MEETING AGENDA
Stormont, Dundas and Glengarry County Library Board

Wednesday, February 26, 2025, 5:00 p.m.
Williamsburg Branch
12333 County Road 18, Williamsburg ON

Pages

1. **Call to Order**

2. **Adoption of Agenda**

   a. Additions, Deletions or Amendments
   Additions to or deletions from the Agenda must be made upon consultation with the Board Chair prior to the meeting. All matters listed under "Consent Items" are considered to be routine and will be enacted by one motion. Should a Board member wish an alternative action from the proposed recommendation, s/he may request that the matter(s) be moved to the appropriate section at this time.

3. **Declaration of Pecuniary Interest**

4. **Adoption of Minutes**

5. **Delegations**

6. **Consent Items**

7. **Action Items**

8. **Discussion Items**

9.	In Camera

10.	Adjournment

Stormont, Dundas and Glengarry County Library Board

Minutes

January 16, 2025, 5:00 p.m.
Alexandria Branch
170A MacDonald Blvd., Alexandria ON

Members Present:	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; Iris Clark, Library Services Assistant (Alexandria Branch)

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1. **Call to Order** – Meeting was called to order at 5:07pm.

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 - November 21, 2024**

   Moved by Tony Fraser
   Seconded by Jason Broad

   That the Stormont, Dundas & Glengarry County Library Board approves the Minutes of the November 21, 2024 regular meeting, as amended.

   CARRIED

5. **Delegations**

Iris Clark, Library Services Assistant at the Alexandria 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) - November & December 2024**

6.2 **Statistical Summary (Quarterly) - October-December 2024**

6.3 **Statistical Summary (Full) - 2024 Year End**

6.4 **Financial Report - 2024 Year End**

6.5 **Branch and Supervisors Reports - November & December 2024**

6.6 **Communications & Marketing Report - November & December 2024**

Board members requested that the upcoming Communications and Marketing quarterly report include a graphical representation of website metrics.

6.7 **Community Librarian Report - November & December 2024**

6.8 **Technical Services Report - November & December 2024**

6.9 **Director of Library Services Report - November & December 2024**

Board members would be interested in receiving information regarding upcoming branch inspections and a statistical summary regarding the number of days lost due to health and safety concerns.

6.10 **Correspondence**

7. **Action Items**

7.1 **Communications and Marketing Plan**

Moved by Lachlan McDonald
Seconded by François Landry

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

CARRIED

8. **Discussion Items**

   8.1 **Library Board Self-Evaluation – Results**

   The Director of Library Services to reword question B3. Self-evaluation to remain available as an electronic form.

   8.2 **Holiday Outreach and Pages for Presents**

   8.3 **Reciprocal Borrowing - North Grenville**

   8.4 **Temporary Library Access - The Nation**

   Board members expressed their desire to provide temporary library access to the residents of The Nation. However, Board members do not wish to assume the management of The Nation's library services.

   8.5 **Review of Express Depots**

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 on February 26, 2025 at 5:00pm at the Williamsburg Branch, or at the Call of the Chair.

    CARRIED

    _____   _____
    Board Chair/Vice Chair   Secretary

SDG Library

January 2025 Statistical Summary

Branch & Open Hours Per Week	Circulation					Borrowers	Visitors	New Patrons
	Print & A/V	Digital Books	January 2025 Total	January 2024 Total	January 2025/2024 Difference			
CloudLink*	0	13544	13544	8241	+64.3%			
Administration	201	24	225	295	-23.7%	17	0	1
Alexandria (44)	3208	266	3474	3402	+2.1%	471	1469	30
Avonmore (20)	396	79	475	573	-17.1%	85	205	6
Chesterville (17)	892	151	1043	915	+14.0%	131	338	6
Crysler (20)	1134	56	1190	1169	+1.8%	102	573	13
Finch (16)	565	38	603	353	+70.8%	73	247	4
Glen Walter Express	83	15	98	107	-8.4%	21	0	0
Ingleside (44)	1321	135	1456	1848	-21.2%	241	961	7
Iroquois (20)	701	89	790	1060	-25.5%	153	454	8
Lancaster (44)	942	204	1146	1640	-30.1%	219	479	13
Long Sault (30)	1740	186	1926	1546	+24.6%	256	757	9
Maxville (16)	355	82	437	528	-17.2%	88	148	5
Morewood Express	36	0	36	50	-28.0%	8	0	0
Morrisburg (44)	1369	161	1530	1656	-7.6%	303	1101	21
South Mountain (16)	822	59	881	1057	-16.7%	116	303	2
St. Andrews Express	49	17	66	123	-46.3%	18	0	0
Williamsburg (16)	590	49	639	600	+6.5%	81	175	4
Williamstown (17)	560	112	672	847	-20.7%	117	220	4
Winchester (44)	1749	221	1970	2068	-4.7%	300	945	17
SYSTEM TOTAL	16713	15488	32201	28078	+14.7%	2800	8375	150

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

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

*CloudLink includes SDG patrons borrowing from other libraries and other library patrons borrowing from our collection

eBooks & eAudiobooks	
cloudLink-Patron Usage	5272
cloudLibrary-Collection Usage	10216
Total	15488

LIBRARY MONTHLY STATEMENT

For Period Ending 31-Jan-2025

	2025	2025	2025	2024	2024	2024
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE
GENERAL FUND						
REVENUE						
ANNUAL PROVINCIAL FUNDING	0	-131,761	-131,761	-131,761	-131,761	0
ONTARIO CAPACITY FUNDING	0	-1,000	-1,000	-4,177	-1,000	3,177
STUDENT FUNDING	0	-4,500	-4,500	-4,637	-8,300	-3,663
FEES & FINES	-1,135	-9,500	-8,365	-18,418	-10,000	8,418
DONATIONS & SALES	-1,770	-6,500	-4,730	-11,476	-5,750	5,726
TRANSFER FROM RESERVES	0	-278,542	-278,542	-218,268	-308,332	-90,064
Total REVENUE	**-2,905**	**-431,803**	**-428,898**	**-388,737**	**-465,143**	**-76,406**
EXPENSES						
FULL TIME WAGES & BENEFITS	95,166	1,068,303	973,137	955,005	977,450	22,445
BRANCH WAGES & BENEFITS	33,925	991,494	957,569	929,348	915,069	-14,279
STUDENT WAGES & BENEFITS	0	23,618	23,618	22,289	23,408	1,119
BOARD MEETINGS & DEVELOPMENT	1,173	15,452	14,279	9,078	13,232	4,154
STAFF MILEAGE	213	6,000	5,787	8,374	10,372	1,998
STAFF TRAINING & DEVELOPMENT	914	22,685	21,771	14,147	24,918	10,771
PRINT MATERIAL	8,556	185,500	176,944	179,763	185,500	5,737
DIGITAL BOOKS	0	87,000	87,000	93,195	95,000	1,805
DATABASE SUBSCRIPTIONS	41,965	73,028	31,063	59,865	66,526	6,661
MAGAZINES, PERIODICALS & LEASED BOOKS	0	3,655	3,655	3,863	3,950	87
SUPPLIES & EQUIPMENT	693	28,650	27,957	28,381	28,470	89
CREDIT CARD FEES	8	200	192	167	115	-52
PHONES & INTERNET	4,149	56,309	52,160	53,355	57,496	4,141
PROMOTIONS & WEBSITE	2,654	68,800	66,146	62,761	75,030	12,269
PUBLIC PROGRAMS	330	10,400	10,070	11,870	12,400	530
COMPUTER PURCHASES	0	9,300	9,300	7,204	7,929	725
SOFTWARE SUPPORT	33,115	50,255	17,140	45,734	52,548	6,814
DELIVERY & OUTREACH VEHICLES	0	29,500	29,500	29,395	32,000	2,605
COPIERS & PRINTERS	0	6,500	6,500	7,434	10,000	2,566
COPYRIGHT & PERFORMANCES LICENSES	763	1,700	937	2,113	2,319	206
BRANCH CLEANING	208	5,000	4,792	3,406	5,000	1,594
BRANCH RENTS, INSURANCE & SECURITY	0	250,833	250,833	245,897	244,804	-1,093
FURNITURE PURCHASE	0	29,600	29,600	59,107	64,250	5,143
AUDIT & LEGAL FEES	0	6,110	6,110	3,053	3,600	547
SPECIAL PROJECTS	29	3,400	3,371	7,898	9,400	1,502
SUPPORT FROM OTHER DEPARTMENTS	0	172,764	172,764	188,093	188,093	0
TRANSFER TO RESERVES	0	0	0	3,410	0	-3,410
Total EXPENSES	**223,862**	**3,206,056**	**2,982,194**	**3,034,207**	**3,108,879**	**74,672**
Total GENERAL FUND	**220,957**	**2,774,253**	**2,553,296**	**2,645,470**	**2,643,736**	**-1,734**

INFORMATION REPORT

PREPARED BY:	Rebecca Luck – Director of Library Services
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	February 26, 2025
SUBJECT:	Director of Library Services Report

STAFFING HIGHLIGHTS:

Kaitlyn Cloutier, Casual Support Assistant (District 2), has accepted the position of Library Services Assistant at the Lancaster branch.

Patti McLeod, temporary Library Services Assistant at the Maxville branch, has accepted the position in a permanent capacity.

Actively recruiting for the position of Summer Reading Club and Outreach Facilitator.

DIRECTOR OF LIBRARY SERVICES: (Rebecca L.)

- Attended County Council meeting (January 27).
- Attended weekly Director's meetings with CAO and fellow County Directors.
- Attended and facilitated Management Team and Administrative meetings.
- Prepared and attended the Library Board Meeting Agenda for Library Board regular meeting – Thursday, January 16, 2025, 5:00pm at the Alexandria Library branch.
- Assisted with interviews for the position of Library Services Assistant at the Lancaster branch.
- Completed training on the new database: cloudLibrary streaming video.
- Met with the Information Services Coordinator and the Communications and Marketing Coordinator to strategize the release plan of the SDG Library's newest databases (cloudlibrary streaming video and comics+).
- Completed a ride-along with the SDG Library courier, Rob Milchard.
- Organized and attended a meeting between SDG Library staff and Friends of the Crysler Library branch.
- Attended District Meetings, providing an administrative update:
    - January 17 – District 1 (Winchester)
    - January 20 – District 2 (Williamsburg)
    - January 24 – District 3 (Alexandria)
- Met with County CAO and Manager of Human Resources to discuss Library Service's organizational structure.
- Met with Workplace Safety & Prevention Services (WSPS) to discuss the results of the Limited Occupational Hygiene Chemical Exposure Assessment, completed January 2025.
- Met with the Facility Managers from our local Municipalities to review the Lease Agreements and discuss any outstanding issues.
- Attended an AMPLO meeting (January 29).
- Attended the OLA conference in Toronto (January 29-31).
- Assisted with securing the 2025 SDG Reads author.

THE FIFTH ESTATE

A shadow war on libraries

Some Canadian politicians and influencers, inspired by an American-born movement, are trying to roll back 2SLGBTQ+ rights in Canada — one book at a time.

By Grant LaFleche, Rachel Ward, Mark Kelley

Feb. 7, 2025

There was a time, not so very long ago, when there was no place Theo Robertson wanted to be other than the small prairie town of Valleyview, Alta.

It is here, in a town tucked between Sturgeon Lake and the Little Smoky River about 350 kilometres northwest of Edmonton, that Robertson was raised. It is where she went to school and met friends. It is where she works in her grandfather's garage to earn pocket money.

But Valleyview no longer feels like home to the 17-year-old transgender teenager. The town now conjures up a darker feeling.

"I feel terrorized almost. I feel like existing in my community has just become harder than it was ever intended to be," said Robertson.

On the streets of the town, in public meetings and on social media, Robertson says she has been openly accosted by adults because of her gender. And it all started when she stood up for the public library.

Since 2023, a fierce debate over the fate of the library has exposed political fault lines in the once close-knit town of nearly 1,800 people. Defenders of the library and the local 2SLGBTQ+ community have been pitted against a secretive town council and its allies.

The fight is a deeply personal one for Robertson, who founded Valleyview's gay-straight alliance club, or GSA, in the library. Teens in the club say it is the only refuge in town for them — one Roberston now fears will be erased.

The conflict came to a head on Jan. 29, when the town-controlled majority on the board voted to close and move the library into a soon-to-be-built school complex. The space afforded to the library will be half its current size and potentially be subject to restrictive provincial rules around 2SLGBTQ+ expression in schools.

"This feels like this was the nail in the coffin," said Robertson. "I don't think anybody at our GSA would feel safe having the group at the new school."

Figure 1. The debate over the fate of the public library in Valleyview, Alta., has deeply divided the once close-knit town of nearly 1,800 people. (Jon Castell/CBC)

The experience in Valleyview is not an isolated one. An investigation by *The Fifth Estate* has found there is a shadow war in Canada against libraries and books. Its leading political actors, from small towns to large political parties, are linked to a broader grassroots movement. Steeped in conspiracy theories, this movement has stoked fears about gender identity education, child abuse and teachers.

Sometimes activists have moved through legitimate processes, including elections, running campaigns in often-overlooked races for school or library boards. Other times, they use established book challenge processes at libraries, which has caused a dramatic rise in attempts to ban books in Canada.

- ***Watch the full documentary, "The Shadow War on Libraries," from* The Fifth Estate *on [YouTube](#).***

By analyzing more than a dozen hours of video footage, book challenge data, social media activity and secret recordings, *The Fifth Estate* traced this web of influence to the United States, where an anti-2SLGBTQ+ campaign evolved from right-wing campaign rhetoric to laws that threaten libraries in Republican states.

The battle language of this movement is found in events held by the political activist group Take Back Alberta (TBA), where the audience was told books, libraries and schools are weapons being used to corrupt children's souls and destroy Western civilization. With the stakes this high, Take Back Alberta's firebrand leader David Parker urged his listeners to act.

"We are on the precipice of a communist revolution. It's literally happening right before your eyes. If we rise up, we can stop it," Parker told his followers at one of these events. "If you're too busy to save your civilization, then you deserve the gulags."

In Valleyview, the movement's influence looms over the landscape. On the highway into town, local business owner Rod Perron erected a massive tower in his canola field. Draped over its frame is a banner with an unmistakable message: "Taking Alberta Back."

"I think it means to me that we're moving in the right direction, getting back to our core roots," said Perron. "I guess Take Back Alberta has a lot of influence on social issues."

The debate over social issues is tied the fate of the library in Valleyview and became so divisive that one of the town councillors pleaded for unity.

"Let's not go into the community and cause a big divide," said Coun. Samantha Steinke at an April 2024 town hall meeting. "We have half the community hating the other half of the community."

Figure 2. Rod Perron's Taking Alberta Back tower in his canola field in Valleyview is a physical reminder of the influence of the Take Back Alberta grassroots movement in the small town. (Jon Castell/CBC)

A place to be themselves

For decades, Valleyview's library has stood on 50th Avenue, a road known around town as "Main Street." It is home to more than books. It is a hub of community programs for kids, new Canadians and seniors, from reading time to computer classes.

There, surrounded by the stacks and shelves, a small group of 2SLGBTQ+ youth regularly gather. They play board games. They watch movies. They eat pizza.

Above all, they feel safe.

"It's sort of like a youth group with the underlying notion that we are accepting and that we love everybody," said Robertson. "They already identify as LGBT, and we just provide a space for them to be and to exist."

Some GSA members, like 18-year-old Grade 12 student Jazmin, said they were not comfortable meeting as a group at school.

"This space is definitely better than school because there's several teachers who have expressed their opinion about queer students," Jazmin told *The Fifth Estate*.

"It makes me feel like maybe this isn't who I'm supposed to be, like maybe I have to change myself because it's wrong," she said. CBC News is not publishing her full name to maintain her privacy for her protection.

In an emailed statement to *The Fifth Estate,* the Northern Gateway Public Schools, the school board that will get the town's library, said concerns about teachers' views of 2SLGBTQ+ students have not been raised with their administration.

Figure 3. Theo Robertson, 17, started the local gay-straight alliance in the Valleyview library so local 2SLGBTQ+ youth had a safe space to meet. She fears the club will close when the library moves into a yet-to-be built school complex. (Rob Krbavac/CBC)

Former library board director Debbie Stewart said outside the library walls, some townsfolk were suspicious of the local GSA.

"It wasn't some ulterior agenda. I mean it was just to help these kids have a safe place to meet because some of them aren't supported at home unfortunately," said Stewart. "A lot of people took exception with that."

