

**DRAFT Agenda
Woodstock Public Library Board
March 14, 2023**

Date: Tuesday, March 14, 2023
Time: 5:00 p.m.
Place: Library Meeting Room

1. Call to Order

2. Indigenous Acknowledgement

The Library Board would like to acknowledge that we are meeting on traditional and ancestral land of the Haudenosaunee, Lanape, and Anishnaabek Peoples. We thank all generations of people who have taken care of this land and recognize and reflect upon their historic and present connection and contributions to this land and place.

3. Approval of the Agenda

Recommendation:

That the Board approves the Agenda as circulated (or following corrections or additions)

4. Declaration of Conflict of Interest

5. Minutes of the Meeting of January 24, 2023

Recommendation:

That the Board approves the Minutes of the meeting of January 24, 2023, as circulated (or following corrections)

6. Business Arising from the Minutes

None

7. Chairperson's Remarks

8. Delegations/Presentations

None

9. Board Education

a) Public Services and BiblioEvents Demonstration

Manager of Public Services

10. Consideration of Correspondence

For Information

a) Friends of the Library

i) Minutes of the Meeting of January 11, 2023

ii) Minutes of the Meeting of February 8, 2023

11. Administrative Reports

a) Monthly Report

- i) Report of the Chief Executive Officer
- ii) Report of the Manager of Public Services

b) Statistics

- i) Library Systems Activities for January and February, 2023

c) Policy Review

- i) Report – CEO Job Description Policy and CEO Performance Evaluation Policy
- ii) CEO Job Description Policy
Recommendation:
That the Woodstock Public Library Board approves the Library CEO Job Description Policy as presented or amended.
- iii) CEO Performance Evaluation Policy
Recommendation:
That the Woodstock Public Library Board approves the Library CEO Performance Evaluation Policy as presented or amended.

12. Committee Reports

a) Ontario Library Service Trustee Assembly

Verbal Update

b) Health and Safety

None

13. Finance

a) Treasurer's Report (as provided by Treasury)

Recommendation:

That the DRAFT Statement of Revenues and Expenditures for the period ending December 31, 2022, and
the DRAFT Summary of Trust Account for the period ending December 31, 2022, and
the DRAFT Summary of the Jessie McDougall Trust Fund for the period ending December 31, 2022, be approved as information received.

14. New Business

a) Report – Board Orientation and Education Plan, 2023

For Information

b) Report – Board Policy Review Plan

For Information

c) Report – Spring Staff Development Day Closure

Recommendation:

That the Woodstock Public Library close on Friday, June 2, 2023, for a full day of staff development.

15. Notices of Motion

None

16. Attachments

a) Thank-you Card

S. Young

b) “New Online Registration for Woodstock Public Library Programs”

Heart FM website; February 22, 2023

c) Library CEO Probationary Evaluation Form

d) Library CEO Annual Evaluation Form

17. Committee of the Whole In-camera

Personal matters about an identifiable individual

18. Next Meeting

Tuesday, April 11, 2023, 4:15 p.m.

19. Adjournment

VISION

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MISSION

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Woodstock Public Library Board

DRAFT Meeting Minutes January 24, 2023

A regular meeting of the Woodstock Public Library Board was held on Tuesday, January 24, 2023, at 4:15 pm.

a) The following Board members were present:

Mary Anne Silverthorn, Chair
Danielle Barry, Vice Chair
Lynn Wareing, Trustee
Ken Whiteford, Trustee
Councillor Kate Leatherbarrow
Councillor Deb Tait
Councillor Bernia Wheaton

b) The following persons were also present:

Lindsay Harris, CEO
Lori Peixoto, recorder
Megan Cook, Manager of Public Services
Michael Cruickshank, Emerging Technologies Librarian

1. Call to Order

M.A. Silverthorn called the meeting to order at 4:14 pm, and called on L. Harris to introduce guests Megan Cook and Michael Cruickshank.

L. Harris provided introductions, and noted that M. Cook had taken on the role of Manager of Public Services, effective January 3, 2023; and M. Cruickshank, the Library's Emerging Technologies Librarian, would be moving into the role of Manager of Operations on January 30, 2023.

Following introductions and a welcome by the Board, M. Cook and M. Cruickshank exited the meeting.

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 23-01

MOVED by D. Tait and seconded by D. Barry to approve the Agenda.

Motion carried.

4. Declaration of Conflict of Interest

None.

5. Minutes of the Meeting of December 20, 2022

Motion 23-02

MOVED by B. Wheaton and seconded by L. Wareing to approve the Minutes of the meeting of December 20, 2022.

Motion carried.

6. Business Arising from the Minutes

a) Board Meeting Dates

M.A. Silverthorn noted that the Board traditionally meets on the second Tuesday of the month, except for July and August, when there are no regular meetings. M.A. Silverthorn asked members of the Board if there were conflicts with the traditional meeting dates. There were none. Meetings would be scheduled on the following dates at 4:15 pm:

March 14, 2023
April 11, 2023
May 9, 2023
June 13, 2023
September 12, 2023
October 10, 2023
November 14, 2023
December 12, 2023

Motion 23-03

MOVED by K. Leatherbarrow and seconded by D. Barry to approve the dates of the regular meetings of the Board for 2023, as discussed.

Motion carried.

b) Committee Appointments
OLS Trustee Assembly Representative

L. Harris noted that the position still needed to be filled by a member of the Board. Meetings typically occur 2 to 3 times per year in virtual format. Discussion was had, and L. Wareing volunteered to be the Board's representative.

Motion 23-04

MOVED by D. Tait and seconded by D. Barry to approve the appointment of L. Wareing as the Board's OLS Trustee Assembly Representative.

Motion carried.

7. Chairperson's Remarks

M.A. Silverthorn led discussion on Board meeting rituals, quorum (4), and requested Trustees bring their binders for the first few meetings of the term.

8. Delegations/Presentations

None.

9. Board Education

a) Governance – M.A. Silverthorn

M.A. Silverthorn directs Trustees' attention to the information in their binders, and makes note of several items to be discussed at meetings in the near future including Procedural By-laws and CEO Performance Review.

10. Consideration of Correspondence

a) Friends of the Library

Minutes of the Meeting of December 14, 2022

Motion 23-05

MOVED by B. Wheaton and seconded by K. Leatherbarrow to receive the Minutes of the Friends as information.

Motion carried.

L. Harris noted that the intent is to have one of the new managers be the Library's liaison with the Friends. It would likely be the Manager of Public Services.

11. Administrative Reports

a) Monthly Report

i. Report of the Chief Executive Officer

L. Harris discussed the upcoming BiblioEvents implementation project for the Library, and noted that the new security gates were being installed on the date of this meeting, and that they would be operational by end of day. This would wrap up that capital project.

