



MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Thursday, June 20, 2024, 5:30 p.m.
South Mountain Branch
10543 Main St., South Mountain ON

		Pages
1. Call to Order		
2. Adoption of Agenda		
a. Additions, Deletions or Amendments	Additions to or deletions from the Agenda must be made upon consultation with the Board Chair prior to the meeting. All matters listed under “Consent Items” are considered to be routine and will be enacted by one motion. Should a Board member wish an alternative action from the proposed recommendation, s/he may request that the matter(s) be moved to the appropriate section at this time.	
3. Declaration of Pecuniary Interest		
4. Adoption of Minutes		
a. Library Board Regular Meeting Minutes - May 23, 2024		3
5. Delegations		
a. Friends of the South Mountain Library		
6. Consent Items		
a. Statistical Summary (Circulation) - May 2024		7
b. Financial Report - May 2024		8
c. Branch and Supervisors Reports - March, April & May 2024		9
d. Technical Services Report - March, April & May 2024		17
e. Community Librarian Report - April & May 2024		19
f. Communications and Marketing Report - March, April & May 2024		20
g. Director of Library Services Report - May 2024		22
h. Correspondence		
7. Action Items		
a. Volunteer Policy - Review		23
b. Resolution - Collaboration for Multi-Service Co-Builds		33

8. Discussion Items	
a. 2023 Annual Report	35
b. Fine Free Library Service	46
c. May-ker Month	49
d. Performance Review for Director of Library Services	53
9. In Camera	
10. Adjournment	

Stormont, Dundas and Glengarry County Library Board

Minutes

May 23, 2024, 5:00 p.m.
Iroquois Branch
1 Dundas Street, Iroquois ON

Members Present: Margaret MacDonald, Chair; Tony Fraser, Vice-Chair; Jason Broad; François Landry; Lachlan McDonald (virtual); Jim Algire; Jo-Anne McCaslin

Staff Present: Rebecca Luck, Director of Library Services; Cynthia Waters, Community Librarian; Jessica Lomborg, District 2 Supervisor; Jeannette Devries, Library Services Assistant (Iroquois Branch)

1. **Call to Order** – Meeting was called to order at 5:05pm.

2. **Adoption of Agenda**

Moved by Jason Broad

Seconded by James Algire

That the Stormont, Dundas and Glengarry County Library Board approves the Meeting Agenda, as presented.

CARRIED

2.1 **Additions, Deletions or Amendments**

3. **Declaration of Pecuniary Interest** – none

4. **Adoption of Minutes**

4.1 **Library Board Regular Meeting Minutes - April 17, 2024**

Moved by Lachlan McDonald

Seconded by Jo-Anne McCaslin

That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the April 17, 2024, regular meeting, as written.

CARRIED

5. Delegations

Cynthia Waters was introduced as the new Community Librarian.

Jeannette Devries, Library Services Assistant at the Iroquois branch, provided the Board with a quick overview of the branch.

6. Consent Items

Moved by Tony Fraser

Seconded by Jason Broad

That the Stormont, Dundas and Glengarry County Library Board approves all items listed under the Consent Items section of the Agenda, as presented.

CARRIED

6.1 Statistical Summary (Circulation) - April 2024

6.2 Financial Report - April 2024

6.3 Director of Library Services Report - April 2024

6.4 Correspondence

7. Action Items

7.1 Facilities Policy - Review

Moved by James Algire

Seconded by Lachlan McDonald

That the Stormont, Dundas, and Glengarry County Library Board approve the Facilities Policy, as presented.

CARRIED

7.2 Communications Policy - Review

Moved by Jason Broad

Seconded by Jo-Anne McCaslin

That the Stormont, Dundas, and Glengarry County Library Board approve the Communications Policy, as presented.

CARRIED

7.3 Dalkeith Express Depot

Moved by Lachlan McDonald

Seconded by Tony Fraser

That the Stormont, Dundas, and Glengarry County Library Board close the Dalkeith Express Depot.

CARRIED

8. Discussion Items

8.1 OLS Board Assembly Meeting - May 2024

8.2 Service Delivery Review

The Board expressed interest in exploring Recommendation 11: Review the overdue fines policy with a goal of reducing barriers to Library use.

8.3 2024 SDG Reads

8.4 Chesterville Library Branch

Tony Fraser, Mayor of North Dundas, reiterated to the Library Board that he and his Council have no intention of selling the existing building, located at 1 Mill Street, Chesterville, at this time. Having a suitable space for the Library is his main priority and concern.

8.5 Resolution - Collaboration for Multi-Service Co-Builds

8.6 Performance Evaluation of Director of Library Services

The performance review committee for the evaluation of the Director of Library Services will be comprised of Margaret MacDonald, Tony Fraser, and James Algire.

Moved by James Algire

Seconded by François Landry

That the Stormont, Dundas and Glengarry County Library Board proceed in-camera, pursuant to Section 16.1 (4)(b) of the Public Libraries Act – personal matters about an identifiable individual, including municipal or local board employees, for a human resources matter.

CARRIED

9. In Camera

Moved by Jo-Anne McCaslin

Seconded by Jason Broad

That the Stormont, Dundas and Glengarry County Library Board rise and reconvene in Open Session and proceed as directed on a human resources matter.

CARRIED

10. Adjournment

Moved by James Algire

Seconded by Lachlan McDonald

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again on June 20, 2024, at South Mountain Branch, or at the Call of the Chair.

CARRIED

Board Chair/Vice Chair

Secretary

DRAFT

SDG Library

May 2024 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	eBooks & eAudiobooks	May 2024 Total	May 2023 Total	May 2024/2023 Difference			
Administration	303	7381	7684	9400	-18.3%	21	N/A	1
Alexandria (44)	2852	250	3102	3088	+0.5%	427	1406	26
Avonmore (20)	692	84	776	887	-12.5%	105	286	3
Chesterville (17)	885	133	1018	984	+3.5%	154	323	5
Crysler (20)	1089	32	1121	1040	+7.8%	108	658	5
Dalkeith Express	4	9	13	7	+85.7%	4	N/A	0
Finch (16)	416	42	458	495	-7.5%	72	267	4
Glen Walter Express	66	3	69	38	+81.6%	19	N/A	1
Ingleside (44)	1726	124	1850	1819	+1.7%	273	1306	16
Iroquois (20)	1053	119	1172	1135	+3.3%	184	668	8
Lancaster (44)	1523	150	1673	1634	+2.4%	260	773	14
Long Sault (30)	1402	162	1564	1413	+10.7%	293	843	19
Maxville (16)	557	100	657	706	-6.9%	93	195	11
Morewood Express	15	0	15	N/A	N/A	4	N/A	0
Morrisburg (44)	1519	101	1620	1471	+10.1%	292	1051	18
South Mountain (16)	908	69	977	792	+23.4%	115	330	8
St. Andrews Express	64	10	74	154	-51.9%	20	N/A	0
Williamsburg (16)	553	46	599	520	+15.2%	91	246	8
Williamstown (17)	559	93	652	887	-26.5%	115	215	2
Winchester (44)	1844	215	2059	2068	-0.4%	331	1109	21
SYSTEM TOTAL	18,030	9,123	27,153	28538	-4.9%	2981	9676	170

"Visitors" are members and non-members visiting a branch.

"Borrowers" are unique patrons checking out and renewing library materials.

* Administration Branch statistics for eBooks & eAudiobooks can be broken down into SDG Users at Counties Admin + Cloudlink users

eBooks & eAudiobooks	
cloudLibrary-Patron Usage	4604
cloudLibrary-Collection Usage	9123

LIBRARY MONTHLY STATEMENT

For Period Ending 31-May-2024



	2024	2024	2024	2023	2023	2023
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE
GENERAL FUND						
REVENUE						
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761	-131,761	-131,761	0
ONTARIO CAPACITY FUNDING	0	-1,000	-1,000	-3,550	-1,500	2,050
STUDENT FUNDING	0	-8,300	-8,300	-8,152	-5,000	3,152
FEES & FINES	-7,205	-10,000	-2,795	-13,289	-11,500	1,789
DONATIONS & SALES	-5,838	-5,750	88	-13,918	-7,850	6,068
TRANSFER FROM RESERVES	0	-308,332	-308,332	-41,035	-204,420	-163,385
Total REVENUE	-13,042	-465,143	-452,101	-211,704	-362,031	-150,327
EXPENSES						
FULL TIME WAGES & BENEFITS	376,000	977,450	601,450	806,635	936,733	130,098
BRANCH WAGES & BENEFITS	343,820	915,069	571,249	861,587	793,444	-68,143
STUDENT WAGES & BENEFITS	3,396	23,408	20,012	23,847	22,971	-876
BOARD MEETINGS & DEVELOPMENT	2,561	13,232	10,671	8,753	8,250	-503
STAFF MILEAGE	1,005	10,372	9,367	10,704	6,200	-4,504
STAFF TRAINING & DEVELOPMENT	4,135	24,918	20,783	15,370	19,715	4,345
PRINT MATERIAL	45,366	185,500	140,134	152,853	175,500	22,647
DIGITAL BOOKS	23,909	95,000	71,091	90,549	95,000	4,451
DATABASE SUBSCRIPTIONS	45,885	66,526	20,641	48,107	62,761	14,654
MAGAZINES, PERIODICALS & LEASED BOOKS	3,618	3,950	332	7,325	13,217	5,892
SUPPLIES & EQUIPMENT	6,793	28,470	21,677	27,323	28,603	1,280
CREDIT CARD FEES	91	115	24	31	0	-31
PHONES & INTERNET	21,366	57,496	36,130	55,168	57,688	2,520
PROMOTIONS & WEBSITE	56,730	75,030	18,300	73,548	87,000	13,452
PUBLIC PROGRAMS	565	12,400	11,835	10,160	11,500	1,340
COMPUTER PURCHASES	2,655	7,929	5,274	8,305	8,900	595
SOFTWARE SUPPORT	37,395	52,548	15,153	66,584	66,302	-282
DELIVERY & OUTREACH VEHICLES	628	32,000	31,372	45,813	46,250	437
COPIERS & PRINTERS	2,303	10,000	7,697	6,626	10,000	3,374
COPYRIGHT & PERFORMANCES LICENSES	2,113	2,319	206	2,089	2,119	30
BRANCH CLEANING	811	5,000	4,189	8,154	10,000	1,846
BRANCH RENTS, INSURANCE & SECURITY	4,117	244,804	240,687	236,126	234,759	-1,367
FURNITURE PURCHASE	122	64,250	64,128	81,901	84,200	2,299
AUDIT & LEGAL FEES	0	3,600	3,600	3,460	3,750	290
SPECIAL PROJECTS	531	9,400	8,869	21,990	41,150	19,160
SUPPORT FROM OTHER DEPARTMENTS	0	188,093	188,093	159,752	159,752	0
TRANSFER TO RESERVES	0	0	0	22,677	20,000	-2,677
Total EXPENSES	985,915	3,108,879	2,122,964	2,855,437	3,005,764	150,327
Total GENERAL FUND	972,873	2,643,736	1,670,863	2,643,733	2,643,733	0