Whatever the attitudes about the GSA in some corners of Valleyview, the town government made no public issue out of it. In fact, library staff had no idea their workplace would soon be the centre of controversy.

The first sign of trouble arrived in 2023 as an oblique warning from the network of libraries in Canada that regularly communicate, said librarian Liz Griffiths-Garcia.

The message was stark — a storm was coming.

"You need to watch out because these people are a thing, and they might start trying to infiltrate your library board, they might start trying to influence things or censor books or make waves," Griffiths-Garcia said she was told.

"These people," as Griffiths-Garcia calls them, have made their presence known across Canada as the COVID-19 pandemic retreated. Protesters made headlines demonstrating outside libraries in opposition to drag queens reading books to kids and their parents, waving "protect the children" signs and making spurious claims of grooming, indoctrination and child abuse.

Figure 4. Protests against 2SLGBTQ+ books and drag story time readings for children in libraries have risen in cities across Canada in recent years, like this 2023 demonstration in Calgary. At these events, some protesters have made false claims of grooming and

Beyond the public protests, there were more organized attempts to advance their agenda.

As the country began to crawl out from pandemic lockdowns in 2021, formal challenges to books in libraries began a sharp climb upward.

By 2023, book challenges in Canada increased nearly four times the pre-pandemic average, according to new peer-reviewed research by the Canadian Federation of Library Associations (CFLA).

Book challenges in public libraries are increasing

Number of instances per 100,000 people (per capita)
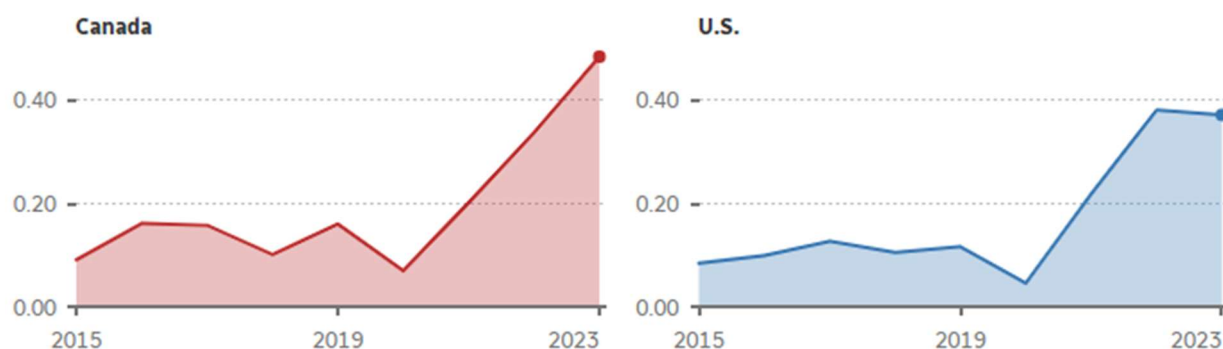
Source: Canadian Federation of Library Associations (CBC)

Researchers Michael Nyby and Richard Ellis found book challenges also changed in character. Previously, the small number of challenges were focused on material that could be considered racist or homophobic. Post-COVID, those challenges are intently focused on 2SLGBTQ+ materials — including books about gender identity, educational books on sexuality and even books that have gay or transgender characters.

Nearly half the book challenges in Canada in 2023 were related to 2SLGBTQ+ materials, up from 9.8 per cent in 2019.

This shift did not happen in isolation. Ellis and Nyby found challenges in Canada echoed those in the United States. The same titles are often targets on both sides of the border.

"Given that the sudden about-face in Canadian library censorship trends closely followed a historic increase in similar challenges in the United States, it is difficult to imagine anything other than cross-border influence as the likely catalyst," wrote Ellis and Nyby.

Challenges sometimes succeed in getting books moved from one section of a library to another, but more often than not they fail to have books removed entirely.

Challenges against 2SLGBTQ+ books sharply increased in recent years
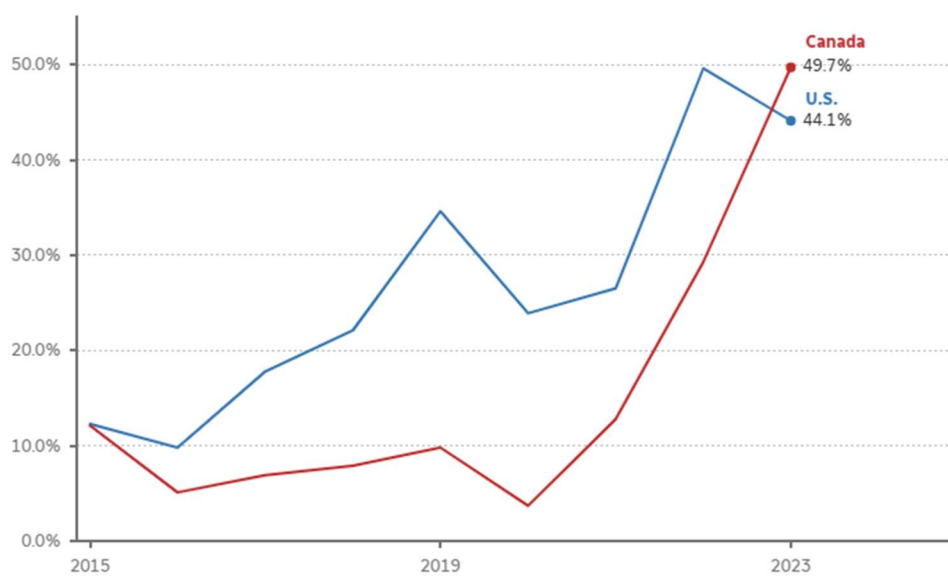
Source: Canadian Federation of Library Associations (CBC)

Sometimes, those opposed to 2SLGBTQ+-themed books turned to more clandestine ways to attack books.

"We've always had challenges," said Kelly Lauzon, a librarian at the public library in Airdrie, Alta., and a member of the CFLA's intellectual freedom committee. "We've definitely seen an uptake in challenges, both indirect and direct to those types of materials."

In 2023, those indirect challenges at the Airdrie library resulted in some books related to 2SLGBTQ+ themes and characters being flushed in used toilets in the women's washroom. Lauzon said her library was not about to let vandals win the day. She reordered the books.

"Some people want to teach their kids about sex. Some people do not. And that's OK," Lauzon said. "That's your freedom. But it is not your right to take that material away from other people who would like to teach their kids about gender identity and sex."

Figure 5. Kelly Lauzon, a librarian at the public library in Airdrie, Alta., and a member of the CFLA's intellectual freedom committee, says attempts to remove 2SLGBTQ+-themed books from library shelves in Canada are on the rise. (Monty Kruger/CBC)

In Valleyview, a novel approach was taken to remove the books.

Local resident and self-described white "ethnocentrist" T.J. Kennedy — a photographer with connections to the local member of the provincial legislature and an influential Valleyview political family — took to the social media platform X in April 2024 to declare he was borrowing 2SLGBTQ+-themed children's books from the library.

He encouraged others to follow his lead and "create a perpetual book borrowing cycle that keeps these books off the shelves and in your dark closet at home out of reach and out of sight of any poor child they are wanting to groom."

In an emailed statement to *The Fifth Estate*, Kennedy said "my motivation is to protect my children and this community's children from sexualization."

The loss of books with gender identity themes or information can have a serious impact on 2SLGBTQ+ kids and their parents as they are trying to navigate the sometimes fraught landscape of gender identity, said Florence Ashley, an academic and associate law professor at the University of Alberta.

Those resources can help teens understand themselves, said Ashley, and are an invaluable tool for parents who need help to help their children.

"Another thing is on a more basic level," said Ashley, who is trans. "If you see books in the public library treating queer and trans characters as just a matter of course, then you're much more likely to just realize that, 'Hey, maybe hating queer and trans people just because they're queer and trans is just not the way to go.'"

Figure 6. The GSA at Valleyview's library has been a safe haven for local 2SLGBTQ+ youth. The club faces an uncertain future now that the town is moving the library into a yet-to-be-built school complex. (Rob Krbavac/CBC)

The fabricated enemy at the gates

If Valleyview's town councillors had objections to what was on the library's shelves, they never said anything publicly. There were no public notices or debates in council chambers. But in December 2023, they cut $60,000, about half the town's portion of funding, from the library budget.

Library staff said they learned about the cut from the local rumour mill.

"There is no coming back from 50 per cent," library director Kerri Danner can be heard saying in a video of an emergency library board meeting in December 2023 obtained by *The Fifth Estate*.

At the meeting was Coun. Ken Wittig, town council's lone member on the library board. He did not provide a definitive reason for the budget cut, but suggested the town's finances were a part of it, saying the town had not raised taxes in years.

"As a taxpayer, I would like to be approached about that though before I hear that services are being cut," Danner said.

"Well, we're not cutting services," Wittig said.

"You are. Library services," Danner said. "You're cutting library services."

One board member asked Wittig if the budget cut was a way to starve the library to justify moving it into a planned new Northern Gateway Public Schools complex in the town — a move the library board rejected a year earlier.

"I don't think that's the case whatsoever," Wittig said.

Members of town council, including Mayor Vern Lymburner, declined to speak to *The Fifth Estate*. They unanimously passed a motion in November behind closed doors, shortly before *The Fifth Estate*'s planned arrival in Valleyview, saying no member of the elected council can speak to the media.

In a two-sentence statement uploaded to the council's Nov. 25 minutes on the town's website, the council said that any decisions it makes are in the best interests of the town's ratepayers, but did not mention the library.

Figure 7. 50th Avenue in Valleyview, known to residents as 'Main Street,' is a hub of business activity and has been the home of the town's library for decades. (Jon Castell/CBC)

The state of Valleyview's finances are not entirely clear in part because the town, unlike most Alberta municipalities, does not publish its annual budgets.

And there is no local news media in Valleyview to report on council deliberations — the town's only newspaper closed during the pandemic.

The council does post minutes of meetings, but they rarely include reports or details of debates. Council also does not livestream its meetings, having passed a resolution that forbids "recordings of any sort of council meetings as any recordings can be utilized in the future for legal purposes."

However, a 2023 audited budget statement obtained by *The Fifth Estate* shows the town ended 2023 with a $1-million deficit, despite projecting a $5-million surplus. The town also had nearly $6 million in cash reserves.

"I don't believe it's the money issue at all," said Travis Werklund, vice-president of Valleyview's chamber of commerce.

"Sixty thousand dollars is not going to impact having to spend money for the roads or water storage after last year's fire season ... I don't think that $60,000 has anything to do with either of those projects."

During the December 2023 emergency library board meeting, a furious Danner told Wittig the town council had better brace itself for the town's reaction to the budget cut.

"My gut is telling me that council has no idea of the backlash you're going to get," she said.

Taking the libraries back

Valleyview's library being in the midst of a political storm was new to the town, but is in keeping with Take Back Alberta's stated aim of creating change by seizing control of the low hanging fruit of democracy, like school and library boards.

"I say this to all of you: Who here feels that horrible things are happening in our libraries?" Take Back Alberta leader Parker said during a 2023 rally outside Calgary city hall.

"The answer right now is that we have to get engaged. Every one of you has to begin participating in their democracy. If you want them to leave your kids alone, you have to be the ones making the decision about how that happens."

Low voter turnout, he said, is the key to victory.

"Albertans and Canadians are apathetic and lazy. They never show up," he said during another October 2023 speech in Calgary. "You could take over every school board in this entire province."

Figure 8. David Parker, seen here at the 2024 United Conservative Party annual general meeting in Alberta, is the man behind Take Back Alberta. To some, he is a divisive force in Alberta politics. To others, he is a grassroots hero. (Andy Hincenbergs/CBC)

Parker knows a thing or two about political success, having turned Take Back Alberta into a force in Alberta politics.

The group claims responsibility for forcing former Alberta premier Jason Kenney's resignation in 2022. And when the governing United Conservative Party held elections for its board of directors in 2023, several candidates sought Parker's endorsement — including Valleyview town Coun. Samantha Steinke.

"We're endorsing Sam," Parker said in a video in which TBA vetted candidates. Steinke, he said, was the "only TBA person" running for a board position and "was one of the key organizers behind the entire freedom movement here in Alberta."

Steinke's UCP connection runs in the family. Her husband, Nathan Steinke, works in the office of Todd Lowen, a UCP member of the provincial legislature and Alberta's minister of forests and parks. Prior to becoming a town councillor in 2021, Samantha Steinke ran the local UCP constituency association.

Samantha Steinke was on the stage at the 2024 UCP annual general meeting in Red Deer, having won her board election, where thousands of party members were in attendance. Parker glad-handed his way through the crowds.

"There are 2,288 people from Take Back Alberta that are here," Parker told *The Fifth Estate* in an interview from the floor of the convention. "That is just the people on my list."

If Parker's claim is true, Take Back Alberta followers made up nearly 40 per cent of the UCP membership at the meeting. Alberta Premier Danielle Smith distanced herself from Parker in February 2024 after his social media commentary about federal Conservative Leader Pierre Poilievre's marriage. But TBA's influence in the wider UCP remains.

Parker watched as party members voted on policy resolutions, informed by TBA's positions, opposing gender affirming care, GSA rules and diversity and inclusion policies.
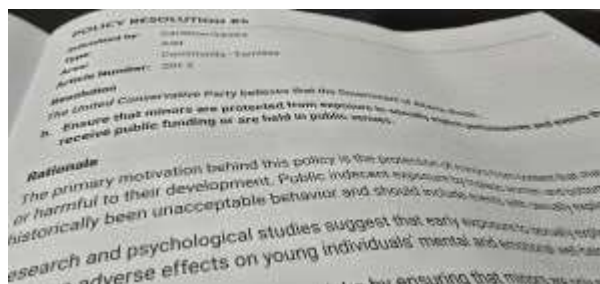
Figure 9. In November, members of the UCP in Alberta voted overwhelmingly in favour of policy resolutions like this one, which takes aim at drag story time events in public libraries. (Grant LaFleche/CBC)

The politics championed by Take Back Alberta are not limited to Wild Rose Country. There are similar efforts in other provinces.

In 2022 municipal elections in British Columbia and Ontario, for instance, candidates from groups such as "Vote Against The Woke" and "ParentsVoice B.C." ran in school board elections, although they only won a handful of seats.

The face of local government is changing as a result of these types of electoral efforts, said Paul McLauchlin, the president of Alberta's Rural Municipalities Association, who has served five terms in rural municipal politics.

Disinformation campaigns are stirring up voters around fabricated issues, he said, resulting in the election of politicians whose agendas have nothing to do with the often mundane tasks of maintaining roads or passing land use bylaws.

"Undeniably, you can definitely create pretty big armies on wars that may or may not exist," McLauchlin said. "And I think that you can start to feed people on some concerns that they have and create this bigger enemy; the bigger the enemy you create, the more people that'll join your side."

And the politics of real or imagined grievances can tear at the fabric of a community.

"I think that when you deal with a small community, that can divide a council. I know people that will never talk to each other ever again over issues like this," McLauchlin said.

In Valleyview, the library board is not elected, but chosen by town council. In the past, the library would select prospective board members who applied and present its choices to the town council for approval.

But in 2024, council unilaterally replaced some of the strongest library defenders on the board — including GSA supporter Debbie Stewart — and appointed its own hand-picked members. That resulted in the eight-member board being split down the middle between old and new members.

The town broke the impasse by adding a ninth member to the board.

Figure 10. Paul McLauchlin, president of Alberta's Rural Municipalities Association, says disinformation is influencing voters to elect candidates for town councils and school boards whose political agendas have little do with the actual jobs of those bodies. (An

A town divided

As the library debate in Valleyview heated up, common ground became increasingly less common, and the teens who found refuge in the GSA felt like they were becoming outcasts.

"My idea of common ground is being able to exist in this community," said Robertson.

"And I think what [some town residents] think I mean by that is that people like me will suddenly start to control their town and that the rise in acceptance for people like me means that there will be a sudden spike in population of people like me and that we will take over … but that's not true."

Robertson said hostility toward the local 2SLGBTQ+ community has become more open. During the 2024 annual town parade, Robertson was part of a Pride float. She was handing out candy to parade goers along the route when one man, in full view of other adults, harshly rebuffed the teen with homophobic slurs.

Roberston said the other adults nearby did nothing.

"I think really that we're kind of forgetting to be human beings and we're kind of just running with the biggest stick we can find," said Valleyview mechanic Ken Hoedl, Robertson's grandfather.