L. Harris announced to the Board her acceptance to the APPL program, and offered details of what the program entailed. M.A. Silverthorn congratulated L. Harris on her acceptance on behalf of the Board.

b) Statistics: Library Systems Activities for December, 2022

Discussion was had regarding what the Board would like to see in the way of statistics post-pandemic. It was decided that statistics during the pandemic should remain in order to tell the story of what the Library experienced during that time.

Statistics would continue to be reported as is with new data added as available, and the Board would determine what they'd like to see in the statistics report, going forward, as Trustees become more familiar with the information.

c) Policy Review

i. Report – Computer and Technology Acceptable Use

L. Harris noted that this policy had been approved by the Board in September, 2022, but what had changed since then was that the City had amended their Monitoring of Employees Policy, specific to corporation cell phone use. The Library's policy would need to reflect the same with managers and staff using corporate cell phones.

Discussion was had, and there were questions regarding the Disconnect From Work Policy, and whether it tied into the Computer and Technology Acceptable Use Policy.

The Board deferred approval of the policy in order to have further discussion at the meeting in February, 2023.

12. Committee Reports

a) Ontario Library Service Trustee Assembly

None.

b) Health and Safety

None.

13. Finance

a) Treasurer's Report

There were no financials provided by City Treasury due to year-end processes.

14. New Business

a) Board Member Recognition

M.A. Silverthorn noted that she and Library Administration looked at the current policy on Board Member Recognition, and developed a plan for previous Trustees to attend a presentation at the meeting in March, 2023.

Motion 23-06

MOVED by L. Wareing and seconded by D. Tait to approve the planned event for past Board member recognition at the regular meeting of March 14, 2023.

Motion carried.

b) Holiday/Library Closure Dates 2023

L. Harris provided the Board with statutory holiday dates, seeking Board approval to close, in keeping with the Collective Agreement.

Motion 23-07

MOVED by K. Whiteford and seconded by D. Tait to approve the proposed Library closures in relation to statutory holidays as presented.

Motion carried.

c) Abbreviated Indigenous Acknowledgement for Meeting Purposes

i. Report

Discussion was had regarding the current acknowledgement. The Board determined that the current statement should be posted on the Library's website as well as in the building, and to be read at special functions/ceremonies, and an abbreviated statement would be used for the purpose of regular public meetings.

ii. Abbreviated Acknowledgement

Motion 23-08

MOVED by K. Whiteford and seconded by D. Tait to approve the adoption of Option 1 in the report provided of the abbreviated acknowledgement for meetings of the Board. The abbreviated statement reads:

The Library Board would like to acknowledge that we are meeting on traditional and ancestral land of the Haudenosaunee, Lanape, and Anishnaabek Peoples. We thank all generations of people who have taken care of this land and recognize and reflect upon their historic and present connection and contributions to this land and place.

Motion carried.

Motion 23-09

MOVED by K. Whiteford and seconded by D. Tait to approve the posting of the full Indigenous Acknowledgement in print in the Library and digitally on the Library's website.

Motion carried.

d) Announcements – Upcoming Dates

M.A. Silverthorn provided the date of the Library's Budget Presentation as being Thursday, March 2, 2023, 1:30 pm at City Hall in Council Chambers. Board support would be appreciated, if Trustees were able.

15. Notices of Motion

None.

16. Attachments

None.

17. Committee of the Whole In-camera
Personal matters about an identifiable individual

Motion 23-10

MOVED by B. Wheaton and seconded by D. Barry that the Board moves into Committee of the Whole In-camera at 5:29 pm.

Motion carried.

Motion 23-11

MOVED by K. Whiteford and seconded by K. Leatherbarrow that the Board moves out of Committee of the Whole In-camera at 5:40 pm.

Motion carried.

Motion 23-12

MOVED by D. Tait and seconded by K. Whiteford that the Board approves the Agenda for the Meeting of the Committee of the Whole In-camera.

Motion carried.

Motion 23-13

MOVED by D. Barry and seconded by K. Leatherbarrow that the Board approves the Minutes of the Committee of the Whole In-camera for December 20, 2022.

Motion carried.

18. Next Meeting

Tuesday, February 21, 2023, 4:15 pm.

19. Adjournment

MOVED by B. Wheaton that the meeting adjourn at 5:45 pm.

Vision

Your Destination for Discovery

Mission

A welcoming place to create, connect and explore.



Friends of the Woodstock Public Library
January 11, 2023

Present: Frances Gottschlich (Vice-Chair)
Laura Schneider (Treasurer)
Marion Baker (Secretary)
Sylvia Weiser-Sutherland
Rick Cole
Peter Ruehlicke
Jamina Tieu
Gurleen Saini
Kathie Richards
Christina Cullen
Matthew Lloyd
Jackie Thompson
Diana St. Clair

Regrets: Sharron Skevington, Susan Hamilton, Karen Leslie

Acting Chair Frances Gottschlich calls the meeting to order at 5:05 p.m. and welcomes those present.

Minutes:

Moved by: Christina Cullen
Seconded by: Rick Cole

That the Minutes of the December 14, 2022, be approved. Carried.

Financial Report:

Moved by: Sylvia Weiser-Sutherland
Seconded by: Christina Cullen

That the Financial report of January 11, 2023, as read, be approved. Carried.

Correspondence:

No Correspondence

Library C.E.O. Update:

Although not in attendance at the meeting, library C.E.O. Lindsay Harris had provided a list of items for Friends members to consider funding in 2023. Following discussion, it is

Moved by: Frances Gottschlich
Seconded by: Matthew Lloyd

That Friends of the Library provide funding for all items suggested in the 2023 funding request. Carried.

Other Business:

It is decided to take further time to discuss a suitable memorial in honour of past Chair, the late Marlene Turkington.

Book Sale:

Secretary Marion reads two emails from Art Gallery Curator Mary Reid regarding Friends suggestions of holding a bake sale and a raffle alongside the upcoming book sale.

The Secretary is to send links to three modules to members. The modules are required to be completed and submitted in order to work at the book sale. The Library C.E.O. has advised that the library will provide help for those members who do not have access to a computer and/or printer and who would appreciate assistance in the completion of the assignment.

Members are asked to suggest ideas they may have regarding the book sale and a general discussion brings out several positive ideas including having "pop-up" book sales in the future. Members Jamina Tieu and Gurleen Saini will investigate the possibility of Friends placing a book sale ad in the program of the upcoming CASS musical Grease, in return for a specified financial donation from Friends.

Nominations: Nominations for Chair, Vice-Chair, Secretary and Treasurer are to be further discussed.

Date of next meeting – February 8, 2023

Adjournment:

Moved by: Frances Gottschlich

Seconded by: Christina Cullen

That the meeting be adjourned.

The meeting is adjourned at 5:50 p.m.

Frances Gottschlich, Acting Chair _____



Friends of the Woodstock Public Library
February 8, 2023

Present: Frances Gottschlich (Acting-Chair)
Marion Baker (Secretary)
Rick Cole
Christina Cullen
Sylvia Weiser-Sutherland
Kathie Richards
Karen Leslie
Gurleen Saini
Jamina Tieu
Peter Ruehlicke
Jackie Thompson
Matthew Lloyd
Diana St. Clair

Regrets: Sharron Skevington, Gerry Wormald, Laura Schneider

Acting Chair Frances Gottschlich calls the meeting to order at 5:05 p.m. and welcomes those present.

