DRAFT Agenda Woodstock Public Library Board February 21, 2024

Date: Wednesday, February 21, 2024

Time: 4:15 pm

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 16, 2024

Recommendation:

That the Board approves the Minutes of the meeting of January 16, 2024, as circulated (or following corrections)

6. Business Arising from the Minutes

- a) Strategic Plan
- 7. Chairperson's Remarks
- 8. Delegations/Presentations

None

9. Board Education

a) Mango Languages

10. Consideration of Correspondence

a) Friends of the Library

Minutes of the Meeting of January 10, 2024

Recommendation:

That the Board receives the Minutes of the meeting of the Friends of the Woodstock Public Library for January 10, 2024, as information.

11. Administrative Reports

a) Monthly Report

- i) Report of the Chief Executive Officer
- ii) Report of the Director of Library Services

b) Statistics

i) Library Systems Activities for the month of January, 2024

c) Policy Review

- i) Report Video Surveillance
- ii) Video Surveillance Policy

12. Committee Reports

a) Ontario Library Service Trustee Assembly

Verbal Update

b) Health and Safety

None

13. Finance

a) Treasurer's Report

There is no financial report provided by Treasury this month.

14. New Business

None

15. Notices of Motion

None

16. Attachments

a) Mock-up of Updated Library Website

17. Committee of the Whole In-camera

Public Libraries Act, R.S.O. 1990, c. P.44 s. 16.1 (4) – A meeting or part of a meeting may be closed to the public if the subject matter being discussed is,

- (a) the security of the property of the board;
- (b) personal matters about an identifiable individual;
- (c) a proposed or pending acquisition or disposition of land by the board;
- (d) labour relations or employee negotiations
- (e) litigation or potential litigation, including matters before administrative tribunals, affecting the board;
- (f) advice that is subject to solicitor-client privilege, including communication necessary for that purpose:
- (g) a matter in respect of which a board or committee of a board may hold a closed meeting under another Act. 2002, c. 17, Sched. C, s.24 (5).

- 18. **Next Meeting** Tuesday, March 12, 2024, 4:15 pm.
- 19. Adjournment

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Woodstock Public Library Board

DRAFT Meeting Minutes January 16, 2024

A regular meeting of the Woodstock Public Library Board was held on Tuesday, January 16, 2024, at 4:15 pm, in the Meeting Room at the Woodstock Public Library.

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 Bernia Martin

b) The following Board members sent regrets:

Councillor Deb Tait

c) The following persons were also present:

Lindsay Harris, CEO Lori Peixoto, recorder Megan Cook, Director of Library Services

1. Call to Order

The Chair called the meeting to order at 4:15 pm.

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

Motion 24-01

MOVED by K. Whiteford and seconded by K. Leatherbarrow to approve the Agenda.

M.A. Silverthorn requested an addition under item 15 "New Business" to be recorded as 15 b. "Meeting Date Changes".

Motion carried.

4. Declaration of Conflict of Interest

None.

5. Minutes of the Meeting of November 14, 2023

Motion 24-02

MOVED by B. Martin and seconded by D. Barry to approve the Minutes of the meeting of November 14, 2023.

M.A. Silverthorn offered accolades in the Library surpassing 2,000 new cardholders by year-end.

M.A. Silverthorn added that she and K. Whiteford enjoyed attending the Library's Staff Recognition Event that was held on December 1, and that the presentation to staff was extremely well done. Congratulations to all.

Motion carried.

6. Business Arising from the Minutes

None.

7. Chairperson's Remarks

None.

8. Delegations/Presentations

None.

9. Board Education

a) Draft Organizational Chart

L. Harris introduced Megan Cook in her new role as Director of Library Services, promoted from Manager of Public Services.

L. Harris presented the Library's org chart in draft form, and noted that as people were added to new positions, the Board would be updated as appropriate. The newly created position of Public Services Supervisor had been recently posted, and interviews would be forthcoming.

There were no questions from the Board.