Figure 11. Travis Werklund, vice-president of Valleyview's Chamber of Commerce and owner of the now-closed Tall Timbers café, says his business had to be shuttered as debate over the town's library heated up. (Jon Castell/CBC)

Other vocal defenders of the library were also victims of malicious smears, including Travis Werklund. Aside from his role at the chamber of commerce, he is an outspoken gay man and was the owner of the Tall Timbers café.

His café was once a hub of activity, even welcoming Premier Smith during a visit in the summer of 2023.

As the library debate raged on through 2023, Werklund says town employees, a core slice of his customer base, stopped coming to the café.

He says the decline in customers was fatal and by the summer of 2024, Tall Timbers was shuttered.

"It is the end of a dream," said Werklund. "Standing up for what I thought was just and right and loving actually backfired on me."

Shortly afterwards, T.J. Kennedy — the man who tried to get 2SLGBTQ+ books off the library shelves in town — celebrated the Tall Timber's closing with an X post dripping with damaging false accusations aimed at Werklund. Kennedy is friends with Samantha Steinke, and he said she helped him land a job with local MLA Todd Loewen.

The post included a selfie showing a grinning Kennedy pointing at the cafe's "closed" sign.

"Local groomer's business shut down permanently," wrote Kennedy. "Too bad so sad. FAFO."

In social media parlance, FAFO is both a warning and victory chant: "F–k around and find out."

"The more times that they say [groomer], the more people that believe it," said Werklund. "And it's filled with hate.... Those who know me will know that this is about hate."

Not everyone in town believes the 2SLGBTQ+ community is a target of discrimination, including Rod Perron, the man with the Taking Alberta Back tower.

Valleyview, he says, is an accepting place, but those who support cutting the library budget, which he sees as a purely financial issue, are being unfairly painted as bigots.

"I think the gay thing, it's just like if you're not out there dancing on the street with them, well, then they're saying that there's something wrong with you," said Perron. "I don't feel that they're discriminated [against] at all in our town. Maybe they just need to focus on something different and they'll probably fit in just fine."

The conspiracy no one can see

The hostility toward 2SLGBTQ+ materials and programs in libraries in schools is explicit in Take Back Alberta events and rallies. *The Fifth Estate* has examined hours of video of these events featuring Parker at the microphone, where the mechanics of a sprawling conspiracy aimed at children are laid out as a clear and present danger to western civilization.

Those videos show that Parker is far from the only influential voice pushing these claims. In October 2023, Parker introduced a guest speaker at two Take Back Alberta events who described the architecture of the conspiracy.

"They turn the children against family. They turn the children against faith, they turn the children against themselves. They're alienating the children from who they are, incapable of understanding who they are," conservative American author James Lindsay said at a TBA event in Calgary.

"You're a parent, you show up to a school board in the United States and you complain about the perverted books they've got, you're a domestic terrorist," Lindsay said.

Lindsay's conspiracy theory casts schools and libraries as communist revolutionary hotbeds. This rebellion is so insidious, he claims, that no parents can ever see it in action.

"It'll never show up in the curriculum. They'll never show up in the book. And if you see the homework yourself, you'll never get upset about a single question. You have to see what they're doing in the classroom," Lindsay told the TBA crowd. "Let me give you a clue. If you show up that day, they won't do it that day."

Lindsay's views are not an aberration in the United States. *The Fifth Estate* found his rhetoric is a staple of Republican politics, where anti-2SLGBTQ+ sentiment has been turned into law. In several red states, these laws are designed to punish libraries for including 2SLGBTQ+ books in their collections.

"When we say that censorship is the greatest threat to democracy, it is true," said Sherry Scheline, the director of the library in the small town of Donnelly, Idaho, where state legislation has put the library's future at risk. "When the politics comes knocking at our door, we have no choice but to become involved. Librarians have to step up and protect the books. That is our job because by protecting the books, protecting speech, we are protecting democracy as a whole."

In Idaho, for example, the Republican-controlled state legislature passed Bill 710 last year, allowing anyone who finds a library book with content "harmful to minors" — which includes "homosexuality" — to sue the library for damages. If someone complains about a book, the law obligates a library to move it out of reach of minors or face a lawsuit with an automatic fine of $250, plus damages awarded in a civil court.

In Donnelly, the library has tried to preserve its collection and programs within the law by becoming "adults only." Children can only visit with a parent or if a parent has signed a consent waiver.

"There's no harm on my shelves," Scheline said. "Our teen LGBTQ community is the most hurt by this legislation.... And they deserve to see themselves reflected in literature."

Figure 12. Sherry Scheline, director of the town library in Donnelly, Idaho, says a new law aimed at 2SLGBTQ+ books forced her to make her library 'adults only.' She says anti-library laws are putting librarians on the front line of protecting democracy. (Mary Ki

These anti-library laws are the latest manifestation of a current of anti-transgender sentiment roiling through Republican politics for years, said Madison Pauly, an [investigative journalist with Mother Jones magazine](#) in California.

Pauly said some Christian nationalist groups and politicians were looking for an issue to engage their base after gay marriage became legal and broadly socially acceptable.

America's small transgender population — less than one per cent of adult Americans, according to the Williams Institute at the University of California — became the target.

"People don't know a lot about transgender rights, this might seem very outside of their experience, so maybe it's something they can't relate to," said Pauly of the rationale used by some social conservatives that she uncovered in her reporting on the movement.

"Let's try to spread misinformation about it and turn this into a political issue that can motivate voters."

It began with stoking fears about transgender people in female bathrooms and sports, and eventually morphed into an attack on schools, libraries and 2SLGBTQ+ books.

"It's been an incremental approach that at this point in the U.S. has become an all-out attack on trans people, their existence, their lives, their ability to live fully as themselves and publicly," said Pauly.

The end of an era

The die was cast. The defenders of Valleyview's library tried to make their voices heard, but they were unable to prevent what was coming.

At a library board meeting on Jan. 29, the final decision was made. In a video of the meeting obtained by *The Fifth Estate*, the five town-picked members of the library board are seen outvoting the other four and deciding that the library would close in its current location and be moved to the new school complex. Like the meetings that preceded it, the deep divisions in Valleyview were on display.

"It is clear to me that a lot of private discussions and decisions have been made," said longtime board member Kelli Reimer when the motion to close the library was debated.

"Excuse me," said Tina Caron, the new board chair. "We are going to stick to the motion laid on the table. We don't need interjections of accusations…. So I need you to stick to the motion."

"I feel that you are not allowing me to speak my opinion or my comments on this matter," Reimer said.

Another board member said Caron was out of order by shutting Reimer down, but after conferring with a new face at the board table seated beside her, Caron dismissed the accusation. The person she spoke with was the newly appointed board record keeper, Nathan Steinke, Samantha Steinke's husband.

Samantha Steinke did not reply to several interview requests from *The Fifth Estate*. An interview request sent to the office of Loewen, the local member of the provincial legislature, went unanswered.

In the audience was T.J Kennedy, who told *The Fifth Estate* in an emailed statement he sometimes escorts some board members to their cars after meetings to make sure they are safe.

The school board's proposed floor plan shows the library will be moved into a community space about half the size of the current library building. In a recording of the meeting obtained by *The Fifth Estate*, library directors were told the school board — which is chaired by Samantha Steinke's father-in-law — will control the space.

A library in a school has a different character than a public one, said Lauzon of the Airdrie library.

"Public libraries "collect a wide array of material for everybody on all different topics. We rely on parents to choose materials for their children whereas in schools they act in more of a parental capacity that way," she said. "And so the collections policies are quite different from a school to a library."

Figure 13. Robertson is leaving Valleyview for university in August. In the wake of the debate over the town's library, she says she doesn't think she will return. (Rob Krbavec/CBC)

On Feb. 1, library board chair Caron lauded the decision to move the library in a Facebook post, saying it would be a "model of success and innovation."

"I must stress that the school will not, and cannot under Alberta law, have control of the public library," Caron wrote. The debate about the decision continued in the post's comment section.

For Theo Robertson, the decision is a defeat. She will be leaving town for university in August, and does not expect to return.

"I used to think that maybe after I was educated and I had seen the world that I would come back here. Now I don't ever feel like that," she said. "I know how hard it was before. I can't even bear to think about how hard it's going to be to change things now."

Top graphic: Thomas Hall/CBC; photos: Monty Kruger/CBC; CBC | Video editing: Ryan Ferguson | Graphics: L.J. Cake | Copy editing: Janet Davison

ACTION REQUEST

PREPARED BY:	Rebecca Luck – Director of Library Services
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	February 26, 2025
SUBJECT:	Donations, Sponsorship and Fundraising Policy

BACKGROUND:

1. The Donations, Sponsorship and Fundraising Policy sets forward a framework that welcomes and encourages donations, sponsorship and fundraising activities from individuals, groups, foundations and corporations, for the purpose of enhancing Library services.

ANALYSIS:

2. It is recommended that the Policy be amended per the following:

    a. Addition of the definition for "Library of Things" collection.

    b. Restructured the Policy under the following titles: Purpose, Definition, Donations, Sponsorships, and Fundraising.

    c. Addition of stipulations for refusing donations.

    d. Addition of "Library of Things" as an approved donated collection material.

    e. Deleted the various levels of donation recognition.

    f. Stipulated a minimum amount for when donation records will be maintained.

IMPACT ON 2025 BUDGET:

3. 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 Donations, Sponsorships and Fundraising Policy, as presented.

Donations, Sponsorship and Fundraising Policy

For: The Stormont, Dundas and Glengarry County Library Board

Policy No.: 2012-11-01

Policy Type: Operational

Effective Date: February 26, 2025
Date of Last Revision: May 12, 2016
First Approved: November 15, 2012

1. Purpose

The Stormont, Dundas and Glengarry County Library (SDG Library) welcomes and encourages donations, sponsorship and fundraising activities from individuals, groups, foundations and corporations, for the purpose of enhancing Library services.

2. Definition

"Donation" means a gift or contribution of money, goods or services given to the SDG Library voluntarily toward an event, project or program as a philanthropic act. Contributions of skills or time through volunteer services do not qualify as donations, as they are not recognized as such in the Canadian Income Tax Act.

A "sponsorship" is a mutually beneficial exchange. The sponsor receives the benefit of reciprocal value in return for providing cash, products or services-in-kind to the SDG Library.

"Fundraising" refers to the function of seeking financial support for a cause that benefits the SDG Library.

The "Library of Things" collection is comprised of unique items that may be borrowed from the SDG Library. Items include, but are not limited to, musical instruments, mobile internet hotspots, activities and games, household help items, and learning resources.

3. Donations

The SDG Library reserves the right to accept and refuse donations. The SDG Library maintains complete jurisdiction over the disposition and/or disposal of donations.

3.1. Monetary Donations

All monetary donations will be used to further the mission and purposes of the SDG Library, at the discretion of the Library Board.

Monetary donations may be designated for specific collections, equipment, furniture or Library programs. If the donor wishes to specify the use to which money is to be put, a special agreement with the SDG Library is necessary at the time that the donation is made.

Alternative purposes for donated monies may be considered upon application to the Director of Library Services.

3.2. Donation of Collection Materials

The SDG Library is pleased to accept donations of the following in new, or nearly new condition:

- Books, less than three years old
- Literary classics, any age but in good condition
- "Library of Things" collection materials
- DVDs

Dated material, items that are likely to be in low demand, or items in poor condition cannot be accepted. Donors must accept that donated materials become the property of the SDG Library, and due to limited capacity for physical donations, items may be used for fundraising purposes, given away, or recycled rather than added to the collection.

3.3. Official Tax Receipts

Official tax receipts will be issued to donors for income tax purposes, for monetary donations of $20.00 or more upon request.

Official tax receipts will also be issued to donors for gifts, upon provision of an invoice or receipt by the donor.

Official tax receipts will not be issued for used material.

3.4. Records

The SDG Library will maintain records of all accepted donations, over $20.00, where an official tax receipt has been issued. The information contained in these records will be confidential unless the donor has agreed otherwise. Donor lists may be used by the SDG Library for ongoing communication and/or the solicitation of future donations.

3.5. Recognition

Publicity regarding donations may be considered, with an agreement between the SDG Library and the donor(s).

4. Sponsorships

Sponsorship initiatives need to be aligned with the goals and objectives of the SDG Library and with the aims of the prospective sponsor. Promotion of, and communications about the sponsored initiative, must be agreed upon and coordinated between both parties, and be in accordance with the SDG Library's Style Toolkit and Communications Policy.

The sponsor will have no influence on the policies and practices of the SDG Library.

The SDG Library reserves the right to refuse any sponsorship offer and/or to terminate an existing sponsorship.

4.1. Levels of Sponsorship Agreements

Sponsorship agreements valued at $1,000.00 or less will be approved by the Director of Library Services.

Sponsorship agreements valued at over $1,000.00 will be presented to the Library Board for approval.

4.2. Official Tax Receipts

Official tax receipts are not issued for sponsorships.

5. Fundraising

Fundraising campaigns should always be undertaken after thorough discussion to ensure that they are in keeping with the SDG Library's mission statement. Fundraising campaigns must be focused on, and aligned, with the current SDG Library Strategic Plan. Only such programs will be considered. Under the guidance of the Library Board, staff may develop and implement appropriate fundraising strategies, while maintaining awareness and respect for fundraising endeavors undertaken by others within the Stormont, Dundas and Glengarry community.

The Library Board may choose to form a fundraising committee that will create a fundraising plan and ensure adherence to the fundraising principles of this policy.

5.1. Levels of Fundraising Campaigns

All fundraising campaigns with goals under $1,000.00 will be approved by the Director of Library Services.

All fundraising campaigns with goals over $1,000.00 will be presented to the Library Board for approval.

A written agreement will be signed by all parties involved in the fundraising campaign, including the Library Board, municipalities and/or other community partners.

5.2. Official Tax Receipts

All proceeds must be submitted to the SDG Library and official tax receipts will be issued.

5.3. Recognition

Fundraising campaigns that are branch specific, such as renovations, construction, or new furniture may have a donor recognition plaque erected in the branch specific to the campaign.

6. Related Documents:

SDG Library Communications Policy (Policy No. 2008-01).

SDG Library Style Toolkit (last updated May 22, 2018).

ACTION REQUEST

PREPARED BY:	Rebecca Luck – Director of Library Services
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	February 26, 2025
SUBJECT:	Reciprocal Borrowing – North Grenville

BACKGROUND:

1. On October 29th, 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.

4. A draft copy of the Memorandum of Understanding was provided to the Library Board for review on January 16, 2025. At that time, no amendments were proposed.

ANALYSIS:

5. The agreement is being proposed as a 1-year pilot program, to begin on April 1, 2025. By entering into this agreement, residents of Stormont, Dundas and Glengarry will have the ability to borrow physical resources (with the exception of museum passes and WiFi hotspots), and register/attend programs hosted by the North Grenville Public Library. Conversely, the residents of North Grenville will have the ability to borrow physical resources (with the exception of museum passes and WiFi hotspots), and register/attend programs hosted by the SDG Library.

IMPACT ON 2025 BUDGET:

6. 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

RECOMMENDATION(S):

That the Stormont, Dundas, and Glengarry County Library Board approve the Memorandum of Understanding, as written, between the North Grenville Public Library and the SDG Library and authorize the Director of Library Services to bind the organization.

Memorandum of Understanding

between:

North Grenville Public Library

(the "NGPL")

and

Stormont, Dundas and Glengarry Library

(the "SDG Library")

February 26, 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 MOUt; 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   Date

_____   _____

Rebecca Luck, Director of Library Services   Date
On behalf of the SDG Library
I have authority to bind the organization

ACTION REQUEST

PREPARED BY:	Cheryl Servais – Information Services Coordinator Rebecca Luck – Director of Library Services
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	February 26, 2025
SUBJECT:	2025 Technology Plan

BACKGROUND:

1. The 2025 Technology Plan outlines strategies to ensure the effective and efficient use of current and future technologies.

2. Goals and objectives set forward within the 2025 Technology Plan are aligned with the SDG Library's Strategic Plan.

ANALYSIS:

3. The Technology Plan provides a brief overview of the SDG Library's existing IT infrastructure, replacement and disposal plan, along with goals and objective.

4. It is proposed that all computers, including PCs and laptops, will be replaced on a four-year cycle. A budget of 25% of this estimated total replacement cost will be allocated to an annual reserve.

