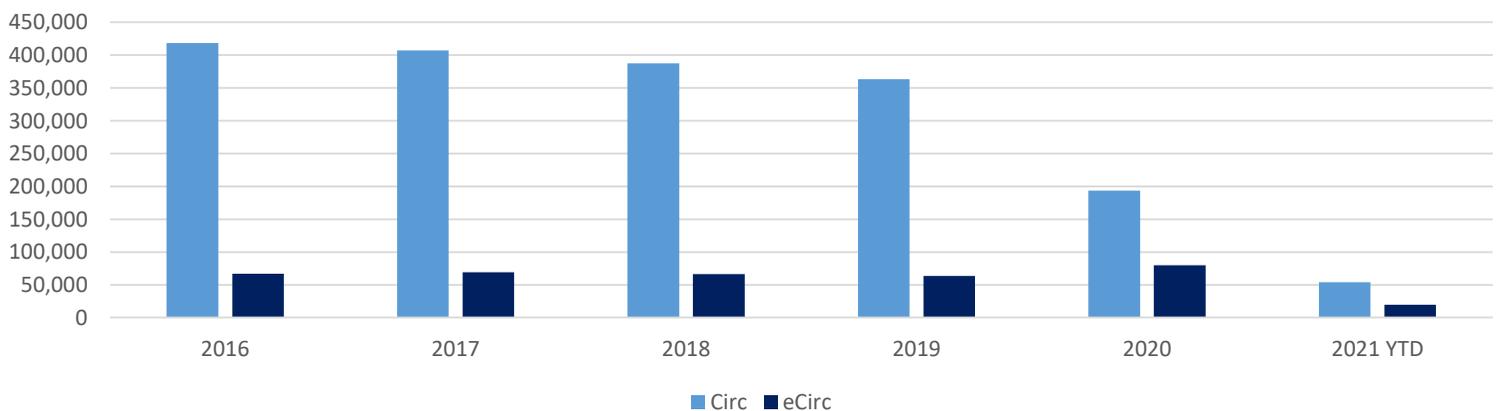
**In Person Visits - 2016-2021**



**Total Circulation by Month - 2016-Present (Physical & Digital)**



**Annual Circulation by Type 2016-Present**





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**Subject:            Circulation Policy**

**Action:            For the review and approval of the Board**

**Prepared by:     David I. Harvie**

**Meeting of:       11 May 2021**

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## **Recommendation**

1. That the draft Circulation Policy be approved by the Board as presented.
2. That the Board sets the non-resident fee based on the per capita cost of library services.
3. That the Board raises the annual non-resident fee for adults from \$50.00 to \$55.00 to reflect the increasing value of library membership, as of 1st June 2021.
4. That the Board continues to set the fee for non-resident students who attend an educational institution in the city of Woodstock at \$5.00.
5. That the Board reviews non-resident fees every two (2) years

## **Background**

This new draft policy revises and consolidates the current policies concerning borrowers, fines, fees and circulation rules that were last reviewed by the Library Board on 13 April 2017. This new policy sets out provisions for the use of the Library's collections in response to the Board's decision to move to a fine-free service model.

## **Discussion**

This revised policy will provide mechanisms to ensure equitable access and fair use of library collections and services, determine rules and regulations that protect the collections and services in a manner that is consistent with principles of financial accountability, and be administered in a manner that respects the dignity and independence of all patrons.

This draft policy provides an overall framework in which operational procedures can allow staff to provide a high level of customer service by utilizing their best professional judgement.

## Non Resident Fees

With the Board's earlier decision not to enter into reciprocal borrowing agreements with neighboring library systems, the Board may wish to consider reviewing the types and cost of non-resident fees.

At present, the annual cost of an adult non-resident is set at \$50.00. The cost for a non-resident student who attends school in Woodstock is \$5.00 per year. These fees were last reviewed by the Library Board in December, 2016.

The following chart lists the current number of non-resident user accounts broken down by the last 6 years.

### WPL Non-Resident Users 2015-2020

Type	2015	2016	2017	2018	2019	2020
Adult	58	58	65	66	91	99
Child	3	0	1	1	0	3
Elementary Student	4	7	14	36	30	30
Secondary Student	34	40	47	36	30	30
<b>Total</b>	<b>99</b>	<b>105</b>	<b>118</b>	<b>127</b>	<b>153</b>	<b>152</b>

The Library's 2021 Net Expenditure Budget is \$2,531,340. The City's Economic Development Department estimates Woodstock's population to be 46,620 in 2021<sup>1</sup>. Based on this estimate, the per capita cost of library services is \$54.30.

A survey of adult non-resident fees of various size public libraries in Ontario shows a range of fees between \$0.00 (free) to \$120.00 per year, as follows:

### Non-Resident Fees of Various Ontario Public Libraries

Library Name	Adult	Student	Household
Aurora Public Library	\$45.00	N/A	N/A
Ajax Public Library	\$35.00	Free	N/A
Brockville Public Library	\$40.00	N/A	N/A
Grimsby Public Library	\$40.00	N/A	N/A
Hamilton Public Library	\$80.00	Free	N/A
Hanover Public Library	\$70.00	N/A	N/A
Huntsville Public Library	\$20.00	N/A	N/A
Huron County Library	N/A	N/A	\$70
Mississauga Library	\$30.00	N/A	N/A

<sup>1</sup> Hemson Consulting Ltd. Phase One Comprehensive Review Oxford County (March 2020). Table 23 – Total Population Forecast by Area Municipality 2016-2046, p. 41.  
<http://oxfordcounty.ca/Portals/15/Documents/CASPO/Studies/Final%2Phase%201%20Comprehensive%20Review%20Report.pdf>

