



**MEETING AGENDA**  
**Stormont, Dundas and Glengarry County Library Board**

Thursday, January 16, 2025, 5:00 p.m.

Alexandria Branch

170A MacDonald Blvd., Alexandria ON

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	<b>Pages</b>
<b>1. Call to Order</b>	
<b>2. Adoption of Agenda</b>	
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.	
<b>3. Declaration of Pecuniary Interest</b>	
<b>4. Adoption of Minutes</b>	
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<b>5. Delegations</b>	
<b>6. Consent Items</b>	
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h. Technical Services Report - November & December 2024	30
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j. Correspondence	
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<b>8. Discussion Items</b>	
a. Library Board Self-Evaluation - Results	49
b. Holiday Outreach and Pages for Presents	55
c. Reciprocal Borrowing - North Grenville	57
d. Temporary Library Access - The Nation	63
e. Review of Express Depots	65
<b>9. In Camera</b>	
<b>10. Adjournment</b>	

# Stormont, Dundas and Glengarry County Library Board

## Minutes

November 21, 2024, 5:00 p.m.

Morrisburg Branch

34 Ottawa Street, Morrisburg ON

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

Staff Present: Rebecca Luck, Director of Library Services; Maria Steffen, Communications and Marketing Coordinator; Kate Jones-Miner, District 1 Supervisor; Jessica Lomborg, District 2 Supervisor; Jennifer Harper, Library Services Assistant (Morrisburg Branch)

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1. **Call to Order** – Meeting was called to order at 5:04pm.

2. **Adoption of Agenda**

**Moved by** François Landry

**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 - October 24, 2024**

**Moved by** Tony Fraser

**Seconded by** Jason Broad

That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the October 24, 2024 regular meeting, as written.

**CARRIED**

## 5. Delegations

Jennifer Harper, Library Services Assistant at the Morrisburg branch, provided the Board with a quick overview of the branch.

## 6. Consent Items

**Moved by** Jo-Anne McCaslin

**Seconded by** François Landry

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) - October 2024**

**6.2 Financial Report - October 2024**

**6.3 Branch and Supervisors Reports - August, September & October 2024**

**6.4 Communications & Marketing Report - September & October 2024**

**6.5 Technical Services Report - August, September & October**

**6.6 Director of Library Services Report - October 2024**

**6.7 Correspondence**

## 7. Action Items

**7.1 2025 Budget - Library Services**

**Moved by** Lachlan McDonald

**Seconded by** François Landry

That the Stormont, Dundas, and Glengarry County Library Board receive and approve the 2025 Library Budget, as presented, and have it forwarded for consideration to the Council of the United Counties of SDG.

**CARRIED**

## 8. Discussion Items

**8.1 Accessibility Policy**

**Moved by** James Algire

**Seconded by** Jo-Anne McCaslin

That the Stormont, Dundas, and Glengarry County Library Board approves the Accessibility Policy, as presented.

**CARRIED**

**8.2 Canadian Library Month in Review**

**8.3 Review of Library Board's 2024 Meetings**

**8.4 2025 Regular Meeting Dates and Locations**

The 2025 meeting dates and locations were reviewed and amended to the following:

January 16 – Alexandria Branch

February 26 – Williamsburg Branch

March – No Meeting

April 24 – Chrysler Branch

May – No Meeting

June 19 – Winchester Branch

July – No Meeting

August – No Meeting

September 11 – Lancaster Branch

October 23 – Chesterville Branch

November 20 – Long Sault

December – No Meeting

SDG Reads 2025 was tentatively scheduled for October 6<sup>th</sup>.

**8.5 2025 Board Meeting Topics**

The Board requested that the 2025 Communications and Marketing Plan, MakerLab Plan and Technology Plan demonstrate a relationship between their objectives and the Library's Strategic Plan.

**8.6 Reciprocal Borrowing - North Grenville**

The Board was in favour of continuing to explore the opportunity of reciprocal borrowing with North Grenville Public Library. The Director to provide the Board with further information at a subsequent meeting.

**8.7 OLS Board Assembly Meeting - Fall 2024**

**9. In Camera**

**10. Adjournment**

**Moved by** Tony Fraser

**Seconded by** Jo-Anne McCaslin

That the Regular Meeting of the Stormont, Dundas and Glengarry County Library Board be adjourned, to meet again January 16, 2025, at the Call of the Chair.

**CARRIED**

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Board Chair/Vice Chair

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Secretary

DRAFT

# SDG Library

## November 2024 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	Digital Books	November 2024 Total	November 2023 Total	November 2024/2023 Difference			
Administration	156	7701	7857	8741	-10.1%	14	0	0
Alexandria (44)	3026	270	3296	3266	+0.9%	459	1533	34
Avonmore (20)	427	76	503	518	-2.9%	96	240	0
Chesterville (17)	709	136	845	1025	-17.6%	124	311	3
Crysler (20)	1193	45	1238	1364	-9.2%	117	630	11
Finch (16)	430	36	466	564	-17.4%	68	267	2
Glen Walter Express	55	3	58	73	-20.5%	13	0	1
Ingleside (44)	1397	123	1520	1725	-11.9%	249	1001	12
Iroquois (20)	790	99	889	1083	-17.9%	169	501	3
Lancaster (44)	1146	173	1319	1442	-8.5%	238	695	6
Long Sault (30)	1608	161	1769	1484	+19.2%	271	672	9
Maxville (16)	401	71	472	691	-31.7%	85	217	3
Morewood Express	34	0	34	34	0%	8	0	0
Morrisburg (44)	1507	115	1622	1721	-5.8%	320	1161	15
South Mountain (16)	853	67	920	806	+14.1%	123	325	3
St. Andrews Express	56	8	64	92	-30.4%	15	0	0
Williamsburg (16)	565	54	619	533	+16.1%	77	175	0
Williamstown (17)	684	87	771	815	-5.4%	120	284	6
Winchester (44)	1706	210	1916	1943	-1.4%	303	1030	22
<b>SYSTEM TOTAL</b>	<b>16743</b>	<b>9435</b>	<b>26178</b>	<b>27920</b>	<b>-6.2%</b>	<b>2869</b>	<b>9042</b>	<b>130</b>

"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	4536
cloudLibrary-Collection Usage	9435

# SDG Library

## December 2024 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	Digital Books	December 2024 Total	December 2023 Total	December 2024/2023 Difference			
Administration	156	7815	7971	8987	-11.3%	19	0	4
Alexandria (44)	2879	250	3129	3178	-1.5%	445	1027	11
Avonmore (20)	298	99	397	437	-9.2%	85	128	1
Chesterville (17)	714	117	831	871	-4.6%	124	215	2
Crysler (20)	1049	62	1111	822	+35.2%	103	406	11
Finch (16)	431	59	490	357	+37.3%	69	171	2
Glen Walter Express	64	7	71	76	-6.6%	16	0	0
Ingleside (44)	1250	125	1375	1495	-8.0%	240	851	5
Iroquois (20)	603	110	713	846	-15.7%	151	390	2
Lancaster (44)	940	213	1153	1318	-12.5%	223	399	7
Long Sault (30)	1362	142	1504	1412	+6.5%	249	462	4
Maxville (16)	342	59	401	498	-19.5%	79	118	2
Morewood Express	30	0	30	42	-28.6%	5	0	0
Morrisburg (44)	1397	130	1527	1499	+1.9%	302	851	10
South Mountain (16)	656	67	723	688	+5.1%	102	169	1
St. Andrews Express	51	5	56	117	-52.1%	13	0	0
Williamsburg (16)	365	71	436	548	-20.4%	65	82	0
Williamstown (17)	489	112	601	736	-18.3%	121	192	0
Winchester (44)	1623	204	1827	1814	+0.7%	266	674	14
<b>SYSTEM TOTAL</b>	<b>14699</b>	<b>9647</b>	<b>24346</b>	<b>25741</b>	<b>-5.4%</b>	<b>2677</b>	<b>6135</b>	<b>76</b>

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

eBooks & eAudiobooks	
cloudLibrary-Patron Usage	4693
cloudLibrary-Collection Usage	9647



# SDG Library

## Fourth Quarter 2024 Detailed Circulation Statistics

Branch & Open Hours per Week	English			French			Audio Visual	Inter-library Loan	Other	Magazines	Digital Books	Q4 2024 Total	Q4 2023 Total	Q4 Difference	Borrowers	New Members
	Adult	Juvenile	Teen	Adult	Juvenile	Teen										
Administration	367	120	68	15	14	1	44	4	36	0	23359	24028	26954	-10.9%	51	5
Alexandria (44)	2890	2357	412	189	1366	15	1786	28	101	162	781	10087	9965	+1.2%	1379	99
Avonmore (20)	276	579	83	0	116	2	123	6	12	1	245	1443	1474	-2.1%	276	9
Chesterville (17)	898	594	75	1	99	0	442	4	40	42	398	2593	2888	-10.2%	384	16
Crysler (20)	778	717	187	136	1518	60	198	1	22	0	150	3767	3610	+4.3%	348	28
Finch (16)	292	867	19	0	174	3	38	9	23	0	155	1580	1474	+7.2%	205	8
Glen Walter Express	106	44	13	6	20	0	3	0	1	0	17	210	217	-3.2%	52	1
Ingleside (44)	1752	1362	292	80	162	6	543	45	66	92	381	4781	5028	-4.9%	763	28
Iroquois (20)	1027	784	116	1	30	0	358	9	19	4	318	2666	2907	-8.3%	487	13
Lancaster (44)	1723	754	93	64	154	0	418	12	27	44	526	3815	4382	-12.9%	702	29
Long Sault (30)	1636	2248	129	6	209	0	717	26	27	40	473	5511	4505	+22.3%	812	18
Maxville (16)	434	267	67	0	53	0	329	2	24	0	206	1382	1850	-25.3%	244	13
Morewood Express	23	54	1	0	33	0	5	0	1	0	0	117	79	+48.1%	321	10
Morrisburg (44)	1656	1751	170	20	91	0	704	15	31	40	336	4814	4978	-3.3%	931	45
South Mountain (16)	754	939	46	0	55	0	459	9	15	35	229	2541	2590	-1.9%	357	10
St. Andrews Express	124	32	1	4	5	0	5	0	1	0	25	197	318	-38.1%	47	0
Williamsburg (16)	661	592	27	0	2	0	158	4	18	87	182	1731	1640	+5.5%	228	2
Williamstown (17)	700	812	60	0	120	0	295	1	13	33	317	2351	2680	-12.3%	351	30
Winchester (44)	1468	2567	70	9	219	2	565	12	54	112	625	5703	5923	-3.7%	882	56
<b>SYSTEM TOTAL</b>	<b>17565</b>	<b>17440</b>	<b>1929</b>	<b>531</b>	<b>4440</b>	<b>89</b>	<b>7190</b>	<b>187</b>	<b>531</b>	<b>692</b>	<b>28723</b>	<b>79317</b>	<b>83462</b>	<b>-5.0%</b>	<b>8820</b>	<b>420</b>
	<b>36934</b>			<b>5060</b>												

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

OverDrive eBooks & Audiobooks		
Q4 2024	Q4 2023	Q4 2024/2023 Difference
28723	30625	-6.2%

Interlibrary Loans to Other Library Systems		
Q4 2024	Q4 2023	Q4 2024/2023 Difference
338	485	-30.3%

# SDG Library

## Fourth Quarter 2024 Detailed Activity Statistics

Branch & Open Hours per Week	Visitors	Ref. Question	Readers' Advisory	Tech Training	Fax/ Email Scan	Out-reach	Program Attendance			PAC Stations		
							Adult	Juv.	Teen	PCs	Sessions	Hours
<b>Administration</b>												
<b>Alexandria (44)</b>	4302	16	16	116	37	3	58	26	359	8	723	662
<b>Avonmore (20)</b>	583	3	5	4	0	0	15	33	0	2	91	140
<b>Chesterville (17)</b>	890	43	36	35	1	0	27	12	0	3	134	97
<b>Crysler (20)</b>	1895	55	30	62	1	0	20	777	27	2	149	72
<b>Finch (16)</b>	753	26	13	23	4	0	0	45	0	3	74	110
<b>Glen Walter Express</b>												
<b>Ingleside (44)</b>	3179	5	144	38	14	53	231	290	0	4	184	174
<b>Iroquois (20)</b>	1543	9	69	27	7	0	100	0	0	2	92	77
<b>Lancaster (44)</b>	1994	31	13	77	42	0	50	50	90	1	42	30
<b>Long Sault (30)</b>	2002	8	115	27	10	3	278	90	4	3	129	65
<b>Maxville (16)</b>	755	2	4	16	2	0	31	221	0	2	21	7
<b>Morewood Express</b>												
<b>Morrisburg (44)</b>	3284	21	28	52	64	3	198	255	178	5	564	364
<b>South Mountain (16)</b>	796	3	20	4	2	0	40	140	0	2	36	14
<b>St. Andrews Express</b>												
<b>Williamsburg (16)</b>	463	32	20	5	0	5	18	2	0	2	25	19
<b>Williamstown (17)</b>	757	30	28	7	1	1	27	46	0	1	21	12
<b>Winchester (44)</b>	2783	5	74	32	21	0	28	350	0	4	511	379
<b>SYSTEM TOTAL</b>	<b>25979</b>	<b>289</b>	<b>615</b>	<b>525</b>	<b>206</b>	<b>68</b>	<b>1121</b>	<b>2337</b>	<b>658</b>	<b>44</b>	<b>2796</b>	<b>2222</b>
							<b>4116</b>					

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

Database Usage			
Database	Q4 2024	Q4 2023	Q4 Difference
Ancestry Library	72	92	-21.7%
NewsStand	671	601	+11.6%
LinkedIn Learning	45	54	-16.7%
Canadian Points of View	0	0	N/A
Novelist	71	983	-92.8%
PressReader	16584	15845	+4.7%
Consumer Health	3	0	N/A
Kanopy	1574	1406	+11.9%
Mango	85	223	-61.9%
World Book Suite	19	206	-90.8%
Cantook	44	34	+29.4%
Creative Bug	79	0	N/A