10. Consideration of Correspondence

a) Friends of the Library

Minutes of the Meeting of December 13, 2023

Motion 24-03

MOVED by L. Wareing and seconded by K. Leatherbarrow that the Board receives the Minutes of the Friends of the Library for December 13, 2023, as information.

Motion carried.

11. Administrative Reports

a) Monthly Report

i. Report of the Chief Executive Officer

L. Harris expanded on information provided in the report, including details on staff development day, new language learning software, and new room booking software.

There were no questions from the Board.

ii. Report of the Director of Library Services

- M.A. Silverthorn offered congratulations to M. Cook on her promotion, and invited her to speak more on her report.
- M. Cook provided details on upcoming library events, including Family Literacy Day and valuable sponsorship from the Friends of the Library.
- M. Cook announced that the Library's Community Outreach Librarian would be presenting at OLA SuperConference, and noted the excitement of having the Library represented.
- M.A. Silverthorn extended congratulations on the Library being represented at the SuperConference.
- K. Whiteford suggested the Outreach Librarian present to the Board what was presented at the Conference at a future meeting as part of Board Education.

b) Statistics: Library Systems Activities for the month of December, 2023

L. Harris provided details on statistics, and asked the Board if there was anything else they'd like to see represented in the monthly statistics report. Discussion was had, and it was determined that more details on circulation statistics would be beneficial.

c) Policy Review

i. Report – Health & Safety, Prevention of Workplace Violence and Harassment Policies

L. Harris noted that the policies before the Board must be reviewed annually. The Joint Health and Safety Committee reviewed both policies at its last meeting. No changes to either policy was required.

There were no questions from the Board.

ii. Health & Safety Policy

Motion 24-04

MOVED by K. Whiteford and seconded by L. Wareing that the Library Board approves the Health & Safety Policy as presented.

Motion carried.

iii. Prevention of Workplace Violence and Harassment Policy

Motion 24-05

MOVED by K. Leatherbarrow and seconded by D. Barry that the Library Board approves the Prevention of Workplace Violence and Harassment Policy as presented.

Motion carried.

12. Committee Reports

a) Ontario Library Service Trustee Assembly

L. Wareing reported on attending the OLS Trustee Assembly on November 15, 2023. Discussion was had regarding library budgets as well as a presentation on VOLT (Valuing Ontario Libraries Toolkit). L. Harris provided some information on the Toolkit, and noted that it would be explored greater at the OLA SuperConference.

b) Health and Safety

Minutes of the Meeting of November 9, 2023

Motion 24-06

MOVED by B. Martin and seconded by K. Whiteford that the Board approves the Minutes of the Joint Health and Safety Committee meeting of November 9, 2023.

Motion carried.

13. Committee of the Whole In-camera

Motion 24-07

MOVED by L. Wareing and seconded by D. Barry that the Board moves into Committee of the Whole In-camera at 4:50 pm.

Motion carried.

Motion 24-08

MOVED by K. Leatherbarrow and seconded by B. Martin that the Board moves out of Committee of the Whole In-camera at 5:10 pm.

Motion carried.

Motion 24-09

MOVED by B. Martin 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 24-10

MOVED by D. Barry and seconded by L. Wareing that the Board approves the Minutes of the Committee of the Whole In-camera for October 17, 2023.

Motion carried.

In closed session, the Board reviewed the information in report IC-2024-001 presented by the CEO regarding matters of security of the property of the Board, and labour relations.

14. Finance

a) Treasurer's Report

Motion 24-11

MOVED by L. Wareing and seconded by B. Martin that the DRAFT Statement of Revenues and Expenditures for the period ending December 31, 2023, and

the DRAFT Summary of Trust Account for the period ending December 31, 2023, and

the DRAFT Summary of the Jessie McDougall Trust Fund for the period ending December 31, 2023, be received as information.

Motion carried.

b) Revenue Fund (Operating) Budget 2024 Amendment

Motion 24-12

MOVED by K. Whiteford and seconded by K. Leatherbarrow that the Board approves the amended additions to base budget of the 2024 Draft Revenue Fund (Operating) Budget for the Woodstock Public Library.