Minutes:

Moved by: Rick Cole

Seconded by: Sylvia Weiser-Sutherland

That the Minutes of January 11, 2023, be approved. Carried.

Treasurer's Report:

In the absence of Treasurer Laura Schneider, the Financial Report was read by Secretary Marion Baker. Acting Chair Frances Gottschlich will consult with library C.E.O. Lindsay Harris regarding how they would like to receive payment for the 2023 Library funding suggestions we have agreed to support.

Book Sale:

Acting Chair Frances Gottschlich announces that Mary Reid, Curator of the Woodstock Art Gallery has chosen April 22, 2023 as the most suitable date with regard to the Art Gallery's schedule, for Friends to hold their book sale at the gallery. Set-up date is Friday, April 21st. Packing up and removal of any unsold books will take place on Monday, April 24th.

Gallery Curator will be asked if members of Friends who have not seen the book sale facility may have a short tour on February 22nd if possible.

Members Matthew Lloyd and Jackie Thompson have volunteered to update the book sale poster and Matthew will post the results on the library website. Also the poster will be added

to the library pages printed in the “What’s On Woodstock” publication. Other possibilities to distribute information about the sale will also be searched.

Minutes
Friends of the Woodstock Public Library
February 8, 2023
Page 2

There is discussion regarding the placing of the Friends logo in the printed program of College Avenue Secondary School’s up-coming musical “Grease”.

Moved by: Frances Gottschlich

Seconded by: Peter Ruehlicke

That Friends of the Library provide a donation to College Avenue Secondary School in return for the Friends logo being placed in the musical’s program.

Date of next meeting – March 8, 2023

Adjournment:

Moved by: Frances Gottschlich

That the meeting be adjourned.

The meeting is adjourned at 5:40 p.m.

Frances Gottschlich, Acting Chair _____



Subject: CEO Report

Action: For Information

Prepared by: Lindsay Harris

Meeting of: March 14, 2023

Contribute Vibrant Spaces

The security gate capital project is now complete. The final configuration of the new equipment was completed in February, 2023.

Our second self-check machine, purchased during the pandemic, was also deployed in early March. The deployment of this equipment now allows for up to four patrons to access circulation services at any given time.

Strengthen our Community

I attended the Human Trafficking: Oxford County Taking Action summit in Ingersoll in early March. This two-day event focussed on understanding human trafficking and sexual exploitation in the context of the whole of Oxford County as well as working on a community response plan. The event was sponsored by several agencies, including Woodstock Police Services and Domestic Abuse Services Oxford (DASO). While the Library's primary role is recognition and referral, understanding the complexities of these issues allows us to better serve the marginalized members our community.

Reinforce Capabilities

The Library successfully launched the BiblioEvents program module in February, 2023. Staff and the public alike are enjoying the simplicity of this new product.

Behind the scenes set up and training on the new Patron Point software has begun for the Management Team. This robust software fills in several gaps in our communication strategy, including modernized notices, library card renewal reminders, updated web forms, e-newsletters, and more. Changes to communication will be rolled out over the next number of months as we explore the product and update our procedures.

Library Staff Update

Several librarians and the Management Team attended the OLA SuperConference at the beginning of February. During the conference, I attended a special two-day session on intellectual freedom in libraries, and the implications on policies, programming, collections, etc. This training was part of a pilot program produced by Edmonton Public Library and the Centre for Free Expression (Toronto Metropolitan University). Once the pilot project is completed, the training will be made available to library staff across the country.

Michael Cruickshank has officially started in his new role as Manager of Operations. His previous experiences in multiple library systems, including Woodstock, are already bringing excellent ideas and opportunities to better support our staff and community.

The Management Team recently held a “brain dump day” where we brainstormed, listed, and began prioritizing tasks and projects. All ideas – big and small – were encouraged, and will be used to collectively create an action plan for the next few years, prioritizing projects as required. The day was very successful, and one that I plan on repeating annually, if not bi-annually moving forward.



Subject: Public Services Report for January and February

Action: For Information

Prepared by: Megan Cook, Manager of Public Services

Meeting of: March 14, 2023

Contribute Vibrant Spaces

- Our community members have experienced vibrant programming in all our spaces – within the physical library, our virtual space, and in the community. We offered 152 programs in January and February. This includes in-person and virtual programs, as well as outreach programs.
- Our early literacy programs, including Storytime and Babytime, were popular and feedback has been positive. A wonderful email was received from a caregiver who attended our Toddler Tales program run by our librarian, Sarah Mills. It speaks to the importance of our staff in creating welcoming and vibrant spaces. An excerpt from the email below:

I just wanted to email you directly to recognize Sara for her excellence. Sara makes all of the children feel special, welcoming each child personally as they enter the room with a different puppet each week to ease any fear. She leads the class with fun children songs, stories and a craft. Sara is so engaging that not only the children but the adults participate and thoroughly enjoy her class. My granddaughter goes home and pretends that she's Miss Sara as she reads and sings songs to her stuffed animals. Today was our last class for this session and both my grandchildren and myself will be sad not to attend this weekly program. In this time where good talent is hard to find, Sarah is definitely exceptional at what she does.

- As part of our online *Little Reader's Book Club: 1000 Books Before Kindergarten*, 1319 books were read in January and February! We had several children surpass the 1000 books before kindergarten milestone. They came to the library to receive well-deserved prizes.
- Ailish Farrelly, our Outreach Librarian, has continued to foster our partnership with Brightside Youth Hub. She continues to do outreach programming with this

group monthly and has expanded the program by bringing Brightside Youth Hub into the library. In February, our Brightside Youth Hub Pizza Pop-Up saw 80 teens over the lunch hour.

Strengthen Our Community

- On February 21, we officially launched our online program registration platform, BiblioEvents, with the goal of providing a more accessible and convenient way to register for programs, with or without a library card. Since launch, we have seen members of the public registering online. Almost all our March Break programs that require registration are full, and staff have reported few calls from the public requesting assistance.
- We have created new partnerships with organizations in our community and continued to build on existing partnerships. New partnerships include Indwell, Operandi Gaming Community, Tampon Tuesday, Neighbourhood Forest, Woodstock and District Developmental Services, and Park Place Retirement Residence. We continue to partner with Upper Thames Brewing Company for our monthly Pub Trivia nights, Cedarview Gracious Retirement Living and Operation Sharing for monthly outreach programs, and with Oxford County Library to run Oxford Reads, a community-wide reading initiative that celebrates Canadian literature and fosters community discussion. We have seen an increase in staff engagement for Oxford Reads. Staff have been contributing to the selection process by nominating Canadian titles for the program. We are also in discussion with the Manager of Special Events and the Supervisor of Recreation Programs & Camps with the City of Woodstock to plan and align summer outreach programs.
- We continue to offer our one-on-one technology assistance program, Cyber Assist. In January and February, 37 appointments were booked with our Emerging Technologies Librarian, Liam Gillis. In April, we will be launching another one-on-one assistance program, History Assist, where one of our local history and genealogy specialists will help community members get started with their own research.