1. Newstand is compared to Flipster stats for 2023

# SDG Library

## Circulation Statistics: Full Year 2024

Branch & Open Hours per Week	English			French			Audio Visual	Inter-library Loan	Other	Magazines	Digital Books	2024 Total	2023 Total	2024/2023 Difference	Borrowers*	New Patrons
	Adult	Juvenile	Teen	Adult	Juvenile	Teen										
Administration	1778	531	356	63	160	4	50	13	103	0	94339	97397	115024	-15.3%	50	14
Alexandria (44)	11207	10025	1446	842	5118	108	7026	218	406	685	3150	40231	37945	+6.0%	1129	358
Avonmore (20)	1470	2971	387	6	651	2	632	43	55	16	957	7190	7443	-3.4%	260	59
Chesterville (17)	3652	3471	474	19	224	7	1717	19	121	252	1625	11581	11817	-2.0%	374	88
Crysler (20)	2663	2783	805	438	5055	154	669	7	132	11	589	13306	13060	+1.9%	280	81
Finch (16)	957	3217	185	0	459	3	278	42	102	0	575	5818	5888	-1.2%	189	39
Glen Walter Express	446	141	103	14	21	0	14	3	4	23	105	874	839	+4.2%	40	8
Ingleside (44)	7550	6277	1076	273	767	11	2322	383	289	532	1516	20996	21256	-1.2%	658	158
Iroquois (20)	4532	4251	536	2	195	0	1475	59	71	44	1267	12432	12366	+0.5%	421	102
Lancaster (44)	7781	4144	662	265	875	9	2064	49	146	313	1801	18109	18736	-3.3%	607	168
Long Sault (30)	6405	7398	637	48	777	1	3042	145	141	201	1917	20712	17701	+17.0%	668	189
Maxville (16)	2019	1129	425	5	309	4	1695	43	86	4	857	6576	7842	-16.1%	227	70
Morewood Express	126	139	17	0	42	2	20	0	4	0	6	356	79		33	12
Morrisburg (44)	6436	7470	899	60	495	0	2772	112	218	222	1371	20055	19506	+2.8%	910	251
South Mountain (16)	3144	4064	394	1	471	1	1563	86	78	88	886	10776	10203	+5.6%	310	90
St. Andrews Express	560	99	12	14	25	0	109	4	2	0	94	919	1327	-30.7%	42	6
Williamsburg (16)	2309	2643	210	0	56	0	967	28	98	401	598	7310	6250	+17.0%	218	31
Williamstown (17)	2940	3504	255	2	370	0	1122	12	74	134	1198	9611	10904	-11.9%	274	126
Winchester (44)	6077	11501	728	17	1238	2	2903	102	265	430	2400	25663	24306	+5.6%	855	250
<b>SYSTEM TOTAL</b>	<b>72070</b>	<b>75758</b>	<b>9607</b>	<b>2069</b>	<b>17308</b>	<b>308</b>	<b>30441</b>	<b>1369</b>	<b>2395</b>	<b>3356</b>	<b>115303</b>	<b>329984</b>	<b>342632</b>	<b>-3.7%</b>	<b>7564</b>	<b>2100</b>
	<b>157435</b>			<b>19685</b>											<b>6380</b>	

"Borrowers" are unique patrons checking out and renewing library materials.. The second number is the overall system total of borrowers, some of whom borrow from more than one branch.

eBooks & Audiobooks		
2024	2023	2024/2023 Difference
115303	129954	-11.3%

Interlibrary Loans to Other Library Systems		
2024	2023	2024/2023 Difference
1952	1743	+12.0%

# SDG Library

## Activity Statistics: Full Year 2024

Branch	Visitors	Ref. Question	Readers' Advisory	Tech Training	Scanning	Outreach	Program Attend.			PAC Stations		
							Adult	Juvenile	Teen	PCs	Sessions	Hours
Administration												
Alexandria	17087	99	125	479	144	10	254	317	794	8	3150	2800
Avonmore	3033	4	9	16	2	0	69	378	0	2	307	433
Chesterville	3900	59	63	61	27	0	109	60	0	3	379	231
Crysler	6834	103	76	143	21	0	63	2351	65	2	327	156
Finch	2497	54	61	58	9	0	75	194	0	3	288	325
Glen Walter Express												
Ingleside	14507	41	419	135	170	203	1008	1327	64	4	803	744
Iroquois	6818	64	315	103	16	1	143	453	0	2	416	358
Lancaster	8272	82	100	185	116	0	221	237	342	1	320	156
Long Sault	8640	68	438	92	26	10	1022	433	21	3	574	250
Maxville	2561	14	26	53	17	0	114	325	0	2	103	36
Morewood Express												
Morrisburg	12901	95	128	159	201	20	622	966	416	5	1649	851
South Mountain	3777	7	76	27	9	1	146	543	0	2	131	55
St. Andrews Express												
Williamsburg	2403	76	98	22	1	16	73	86	5	2	136	59
Williamstown	2978	74	57	29	6	2	68	187	0	1	124	39
Winchester	11823	46	326	122	83	9	87	1221	6	4	2088	1389
<b>SYSTEM TOTAL</b>	<b>108031</b>	<b>886</b>	<b>2317</b>	<b>1684</b>	<b>848</b>	<b>272</b>	<b>4074</b>	<b>9078</b>	<b>1713</b>	<b>44</b>	<b>10795</b>	<b>7882</b>
							<b>14865</b>					

Database Usage (Sessions)			
Database	2024	2023	Difference
Ancestry Library	286	334	-14.4%
NewsStand	3435	2498	+37.5%
LinkedIn Learning	238	235	+1.3%
Candian Points of View	232	0	N/A
Novelist	1177	1314	-10.4%
PressReader	64277	67983	-5.5%
Consumer Health	81	0	N/A
Kanopy	6119	4618	+32.5%
Mango	338	579	-41.6%
World Book Suite	203	72	+181.9%
Cantook	229	190	+20.5%
Creative Bug	398	0	N/A

1. Newstand is compared to Flipster stats for 2023

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

## 2024 Year End Metrics

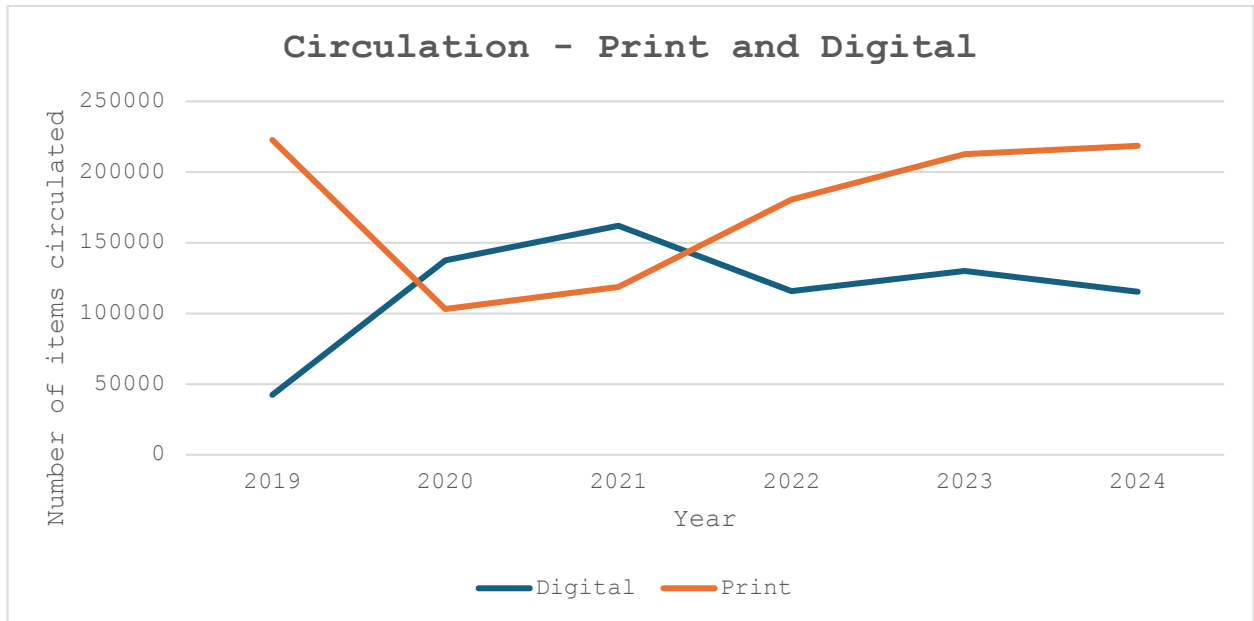
### Summary

The year 2024 saw continued growth in almost all measured categories, with the number of new members and borrowers seeing increases equal to or greater than pre-pandemic numbers.

An increase in visitors, borrowers and new members signals that library branches continue to serve as important community hubs. In-person visits reflect not just a desire to borrow physical materials, but also an interest in engaging with the library as a space for social interaction, learning, and discovery. Libraries often serve as gathering places for diverse groups—families, students, seniors, and various community members.

English circulation continues to grow, which is a positive indicator of increased usage or interest in library services across different age groups. The overall increase in French circulation is more modest compared to the increase in English circulation. A significant increase in circulation of non-traditional items, such as the Library of Things, board games, and museum passes, suggests that patrons are using a wider variety of library resources, beyond that of traditional books and media. The success of these collections can be used as an opportunity for future program development and community engagement (for instance, offering more experiential or educational kits such as STEM kits, craft kits, or local history kits).

### Circulation



In 2024, a total of 214,681 physical items and 115,303 digital items were circulated. This represents a 2.8% overall increase in English circulation, including a 3.3% increase in adult circulation, a 1.9% increase in children's circulation, and a 5.7% increase in teen circulation compared to 2023.

### English Print Circulation

Year	Adult	Children	Teen	Total
2024	72,070	75,758	9,60	157,435
2023	69,686	74,314	9,06	153,064

French circulation increased by 1.9% overall, including a 3.5% increase in children’s circulation, a 5.9% decrease in adult circulation, and a 25.1% decrease in teen circulation (a difference of only 103 teen items).

### French Print Circulation

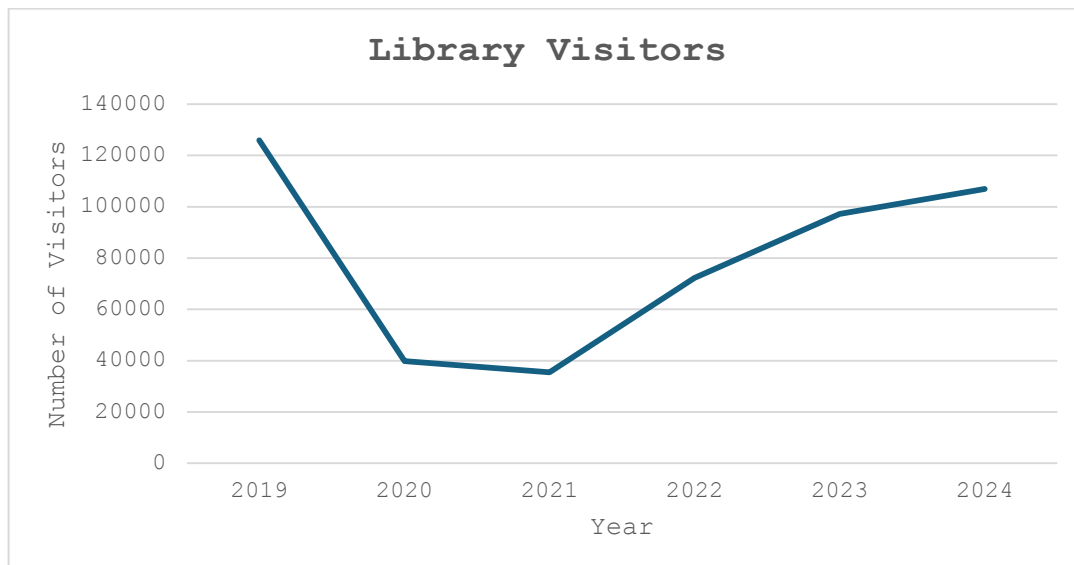
Year	Adult	Children	Teen	Total
2024	2,069	17,308	308	21,709
2023	2,198	16,694	411	21,326

It was observed that there were decreases in some of the other physical collections that can be attributed to the Canada Post strike and changes in patron usage of print magazines and audio-visual collections as patrons transition to online and digital streaming services. This can further be seen in the increase in usage of databases including Kanopy, NewsStand, and Press Reader.

There was a 31.5% increase in circulation in “Other” physical collections. This physical collection includes items such as mobile hotspots and newly introduced items such as board games, Phonics Kits and Nature Backpacks.

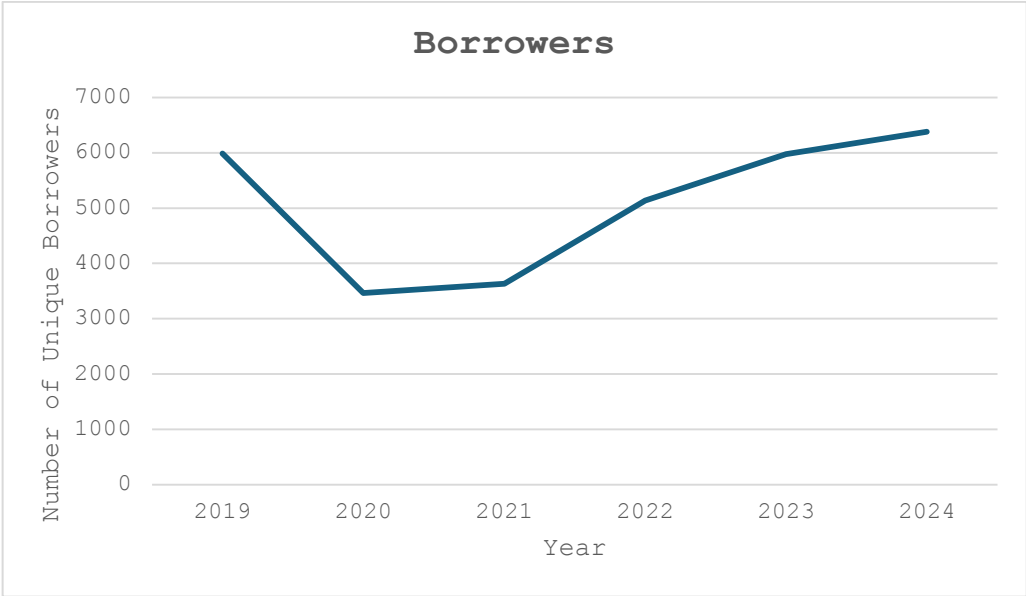
Year	Audio Visual	ILL	Other	Magazines
2023	30,441	1,369	2,395	3,356
2024	33,097	1,466	1,640	4,092

### Library Visitors



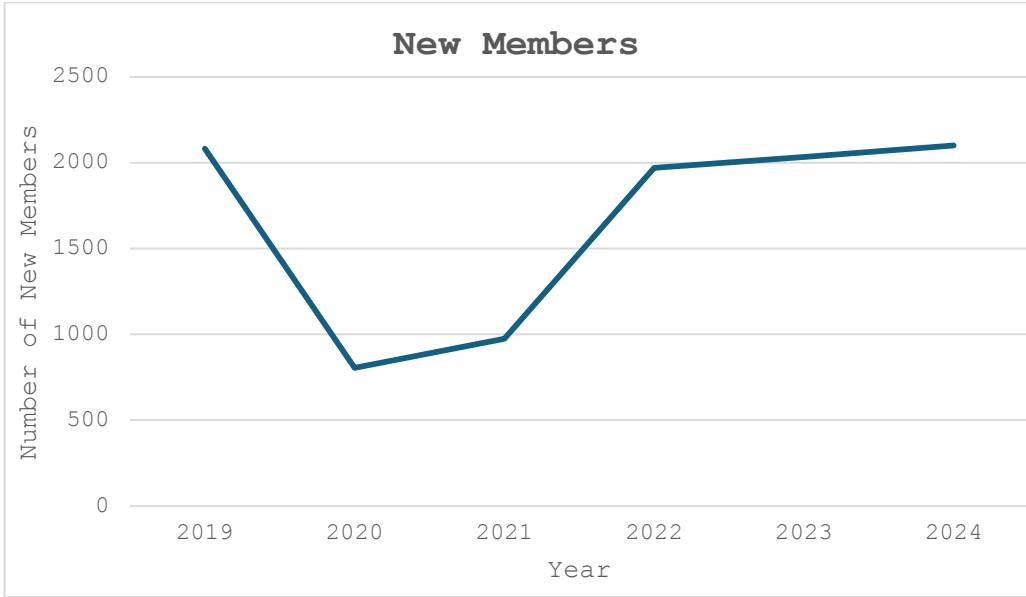
The number of community members visiting the fifteen (15) branch locations continues to see a steady upward growth. There were 108,031 total visitors in 2024, which amounted to a 10% increase in visitors compared to 2023. This continues to bring the number of visitors closer to pre-pandemic numbers.