<b>Library Name</b>	<b>Adult</b>	<b>Student</b>	<b>Household</b>
Milton Public Library	\$50.00	Free	N/A
Ottawa Public Library	\$85.00	N/A	\$170.00
St. Thomas Public Library	Free	Free	Free
Stratford Public Library	\$84.00	N/A	N/A
Thunder Bay Public Library	\$40.00	Free	\$60.00
Toronto Public Library	N/A	N/A	\$120.00
Vaughan Public Library	\$80.00	N/A	N/A
Windsor Public Library	\$50.00	N/A	N/A

The Woodstock Public Library Board raised the non-resident fee in 2016 to \$50.00 from \$45.00. An increase of \$5.00 would be well within keeping with past increases, and demonstrates the increasing value of Woodstock Public Library membership.

The implementation date of this new policy is recommended as of June 1, 2021, in order to provide Library staff sufficient time to make the required changes in the library's automation software for fine-free service, and prepare a communications plan announcing the changes.

Respectfully submitted,

David I. Harvie  
Chief Executive Officer



# Woodstock Public Library Policy

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**Policy Name:** Circulation Policy

**Category:** Library Services

**Version:** 11 May 2021

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## **POLICY STATEMENT AND RATIONALE**

This policy will provide mechanisms to ensure equitable access and fair use of library collections and services, through the establishment of rules and regulations that protects library collections in a manner that is consistent with principles of financial accountability, while respecting the dignity and independence of all patrons.

## **SCOPE**

This policy shall apply to the Woodstock Public Library.

## **DEFINITIONS**

In reading and interpreting this policy, the following definitions shall apply;  
“CEO” means the Chief Executive Officer of the Woodstock Public Library.

“Collection Agency” is a company used by the Library to recover materials that are past due, damaged or lost.

“Library” means the Woodstock Public Library.

“Library Board” means the Woodstock Public Library Board.

“Library Materials” are items that can be borrowed from the library, such as books, DVDs, magazines or video games.

“Services” are resources or programs offered by the Library, such as photocopying or room rentals.

# **POLICY, PROCEDURE AND IMPLEMENTATION**

## **1.0 Responsibility**

- 1.1 The CEO is responsible for implementing the appropriate procedures in order to ensure that the Library staff understand and adhere to the intent of this policy, and to protect and safeguard the Library's collection and services.

## **2.0 Authority**

- 2.1 The Library Board has authority under Section 23(4) of the Public Libraries Act, R.S.O. 1990, c. P44 to establish rules and regulations pertaining to the use of library services, impose fines, and suspend library privileges, and the power to regulate all other matters connected with the management of the library and library property.

## **3.0 Underlying Principles**

- 3.1 The Library shall endeavour to:

- Promote universal access to a broad range of human knowledge, experience, information and ideas by making materials widely available.
- Promote intellectual freedom and respect an individual's right to privacy and choice.
- Ensure the Library's stewardship of materials as public assets, held in trust for our community.
- Maximize the use of collections and services in a fair and socially equitable manner for all patrons.

## **4.0 Eligibility**

- 4.1 A person who lives, owns or rents property in the municipality of Woodstock is eligible to receive a library card without charge, upon presentation of acceptable identification.
- 4.2 A person who does not live or own property in Woodstock is deemed to be a non-resident. A non-resident may receive a library card by paying a non-refundable annual fee as approved by the Board, and upon presentation of acceptable identification.
- 4.3 A non-resident must provide proof of payment of taxes within the current year to the City of Woodstock or a rental or lease agreement for property within the City in order to obtain an exemption from the non-resident borrowers' fee.

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

- 4.4 A non-resident student who is enrolled in a secondary school, post-secondary institution, or adult education program in Woodstock, is eligible to receive a library card with the payment of an annual student fee. A student card issued by an institution, school or school board in which the student is currently enrolled will be accepted as proper identification.
- 4.5 A non-resident student who is enrolled in an elementary school in Woodstock or is of elementary age, is eligible to receive a library card with the payment of an annual student fee. A parent or legal guardian must be present to provide identification, to show proof of address, complete the application form, and sign the library card.
- 4.6 Children under the age of 13 require the approval of their parent or legal guardian to receive a library card. A parent or legal guardian must be present to provide identification, to show proof of address, complete the application form, and sign the library card.
- 4.7 The person named in the library record agrees to accept responsibility for use of the card and agrees to abide by the rules of the Library. The library card remains the property of the Library, and may be revoked or cancelled at any time with cause. A customer is entitled to only one library card.

### **5.0 Privacy of Customer Information**

- 5.1 The Library complies with all laws including the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and Canadian Anti-spam Legislation.
- 5.2 To obtain a library card, a customer must provide name, address information, and date of birth to Library staff members (where applicable). To obtain a virtual library card (e-Resource only access) name, address, and date of birth are required through online registration.
- 5.3 A parent or guardian of a person less than age 16 may have access to the child's personal information.
- 5.4 A customer's current circulation activity information is available to staff as long as the item remains on loan or as long as fees remain unpaid. A history of resolved bills is also retained.
- 5.5 Backup files of circulation activity information are temporarily retained for the purpose of restoring data in case of system failure and file corruption. These files are overwritten on a scheduled basis.