5. The upcoming objectives of 2025 will include:

    a. Launch new digital databases
    b. Launch square
    c. Launch mini makers
    d. Launch new iPads
    e. Website update
    f. Digital Library presentations
    g. Professional development on Library technologies
    h. Launch niche academy

IMPACT ON 2025 BUDGET:

6. 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 Technology Plan, as presented.

2025 – 2026

Technology Plan

Presented by:

Cheryl Servais

Dated:

February 26, 2025

Bibliothèque de
SDG
Library

Table of Contents

1. Purpose

This Technology Plan outlines strategies to ensure the effective and efficient use of current and future technologies, aligning with the SDG Library's Strategic Plan.

Leveraging technology will optimize service delivery, improve customer experience, and advance the SDG Library's strategic directions. This plan will be reviewed and updated every year to reflect current technological trends.

2. Technology and Strategic Alignment

The goals and objectives set out in this Technology Plan are driven by the three (3) key directions set out in the 2022-2026 Strategic Plan: Growing our Physical and Digital Infrastructure; Conduct Community Outreach; and Strengthen our Organization, and are in alignment with the SDG Library's mission, vision and values.

MISSION

The SDG Library's mission is to connect communities through innovative services, literacy resources, independent learning, creative expression, leisure, and civic engagement.

VISION

The SDG Library's vision is to be "the Place" in Stormont, Dundas and Glengarry (SDG) for learners, seekers, and explorers.

VALUES

The SDG Library's values are to be accessible, equitable and open.

In alignment with the SDG Library's mission, vision and values as well as the strategic directions, the following principles are integral to each of the Library's technology goals:

- Invest in growing digital collection of eBooks, eAudiobooks, online magazines and newspapers, video streaming and other emerging digital services and programming.
- Employ reliable, cost-efficient methods to maintain, upgrade, and enhance current technologies while seamlessly introducing new ones.
- Explore opportunities to make the library more accessible and ensure that the library website adheres to the Web Content Accessibility Guidelines (WCAG) as well as provide accessible formats and communication support as needed.
- Offer technology programs to support digital literacy to engage audiences both in branch and in the community.
- Analyze usage statistics and services regularly to address the evolving needs of library users.
- Seek input from library staff, through the Pulse surveys, with regards to their training needs in relation to digital services and technology.

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3. IT Infrastructure

The SDG Library's IT infrastructure is designed to support its core mission of providing access to information, digital resources, and technology for the community and includes the following components:

3.1 Network Infrastructure

Internet Access: High-speed broadband connection is available at all fifteen (15) branch locations, and library administration, to support patrons and staff. The SDG Library strives to provide the best quality internet service and regularly checks with service providers to determine if improved services are available. Eight (8) branches currently have DSL, four (4) are on fiber, and four (4), including library administration, are on cable. A summary of the SDG Library's internet services has been included in Table 1 below.

Table 1: Internet Connections

	Administration	Alexandria	Avonmore	Chesterville	Crysler	Finch	Ingleside	Iroquois	Lancaster	Long Sault	Maxville	Morrisburg	South Mountain	Williamsburg	Williamstown	Winchester	Total
Internet Connections																	
Fibre		1			1				1		1						**4**
DSL			1			1		1		1		1	1	1	1		**8**
Cable	1			1			1									1	**4**

Wi-Fi: Secure and public Wi-Fi networks for visitors and staff are available at all 15 branch locations. Wi-Fi is also available for staff and library administration.

Local Area Network (LAN): All fifteen (15) branch locations and library administration are outfitted with modems and routers/switches to connect computers, printers, and other devices both wired and wirelessly, to the local network.

Firewalls & Security Appliances: Firewalls and security appliances are set up and maintained by SDG Counties' IT department to protect against cyber threats and unauthorized access.

3.2 Servers and Storage

The SDG Library currently has five (5) virtual servers and one (1) physical server that are managed and maintained by SDG Counties' IT department. A physical server is a standalone hardware unit that directly runs an operating system and host application. Virtual servers are software-based instances of servers running on a physical host machine.

Polaris Live (Production) – Virtual Server: Manages Integrated Library System (ILS) including cataloguing, acquisitions, circulation, and user data.

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Polaris Training – Virtual Server: Manages SDG Library's Integrated Library System (ILS) in a training environment.

Domain Controller – Virtual Server: Manages user authentication and authorization through Active Directory.

BiblioCommons – Virtual Server: Manages the SDG Library's online public access catalogue, account management and community engagement features.

File Server – Virtual Server: The file server is used for the storage and management of data files so that other computers on the same network can access the files.

Telephony Server – Physical Server: Manages and facilitates an automated telephone communication system that is part of the SDG Library's ILS to provide notice to library patrons regarding information about their library account.

3.3 Software and Applications

Polaris – Integrated Library System (ILS): An integrated library system (ILS) is a database management system that libraries use to manage their collections and services.

Polaris, by Innovative Interfaces, is a client/server system that uses a Windows operating system. It manages acquisitions (ordering, receiving, and invoicing materials), cataloguing (classifying and indexing materials), circulation (check-ins, check-outs and hold requests), serials (tracking magazine, journals, and newspaper holdings) of the SDG Library's physical and digital resource materials. The existing contract with Polaris and the SDG Library is in place until January 31, 2027.

BiblioCommons: Offers a wide range of products and services for libraries, including an interactive catalogue and web services. The SDG Library makes use of the following services:

- BiblioCore – public catalogue
- BiblioWeb – website
- BiblioEvents – programs and events
- BiblioEmail – email marketing tool
- BiblioSuggest – purchase suggestions

Digital Library Platforms: Provides access to e-books, audiobooks, media and other information and resources for patrons' informational and leisurely pursuits.

The SDG Library offers diverse digital collections, including:

- **CloudLibrary:** eBooks and eAudiobooks (CloudLibrary), magazines (NewsStand), comics (Comics Plus), and video streaming (Biblio+).
- **PressReader:** Global magazines and newspapers.
- **Kanopy:** Video streaming, including Kanopy Kids and Great Courses.
- **Cantook Station:** French eBooks and eAudiobooks.
- **Provincial Licensing (via Ontario Library Services):** Ancestry Library Edition, Mango Languages, Novelist, and World Book Suite.

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- **Supplemental Licensing (via Ontario Library Services):** LinkedIn Learning and CreativeBug (DIY crafts and tutorials).
- **Niche Academy:** Training tutorials for staff and public

Productivity Software: Word processing, spreadsheets, and multimedia editing.

The SDG Library subscribes to Microsoft 365. This is a cloud-powered productivity platform that includes Microsoft Teams, Word, Excel, PowerPoint, Outlook, OneDrive, SharePoint.

Security Software and Hardware: Antivirus, endpoint protection, and access control solutions are installed and maintained by the SDG Counties' IT department. Current security software includes subscription services to the following:

- **MalwareBytes:** An anti-malware software that finds and removes malware. MalwareBytes is installed on all staff workstations.
- **Clean Slate:** A desktop security and restore application designed to automatically revert a computer back to its original configuration upon reboot or log off. Clean slate is installed on all public access computers.
- **Barracuda:** A comprehensive cybersecurity platform that provides protection against advanced cyber threats. This hardware is a backup system for the servers.
- **SonicWall Firewall:** Provides advanced network security by detecting and blocking a wide range of threats, including malware, viruses, and intrusions including VPN capabilities. A VPN (Virtual Private Network) allows users to securely connect to a network over a public internet connection by encrypting their data and masking their IP address. Library staff work remotely through the VPN service. Sonic Firewall is a hardware system that is housed with the servers.

3.4 Cybersecurity Measures

User Authentication: This is the process of verifying a user's identity before granting them access to a system or application.

Public access computers (PAC) have Cybrarian software installed. This software manages public access and usage of shared computers in the branches and is connected to the staff workstations for patron authentication. Cybrarian software also manages computer session time limits, computer access for guests, print management and cost recovery as well as Wi-Fi printing for the public.

The SDG Library has an API (Application Programming Interface). This is a software interface that connects computer programs or computers. It allows different software components to exchange data and perform actions. Library patrons are required to use their library barcode and password to access their library accounts on BiblioCommons, CloudLibrary, LinkedIN Learning and PressReader.

Some digital resources only require an SDG Library barcode to access services while others require users to create an account using an email address to enable access.

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3.5 Telecommunications and Communication Systems

Telephone Service: All fifteen (15) branch locations have telephone lines through Bell. Library Administration has a telephone network system through Bell and Rogers and is connected to the SDG Counties' phone system.

Cell Phone Service: Cell phones are provided to designated full-time staff: the Director of Library Services, Community Librarian, Information Services Coordinator, Communications and Marketing Coordinator, three (3) District Supervisors and the Courier. There is also a spare cell phone for Relief Couriers for a total of nine (9).

Panic Alarm System: A panic alarm system with A1 Security is in place at all fifteen (15) branch locations. This security system allows library staff to activate an immediate alarm signal by pressing a dedicated panic button, which then alerts the monitoring center to send emergency assistance in case of a threat or danger. The purchase of cell phones and cell phone plans is coordinated through the SDG Counties' IT department.

Help Desk & Support Ticketing System: The SDG Counties' IT department manages the IT support requests for all IT related issues at the branches and Library Administration.

The SDG Library works in partnership with the SDG Counties' IT Department to source and set up telecommunication services and equipment.

3.6 Equipment Overview

Library staff have access to a range of equipment to efficiently manage daily operations and assist patrons. This includes desktop computers with library management software, barcode scanners for checkouts and returns and receipt printers. Staff also use phones for communication, multifunction printers for administrative tasks, and have access to databases and digital resources. Other equipment includes projectors, televisions and audiovisual tools for presentations and community events. Additionally, mobile devices like tablets and laptops support on-the-go assistance within the library as well as gaming consoles for in branch programs.

The SDG Library offers a range of technology and equipment to support patron needs. Available resources include public computers with internet access, free Wi-Fi, self-checkout kiosks, printers, scanners, and photocopiers. Patrons can also access tablets for in-branch Library use.

The library features assistive technology for accessibility such as Daisy Readers.

The SDG Library also offers a wide range of equipment and technology that is part of the "Library of Things" collection that can be borrowed by patrons. The MakerLab offers innovative equipment such as a laser cutter, vinyl cutter, 3D printer and sublimation printer for in-branch use.

Table 2 below provides a summary of the technology and equipment that is available for staff and patrons. A more detailed list is available in Appendix A – Inventory of Equipment.

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Public Access Computers (PAC): Public computer workstations can be utilized by patrons at all fifteen (15) branches for research, word processing, and internet access are provided. The SDG Library currently has 44 public access computer (PAC) stations.

Self-Checkout Kiosks: Self-checkout stations are used for borrowing books without staff assistance. There is a Self-Checkout Kiosk in operation at the Alexandria, Morrisburg and Winchester branches.

Staff Workstations: All library branches have Dell Optiplex 7090 all in one PCs. An all-in-one (AiO) PC is a desktop computer that combines the monitor and computer tower into a single unit. AiO PCs have the same components as a traditional desktop but are more compact and take up less space. Resource branches, including Alexandria, Ingleside, Morrisburg and Winchester have two Dell Optiplex 7090 PCs for a total of 19 staff workstations.

There are eleven (11) windows laptops, three (3) MacBooks, one (1) Microsoft Surface tablet for staff use in the branches.

Laptops or Microsoft Surface Devices with docking stations are used by Library Administration and District Supervisors for a total of nine (9) laptops and one (1) Surface tablet.

Computer Peripherals: All public and staff workstations include peripherals such as a monitor, keyboard and mouse. Staff workstations may also include barcode scanners, receipt printers, label printers, speakers and/or headphones.

Printers & Scanners: All fifteen (15) branches offer printing, scanning, faxing, and copying services for visitors and library members. There are all-in-one colour printers on at seven (7) branches (five under service contract). All other branches have black and white all-in-one printers maintained in house. Library Administration has an all-in-one printer under service contract. The Technical Services department has two black and white printers. The Community Librarian, Communications and Marketing Coordinator and Director of Library Services have a colour printer.

Tablets & Laptops: All branches have an iPad, fifteen (15) in total, that can be used by the public while in branch. The MakerLab has four (4) additional iPads that can be used for MakerSpace programming.

Battery Backups: A battery backup, also known as an Uninterruptible Power Supply (UPS), is designed to provide temporary power to electronic devices during a power outage, ensuring continuous operation, even when the primary power source is unavailable. These units have been set up at staff workstations and PAC stations as a secondary power source to prevent data loss or system disruption when the electricity goes out.

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Table 2: Summary of Technology and Equipment

	Administration	Alexandria	Avonmore	Chesterville	Crysler	Finch	Ingleside	Iroquois	Lancaster	Long Sault	Maxville	Morrisburg	South Mountain	Williamsburg	Williamstown	Winchester	Total
Computers																	
Staff PCs		2	1	1	1	1	2	1	1	1	1	2	1	1	1	2	**19**
Public PAC		8	2	3	2	3	4	2	1	3	2	5	2	2	1	4	**44**
Staff Laptop	10	2	1	1	1	2	1		1	1		1	1	1	1	1	**25**
Peripherals																	
Colour Printer	2	1				1	1	1	1			1				1	**9**
B/W Printer	4		1	1	1		1			1	1	1	1	1	1		**14**
Receipt Printer	4	2	1	1	1	1	2	1	1	1	1	2	1	1	1	2	**23**
Label Printer	4	1	1				1										**7**
Label Maker	1																**1**
Barcode Scanner	4	2	1	1	1	1	2	1	1	1	1	2	1	1	1	2	**23**
Scanner	1					1											**2**
Tablet	5	1	1	1	1	5	1	1	1	1	1	1	1	1	1	1	**24**
Square Terminal	1	1				1	1					1				1	**6**
Panic Alarm		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	**15**
Battery Back-up		5	2	3	2	4	3	2	2	2	2	4	1	2	1	6	**41**
Self Check-Out Kiosk		1									1					1	**3**
Modem	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	**16**
Branch Equipment – Other																	
TV		1	2	2	2	1	1	1	1	2	2	1	1	2	1	2	**22**
DVD Player		1	1	1	1		1	1	1	1	1	1		1		1	**12**
Gaming Console		2		1	1	1	1				1		1			1	**9**
Camera	2											2				1	**5**
Cash Register		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	**15**
Admin Equipment – Other																	
Laminator	1											1				1	**3**
Paper Folder	1																**1**
Paper Cutter	2																**2**
Projector	2																**2**
Telecommunications																	
Network Phone	7																**7**
Cordless Phone		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	**15**
Corded Phone		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	**15**
Cell Phone	8																**8**
Wireless Headset												3					**3**

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	Administration	Alexandria	Avonmore	Chesterville	Crysler	Finch	Ingleside	Iroquois	Lancaster	Long Sault	Maxville	Morrisburg	South Mountain	Williamsburg	Williamstown	Winchester	Total
Circulating Technology																	
E-Reader		1										1				1	3
Hotspot						30											30
Victor Stream		1															1
Victor Stratus		1															1
Radon Detector						2											2
C-Pen Reader		1										1				1	3
Energy Meter						3											3
Portable CD Player						1											1
Super Nintendo		1					1									1	3
Cassette to MP3 converter						1											1
MakerSpace Equipment																	
Sewing Machine						1											1
Cricut						1						1			1		3
Cricut Mug Press						1											1
Photo Scanner						1											1
3D Scanner						1											1
BOFA Fume Extractor						1											1
VHS to DVD converter						1											1
Cricut Easy Press						1											1
Laser Cutter						1											1
Spero Indies						1											1
Little Lits						1											1
Ozobots						1											1
Resin Printer						1											1
3D Printer		1				1										1	3
Sublimation Printer						1											1

4. Accessibility

The SDG Library is committed to inclusive, accessible environments by:

- Selecting assistive technologies to support patrons with disabilities.
- Ensuring the Library's website meets WCAG 2.0 standards.

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5. Replacement and Disposal Plan

All computers, including PCs and laptops, will be replaced on a four-year cycle. This means 25% of these items will be replaced annually. Computer peripherals will be replaced as needed based on available resources. Software will be updated regularly and renewed or replaced as required.

Licensed software and library data will be erased from devices before disposal. Functional equipment will be repurposed or sold on GovDeals (in accordance with the SDG Counties Purchasing Policy). Non-functional equipment will be sent to e-waste facilities and/or recycling facilities.