**Library Borrowers**



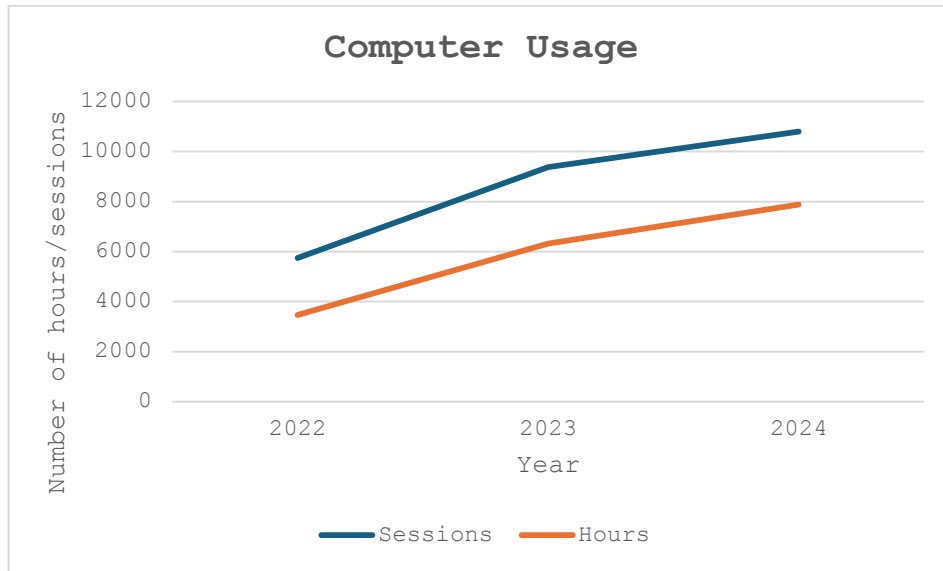
There were 6,380 unique borrowers in 2024, which represents a 6.8% increase in borrowers compared to 2023. The year 2024 marks the first year since the pandemic that the number of borrowers exceeds that of pre-pandemic numbers (with 5,985 borrowers in 2019).

**New Members**



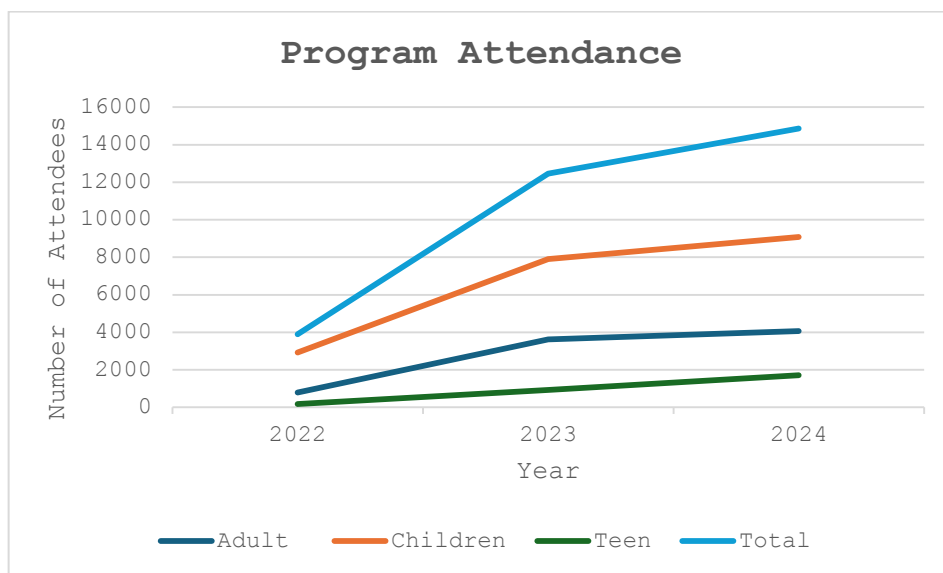
There were 2,100 new library members in 2024, which represents a 3.2% increase in new members compared to 2023. The year 2024 marks the first year since the pandemic that the number of new members exceeds that of pre-pandemic numbers (with 2,081 new members in 2019).

**Computer Usage**



The SDG Library outfits the fifteen (15) branches with 44 Public Access Computers (PAC). The PAC stations were used for a total of 7,882 hours in 2024. Members of the public used the PAC stations throughout the year for 10,795 sessions. In comparison to 2023, this represents a 19.8% increase in the number of hours, and a 13.3% increase in the number of sessions that these stations were used by the public.

**Library Programming**





Branch staff welcomed 14,865 people to library programs throughout 2024. This included 4,074 adult program attendees, 9,078 children program attendees, and 1,713 teen program attendees. In comparison with 2023 this represents an 11.6% increase in adult attendance, a 16.1% increase in children’s attendance, and a 46.9% increase in teen attendance.

Type of Program	2024		2023	
	# of Programs	Attendance	# of Programs	Attendance
Class Visit	270	5773	159	4752
Early Literacy/Learning	53	506	85	660
Homework Help	0	0	0	0
Summer Reading Club	111	1254	120	1301
Other Children	125	1626	72	960
Teen	101	809	56	471
Culture/Author Visit	74	559	46	454
Book Club	100	659	101	673
MakerSpace	390	2644	87	735
Careers/Jobs	0	0	0	0
Genealogy	10	72	14	96
OPL Week/Month	1	21	0	0
Seniors	34	303	5	61
Technology	20	25	10	25
Other Adult	83	614	129	2307
<b>Total</b>	<b>1372</b>	<b>14,865</b>	<b>884</b>	<b>12,495</b>

**LIBRARY MONTHLY STATEMENT**



For Period Ending 31-Dec-2024

	2024	2024	2024	2023	2023	2023
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE
<b>GENERAL FUND</b>						
<b>REVENUE</b>						
ANNUAL PROVINCIAL FUNDING	-131,761	-131,761	0	-131,761	-131,761	0
ONTARIO CAPACITY FUNDING	0	-1,000	-1,000	-3,550	-1,500	2,050
STUDENT FUNDING	-4,637	-8,300	-3,663	-8,152	-5,000	3,152
FEES & FINES	-18,069	-10,000	8,069	-13,289	-11,500	1,789
DONATIONS & SALES	-9,775	-5,750	4,025	-13,918	-7,850	6,068
TRANSFER FROM RESERVES	0	-308,332	-308,332	-41,035	-204,420	-163,385
<b>Total REVENUE</b>	<b>-164,243</b>	<b>-465,143</b>	<b>-300,900</b>	<b>-211,704</b>	<b>-362,031</b>	<b>-150,327</b>
<b>EXPENSES</b>						
FULL TIME WAGES & BENEFITS	954,638	977,450	22,812	806,635	936,733	130,098
BRANCH WAGES & BENEFITS	925,589	915,069	-10,520	861,587	793,444	-68,143
STUDENT WAGES & BENEFITS	22,289	23,408	1,119	23,847	22,971	-876
BOARD MEETINGS & DEVELOPMENT	8,860	13,232	4,372	8,753	8,250	-503
STAFF MILEAGE	7,940	10,372	2,432	10,704	6,200	-4,504
STAFF TRAINING & DEVELOPMENT	13,806	24,918	11,112	15,370	19,715	4,345
PRINT MATERIAL	178,451	185,500	7,049	152,853	175,500	22,647
DIGITAL BOOKS	86,115	95,000	8,885	90,549	95,000	4,451
DATABASE SUBSCRIPTIONS	59,484	66,526	7,042	48,107	62,761	14,654
MAGAZINES, PERIODICALS & LEASED BOOKS	3,861	3,950	89	7,325	13,217	5,892
SUPPLIES & EQUIPMENT	24,148	28,470	4,322	27,323	28,603	1,280
CREDIT CARD FEES	167	115	-52	31	0	-31
PHONES & INTERNET	49,610	57,496	7,886	55,168	57,688	2,520
PROMOTIONS & WEBSITE	61,580	75,030	13,450	73,548	87,000	13,452
PUBLIC PROGRAMS	11,254	12,400	1,146	10,160	11,500	1,340
COMPUTER PURCHASES	7,204	7,929	725	8,305	8,900	595
SOFTWARE SUPPORT	45,133	52,548	7,415	66,584	66,302	-282
DELIVERY & OUTREACH VEHICLES	29,395	32,000	2,605	45,813	46,250	437
COPIERS & PRINTERS	6,526	10,000	3,474	6,626	10,000	3,374
COPYRIGHT & PERFORMANCES LICENSES	2,113	2,319	206	2,089	2,119	30
BRANCH CLEANING	3,236	5,000	1,764	8,154	10,000	1,846
BRANCH RENTS, INSURANCE & SECURITY	243,838	244,804	966	236,126	234,759	-1,367
FURNITURE PURCHASE	58,322	64,250	5,928	81,901	84,200	2,299
AUDIT & LEGAL FEES	3,053	3,600	547	3,460	3,750	290
SPECIAL PROJECTS	6,675	9,400	2,725	21,990	41,150	19,160
SUPPORT FROM OTHER DEPARTMENTS	188,093	188,093	0	159,752	159,752	0
TRANSFER TO RESERVES	0	0	0	22,677	20,000	-2,677
<b>Total EXPENSES</b>	<b>3,001,381</b>	<b>3,108,879</b>	<b>107,498</b>	<b>2,855,437</b>	<b>3,005,764</b>	<b>150,327</b>
<b>Total GENERAL FUND</b>	<b>2,837,138</b>	<b>2,643,736</b>	<b>-193,402</b>	<b>2,643,733</b>	<b>2,643,733</b>	<b>0</b>

### **INFORMATION REPORT**

<b><u>PREPARED BY:</u></b>	Kate Miner – District Supervisor (District 1) Jessica Lomberg – District Supervisor (District 2) Emily Andrews – District Supervisor (District 3)
<b><u>PREPARED FOR:</u></b>	SDG Library Board
<b><u>LIBRARY BOARD DATE:</u></b>	January 16, 2025
<b><u>SUBJECT:</u></b>	Branch & Supervisor Reports

#### **DISTRICT 1**

##### **CHESTERVILLE BRANCH: (Mitch C.)**

- The Chesterville Branch was a centre of activity over the Holidays with programs aimed at adults and children. The Sweet Treats Storytime for children was well attended, with children joining in for Storytime and then went on to decorate some Holiday themed cookies. There were lots of sticky fingers and happy children.
- The Wet Felted Holiday Tree program provided an opportunity for teens and adults to learn the fundamentals of wet felting wool to create 3D structures, specifically a holiday tree. Due to the program's success and high demand, an additional session was arranged. Participants expressed their satisfaction with the outcomes of their projects.
- The monthly knitting circle remains popular, with an increasing number of new participants. To accommodate this growth, a second knitting circle has been introduced on the second Wednesday of each month, scheduled for the evening to better serve those unable to attend during the afternoon. In response to the heightened interest, we are also planning a four-week "Learn to Knit" program for the upcoming year. This program will cater to individuals looking to learn knitting skills or enhance their existing abilities.
- Book, Line and Thinkers, Chesterville's book club, continue to meet on a regular basis and have now booked their book club kits for the rest of 2025.

##### **CRYSLER BRANCH: (Ian N.)**

- In November, Crysler Branch honoured Remembrance Day with class visits, where students filled out heartfelt postcards thanking veterans for their service. This meaningful program fostered reflection and gratitude in our young patrons.
- December had Swift success with our Taylor Swift-themed Friendship Bracelet activity being a number one hit! Patrons dazzled in Eras Tour outfits, created countless bracelets, and enjoyed seeing the Crysler Branch transform into a Swift wonderland.
- Families embraced the holiday season with a sock snowman-making activity, while our Teen Chill Zone continued to attract new patrons, including first-time library visitors, enriching our community connections.

### **MAKERLAB/FINCH BRANCH (Josée C.)**

- In November, the MakerLab was happy to host an ornament craft and act as a warming station during the “Holiday Train”. Despite the rain, we welcomed 70 patrons for the afternoon, many of whom decorated wooden ornaments that had been created using the laser engraver.
- Several families were welcomed at the MakerLab in December for a holiday event, featuring a pajama and movie day at the library. Participants enjoyed sharing popcorn and bringing their stuffed animals. LSA Josée engaged with attendees by playing board games and colouring, contributing to a warm and enjoyable evening at the MakerLab.
- The MakerLab was also a very busy place in the lead up to the holidays, as staff helped patrons create gift items for their loved ones.

### **SOUTH MOUNTAIN BRANCH (Ginette T.)**

- The Branch was decorated for the holidays, including a Christmas tree that was adored by the branch's youngest patrons. The tree was also central to the Pages to Presents display that encouraged patrons to donate new books. The initiative was really embraced by the community here with more than 15 books being donated. Patrons could also browse displays of holiday-themed books for children and adults.
- The "Homeschool Explorers" group were treated to a genealogy workshop that was spread over two sessions. Children were introduced to family trees and shown how to record their information. They were given many helpful research tips before being asked to interview a family member. This group also enjoyed using the Library's MakerKits. In November, they had a chance to build robots with the Cubelets.
- The Baby & Tot Playtime continued in November with a session featuring classic nursery rhymes and songs. The babies' caregivers, in this case moms, really appreciated the opportunity to socialize while their babies also enjoy seeing each other. Everyone loves the silly songs! A holiday-themed Baby & Tot Playtime was held in the beginning of December.