INFORMATION REPORT

<u>PREPARED BY:</u>	Kate Miner – District Supervisor (District 1) Jessica Lomberg – District Supervisor (District 2) Emily Andrews – District Supervisor (District 3)
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	June 20, 2024
<u>SUBJECT:</u>	Branch & Supervisor Reports

DISTRICT 1

CHESTERVILLE BRANCH: (Mitch C.)

- With LSA Jenn's transfer to Morrisburg Branch, Chesterville Branch was well taken care of by a team of CSAs, ensuring that patrons continued to receive the same high level of service.
- In April, LSA Mitch transitioned from a CSA role to become the newest team member at Chesterville Branch. Despite being relatively new to the system and area, Mitch quickly adapted and contributed to the Branch by creating inviting displays and actively engaging with the community.
- In May, community members of varying experience levels participated in a lively and stimulating cribbage session at Chesterville Branch.

CRYSLER BRANCH: (Ian N.)

- In March, Crysler Branch partnered with a local school for a "maker-tastic" program, featuring stations and Maker Kits. Our Teen Anime Night was another smash-hit, with trivia and scavenger hunts, crowning Pokémon as the ultimate anime. This continues to be a favourite program with our patrons.
- During April, patrons celebrated Earth Hour with crafty conservation activities, showing that we "reuse, recycle, and rock." Patrons engaged in creative crafts using old materials, making Earth a bit greener.
- Our school program was in full swing in May; every two weeks we see roughly 200 students from the neighboring school, "class-ing" up our library with educational fun. Each class enjoyed a book-tastic experience, filtering through our enriching programs.

MAKERLAB/FINCH BRANCH (Josée C.)

- The MakerLab had all but one instrument left in its inventory this month! That means all Ukuleles, Guitars, the Glockenspiel, Electronic keyboard/piano and the banjo were all out. Jo also had 3 3D printing requests, and two Cricut Bookings for March.
- In April, LSA Jo started her "Paper Projects" crew with returning families enjoying the crafts. She continues to see interest in both the Cricut machines and the 3D printer. She gave small tours to a couple of patrons and fulfilled a 3D print request.
- April also saw the MakerLab as the host to the Library Board for their meeting, where we explored all the MakerLab has to offer, and Board members were able to create their own mugs, buttons and tote bags, and learned about the 3D printer and laser engraver.
- Our May-ker Month programs were full within the week of announcement, and the sessions have been a super busy (but fun!) time, creating mugs, sublimated bookmarks, and personalized

notebooks and totebags. We've also received questions and appointments regarding the Cricut Mug Press. Overall, May-ker Month has been a great success with lots of good feedback!

SOUTH MOUNTAIN BRANCH (Ginette T.)

- The Ukrainian Easter eggs program was at full capacity on Saturday, March 23, as patrons were instructed in the art of Psyanky: the traditional method of dyeing Easter eggs using layers of dye and beeswax. Many beautiful designs were created during the program, which was brought back for the first time since the pandemic.
- The Community Craft Circle has kept meeting every Thursday at the branch. The knitters gather to work on their projects, while also enjoying each other's company.
- The Homeschool Explorers group continues to grow at the South Mountain Branch. Local home-schooling families gather at the branch twice a month for a library-planned activity. In May, the Ontario Clean Water Agency presented its OneWater Education program to the homeschool group. Other weeks showcased many of the SDG Library's maker kits, including the Sphero Indi, littleBits and Cubelets.

WINCHESTER BRANCH (Rose D. and Chantal N.)

- Across SDG Library, March Break was a busy time, and Winchester Branch was no exception. Staff worked together to offer families Techy Tuesday, using MakerKits, paper airplane competitions, and a QR Scavenger Hunt, and Art Attack Thursday which featured painting, chalks, bookmarks, and dream catchers. Oragami, Board Games, and of course our Computers and Nintendo Switch, were all in high demand for passive March Break entertainment as well!
- This month Winchester branch kicked off our Family Fun Fridays. This monthly activity night is open to all ages and encourages whole families to participate together. April featured an escape room which was enjoyed by a number of youth. Congrats to the kids who "escaped" from our library lock-up!
- In celebration of May-ker Month, District 1 Supervisor, Kate, shared her expertise by leading a macramé plant hanger project. Patrons and staff alike were grateful for both the experience and the delight of walking away with a beautiful plant and hanger.
- In May, Winchester also hosted a group from the 1st South Dundas Rainbow Unit Girls Guides. With the assistance of LSA Josée from the MakerLab and DS Kate, 20 girls between the ages of 5 and 12 created sublimated bookmarks, made keychains from 3D prints, and learned about coding with the Sphero Indis all to help them earn their Maker Badges.

DISTRICT SUPERVISOR (Kate J.M.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Provided technology troubleshooting and support for staff and patrons (ongoing)
- Collection maintenance (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Attended regular check-ins with Community Librarian and other District Supervisors (ongoing)
- Engaged in weekly Management Meetings (ongoing)
- Co-ordinated training or new LSAs in Chesterville and Winchester
- Attended SDG Reads committee meeting
- Assisted in the creation of the MakerPlan for 2024
- Program coordination for District 1 for Spring and Summer sessions

- Planned and attended Board meeting in Finch during the month of April
- Facilitated the onboarding of new CSA for District 1
- Ran Macrame program in Winchester for May-ker month
- Planned and facilitated the May-ker month programming in the MakerLab alongside LSA Josée
- Co-ordinated Girl Guide meeting with the MakerLab equipment alongside LSA Josée enabling 20 youths between 5-12 earn their Maker Badges
- Presented at general staff meeting “Overview of New Maker Equipment”
- Attended the South Mountain Community Yard sale

DISTRICT 2

INGLESIDE: (Linda P. and Colleen C.)

- March Break at the Ingleside Branch was a hit thanks to LSA Linda and LSA Colleen, who hosted a variety of programs for children and families. From “Family Board Game Day” to “Wacky-Wednesday Storytime” and “Expressions: Mixed Media Paper Sculptures”, the week was packed with fun and creativity. The turnout for events like “Bird Feeding 101” exceeded expectations, with 33 enthusiastic participants.
- In March, James Moram and the 'Write it Now Group' participated in an Authors Visit. They gifted the SDG Library copies of their published book 'Memories are Precious.' The event was well-attended, and the audience enjoyed hearing stories from the book presented by various authors.
- OPP Constable Serge Duguay visited the branch on April 5, delivering valuable advice and cautionary tales about frauds and scams. Seniors in attendance appreciated the opportunity to ask questions and receive straightforward answers, finding the information shared both useful and informative.
- LSA Colleen organized multiple well-attended Storytimes, including March Break’s Wacky-Wednesday, Easter, Mother’s Day, and a series of Spring Storytimes. Each program engaged young learners with lively stories, interactive crafts, and a focus on early literacy development. Storytimes provide a valuable opportunity for young patrons and their caregivers to connect with other families and engage with the Library’s collection.
- Local artist Anna Wylemans displayed her art in the branch this spring. Anna facilitated a series of Teen Painting Workshops. The teens were enthusiastic and pleased to be taught by such a knowledgeable and talented artist. The four-part series program brought consistent teen attendance in the library.
- LSA Linda continues to organize and host the weekly social programs: the After School LEGO Club, Knitting Club, Swedish Weaving and a monthly "Ingleside Book Mates" book club as well. The groups are all well-attended by a fun, eager group of patrons who enjoy using the welcoming space of the library to connect with one another.
- Staff attended the Library’s Spring General Staff Meeting on May 27. They received training on new library databases, updates on the progress and successes of the MakerLab and its new equipment and engaged in a presentation by the SDG Counties HR Manager on the new Performance Appraisal guidelines. This meeting allowed staff to connect with colleagues and reflect on the library’s progress.

IROQUOIS BRANCH: (Eleanor P. and Jeannette D.)

- LSA Eleanor champions early literacy through her facilitation of "Cozy Reads in the Library" Storytime series. On March 13, 15 participants, including children and caregivers, bonded over the joy of reading together.
- The "March Break Fun" program at the Iroquois Branch was a resounding success, offering engaging activities such as Lego challenges and 'minute to win it' games on Thursday. Participants particularly enjoyed creating 'dancing frankenworms'!
- Staff celebrated Earth Day by hosting the engaging program "Earth Day Fun." Families enjoyed planting sunflowers together and creating upcycled sock earthworms.
- Staff continue foster community connections with local schools, LSA Eleanor was featured in a community outreach video with a class from the Iroquois Public School highlighting library services.
- As part of the "May-ker" Month activities, Iroquois Branch facilitated a "May-ker" Mother's Day Edition craft where young participants made a bouquet for someone special in their lives.
- Staff facilitated the Iroquois "Annual Plant Swap" on May 17 and 18, providing local gardeners and members of the public an opportunity to exchange plants. The library's Gardening Collection was showcased during the program.
- The Iroquois Branch hosted library management staff and board members for the May Board Meeting. Staff presented their branch delegation and provided an overview of their branch.