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

### **6.0 Library Cards**

- 6.1 A library card shall be presented for library service. In the absence of a library card, acceptable identification must be presented.
- 6.2 A library card number and PIN may be required to access some library services.
- 6.3 Potential patrons must complete an application form prior to the issuing of a borrower's card.
- 6.4 Patrons need to renew their library card periodically by providing identification to confirm their personal information.
- 6.5 A library card is not transferable. The card owner accepts all responsibility for any fees generated by its use.
- 6.6 The temporary transfer of a borrower's card privileges to someone else is permissible where an application from such a transfer, naming the person to whom the card is to be transferred, is received in writing from the registered card holder, and where such a transfer is approved by the Library.
- 6.7 It remains the patron's responsibility to safeguard their card and PIN. Loss or theft of a library card must be reported to Library staff members immediately. A customer is responsible for any items borrowed and any charges incurred until the loss or theft is reported.
- 6.8 Changes in personal information, such as changes in address or telephone numbers, must be reported to staff members immediately.
- 6.9 A patron who replaces a damaged, lost or stolen card will pay a charge as approved by the Board. Library cards may be replaced free of charge due to normal wear and tear at the discretion of Library staff.
- 6.10 Inactive patron records may be purged periodically from the patron database, provided there are no outstanding items or fees, in accordance with the Library's record retention policy.

### **7.0 Borrowing**

#### **7.1 Loan Limits**

- 7.1.1 The Library establishes borrowing periods by item format. A summary of format limits will be listed on the Library's website.
- 7.1.2 Some items in the collection may be restricted by age.

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

7.1.3 Access to electronic services and digital collections will be restricted based on licensing agreements.

### **7.2 Loan Periods**

7.2.1 Standard loan periods are defined by format. A summary of loan periods shall be listed on the Library's website. Upon request, a longer loan period may be granted, if possible, at the discretion of Library staff to a patron.

7.2.2 Some items may be restricted to in-library use only. Some in-library use only items may be loaned overnight with the permission of staff.

### **7.3 Renewals**

7.3.1 Patrons can extend (renew) the loan period of most items they have borrowed. There are a limited number of times an item can be renewed, as established by library staff. Items reserved by another customer cannot be renewed unless there are additional available copies. Renewals can be made using the Library's website, mobile app, or by telephone with the assistance of Library staff.

### **7.4 Holds**

7.4.1 Most items can be reserved using the Library's website, mobile app, or by telephone with the assistance of Library staff. Patrons will receive notification when a reserved item is available for pickup. Patrons can choose to be notified via e-mail, or by telephone.

7.4.2 Reserved items will be held for 3 days, once the patron is notified.

### **7.5 Interlibrary Loan Materials**

7.5.1 Interlibrary Loan Materials may be requested from other libraries, subject to certain limitations. The lending library may charge a fee which will be paid by the Library. Patrons will be charged a replacement fee if interlibrary loan items are lost, damaged, or not returned. The fee amount is determined by the owning library of the item.

## **8.0 Damaged or Lost Items**

8.1 A patron is responsible for all library materials borrowed on their card. A replacement fee is incurred for any item once declared lost by the Library.

8.2 Patrons who damage or lose borrowed items will pay a replacement fee. The fee will be the item's price as listed in the Library's database. Otherwise, the fee will

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

be a standard replacement cost. The Library determines the standard replacement cost. Replacement in kind or by substitution of similar acceptable material may be considered upon request and is at the discretion of Library staff.

8.3 Lost or damaged items will also incur a processing fee.

### **9.0 Refunds**

9.1 If a lost item is paid for and subsequently found, it may be returned for a refund, within a period of time set by the Library.

### **10.0 Damaged Equipment**

10.1 The Library is not responsible for any damage to equipment used to access, download, or play borrowed items.

### **11.0 Notifications**

#### **11.1 Date Due Slips**

11.1.1 A date due slip is generated following each check-out, which serves as the official notification of when materials are due back. Patrons have the option of receiving a printed date due slip, or an email version at the time of check-out.

#### **11.2 Courtesy Notification**

11.2.1 Patrons may sign up to receive courtesy notifications via email. The notice is sent 3 days before an item is due, and on the due date.

#### **11.3 Overdue Notification**

11.3.1 An overdue notice by email or mail is made at intervals set by the Library. Failure to receive notices does not excuse any fees imposed on the patron.

#### **11.4 Lost Notification**

11.4.1 After a period of time established by the Library, a notification for lost items and fees owed will be sent out by the Library via email or mail to the patron.

### **12.0 Loss of Borrowing Privileges**

12.1 A patron will be blocked from checking out additional materials when outstanding charges on their account reach or exceed an amount set by the library.

## **POLICY, PROCEDURE AND IMPLEMENTATION cont'd**

12.2 A patron may be blocked from library services if banned from the Library property under the Patron Code of Conduct, or refuses to abide by the terms of this policy.

### **13.0 Waiving Fees**

13.1 Fees may be waived in whole or in part at the discretion of authorized staff in consideration of special circumstances. Details of waived charges may be recorded in a customer's account by staff for future reference.

### **14.0 Collection Agency**

14.1 The Library reserves the right to utilize the services of a collection agency to recover lost materials. A referral fee will be added to any accounts submitted.

### **15.0 Reconsideration / Concerns**

15.1 A patron who has a concern regarding application of this policy and circulation procedures, may request the concerns to be reviewed by the Supervisor of Circulation, who will then make a decision on the matter.

15.2 A patron may request reconsideration of the decision and may request that the matter be referred to the CEO. The final decision concerning circulation policies and procedures rests with the CEO.