6. Goals and Objectives

6.1   Goal 1: Growing our Physical and Digital Infrastructure

Plan	Timeline	Outcome
1.1 Launch New Digital Databases		
Provide training and support to staff while launching two (2) new digital library databases: 1) Comics Plus 2) Biblio+ video streaming	January 2025: ComicsPlus February 2025: Biblio+ video streaming	Expansion of the Library's services by providing niche products. Increased engagement with patrons.
1.2 Launch Square		
Provide training and support to staff while launching the square terminal in all remaining branches.	March 2025	Reduce barriers for patrons completing monetary transactions.
1.3 Launch Mini Makers		
Assemble and catalogue new low-tech STEM kits.	March 2025	Provide staff with low-tech alternatives for MakerLab programming.
1.4 Launch New iPads		
Investigate service options for the newly acquired iPads (5). Launch new iPads in-branch.	May 2025	Expansion of the Library's technology resources.
1.5 Website Update		
Redesign the digital library website page to include patron guides and FAQs.	Year round	Increased utilization of digital library resources.

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6.2. Goal 2: Conduct Community Outreach

Plan	Timeline	Outcome
2.1 Digital Library Presentations		
Conduct community outreach to schools and long-term care residences to promote library technology.	Year round	Increased use of digital library resources.

6.3 Goal 3: Strengthen our Organization

Plan	Timeline	Outcome
3.1 Professional Development on Library Technologies		
Gather staff feedback, identifying gaps in knowledge of existing Library technology. Provide professional development to staff based on identified gaps.	May 2025 November 2025	Increase in staff confidence to carry out technological work functions.
3.2 Launch Niche Academy		
Provide staff with access to expertly crafted tutorials. Create content specifically tailored to SDG Library staff.	January 2025: Launch Year-round content added	Streamline staff training, ensuring staff have equitable access to training and resources.

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Appendix A – Inventory of Equipment

Branch Workstations

Branch	CPU			IT Tag	Monitor			Peripherals
	Make	Model	Serial #		Make	Model	Serial #	
Alexandria Staff 1	Dell	Optiplex 7090		LIB-2022-15	Dell	P2422H	CN-0663YC-QDC00-239-1B8B-0A4	Dell Keyboard and Mouse, Dell Stereo Soundbar – AC511M, Honeywell 3800GN Scanner
Alexandria Staff 2	Dell	Optiplex 7090	EX:32961768807	LIB-2022-16	Dell	P2422H	CN-0663YC-QDC00-239-252B-A04	Dell Keyboard and Mouse, RealTek Speaker, Honeywell 3800GN Scanner
Avonmore Staff	Dell	Optiplex 7090	EX: 9910041195	LIB-2022-25	Dell	P2422H	CN-0663YC-QDC00-239-1AZB-A04	Dell keyboard and mouse, Dell Stereo Soundbar – AC511M, Honeywell 3800GN Scanner, DLink DUB-H4 USB Hub
Chesterville Staff	Dell	Optiplex 7090 UFF	DKY6KQ3	LIB-2022-23	Dell	P2422H	CN-0663YC-QDC00-239-1B4B0A04	keyboard and mouse, Dell Stereo Soundbar – AC511M
Crysler Staff	Dell	OptiPlex 7090 UFF	FHY6KQ3	LIB-2022-28	Dell	P2422H	CN-0663YC-QDC00-239-1B4B0A04	Dell keyboard and Microsoft wireless mouse, Dell Stereo Soundbar-AC511M, Honeywell 3800GN Scanner
MakerLab Staff	Dell	Optiplex 7090 UFF	ST: DHY6KQ3	LIB-2022-27	Dell	P2422H	CN-0663YC-QDC00-239-1B5B-A04	Dell keyboard and Microsoft wireless mouse, Dell Stereo Soundbar-AC511M, Honeywell 3800GN Scanner
Ingleside Staff 1	Dell	Optiplex 7090 UFF	ST:BKY6KQ3 EX:25211342955	LIB-2022-29	Dell	P2422H	CN-0663YC-QDC00-239-1AWB-A04	Dell Keyboard and Mouse, Dell Stereo Soundbar – AC511M, Honeywell 3800GN Scanner
Ingleside Staff 2	Dell	OptiPlex 7090 UFF	ST:1094KQ3 EX:2192112363	LIB-2022-35	Dell	P2419H	CN-0GMGXF-TV200-12S-69X1-A11	Dell Keyboard and Mouse, Dell Stereo Soundbar – AC511M, Honeywell 3800GN Scanner
Iroquois Staff	Dell	OptiPlex 7090 UFF	ST:FJY6KQ3 EX:3385006123	LIB-2022-21	Dell	P2422H	CN-0663YC-QDC00-239-1B1B-A04	Dell keyboard and Mouse, Dell Stereo Soundbar- AC511M, Honeywell 3800GN Scanner
Lancaster Staff	Dell	Optiplex 7090	EX: 13342842507	LIB-2022-19a	Dell	P2422H	CN-0663YC-QDC00-239-1B3B-A04	Dell keyboard and mouse, Dell Stereo Soundbar- AC511M, Honeywell 3800GN Scanner
Long Sault Staff	Dell	OptiPlex 7090 UFF	ST: BJW6KQ3 EX:25147517547	LIB-2022-30	Dell	P2422H	CN-0663YC-QDC00-239-1B7B-A04	Dell keyboard and mouse, Dell Stereo Soundbar AC511M, Honeywell 3800G Scanner
Maxville Staff	Dell	Optiplex 7090	EX: 1861710539	LIB-2022-26	Dell	P2422H	CN-0663YC-QDC00-239-1AMB-A04	Dell Keyboard, Microsoft Wireless Mouse (1383);. Dell Stereo Soundbar - AC511M, Honeywell 3800GN Scanner, Dlink DUB-H4 USB Hyb (BQ2X36C005383)
Morrisburg Staff 1	Dell	Optiplex 7090 Ultra	ST:9JW6KQ3 EX:20793952875	LIB-2022-18	Dell	P2422H	CN-0663YC-QDC00-239-25AB-A04	Dell keyboard and Mouse, Honeywell 3800G Scanner
Morrisburg Staff 2 (lower)	Dell	Optiplex 7090 UFF	ST:DZ84KQ3 EX:30428136939	LIB-2022-17	Dell	P2422H	CN-0663YC-QDC00-239-259B-A04	Dell keyboard and Mouse, Dell Stereo Soundbar- AC511M, Honeywell 3800GN Scanner
South Mountain Staff	Dell	Optiplex 7090	ST:D24L3L3 or EX:28426805607	Lib-2022-24	DELL	P2222H	CN-0663YC-QOC00-239-1BGB-A04	dell Keyboard and Verbatim wireless Mouse
Williamsburg Staff	Dell	OptiPlex 7090 UFF	ST:9KY6KQ3 EX:20857778283	LIB-2022-22	Dell	P2422H	CN-0663Yc-qdc00-239-1AYB-A04	Dell keyboard and mouse, Dell Stereo Soundbar AC511M, Honeywell 3800GN Scanner
Williamstown Staff	Dell	Optiplex 7090		LIB-2022-20	Dell	P2422H	CN-0663YC-QDC00-239-1B2B-A04	Dell keyboard, Logitech Mouse, Dell Stereo Soundbar- AC511M, Honeywell 3800GN Scanner
Winchester Staff 1	Dell	Optiplex Ultra	ST:464L3L3 EX:9077629287	LIB-2022-13	Dell	P2419H	CN-0GMGXF-TV200-125-6FQI-A11	Logi silent touch cordless mouse, Dell corded keyboard, Epson printer, Honeywell scanner, Stereo sound bar
Winchester Staff 2	Dell	Optiplex Ultra	ST:554L3L3 EX:11193945447	LIB-2022-14	Dell	P2422H	CN-0663YC-QDC00-23925CB-A04	Dell corded mouse, Dell corded keyboard, PC Sound Bar 24107521225

Patron Access Computer Stations (PAC)

Branch	Station	CPU Make	CPU Model	CPU Serial #	IT Tag	Monitor Make	Monitor Model	Monitor Serial #	Peripherals
Alexandria	PAC 1	Dell	Optiplex 7090	EX: 28608204135	Patr-2022-05	Dell	P2222H	CN-0X3PK1-W5600-22G-B1YB-A01	Dell Keyboard and Mouse
	PAC 2	Dell	Optiplex 7090	EX: 35199017319	Patr-2022-06	Dell	P2222H	CN-0X3PK1-W5600-22G-BSUB-A01	Dell Keyboard and Mouse
	PAC 3	Dell	Optiplex 7090	EX: 24133707111	Patr-2022-07	Dell	P2222H	CN-0X3PK1-W5600-22G-B5SB-A01	Dell Keyboard and Mouse
	PAC 4	Dell	Optiplex 7090	EX: 268431421799	Patr-2022-08	Dell	P2222H	CN-0X3PK1-W5600-22G-B56B-A01	Dell Keyboard and Mouse
	PAC 5	Dell	Optiplex 7090	EX: 35138551143	Patr-2022-09	Dell	P2222H	CN-0X3PK1-W5600-22G-B5GB-A01	Dell Keyboard and Mouse
	PAC 6	Dell	Optiplex 7090	EX: 1124411623	Patr-2022-10	Dell	P2222H	CN-0X3PK1-W5600-22G-B5TB-A01	Dell Keyboard and Mouse
	PAC 7	Dell	Optiplex 7090	EX: 254782279	Patr-2022-11	Dell	P2222H	CN-0X3PK1-W5600-22G-B5LB-A01	Dell Keyboard and Mouse
	PAC 8	Dell	Optiplex 7090	EX: 37804051227	Patr-2022-12	Dell	P2222H	CN-0X3PK1-W5600-22G-B5AB-A01	Dell Keyboard and Mouse
Avonmore	PAC 1	Dell	Optiplex 7090	EX 18496238187	Patr-2022-30	Dell	P2222H	CN-0X3PK1-W5600-22G-BCRB-A01	Dell keyboard and mouse
	PAC 2	Dell	Optiplex 7090	EX 38090638443	Patr-2022-31	Dell	P2222H	CN-0X3PK1-W5600-22G-BQ5B-A01	Dell keyboard and mouse
Chesterville	PAC 1	Dell	Optiplex 7090	1KY6KQ3	Patr-2022-25	Dell	P2222H	CN-0X3PK1-WS600-22G-B5BB-A01	Dell Keyboard and Mouse
	PAC 2	Dell	Optiplex 7090	2JY6KQ3	Patr-2022-26	Dell	P2222H	CN-0X3PJ1-WS600-B5HB-A01	Dell Keyboard and Mouse
	PAC 3	Dell	Optiplex 7090	4KY6KQ3	Patr-2022-27	Dell	P2222H	CN-0X3PK1-WS600-22G-B5MB-A01	Dell Keyboard and Mouse
Crysler	PAC 1	Dell	Optiplex 7090	ST: 9HW6KQ3	PATR-2022-40	Dell	P2222H	CN-0X3PK1-WS600-22G-B5BB-A01	Dell Keyboard and Mouse
	PAC 2	Dell	Optiplex 7090	ST: 4JY6KQ3	PATR-2022-39	Dell	P2222H	CN-0X3PK1-WS600-22G-B5BB-A01	Dell Keyboard and Mouse
Finch/MakerLab	PAC 3	Dell	Optiplex 7090	ST: HGY6KQ3	not labelled	Dell	P2222H	CN-0X3PK1-WS600-22E-665B-A01	Dell Keyboard and Mouse
	PAC 4	Dell	Optiplex 7090	ST:JZ84KQ3	not labelled	Dell	P2222H	CN-0X3PK1-WS600-22G-B5CB-A01	Dell Keyboard and Mouse
	PAC 5	Dell	Optiplex 7090	ST: H4D4KQ3	not labelled	Dell	P2222H	CN-0X3PK1-WS600-22E-658B-A01	Dell Keyboard and Mouse
Ingleside	PAC 1	Dell	Optiplex 7090		not labelled	Dell	P2222H	CN-0X3PK1-W5600-22G-AVTB-A01	Dell keyboard and mouse
	PAC 2	Dell	Optiplex 7090	ST:7JY6KQ3 EX:16443747435	not labelled	Dell	P2222H	CN-0X3PK1-W5600-22G-BC9B-A01	Dell keyboard and mouse
	PAC 3	Dell	Optiplex 7090	ST:74D4KQ3 EX:15501389547	not labelled	Dell	P2222H	CN-0X3PK1-W5600-22G-B57B-A01	Dell keyboard and mouse
	PAC 4	Dell	Optiplex 7090	ST:BJY6KQ3 EX:25150876779	not labelled	Dell	P2222H	CN-0X3PK1-W5600-22G-B55B-A01	Dell keyboard and mouse
Iroquois	PAC 1	Dell	Optiplex 7090	ST:HJY6KQ3 EX:38211570795	PATR-2022-21	Dell	P2222H	CN-0X3PK1-WS600-22G-B5BB-A01	Dell keyboard and mouse
	PAC 2	Dell	Optiplex 7090	ST:CJY6KQ3 EX:27327659115	Patr-2022-22	Dell	P2222H	CN-0X3PK1-WS600-22G-B5RB-A01	Dell keyboard and mouse
Lancaster	PAC 1	Dell	Optiplex 7090	EX: 28501617387	Patr-2022-19	Dell	P2222H	CN-0X3PK1-W5600-22G-B59B-A01	Dell keyboard and mouse
Long Sault	PAC 1	Dell	Optiplex 7090	ST:CJW6KQ3 EX:2732429983	not labelled	Dell	P2222H	CN-0X3PK1-W5600-22G-BEBB-A01	Dell keyboard and mouse
	PAC 2	Dell	Optiplex 7090	ST:6094KQ3 EX:13076024043	not labelled	Dell	P2222H	CN-0X3PK1-W5600-22G-BCMB-A01	Dell keyboard and mouse
	PAC 3	Dell	Optiplex 7090	ST:B54L3LE EX:24254639463	not labelled	Dell	P2222H	CN-0X3PK1-W5600-22G-BEDB-A01	Dell keyboard and mouse
Maxville	PAC 1	Dell	Optiplex 7090	EX: 27206726763	Patr-2022-32	Dell	P2222H	CN-0X3PK1-W5600-22G-B5DB-A01	Dell keyboard and mouse
	PAC 2	Dell	Optiplex 7090	EX: 25029944427	Patr-2022-33	Dell	P2222H	CN-0X3PK1-W5600-22G-B5XB-A01	Dell Keyboard and mouse
Morrisburg	PAC 2	Dell	Optiplex 7090	ST:2094KQ3 EX:4368894699	LIB-2022-35	Dell	P2222H	CN-0X3PK1-WS600-22G-BEAB-A01	Dell Keyboard and Mouse
	PAC 3	Dell	Optiplex 7090	ST:84D4KQ3 EX:17678171883	PATR-2022-15	Dell	P2222H	CN-0X3PK1-W5600-22G-B5NB-A01	Dell Keyboard and Mouse
	PAC 4	Dell	Optiplex 7090	ST:HZ84KQ3 EX:39135266283	PATR-2022-16	Dell	P2222H	CN-0X3PK1-W5600-22G-BCAB-A01	Dell Keyboard and Mouse
	PAC 5	Dell	Optiplex 7090	ST:CZ84KQ3 EX:28251354603	PATR-2022-17	Dell	P2222H	CN-0X3PK1-WS600-22G-BCCB-A01	Dell keyboard and Mouse
	PAC 6	Dell	Optiplex 7090	ST:D1D4KQ3 EX:28380685035	PATR-2022-18	Dell	P2222H	CN-0X3PK1-WS600-22GB5FB-A01	Dell keyboard and Mouse

Patron Access Computer Stations (PAC)