Reinforcing Our Capabilities

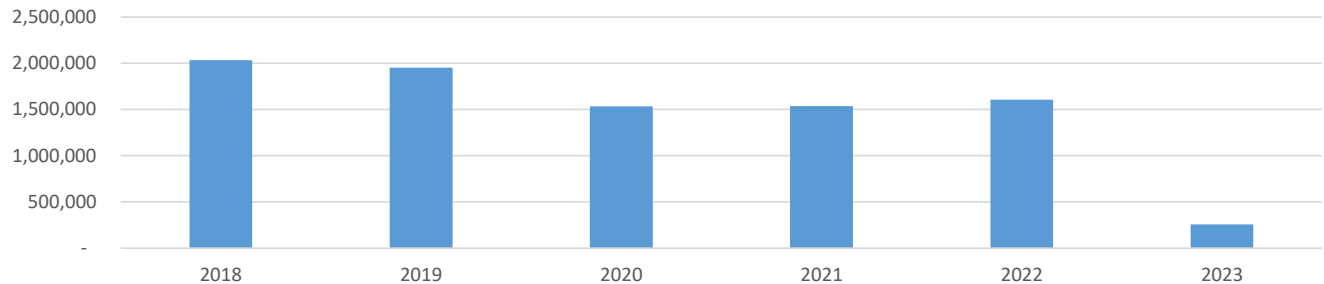
- We have focused on fostering the creative ideas of our librarians through a new Program Approval Procedure. Launched at the end of January, librarians can now submit a program idea at any time through a digital form. 33 new program ideas were submitted in January and February.
- We are working on redesigning our onboarding package for new employees. This includes more dynamic training with the Manager of Public Services, Manager of Operations, and Circulation Supervisor.
- We have gathered training requests from all Public Services staff and will start to offer these sessions in the coming months. We will offer our first Staff Development Training Day this year on June 2.



Woodstock Public Library

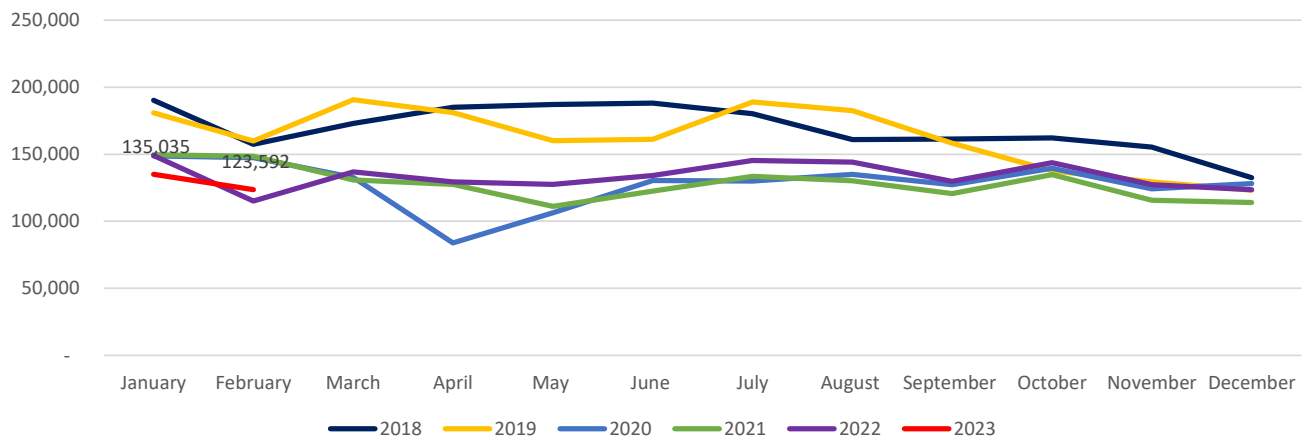
445 Hunter Street Woodstock, ON N4S 4G7 Tel: 519-539-4801

Total Library Uses 2018 - Present

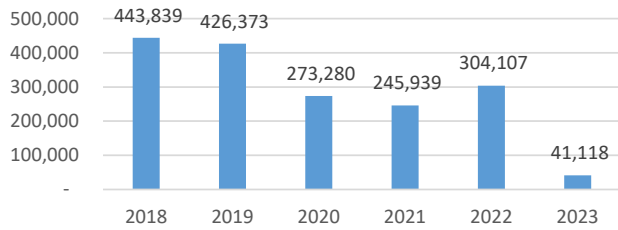


2023	Total Circulation	In Person Visits	Electronic Visits	Social Media Engagments	Program Attendance	Public Computer Use	WIFI Access	Database Searches	Total Library Uses
January	28,685	11,049	78,387	10,186	1,527	901	1,712	2,588	135,035
February	24,472	9,861	73,829	9,909	1,126	544	1,549	2,302	123,592
March									-
April									-
May									-
June									-
July									-
August									-
September									-
October									-
November									-
December									-
TOTAL	53,157	20,910	152,216	20,095	2,653	1,445	3,261	4,890	258,627

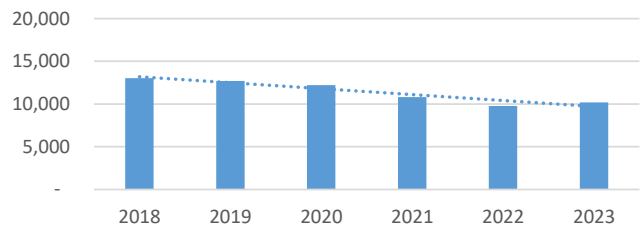
Total Library Uses by Month 2018 - Present



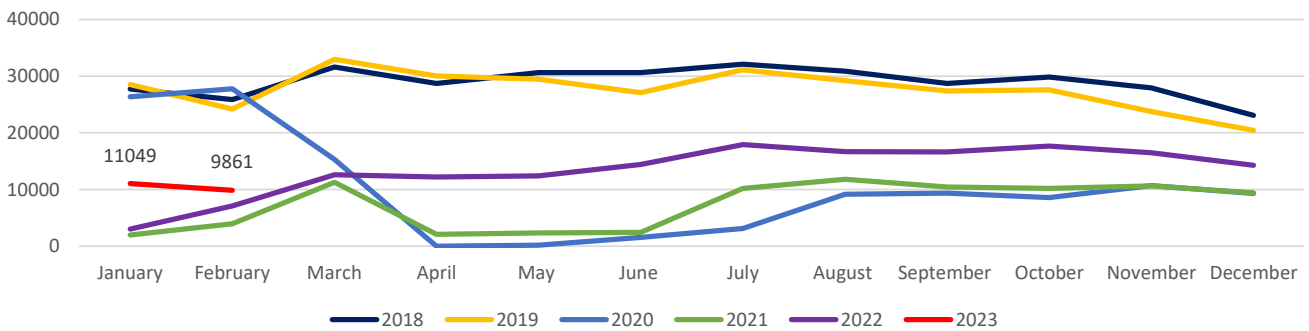
Annual Library Circulation Total 2018-2023