### **Attachments**

Schedule A: Circulation Fees

## **RELATED DOCUMENTS AND POLICIES**

Public Libraries Act, R.S.O. 1990, c. P44  
Access to Information and Protection of Privacy Policy

## **DOCUMENT REVISION RECORD**

Developed By: D. Harvie  
Date: 11 May 2021  
Adoption Date: 11 May 2021  
Effective: 01 June 2021  
Resolution No.: 21-##  
Review Cycle: Once Per Term  
Last Reviewed:

## **SCHEDULE A**

### **Circulation Fees**

#### **Fines Schedule**

The Woodstock Public Library operates under a fine-fee model, and does not impose penalties on overdue library materials, in order to reduce barriers to access, and to promote equity and inclusion in our community.

#### **Fee Schedule**

##### **Lost or Damaged Materials Replacement Fee**

A borrower will be billed for an item that is lost or damaged beyond repair. The amount billed will include a replacement fee and a processing fee. The replacement fee will be the cost of the item as recorded in the Library catalogue except where, in the opinion of Library staff, this cost varies substantially from the current estimated replacement cost of the item. In such cases, Library staff may exercise their discretion in determining the replacement fee.

Processing fee for lost or damaged materials: \$5.00 per item

##### **Library Card Replacement Fee**

Adult: \$2.00 Child: \$1.00

##### **Annual Non-Woodstock Resident Borrower Fee**

Adults \$ 55.00 per person

Students \$ 5.00 per person (Must attend school in Woodstock)

##### **Suspension of Borrowing Privileges**

Borrowing privileges will be suspended for patrons owing \$10.00 or more in fees.