Branch	Station	CPU				IT Tag	Monitor			Peripherals
		Make	Model	Serial #			Make	Model	Serial #	
South Mountain	PAC 1	Dell	Optiplex 7090	ST:8JY6KQ3 OR EX:18620529771		not labelled	Dell	P2222H	CN-0X3PK1-WS600-22G-B4YB-A01	Dell Keyboard and Mouse
	PAC 2	Dell	Optiplex 7090	ST:7HY6KQ3 OR EX:16322815083		not labelled	Dell	P2222H	CN-0X3PK1-WS600-22G-B5EB-A01	Dell Keyboard and Mouse
Williamsburg	PAC 1	Dell	Optiplex 7090	ST:CKY6KQ3 EX:27388125291		LIB-2022-23	Dell	P2222H	CN-0X3PK1-WS600-22G-B5KB-A01	Dell Keyboard and Mouse
	PAC 2	Dell	Optiplex 7090	ST:J2D4KQ3 EX:41501845227		LIB-2022-24	Dell	P2222H	CN-0X3PK1-WS600-22G-B3MB-A01	Dell Keyboard and Mouse
Williamstown	PAC 1	Dell	Optiplex 7090	EX: 17426588715		Patr-2022-20	Dell	P2222H	CN-0X3PK1-W5600-22G-BBBB-A01	Dell keyboard and mouse
Winchester	PAC 1	Dell	Optiplex 7090	ST:964L3L3 EX:19961540967		Patr--2022-01	Dell	P2222H	CN-0X3PK1-WS600-22G-B5PB-A01	Dell Keyboard and Mouse
	PAC 2	Dell	Optiplex 7090	ST:934L3L3 EX:19780142439		Admin	Dell	P2222H	CN-0X3PK1-WS600-22G-B6ZB-A01	Dell Keyboard and Mouse
	PAC 3	Dell	Optiplex 7090	ST:J54L3L3 EX:41668898151		Patr-2022-03	Dell	P2222H	CN-0X3PK1-WS600-22G-BE9B-A01	Dell Keyboard and Mouse
	PAC 4	Dell	Optiplex 7090	ST: 1F7K0M3 EX:3096466203		Patr-2022-04	Dell	P2222H	CN-0X3PK1-WS600-22G-B5PB-A01	Dell Keyboard and Mouse

Branch Laptops

Branches	Make/Model	IT Tag	Date Purchased	Staff/Public Use
Alexandria	Dell Latitude 5530	LIB-2022-32	2022	Staff
	MacBook Pro (Retina, 13 inch)	Apple 3	2015	Staff
Avonmore	Dell Latitude 3510	LIB-2021-28	2021	Staff
Chesterville	Branch laptop: HP ProBook 450G6	LIB-2019-02	unknown	Staff
Crysler	HP Probook	LIB-2016-03	2016	staff
Finch	Macbook Pro A2442 Serial number: W6VQ3XP9QX	Apple 4	unknown	Staff
	Windows Surface 018839655253	LIB-2016-04	unknown	Staff
Ingleside	Hp EliteBook 850G4 1BS46UT#ABA	IT280-18	unknown	Staff
Lancaster	Dell Latitude 3510 w/MS X812917001 Mouse	Patr-2021-48	2021	Public
	HP Elite Book 850G4 IBS46UT#ABA	IT278-18	2018	Staff
Long Sault	Dell/ Latitude 3510 ST: G3NZF63 EX: 35050199691	LIB-2021-39	unknown	Staff
Morrisburg	Apple MacBook Pro 13''	Apple 1	unknown	Staff
South Mountain	HP ProBook 450	LIB-2019-01	unknown	Staff
Williamsburg	Dell/ Latitude 3510 ST:J1NZF63 EX:41459614347	LIB-2021-37	unknown	Staff
Williamstown	HP EliteBook 850	IT279-18	unknown	Staff
Winchester	MacBook Pro 13 A1502/C1709RAFVH3	Apple 2	unknown	Staff

Notes:

1. Maxville and Iroquois branches do not have branch laptops for staff or patron use.

Admin Laptops

Staff	Make/Model	IT Tag	Date of Purchase	Replacement Schedule
Admin				
Administrative Assistant	Dell Laptop	LIB-2021-12	2021	2026
Cataloguing and Acquisitions	Dell Laptop	LIB-2021-07	2021	2025
Cataloguing and Acquisitions	Dell Laptop	LIB-2021-08	2021	2026
Communications and Marketing Coordinator	Dell Laptop	LIB-2021-09	2021	2025
Community Librarian	Dell Laptop	LIB-2024-36	2024	2028
Director of Library Services	Microsoft Surface Pro	LIB-2023-33	2023	2027
Information Services Coordinator	Dell Latitude 5440	LIB-2023-34	2023	2027
District Supervisors				
District 1 Supervisor	Dell Latitude 5530	LIB-2022-31	2022	2026
District 2 Supervisor	Dell Latitude 5520	LIB-2021-10	2021	2025
District 3 Supervisor	Dell Latitude 5520	LIB-2021-11	2021	2025
Other				
Summer Students	HP ProBook 450 G6	LIB-2019-01	2019	N/A[1]
	HP Elitebook	IT-279-18	2018	N/A[1]

Notes:

1. Existing laptops will replace the summer student laptops as newer models are acquired.

Mobile Hotspots

Device	Model	Mobile Number	USIM	EMEI/MEID	Date of Purchase
HOTSPOT 1	ZTE Unite IV	343-585-7422	8930261010443684007538	866627050193302	2023-12-21
HOTSPOT 2	ZTE Unite IV	613-330-8272	8930261010435899269	866627050143463	2022-12-12
HOTSPOT 3	ZTE Unite IV	613-360-1260	89302610207708174831	866627050170334	2024-03-22
HOTSPOT 4	ZTE Unite IV	343-585-7421	89302610104368154742	866627050168957	2023-12-21
HOTSPOT 5	ZTE Unite IV	613-360-2239	89302610206433821070	866627050009086	2022-03-31
HOTSPOT 6	ZTE Unite IV	613-360-3586	89302610104358990428	866627050136491	2022-12-15
HOTSPOT 7	ZTE Unite IV	613-360-4094	89302610104359074362	866627050131443	2022-12-12
HOTSPOT 8	ZTE Unite IV	613-360-6472	89302610104370043032	866627050191801	2023-12-21
HOTSPOT 9	Novatel MIFI 7000	613-360-6478	89302610203079272221	014911001054735	2019-09-10
HOTSPOT 10	ZTE Unite IV	613-360-6479	89302610103038200497	866627050130569	2019-09-10
HOTSPOT 11	Novatel MIFI 7000	613-360-6483	89302610103041487149	014911001426701	2021-01-22
HOTSPOT 12	ZTE Unite IV	613-360-6484	89302610206433821062	866627050024234	2017-03-31
HOTSPOT 13	Novatel MIFI 7000	613-360-6485	89302610203079272213	014911001055831	2019-09-10
HOTSPOT 14	ZTE Unite IV	613-360-6486	89302610104359050057	866627050131260	2022-12-20
HOTSPOT 15	ZTE Unite IV	613-360-6490	89302610104380955373	866627050143513	2022-12-20
HOTSPOT 16	Novatel MIFI 7000	343-585-3192	89302610203078532013	014911001044991	2019-07-17
HOTSPOT 17	Novatel MIFI 7000	343-585-3186	89302610203078532047	014911001025412	2019-07-17
HOTSPOT 18	ZTE Unite IV	343-585-3191	89302610104392547796	866627050192783	2023-11-24
HOTSPOT 19	ZTE Unite IV	343-585-3189	89302610206433821054	866627050009201	2019-07-17
HOTSPOT 20	ZTE Unite IV	343-585-3193	89302610203078532005	866627050199440	2024-07-23
HOTSPOT 21	Novatel MIFI 7000	343-585-2527	89302610203078532096	014911001045675	2019-07-17
HOTSPOT 22	Novatel MIFI 7000	343-585-3027	89302610203078532070	014911001027228	2022-03-31
HOTSPOT 23	Novatel MIFI 7000	343-585-2468	89302610203078532088	014911001031386	2022-03-31
HOTSPOT 24	ZTE Unite IV	343-585-3031	89302610206431621183	866627050192346	2023-11-16
HOTSPOT 25	ZTE Unite IV	343-585-3184	89302610104378774216	866627050123507	2022-06-15
HOTSPOT 26	Novatel MIFI 7000	343-585-3194	89302610203078531999	014911001024985	2019-07-17
HOTSPOT 27	Novatel MIFI 7000	343-585-3195	89302610203078531981	014911001024944	2019-07-17
HOTSPOT 28	ZTE Unite IV	343-585-3196	89302610203078531973	866627050155020	2023-07-26
HOTSPOT 29	Novatel MIFI 7000	343-585-3197	89302610203078531965	014911001026857	2019-07-17
HOTSPOT 30	ZTE Unite IV	343-585-3198	89302610203078531957	014911001024456	2024-02-06
HOTSPOT 31	Novatel MIFI 7000	613-330-2351	89302610103038200489	014911001056029	2018-03-05

Notes:

1. Hotspot 31 is designated for community pop-up events.

Branch iPads

Branch	iPad OS Version	Model Name	Model Number	Serial Number
Admin[1]	16.7.7	iPad (5th Generation)	MP2F2CL/A	GCTVWNN4HLF9
Alexandria	17.6.1	iPad Air (5th Generation)	MM9L3VC/A	DR7W0J7V09
Avonmore	15.8.3	iPad Air 1	MGTY2CL/A	DMPT7TQG5W2
Chesterville	15.7.9	iPad Air 2	MGTY2CL/A	DMPTSAEBGSW2
Crysler	13.3.1	iPad Air 2	MGTY2CL/A	DMPT504YG5W2
Ingleside	15.7	iPad Air (5th Generation)	MM9L3VC/A	WQL9Y040HQ
Iroquois	16.5.1	iPad (5th Generation)	MP2F2CL/A	GCTVMSS9HLF9
Lancaster	17.5.1	iPad Air (5th Generation)	MM9L3VC/A	L2N22JT7PJ
Long Sault	12.4.1	iPad Air 2	MGTYCL/A	DMPT7EV5G5W2
MakerLab[2]	15.8.2	iPad Air 2	MGL12CL/A	DMPQ781DG5V3
MakerLab[2]	15.8.2	iPad Air 2	MGL12CL/A	DMPQ780WG5VJ
MakerLab[2]	15.8.2	iPad Air 2	MGL12CL/A	DMPQ8ESG5VJ
MakerLab[2]	15.8.2	iPad Air 2	MGL12CL/A	DMPQ780KG5VJ
MakerLab[2]	15.8.2	iPad Air 2	MGL12CL/A	DMPQ77Z2G5VJ
MakerLab[2]	17.5.1	iPad Air (5th Generation)	MM9L3VC/A	VX404Y7YTH
Maxville	15.7.9	iPad Air 2	MGTY2CL/A	DMPT70KG5W2
Morrisburg	17.5.1	iPad Air (5th Generation)	MM9L3VC/A	JGT6P2KHX6
South Mountain	15.8.2	iPad Air 2	MGTY2CL/A	DMPT5A0CG5W2
Williamsburg	15.8.2	iPad Air 2	MGTY2CL/A	DMPT5A9AG5W2
Williamstown	15.8.3	iPad Air 3	MGTY2CL/A	DMPT59W6G5W2
Winchester	17.6.1	iPad Air (5th Gen)	MM9L3VC/A	GQ1NPJXC6Q

Notes:

1. The Admin iPad is designated for Library outreach events.

2. The MakerLab iPads are used for MakerSpace programming.

Cell Phones

Staff	Make/Model	Date of Purchase	Phone Numer
Admin			
Communications and Marketing Coordinator	Samsung S24+	2024	613 577 1864
Community Library	iPhone 16 Pro	2024	343-585-1367
Courier	iPhone 15 Pro 128GB	2024	343-580-8881
Courier (spare)	Samsung Galaxy S7	2016	613-362-2842
Director of Library Services	iPhone 14 Pro	2023	613-363-0375
Information Services Coordinator	iPhone 14 Pro	2023	613-577-1508
District Supervisors			
District 1	GalaxyS24+	2024	613-930-3493
District 2	iPhone 13	2022	613-330-3515
District 3	iPhone 11	2020	613-577-2426

Branch Printers

	Make/Model
District Supervisors	
District 1	Epson X6WY169190 (WI)
	HP Laser Jet Pro M404dn (WI)
District 3	Epson Printer M338A (AL)
	DYMO:450 Turbo 1750283 (AL)
Branches	
Alexandria	Ricoh MP C307
	3D printer: Ultimaker 3 BPP-005068-033441
	Epson Printer M338A
	Epson Printer M338A
Avonmore	HP Laser Jet Pro MFP M225dn
	DYMO LabelWriter 400 Turbo
	Epson Printer M338A
Chesterville	Epson Printer M338A X6WY169188
	HP Laser Jet Pro MFP M428fdw serial No. CNDRQ1KV
Crysler	Epson Receipt printer M338A X6WY021295
	HP Laser Jet Pro MFP M227FDW VNG3L90535
Finch	Epson M338A X6WY049489
	Lexmark CX410de Serial number: 7527229461X96
	3 D printer: BambuLab PS1 PF001-U
	Elegoo Mars 4 Ultra Resin printer
	Epson Eco Tank ET-2800
Ingleside	Ricoh MP C307
	Hp LaserJet Pro M404dn
	Epson M338A
	Epson M338A
Iroquois	Epson M338A
	HP Color Laser Jet Pro MFP M283fdw
Lancaster	Ricoh MP C307
	Epson M338A
Long Sault	Ricoh MP C307
	HP Laser Jet Pro M227fdw
Maxville	Epson M338A
	HP LaserJet Pro MFP M225dw
Morrisburg	Epson M338A
	Ricoh MP C307
	Epson M338A
South Mountain	Epson M338A
	HP Laser Jet Pro M225dw
Williamsburg	Epson M338A
	HP Laser Jet Pro MFP M227fdn
Williamstown	Epson M338A
	Epson M338A
Winchester	HP LaserJet Pro MFP M225dw
	Ricoh MP C307
	Epson M338A
	Ender 3 Neo

Notes:
1. Inventory of printers includes all printers (receipt, label, 3D printers, etc.)

Admin Printers

Staff	Make/Model
Admin (all staff access)	Toshiba eStudio 2512AC
Adminstrative Assistant	Duplex Document Scanner
	DYMO:450 Twin Turbo
	Fujitsu ScanSnap iX1500 Color
Cataloguing & Acquistions Technician	HP Laser Jet Pro M404dn
	Epson Printer
	ZEBRA:ZD421
Cataloguing & Acquistions Technician	HP Laser Jet Pro M404dn
	Epson Printer
	DYMO:450 Turbo
	ZEBRA:ZD421
Community Librarian	HP LaserJet Pro M404dn
Comunications and Marketing Coordinator	HP Laser Jet CP1025nw
Director of Library Services	HP Laser Jet Pro M404dn
Information Services Coordinator	Epson Receipt Printer

Other Equipment

Staff	Item	Make/Model	Serial #
Admin			
Communications and Marketing Coordinator	Camera	Canon Rebel SL3	
	Printer	HP Laser Jet CP1025nw	
	Camera	Sony Handycam HDR-CX675	
	Light Box	Slow Dolphin	
Administrative Assistant	Scanner	Fujitsu ScanSnap iX500	AWTHH76847
	LabelWriter 450 Twin Turbo	450 (1750160)	2046021750160
Cataloguing and Acquisitions	Postage Scale	Pelouze: Model 4010	
Administration	Projector		
	Projector		
	Projection screen		
	Projection screen		
	Laminator		
	Paper Folder		
	Paper Cutter		
	Paper Cutter		
	Disc Cleaner		
District Supervisors			
District 1	Laptop dock	HP USB-C Dock G5	2TK126ZGBV
	Monitor	EliteDisplay E221	
	Monitor	Dell	CN-0174R7-72872-29F
	Camera	Nikon D40	
District 3	Laptop Dock		
	Monitor	Dell P2419H	CN-0GMGXF-TV200-12S-6GEE-A11
	Monitor	HP Compaq LA2006z	
	Keyboard	Logitech Y-UMA76A	
	Ergonomic Mouse	Woddiffy 6D Optical Mouse	

Other Equipment

Staff	Item	Make/Model	Serial #
Branches			
Alexandria	DVD Player	Sony BDP-5300	
	Gaming Console	XBox One	
	Gaming Console	Nintendo Switch	
	TV	Samsung UN48J5000AF	04N63CAH101418L
	Phone	Panasonic KX-TGC22CB	2LCXG021130
	Panic Button	Libris 2.0	2106J9100386
	Square Dock		145LS10205003225
	Square Reader	SPC1-01	238LS14808029382
	Battery Backup	APC 550	
	Battery Backup	APC 550	
	Battery Backup	APC Back-UPS 550	0B2336L25028
	Battery Backup	APC Back-UPS 550	0B2336L25005
	Battery Backup	APC Back-UPS 550	0B2336L24843
	Victor Reader Stream	503 VRC	951500014741
	Victor Reader Stratus	413VR	950400045816
	MP3 Player	Creative Zen	MAPF2163844M02806Q
	MP3 Player	Creative Zen	MAPF2163844M02804L
	Headphones	Sony	
	Cash Register	Casio PCR-T280	
	Charging Dock	Anker 63ANSTION	
	Switch Controller Charging Dock	TNS-875	
	Square Terminal	SPD2-01-A	402CS145B70006620
	Universal Card Reader USB 2.0	Verbatim 97705	1603038196
Avonmore	Phone	Panasonic KX-TGD390CB	8FCXC025610
	TV	Toshiba 24L4200U	C43218C77484A1
	TV	Toshiba 32SL410U	B39R03C06779A1
	DVD Player	Sony BDP-S3700	
	Headphones	Sony	
	Battery Back Up (Staff Station)	APC BE550G	0B2336l2504
	Battery Back Up (PAC Stations)	APC BE550G	0B2336L2517
	Panic Button	Libris 2.0	19217J004625
	Cash Register	Casio PCR-T280	