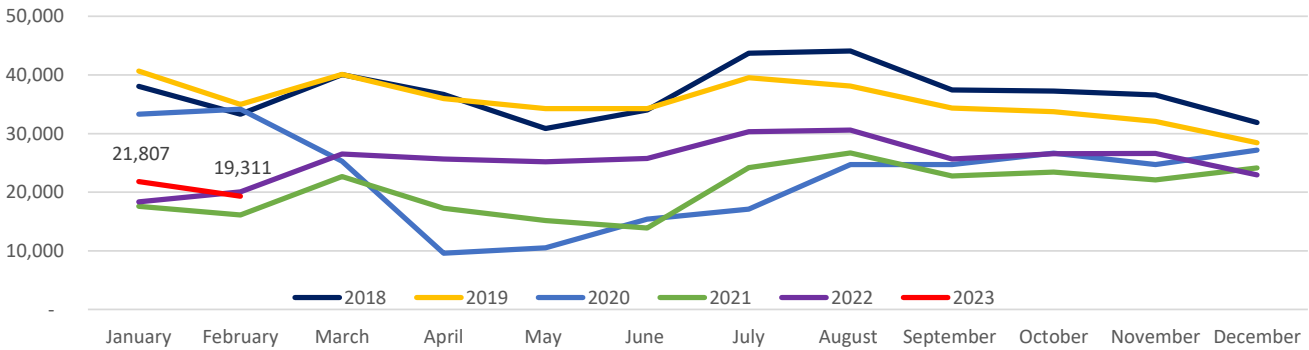
Monthly Average Active Users Count 2018-2023 YTD



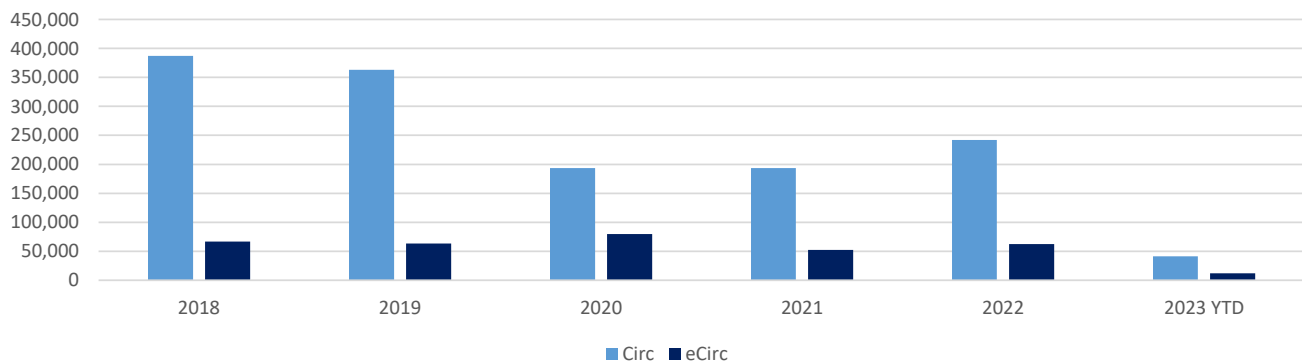
In Person Visits - 2018-2022



Total Circulation by Month - 2018-Present (Physical & Digital)



Annual Circulation by Type 2018-Present





Subject: Library CEO Job Description Policy and CEO Performance Evaluation Policy

Action: For Review and Approval

Prepared by: Lindsay Harris

Meeting of: March 14, 2023

Recommendations

That the Woodstock Public Library Board approves the Library CEO Job Description Policy as presented or amended.

That the Woodstock Public Library Board approves the Library CEO Performance Evaluation Policy as presented or amended.

Background

The current CEO is approaching her sixth month anniversary in this position. As such, the time for her probationary performance evaluation is approaching.

The previous Library Board, as well as current Library Board members, have voiced concerns regarding the ability to gather the required information in a timely and efficient manner that would inform a valid evaluation of the CEO. In addition, the creation of separate forms for the probationary and annual evaluations was recommended.

The Library CEO Job Description Policy is a key document used during the evaluation process, and as such should be reviewed in tandem with the Evaluation Policy.

Discussion

Proposed Revisions to Library CEO Job Description Policy

Changes to the CEO Job Description Policy are minimal:

1. Spelling and grammatical errors have been addressed.

2. Liaising with the Friends of the Library group has been updated to *Nurtures a mutually beneficial relationship with the Friends of the Library group* to reflect current practices.
3. Position titles have been updated.

Proposed Revisions to CEO Performance Evaluation Policy

There are more substantial changes to this policy to better equip the Library Board in conducting evaluations:

1. Spelling, grammatical, and consistency errors have been addressed.
2. A distinction has been made between the probationary evaluation form and the annual evaluation form as they serve different purposes.
3. An allowance for the Board Chair to designate another Board member to lead the evaluation committee has been introduced.
4. The manner of collecting performance data (“monitoring”) has been broadened to include CEO reporting, independent assessment, and/or direct Board inspection, allowing for more potential avenues of evaluation.
5. Section 5: Adequate Performance has been added to align with current practices.
6. The Probationary Evaluation Form has been listed as a related document.

Evaluation Forms

Significant changes have been made to the evaluation forms; however, they do not require Board approval and can be altered/amended by the Evaluation Committee as required.

1. The annual CEO Performance Evaluation Form has been updated to better reflect the goals of the review and the changes to the CEO Performance Evaluation Policy.
2. The annual form has been reformatted for clarity and accessibility.
3. A new Probationary Evaluation Form has been created to reflect the purpose of that evaluation.



Woodstock Public Library Policy

Policy Name: Library CEO Job Description

Category: Governance

Version: 14 March 2023

POLICY STATEMENT AND RATIONALE

The purpose of this policy is to provide a job description for the Chief Executive Officer of the Woodstock Public Library.

SCOPE

This policy shall apply to the position of Chief Executive Officer of the Woodstock Public Library.

DEFINITIONS

In reading and interpreting this policy, the following definitions shall apply:

“Board” means the Woodstock Public Library Board.

“CEO” means the Chief Executive Officer of the Woodstock Public Library.

“City” means the Corporation of the City of Woodstock.

“Council” means the Council of the City of Woodstock.

“Library” means the Woodstock Public Library.