**WOODSTOCK PUBLIC LIBRARY  
STATEMENT OF REVENUE AND EXPENDITURES  
APRIL 2021**

<b>REVENUES</b>	<b>2021 BUDGET</b>	<b>PREVIOUS PERIOD YTD</b>	<b>APRIL</b>	<b>YEAR TO DATE</b>	<b>BALANCE TO BE RAISED</b>	<b>% RAISED</b>
1000-63076-0000 Service Ontario Funding	\$ -	-	-	-	-	#DIV/0!
1000-63082-0000 Province of Ontario	\$ 54,860.00	-	-	-	54,860.00	0.00%
1000-63090-0000 Community Employment Centre	\$ -	-	-	-	-	#DIV/0!
1000-69701-0000 Donations	\$ 16,000.00	-	-	-	16,000.00	0.00%
1000-69702-0000 Photocopying	\$ 3,500.00	124.80	75.60	200.40	3,299.60	5.73%
1000-69703-0000 Fines, Fees	\$ 10,000.00	1,397.45	270.30	1,667.75	8,332.25	16.68%
1000-69704-0000 Record/Book Sales	\$ -	-	-	-	-	#DIV/0!
1000-69705-0000 Gift Shop Sales	\$ 500.00	5.00	-	5.00	495.00	1.00%
1000-69706-0000 Interest Earned	\$ 1,000.00	50.20	18.87	69.07	930.93	6.91%
1000-69707-0000 Non-resident fee	\$ 5,000.00	1,270.00	300.00	1,570.00	3,430.00	31.40%
1000-69708-0000 Miscellaneous	\$ 1,000.00	1,960.02	0.01	1,960.03	(960.03)	196.00%
1000-69709-0000 Programmes	\$ -	-	-	-	-	#DIV/0!
1000-69710-0000 Room Rental	\$ -	-	-	-	-	#DIV/0!
1000-69715-0000 Ontario-Pay Equity	\$ 5,310.00	-	-	-	5,310.00	0.00%
1000-69717-0000 Lost/Damaged Items	\$ 3,000.00	481.36	224.31	705.67	2,294.33	23.52%
1000-69718-0000 Prior Year Surplus	\$ -	-	-	-	-	#DIV/0!
1000-69720-0000 Transfer from Dev Charges	\$ 63,280.00	-	-	-	63,280.00	0.00%
1000-69723-0000 Tfr from Consultants Services Reserve	\$ 105,000.00	-	-	-	105,000.00	0.00%
1000-69724-0000 Tfr from Automation Reserve	\$ 56,800.00	-	-	-	56,800.00	0.00%
1000-69725-0000 Revenue Wireless HotSpot Levy	\$ -	-	-	-	-	#DIV/0!
	\$ 2,588,410.00	-	-	-	2,588,410.00	0.00%
<b>TOTAL REVENUES</b>	<b>\$2,913,660.00</b>	<b>\$ 5,288.83</b>	<b>\$ 889.09</b>	<b>\$ 6,177.92</b>	<b>\$ 2,907,482.08</b>	<b>0.21%</b>
<b>EXPENDITURES</b>	<b>BUDGET</b>	<b>PREVIOUS PERIOD YTD</b>	<b>APRIL</b>	<b>YEAR TO DATE</b>	<b>BALANCE TO BE SPENT</b>	<b>% SPENT</b>
1000-83610-0101 Salaries & Wages, Regular	\$ 1,009,490.00	\$ 233,711.69	\$ 76,699.72	\$ 310,411.41	\$ 699,078.59	30.75%
1000-83610-0102 Salaries & Wages, Overtime	\$ 1,590.00	91.25	-	91.25	1,498.75	5.74%
1000-83610-0103 Salaries & Wages, Part Time	\$ 641,820.00	109,582.21	35,928.54	145,510.75	496,309.25	22.67%
1000-83610-0104 Salaries & Wages, Shift Premium	\$ 11,120.00	1,834.80	613.17	2,447.97	8,672.03	22.01%
1000-83610-0105 Vacation Pay	\$ 90,000.00	12,983.33	6,891.35	19,874.68	70,125.32	22.08%
1000-83610-0108 Lieu Pay	\$ 2,400.00	-	-	-	2,400.00	0.00%
1000-83610-0121 Other Wages	\$ -	-	-	-	-	#DIV/0!
1000-83610-0150 O.M.E.R.S.	\$ 138,450.00	34,758.70	9,736.08	44,494.78	93,955.22	32.14%
1000-83610-0151 C.P.P.	\$ 75,830.00	21,062.21	5,994.63	27,056.84	48,773.16	35.68%
1000-83610-0152 E.I.	\$ 28,660.00	8,564.99	2,415.86	10,980.85	17,679.15	38.31%
1000-83610-0154 Employers Health Tax	\$ 34,790.00	8,404.80	2,375.97	10,780.77	24,009.23	30.99%
1000-83610-0158 Insurance, EHC, LTD	\$ 111,750.00	9,767.80	20,989.30	30,757.10	80,992.90	27.52%
1000-83610-0171 Workers' Compensation Insurance	\$ 4,330.00	1,206.81	341.14	1,547.95	2,782.05	35.75%
1000-83610-0172 Travel & Mileage	\$ 2,500.00	-	-	-	2,500.00	0.00%
1000-83610-0198 Pay in Lieu of Benefits	\$ 26,960.00	5,254.94	1,650.21	6,905.15	20,054.85	25.61%
1000-83610-0300 Materials/Repairs/Maintenance	\$ 1,500.00	-	-	-	1,500.00	0.00%
1000-83610-0301 Audit Fees	\$ 1,500.00	-	-	-	1,500.00	0.00%
1000-83610-0306 Union Negotiation	\$ 50,000.00	-	-	-	50,000.00	0.00%
1000-83610-0308 Repairs & Mtce. - Buildings	\$ 38,000.00	6,112.32	2,582.56	8,694.88	29,305.12	22.88%
1000-83610-0309 Caretaking Supplies	\$ 8,500.00	2,556.53	408.87	2,965.40	5,534.60	34.89%
1000-83610-0310 New Equipment	\$ 5,500.00	-	-	-	5,500.00	0.00%
1000-83610-0311 Equipment Repairs & Service	\$ 4,000.00	164.38	-	164.38	3,835.62	4.11%
1000-83610-0312 Printing & Office Supplies	\$ 10,000.00	1,164.22	730.98	1,895.20	8,104.80	18.95%
1000-83610-0313 Subscriptions & Memberships	\$ 3,000.00	261.25	130.13	391.38	2,608.62	13.05%
1000-83610-0314 Postage and Express	\$ 4,500.00	368.11	237.08	605.19	3,894.81	13.45%
1000-83610-0315 Advertising	\$ 21,450.00	3,175.00	1,691.00	4,866.00	16,584.00	22.69%
1000-83610-0318 Board Development	\$ 2,000.00	270.00	86.48	356.48	1,643.52	17.82%
1000-83610-0321 Cost of Photocopying	\$ 6,500.00	605.05	666.33	1,271.38	5,228.62	19.56%
1000-83610-0322 Unallocated Visa	\$ -	-	-	-	-	#DIV/0!
1000-83610-0331 Staff Development	\$ 10,000.00	1,526.40	48.32	1,574.72	8,425.28	15.75%
1000-83610-0350 Telephone	\$ 8,000.00	1,170.37	584.32	1,754.69	6,245.31	21.93%
1000-83610-0351 Electricity	\$ 38,000.00	1,487.63	1,761.89	3,249.52	34,750.48	8.55%
1000-83610-0352 Heat	\$ 12,500.00	2,460.48	1,333.90	3,794.38	8,705.62	30.36%
1000-83610-0353 Water	\$ 2,500.00	207.14	136.85	343.99	2,156.01	13.76%
1000-83610-0370 Software & Liscensing	\$ 64,110.00	30,109.07	22,812.40	52,921.47	11,188.53	82.55%
1000-83610-0383 Consultant Services	\$ 55,000.00	3,256.32	2,454.96	5,711.28	49,288.72	10.38%
1000-83610-0393 Purchased Services	\$ 3,000.00	371.20	(340.73)	30.47	2,969.53	1.02%
1000-83610-0399 Miscellaneous	\$ 1,000.00	-	-	-	1,000.00	0.00%
1000-83610-0429 Computer Maintenance & Supplies	\$ 70,000.00	19,108.08	697.06	19,805.14	50,194.86	28.29%
1000-83610-0613 Library Materials	\$ 233,090.00	48,245.88	14,209.10	62,454.98	170,635.02	26.79%
1000-83610-0620 Professional Aids	\$ 1,000.00	-	-	-	1,000.00	0.00%
1000-83610-0621 Periodicals	\$ 10,500.00	(50.87)	(561.69)	(612.56)	11,112.56	-5.83%
1000-83610-0625 Covers and Repairs	\$ 14,820.00	12.36	7.33	19.69	14,800.31	0.13%
1000-83610-0626 Cataloguing/Processing	\$ 35,000.00	6,898.53	9,809.38	16,707.91	18,292.09	47.74%
1000-83610-0627 Programmes	\$ 4,000.00	477.94	387.38	865.32	3,134.68	21.63%
1000-83610-0634 Standing Orders	\$ 10,000.00	4,156.18	952.40	5,108.58	4,891.42	51.09%
1000-83610-0635 Inter-Library Loans	\$ 5,000.00	384.42	209.03	593.45	4,406.55	11.87%
1000-83610-0363 Carnegie Centary Programs	\$ -	-	-	-	-	#DIV/0!
1000-83610-0723 Prov. For Consulting Reserve	\$ -	-	-	-	-	#DIV/0!
1000-83610-0728 Prov. For Automation Reserve	\$ -	-	-	-	-	#DIV/0!
1000-83610-0783 Prov. For Salaries	\$ -	-	-	-	-	#DIV/0!
<b>TOTAL EXPENDITURES</b>	<b>\$ 2,913,660.00</b>	<b>\$ 581,721.52</b>	<b>\$ 224,671.30</b>	<b>\$ 806,392.82</b>	<b>\$ 2,107,267.18</b>	<b>27.68%</b>