### **WINCHESTER BRANCH (Jessica L. and Chantal N.)**

- It was Dino-vember in Winchester! LSA Jess created wonderful passive activities, including a scavenger hunt for each Saturday in the month of November for dino-lovers looking to immerse themselves in the lost world.
- The "Minute to Win It" program at the Winchester Branch was, a resounding success, bringing fun, excitement, and a sense of community to participants of all ages, including a class from Winchester Public School. With fast-paced, creative challenges that only last a minute, the event fostered friendly competition and teamwork. The energetic atmosphere and thrilling activities have made it a standout event, creating lasting memories for all involved.
- Branch enhancements were achieved through the installation of cabinets in the sink area between the washrooms. This improvement facilitates the removal of curtains and enables staff to organize and securely store cleaning supplies.

### **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)
- Outreach: Holiday Train support in Finch including the creation of ornaments made on the Laser Engraver
- Policy review: Accessibility Policy
- Professional Development: attended General Staff Meeting
- Facilities tour with Director of Library Services and North Stormont Director of Parks, Recreation and Facilities in Chrysler Branch and MakerLab
- Attended volunteer appreciation event, and facilitated a bookmark making activity created in the MakerLab using the sublimation printer
- Outreach: represented the SDG Library in both the North Dundas Parade of Lights and the Morrisburg Santa Claus Parade
- Completed CSA probation review with District 1 CSA
- Co-ordinated program material purchases with Branch staff, Community Librarian and Director of Library Services
- Set up and successfully trailed the resin 3D printer and UV curing lamp
- Proctored exam in Winchester
- Interviewed CSA candidates for District 1
- Oversaw facilities repair to MakerLab and Winchester Branch

### DISTRICT 2

#### **INGLESIDE: (Linda P. and Colleen C.)**

- The launch of the Square point-of-sale device at the Ingleside Branch has been well-received. Patrons expressed their gratitude for the added convenience of debit/credit payment options alongside traditional cash transactions.
- LSA Colleen led engaging Storytimes, including “I Read Canadian Storytime,” celebrating Canadian authors and publishers, and a festive “Holiday Storytime.” Her class visits fostered excitement for reading, while LSA Linda’s “Let it Snow” crafting program delighted children as they decorated ornaments for home or the branch’s Christmas tree. The After School LEGO Club also continued to grow, offering collaborative and creative play opportunities.
- The Ingleside Book Mates held two meetings that had full registration. On November 27, LSA Linda facilitated a lively discussion of *Mad Honey* by Jodi Picoult, sparking thoughtful conversation. In December, the group discussed *Tom Lake* by Ann Patchett in a festive atmosphere, enjoying homemade treats.
- The Program Room remained a vital community resource, hosting regular library groups such as the Knitting Club, Swedish Weaving Club, and Writers Guild, alongside external community groups. In December, the South Stormont Chamber of Commerce held their monthly meeting in the space,

and other nonprofit organizations utilized it as a quiet, safe meeting area. The program room continues to serve as a space for community activities, study sessions, and gatherings.

- The Ingleside Branch partnered with the South Stormont Christmas Baskets Group and the House of Lazarus to collect donations for local Christmas baskets. A total of 64 baskets were distributed to local families and community members, thanks to the generosity of the community.

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

- On Saturday, November 2, the Iroquois Branch hosted the “Share Your Stories” program, where adults gathered to exchange personal experiences, family histories, myths, and teaching tales. Participants discovered the power of storytelling to inspire, connect, and build community.
- The newly formed Pursuers of Pages Book Club continued to thrive, with well-attended meetings in November and December. Members engaged in lively discussions and enjoyed delicious treats, fostering a welcoming and interactive environment.
- On November 21, staff hosted the annual “Comfort Food Recipe Swap”. Inspired by the cooler fall weather, participants shared favorite fall recipes, brought samples, and enjoyed warm refreshments. Copies of recipes were exchanged, and a blog was created to highlight the program.
- The annual “Christmas Cookie Exchange” program invited patrons to share their holiday baking. Participants brought a variety of cookies to exchange, creating a festive and community-focused experience.
- The Iroquois Branch was an official location for the community-wide “Cookie Crawl” alongside local businesses. Thirty-three (33) community members visited the library to pick up cookies, with all proceeds from the event benefiting the Dundas County Hospice.

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

- Long Sault Branch staff established a new partnership with Sunset Cove Retirement Residence and Care Facility, where monthly outreach services were offered. These visits ensured residents had access to library resources even if they were unable to visit the branch. Monthly visits to the Woodland Villa Facility also continued, providing consistent support to its residents.
- LSA Karen facilitated “Tech Tuesday” a popular program that helped patrons with library e-resources, resume formatting, device setup, and eReader support. Patrons could book appointments for personalized assistance, making it a valuable community resource.
- The Long Sault Branch offered popular weekly programs such as Bridge Club, Threads of Friendship, and Watercolour Fridays. Each program saw high and consistent participation, offering patrons a free and safe space to connect, socialize, and express their creativity.
- Students from Longue Sault Public School participated in class visits. These visits provided an excellent opportunity for students to explore library resources, listen to engaging stories, and become familiar with library services.
- LSA Chris facilitated the holiday-themed “’Tis the Season Storytime”, a cheerful program filled with interactive storytelling, crafts, songs, and fingerplay activities. Both children and caregivers enjoyed the festive atmosphere and engaging activities.

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

- As Taylor Swift concluded her Eras Tour in Canada, the Morrisburg Branch hosted a successful “Taylor’s Library Era” party on November 13, drawing twenty-six (26) “Swifties” aged 5 to 85. Participants enjoyed karaoke, crafts, trivia, a photo booth, and more, with one young fan calling it “the best night of her life.” This multi-generational event showcased the library’s role in building community and connection.
- The Fiction Fellowship Writing Group continued to grow, with members sharing their work in an atmosphere of encouragement and support. Enthusiasm for future meetings remained high among participants.
- The After School Club teens and preteens spent an afternoon with the Seaway Yarn Knitters, learning the basics of crocheting. Both groups thoroughly enjoyed the experience, and the collaboration proved to be a meaningful and engaging multi-generational program.
- On December 5, LSA Jennifer hosted a “Winter Scene on Canvas” craft night for adults. Attendees were in good spirits and created beautiful masterpieces to enjoy throughout the winter season.
- The “Holiday Family Hygge Party” was a festive open-house event that patrons enjoyed, with many suggesting it become an annual tradition. Attendees worked on puzzles and crafts, selected books for the holidays, and savored homemade cookies and hot chocolate. As an added surprise, patrons received gifts of pillowcases sewn and donated by a generous community member.

**WILLIAMSBURG BRANCH: (Rose D.)**

- The Williamsburg Branch welcomed community members to the Saturday Morning Coffee and Chat Club, offering a relaxed space for patrons to connect and share about the books they were reading. This program fostered meaningful discussions and strengthened community ties.
- The “Create it with Cricut: Holiday Card Edition” program, part of the travelling MakerLab series, was a resounding success with full registration. Participants learned the basics of using a Cricut cutting machine while enjoying a festive evening of creativity. This program also attracted individuals who were new to the Williamsburg Branch, broadening its reach within the community.
- The “Holiday Trivia” program was a great success. Patrons enjoyed the festive refreshments and expressed interest in more trivia-based programs. One attendee even requested the trivia questions to use at a family gathering, highlighting the program’s engaging and memorable experience.
- The Williamsburg Branch underwent a refresh, featuring new shelving and a reimagined layout. The changes enhanced accessibility and created an open, welcoming environment for patrons. Staff were excited to showcase the updated space to the community.
- Monthly outreach visits to the J.W. MacIntosh Community Support Facility and Dundas County Hospice continued. This service has been well-received, with increased participation as residents and program attendees look forward to LSA Rose’s visits.

**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).
- Content creation for SDG Library website (ongoing).
- Scheduling support staff for programs, branch coverage, courier relief and outreach events.
- Collection maintenance and review (ongoing).
- Engaged in weekly Management Meetings, Library Board Meeting, General Staff Meeting and the December Joint Health and Safety Committee Meeting as the new Library representative.
- Reviewed policies: Accessibility Policy
- Outreach: Participated in the Morrisburg and North Dundas Holiday Parades.
- Participated in the planning, set-up and hosting of the Volunteer Appreciation Event.
- Facilitated interviews for open CSA positions.
- Conducted a probationary performance review.
- Professional development: Comics Plus, LEAP, and Niche Academy
- Oversaw the Williamsburg Shelving project.
- Coordinated document donation to South Dundas Archives.
- Coordinated setup of POS Square at the Ingleside Branch and trained staff.
- Coordinated with the Children's Aid Society to donate books from the "Pages for Presents" initiative.

DISTRICT 3

**ALEXANDRIA BRANCH: (Iris C. & Josée B.)**

- A new door wrap was installed on the interior of one of the exit doors in the Branch, giving the Branch an exciting new look and brightening up the space with the SDG Library logo and brand colours.
- Staff encouraged patrons to donate children's books to the "Pages for Presents" book drive. The Branch received 18 children's books from generous patrons.
- In partnership with the North Glengarry Township, the Branch provided parents the opportunity to drop off their children's letters to Santa. Staff provided personal responses to 16 letters from Santa, which included the children's names.

**AVONMORE BRANCH: (Kelsey D.)**

- Tagwai Secondary School's Special Education class visited the Branch. The students enjoyed exploring the books and other services available at the library. The students also had the opportunity to code with the Sphero Indi kits.
- The "Little Adventurers' Playtime" was well attended. Staff created crafts and activities for the toddlers to help improve their fine motor skills through play.



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

- LSA Erin offered an informative presentation on ADHD. The program was interesting and well received by the patrons in attendance.
- The Branch hosted a year-end party for the “Homeschool Hotspot” group. Activities included reindeer games, snowman crafts and some outdoor activities. A party was also held for the “Hangout” teen group.
- The “Knitting Bee” group has been meeting regularly every Monday. The group members have expressed their appreciation for the Club and their enjoyment of working on their knitting projects together at the Branch.

**MAXVILLE BRANCH: (Patti M.)**

- The Maxville Branch partnered with the North Glengarry Township, offering parents a chance to drop off their child’s letter to Santa. Staff provided the parents with a personalized response from the North Pole.
- The “All Booked Up Book Club” met at the Branch and had a healthy discussion about the book, Lessons in Chemistry.
- Maxville Public School’s Grade 2/3 class visited the Branch before the holidays. The class enjoyed their time at the library and enthusiastically chose books to check out.

**WILLIAMSTOWN BRANCH: (Julie C.)**

- The Branch worked on promoting the Maker Lab, offering button maker and Sphero Indi programs during the St. Mary’s Holiday Market.
- Williamstown has seen an increase in Reader’s Advisory service. Novelist Plus from the website’s Digital Library was an essential tool used to create book series and author recommendations for patrons seeking read-alike suggestions.
- 2 new members joined the “Raisin River Reads Book Club”, growing the Club to 12 members. The Book Club met in Branch for a lengthy discussion of, The Book Woman from Troublesome Creek.

**DISTRICT SUPERVISOR: (Julie C.)**

- Onboard training to fill the role of Temporary District Supervisor position.
- Payroll, answering emails, regular scheduling, 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).
- Engaged in planned Management Meetings (ongoing).
- Liaised with local municipalities to address and resolve building/maintenance issues and ensure compliance with safety standards. (ongoing)
- Assisted with interviews for District 1 CSA staff and District 3 LSA position in Lancaster.
- Participated in the planning for the Winter District Meetings.
- Professional development: Polaris LEAP training videos; Niche Academy training videos; LinkedIn Learning: ‘Creating a Compelling Blog’; WebJunction webinars: ‘Leadership Strategies for Building Connection and Defusing Difficult Situations’, ‘Tablet-Slinging Librarians Using Tablets to Improve Customer Service’, ‘Skills for the Everyday Leader’, ‘Weed Em and Reap: Getting Your Collection

from Awful to Awesome’, ‘Library Safety and Security: A Holistic Approach’, ‘Libraries Foster Social Connection: Responding to the Epidemic of Loneliness and Isolation’.

- Discussed and planned programs with branch staff for Spring program cycle.
- Running an in-house book club.
- Delivered exam proctoring.
- Collection Maintenance: weeding and checking condition of materials (ongoing).
- Desk coverage across District 3 branches to provide program support.

## INFORMATION REPORT

<b><u>PREPARED BY:</u></b>	Maria Steffen – Communications & Marketing Coordinator
<b><u>PREPARED FOR:</u></b>	SDG Library Board
<b><u>LIBRARY BOARD DATE:</u></b>	January 16, 2025
<b><u>SUBJECT:</u></b>	Communications & Marketing Report

### **COMMUNICATIONS AND MARKETING COORDINATOR: (Maria S.)**

- Organised quotes and purchased gifts for the volunteer appreciation event in November.
- Drafted a preliminary Marketing and Communications plan and attended a review meeting with the Director of Library Services and Community Librarian.
- Organised quotes and purchased promotional items for marketing, year-end gifts, and pop-up library items.
- Prepared a mini-launch campaign for the addition of Super Nintendo consoles to the Library of Things. Created social media posts, blog, and website artwork.
- Updated the December branch slides for distribution.
- Created 85 social media posts and produced three (3) reels.
- Proofread six (6) and wrote nine (9) blogs for the website.
- Wrote two (2) editorial submissions for Cornwall News.
- Reviewed program posters for Lancaster and Williamsburg.
- Prepared website update, and notification posters for the Williamsburg shelving project.
- Attended Library management meetings, and a printing and promotions budget meeting with Director of Library Services.
- Attended the November General Staff Meeting.
- Attended the November Board meeting in Morrisburg.
- Participated in the MCEG (Emergency Management Committee) meeting.
- Attended a BiblioCommons meeting to discuss website redesign and metrics for measuring website navigation.
- Liaised with the District Supervisors to review the Navigator program content.
- Created the Navigator Winter program guide, and created social media posts, website banners, updated the website page, and wrote a blog to promote the Navigator Winter program guide.
- Created three (3) eNewsletters.
- Created the November board meeting newsletter.

### **Monthly Reading Challenge**

- Planned the SDG Library 2025 Reading Challenges with the Information Services Coordinator and District Supervisors to decide on the topics for 2025.
- Prepared a planning schedule and blog/reading list assignments.
- Created artwork for social media posts, website banners, and communication to branches.
- Posted on the main Facebook page and dedicated group page with new challenges.