L. Harris reported that the Library was seeking a change in cost-sharing for the proposed IT position from the original 50/50 split to 70/30, with the higher portion being Library responsibility, and would like the position to commence sooner, dependent on Council approval. This created a slight increase from the previous budget ask – from 5.2% to 5.6%, a difference of approximately \$10,000.

Motion carried.

15. New Business

a) Strategic Plan

L. Harris noted that the Board's Strategic Plan had expired at the end of 2023, and requested some direction from the Board on how to move forward.

Discussion was had.

It was determined that L. Harris would connect with OLS on strategic planning options and costs.

M.A. Silverthorn requested the topic come back to the Board under Business Arising at the meeting in February.

b) Meeting Dates

A schedule was distributed to members of the Board. After discussion, it was determined that the meeting in February would be scheduled for Wednesday, February 21, at 4:15 pm. This would take into account the Family Day long weekend.

The meeting in June would be scheduled for Wednesday, June 19, at 4:15 pm.

Confirmation for all other dates in 2024 would be discussed at the next regular meeting in February.

16. Notices of Motion

None.

17. Attachments

a) Libraries and Librarians Feeling Effects of Economic Slowdown; Fast Facts – Recent Statistics from the Library Research Service, Colorado Department of Education; August 19, 2009

19. Next Meeting

Wednesday, February 21, 2024, 4:15 pm.

19. Adjournment

MOVED by B. Martin that the meeting adjourn at 5:38 pm.

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Friends of the Woodstock Public Library January 10, 2024

Present: Frances Gottschlich, Acting Chair

Gerry Wormald, Treasurer Marion Baker, Secretary

Rick Cole

Christina Cullen Andie Lennox Lee Mathers Laura Schneider

Sylvia Weiser-Sutherland

Peter Ruehlicke Karen Leslie Matthew Lloyd

Also Present: Megan Cook, Director of Library Services/ Deputy C.E.O., Woodstock Public Library

Regrets: Jackie Thompson

Jenny deHaan Susan Hamilton Diana St. Clair Jamina Tieu

Sharron Skevington

Acting Chair, Frances Gottschlich calls the meeting to order at 5:02 p.m. and welcomes those present.

Minutes:

Moved by: Andie Lennox Seconded by: Peter Ruehlicke

That the Minutes of the December 13, 2023 meeting be approved. Carried.

Reports:

Financial:

Treasurer Gerry Wormald presents the current financial statement as at December 31, 2023.

New Woodstock Public Library Position:

Acting Chair Frances congratulates Megan Cook on her recent appointment as Director of Library Services/Deputy C.E.O. of Woodstock Public Library.

Library Update:

Megan Cook speaks about arrangements for the upcoming Family Literacy Day taking place on Saturday, January 27th. New, free books will be chosen by all children attending and as well a magician will perform, live music provided, story times for children and other various activities throughout the day will take place. Friends members are asked to commit to volunteering for 2-hour time slots to welcome families to the library and assist children in choosing a new book to their liking. A sign-up sheet is passed for members to commit to a time-block that will suit their availability on the 27th.

Minutes
Friends of the Woodstock Public Library
January 10, 2024
Page 2

Megan advises she has selected the names of several authors and will contact them as to their availability to spend an evening in Woodstock, speaking to local residents. She will also be looking for a venue to accommodate those who wish to attend the event. As well there will be further discussion about Friends members providing various duties, yet to be determined, we can participate in at the Author's evening.

Megan also shares with members, the bookmark she has designed and the Secretary will email the design to all members asking for their comments on the design.

Book Sale:

The suggested date for the next Friends book sale is Saturday, May 11th. This date will be further discussed by members as well as library staff and confirmed at a later meeting.

New Business:

Acting Chair again asks that members consider taking on the positions of Chair, Vice-Chair and Secretary.