LONG SAULT: (Christine D. and Karen M.)

- The March Break programs were a hit as patrons embraced the opportunity to enjoy our newly acquired board games, attend Bunny Storytime, and engage in various activities. From dads showcasing their creativity with flying Lego creations to families bonding over fun-filled events, these programs fostered a sense of community and brought joy to both children and their caregivers.
- The "maker" mindset was at the forefront of Long Sault patrons in this Spring. Long Sault hosted a successful travelling MakerLab "Create it with Cricut" program on April 25. This program had full attendance, and everyone had a fabulous time creating their own personal water bottles. On May 31, staff facilitated a no-sew "May-ker" Month activity that was a hit with kids and pre-teens.
- In celebration of Children's Book Week, local author Erin Lee visited the Long Sault Branch. The event was well attended, and you can find Erin's books in the SDG Library collection.
- Staff facilitated four Class Visits in May, where students enjoyed learning about Library Services and exploring the children's collection.
- LSA Chris and LSA Karen helped a patron with their resume this month. First by providing technological support and then as a "Tech Tuesday" branch appointment. Staff are thrilled to report that the patron was very pleased with the assistance she received, and she got the job!
- The washroom facility has been renovated to meet OBC and Accessibility standards.

MORRISBURG BRANCH: (Cheryl T. and Jennifer H.)

- The March Break program "Gotta Catch Em' All," featuring Pokemon-themed activities, was a tremendous success, captivating 52 children and their caregivers with its engaging and fun-filled events. Families embraced the theme, enjoying a memorable week of adventure and excitement.
- Morrisburg patrons showed off their creativity at the "Literary Roses" recycled craft evening. It was a great evening celebrating literacy and Earth Day.

- Young patrons brought in their bravest stuffie to the library for a “Stuffie Sleepover” on May 1. Children signed up their stuffies for Library Memberships, enjoyed a special evening Storytime, played parachute games, and had a bedtime snack before tucking their stuffies in for an overnight adventure at the library. A slide show was sent to the families showcasing the stuffies overnight antics and children were sent home with another bedtime storybook personally selected by their stuffie.
- Morrisburg hosted two showings of the movie, A Bear Named Winnie, as part of “Canadian National Film Day” on April 17. We all enjoyed watching the story of the bear that inspired A.A. Milne’s classic novels.
- For “May-Ker” month Morriburg hosted a “Boxitects: Cardboard City” morning for families. The After School Club also created a “Mini-est Mini Putt” tabletop golf course for patrons to enjoy. The “maker” mindset is at the forefront for staff and patrons’ minds, excited to explore the new additions at the MakerLab.
- The “Homeschool Hub” continues to be well attended and a great resource for families to connect. Young learners enjoyed a bug themed program and made use of the new Makerlab’s microscope to examine bugs in closer detail.
- Alex, our coop student, has been keeping busy helping with opening procedures, creating bulletin boards, assisting with After School Club and Homeschool Hub and planning an upcoming Dungeons and Dragons beginner club to be held in June.

WILLIAMSBURG BRANCH: (Rose D.)

- The Williamsburg Library's "Saturday Coffee Club" provided a space for patrons and community members to connect over books and socialize, welcoming people back into the library and fostering community engagement.
- LSA Rose transitioned from the Winchester Branch to the Williamsburg Branch on April 16th. Patrons in Williamsburg have been very welcoming!
- A “Bugtastic Storytime” was held the last Saturday in April with a few children in attendance, lots of fun was had creating bugs out of recycled materials.
- In celebration of “May-ker” Month the Williamsburg Branch hosted the series program “Tuesday Adventures” each week in May. Students enjoyed engaging with weekly crafts and building LEGO creations.
- Staff continue to offer outreach services to the Dundas County Hospice every month. This is a wonderful Outreach that connects staff with wonderful patrons, volunteers, and caregivers and provide some books, audiobooks and conversations

DISTRICT SUPERVISOR: (Jessica L.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing)
- Technology troubleshooting and support for staff and patrons (ongoing)
- Frontline customer service including email, and phone inquiries (ongoing)
- Ensured compliance with Health & Safety Regulations and followed up with issues (ongoing).
- Reviewed policies: Circulation; Collection Development; Facilities Usage; Facilities.
- Content creation for new SDG Library website (ongoing).
- Scheduling support staff for programs, branch coverage, and courier relief
- Collection maintenance and review (ongoing)
- Engaged in Weekly Management Meetings; including Performance Appraisal Review, Square roll out meetings, and system wide program planning

- Attended and participated in the SDG Library General Staff Meeting in May
- Provided CELA program, equipment and registration support
- Facilitated program coordination for District 2 for summer sessions
- Coordinated community information sessions with the OPP featuring an “Anti-Fraud and Scam” workshop for patrons, hosted at the Ingleside Branch
- Conducted end-of-probation review for CSA
- Facilitated interviews, and onboarding training for a new District 2 CSA
- Supervision of co-op student; including assigning a teen program development project (ongoing)
- Facilitated a Kindergarten Welcome Night at “Our Lady of Good Counsel” Elementary School in Ingleside
- Engaged in Performance Appraisal preparation, scheduled meetings with staff and completed necessary documentation.

DISTRICT 3

ALEXANDRIA BRANCH: (Josée B. & CSA Coverage)

- The North Glengarry Alliance Church generously donated two 3D printers to be used in local branches.
- The Alexandria Branch showed the movie Blackberry for the “National Canadian Film Day”. Viewers enjoyed the movie as well as popcorn and refreshments.
- Staff attended “Women's Day” in Alexandria on May 5. Many items from the Library of Things were displayed and the craft available was a hit amongst visitors.
- Glengarry District High School's grade 7 and 8 classes continue to visit the branch on a regular basis to checkout books, read onsite, as well as using the public computer stations.
- Organised programming gave patrons the opportunity to meet local authors Leah Lindeman and Joanne Moïse-Routhier.
- Several patrons are using the Branch for longer period of time using public computer stations, playing board games, accessing Wifi, studying, mentoring sessions, making the Branch an important asset in the Community.

AVONMORE BRANCH: (Kelsey D.)

- Visitors to the Avonmore Branch exchanged seeds or plants throughout April. Patrons were excited to see the options and enjoyed picking them out. The Branch received a lot of seeds from this program that will go to the Avonmore Good Garden Guild.
- Avonmore Branch staff organized two Little Adventurers' Playtimes for the spring programs. April's Earth Day themed playtime was the most popular. Children enjoyed a storytime and crafts, such as the paper flowers, recycling colouring pages, and planting flowers/bean seeds.
- In support of Mental Health Week, Avonmore staff created a display that included books on burnout, anxiety, depression, yoga, meditation, and information about different neurodivergents. Posters and printouts about mental health and compassion, provided by the Canadian Mental Health Association website, were posted on the display.

LANCASTER BRANCH: (Erin H. & Rachel L.)

- The Homeschool Hotspot met throughout the spring and had an overwhelmingly positive response. The program was very well attended.
- The Hangout teen club moved to a weekly format and brought in a large group of teens from the community. The group discussed reading, participated in crafts, and played board games.
- The Branch hosted a successful Easter Scavenger Hunt for children.
- Two new book clubs launched out of Lancaster this quarter.
- The Solar Eclipse brought increased foot traffic to the Branch. One visitor was so grateful for the use of the restroom that she sent in a very generous donation to the SDG Library.
- An impromptu pipe band performance on Tartan Day drew a small crowd, many of whom visited the library afterward.

MAXVILLE BRANCH: (Patti M.)

- Several new patrons have registered during this period.
- April's Program "Plant a Seed Read" encouraged young patrons to learn about growing. Seeds were planted in recyclable containers to celebrate Earth Day.
- A Cricut program creating pillowcases took place. Feedback from attendees was overwhelmingly positive.
- The Branch partnered with the Maxville Horticultural Society to hold a workshop titled "All Things Plants". Registration was full within days of opening and there was full attendance for this program.
- The Township and the Maxville Horticultural Society have collaborated to clean up and improve the flower beds in front of the Branch, with new plants and mulch added.

WILLIAMSTOWN BRANCH: (Julie C.)

- Staff undertook spring cleaning tasks, including deep cleaning cupboards, dusting shelves and reorganizing storage spaces. Our newest teen volunteer assisted with reorganizing the Teen Fiction and Graphic Novel section as well as planning a designated space for teens to gather at the Branch after school.
- Students from the Williamstown Public School took part in a chapter book scavenger hunt. Staff delivered membership forms and SDG Library cards to the school ahead of their visit. Many of the students commented that it was their first time visiting a library.
- A Cricut machine has been sent to the Williamstown Branch. Staff have been learning and practicing on the Cricut software and created a bulletin board display to promote May-Ker Month programs.
- 'Earth Day Flower Crafts' program artwork was put up on display. Children cut out black and white pictures of models from a repurposed Vogue magazine and decorated them with decoupage, reusing magazines that were removed from circulation.

DISTRICT SUPERVISOR: (Emily A.)

- Regular scheduling, time sheets, board reports, and reports to Council (ongoing).
- Technology troubleshooting and support for staff and patrons (ongoing).
- Collection maintenance (ongoing).
- Frontline customer service including email, and phone inquiries (ongoing).
- Ensured compliance with Health & Safety Regulations and followed up with issues (ongoing).

- Content creation for new SDG Library website (ongoing).
- Engaged in weekly Management Meetings (ongoing).
- Reviewed policies: Circulation; Collection Development; Facilities Usage; Facilities.
- Professional development: Website development via Bibliocommons courses
- Updated program guidelines and processes to streamline for staff and allow for greater consistency in programming across Branches.
- Documents in development: Square training document,
- Branch manual review (ongoing)
- Undertaking performance review preparation. Meetings scheduled with staff and relevant documentation is partially complete.
- Desk coverage across District 3 branches to provide program support.
- Interviews, hiring and training for CSA positions. One new staff member has joined District 3 in this period.
- Training District 3 staff on introduction of new Library of Things items.
- Program planning and event creation for the Summer program cycle.
- Provided training for new Program guidelines to all staff at Library-wide training morning.