### **User Engagement Survey**

- Prepared presentation for staff training day to provide an overview of the survey and how community members can complete the survey.
- Booked and created adverts, promoting the survey for the Morrisburg Leader, North Dundas Times, Chesterville Record, and Cornwall Seaway News.
- Wrote an editorial promoting the survey and distributed it to the Morrisburg Leader, North Dundas Times, and Cornwall Seaway News, Chesterville Record, and Cornwall Standard Freeholder.
- Communicated with each Township to share the survey through their social media and information boards.
- Drew the prizes of three (3) vouchers with the Community Librarian and contacted the winners to coordinate their prizes. Created a social media post and website blog to announce the winners.

### **Holiday Events/Preparations**

- 2024 – 2025 Holiday hours: created artwork for social media post, in-branch posters, and website banner.
- Pages for Presents: created promotional material (posters, minis), website page, and website banner to promote the initiative.
- Holiday Parades: registered SDG Library for three (3) holiday parades. Sourced and purchased candy canes, in bulk, for the holiday parades and then repacked them into individual totes for participants.
- Assisted with organizing the end-of-year staff event – a paint night.
- Collaborated with North Glengarry to be a drop-off point for Santa letters due to the postal strike and created three (3) Santa letter templates for the Maxville and Alexandria branches. Created a social media post.

### **Website and social media statistics**

- In the period from November to December 2024, the SDG Library website had 12K active users who visited 169K SDG Library website pages.
- Across social media, 85 posts were made, reaching 75.1K viewers.
  - In November, the SDG Library website had 6.5K unique website users who visited 92K pages. Across social media, 50 posts were made, which reached 48.3K viewers.
  - In December, the SDG Library website had 5.5K unique website users who visited 77K pages. Across social media, 35 posts were made, which reached 26.8K viewers.

### INFORMATION REPORT

**PREPARED BY:** Emily Andrews – Community Librarian

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** January 16, 2025

**SUBJECT:** Community Librarian Report

#### **COMMUNITY LIBRARIAN: (Emily A.)**

- Onboarding and familiarising with new responsibilities (ongoing).
- Payroll administration, emails and support for District Supervisors (ongoing).
- Training and supervision of temporary District Supervisor, Julie C (ongoing).
- Technology troubleshooting and support for staff (ongoing).
- Attended and engaged in Management Meetings (ongoing).
- Participated in staff training and presented on ARUPLO attendance.
- Proctored exam at the Alexandria Branch.
- Completed probation review for District 3 CSA.
- Co-ordinated 'Pages for Presents' program and delivered donations to Children's Aid Society.
- Interviewed candidates for CSA position.
- Managed collection exchanges and weeding of Biography collection.
- Planned system-wide March Break program highlighting the MakerLab.
- Administering online book club and hosting discussion (ongoing).
- Liaised with branch staff and local municipalities to resolve buildings/maintenance issues.
- Reviewed Accessibility Policy.
- Visited North Grenville Public Library to discuss reciprocal borrowing possibilities.
- Designed an Induction session and created training plan for new CSA hires.
- Personal development: LEAP Training, Niche Academy introduction, Comics Plus training.

### INFORMATION REPORT

<b><u>PREPARED BY:</u></b>	Cheryl Servais – Information Services Coordinator
<b><u>PREPARED FOR:</u></b>	SDG Library Board
<b><u>LIBRARY BOARD DATE:</u></b>	January 16, 2025
<b><u>SUBJECT:</u></b>	Technical Services Report

#### **CATALOGUING/ACQUISITIONS TECHNICIAN : (Lucinda F.)**

- Processed 1,991 new items (1,090 in November and 901 in December)
- Completed end of year processes including following up with long outstanding orders, final invoices, patrons' purchase suggestions, replacement and acquiring additional copies of books, and compiling monthly carts.
- Acquired and catalogued Goodreads Choice Award books nominees and winners missing from our collection.
- Assisted the Information Service Coordinator with the review and submission of updated automatic release plans (ARPs) for 2025.
- Created serial holdings for two new magazines and edited the current magazine holdings to reflect branch and quantity changes, and cancellations for 2025.

#### **CATALOGUING/ACQUISITIONS TECHNICIAN : (Stacey P.)**

- Interlibrary Loans: 74 items sent to other library systems; and 24 items were received. The Canada Post strike, that ran from November 15 to December 17, greatly impacted the interlibrary loan service.
- Sent out 35 book club kits to branches for November and December book club meetings.
- Created three new book club kits for circulation.
- Managed online registrations, totaling over 87 requests. A total of 21 new members and 63 renewal requests.
- Processed seven (7) new board games.
- Inventoried, stamped and barcoded new arriving material.
- Repaired 30 books and 36 discs.
- Created eight new Storytime kit boxes for circulation in 2025.
- Processed CELA discs and created three cases for new Kobos eReaders.

#### **INFORMATION SERVICES COORDINATOR: (Cheryl S.)**

- Reviewed applications and interviewed candidates for Community Librarian position.
- Attended management meetings and compiled reports for County Council and the Library Board.
- Visited Branches including Long Sault, Ingleside, Morrisburg, Winchester, Chrysler and Alexandria to provide training and support to LSAs and CSAs on the new windows-based platform, LEAP, that focuses on Polaris Patron Services and Circulation.
- Distributed monthly and yearly Trace Lists and In-transit lists to branches to ensure collections and catalogue is current and up to date on circulation statuses.

- Met with District Supervisors and Communication and Marketing Coordinator to review and plan for 2025 SDG Reading Challenge.
- Attended a meeting at North Grenville Public Library with Director of Library Services and Community Librarian to discuss reciprocal borrowing partnership for 2025.
- Discussions with Director of Library Services and set up of Polaris to enable reciprocal borrowing with The Nation, and ensured that statistics for both physical and digital circulation could be tracked.
- Attended final meeting of the Joint Health and Safety Committee. District Supervisor, Jessica Lomborg, will be the replacement representative for Library Services.
- Met with BiblioCommons representatives to discuss training, projects and analytics for 2025.
- Attended “Kick Off” meeting with Niche Academy staff to learn more about this new training system.
- Set up accounts for all library staff on Niche Academy and assigned branch staff a training tutorial for our new Comics Plus database.
- Completed year end database maintenance tasks in Polaris to ensure a smooth transition into 2025.

## INFORMATION REPORT

<b><u>PREPARED BY:</u></b>	Rebecca Luck – Director of Library Services
<b><u>PREPARED FOR:</u></b>	SDG Library Board
<b><u>LIBRARY BOARD DATE:</u></b>	January 16, 2025
<b><u>SUBJECT:</u></b>	Director of Library Services Report

### **STAFFING HIGHLIGHTS:**

Successfully recruited for the following positions:

- Community Librarian: Emily Andrews
- Temporary District 3 Supervisor: Julie Charron-Pilon
- Casual Support Assistant (District 1): Caleigh Baker
- Casual Support Assistant (District 3): Hannah Thomson

Actively recruiting for the position of Library Services Assistant at the Lancaster branch.

### **DIRECTOR OF LIBRARY SERVICES: (Rebecca L.)**

- Attended County Council meetings (November 18 and December 16).
- Attended weekly Director's meetings with CAO and fellow County Directors.
- Attended and facilitated Management Team and Administrative meetings.
- Attended and facilitated the Annual General Staff Meeting (November 4).
- Completed a facility walkthrough with Pierre Thibault of the Finch library branch and the Chrysler library branch (November 5).
- Prepared and attended the Library Board Meeting Agenda for Library Board regular meeting – Thursday, November 21, 2024, 5:00pm at Morrisburg Library branch.
- Attended the SDG Library's Volunteer Appreciation event (November 21).
- Attended the SDG County Christmas Party (November 29) and the SDG Library Paint Night (December 14).
- Coordinated and completed interviews for the position of Community Librarian.
- Attended the SDG Counties 2025 Budget meeting (December 3).
- Attended an AMPLO meeting (December 6).
- Attended an ARUPLO meeting (December 6).
- Assisted with the Williamsburg shelving project, which occurred the week of December 9<sup>th</sup>.
- Provided commentary to the Cornwall Standard Freeholder regarding a press release regarding budget deliberations.
- Attended Cornwall's Economic Development - Year in Review (December 12).
- Attended the inauguration of Warden Martin Lang (December 13).
- Participated in the Counties' holiday office cheer.
- Met with CEO Emily Farrell from North Grenville Public Library to continue discussing the potential for reciprocal borrowing between Library systems (December 19).
- Coordinated with Pierre Leroux, CAO of the Nation, to facilitate a temporary library access for the residents.
- Completed year-end purchases to be in alignment with the 2024 budget.
- Registered for the OLA Conference and booked travel accommodations.



### ACTION REQUEST

<b><u>PREPARED BY:</u></b>	Maria Steffen – Communications and Marketing Coordinator
<b><u>PREPARED FOR:</u></b>	SDG Library Board
<b><u>LIBRARY BOARD DATE:</u></b>	January 16, 2025
<b><u>SUBJECT:</u></b>	Communications and Marketing Plan

### **BACKGROUND:**

1. The 2025 Communications and Marketing Plan builds upon the successes of existing programs and relates back to the SDG Library's Strategic Plan.

### **ANALYSIS:**

2. The Plan provides a brief overview of each objective, forecasted timeline and the expected outcomes.
3. The upcoming objectives of 2025 include:
  - a. Update library signage
  - b. SDG Reads program
  - c. March break event
  - d. Website update
  - e. 2025 SDG Library Reading Challenge
  - f. Navigator Program Guides
  - g. Launch new digital databases
  - h. System-wide and branch programs
  - i. eNewsletters
  - j. Targeted marketing campaign
  - k. Membership drive
  - l. Enhance pop-up libraries
  - m. Collaboration with local Municipalities
  - n. Awareness campaign
  - o. Analyze and present results of User Engagement Survey
  - p. Launch employee newsletter
  - q. Volunteer engagement
  - r. Annual report

### **IMPACT ON 2025 BUDGET:**

4. N/A

### **ALIGNMENT WITH STRATEGIC PLAN:**

Goal 1: Growing our Physical and Digital Infrastructure

Goal 2: Conduct Community Outreach



Goal 3: Strengthen our Organization

**RECOMMENDATION(S):**

That the Stormont, Dundas, and Glengarry County Library Board approve the 2025 Communications and Marketing Plan, as presented.



2025

# Communications and Marketing Plan

**Presented by:**  
**Maria Steffen**

**Dated:**  
**January 16, 2025**

# Table of Contents

02	Introduction
03	Overview of Marketing Objectives
04 - 05	Marketing Objectives: Growing our Physical and Digital Infrastructure
06 - 10	Marketing Objectives: Conducting Community Outreach
11 - 12	Marketing Objectives: Strengthen Our Organization
13	Timeline



This marketing plan outlines the strategic initiatives for SDG Library's continued growth and community engagement for 2025. By building upon the successful frameworks established in previous years, the aim this year is to refine and enhance our outreach efforts, ensuring that we effectively meet the evolving needs of our diverse patron base. Through targeted campaigns and collaborative partnerships, we aspire to increase awareness of our products and services, thereby promoting SDG Library as a valued and welcoming community resource that is available for everyone.

This plan will provide a brief overview of each objective, forecasted timeline and the expected outcomes.

## 2022 – 2026 STRATEGIC PLAN

In 2022, a Board-led strategic planning process resulted in the creation of the SDG Library 2022-2026 Strategic Plan. The process received input from over 270 community members, patrons, staff members, partners, volunteers, and municipal stakeholders as to how SDG Library can improve upon its existing products and services.

The objectives set out in the 2025 Communications and Marketing Plan is driven by the three (3) key goals set out in the 2022-2026 Strategic Plan; Growing our Physical and Digital Infrastructure, Conduct Community Outreach and Strengthen Our Organization

**Goal 1**  
**Growing our Physical and Digital Infrastructure**

**Goal 2**  
**Conduct Community Outreach**

**Goal 3**  
**Strengthen Our Organization**

# Overview of Objectives

## Goal 1

### Growing our Physical and Digital Infrastructure

- 1.1 Update library signage
- 1.2 SDG Reads program
- 1.3 March break event
- 1.4 Website update



## Goal 2

### Conduct Community Outreach

- 2.1 2025 SDG Library Reading Challenge
- 2.2 Navigator program guides
- 2.3 Launch new digital databases
- 2.4 System-wide and branch programs
- 2.5 eNewsletters
- 2.6 Targeted marketing campaign
- 2.7 Membership drive
- 2.8 Enhance pop-up libraries
- 2.9 Collaboration with local municipalities
- 2.10 Awareness campaign



## Goal 3

### Strengthen our Organization

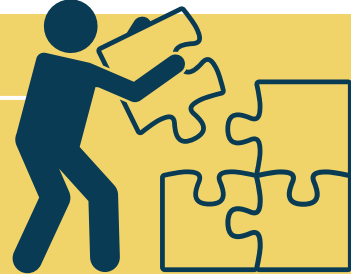
- 3.1 Analyze and present results of User Engagement Survey
- 3.2 Launch employee newsletter
- 3.3 Volunteer engagement
- 3.4 Annual report



# Marketing Objectives

## Goal 1

### Growing our Physical and Digital Infrastructure



#### 1.1 Update Library Signage

**Plan:**

- Update signage to current branding at Winchester.
- Investigate curbside signage options at Long Sault
- Review the condition of the signage on all return bins and update as budget allows.

**Timeframes:**

- Year round

**Outcomes:**

- Strengthening of brand recognition.
- Improved local advertising.



#### 1.2 SDG Reads Program

**Plan:**

- Encourage literacy within the community while promoting Canadian authors.
- To maximise all opportunities to promote this event within the community to increase awareness and participation.

**Timeframes:**

- **February:** Author selection
- **May:** Announcement
- **May - September:** Promotion and planning
- **October:** Final event

**Outcomes:**

- Increased participation and engagement from the community.
- Foster further team collaboration within the SDG Library team.



**Strategic Plan - Community Hub**

Exploring new, innovative opportunities to **expand and enhance the in-person experience**, recognizing the value of providing a **free and public space where the individuals and groups can be together in community.**

# Marketing Objectives

## Goal 1

### Growing our Physical and Digital Infrastructure



#### 1.3 March Break

**Plan:**

- To promote system-wide and branch specific programming during March break to encourage families to include SDG Library as part of planned activities.

**Timeframes:**

- **February:** Promotion and planning
- **March:** Program roll-out

**Outcomes:**

- Increased program attendance during March break.
- Strengthened relationships with schools.
- Increased community awareness.



#### 1.4 Website Update

**Plan:**

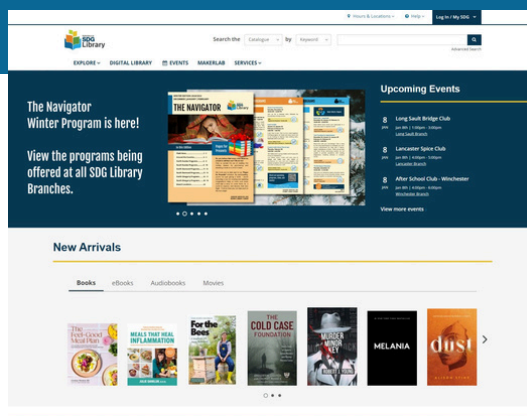
- To review the SDG Library website, update content, and improve website accessibility.
- Redesign the MakerLab website page.
- Redesign the special collections website page.