Membership Drive: Matthew Lloyd reminds members about planning a membership drive.

Date of Next Meeting:

Wednesday, February 14, 2024 at 5:00 p.m. in the library meeting room.

Adjournment:

Frances Gottschlich calls for the meeting to be adjourned.
The meeting is adjourned at 5:42 p.m.
Frances Gottschlich, Acting Chair



Subject: CEO Monthly Report

Action: For Information

Prepared by: Lindsay Harris

Meeting of: February 21, 2024

Capital Projects and Systems Updates

The first capital project of 2024 has been completed. Hand dryers were installed in the public washrooms at the beginning of February. This project came in approximately \$400.00 under budget.

Portions of the underlying structure of the Library's website are nearing end of life and the work to migrate the current website to a new framework is underway. The updated website will look and feel almost identical to the current website. The new back-end platform will have enhanced accessibility features and provide a cleaner look to the overall site. A screen shot of the front-page mock-up is included in Attachments. We expect the new site to go live between late March and mid-May.

The new Mango Languages e-resource is now available to the public. This language-learning program supports both English speakers learning a new language, as well as persons learning English from over 20 different non-English languages. Patrons can access this resource from home, as well as onsite with our Wi-Fi network. Access via the public computer stations in the Library will be made available by the end of February.

Staff Training and Development

I attended the annual Ontario Library Association Super Conference in January. The tone of this year's conference was more sombre than it has been in the past, as libraries across the country struggle with unprecedented pressures related to intellectual freedom challenges, budgetary constraints, and behavioural issues within library spaces. Despite the challenging times that libraries are finding themselves in, the resolve to not simply support but lift our communities remains foundational to the profession. While there was a lack of tangible solutions presented at the conference, the

desire and commitment to work together as a profession to share strategies and create those solutions moving forward was apparent when meeting and discussing experiences and ideas with other library leaders.

Senior Team has begun discussions on dates and themes for the Spring staff development day. We plan to bring a recommended closure date to the Board for approval at the March Library Board meeting. We look forward to continuing to grow our skills and services as a team.



Subject: Library Services Report for January, 2024

Action: For Information

Prepared by: Megan Cook

Meeting of: February 21, 2024

Contribute Vibrant Spaces

• During the winter break in early January, we hosted several drop-in programs for school-aged children. We had 109 children attend these programs.

- We hosted a Family Literacy Day celebration on Saturday, January 27. We handed out almost 200 new books to children during the event, thanks to generous donations from both EarlyON Oxford and the Friends of the Woodstock Public Library. We had a magic show, family storytime, and many activities throughout the day with a combined attendance of 302.
- We offered a variety of programs for the adult community in January, including programs such as Pub Trivia, Understanding Homelessness, Heads up for Healthier Brains, Learning and Sharing Circles, Crafty Adults, a Preservation Station Tutorial, Mah-Jongg, Book Clubs, and more. A total of 235 adults attended these programs in our space, virtually, and at off-site locations.

Strengthen Our Community

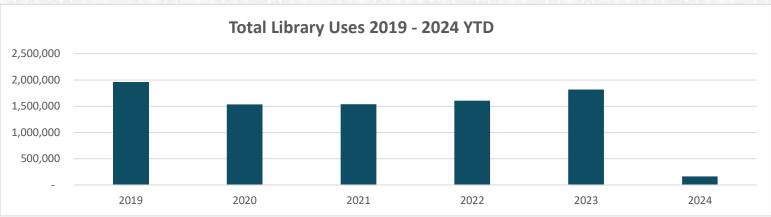
- Community members have been attending our Knitting and Crochet Drop-In programs on Saturdays to make warm wearables such as mittens, hats, and scarves, to support the Coldest Night of the Year. These items will be donated to Operation Sharing.
- Our Emerging Technologies Librarian did a segment on What's Up Oxford to talk about the Preservation Station. This segment aired live on Rogers TV on February 12. The Preservation Station continues to be a popular service for our community since it was launched in September of 2023.
- A patron travelled over two hours to our library to purchase a non-resident card, specifically to access one of our digital platforms, Comics Plus. Our Circulation Supervisor was able to issue the patron a non-resident card the same day. The patron expressed gratitude for this service and has been using it since the card

- was issued without problems. Comics Plus features digital comics, graphic novels, and manga for kids, youth, and adults.
- This month we officially launched our Adult Literacy Collection. The collection is organized by Canadian Language Benchmark levels.