POSITION SUMMARY

Under the direction of the Woodstock Public Library Board, the CEO is responsible for the operational and financial management of the Library, and for advancing the Library’s strategic direction in a manner that reflects the organization’s mission, vision, and values. The CEO serves as the Secretary and advisor to the Board, and as its primary representative to the community, community organizations, media, municipal

administration, and other levels of government, and professional organizations. The CEO works closely with municipal departments and members of the City's Senior Management Team.

DUTIES AND RESPONSIBILITIES

The following duties and responsibilities indicate the general nature and scope of work associated with the position. This description is designed to highlight a comprehensive list of the activities, duties, and responsibilities required in the role of CEO, recognizing that the role of CEO is varied, and additional duties are often required.

Administration and Board Support

- Ensures that the Library is operating in accordance with relevant legislation and best practices.
- Develops policies and procedures to guide efficient and effective library operations.
- Cultivates a healthy, mutually empowering relationship with the Library Board.
- Structures and supports the Board's work.
- Facilitates Board effectiveness through orientation and education.
- Prepares measures of performance, and reports their progress to the Board and Ministry as required.
- Performs other duties as assigned by the Board.

Leadership

- Provides vision and guidance to Library staff, Board members and the community.
- Contributes to effective decision-making regarding library services and resources.
- Leads and empowers employees to deliver effective, high-quality library service.
- Applies change management strategies to assure effective implementation of change and acceptance by all stakeholders.

Fiscal Management

- Establishes strategic financial management processes, using sound business and financial judgement.
- Develops the annual Library operating and capital budgets for the approval of the Library Board.
- Aligns the budget with the Library's strategic plan.
- Promotes and justifies the Library's needs to funding authorities.
- Predicts expenses for the coming year based on a good understanding of the Library's financial situation, changes in services or operations, and new demands for service.
- Identifies and pursues alternate funding sources.

Personnel Management

- Responsible for hiring, discipline, dismissal, performance management, and training of staff.

- Supports an organizational structure that enables a culture of teamwork and exemplary service.
- Works to support a healthy work environment and comply with employment law, regulations, policies and applicable Collective Agreements.
- Plans for and supports staff development.
- Acts as liaison between the Union and the Board.
- Administers the terms of the applicable Collective Agreement and applicable policies.

Strategic Planning

- Anticipates community needs for library services in a rapidly changing environment (e.g. demographics, technology).
- Prepares annual operating plans to ensure an effective library which is responsive to community needs and emerging trends.
- Monitors implementation of operating plans, variances, and amends plans.

Policy Development

- Carries out Board policies and directives.
- Advises the Board on matters of policy.
- Recommends policies to meet the goals and objectives of the Library to meet the needs of the community for library services.
- Reviews existing policies and recommends changes or additions to the Board.

Programs and Services

- Enforces the Library's policies and procedures in the supervision of public services and programs.
- Develops standards and performance measurements, and regularly reviews programs and services to ensure that they continue to meet demonstrated needs (effectiveness), and are provided in the most cost-effective manner (efficiency).
- Manages and advocates for programs and outreach services that advance the Library's mission.
- Manages, designs and/or implements outreach services and library programs for targeted adult groups, teens and children that offer information, skill development and/or entertainment.
- Applies effective techniques in addressing customer concerns or complaints.

Facility Management

- Manages the library environment to enhance the user experience.
- Creates a welcoming and user-friendly physical environment that encourages all community members to use library services.
- Creates and maintains a healthy and safe environment for library patrons, staff and volunteers.
- Co-ordinates with City Engineering to ensure the ongoing operation and maintenance of the Library and related capital equipment.

- Works with City Engineering to develop and implement library building and renovation projects.

Partnership Development, Communications and Public Relations

- Employs a variety of marketing and promotional tactics to raise awareness of the Library and its programs and services.
- Builds community support for the Library, using a variety of methods.
- Nurtures a mutually beneficial relationship with the Friends of the Library group.
- Develops and encourages strategic partnerships with community organizations.
- Ensures that open, transparent and positive internal and external communications are in place.
- Cultivates a presence and strong working relationship with municipal council and staff.

REPORTING RELATIONSHIPS

The CEO reports directly to the Woodstock Public Library Board.

Directly supervises the following employees:

- Administrative Assistant
- Manager of Public Services
- Manager of Operations
- Building Maintenance Supervisor

QUALIFICATIONS

- Master of Library and Information Science degree from an ALA accredited program or equivalent.
- Minimum of 4 years of related progressive management experience, preferably in a unionized public library environment.
- Proven skills in all aspects of supervision including team leadership, training and hiring, evaluating, coaching, and motivating staff.
- Demonstrated ability to contribute to and build upon a positive and healthy work environment.
- Demonstrated knowledge and experience in the principles and practices of accounting, budgeting, and financial planning.
- Demonstrated understanding of emerging trends, new technologies, and advancements in public libraries.
- Proven history of partnering with community organizations in the provision of programs and services.
- Superb organization and team building skills to supervise a diverse complement of full-time and part-time staff.
- Proven oral and written communications skills are a necessity.

RELATED DOCUMENTS AND POLICIES

Public Libraries Act, R.S.O. 1990, c. P.44

Woodstock Public Library – CEO Performance Evaluation Policy

DOCUMENT REVISION RECORD

Developed By:	D. Harvie
Date:	7 January 2020
Adoption Date:	14 January 2020
Effective:	14 January 2020
Review Cycle:	Once Per Term
Last Reviewed:	14 March 2023
Reviewed by:	L. Harris
Resolution No.:	23_



Woodstock Public Library Policy

Policy Name: CEO Performance Evaluation

Category: Governance

Version: 14 March 2023

POLICY STATEMENT AND RATIONALE

The purpose of this policy is to outline the process for the performance review of the Woodstock Public Library Chief Executive Officer.

SCOPE

This policy shall apply to the Woodstock Public Library Board and Chief Executive Officer.

DEFINITIONS

In reading and interpreting this policy, the following definitions shall apply:

“Board” means the Woodstock Public Library Board.

“CEO” means the Chief Executive Officer of the Woodstock Public Library.

“City” means the Corporation of the City of Woodstock.

“Council” means the Council of the City of Woodstock.

“Library” means the Woodstock Public Library.

POLICY, PROCEDURE AND IMPLEMENTATION

1.0 Responsibility

- 1.1 It is the Board’s responsibility to appoint a qualified and competent individual as the Chief Executive Officer. The Board oversees the performance of the CEO and supports the CEO’s development.

2.0 Intent of Policy

- 2.1 The performance evaluation process is an opportunity for the Board and the CEO to review accomplishments and to establish goals. The purpose of the evaluation is to:
- a) Establish clear and mutually agreed upon performance expectations.
 - b) Provide feedback to the CEO on performance, and on the performance of the Library.
 - c) Identify resources available to the CEO to attain the expected performances.

3.0 Performance Reviews

- 3.1 Two types of reviews will be conducted:

Six Month Probationary Review

The probationary review will evaluate the performance of the CEO after a six (6) month period for new hires. It allows the Board to determine if the new CEO's performance is on track, and to identify any changes necessary for the CEO to reach his/her objectives. It also allows for course correction, and should be considered a developmental and learning opportunity.