**Timeframes:**

- Year round

**Outcomes:**

- Increased traffic to the website.
- Increased awareness and utilisation of the MakerLab and Library of Things.



**Strategic Plan - Accessibility**

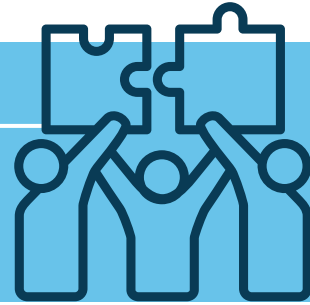
Regularly exploring opportunities to make the SDG Library more accessible and its programs and services more equitable, including increases to our digital collections and services....



# Marketing Objectives

## Goal 2

### Conduct Community Outreach



### 2.1 2025 SDG Library Reading Challenge

**Plan:**

- To encourage the community to read at least one book per month based on set themes.
- To continue engagement on the Facebook group whilst promoting the website through direct links to blogs and suggested reading lists.

**Timeframes:**

- Monthly, year round

**Outcomes:**

- Increased engagement on social media.
- Increased traffic to the website.

### 2.2 Navigator Program Guides

**Plan:**

- To produce and promote the Navigator, a printed publication that showcases all SDG Library programs as well as important news and updates.

**Timeframes:**

- **March:** Spring edition
- **June:** Summer edition
- **September:** Fall edition
- **December:** Winter edition

**Outcomes:**

- Increased awareness of programs offered.
- Increased engagement, whilst events are available on the website, the Navigator captures community members who do not have an online presence.

# Marketing Objectives

## Goal 2

### Conduct Community Outreach



## 2.3 Launch New Digital Databases

### Plan:

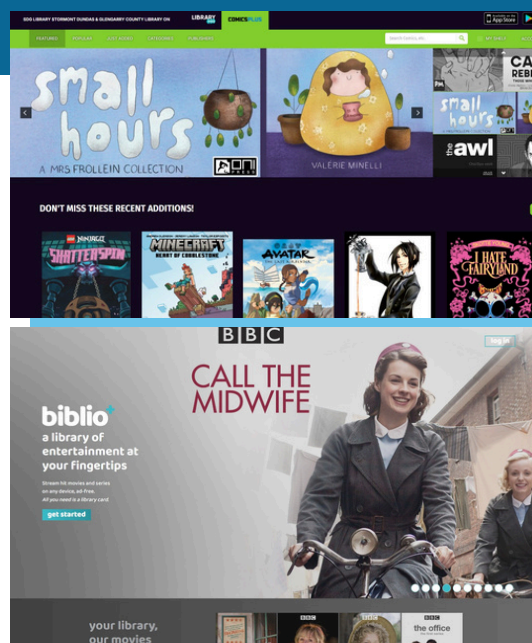
- To launch and market the addition of two (2) new digital databases; Comics Plus and Biblio+ video streaming. The databases were selected based on patron feedback and demand.
- To ensure there is ongoing promotion of the new databases.

### Timeframes:

- **January:** Comics Plus launch
- **February:** Biblio+ video streaming launch

### Outcomes:

- Expansion of the Library's services by providing niche products.
- Increased memberships.
- Increased engagement from patrons.



COMICSPLUS biblio+

## 2.4 System-Wide and Branch Programs

### Plan:

- To promote system-wide and branch programs such as; Read for 15, "Mayker" Month, Canadian Library Month/Ontario Public Library Week, Pages for Presents, I Read Canadian.

### Timeframes:

- Year round

### Outcomes:

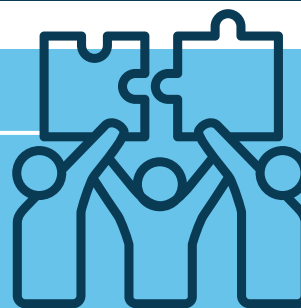
- Increased awareness of SDG Library's involvement in the community.
- Increased attendance to programs.
- Increased engagement in-branch and through social media.



# Marketing Objectives

## Goal 2

### Conduct Community Outreach



## 2.5 eNewsletters

### Plan:

- To produce two (2) eNewsletters per month. The mid month eNewsletter is to all subscribers communicating news and events. The end of month eNewsletter is tailored to a specific audience, genre, or topic.
- To promote patrons to sign up for the newsletters.

### Timeframes:

- Bi-Monthly (mid and end of month)

### Outcomes:

- Increased subscribers to our email database.
- Patrons will have a source of library news delivered directly to their inbox.



## 2.6 Targeted Marketing Campaign

### Plan:

- To develop a targeted marketing campaign to capture newcomers to the area and those seeking employment.
- Establish relationships with Job Zone and Carrefour Immigrant Crossroads for collaborative marketing opportunities.

### Timeframes:

- **April:** launch, then year-round promotion.

### Outcomes:

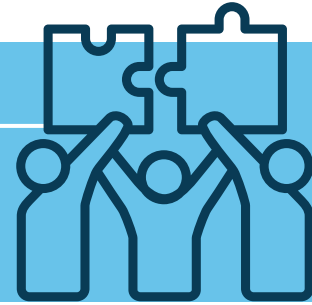
- Increased awareness of products and services.
- Increased membership.



# Marketing Objectives

## Goal 2

### Conduct Community Outreach



### 2.7 Membership Drive

**Plan:**

- To develop and promote a membership drive marketed to schools called “Every Kid a Card” in conjunction with schools.
- To promote the benefits of early literacy in children.

**Timeframes:**

- **May:** Promotion and planning
- **June:** Program roll-out

**Outcomes:**

- Increased membership.
- Strengthened relationships with schools.
- Increase in the number of children developing early literacy skills and awareness of the Library.



### 2.8 Enhance Pop-Up Libraries

**Plan:**

- To review and update the existing branding and signage of the pop-up libraries.
- To develop a guide on the presentation of the pop-up libraries at events (signage, marketing collateral, promotional material, displays).

**Timeframes:**

- May

**Outcomes:**

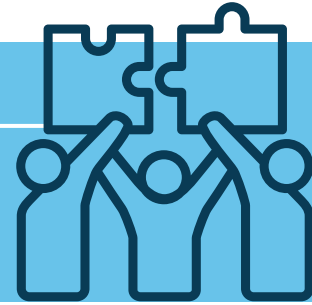
- Improved brand awareness.
- Increased engagement at events.



# Marketing Objectives

## Goal 2

### Conduct Community Outreach



### 2.9 Collaboration with Local Municipalities

**Plan:**

- To continue collaborative marketing with each township where possible.
- Update local Municipal Councils regarding Library Services.
- Investigate potential avenues for promoting SDG Library through existing township communications (community guides, flyers, display boards, online event calendars, and Library Board newsletters).

**Timeframes:**

- **March:** Delegations to local Municipalities
- Year round

**Outcomes:**

- Increased community audience.
- Increased brand awareness.
- Strengthened relationships with Municipalities.



### 2.10 Awareness Campaign

**Plan:**

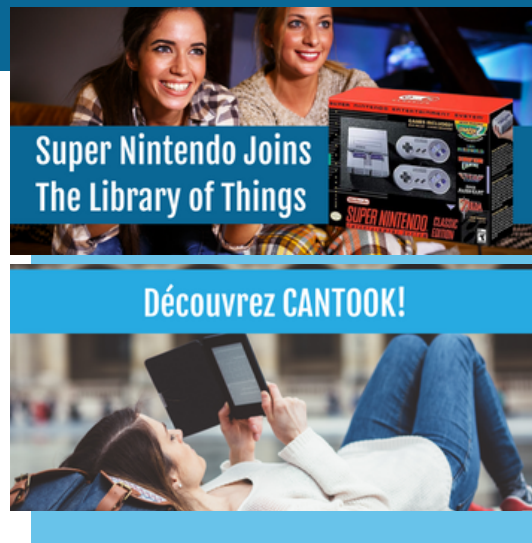
- To create a structured advertising campaign that promotes our products and services on a recurring basis. All products and services will be assigned dedicated months for promotion.

**Timeframes:**

- **June:** Commencement, then year round.

**Outcomes:**

- Community members and patrons will be informed on a regular basis of new and existing products and services.
- Increased website traffic.
- Increased community engagement.



# Marketing Objectives

## Goal 3

### Strengthen our Organization



### 3.1 Analyze and present results of User Engagement Survey

#### Plan:

- To analyze the survey results and compile them into a report for presentation to all key stakeholders.
- To reference the report when community feedback has been a key consideration in a program, service or operational addition or change.

#### Timeframes:

- **February:** Summarized snapshot of results
- **April:** Detailed analysis of results

#### Outcomes:

- Insight into the preferences and needs of community members and how this can be incorporated into future planning.

“ Every book, every program, every moment, is inspired by YOU! ”

It will take less than 5 minutes to share your thoughts and ideas in our “User Engagement Survey.”

As a resident of SDG counties, your feedback is essential in helping us enhance our services, programs, and overall library experience.

- Visit our website, scan the QR code or pick up a paper survey at any SDG Library branch.
- Complete the survey by **November 30** for a chance to win \$100 MacEwen Gas or \$100 Your Independent Grocer gift card.
- Open to residents of SDG Counties

Visit [www.sdglibrary.ca](http://www.sdglibrary.ca) for full terms and conditions of the prize draw.

English Français

### 3.2 Launch Employee Newsletter

#### Plan:

- To design and develop an employee newsletter. The newsletter will include key information, updates, and a staff spotlight section to learn more about our team members.

#### Timeframes:

- **March:** Launch and Spring edition
- **June:** Summer edition
- **September:** Fall edition
- **December:** Winter edition

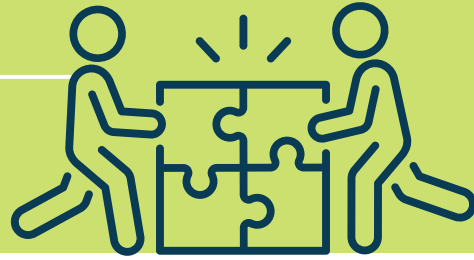
#### Outcomes:

- Editions can be used as an additional reference tool for onboarding new employees.
- Improved connections between staff within a rural branch network.



# Marketing Objectives

## Goal 3 Strengthen our Organization



### 3.3 Volunteer Engagement

**Plan:**

- To create a marketing campaign to invite community members to become an SDG Library volunteer.
- Assist with planning the volunteer appreciation event and post event promotion to showcase how valued our volunteers are.

**Timeframes:**

- **April:** Volunteer appreciation event
- **Year round:** Marketing campaign

**Outcomes:**

- Increased volunteer applications and retention of existing volunteers.



### 3.4 Annual Report

**Plan:**

- To prepare a summary of key information and statistical data on Library usage for 2024.
- Distribute and promote the plan to key stakeholders, staff and the public.

**Timeframes:**

- **May:** Draft
- **June:** Presentation to the Board

**Outcomes:**

- A communication tool to introduce SDG Library.
- Increased brand awareness by giving readers visually engaging information on how the library is being utilised.



# Timeline

**FIRST QUARTER**

JANUARY  
FEBRUARY  
MARCH

1

- 1.3 March break event
- 2.2 Navigator: Spring edition
- 2.3 Launch new digital databases
- 3.1 User Engagement Survey: Summarized snapshot
- 3.2 Employee newsletter: Spring edition

**SECOND QUARTER**

APRIL  
MAY  
JUNE

2

- 2.2 Navigator: Summer edition
- 2.6 Targeted marketing campaign
- 2.7 Membership drive
- 2.8 Enhance pop-up libraries
- 2.10 Awareness campaign
- 3.1 User Engagement Survey: Detailed analysis
- 3.2 Employee newsletter: Summer edition
- 3.3 Volunteer engagement
- 3.4 Annual report

**THIRD QUARTER**

JULY  
AUGUST  
SEPTEMBER

3

- 2.2 Navigator: Fall edition
- 3.2 Employee newsletter: Fall edition

**FOURTH QUARTER**

OCTOBER  
NOVEMBER  
DECEMBER

4

- 1.2 SDG Reads program
- 2.2 Navigator: Winter edition
- 3.2 Employee newsletter: Winter edition

**ONGOING YEAR ROUND**



- 1.1 Update library signage
- 1.4 Website update
- 2.1 2025 SDG Library reading challenge
- 2.4 System-wide and branch programs
- 2.5 eNewsletters
- 2.9 Collaboration with local Municipalities





**STAFF REPORT**

**S.R. No. 1-2025**

**PREPARED BY:**

Margaret MacDonald – Chair, Library Board  
Rebecca Luck – Director of Library Services

**PREPARED FOR:**

SDG Library Board

**LIBRARY BOARD DATE:**

January 16, 2025

**SUBJECT:**

Library Board Self-Evaluation - Results

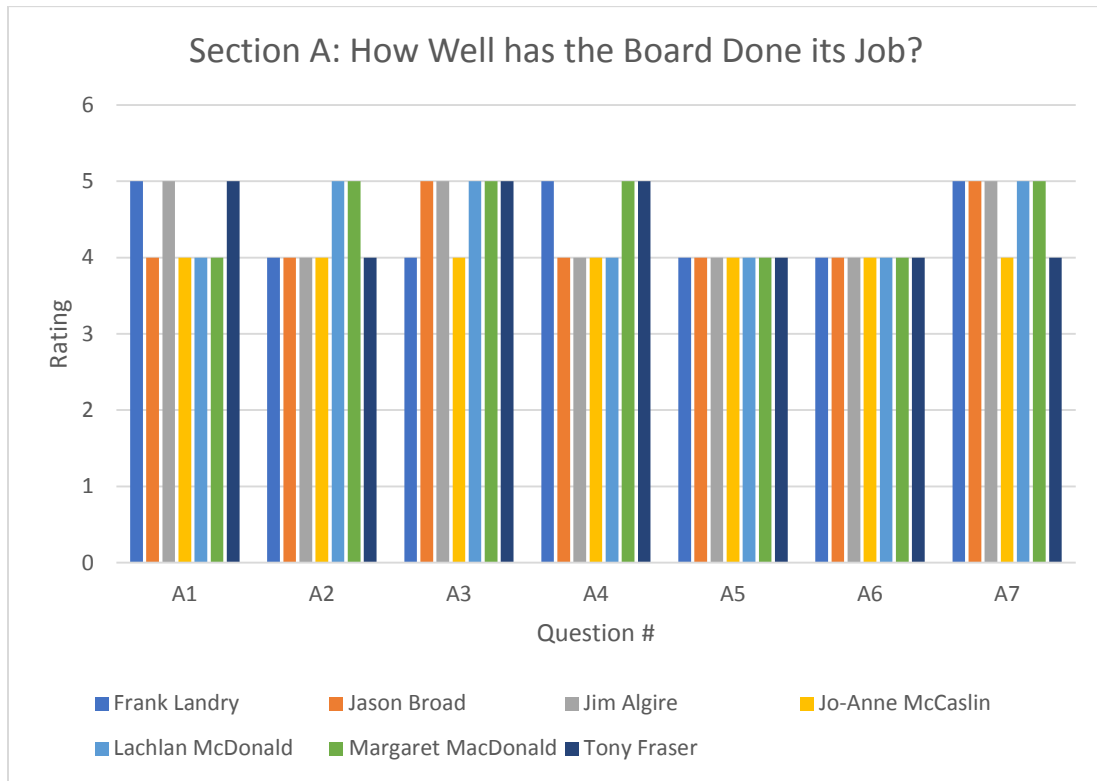
**BACKGROUND:**

1. Under the Library Board Self-Evaluation Policy (GOV 2022-01), Board members were asked to complete a questionnaire in November 2024. The questionnaire assessed the management of the Board, acknowledged goals achieved, determined strengths and weaknesses, and provided perspective to the Board's activity.