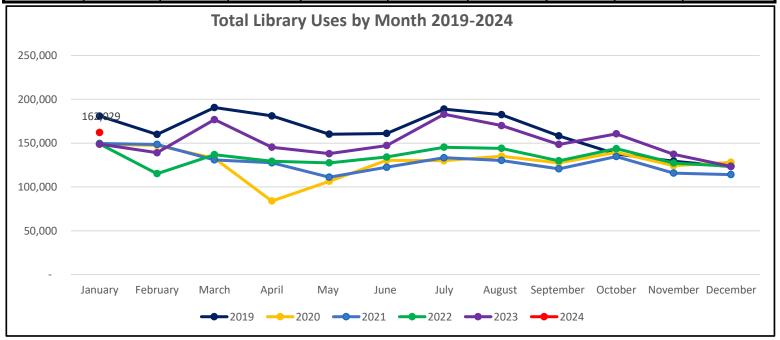
Reinforcing Our Capabilities

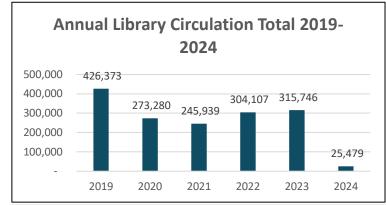
- During our previous storytime session in Winter 2023, we asked attendees to fill
 out feedback forms to help us better understand how participants view our
 current storytime programs, what they find valuable, and what they would like to
 see more of. We were able to implement this feedback in our January storytime
 sessions.
- This month we completed the interview process for the role of Public Services Supervisor. We are excited to announce that an internal candidate has filled the position.

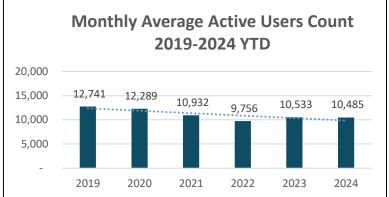


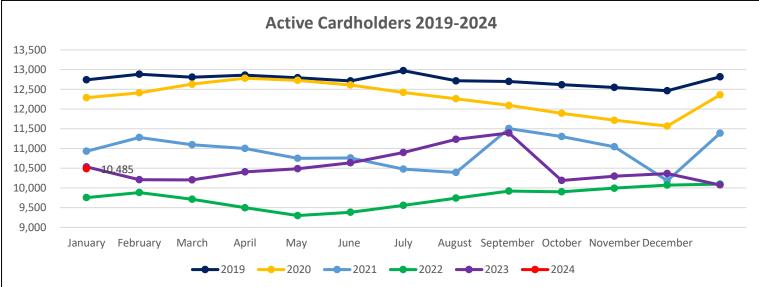


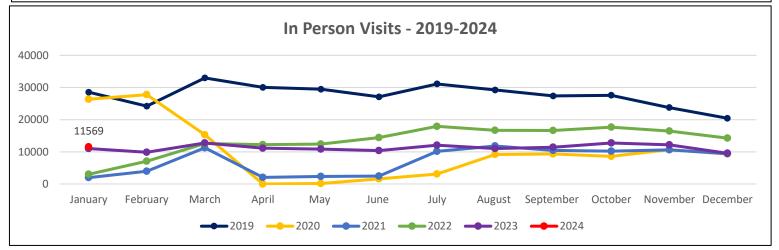
2024	Total Circulation	In Person Visits	Electronic Visits*	Social Media Engagments	Program Attendence	Public Computer Use	WIFI Access	Database Searches	Total Library Uses
January	25,479	11,596	85,889	32,820	1,144	1,084	1,600	2,444	162,056
February									-
March									-
April									-
May									-
June									-
July									-
August									-
September									-
October									-
November									-
December									-
TOTAL	25,479	11,596	85,889	32,820	1,144	1,084	1,600	2,444	162,056