Other Equipment

Staff	Item	Make/Model	Serial #
Chesterville	Gaming Console	Nintendo Wii	LU387182122
	TV	Samsung UN40J5200AF	04N33CEJ208897H
	TV	Toshiba 24L4200U	C43218C77492A1
	Blu-ray/DVD player	Sony BDP-56500	8529851
	Battery Backup	APC	
	Battery Backup	APC BE550G	0B2336L25854
	Battery Backup	APC 550	0B2214N09599
	Panic Button	Libris 2.0	19217J005386
	Phone	Bell HD audio- 8025243	VY700076930
	Cash Register	Casio PCR-T280	5300047
Crysler	TV	Toshiba 24L4200U	C43218C77491A1
	TV	Sharp	906806992
	Panic Buttons	LIBRIS 2.0	21069J0983405
	Phone	Panasonic	61CXB009488
	Gaming Console	Xbox One	2356355048
	Blu-Ray/DVD Player	Sony BDP-S3700	11171598B
	Cash Register		5300026
	Modem	Bell Sagecom	NQS146176001013
Finch	Gaming Console	Nintendo Switch HAC-001	XAW10048296358
	TV	LG UHD TV Ai ThinQ	
	Modem	Bell Hub 2000	NQS160916002775
	Cash Register	Casio Electronic Cash Register PCR-T280	530050
	Battery Backup - PAC Stations	BE550G	0B2336L24840
	Battery Backup	BE550G	0B2336L24807
	Battery Backup	BE550G	0B2336L24815
	Battery Back Up (Staff Station)	BE550G	
	Phone	Panasonic KX-TGD220C	5DCQD01951
	Panic button	Libris 2.0	19217J001971

Other Equipment

Staff	Item	Make/Model	Serial #
Ingleside	TV		
	Blu-ray/DVD player		
	Cash Register	Casio PCR T280	530018
	Phone	Panasonic KX-TG6591CT	1CAQA007299
	Phone	Panasonic KX-TS500CB	4LAAV031434
	Panic Buttons	Libris 2.0	21074J1059866
	Kobo eReader	Kobo N905-KBO-B	N905B2112984F-B
	Audio Enabled Book		
	D-Link		
	USB Dock Monitor mirror		
	D-Link Fast Ethernet	DSS-5+	DR87163009912
	Portable Wireless Doorbell and Push Button	Honeywell RDWL917AX2000	32377721-001
	Gaming Console	Wii Sport	
	Gaming Console Peripherals	Wii Balance Board and Fit	
	Gaming Console Peripherals	Wii Speaker	RVLAMUUSZ
	Gaming Console Peripherals	Wii Mario Kart Steering Wheel x2	RVLRMCEUSZ
	Gaming Console Peripherals	Wii U Reomte Charge Dock	RFGWll1106
	Battery Backup - PAC Stations (2)	BR700G	3B1506X14692
	Battery Back Up - PAC Stations (2)	BE550G	0B2336L24952
	Battery Back Up -Staff Station	BE550G	0B2336L25020
	Gaming Console Peripherals	Wii Active Life Outdoor Challenge	RVLPRFAE
Iroquois	TV	Sharp	
	Blu-ray/DVD player	Sony BDP-S3700	1102051
	Panasonic Phone	KX-TGD220CB	4LAQA015014
	Panic Button	Libris 2.0	19217J005632
	Cash Register	ROYAL 520DX	
	Battery Back Up -Staff Station	BE550G	OB2336L24842
	Battery Backup - PAC Stations (2)	BE550G	0B2336L24847
	Portable Wireless Doorbell and Push Button	Honeywell RDWL917AX-2031	32317721-01
	VHS Rewinder	KINYO UV-413	
	Rotary Phone	Northern Telecom	NT-5000RX
	Stereo Headphones	Sony	

Other Equipment

Staff	Item	Make/Model	Serial #
Lancaster	Cash Register	Casio PCR T295	EX286308911512
	Phone	Bell HD audio- 8025243	
	TV	Roku Smart TV	
	BluRay Player	LG BD555C	008HZDU136890
	Panic Button	Libris 2.0	19217J005679
	Receipt Printer	Epson M338A	X6WY021302
	Battery Backup	APC Back-UPS 550	0B2336L25170
	Battery Backup	APC Back-UPS 550	0B2336L25830
	Phone Charger	Fast Charge Wireless Charger DG 100	
	Square Terminal	SPD2-01-A	409CS145B7001701
Long Sault	TV (small)	Toshiba 24L4200U	C43218C77477A1
	TV (large)	Sharp LC-40E67UN	906806829
	Panosonic Phone	KX-TGA407C	2FCQA012768
	Panic Button	Libris 2.0	19217J005008
	Blu-ray/DVD player	Toshiba BDX2300KC	RS101BD193955
	Battery Backup	APC Back-UPS Pro 700 (BR700G)	3B1631x08861
	Portable Wireless Doorbell and Push Button	Honeywell RDWL917AX2000	32316665-002
	Cash Register	Casio PCR T280	
	Battery Backup - PAC Station	BE550G	0B2336L25125
	Battery Backup - PAC Station	BE550G	0B2336L25371
Maxville	Phone	Panasonic KX-TGD330C	4LAQA014393
	Panic Button	Libris 2.0	19217J005591
	SAD Lamp	NLTD Desklamp	
	TV	RCA RLDEDV3289	
	TV	Toshiba 24L4200U	C43218C77486A1
	TV (In storage case)	Toshiba 19AV500U	816105037038
	DVD Player (in storage)	Toshiba SD3300	C46B62435C6000
	Cash Register	Casio PCR-T295	
	Gaming Console	Nintendo SNES	SU211884253
	Gaming Console	Nintendo Switch	
	Battery Backup - PAC Stations	APC Back-UPS 550	0B2336L25355
	Battery Backup - Staff Station	APC Back-UPS 550	0B2336L25354

Other Equipment

Staff	Item	Make/Model	Serial #
Morrisburg	TV	Samsung un48j5000afxzc	04N63CAH101417M
	Self Check Out Machine	Biblioteca	B17873
	Cash Register	Casio PCR T280	5300052
	Speaker	Sony SRS-X33	5B 8117077
	Phone	vtech DECT 6.0 CS6124-11	5R000056014
	Panic Button	Libris 2.0	19217J004913
	USB Computer Headset	Logitech H390	2152AY01E119
	Stereo Headphones	Sony	
	USB Headphone with microphone	Logitech	R-R-DZL-A00146
	USB Headphone with microphone	Microsoft Life Chat LX-3000	1084
	Headphones	M	
	Victor Reader Stratus 4		
	Victor Reader Stratus 12	STRATUSWFAC12MNA	95040004582
	Victor Reader Stream	95-STREAM2NA	9.515E+11
	Victor Reader ClassicX	202VRC	95-1202-003095
	Swivel Monitor	Dell ZHONGSHAN	120223H04
	Monitor Stand	OptiPlex Ultra Pro2 Stand	
	12'' Laminator	GBC Fusion 3000L	WL2008400261
	Universal Card Reader	Verbatim 97705	1603038017
	Speakers (2)	Edifier	1.2843E+11
	Camera	Canon Power Shot SX530HS	1.22062E+11
	Camera	Nikon DX AF-SNIKKOR	5013936
	Blu-ray/DVD player	Sony BDP-S3700	1086943
	Keyboard	HP KU-1156	
	iPad Air	5th Generation Wi-Fi	JGT6P2KHX6
	Portable Wireless Doorbell and Push Button	Honeywell RDWL917A	32316665-002
	Kobo Reader #2	Clara BW	N365490234723
	Square Reader		
	Battery Backup - PAC Stations (3)	BR700G	3B1520X11041
	Battery Backup - PAC Stations (2)	BR700G	3B1422X07962
	Battery Backup - SelfCheckout	BE550G	0B2214N08519
	Battery Backup - Staff Station	BE550G	0B2336L255003
	Cricut Air 2	AE4C	S230619I2651

Other Equipment

Staff	Item	Make/Model	Serial #
South Mountain	Cash Register	Casio PCR T280	5300058
	Battery backup	APC BE55G	0B2336L25340
	TV	55545OG-CA	Can't See it - mounted on wall
	Gaming Console	Nintendo Switch	XFL10381330597
	Phone	Panasonic KX-TDG220CB	5EBQD021931
	TV	Toshiba 24L4200U	C43218C77480A1
	Panic Button	numera Libris 2	21120J118376
	Modem	HP RSVLC-1100	CN53FQ544Y
Williamsburg	TV	Toshiba 24L4200U	C43218C77478A1
	TV	Samsung	
	Blu-Ray/DVD player	Sony BDP-S3700	1117447
	Honeywell Portable Wireless Doorbell	RDWL917AX2000	32317721-001
	Stereo Headphones	Sony MDR-ZX110	
	Cash Register	CASIO PCR-T280	5300076
	Phone	Panasonic KX-TG1031C	91CQD153910
	Phone	Thomson Consumer 029169B	40192988
	Battery Backup - PAC Stations (2)	BE550G	0B2336L24825
	Battery Backup - Staff Station	BE550G	0B2336L24826
	Panic Button	Libris 2.0	19217J0055287
Williamstown	PAC Battery Backup	APC BE55G	0B2336L25312
	TV	Toshiba 24L4200U	C43218C77490A1
	Phone	Panasonic KX-TGDB90C	6HBXA00768
	Panic Button	Libris 2.0	19127J005313
	Cash Register	Casio PCR T280	
	Air Purifier	Honeywell	

Other Equipment

Staff	Item	Make/Model	Serial #
Winchester	Gaming Console	Nintendo Switch	XAW10006688997
	Gaming Console Peripherals	Nintendo Switch Docking Station	XFL10006245565
	Gaming Console	Super Nintendo Classic Edition	SU211880514
	TV	Sharp Liquid Crystal LC-40E67UN	906806828
	TV	Samsung UN48J5500AFXZC	03NV3CHX600590z
	Charging Station		
	Camera	Canon PowerShot SX530 HS	212036011615
	Sony Blu-Ray Player	BDP S3100	853443
	Cash Register	PCR-T280	5300054
	Phone	Panasonic KXTGD390CB	BFCX025609
	Answering Machine	GE 29875GE2-c	80318618
	Battery Backup (modem)	BE550G	0B2214N09700
	Battery Backup (self chekout)	BE550G	0B2214N09680
	Battery Backup - Staff Station	BE550G	0B2336L25346
	Battery Backup - Staff Station	BE550G	0B2336L24833
	Battery Backup	BE550G	0B2336L25352
	Battery Backup	BE550G	0B2336L24828
	Panic Button	Libris 2.0	19217J005096
	SAD Lamp		
	Square Reader		
	Modem	ARRIS-0198	8442W4335101345
	Hub	PepLink Balance One (BPL-ONE)	192C-41A8-A
	Self Checkout	Bibliotheca selfCheck 500	B17862
	Laminator	Fellowes 52071 EXL	030618 W A 0001718
	Victor Reader	95-STREAM2NA	951500014812
	Victor Reader	STRATUSWFAC12MNA	950400045811

MakerLab Equipment

Item	Make/Model
VHS to DVD Converter	Toshiba DVR620KU
Cricut Easy Press	Easy Press 2 CHP 180B2
Laser Cutter	Dremel Digilab Laser Cutter Model LC40
3D Scanner	EinScan SP
BOFA Fume Extractor	Model AD 350
Electronic Keyboard	Yamaha Piaggero NP-12
Portable CD Player	Gueray Model ZL1901
Cassette to MP3 Converter	Ezcap231 No Serial Number
Projector	ABDTech Model 33-06
Sewing Machine	Singer Heavy Duty
Photo Scanner	Epson Perfection V550Photo Scanner Model
Mug Press	Cricut Mug Press
Cricut Cutting Machine	Cricut Maker 3: Model: CXPL303
Bambu Lab-AMS	FCC ID - 2A6J8-SA001
Energy Meter	Model EM130 07000923
Energy Meter	Model EM130 07000208
Energy Meter	Model EM130 07000754
Radon Detector	Airthings Corentium Home
Radon Detector	Airthings Corentium Home
Maker Kit	Sphero Indis
Maker Kit	Little Bits
Maker Kit	Ozobots

Notes:

1. The MakerLab incorporates circulating "Library of Things" collections, which includes the energy meters, radon detectors and maker kits.

ACTION REQUEST

PREPARED BY: Kate Jones Miner – District 1 Supervisor

PREPARED FOR: SDG Library Board

LIBRARY BOARD DATE: February 26, 2025

SUBJECT: 2025 MakerLab Plan

BACKGROUND:

1. The 2025 MakerLab 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. Upgrade and expand our MakerLab inventory;

    b. Enhance the MakerLab experience;

    c. Improve accessibility and use of the MakerLab;

    d. "May-ker" month campaign;

    e. Outreach to community organizations;

    f. Promote system-wide use of the MakerLab;

    g. Improved tracking and monitoring within the MakerLab; and

    h. MakerLab staff training.

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 MakerLab Plan, as presented.

2025

MakerLab Plan

Presented by:
Kate Jones Miner

Last Updated:
February 26, 2025

Bibliothèque de
SDG Library

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Bibliothèque de
**SDG
Library**

Introduction

The MakerLab is an innovative creative hub designed to compliment SDG Library's product and service offering. Its aim is to inspire community members to explore their creativity through a selection of resources in 3D printing, sublimation printing, vinyl printing, laser engraving, die cutting and button making. This plan outlines the initiatives set out to achieve two (2) main goals: to increase awareness of the MakerLab and increase utilization of the MakerLab, whilst ensuring these initiatives are in line with the goals set forth in the 2022-2026 strategic plan.

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 initiatives set out in the 2025 MakerLab Plan are driven by the three (3) key goals set out in the 2022-2026 Strategic Plan.

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   Upgrade and expand inventory.
1.2   Enhance the MakerLab experience.
1.3   Improve accessibility and use of the MakerLab.
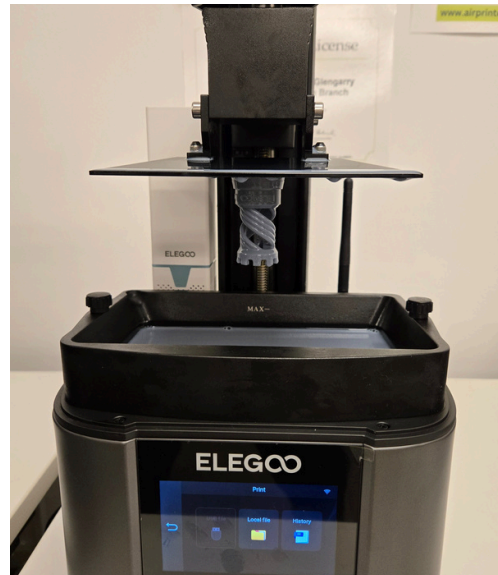
Goal 2
Conduct Community Outreach

2.1   "May-ker" month campaign.
2.2   Outreach to community organizations.
2.3   Promote system-wide use of the MakerLab.

Goal 3
Strengthen our Organisation

3.1   Improved tracking and monitoring within the MakerLab.
3.2   MakerLab staff training.

MakerLab Objectives

Goal 1
Growing our Physical and Digital Infrastructure

1.1 Upgrade and Expand Inventory

Plan:
- Repair/replace obsolete technology.
- Expand MakerLab inventory with the following additions: low-tech "Mini Maker" kits and Bambu Lab AMS which allows multicolour 3D prints.

Timeframe:
- January: addition of Bambu Lab AMS
- March: introduction of "Mini Maker" kits
- Year round: repair/replace equipment

Outcomes:
- Ensure maximum utilization of space in the MakerLab.
- Ensure SDG Library stays up to date with current technology and trends.

1.2 Enhance the MakerLab Experience

Plan:
- Create a diverse range of programs that utilize the various MakerLab equipment, encompassing both high and low-tech options.
- Introduce 3D print coupons to promote the MakerLab in all branches.