**ANALYSIS:**

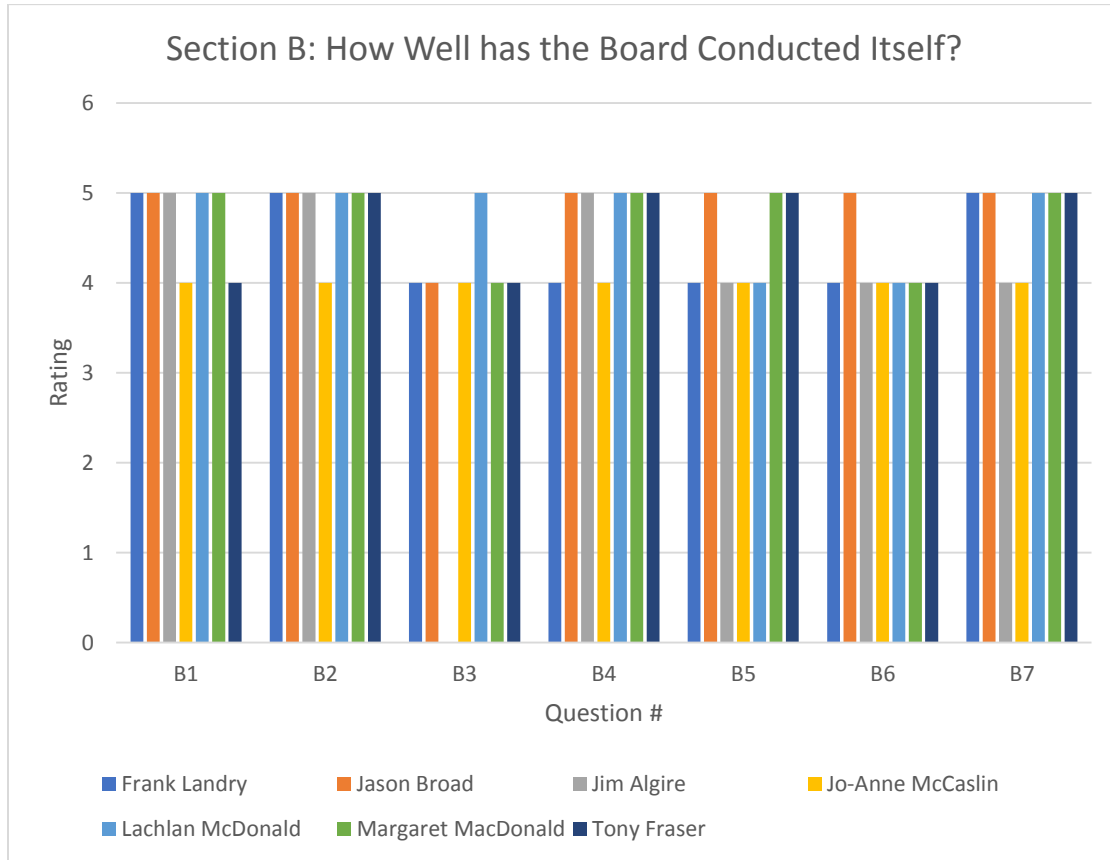
2. The results were aggregated by the Chair and are presented below for discussion purposes:

**Section A: How well has the Board done its Job?**



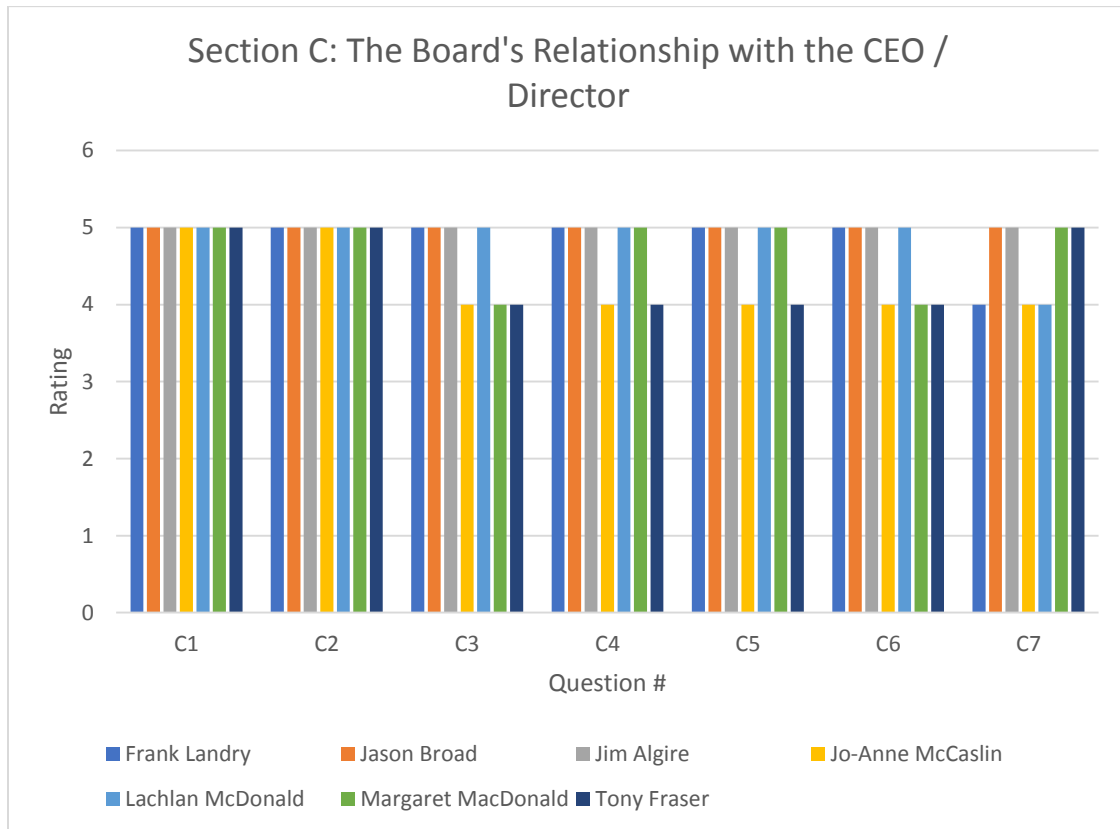
No.	Question	Average Rating
A1	The Stormont, Dundas and Glengarry Library Board operates with a strategic plan or a set of measurable goals and priorities.	4.4
A2	The Board's regular meeting agenda items reflect our strategic plan or priorities.	4.3
A3	The Board has created, or reviewed, in this period, some key governance policies.	4.7
A4	The Board collaborates with the Library CEO/Director to set goals, review and amend policies when appropriate.	4.4
A5	The Board has identified and reviewed the Library's relationship with each of its key stakeholders.	4.0
A6	The Board has ensured that the Library's accomplishments and challenges have been communicated to key stakeholders.	4.0
A7	The Board has understood and respected that our role is in governance and not operations.	4.7

**Section B: How well has the Board Conducted Itself?**



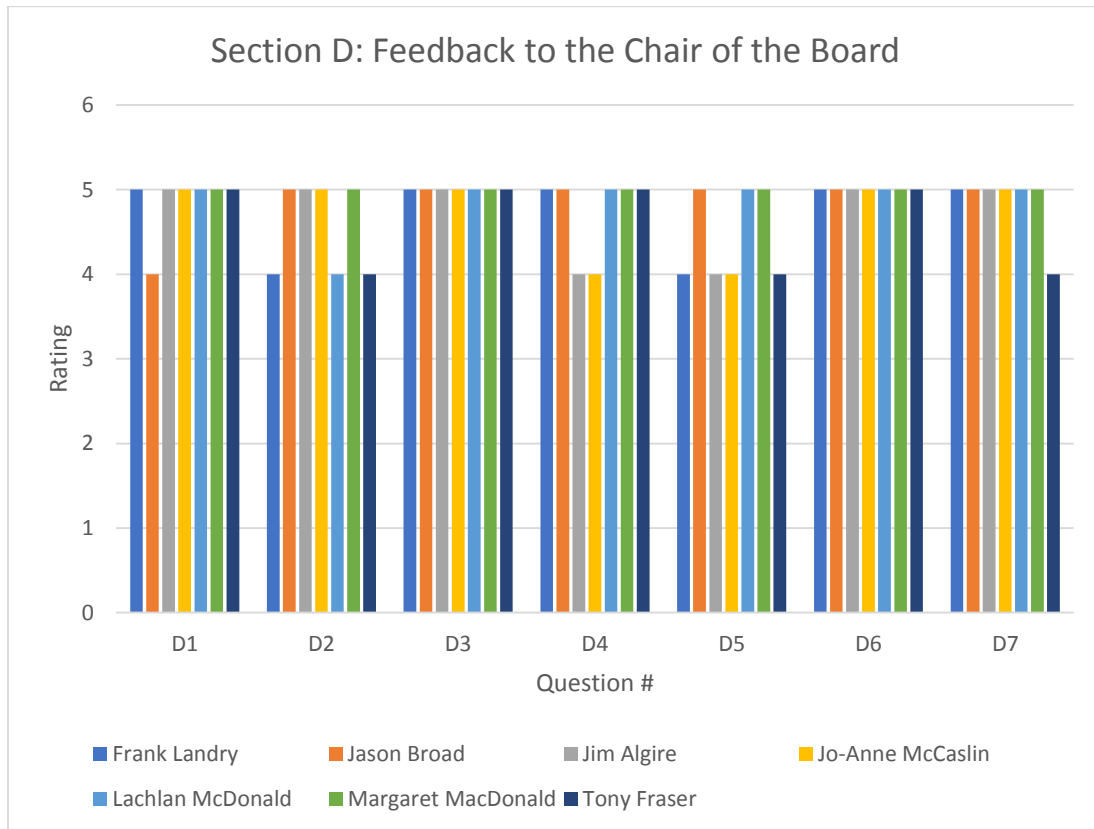
No.	Question	Average Rating
B1	Board members have been provided with enough information through orientation packages and training to successfully fulfill our roles and responsibilities.	4.7
B2	The Board agenda is provided in advance and includes all necessary details to complete meetings in a timely manner.	4.9
B3	Board members come to meetings prepared.	3.6
B4	The Board receives relevant reports prior to meetings.	4.7
B5	Decisions are made collaboratively with consensus following parliamentary protocols.	4.4
B6	Board meetings are engaging and provide personal development.	4.1
B7	Opportunities for Board training and/or joining subcommittees is offered in a fair and transparent manner.	4.7

### Section C: The Board's Relationship with the CEO/Director



No.	Question	Average Rating
C1	There is good two-way communication between the Board and the CEO.	5.0
C2	The Board trusts the judgement of the CEO.	5.0
C3	The Board has discussed and communicated the kinds of information and level of details it requires from the CEO.	4.6
C4	The Board has developed formal criteria and a process for evaluating the CEO.	4.7
C5	The Board, or a committee of the Board, has formally evaluated the CEO within the last 12 months.	4.7
C6	The Board evaluates the CEO primarily on the accomplishment of the organization's strategic goals and priorities and adherence to policy.	4.6
C7	The Board regularly provides the CEO with feedback and recognition.	4.6

**Section D: Feedback to the Chair of the Board**



No.	Question	Average Rating
D1	The Chair is well prepared for Board meetings.	4.9
D2	The Chair helps the Board stick to the agenda.	4.6
D3	The Chair tries hard to ensure that every Board member has an opportunity to be heard.	5.0
D4	The Chair has demonstrated versatility in facilitating Board discussions.	4.7
D5	The Chair helps the Board work well together.	4.4
D6	The Chair demonstrates good listening skills.	5.0
D7	The Board supports the Chair.	4.9



**Section E: My Performance as an Individual Board Member (not shared)**

**IMPACT ON 2025 BUDGET:**

3. N/A

**ALIGNMENT WITH STRATEGIC PLAN:**

Goal 3: Strengthen our Organization

**STAFF REPORT**

**S.R. No. 2-2025**

**PREPARED BY:** Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** January 16, 2025

**SUBJECT:** Pages for Presents and Holiday Outreach

**BACKGROUND:**

1. During November and December, the SDG Library was excited to attend community-organized holiday events across the SDG Counties. Attendance at these events strengthened relationships between the Library and existing patrons and organizations and created an opportunity for the Library to interact with residents who may not be aware of the services it provides. These events included:
  - a. November 28: Finch Library Branch extended their normal branch hours to celebrate the arrival of the CPKC Holiday Train. To celebrate, the branch stayed open until 4pm, welcoming over 70 community members, offering them a chance to warm up, have a special treat, and an opportunity to create a special ornament craft.
  - b. November 30: the Lancaster Library Branch extended its hours to greet people attending the Lancaster Tree Lighting Ceremony hosted by the Optimist Club of Lancaster. The Branch had 88 people visit during the special hours, allowing community members the chance to warm up and have a snack.
  - c. December 1 and 7: staff participated in the Alexandria Lions Club Santa Claus Parade (December 1), the Morrisburg Santa Claus Parade and the North Dundas Parade of Lights (December 7). All three parades were well attended, with the Library being able to broadcast itself directly to hundreds of SDG Counties residents and distribute over 1,400 candy canes (to which we ran out).



- The SDG Library held its first 'Pages for Presents' initiative, wherein we invited community members to help spread the joy of reading by purchasing and donating a book to a child in need. The campaign was held from December 2 to December 13. Thanks to the generosity of our community members, the SDG Library collected an incredible 124 books that were distributed to families in need by the Children's Aid Society.