INFORMATION REPORT

<u>PREPARED BY:</u>	Cheryl Servais – Information Services Coordinator
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	June 20, 2024
<u>SUBJECT:</u>	Technical Services Report

CATALOGUING/ACQUISITIONS TECHNICIAN : (Lucinda F.)

- Processed and cataloguing of 1,782 new items to the system including a new magazine called Real Dirt.
- Inventory of Great Courses in anticipation of updating cataloguing and shelf classification.
- Managed purchase suggestions for graphic novels as well as adult and teen fiction for both digital and print collections.
- Processed invoices on Polaris and updated and tracked budget management documentation.
- Creation of new searchable tags to improve access and discoverability for both public and staff on the library catalogue including Canadian authors, Indigenous authors, Debut novels, Auteurs Quebecois et Canadiens, Livres Quebecois.

CATALOGUING/ACQUISITIONS TECHNICIAN : (Stacey P.)

- Interlibrary Loans: 563 items sent to other library systems; 377 items received for SDG Library patrons.
- Sent out 56 book club kits to branches for book club meetings.
- Managed online registrations, totaling over 210 submissions. A total of 116 new online registrations and 84 renewal requests from the website form.
- Processing of magazines and newspapers, with a total of 101 magazines and 19 newspapers entered.
- Created eight new cloudLibrary shelves for content carousels to promote collections on the cloudLibrary database.
- Created two blogs with book lists to promote SDG Reading Challenge on the library website.

INFORMATION SERVICES COORDINATOR: (Cheryl S.)

- Delivered Polaris training with four new Casual Support Assistants.
- Updating Polaris settings to adhere to revised Membership Policy with regards to borrowing and fine limits.
- Attended regular meetings including Library Management Team, County Management Team, and Joint Health & Safety Committee.
- Attended Type Coach training sessions with other managers and supervisors in other County departments.
- Attended meetings with vendors including BiblioEmail and cloudLibrary.

- Attended webinar hosted by Ontario Library Services to discuss the migration plan to the new interlibrary loan service that will be happening later this fall.
- Collection and budget management for print and digital collections including purchase suggestions for all children's and French collections as well as adult non-fiction collections.
- Completed a draft copy of the Technology Plan, submitted to Director of Library Services for review.
- Compiled and submitted monthly stats, including Q1 Metrics Report.
- Meeting at the Upper Canada Golf Course with the Communications and Marketing Coordinator, to discuss adding youth golf passes to the collection.
- Processing and distribution of Upper Canada Village passes.
- Working with Technical Services staff to create bilingual Nature Backpacks.
- Presented database training to library staff at the May General Staff meeting on new Digital Library resources that were added in 2024.
- Technology troubleshooting with IT department and District Supervisors.
- Led monthly Ancestry Club programs at the Ingleside Branch.



INFORMATION REPORT

<u>PREPARED BY:</u>	Cynthia Waters – Community Librarian
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	June 20, 2024
<u>SUBJECT:</u>	Community Librarian Report

COMMUNITY LIBRARIAN: (Cynthia W.)

- Started as Community Librarian at SDG Library on April 22nd.
- Participated in Manager Type-Coach training on April 26th.
- Throughout May, began training and onboarding in new role, learning about the library and responsibilities, toured branches with Director of Library Services and met library staff.
- Transitioned to supervisor of District Supervisors and Communication & Marketing Coordinator with support from Rebecca L.
- Attended Linking Hands meeting at House of Lazarus April 1st, 2024 in Morrisburg.
- Helped staff SDG Library table Women’s Day Event in Alexandria May 5th.
- Onboarded two TD Summer Reading Club (SRC) Student Coordinators Madison Lamarche (returning) and Quinn Blaine. Took Students on tour of branches and met with Staff. Began planning and promotion for summer program. Registration for program begins June 10th; Reading Contest and in-branch program starts July 2nd; Kick-Off Party with Dinosaur Expert Tim Jeffries July 6th @ 10:30-12:30 in Alexandria at Glengarry Sportsplex Community Hall. TD SRC Sponsors: Happy Popcorn will provide popcorn for Kick-Off Party and Kidz Corner has supplied prizes for weekly reading contest draws.
- With Cassie M. met with Cornwall Public Library, Manager of Programming and Outreach & Engagement Coordinator May 7th to discuss opportunities for partnered programs.
- Participated in Beach Day planning meeting May 14th for Morrisburg (June 12) & Iroquois (August 9).
- Outreach in Chesterville on May 16th at St. Mary’s Catholic School Welcome to Kindergarten evening.
- Attended Friends of Chrysler bi-monthly meeting May 21st.
- Sent email to all Friends of Library groups, introducing myself and my role as the main contact for Friends.
- Introduced to library Board on June 23rd Meeting at Iroquois Branch.
- Created Program Planning deadlines to accompany new staff program guidelines, working towards consistency of program names and supporting staff in program planning.
- All staff meeting June 27th, program guidelines were presented by Emily A. and I helped answer questions from staff.
- Three branch book sales, occurred at locations with Community Yard Sales – South Mountain May 11, Long Sault & Winchester May 25, more planned for June: Ingleside June 1st, Maxville June 15th.
- Organizing and planning Spring/Summer/Fall pop-libraries and attendance at community events throughout SDG County.



INFORMATION REPORT

<u>PREPARED BY:</u>	Cassie MacDonell – Communications & Marketing Coordinator
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	June 20, 2024
<u>SUBJECT:</u>	Communications & Marketing Report

COMMUNICATIONS AND MARKETING COORDINATOR (Temporary): (Cassie M.)

- Assisted the Director of Library Services with revising the Communications Policy.
- Created and distributed the Navigator to Branches in March and May. Updated website.
- Updated social media and the website with closure notifications during Good Friday, Easter Monday, Victoria Day and Staff Development Day. Posted website and phone outage notifications to various platforms alongside the Information Services Coordinator.
- Created digital and physical material for the website, social media, and in-branch to promote Canadian Film Day, May-ker Month, Teen Reading Challenge, and March Break Events.
- Copy-edited blogs before publication on the library’s website.
- Completed day-to-day duties, such as keeping the website fresh with content, designing posters, and monitoring and posting on our social media platforms.
- Filmed and edited May-ker Month video.
- Wrote May-ker Month plan and assisted with MakerLab Plan.
- Liaised with external organizations to organize the pop-up library.
- Attended pop-up libraries such as the Youth Engagement Fair and Where 2 Turn.
- Met with Cornwall Public Library staff to discuss collaboration opportunities.
- Took photos at the Write it Now event, a program featuring local authors hosted by the Ingleside Branch.
- Completed SDG Counties Alertable training.
- Designed wireless printing poster and coordinated communications to announce the new wireless printing system.
- Launched BiblioEmail, SDG Library’s new email marketing platform. Met regularly with the BiblioEmail implementation specialist to monitor launch.
- Led efforts for SDG Reads author announcement. Coordinated SDG Reads in-branch guess-the-author contest.
- Drafted annual report.
- Attended “Incorporating DEI and Accessibility Into Your Library Marketing” seminar.
- Wrote press releases such as the [SDG Reads author announcement](#) and [May-ker Month announcement](#). Sent to Glengarry Phoenix, Morrisburg Leader, Cornwall Standard-Freeholder and Chesterville Record.
 - [Cornwall Standard Freeholder Article](#)
- Designed and printed SDG Reads giant book cover.
- Created online event and registration for TD Summer Reading Club.



- Monitored 2024 SDG Library Reading Challenge. The Facebook group now has 110 members, which meets the end-of-year member goal.
- Created Nature Backpack logo.

Website and social media statistics

From March to May, the SDG Library website had 28.3k unique website users who visited over 299k SDG Library website pages. 134 Facebook posts were made, which reached 76,808 people.

Broken down by month:

- The SDG Library website had 10.1k website users in March, who visited over 105k SDG Library website pages. 40 Facebook posts were made in the month, which reached 17,826 people.
- The SDG Library website had 10.2k website users in April, who visited over 98k SDG Library website pages. 47 Facebook posts were made in the month, which reached 28,981 people.
- The SDG Library website had 10.7k website users in May, who visited over 94k SDG Library website pages. 20 Facebook posts were made in the month, which reached 18,330 people.

INFORMATION REPORT

<u>PREPARED BY:</u>	Rebecca Luck – Director of Library Services
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	June 20, 2024
<u>SUBJECT:</u>	Director of Library Services Report

STAFFING HIGHLIGHTS:

Ongoing recruitment for Casual Support Assistants for all Districts.

DIRECTOR OF LIBRARY SERVICES: (Rebecca L.)

- Attended County Council meeting (May 21).
- Attended weekly Director’s meetings with CAO and fellow County Directors.
- Attended and facilitated Management Team and Administrative meetings.
- Completed a site visit to Ingleside to confirm the location of the new drop pole.
- Completed and distributed a Sponsorship Letter for SDG Reads.
- Finalized all branch tours to introduce new Community Librarian to our members of staff.
- Coordinated and confirmed the guest speaker for the TD SRC’s launch party (Tim Jeffries of the National Touring Museum).
- Conducted a site visit with Meaghan Meerburg, Director of Recreation and Culture, and Preston Stronach, Chief Building Official, on a possible Chesterville branch relocation.
- Worked with the Communications and Marketing Coordinator to compile the 2023 Annual Survey into an infographic report.
- Engaged the Sherry-Lynn Harbers, General Manager of Parks, Recreation, and Culture, regarding the Lancaster branch’s masonry.
- Completed direct reports’ performance appraisals (Administrative Assistant, District Supervisors, Information Services Coordinator, and Communications and Marketing Coordinator. The performance appraisals for the positions of Courier and Community Librarian have been extended such that they coincide with their 6-month review).
- Completed self-assessment for performance appraisal.
- Reviewed the Communications Policy with the Communications and Marketing Coordinator.
- Liaised with Stephanie Jaworski regarding the role of the School Board and the SDG Library.
- Prepared the Library Board Meeting Agenda and attended the Library Board regular meeting – Thursday, May 23, 2024, 5:00pm at Iroquois Library branch.
- Held the General Staff Meeting on May 27, 2024. The agenda consisted of a discussion with the Manager of Human Resources, overview of new program guidelines, technical services training on databases, and an overview of new MakerLab equipment.
- Attended OLS CEO Networking meeting (May 28).
- Met with Rick Marvell regarding the Lease Agreement between the SDG Library and Williamstown’s St. Mary’s Centre.
- Coordinating with OLS and Amedeo Bernardi Consulting Inc. for potential upgrades to the Williamsburg branch internet (through the Connecting Public Libraries Initiative).