**WOODSTOCK PUBLIC LIBRARY**  
**SUMMARY OF TRUST ACCOUNT - # 0180-53012-0000**  
**APRIL 30, 2021**

Balance - April 1, 2021	(\$576,432.69)
Add: Revenue	\$889.09
Less: Expenses	(\$82,024.63)
Payroll	(\$142,646.67)
	<hr/>
Balance - April 30, 2021	<u>(\$800,214.90)</u>
Levy to be applied	\$2,588,410.00
Levy Adjusted Balance	<u>\$1,788,195.10</u>

**SUMMARY OF JESSIE MCDOUGALL**  
**TRUST FUND - # 0180-53014-0000**  
**Year to Date**  
**APRIL 30, 2021**

Balance - April 1, 2021	\$12,552.40
Add: Bank Interest	\$8.25
	<hr/>
Balance - April 30, 2021	<u>\$12,560.65</u>

**From:** Peggy Malcolm <[pmalcolm@olservice.ca](mailto:pmalcolm@olservice.ca)>  
**Date:** Wednesday, May 5, 2021 at 3:46 PM  
**To:** Peggy Malcolm <[pmalcolm@olservice.ca](mailto:pmalcolm@olservice.ca)>  
**Subject:** RE: Board assembly

Good afternoon,

Thanks for participating in yesterday's Board Assembly meeting.

There were 13 libraries represented at this meeting – Halton Hills Public Library, Whitchurch-Stouffville Public Library, Georgina Public Library, North Bay Public Library, Sault Ste. Marie Public Library, Woodstock Public Library, Timmins Public Library, Welland Public Library, Huron County Library, Stormont/Dundas/Glengarry County Library, Oxford County Library, Bruce County Library, Middlesex County Library (out of 23 libraries within this population range).

As there were so many links being presented in the chat, and while they do link through the presentation (attached), I thought it best to share those links directly via e-mail. As Steven Kraus mentioned, you will also receive after the last of the Spring 2021 Board Assembly has taken place.

The new web address for the Ontario Library Services is [www.olservice.ca](http://www.olservice.ca)

With respect to the Ontario Library Association (OLA) and their Ontario Library Boards' Association (OLBA), the files discussed can be found here

- Canadian Heritage Roundtable - <https://accessola.com/wp-content/uploads/2020/12/2020-11-25-OLA-and-FOPL-CANADIAN-HERITAGE-ROUNDTABLES-WRITTEN-POLICY-SUBMISSION-FRanEN.pdf>
- The Broadband funding of \$4.8 million - <https://news.ontario.ca/en/release/60234/supporting-lifelong-learning-though-expanded-library-broadband>
- The pre-budget submission from the OLA and the Federation of Ontario Public Libraries (FOPL) – is posted at [https://accessola.com/wp-content/uploads/2021/02/2021-02-OLA-and-FOPL-Ontario-Pre-Budget-Submission.pdf?vgo\\_ee=%2BYq5eOzlzIVSoF6f%2ByGSFhTOEXnhICcutQ3OCVMZJx8%3D%22%20%22](https://accessola.com/wp-content/uploads/2021/02/2021-02-OLA-and-FOPL-Ontario-Pre-Budget-Submission.pdf?vgo_ee=%2BYq5eOzlzIVSoF6f%2ByGSFhTOEXnhICcutQ3OCVMZJx8%3D%22%20%22)
- Information about the OLBA Library Chats is posted at <https://accessola.com/onlibchat/>

The person elected from this Board Assembly to the Ontario library Service Board is Jami van Haaften of the Sault Ste. Marie Public Library. If anyone would like to pursue the idea of filling one of the four Ministerial appointments, go to this website <https://www.ontario.ca/page/public-appointments> and search for Ontario Library Service.

In the discussion time, we spoke about the **Governance HUB** with resources for Ontario Library Boards. You can get to this page through the OLS website or directly at [www.librarygovernance.ca](http://www.librarygovernance.ca) A good starting point is “10 Things you need to know” and then move into the Four-year Board Cycle. Within that section of the website, I think that you will find “Year 1: Governance Roles and Responsibilities” will provide a good overview of board

work. At the site, you will also find podcasts, recorded webinars and a series of FAQs. The one link posted in the chat was about meetings –<https://resources.learnhq.ca/governance-roles-and-responsibilities/meetings-decision-making>

There was a discussion about **Planning** in libraries. The OLS staff have collected some resources on planning – which you will find in our “Professional Resources” section. Again, you can find that section from the banner on the main OLS page ([www.olservice.ca](http://www.olservice.ca)) or directly at <https://resources.learnhq.ca/home> In the Planning resources, there is a link to an older SOLS publication called “Creating the Future You’ve Imagined” which is a good overview of the process – with library examples. (Direct link is: <https://resources.learnhq.ca/c.php?g=649052>).