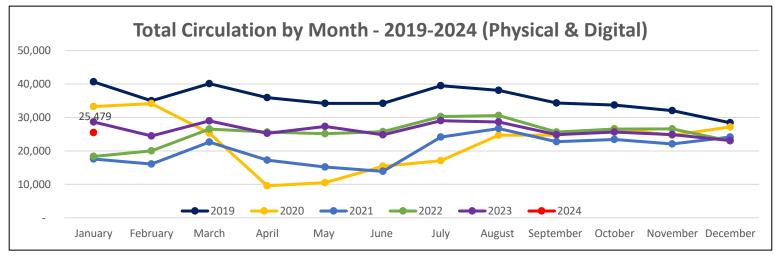












2023 Library Circulation Stats by Patron and Item Type

Circulation by Item Type

	Adult	Juvenile	Young Adult	Unknown
Adult Resident	111,142	69,345	3,215	0
Child Resident	2,684	22,141	486	0
Adult Non-Res	8,973	4,942	209	0
Child Non-Res	473	1,337	217	0
Homebound	238	0	0	0
Staff	3,722	2,285	122	0
Other	0	0	0	23,310

Total Circulation: 254,841



Subject: Video Surveillance Policy

Action: For Review and Approval

Prepared by: Lindsay Harris

Meeting of: February 21, 2024

Recommendation

That the Woodstock Public Library Board approves the Video Surveillance Policy as presented.

Background and Discussion

The Video Surveillance Policy is centered around the Library's use of security cameras as a tool to protect the property of the Library Board and the Library space. It received a major re-write in 2020, wherein the Library's Access to Information and Protection of Privacy Policy as well as the Public Libraries Act (PLA), Municipal Act, and Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) were considered and applied to the policy.

Minimal revisions to the 2020 version of the Policy have been made in the 2024 version. It has been edited for minor grammar, spelling, and formatting corrections.



Woodstock Public Library Policy

Policy Name: Video Surveillance Policy

Category: Library Services

Version: 21 February 2024

POLICY STATEMENT AND RATIONALE

The purpose of this policy is to describe Woodstock Public Library's installation and use of video surveillance equipment in the interests of privacy, public safety, protection of property, and to maintain a safe and welcoming environment for library customers, staff, and service providers.

SCOPE

This policy shall apply to all Woodstock Public Library employees and service providers. It applies to all types of video camera systems and camera recording devices that are used for security purposes at the Library. This policy does not address instances where Library staff record a specific event, such as a program or presentation.

DEFINITIONS

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

CEO refers to the Chief Executive Officer of the Woodstock Public Library.

IPC refers to the Information and Privacy Commission of Ontario. IPC oversees compliance with the privacy protection provisions of MFIPPA and conducts investigations into privacy complaints. IPC also provides guidance regarding Ontario's access and privacy legislation.

Library refers to the Woodstock Public Library.

Library Board refers to the Woodstock Public Library Board.

MFIPPA refers to the Municipal Freedom of Information and Protection of Privacy Act. The purpose of the Act is to provide a right of access to information under the control of institutions and to protect the privacy of individuals with respect to personal information about themselves held by institutions.

Personal Information refers to any recorded information about an identifiable individual, including:

- a) information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation, or marital or family status of the individual;
- b) information relating to the education or the medical, psychiatric, psychological, criminal, or employment history of the individual or information relating to financial transactions in which the individual has been involved;
- c) any identifying number, symbol, or other particular assigned to the individual;
- d) the address or telephone number of the individual;
- e) the personal opinions or views of the individual except if they relate to another individual;
- correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence;
- g) the views or opinions of another individual about the individual; and
- h) the individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

POLICY, PROCEDURE, AND IMPLEMENTATION

1.0 Responsibility

- 1.1 The CEO is responsible for the Library's privacy obligations under the *Municipal Freedom of Information and Protection of Privacy Act*.
- 1.2 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 patron privacy, and to safeguard Library property.