ACTION REQUEST

<u>PREPARED BY:</u>	Rebecca Luck – Director of Library Services Cynthia Waters – Community Librarian
<u>PREPARED FOR:</u>	SDG Library Board
<u>LIBRARY BOARD DATE:</u>	June 20, 2024
<u>SUBJECT:</u>	Volunteer Policy - Review

BACKGROUND:

1. The Volunteer Policy sets out a framework on volunteering at the SDG Library.
2. The Volunteers Policy was first approved by the Board in April 2013 and was last reviewed November 2019.

ANALYSIS:

3. It is recommended that the Policy be amended to include the following:
 - a. Removal of the vaccination requirement.
 - b. Updating the Volunteer Application Form and Volunteer Agreement, and imbedding them within the Policy itself.
 - c. Restructured the Policy under the following titles: volunteer definition, eligibility of volunteering, volunteer program, responsibilities of volunteers, and reassignment and dismissal of volunteers.
 - d. A deeper explanation on the tasks that may be involved when becoming a volunteer.
 - e. Removal of condition that the cost associated with the procurement of a Criminal Record Check and Vulnerable Sector Check will be refunded.
 - f. Addition that all volunteers over the age of 18 are required to procure both a Criminal Record Check and Vulnerable Sector Check.
 - g. Included an allowance stipulating that family members of paid staff may volunteer with the SDG Library.

IMPACT ON 2024 BUDGET:

4. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 3: Strengthen our Organization

RECOMMENDATION(S):

That the Stormont, Dundas, and Glengarry County Library Board approve the Volunteer Policy, as presented.

Volunteer Policy

For: The Stormont, Dundas and Glengarry
County Library Board

Policy No.: 2009-01

Policy Type: Operational

Effective Date: June 11, 2024

Date of Last Revision: November 14, 2019

First Approved: April 25, 2013

The Stormont, Dundas and Glengarry County Library (SDG Library) values the important contribution volunteers make to the organisation. Volunteers make the SDG Library a better place by contributing their expertise, knowledge, and time in addition to strengthening the link to the communities we serve.

This volunteer policy provides guidance and direction to management, staff and volunteers within the SDG Library.

Volunteer Definition

A volunteer is someone who performs tasks for the SDG Library without wages, benefits or expectation of compensation. Volunteers do not replace paid staff but enhance and extend their services. Volunteers should be members of the Library in good standing, unless approved by the Director of Library Services or designate.

Eligibility for Volunteering

1. All volunteers are required to complete a *Volunteer Application Form* (see Appendix A). Potential volunteers will be interviewed to determine their suitability and interests.
2. The minimum age for volunteers is 14, unless approved by the Director of Library Services or designate. Volunteers 18 years of age or older will be required to provide a Criminal Reference Check and Police Vulnerable Sector Check at their own expense.
3. The service of paid staff members as volunteers is accepted, provided that the volunteer service is:
 - a. initiated by the staff member;
 - b. provided voluntarily;
 - c. involves work that is outside the normal scope of duties and working hours for that staff member.
4. Family members of paid staff can volunteer with the Library but will not be placed under the direct supervision of their family members who are employed by the Library.

Volunteer Policy

5. Opportunities for volunteers are identified by staff on an as-needed basis. Selection of volunteers is based on:
 - a. Skills necessary to perform particular tasks or duties;
 - b. Ability of the volunteer to commit to the schedule required for the tasks or projects;
 - c. Capacity of the Library.

Volunteer Program

6. A system of records will be maintained on each volunteer. Volunteer records shall be given the same confidentiality as paid staff personnel records.
7. Volunteers will perform volunteer tasks under the supervision of at least one paid staff member.
8. Volunteer tasks may include but are not limited to:
 - a. Shelf reading and shelving;
 - b. Delivery of materials to home service patrons;
 - c. Customer service for special service areas;
 - d. Special projects;
 - e. Care of Library plants and/or gardens;
 - f. Reading buddies;
 - g. Advisory committees;
 - h. Supporting staff in preparation for programs (crafts, etc).
9. All volunteers will receive orientation and training in relation to their volunteer placement.

Responsibilities Of Volunteers

10. Volunteers must complete necessary orientation and training for their assignment and are required to complete training mandated by legislation, prior to commencement of volunteering activities.
11. Volunteers must sign a *Volunteer Agreement* (see Appendix B) that includes their responsibility to maintain the confidentiality of all privileged information they are exposed to while serving as a volunteer. Failure to maintain confidentiality could result in immediate dismissal.
12. Volunteers are expected to follow all Library policies and procedures, maintain a professional level of behaviour, and uphold the professional image of the Library.
13. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments. Volunteers will not be compensated for mileage incurred during volunteer hours.

Volunteer Policy

Reassignment and Dismissal of Volunteers

14. Volunteers who do not adhere to the policies and procedures and/or maintain a professional level of behaviour and image of the SDG Library, or who fail to satisfactorily perform their assignments, may be dismissed.
15. The SDG Library may at any time, for whatever reason, decide to discontinue a volunteer's relationship with the Library or make changes to their volunteer assignment.
16. SDG Library job postings are open to volunteers, who will be treated and evaluated on the same basis as all other external applicants.

DRAFT

APPENDIX A

Volunteer Application Form



Volunteer Application Form

Date: _____

First Name(s)

Last Name

Address

City

Postal Code

Telephone

Email

Are you a member of the SDG Library? Yes No

SDG Library card number _____

Work/Volunteer Experience

Languages Spoken: _____

Why are you interested in volunteering with the SDG Library?

Preferred location(s) for volunteering:

- | | | |
|---|---------------------------------------|---|
| <input type="checkbox"/> Alexandria | <input type="checkbox"/> Avonmore | <input type="checkbox"/> Chesterville |
| <input type="checkbox"/> Crysler | <input type="checkbox"/> Finch | <input type="checkbox"/> Ingleside |
| <input type="checkbox"/> Iroquois | <input type="checkbox"/> Lancaster | <input type="checkbox"/> Long Sault |
| <input type="checkbox"/> Maxville | <input type="checkbox"/> Morrisburg | <input type="checkbox"/> South Mountain |
| <input type="checkbox"/> Williamsburg | <input type="checkbox"/> Williamstown | <input type="checkbox"/> Winchester |
| <input type="checkbox"/> Administration | | |

How often do you wish to volunteer? _____ hours/week _____ days/month

How did you hear about volunteer opportunities at the SDG Library?

Are you applying in order to meet the secondary school community involvement requirement?

- Yes No

If yes, please indicate the school: _____

For Applicants Under 18 (minimum age 14 years old)

Applicant's Age _____
Parent/Guardian's Name
Parent/Guardian's Signature

For Library Staff Use

Date Received:

Other info:

- Interview References WHMIS DS CL

If applicant is 18 years or older: Police Check VSC

References (For Applicants 18 years and older)

Please provide contact information for two (2) references (volunteer, employment and/or academic).

Reference:

First Name(s)	Last Name
Position/Job Title	Relation to Applicant
Phone Number	Email

Reference:

First Name(s)	Last Name
Position/Job Title	Relation to Applicant
Phone Number	Email

I hereby give my permission for Stormont, Dundas & Glengarry County Library to contact any or all of the references above, and for each person listed to release the requested personal information to authorized staff at the Stormont, Dundas & Glengarry County Library.

Applicant's name (please print) _____ Date _____

Applicant's signature _____

Criminal Record Check and Vulnerable Sector Check

All new volunteers are required to provide a Criminal Record Check and Vulnerable Sector Check at their own expense following the interview stage of the application process.

Personal information on this form is collected under the authority of the Public Libraries Act, R.S.O. 1990, c.P44, and is subject to the provisions of the Municipal Freedom of Information and Personal Privacy Act. This information is used for the administration of Library operations only. Questions about this collection should be forwarded to: Library Services, 26 Pitt St., Cornwall, ON K6J 3P2 613-936-8777.

APPENDIX B

Volunteer Agreement



Volunteer Agreement

As a Volunteer, I fully understand and agree to the following:

I agree to hold harmless the Library from all claims, demands, causes of action, loss, costs or damages that the Library may suffer, incur or be liable for in relation to any injury or property damage I may suffer or cause in connection with my participation as a volunteer. I hereby release, waive, and discharge the Library from all liability to my heirs, executors, administrators, and assignees for all loss or damage and any claims or demands for such loss or damage on account of injury to person or property.

I understand the Ontario Workplace Safety and Insurance Act does not apply to volunteers, and that as a result I am not entitled to make any claims for compensation pursuant to the Ontario Workplace Safety and Insurance Act.

Pursuant to Section 39(1) of the *Municipal Freedom of Information & Protection of Privacy Act 1989*, I authorize the Library to verify all information and/or dates contained in my application including contacting the persons listed for the purpose of obtaining personal references and any data contained in my personnel file.

That except as authorized, I will not disclose, release or make use of any confidential or personal information that has been shared with, or acquired by me as a volunteer.