Steven Kraus mentioned a recorded webinar on strategic plans that included an interview with Sabrina Redwing Saunders of the Blue Mountains Library –posted at <https://www.learnhq.ca/#/online-courses/a8a8c964-0825-4f56-81f4-35f9f59275d9>. You can actually find the Blue Mountains Library Strategic Plan and Annual Plans on their website <https://www.thebluemountainslibrary.ca/> (look in the banner at the bottom). You will also find the agenda and reports for each library board meeting – and within that material, you will find the updated annotated version of the Annual Plan.

Happy Reading,  
Take care,  
Peggy

**Peggy Malcolm**  
Consultant  
613-826-1003  
[pmalcolm@olservice.ca](mailto:pmalcolm@olservice.ca)  
[www.olservice.ca](http://www.olservice.ca)

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# Board Assembly Meeting

**April/May 2021**

**Stronger libraries. Stronger communities.**

# Agenda

1. Introduction from Ontario Library Service
2. Member Introductions
3. What is Board Assembly?
4. Updates from Ontario Library Service and Partners
5. Election
6. Roundtable Discussion
7. Adjournment

# Introductions

- Let's hear from you!
  - What library board are you from?
  - How long have you been on your library board?

# Introduction from Ontario Library Service

- Ontario Library Service

- [olservice.ca](https://olservice.ca)

- Amalgamation of Ontario Library Service-North and Southern Ontario Library Service took effect April 1

- Our Mandate

- The Ontario Library Service was established in 2021 and is mandated to deliver programs and services on behalf of the Ontario Minister of Heritage, Sport, Tourism and Culture Industries by:

- **Increase cooperation and coordination** among Public Library boards and other information providers in order to promote the provision of library services to the public

- Assist Public Library boards and First Nations public libraries by providing them with **services and programs that meet their needs including consulting, training and development services**

# Introduction from Ontario Library Service

- **Some key services include:**
  - **Interlibrary Loan**
  - **Consulting (e.g. strategic planning, legislation, guidance & advice, policy development)**
  - **Training (webinars, certificate programs)**
  - **Collective e-content purchasing (research databases, ebooks)**
  - **JASI (Joint Automation Server Initiative)**
  - **First Nations Library Services**
  - **Governance & Public Library Boards**

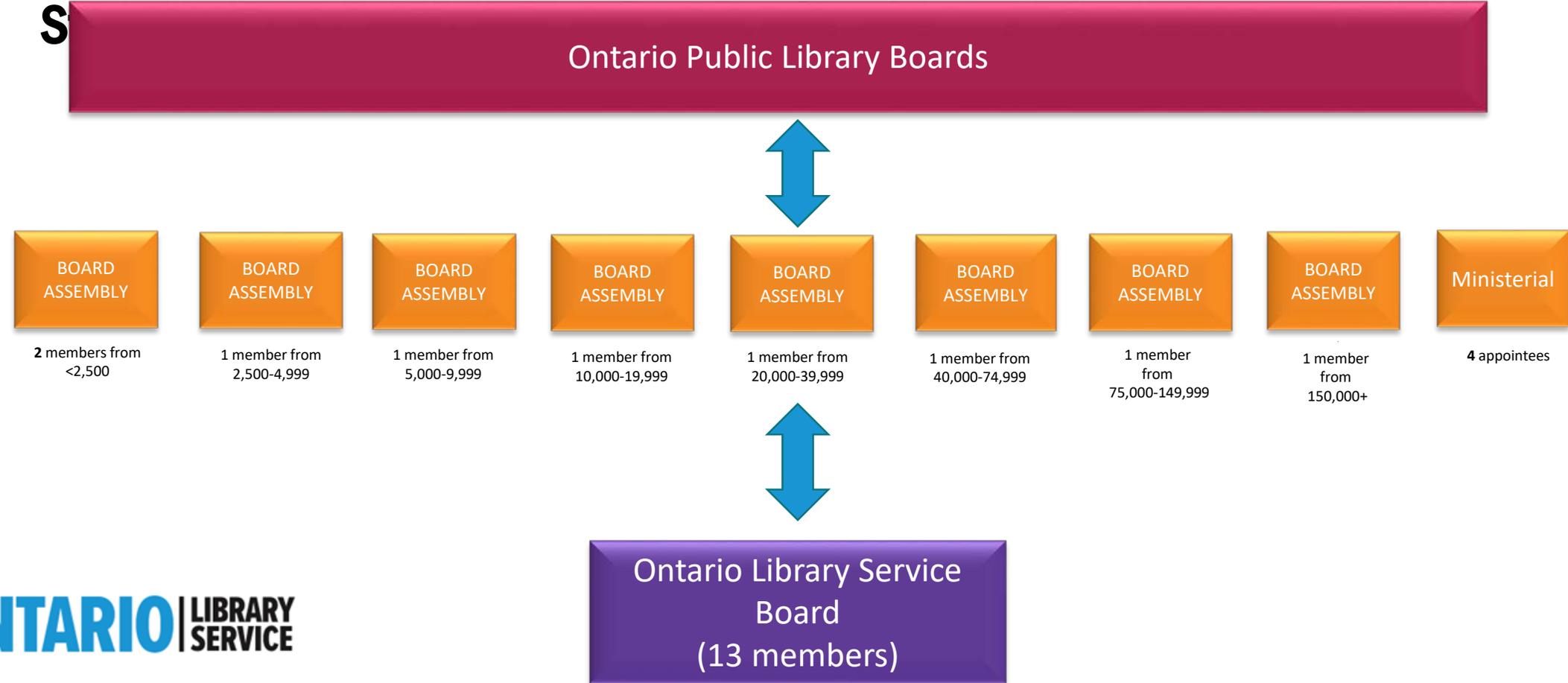
# Updates from Ontario Library Service

- GovernanceHUB:
  - [LibraryGovernance.ca](https://www.librarygovernance.ca): resources, 4 Year Board Cycle, videos, orientation documents, webinars & podcasts.
- What is [LearnHQ.ca](https://www.learnhq.ca)?
  - Your One Stop for library training and resources. LearnHQ is Ontario Library Service's learning management system. Explore courses, register for webinars, and more.