2.0 Authority

- 2.1 The Library has determined that it has the authority to collect personal information in accordance with the *Public Libraries Act* and *MFIPPA*.
- 2.2 Security cameras can be used to collect personal information about identifiable individuals.

2.3 Pursuant to section 28(2) of the *MFIPPA*, no person shall collect personal information on behalf of the Library unless the collection is expressly authorized, used for the purposes of law enforcement or necessary to the proper administration of a lawfully authorized activity.

3.0 Underlying Principles

- 3.1 The security camera system is a resource used by the Woodstock Public Library Board within the Board's jurisdiction to promote the safety of patrons, staff, and community members. Where deployed for that purpose, these systems also help to protect Library property against theft or vandalism and can assist in the identification of intruders and of persons breaking the law.
- 3.2 In the event of a reported or observed incident, the review of recorded information may be used to assist in the investigation of the incident. The Library will maintain control of and responsibility for the security camera system at all times.
- 3.3 Library Staff and service providers are expected to review and comply with this policy, MFIPPA, and other relevant statutes in performing any duties and functions that are related to the operation of the security camera system.

4.0 Privacy

- 4.1 The Library will endeavor to ensure that the proposed design and operation of the video security surveillance system reasonably minimizes privacy intrusion.
- 4.2 Video security camera footage will not be used to monitor customers' use of Library spaces or employee performance. Circumstances which warrant review will be limited to security incidents that have been reported, reported behaviour that contravenes the Library's Patron Code of Conduct, in the investigation of a potential crime, or identifying individuals associated or potentially involved with a crime.
- 4.3 Video equipment shall never monitor the inside of areas where the public and employees have a higher expectation of privacy (e.g. staff room and washrooms).

5.0 Authorized Access to Security Camera System

5.1 Only the CEO and other authorized staff may access and review recorded information from the system.

6.0 Logs

6.1 Logs will be kept of all instances of access to, and use of, recorded material to enable a proper audit trail. The log will record the name of the staff person accessing the system, date, time, circumstances, and activity.

7.0 Notice of Use of Security Camera System

- 7.1 In order to provide notice to individuals that video is in use, the Library shall post signs, visible to members of the public, at entrances and/or prominently displayed on the perimeter of the grounds under security camera coverage. Signage will include the following information:
 - a) the legal authority for the collection of personal information;
 - b) the principal purpose(s) for which the personal information is intended to be used; and
 - c) the title, business address, and telephone number of someone who can answer questions about the collection.

8.0 Access Requests Process

- 8.1 Requests to access information on the security camera system will be made in accordance with the Library's Privacy Policy and are subject to the requirements of MFIPPA.
- 8.2 All requests for video recordings from the public and law enforcement agencies shall be directed to the Library CEO.

9.0 Unauthorized Access and/or Disclosure (Privacy Breach)

- 9.1 Any Library staff member who becomes aware of unauthorized disclosure of a video record in contravention of this policy, and/or a potential privacy breach has a responsibility to ensure that the CEO is immediately informed of the breach.
- 9.2 Any breaches of unauthorized access or disclosure of privacy will be reported to the IPC for advice and assistance.

RELATED DOCUMENTS AND POLICIES

Woodstock Public Library – Access to Information and Protection of Privacy Policy Public Libraries Act, 2011, S.O. 2001, c. P. 44 Municipal Act, 2011, S.O. 2001, c. 25 Municipal Freedom of Information and Protection of Privacy Act, RSO, 1990, c. M.56

DOCUMENT REVISION RECORD

Adoption Date: 12 January 2021 Review Cycle: Once Per Term Last Reviewed: 21 February 2024

Resolution No.:

Attachment: Mock-up updated Library website front page