That I will not receive any remuneration, salary, wage, payment or any employee benefits whatsoever, and I understand that there is no employment relationship as a result of my volunteer activity. Further I understand that the Library may at its sole discretion reassign me or terminate my services as a volunteer, without notice or compensation.

I give permission for my picture to be taken at Library events, and for those pictures and/or my verbal or written comments to be used by the Library for publicity and campaign purposes.

Signature of Volunteer

Date

Signature of Staff

Date

If under 18 years of age, a parent or legal guardian is also required to sign.

I hereby certify that I am the parent/legal guardian of _____ and that they have my permission to serve as a volunteer with the Library. As the parent/legal guardian, I fully understand and have full knowledge of the nature and extent of the risks involved with their participation as a volunteer.

Signature of Parent/Legal Guardian

Date

Signature of Staff

Date



ACTION REQUEST

PREPARED BY: Rebecca Luck – Director of Library Services
PREPARED FOR: SDG Library Board
LIBRARY BOARD DATE: June 20, 2024
SUBJECT: Resolution – Collaboration for Multi-Service Co-Builds

BACKGROUND:

1. Due to the cost of construction, a new build may not be a feasible option. Schools, Libraries and recreation spaces are all community space, and as a Library system, we must therefore explore efficiencies without compromising on the levels of service of our residents.
2. At the March 1, 2023, meeting of the Council of the Township of Zorra, a resolution was passed directing staff to collaborate with the Thames Valley District School Board, Oxford County Library and the County of Oxford to develop a Memorandum of Understanding to facilitate exploration of multi-service co-build for a new joint community space and classroom addition to the AJ Baker Public School.

IMPACT ON 2024 BUDGET:

3. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

RECOMMENDATION(S):

That the Stormont, Dundas and Glengarry County Library Board hereby supports Zorra Township Resolution No. 16-03-2023 directing staff to collaborate regarding the exploration of multi-service co-builds and that a copy of this resolution be sent to the United Counties of Stormont, Dundas and Glengarry Council for their consideration and support.

March 22, 2023

Township of Zorra Council

VIA EMAIL kmartin@zorra.ca

Re: Collaboration for Multi-Service Co-Builds

At the Library Board meeting on March 21, 2023, the following resolution was passed:

Moved by: Brian Petrie

Seconded by: Cynthia Lacroix

“THAT Oxford County Library Board supports Zorra Township Resolution No. 16-03-2023 directing staff to collaborate regarding the exploration of multi-service co-builds.”

Sincerely,

Lisa Marie Williams
CEO/Chief Librarian
Oxford County Library

Cc: Oxford County Council

STAFF REPORT

S.R. No. 13-2024

PREPARED BY:

Rebecca Luck – Director of Library Services
Cassie MacDonell – Communications and Marketing Coordinator

PREPARED FOR:

SDG Library Board

LIBRARY BOARD DATE:

June 20, 2024

SUBJECT:

2023 Annual Report

BACKGROUND:

1. The 2023 Annual Report provides a broad statistical summary of 2023 that includes information regarding visitation, programming, finances, staffing, circulation and holdings.
2. These statistics have been summarized in an Annual Report that will be published on the website for all to peruse.

ANALYSIS:

1. Membership, Borrowers, and Visitors (statistical highlights):
 - a. 9,537 active cardholders (an increase of 20% from 2022)
2. Financial (statistical highlights):
 - a. \$2,855,438 total operating revenue
 - i. \$4,340 received from Canada Summer Jobs grant
 - ii. \$3,550 received from OLS ILL rebate
 - iii. \$3,812 received from Summer Experience grant
 - b. \$2,855,438 total operating expenditures
 - i. \$160,178 spent on physical collection materials
 - ii. \$138,656 spent on electronic resources
 - iii. \$1,696,044 spent on staffing
 - iv. \$353,595 spent on facilities
 - v. \$55,168 spent on telecommunications
3. Collections (statistical highlights):
 - a. 99,687 English print materials and 26,144 French print materials
 - b. 7 databases and database subscriptions
 - c. 5 downloading and streaming services
 - d. 2 e-learning services
4. Staffing (statistical highlights):
 - a. 10 full-time staff, 39 part-time staff, and 23 volunteers
5. Library System Facilities
 - a. 45 public access workstations
 - b. Maker Space complemented with four (4) 3D printers
 - c. 30 circulating wireless hot spot devices
 - d. 15 branches, serving 586 hours of operation per week (library system as a whole)
 - e. 25,143 combined square footage of facilities (library system as a whole)
6. Library System Activities (statistical highlights):
 - a. 417,788 items circulated (an increase of 24% from 2022)



- b. 884 programs held with 12,495 program attendance
- c. 213 service visits provided to residence-bound residents and people-at-risk
- d. Through Inter-Library Loan Activity, 1,454 items were borrowed, and 1,775 items were lent

IMPACT ON 2024 BUDGET:

- 7. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach

Goal 3: Strengthen our Organization



ANNUAL REPORT 2023



Bibliothèque de
**SDG
Library**

YEAR AT A GLANCE

9537

active
cardholders

417,788

items
circulated

↑ 20%

new
cardholders*

↑ 24%

circulation*

*compared to 2022.

A MESSAGE FROM THE BOARD CHAIR

It is my pleasure to share with you the highlights and achievements of our library over the past year. This annual report reflects our commitment to fostering a love of reading, learning, and community engagement. This year has been one of growth and innovation for our library. In addition to seeing an increase in library cardholders, we launched our new website and established our MakerLab as a permanent fixture. We expanded our collection with a diverse range of books, digital resources, and multimedia materials, and our dedicated staff consistently delivered exceptional service. Community programs and events have continued to thrive, thanks to your enthusiastic participation. From author talks and book clubs to educational workshops and children's story hours, our library has been a hub of activity and learning. Looking ahead, the Library Board is excited about the future and the opportunities it holds. We remain committed to adapting and evolving to meet the needs of our patrons, and we are confident that the library will remain a cornerstone of our community. We are grateful for the support and involvement of our residents, and for making our library a vibrant and welcoming place for all to 'Connect. Create. Explore.'



MARGARET MACDONALD
SDG LIBRARY BOARD CHAIR

A MESSAGE FROM THE DIRECTOR

Effective June 2023, after twelve years of leadership, Karen Franklin announced her retirement as Director of Library Services. It has been my pleasure to follow under her great footsteps and assume the role of Director of Library Services. I am extremely proud of the Stormont, Dundas and Glengarry (SDG) Library, and all that it accomplished in 2023.

We continue to respond to the needs of the community. For this reason, an express depot was implemented in Morewood wherein patrons now have the opportunity to have their items delivered to Morewood's Shelly's Sea Shel Salon.

All resource branches were outfitted with a new credit/debit payment system, so that patrons no longer need to rely on cash payments. Additionally, patrons can now enjoy the use of wireless printing at all branches.

Along with the launch of our new accessible website, an "events" page has now been created, wherein patrons can register for an event online. Lastly, community members now have a reliable communication channel to discover library services, events and collections relevant to their interests and needs through the acquisition of BiblioEmail.

I would like to take this opportunity to thank all members of the Board, dedicated staff, and community partners for their support during this transition period and hope that this Annual Report summarizes the great accomplishments realized by SDG Library in 2023.



REBECCA LUCK
DIRECTOR OF LIBRARY SERVICES

“The Library brings our town just a little bit closer.”
-SDG Library Patron

“I love the library because it gives me a quiet place to focus and enjoy learning.”
-SDG Library Patron

“Being new to the area, the library is a great place to meet people.”
-SDG Library Patron

PROMOTING LITERACY: 2023 NOTABLE SYSTEM-WIDE PROGRAMS

SDG Library offered more than 800 programs across its 15 branches in 2023 to inspire the community of SDG Counties to Create. Connect. Explore. Here are a few standouts.



SDG READS WITH MAUREEN JENNINGS

SDG Reads is a “One Book, One Community” program that encourages all residents across SDG to read the same title before coming together for an evening with the author. Nearly **200 attendees** visited North Stormont Place in the fall to hear 2023 feature author Maureen Jennings present her Paradise Café Mysteries.

Perhaps best known for her character William Murdoch of Murdoch Mysteries fame, Maureen is the author of thirteen novels and has won the Grant Allen award for her contribution to Canadian Crime Writing. Books from her featured series were taken out **218 times** and **124 copies** were purchased through the SDG Reads program. All funds were reinvested into SDG Reads.

TD SUMMER READING CLUB

Each year, SDG Library hosts TD Summer Reading Club. The program is designed to inspire kids to explore the fun of reading over the summer months. This free, bilingual program is co-created and delivered by more than 2,000 public libraries across Canada.

Children across the SDG Counties attended 1230 times in 2023 for a variety of activities and learning experiences. At the end of the summer, participants had **read 3,000 books**.





FOOD+ FOR FINES

Food+ for Fines is a twice yearly fines amnesty program which encourages library users to donate non-perishable, non-expired food items. In 2023, Food for Fines was expanded to accept personal care items. Each donation resulted in \$2 of fines forgiven from the user's account. If there were no fines, it was paid forward for others that may have been in need. In the winter alone, branches collected over **791 items**, which amounted to **\$1,582 fines forgiven** across the system.