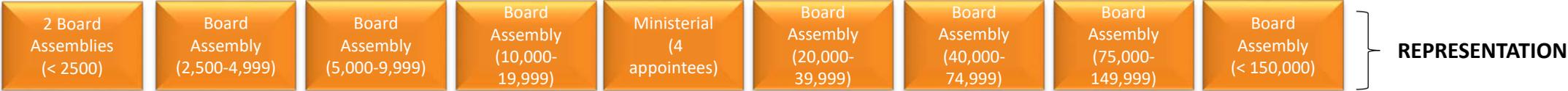
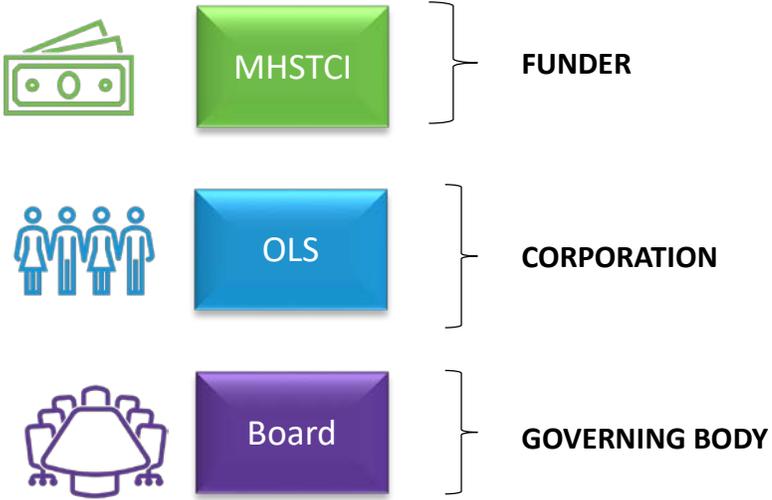
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# What is Board Assembly?

- The foundational component of the Ontario Library Service Governance



# How the Ontario Library Service Operates



CLIENTS

# What is the role of the Ontario Library Service Board?

**The OLS board will govern with a style and focus that emphasizes:**

- A provincial vision, rather than a local focus
- Commitment to diversity and respecting different viewpoints
- Governance and strategic leadership
- The future, while considering past and present
- Collaboration

# Information about becoming an OLS Board

## Member

- **Each of the 9 Board Assemblies will elect a representative from their population range, and 4 representatives will be appointed by the Minister of Heritage, Sport, Tourism and Culture Industries.**
- **By putting your name forward for election you will have an opportunity to be elected by popular vote in the name of your Assembly to hold one of the nine elected positions available on the OLS Board.**
- **Should you be elected by your Assembly, your term for the Ontario Library Service Board will run from June 2021 thru June 2024.**
- **Three virtual meetings will occur annually to conduct the business of the OLS Board: October, February and June which is followed by an Annual General Meeting. Currently, the board meets on Saturdays, but the schedule may change. Board meetings are held virtually.**

# Updates from the Ontario Library Association and the Ontario Library Boards' Association

- Canadian Heritage Roundtable: [View the submission.](#)

## • Fireside Chat: Ministers at OLA Super Conference

- The Ontario government is investing more than \$4.8 million to upgrade broadband in up to 50 public libraries in unserved and underserved communities. [View the news release.](#)
- OLA-FOPL Joint Budget Recommendation. [View the submission.](#)

# Updates from the Ontario Library Association and the Ontario Library Boards' Association (continued)

## Events and Education:

- OLA hosts **#OnLibChats** led by volunteer members. S.S. Ahmed, OLBA Councillor, has led a series of events and chats specifically for the public library boards sector. Information about #OnLibChats can be found here: <https://accessola.com/onlibchat/>
  - Next ONLibChat: [ONLibChat: Human Rights-Based Approach to IDEA in Libraries | May 6, at 3:30pm ET | Presented by S.S. Ahmad, OLBA Vice-President](#)
- The 2022 **OLA Super Conference** planning is underway! OLBA will be seeking ideas from the public library board sector.
  - The event will be held February 1 – 5, and due to the uncertainties of the pandemic, combined with the inclusivity of a virtual event – the conference will once again be virtual.

# **Updates from the Ontario Library Association and the Ontario Library Boards' Association (continued)**

**The OLBA Board has a regional vacancy for the Central West region.**

**More information, including job description, is available at:**  
**<https://accessola.com/about-ola/ola-elections/>**

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**Election to the Ontario Library Service  
Board**

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# **Election Procedure**

- 1. Roll Call**
- 2. Call for nominations**
- 3. Confirmation of Candidacy**
- 4. Presentation of Candidacy (if necessary)**
- 5. Voting (if necessary)**
- 6. Tie vote (if necessary)**

# Roundtable Discussion

- You're invited to share issues and concerns related to your library board work and ask questions/seek input and advice from your library board peers.
- This is a great opportunity to learn from others, share best practices, and increase your knowledge within your governance role as an Ontario Public Library Board Member.

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**Thank you!**

**[consulting@olservice.ca](mailto:consulting@olservice.ca)**

**Stronger libraries. Stronger communities.**