**IMPACT ON 2025 BUDGET:**

- N/A

**ALIGNMENT WITH STRATEGIC PLAN:**

Goal 2: Conduct Community Outreach





**STAFF REPORT**

**S.R. No. 3-2025**

**PREPARED BY:** Rebecca Luck – Director of Library Services  
**PREPARED FOR:** SDG Library Board  
**LIBRARY BOARD DATE:** January 16, 2025  
**SUBJECT:** Reciprocal Borrowing – North Grenville

**BACKGROUND:**

1. On October 29<sup>th</sup>, the Director of Library Services met with Emily Farrell, the CEO of North Grenville Public Library (NGPL), to discuss the possibility of allowing reciprocal borrowing between the two systems.
2. The potential for partnering with NGPL was discussed with the Library Board on November 21, 2024. At that time, the Board requested further information regarding the back-end requirements of offering this service.
3. On December 19, 2024, a follow-up meeting was held with the CEO of NGPL.

**ANALYSIS:**

4. The agreement will be comprised of the following sections:
  - a. Services
  - b. Fees
  - c. NGPL Responsibilities
  - d. SDG Library Responsibilities
  - e. Limitation of Liability
  - f. Termination of Memorandum of Understanding
  - g. Interpretation
5. A DRAFT copy of the agreement has been attached for the Board’s review.
6. The agreement is being proposed as a 1-year pilot program, to tentatively begin on April 1, 2025.

**IMPACT ON 2025 BUDGET:**

7. It has been estimated that the SDG Library currently has fourteen (14) non-residents hailing from the Kemptville area. By entering into a reciprocal borrowing agreement, the SDG Library will lose approximately \$500 per year on non-resident membership fees.

**ALIGNMENT WITH STRATEGIC PLAN:**

Goal 1: Growing our Physical and Digital Infrastructure  
Goal 2: Conduct Community Outreach

## **Memorandum of Understanding**

between:

### **North Grenville Public Library**

(the “NGPL”)

and

### **Stormont, Dundas and Glengarry Library**

(the “SDG Library”)

**January 16, 2025**

The following Memorandum of Understanding (MOU) will constitute an operating agreement between the NGPL and the SDG Library (collectively referred to as the “Parties” or individually as the “Party”) for the provision of services for the mutual benefit of the Parties’ members (the “Services”). This MOU shall replace any previous agreements related to the Services, either verbally or in writing.

#### **Services**

1. This MOU shall commence on April 1, 2025 and shall continue until March 30, 2026, subject to annual renewal, or until terminated in accordance with the terms of this agreement.
2. Services shall only be available to residents of North Grenville, Stormont, Dundas, and Glengarry townships (the Residents).
3. Residents who wish to obtain Membership to access either Party’s services, must follow that Party’s relevant policies regarding registration including but not limited to, providing proof of address.
4. Residents who wish to obtain Membership to access either Party’s services, must physically present themselves to the appropriate Party’s location to obtain Membership. For further clarity, online registration is not available for North Grenville Residents to obtain SDG Library Membership and vice versa.

5. The Parties shall permit the Residents to obtain a free Membership to each organization.
  - a. The NGPL shall provide the SDG Library Residents with a NGPL card for NGPL Membership.
  - b. The SDG Library shall use North Grenville Residents' NGPL card for SDG Library Membership.
  
6. Membership shall entitle the cardholder to the following:
  - a. Ability to borrow physical resources (e.g., books), with the exception of museum passes and WiFi hotspots, provided by the Party.
    - i. This does not include use of the InterLibrary Loan (ILL) service.
  - b. Ability to register for and attend programs provided by the Party.
  
7. Members shall not be able to borrow or make use of the either Party's electronic resources including, but not limited to, eBooks and Kanopy eresource.
  
8. The Parties may also, upon mutual agreement, provide collaborative or joint programming, based on space and resource availability.
  
9. Additional services can be negotiated at any point before or during the MOU period.

### **Fees**

10. The NGPL and the SDG Library agree to waive the following fees associated with the provision of the Services outlined in this Agreement:
  - a. Non-resident fees
  
11. Any fees charged shall be billed directly to the cardholder. Neither Party shall be responsible for the payment of any cardholder fees (e.g., lost or damaged item fees).
  
12. Each Party is entitled to follow their organization's policies in regards to the recovery of outstanding fees from clients (e.g., suspension of cardholder privileges, payment recovery services, etc.).

### **NGPL Responsibilities**

13. Upon request, the NGPL shall provide representatives of the SDG Library with information related to
  - a. The number of Memberships from SDG Library Residents

- b. Circulation statistics of Memberships from SDG Library Residents
    - i. Circulation statistics shall not include borrowing behaviours or history for any Membership.
  - c. Anecdotal information from SDG Library Residents related to the Services.
14. The NGPL shall be responsible for creating and disseminating all promotional items relating to Services provided by the NGPL.
15. The NGPL shall communicate with the SDG Library via email in a timely manner should any issues or concerns arise in the provision of the Services.
16. In addition to the Services, the NGPL shall also provide the SDG Library with copies of their logo for use in promotional materials. The NGPL is, and shall remain, exclusive owner of the NGPL logo. The NGPL hereby grants the SDG Library a limited, revocable, non-transferable, non-sublicensable license to use, display, reproduce, and transmit the logo to the extent incorporated in, combined with, or otherwise necessary for the use and promotion of the Services.
17. The NGPL shall cooperate with the SDG Library in all matters relating to the Services.

### **SDG Library Responsibilities**

18. Upon request, the SDG Library shall provide representatives of the NGPL with information related to
- a. The number of Memberships from NGPL Residents
  - b. Circulation statistics of Memberships from NGPL Residents
    - i. Circulation statistics shall not include borrowing behaviours or history for any Membership.
  - c. Anecdotal information from NGPL Residents related to the Services.
19. The SDG Library shall be responsible for creating and disseminating all promotional items relating to Services provided by the SDG Library.
20. The SDG Library is responsible for informing the NGPL via email in a timely manner should any issues or concerns arise in the provision of the Services.
21. In addition to the Services, the SDG Library shall also provide the NGPL with copies of their logo for use in promotional materials. The SDG Library is, and shall remain,

exclusive owner of the SDG Library logo. The SDG Library hereby grants the NGPL a limited, revocable, non-transferable, non-sublicensable license to use, display, reproduce, and transmit the logo to the extent incorporated in, combined with, or otherwise necessary for the use and promotion of the Services.

### **Limitation of Liability**

22. The SDG Library shall not be responsible for any loss or damage to NGPL property used by SDG Library Residents, including but not limited to collection items.
23. The NGPL shall not be responsible for any loss or damage to SDG Library property used by NGPL Residents, including but not limited to collection items.

### **Termination of Memorandum of Understanding**

24. This MOU may be terminated in advance of the end date:
  - a. If the NGPL and the SDG Library mutually agree in writing to terminate this MOU; or
  - b. In the event of a breach of this MOU, providing that the Party in breach has not remedied the breach within sixty (60) days of receipt of writing notice of the breach.

### **Interpretation**

25. This MOU shall be held to be separate to any existing MOUs and agreements in place with either Party. For further clarity, the Parties are entitled to enter into additional MOUs or agreements with each other or other organizations; however, said MOUs and agreements shall not be included in or impacted by this MOU.
26. If any covenant or provision of this MOU is determined to be invalid, void, or unenforceable, in whole or in part, it shall in no way affect the validity or enforceability of any other covenant or provision of this MOU, each of which is hereby declared to be a separate and distinct covenant, severable from each of the others for the purposes of this MOU.

**[SIGNATURE PAGE FOLLOWS]**

The terms of this Agreement are hereby accepted by:

---

Emily Farrell, CEO  
On behalf of the North Grenville Public Library

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Date

---

Rebecca Luck, CEO  
On behalf of the SDG Library  
*I have authority to bind the organization*

---

Date

draft

**STAFF REPORT**

**S.R. No. 4-2025**

**PREPARED BY:** Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** January 16, 2025

**SUBJECT:** Temporary Library Access – The Nation

**BACKGROUND:**

1. On December 10, 2024, Pierre Leroux, CAO of The Nation, reached out to CEOs, Board chairs, and elected officials to relay the Municipality’s Library governance challenges. It was stated that The Nation Municipality’s library services will temporarily cease operations from January 1, 2025 to March 31, 2025.
2. While the Municipality takes this time to rebuild their Library Board and Library Services department, CAO Pierre Leroux has asked for neighbouring systems to aid The Nation’s community members in providing access to Library system (with an offered payment of \$1500 for a three-month period). It is unknown at this time as to the number of patrons within The Nation’s system.
3. Effective January 1<sup>st</sup>, 2025, the SDG Library has extended its Library Services to the residents of The Nation, for a three-month period. Residents have access to both the physical and digital collection. The Library usage from the Nation’s residents will be tracked and reported to the Board monthly. By tracking usage, the Director will be able to report on whether their usage is inline with the fee remittance.
4. A copy of the MOU has been attached to this report.

**ANALYSIS:**

5. Additionally, the CAO of The Nation is investigating whether the SDG Library Board would be amenable to contracting out the management of The Nation’s library service to another Board.

**IMPACT ON 2025 BUDGET:**

6. By entering into a partnership with The Nation, the SDG Library will be compensated \$1,500 over the span of the three (3) month period.

**ALIGNMENT WITH STRATEGIC PLAN:**

Goal 1: Growing our Physical and Digital Infrastructure

**Memorandum of Understanding**

**Between**

*The Nation Municipality*

**And**

Stormont, Dundas and Glengarry (SDG) Library

**Purpose:**

This Memorandum of Understanding (MOU) establishes the terms of collaboration between the Municipality of The Nation ("The Nation") and the Stormont, Dundas and Glengarry (SDG) Library ("SDG Library") for providing temporary access to library services to La Nation residents during the closure of La Nation's libraries from **January 1, 2025, to March 31, 2025**.

**Terms and Conditions:**

**1. Scope of Services:**

- The SDG Library agrees to provide access to library services for residents of La Nation during the specified period.
- La Nation residents will be treated as regular members and have access to the same services as other library members.

**2. Payment:**

- La Nation will provide The SDG Library with a one-time payment of **\$1,500** to cover the cost of hosting La Nation residents during the three-month period.

**3. Responsibilities of The SDG Library**

- Offer equitable access to services without additional fees for La Nation residents.
- Track the number of La Nation residents using the services (if feasible) to support reporting and evaluation.

**4. Duration and Reevaluation:**

- This MOU is valid for the period of **January 1, 2025, to March 31, 2025**.
- The terms of this agreement will be reevaluated at the beginning of March 2025 to determine next steps.
- Either party may terminate this agreement with written notice of 15 days.

**5. Good Faith:**

- Both parties agree to work in good faith to resolve any issues or disputes that may arise during the implementation of this agreement.

**Signatures:**

By signing this Memorandum of Understanding, both parties agree to the terms outlined above.

**For Municipality of La Nation**

Name: Pierre Leroux, CAO

Date:

Signature:

**For SDG Library**

Name: Rebecca Luck - Director of Library Services

Date:

Signature:



**STAFF REPORT**

**S.R. No. 5-2025**

**PREPARED BY:** Rebecca Luck – Director of Library Services

**PREPARED FOR:** SDG Library Board

**LIBRARY BOARD DATE:** January 16, 2025

**SUBJECT:** Review of Express Depots

**BACKGROUND:**

- Express Depots provide patrons an alternative location to pick up library materials. The SDG Library offers Express Depots at the following locations: Glen Walter, St. Andrews, and Morewood.

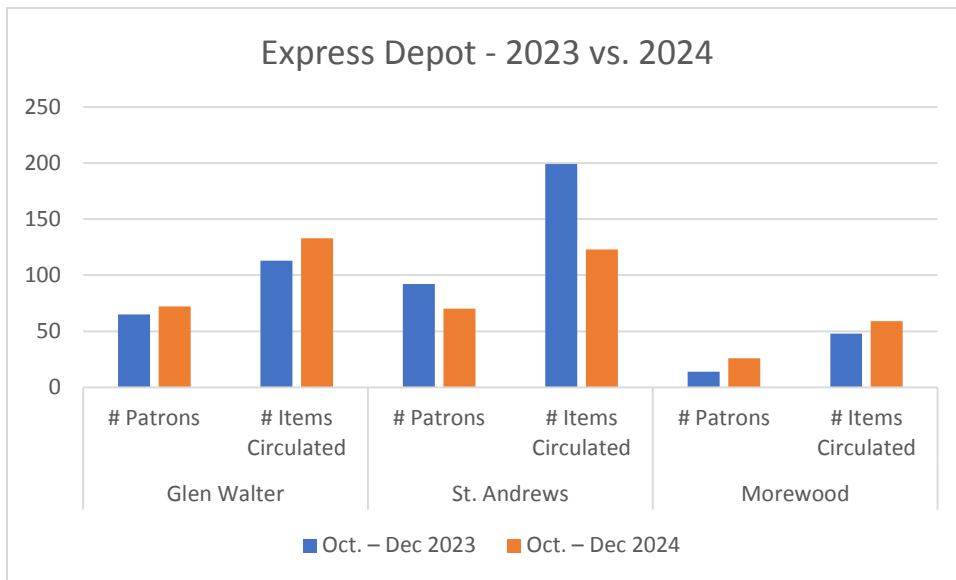
**ANALYSIS:**

- Monthly reports were compiled throughout 2024 for all express depots, documenting the number of patrons utilizing the depot, along with the number of items being circulated. A comparative table has been summarized below:

Month	Glen Walter		St. Andrews		Morewood	
	# Patrons	# Items Circulated	# Patrons	# Items Circulated	# Patrons	# Items Circulated
January	18	55	41	70	18	26
February	25	46	32	68	6	6
March	14	19	31	60	5	7
April	21	30	30	49	6	11
May	31	54	35	60	7	11
June	25	40	20	38	5	9
July	22	48	30	45	10	17
August	32	48	27	47	5	13
September	26	44	14	18	9	11
October	31	50	30	49	13	39
November	23	41	21	39	7	8
December	18	42	19	35	6	12
<b>TOTAL</b>	<b>286</b>	<b>517</b>	<b>330</b>	<b>578</b>	<b>97</b>	<b>170</b>

- As Morewood Express Depot was introduced in October 2023, a direct comparison of October – December 2023 can be summarized below:

Month	Glen Walter		St. Andrews		Morewood	
	# Patrons	# Items Circulated	# Patrons	# Items Circulated	# Patrons	# Items Circulated
<b>Oct. – Dec 2023</b>	65	113	92	199	14	48
<b>Oct. – Dec 2024</b>	72	133	70	123	26	59



**IMPACT ON 2025 BUDGET:**

4. N/A

**ALIGNMENT WITH STRATEGIC PLAN:**

Goal 1: Growing our Physical and Digital Infrastructure