MOBILE MAKERLAB

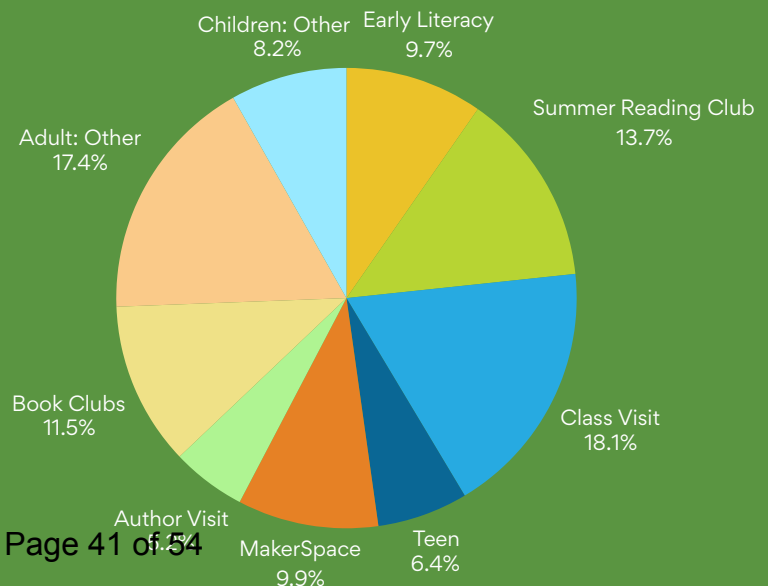
SDG Library's Finch MakerLab is home to equipment such as Cricuts, 3D printers and a laser engraver. To give people across the SDG Counties an opportunity to use this equipment, the MakerLab went mobile in 2023, visiting **8 branches**.



"I love the libraries for the role they play in building communities, providing accessible information and creating a safe space."
-SDG Library Patron

884
programs offered,
12,495
attendees

Types of events offered in 2023:



SDG LIBRARY BY THE NUMBERS

A LITTLE BIT ABOUT US:

- 41 Staff Members**
across 15 branches and an administration office, including two summer students.
- 23 Volunteers**
of all ages who donate their valuable time and service.
- 5 Friends of the Library groups**
made up of passionate community members who advocate for library services.

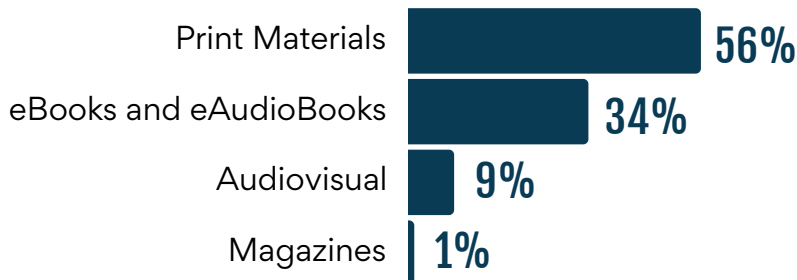


COMMUNITY POP-UPS

14 community events, such as fairs and parades, were attended in 2023.

COLLECTIONS & CIRCULATION

417,788 items circulated:



Our collection:

99,687
English Materials

26,144
French Materials

97,212

in-person visits.

213

library service visits to residence-bound people or people-at-risk.

FOSTERING DIGITAL EQUITY

In a world of expanding technology, some community members are left behind due to factors such as financial barriers and unreliable internet connectivity in rural areas. Digital equity means giving the community access to technologies and the skills to use them.

10

in-person programs that taught computer literacy.

674

cardholders participated in e-learning courses through the library.

MOBILE HOTSPOTS

30
mobile hotspots taken out
657
times

Lending out mobile hotspots gives SDG Counties residents a way to access important online resources like skills training, health information, homework help, and job boards even when the library is closed.

45 PUBLIC ACCESS COMPUTERS



equipped with Wi-Fi used 9,373 times.

E-RESOURCES

SDG Counties residents can access language learning courses, newspapers, ebooks, audiobooks, movies, french content, and more using one of the Library's e-resources. All for free.



MORE 2023 HIGHLIGHTS



Introduction of accessible website and events platform



Hired new position of Communications and Marketing Coordinator

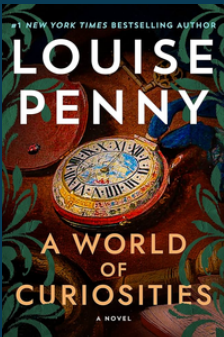


Launched Morewood Express Depot to bring library services to Morewood



Introduced wireless printing to all branches

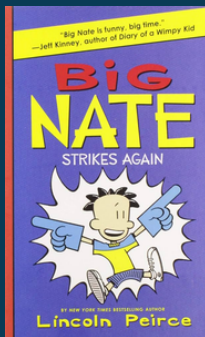
TOP 2023 CHECKOUTS: PRINT



Adult Fiction
90 borrows



Adult Non-fiction
77 borrows



Children
53 borrows



Teen
23 borrows



Adulte Romans
13 borrows

TOP LIBRARY OF THINGS CHECKOUTS



Museum Passes
676 borrows



Ontario Park Passes
44 borrows



Musical Instruments
97 borrows



Household Help Items
29 borrows



LOCATIONS

Alexandria Branch | Avonmore Branch | Chesterville Branch | Chrysler Branch
 Ingleside Branch | Iroquois Branch | Lancaster Branch | Long Sault Branch
 Finch MakerLab | Maxville Branch | Morrisburg Branch | South Mountain Branch
 Williamsburg Branch | Williamstown Branch | Winchester Branch
 Glen Walter Express Depot | Morewood Express Depot | St. Andrews West
 Express Depot | Dalkeith Express Depot

BOARD MEMBERS

Margaret MacDonald (Public Trustee), Chair
Tony Fraser (Mayor of North Dundas), Vice-Chair
Dr. James Algire (Public Trustee)
Lachlan McDonald (Mayor of South Glengarry)
Francois Landry (Mayor of North Stormont)
Jason Broad (Mayor of South Dundas)
Jo-Anne McCaslin (Public Trustee)

STAFF REPORT

S.R. No. 14-2024

PREPARED BY: Rebecca Luck – Director of Library Services
PREPARED FOR: SDG Library Board
LIBRARY BOARD DATE: June 20, 2024
SUBJECT: Fine Free Library Service

BACKGROUND:

1. This report is being prepared per the Library Board’s request to begin the conversation regarding a fine free Library service, per recommendation 11 (review the overdue fines policy with a goal of reducing barriers to Library use) of the Service Delivery Review (2022).
2. The first Value listed under SDG Library’s Strategic Plan is accessibility: wherein we continue to identify and reduce barriers to service and be responsive to the diverse needs of residents of all ages, backgrounds, abilities, sexual orientations, gender identities, or levels of socioeconomic status.
3. SDG Library has traditionally collected fines for Library items that are returned after the due date and have charged replacement fees for items that have been lost or damaged. Historically speaking, Library fines were considered a deterrent to late returns, damage, or loss of items. However, fines can also be a significant barrier which prevents users from accessing the resources of a public library and doesn’t necessarily act as the intended deterrent. There is documented evidence that the existence of a fine can cause feelings of shame, embarrassment, and guilt, and results in people avoiding use of the Library¹. What may seem like a small financial fee for some, may have a substantial financial impact on those in a lower socio-economic bracket.

Library fines and the anxiety prompted by the threat of fines may deter some from using the Library. Negative interactions at the circulation desk are often related to fines, resulting in stress for both the library user and the LSA/CSA.

Vancouver Public Library eliminated fines in June 2022. Although they have seen a slight increase in the number of overdue or lost items, it has been negligible from a financial perspective, and from a social perspective, patrons are commenting positively on the change, stating that they now feel more welcome to use the Library².

Positively speaking, many Libraries have reported an increase in the number of overdue materials being returned. The month after eliminating fines, the Chicago Public Library experienced a 240% increase in the number of books returned³.

¹ Oliver Moore, “Libraries across Canada are eliminating late fees to help ensure their services are equitable for all” The Globe and Mail, February 21, 2021, <https://www.theglobeandmail.com/canada/article-libraries-across-canada-are-eliminating-late-fees-to-help-ensure-their/>

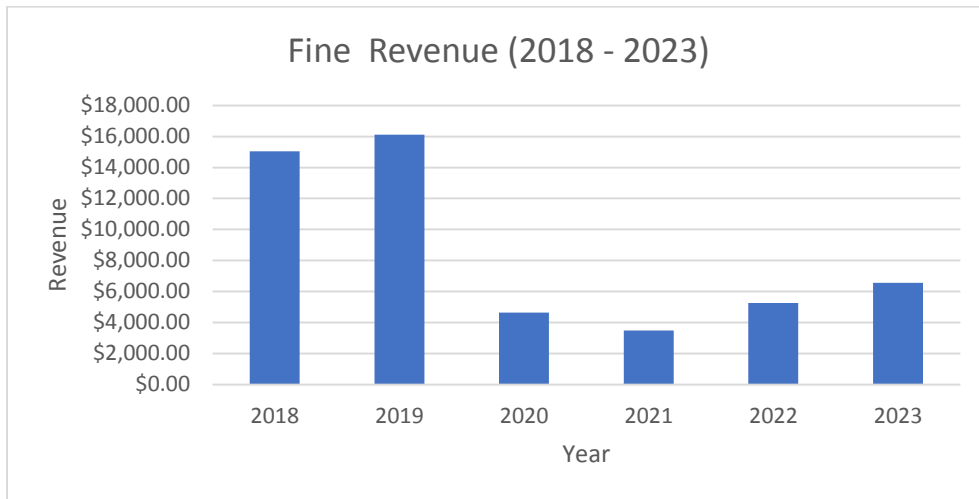
² Dan Fumano, “A year after Vancouver Public Library eliminated fines, here’s how many books are now overdue” Vancouver Sun, August 31, 2023, <https://vancouversun.com/news/local-news/vancouver-public-library-eliminated-fines-heres-how-many-books-overdue>

³ Adam Rowe, “Chicago Libraries’ Late Fee Elimination Sparks a 240% Boost in Book Returns”, Forbes, November 3, 2019, <https://www.forbes.com/sites/adamrowe1/2019/11/03/chicago-libraries-late-fee-elimination-sparks-a-240-boost-in-book-returns/>