Annual Performance Review

Annual Reviews will be conducted on the anniversary date of employment.

4.0 Process

- 4.1 The Board, acting as Committee of the Whole, will comprise the CEO Performance Review Committee. The Board Chair or designate shall chair the committee.
- 4.2 Six Month Probationary Review Process
- 4.2.1 The Board Chair or designate shall lead the probationary review process. The Chair or designate shall:
- a) Inform the Board and CEO of the upcoming CEO performance review process five (5) months after a new CEO is hired.
 - b) Request all Board members to consider the first six (6) months of the CEO's performance, and bring forth any observations and concerns about the Library, the CEO's success to date, and the future directions of the Library.
 - c) Direct the CEO to prepare and submit a document outlining the progress made towards achieving his/her goals.
 - d) The Board will meet in closed session to review the collected documentation, and Board members will provide their observations.

- e) The Chair will incorporate the Board's comments into the CEO Probationary Performance Evaluation form and bring it forward to the next Board In-camera meeting for review.
- f) Once the Board has finalized the performance evaluation report, the Chair will meet with the CEO to deliver the evaluation.
- g) Following the delivery of the evaluation to the CEO, the Chair will report the completion and outcome of the performance review at an In-camera session to the Board.
- h) The Board Chair will place the review in the confidential personnel file of the CEO at the Library. No distribution will be made to Board members.

4.3 Annual Review Process

4.3.1 The Board Chair or designate will lead the annual performance review process. The Chair or designate shall:

- a) Inform the Board of the upcoming CEO performance review two months prior to the anniversary of the CEO's date of employment.
- b) Acquire monitoring data by one or more of three methods:
 - i. Internal reports, in which the CEO discloses performance and compliance information to the Board.
 - ii. External reports, in which a disinterested, external third party selected by the Board, assesses compliance with Board policies.
 - iii. Direct Board inspection, in which a designated member or members of the Board assess compliance with the appropriate policy criteria.
- c) The Board will meet in closed session to review the collected documentation, and Board members will provide their observations. The standard for performance/compliance shall be a reasonable interpretation of the Board policy or priority being monitored.
- d) The Chair will incorporate the Board's comments into the CEO Performance Evaluation form and bring it forward to the next Board In-camera meeting for review.
- e) Once the Board has finalized the performance evaluation report, the Chair will meet with the CEO to deliver the evaluation.
- f) Following the delivery of the evaluation to the CEO, the Chair will report the completion and outcome of the performance review during an In-camera session to the Board.
- g) The Board Chair will place the review in the confidential personnel file of the CEO at the Library. No distribution will be made to Board members.

5.0 Adequate Performance

- 5.1 In the event that the CEO's performance meets or exceeds the expected level, the CEO will receive a salary grid increase unless the top of the salary grid has previously been achieved.

6.0 Inadequate Performance

- 6.1 In the event that the CEO's performance falls below the expected level, the CEO must be so informed, with the details in which performance is judged to be unsatisfactory.
- 6.2 An unsatisfactory performance review shall be followed by another performance review in six (6) months.
- 6.3 If the CEO has not improved his/her performance to meet the requirements of the position after six (6) months, the Board will consider the appropriate actions in conjunction with the City's Human Resources Department.

7.0 CEO Job Description

- 7.1 The CEO's job description sets out the essential duties and scope of responsibility of the position, along with key performance competencies and skills. The Board will review the position description at least once per term and make changes as required.

8.0 Confidentiality

- 8.1 The performance evaluation is confidential. The only copies of the evaluation will be in the CEO's personnel file and in his/her possession. They will only be made available to the CEO, the current Board Chair, and the entire Board on request. Individual Board members, other than the Chair, do not have access to the CEO's personnel files. Board members will not keep confidential personnel files.

RELATED DOCUMENTS AND POLICIES

Public Libraries Act, R.S.O. 1990, c. P.44

Woodstock Public Library Strategic Plan

Woodstock Public Library – CEO Job Description

Woodstock Public Library – Library CEO Probationary Evaluation Form

DOCUMENT REVISION RECORD

Developed By:	D. Harvie
Date:	08 January 2020
Adoption Date:	14 January 2020
Effective:	14 January 2020
Review Cycle:	Once Per Term
Last Reviewed:	14 March 2023
Reviewed by:	L. Harris
Resolution No.:	23_



Subject: Library Board Orientation and Education Plan 2023

Action: For Information

Prepared by: Lindsay Harris

Meeting of: March 14, 2023

Background

Library Board orientation and education is comprised of three key components: the Public Libraries Act, legislated education and local, contextual education. Orientation will allow Board members to speak with knowledge and confidence about Library activities, and to speak as advocates in the community. The Library Board has expressed specific interest in library tours (completed in December 2022), as well as presentations from key leadership positions to better understand the day-to-day work of Library staff.

The following is a preliminary schedule of topics and dates for the Board's consideration. The schedule contains reference to the legislated AODA training to be included as part of the monthly Board education process, however, the Board may choose to complete these modules independently in lieu of formal presentations at future Board meetings. Another option for AODA training would be organizing a morning or afternoon orientation session for all Board Members to complete the training in one sitting. Adjustments to the schedule and topics are at the Board's discretion.

Date	Topic(s)
March 14, 2023	Public Services Department, BiblioEvents Demo
April 11, 2023	Tech Services & Collections Department, AODA part 1
May 9, 2023	Circulation and Page Departments, AODA part 2
June 13, 2023	AODA part 3
September 12, 2023	AODA part 4
October 10, 2023	AODA and the Human Rights Code
November 14, 2023	Board Bylaws and Governance Policy
December 12, 2023	Strategic Plan Review



Subject: Board Policy Review Plan

Action: For Information

Prepared by: Lindsay Harris

Meeting of: March 14, 2023

Background

As legislated in the Public Libraries Act, the Library Board is responsible for all Library policies. These policies set the tone and direction for the Library and allow staff to create and update procedures that align daily processes to the direction of the Board. As such, best practices for Public Library Boards include the review and potential update of all library policies during their four-year term, excluding policies that are legislated for annual review.

The previous Library Board worked diligently to create and update 23 library policies during their term. This work was done under difficult pandemic stresses, significant management turn-over, and a legacy of policy work that had been largely untouched by previous Boards. Unsurprisingly, the amount of work undertaken during their term resulted in running out of time to review and update all of the library policies, some of which were last reviewed as far back as 1994.

Closer examination of current, missing, and far outdated policies reveals that there are approximately 30-35 Library Policies that need to be reviewed during each Board term. This volume requires the review and approval (as amended) of at minimum one policy per Board meeting, allowing for 3-5 meetings during a four-year term with no policy reviews, allowing for other pressing business and/or the creation of new policies in response to any future legislative changes.

Given the diligent work of the previous Library Board, it is expected that many policies will require minimal revision during this term. Library Board members will be given advance notice when upcoming policies on the agenda are new or have been significantly modified from their previous iteration.

Enclosed is the proposed schedule for policy review during 2023. Policies that have/will be significantly modified are in **bold**. Policies that are new are in **bold and underlined**.

2023 Review Schedule

Date	Policy Review
March 14, 2023	CEO Job Description, CEO Performance Evaluation
April 11, 2023	Computer and Technology Acceptable Use
May 9, 2023	<u>Staff Recognition</u>
June 13, 2023	Health & Safety, Prevention of Workplace Violence & Harassment, CEO Succession Plan
September 12, 2023	<u>Administrative and Management Staff Policy</u>
October 10, 2023	Proctoring Policy, Bulletin Boards & Distribution of Free Materials
November 14, 2023	Corporate Sponsorship and Donor Recognition Policy
December 12, 2023	Board Procedural Bylaws (submissions of change and discussion only), Board Code of Conduct

The schedule for policy review for the remainder of the current Board's term can be provided annually or in its entirety at the discretion of the Board.



Subject: Spring Staff Development Day Closure

Action: For Review and Approval

Prepared by: Lindsay Harris

Meeting of: March 14, 2023

Recommendation

That the Woodstock Public Library close on Friday, June 2, 2023, for a full day of staff development.

Background

In past years, the Library would close once annually for a Staff Development Day. This closure fulfilled our obligations for staff training under the collective agreement, however, it did not necessarily fill the training needs of Library staff. In addition, Management has made a commitment to prioritize the learning and development needs of Library staff and believe that a minimum of two days per year more accurately reflects the needs of in-person staff development.

Discussion

The Library will provide adequate notice to the public regarding the closure through our various communication channels.

Ongoing learning is important for Woodstock Public Library staff. Dedicating a full day without disruption will enhance our ability to service our customers and support our staff team.

Management remains committed to staff development and expects to request an additional closure date in the fall of 2023 to further support staff learning needs.

New Online Registration for Woodstock Public Library Programs

[News Home](#)

[More from Local News](#)

Wednesday, February 22nd, 2023 3:10pm

By Keasha Maile [@turtlepowerlive](#)



The system is quick and easy to use. You can register for programs using either your library card or your phone number on the website.

WOODSTOCK - The [Woodstock Public Library](#) has introduced a new way to register for programs.

Patrons who are interested in registering for programs at the WPL are encouraged to try out the new online system. The program was scheduled to launch in January when it was complete but staff wanted to iron out the kinks to ensure a smooth transition for users.



The system is quick and easy to use. You can register for programs using either your library card or your phone number on the website.

CEO Lindsay Harris explains that the change has been taking place in stages.

"Our first step was actually launching a new catalog online, which we did last year. Once we had that in place it was just about adding on to the system."

The new system was launched just in time for March Break programming, visit their website to see what's new.

WPL Staff wants to reassure residents that they can still visit the library in person or call to register if they don't have access to the internet at home.



Woodstock Public Library CEO Probationary Evaluation Form

CEO Name:	Probationary Period:
Evaluation Committee Chair:	Date of Evaluation:

Section 1: Performance Factors

Factor	Yes	Mostly	No	Comments
Job Knowledge: Is the CEO learning the job and gaining the skills required at a satisfactory pace?				
Quality: Is quality and accuracy of work provided to the Board meeting standards?				
Quantity: Is the quantity of work provided to the Board meeting standards?				
Dependability: Can the Board rely on the CEO to follow direction and complete work as expected?				
Interpersonal: Does the CEO work with the Board and others in a helpful, courteous manner?				
Communication: Does the CEO communicate effectively with the Board?				
Staff Interaction: Does the CEO communicate and work effectively and safely in the Library environment?				

Section 2: Library Board Feedback

Section 3: Review of CEO Goals Report

Section 4: Overall Evaluation and Comments

Rate the CEO's total performance to date, taking into consideration the most important factors of the job.

- ☐ Performance exceeds expectations.
- ☐ Performance meets expectations.
- ☐ Performance requires improvements to successfully complete probation period.

Probationary status:

- ☐ Extension of probation period is required; indicate revised probationary completion date: _____
- ☐ Successful completion of probationary period. Salary Step Increase authorized.

Board Chair signature

Date

Comments:

Signatures:

This evaluation has been reviewed by:

CEO signature

Date

Library Board Chair

Copies: CEO; CEO personnel file



Woodstock Public Library CEO Annual Evaluation Form

CEO Name:	Evaluation Period:
Evaluation Committee Chair:	Date of Evaluation:

Section 1: Performance Factors

Factor	Yes	Mostly	No	Comments
Job Knowledge: Is the CEO learning the job and gaining the skills required at a satisfactory pace?				
Quality: Is quality and accuracy of work provided to the Board meeting standards?				
Quantity: Is the quantity of work provided to the Board meeting standards?				
Dependability: Can the Board rely on the CEO to follow direction and complete work as expected?				
Interpersonal: Does the CEO work with the Board and others in a helpful, courteous manner?				
Communication: Does the CEO communicate effectively with the Board?				
Staff Interaction: Does the CEO communicate and work effectively and safely in the Library environment?				

Section 2: Key Objectives

Key objectives may be job focused and be in the form of measurable results that support the Library's Vision, Mission, and Strategic Plan. Key objectives may also be personal and include individual goals and targets to be achieved in the upcoming year.

Key Objectives – Past Year	Comments	Not Achieved	Partially Achieved	Achieved	Exceeded

Select three new objectives to be accomplished over the next 12 months.

Key Objectives – Upcoming Year	Timeline

Section 3: Professional Development

CEO to provide a list of professional development opportunities undertaken during the evaluation period.

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Section 4: Performance Areas

Evaluation of the Key Performance Areas as outlined in the Library CEO Job Description. The Evaluation Committee may gather this information as outlined in section 4.3.1 of the CEO Performance Evaluation Policy.

Rating Key:

EE – Exceeds Expectations

ME – Meets Expectations

NI – Needs Improvement

IR – Major Improvement Required

Factor	Rating	Comments
Administration and Board Support		
Leadership		
Fiscal Management		
Personnel Management		
Strategic Planning		
Policy Development		
Programs and Services		

Facility Management		
Partnership Development, Communications, and Public Relations		

Section 5: Library Board Feedback and Additional Comments

Section 6: Evaluation Results

Rate the CEO's total performance to date, taking into consideration the most important factors of the job.

- ☐ Performance exceeds expectations.
- ☐ Performance meets expectations.
- ☐ Performance requires improvements. Another review will be held in six (6) months.

CEO Comments:

Human Resources/Payroll Action Required

To be completed by the Library Board Chair.

- ☐ Salary Step Increase Authorized.
- ☐ Salary Step Increase is Not Authorized at this time.

Library Board Chair signature

Date

Signatures:

This evaluation has been reviewed by:

CEO signature

Date

Library Board Chair

Copies: CEO; CEO personnel file