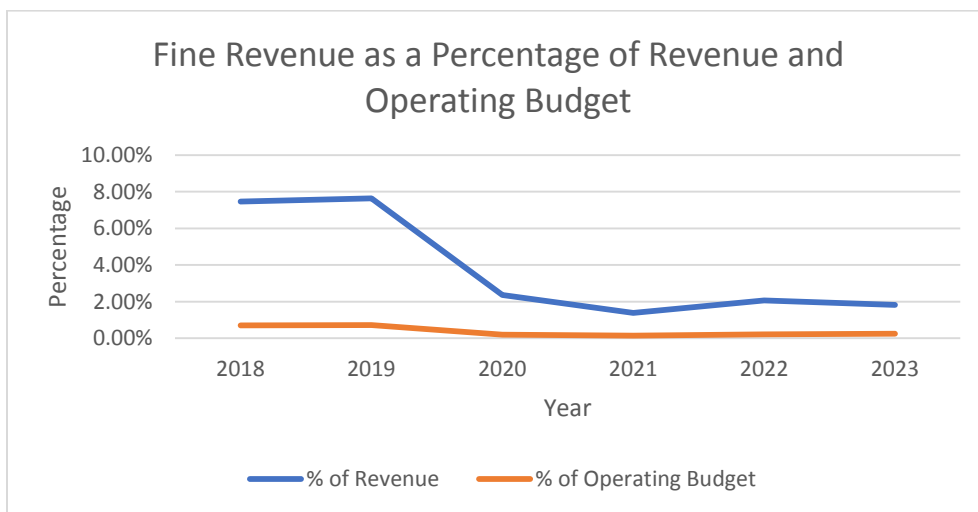
4. Over 100 Libraries across Ontario alone have transitioned to a fine-free Library system. A list of fine-free libraries can be found by visiting: <https://librarianship.ca/features/fine-free-libraries-in-canada/>. Locally speaking, Cornwall Public Library went fine free in June 2021, while Ottawa Public Library went fine free in January 2021
5. To support families and encourage early literacy and learning, SDG Library eliminated fines for its children’s materials in March 2022.

ANALYSIS:

6. The bar-chart below depicts the amount of revenue collected from fines in the last five (5) years (between 2018 – 2023).



7. The chart below depicts the amount of revenue collected from fines, as a percentage of revenue and operating budget in the last five (5) years (between 2018 – 2023). As shown below, the amount of fine revenue is less than 1% of SDG Library’s annual operating budget. This can be attributed to the rise in borrowing e-books (which are automatically returned on the due date), sending patrons automatic reminders through email for upcoming due-dates, and having the collection auto-renew on the due date (if there are no current holds on the item).



8. The Ontario Library Association estimates that for every \$5.00 collected in fines, the cost to an organization could be as much as \$5.95. This is a combination of time spent between a frontline Library staff member and a patron, communication being prepared and sent to patrons regarding an overdue notice, and staff time to collect and complete deposits.
9. Fees and fines are two separate entities. Fees are associated with billing the patron for materials that are damaged or not returned whereas fines are associated with not returning the material on time.

Should the Board wish to transition to a fine free Library system, replacement fees would continue to be incurred, in accordance with the purchase price (as noted in the catalogue record), along with a processing fee.

IMPACT ON 2024 BUDGET:

10. Reduced revenue (approximately \$3000 of the \$6000).

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

STAFF REPORT**S.R. No. 15-2024****PREPARED BY:**Kate Miner – District 1 Supervisor
Cassie MacDonell – Communications and Marketing Coordinator**PREPARED FOR:**

SDG Library Board

LIBRARY BOARD DATE:

June 20, 2024

SUBJECT:

May-ker Month

BACKGROUND:

1. May-ker Month is a new initiative by SDG Library to build awareness of its Finch MakerLab through a month-long campaign of intensive and targeted marketing and promotion. Although SDG Library promotes its MakerLab throughout the year, May-ker month presents the opportunity to showcase the Makerspace, run May-ker Month programming systemwide, and encourage patrons who are already part of the SDG Library system to take advantage of what the MakerLab has to offer. This promotion occurred during the month of May 2024.
2. The MakerLab Plan, approved by the Board in April 2024, outlined the efforts to be undertaken by SDG Library towards improving the MakerLab space. As part of the MakerLab plan, a May-ker Plan was developed with the goal of building awareness of the MakerLab amongst SDG Library patrons, with hopes they eventually become lifelong users of the creative space. The following analyses the marketing funnel set forth in the May-ker Plan: awareness, considerations, MakerLab visit, and loyalty.

ANALYSIS:

3. *Awareness:* Over the course of May, SDG Library made nine (9) MakerLab social media posts, a blog post, a press release distributed to four local news organizations and the SDG Library website, a video, and a website banner. The efforts were deemed successful as the original goal of reaching **5%** of active cardholders (477 people) was hugely surpassed, with the messaging reaching **91%** of the number (8,714 people).
4. *Consideration:* To engage patrons across all districts, May-ker Month programming was held in most branches. These programs encouraged exploration and creation, which attracted 323 people. SDG Library was targeting **2%** of its total library users (191 people) to interact with May-ker Month content and attend its May-ker Month programs. This goal was also surpassed as a total of **7%** (651 people) interacted. This includes 55 visits to the MakerLab appointment webpage, 269 social media interactions and 4 calls and emails regarding the MakerLab.
5. *MakerLab Visit:* Starting on May 8th, the MakerLab held weekly open houses on Wednesdays, offering complimentary Makerspace activities for patrons, while supplies lasted. These sessions were divided into two time slots, each accommodating up to 10 individuals (20 total) who could participate at their convenience during the designated time. The response was overwhelmingly positive, with most sessions reaching full capacity shortly after being announced and generating waitlists for interested participants. Out of 80 potential patron spots, at the end of 4 weeks we had **94%** attendance.

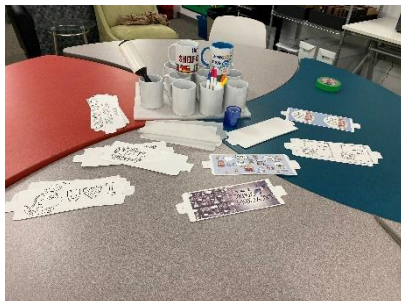
The purpose of these programs was to encourage patrons to reduce the barriers of travelling outside of a local branch, introduce patrons to the space, and knock down the perception that high-tech equipment is difficult to use. The SDG Library wanted to increase both visits to the MakerLab and appointment bookings in May by **20%** over that of April.

No. of visitors in May	267
No. of bookings in May	5
No. of visitors in April	177
No. of bookings in April	0

$$\% \text{ Increase} = \frac{(May_{visits+bookings}) - (April_{visits+bookings})}{April_{visits+bookings}}$$

This goal was surpassed as the total increase in MakerLab visits and bookings increased by **54%**.

- a. Week 1: 19 patrons created personalized mugs using the sublimation printer and Cricut Mug Press. They had the choice between using preprinted colour designs, black and white designs that they could colour in using sublimation markers or making their own designs entirely using just the sublimation markers.



Colouring in their own or designing from scratch by drawing were the definite favourites for this activity, but many attendees were excited about the ability to put personal images on mugs in future programming or appointments.

- b. Week 2: 19 patrons created personalized tote bags using the Cricut machine, Heat Press and Heat Transfer vinyl. LSA Josée walked patrons through the process of using Cricut Design Space to make their own designs and then assisted them in using the Cricut Maker 3 to cut the designs. The Cricut heat press was then used to press the designs to the tote bags.



- c. Week 3: 18 patrons created personalized bookmarks using the Sublimation printer and the Cricut Heat Press. Based on the popularity of the colour your own designs from the mug making week, we had black and white designs for the patrons to colour and then used the heat press to sublimate the design onto their bookmarks. Patrons then added tassels and beads to further personalize their bookmarks.



- d. Week 4: 19 patrons created personalized notebooks using the Cricut machine and permanent vinyl (attending patrons were also given pencils engraved by the Dremel Engraver).





LSA Josée assisted participating patrons in using Cricut Design Space to create designs and then facilitated the cutting of the designs in vinyl using the Cricut Maker 3. Attending patrons were also allowed to choose from some pencils that were engraved using the Dremel Laser Engraver.

6. *Loyalty*: this will be ongoing wherein staff will encourage patrons to continue visiting the MakerLab space throughout the year.

IMPACT ON 2024 BUDGET:

7. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 1: Growing our Physical and Digital Infrastructure

Goal 3: Strengthen our Organization

STAFF REPORT

S.R. No. 16-2024

PREPARED BY: Rebecca Luck – Director of Library Services

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: June 20, 2024

SUBJECT: Performance Review for Director of Library Services

BACKGROUND:

1. In accordance with Policy number 2016-01 *Performance Review Policy for the Evaluation of the Director of Library Services*, a performance review of the Director of Library Services shall be completed each year by the end of June by a performance review committee.
2. During the May 23, 2024 Library Board meeting, it was proposed that the committee be comprised of Margaret MacDonald, Tony Fraser, and James Algire.

ANALYSIS:

3. To facilitate the process for the committee members, the Manager of Human Resources (Kristen Sommers) has prepared a timeline that compliments the procedures and expectations set forth from Policy number 2016-01:

June 5, 2024	Met with Chair of Library Board, CAO, Manager of Human Resources, and Director of Library Services to review and guide the process.
June 20, 2024	The Manager of HR will provide the Director's self-evaluation and CAO performance evaluation to the Library Board via email.
June 21, 2024	The Manager of HR will distribute the Director's performance evaluation survey to all Board members for completion (via Survey Monkey). It is encouraged that all Board members complete the evaluation and/or provide comments.
July 8, 2024	Final date for Board members to complete the evaluation and/or provide comments.
July 10, 2024	The Manager of HR will provide the Director's self-evaluation, the CAO evaluation and the Board results to the evaluation Committee. The committee will have compile the information into a final performance evaluation and develop three (3) goals.
July 25, 2024	The final performance evaluation report is shared in-person by the Committee with the Director for review and sign off.
July 26, 2024	The performance evaluation report is shared by the Committee with the CAO for final sign off.
September 5, 2024	Goals are shared with the Library Board during their Regular Library Board Meeting.

IMPACT ON 2024 BUDGET:

4. N/A



ALIGNMENT WITH STRATEGIC PLAN:

Goal 3: Strengthen our Organization