Timeframe:
- March: introduction of 3D print coupons
- Year round: development of diverse Maker tech programming

Outcomes:
- Raised awareness of the MakerLab.
- Increased usage of the MakerLab.

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.**

MakerLab Objectives

Goal 1
Growing our Physical and Digital Infrastructure
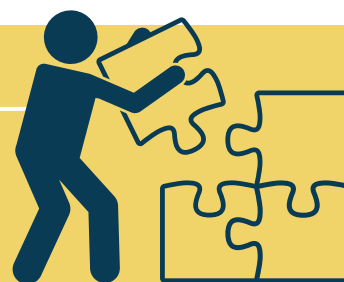
1.3 Improve Accessibility and Use of the MakerLab

Plan:
- Redesign the MakerLab pages on the SDG Library website to be more comprehensive and informative for patrons and staff. The new pages will include:
  - a: Patron feedback form.
  - b: A detailed overview of equipment.
  - c: A guide on preparing visits to the MakerLab, including an appointment booking form.
- Utilize MakerLab equipment for facility improvements such as vinyl signage for open hours and balsa wood for internal equipment-use storage.
- Develop a user friendly maker kit booking form for staff.

Timeframe:
- April: create signage.
- May: website redesign of MakerLab pages.
- July: develop staff booking form.

Outcomes:
- Raised awareness of the MakerLab.
- Increased usage of the MakerLab.
- Increased usage of the SDG Library website.
- Improved and cost effective signage options for Library branches.
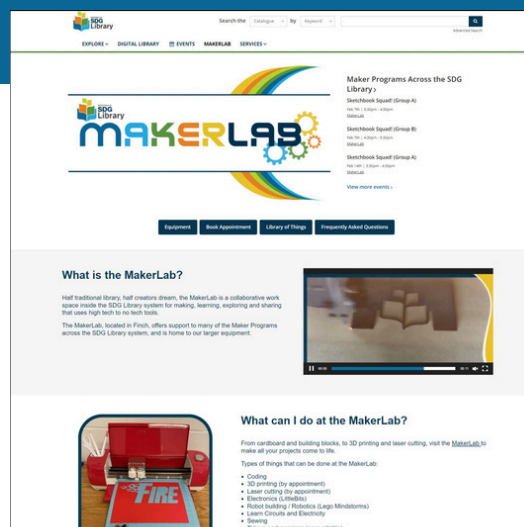
Strategic Plan - Accessibility
Regularly exploring opportunities to make the **SDG Library more accessible and its programs and services more equitable, including increases to our digital collections and services**.

MakerLab Objectives

Goal 2
Conduct Community Outreach
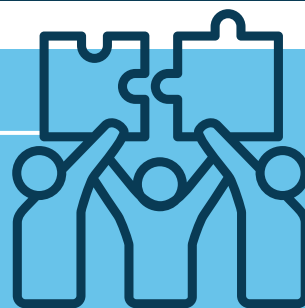
2.1 "May-Ker" Month Campaign

Plan:
- Facilitate branch programs highlighting the different equipment and services available at the MakerLab.
- Create and distribute "Take and Make" kits to promote the MakerLab.

Timeframe:
- April: promotion and planning
- May: program roll-out

Outcomes:
- Raised awareness of the MakerLab.
- Increased usage of the MakerLab.

2.2 Outreach to Community Organizations

Plan:
- Expand awareness of the MakerLab by engaging new community groups that can benefit from the MakerLab's resources and services.

Timeframe:
- March: Carefor
- Year round: approach schools, Girl Guides/Scouts, sporting teams and other community organizations.

Outcomes:
- Raised awareness of the MakerLab.
- Increased usage of the MakerLab.

MakerLab Objectives

Goal 2
Conduct Community Outreach
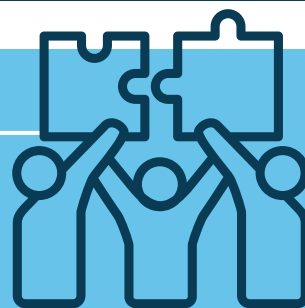
2.3 Promote System-Wide Use of the MakerLab

Plan:
- Develop a program for March break.
- Develop and distribute supplemental "Take and Make" kits for branch programming.
- Support TD Summer Reading Club.
- Create promotional items for SDG Reads.
- Explore giveaway opportunities for seasonal events and community outreach.

Timeframe:
- March: March break program
- July/August: TD Summer Reading Club
- September: SDG Reads
- October: "Take and Make" kits

Outcomes:
- Raised awareness of the MakerLab.
- Increased usage of the MakerLab.

Connect.
Create.
Explore.

SDG Library
sdglibrary.ca

MakerLab Objectives

Goal 3
Strengthen our Organization

3.1 Improved Tracking and Monitoring

Plan:
- Improve existing MakerLab tracking of equipment to include resources used by patrons and staff.

Timeframe:
- February: creation of new spreadsheet
- Year round: ongoing tracking

Outcomes:
- Improved understanding of the resources utilized assisting in future budgetary planning.
- Ability to manage replenishment of resources more effectively.

3.2 MakerLab Staff Training

Plan:
- Host regular staff training sessions on MakerLab activity kits and/or equipment.

Timeframe:.
- March/May/November: staff training.

Outcomes:
- Increased confidence in the use of MakerLab equipment and kits, leading to greater promotion of the MakerLab by staff.
- Increased number of available MakerLab support staff.

Timeline

FIRST QUARTER

JANUARY
FEBRUARY
MARCH

1

1.1	Upgrade and Expand Inventory: Bambu Lab AMS and "Mini Maker" kits.
1.2	Enhance the MakerLab Experience: 3D print coupons.
2.2	Outreach to community organizations: Carefor.
2.3	Promotion of system wide use: March break.
3.1	Improved tracking and monitoring: creation of new spreadsheet.
3.2	MakerLab staff training: session A

SECOND QUARTER

APRIL
MAY
JUNE

2

1.3	Improve accessibility and use of the MakerLab: signage and website redesign
2.1	"May-Ker" month campaign.
3.2	MakerLab staff training: session B

THIRD QUARTER

JULY
AUGUST
SEPTEMBER

3

1.3	Improve accessibility and use of the MakerLab: develop booking form.
2.3	Promotion of system wide use: TD Summer Reading Club and SDG Reads.

FOURTH QUARTER

OCTOBER
NOVEMBER
DECEMBER

4

2.3	Promote system-wide use on the MakerLab: "Take & Make" kits.
3.2	MakerLab staff training: session C.

ONGOING YEAR ROUND

1.1	Repair/replace MakerLab equipment.
1.2	Development of diverse Maker tech programming.
2.2	Outreach to community organizations
3.1	Improved tracking and monitoring.

STAFF REPORT   **S.R. No. 6-2025**

PREPARED BY:	Margaret MacDonald – Public Trustee, Chair Lachlan McDonald – Mayor of South Glengarry Jim Algire – Public Trustee Jo-Anne McCaslin – Public Trustee Rebecca Luck – Director of Library Services Cheryl Servais – Information Services Coordinator Lorna Platts – District 3 Supervisor
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	February 26, 2025
SUBJECT:	OLA Conference – Attendees Reports

BACKGROUND:

1. The OLA Conference was attended by the following people between January 29th – 31st, 2025:
   a. Margaret MacDonald – Public Trustee, Chair
   b. Lachlan McDonald – Mayor of South Glengarry
   c. Jim Algire – Public Trustee
   d. Jo-Anne McCaslin – Public Trustee
   e. Rebecca Luck – Director of Library Services
   f. Cheryl Servais – Information Services Coordinator
   g. Lorna Platts - District Supervisor (District 3)

2. Attendees listened to keynote speakers, attended information sessions, conversed with vendors at exhibition booths, and networked with other Library staff and Board members.

3. Margaret MacDonald and Jim Algire attended the Library Board Trustee Boot Camp, hosted on February 1st.

Missing from picture: Cheryl Servais and Lorna Platts

ANALYSIS:

4. The following are some key take-aways from the various information sessions attended:

Margaret MacDonald

Two in One: Shop Talks on Connection, Partnership, and Reconciliation
- This session featured two discussions:
  - Community Connect: Creating Effective Library Partnerships with Local Support Agencies.
  - Learning Hard Truths: Building a Bridge to Reconciliation One Book at a Time
- **Key Takeaways**: Libraries can facilitate community connections through:
  - Satellite Office - support groups can set up tables at the library weekly.
  - Presenting You! – libraries can host events to feature local organizations.
  - Let's Spread the Word Together – libraries can amplify community events online through social media accounts.
  - Let us come to you – libraries can visit large groups or events.
  - A tailored approach – libraries can offer specialized tours or activities for organizations (i.e. a board game night, a paint class, computer tutorial).

Beyond Degrees: Building Bridges with Diverse Library Skill Sets
- This session emphasized the importance of individual skills, community fit, and workplace culture over formal degrees in library success.
- **Key Takeaway**: Idea of engaging local artists for community projects, like collaborative painting experiences (i.e. paint by number).

See What's Feasible: Two Towns, Two Libraries, One Feasibility Study
- Discussed a collaborative study between Collingwood and Blue Mountains libraries focused on facility and service evaluations.
- **Key Takeaway**: Establishing an MOU with municipalities is important for services like Human Resources, Financial Services, Information Technology, Facility Maintenance (similar to SDG Library's lease agreements), Insurance and Risk Management, Shared Municipal Services, Marketing and Communication, Corporate Training of the Board, and Legal Services.

Social Impact Study: An Innovative Approach to Measuring the Value of Library Services
- Highlighted the need for qualitative assessments of libraries beyond statistical quantitative reporting.
- **Key Takeaway**: The Toronto Public Library's report illustrates the deeper cultural impacts of library services that can be useful in library advocacy.

Eye-Openers: Free Coffee, Practical Library Marketing Tips
- This session provided a space for sharing low-cost marketing resources and strategies.
- **Key Takeaway:** Libraries can use promotional items and events (days of significance) to enhance visibility.

Drag Story Time: A Case Study in Crisis Communication
- Examined how libraries can navigate public criticism effectively.
- **Key Takeaway**: A communications framework is essential for addressing various crises, including controversial programs, natural disasters, security incidents, scandals, and unpopular announcements (i.e. going fine-free, or closing a library branch).

Power Plays and Public Purpose: Municipal Councils and Library Boards
- Discussed the roles and responsibilities of library boards in relation to municipal councils.
- **Key Takeaway**: Library boards are responsible for key functions such as CEO appointment and termination, budget oversight (with municipal approval), and long-term facility planning, while navigating the provisions of the Public Libraries Act.

Legally Leveraging AI in Public Libraries
- Addressed the need for forward-thinking AI policies in libraries amidst evolving legislative frameworks (Bill 194).
- **Key Takeaway**: Developing an AI strategy is important for risk management and maximizing AI's potential benefits.

Library Board Trustee Boot Camp Sessions

The Curse of Leadership
- Focused on the evolving role of library trustees in leadership during challenging times.
- **Key Takeaway**: Effective trustees must be engaged and trustworthy to build confidence within the board and the leadership team.

Navigating Memorandums of Understanding (MOUs)
- Examined the role of MOUs in strengthening collaborations between libraries and municipalities.
- **Key Takeaway:** Effective and clearly defined MOUs are most successfully developed when relationships are strong, outlining the services and support municipalities are willing to provide to the library board.

Responding to Safety Issues with your Library Board
- Discussed how library systems manage complex social issues (i.e. violence, drug use, homelessness, and mental health).
- **Key Takeaway**: The Library Board is the employer and is required to make a safe work environment for the CEO and library employees. Public posting of library Rules of Conduct is one way to help create a safe work environment.

Board Self-Evaluation, Recruitment, and Succession Planning
- Emphasized the role of self-assessment in governance and recruitment for board sustainability.
- **Key Takeaway**: Collaboration with municipal partners (i.e. Municipal Clerk and Council) is vital for effective board member recruitment. It's important to have a good orientation process, legacy document, board evaluation, and public information sessions.

Lachlan McDonald

Keynote:

1-2 people of 40 have incremental illness

1-5 have suicidal thoughts

1-4 self harm

As a librarian you may be the first person to speak to them

BE A KIND HUMAN ♡ ☮ 🙂 👍

Other sad facts were relayed

Autism is shown b/4 6 y/o; anxiety @ 6

☐ read Antifragile: Things that Gain from Disorder - Nassim Taleb

STEM: Went into work groups, as a board member felt it benefited branch librarians.

Need to have a champion staff to on the train the trainer (b/c community will ask librarian for help).

- Library of Things
- Tech w/ Seniors
- For "shrinkage"/theft
  └ weigh the items, ≠ count
- When replacing old versions (ie., ozzobots), turn the new ones to the branch & the old ones, make them lendable.

- Don't buy/keep unused, expensive toys.

⭐ **Change Friendly Culture:**

Current → [TRANSITION] → Future

Change (Δ) Types:
① Process (fine free) ② Purpose (strategic direction) ③ People (new CAO)

Ask yourself → what does this mean to those affected?

Focus on people → [Understanding the Impact] → Support the Δ

50% (self reporting) of organizations are unsuccessful w/ Δ - Harvard Business Review

5 tenants (sp?) of Δ mngt
① Change for a reason (do not Δ for Δ sake)
② Org. Δ r'qs individual Δ
③ Organizational Δ's are a result of individual Δ's
④ - ⑤ → missed (so, sorry!)

Con't ➘

Reactions to Δ (similar to grief)

— Shock
   Denial
                                                    — Commitment →
              Anger   Acceptance
                    Depression

STAGE 1   STAGE 2   STAGE 3
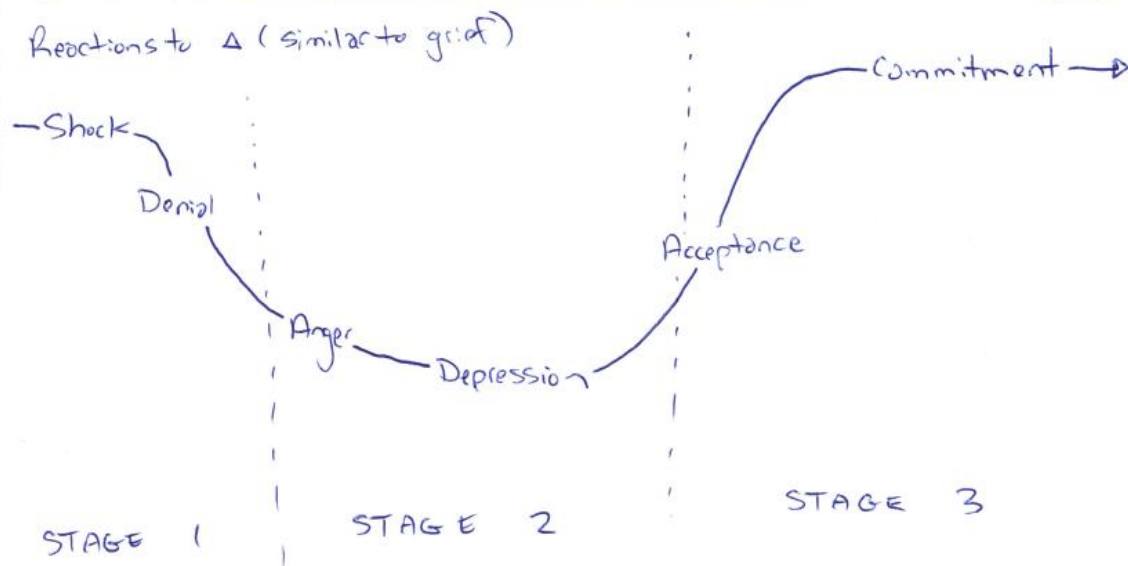
Δ mngt

○ Awareness → communicate early the need to change

○ Desire → motivate & address the barriers to support the change

○ Knowledge → train & coach the how to Δ

○ Ability → practise to demonstrate the Δ

○ Reinforcement → recognize & correct the Δ to make the Δ

Remember that when you go to implement Δ, you're already at stage 3. The person that you are talking to is likely at stage 1.

ↄ⌀

ie) Books shelved locally
○ 1 in 15 not in standard location
○ Perception of public → not fair
○ No policy
○ 20 years shelved "wrong"
○ It is on religious books

① Build Shared Understanding
- raise awareness of challenge
- build support for the need to Δ
- invite ideas to support Δ
- consider all perspectives
- don't act too quickly

② Create A Vision
❶ ID Δ needed
  ↳ tie into library goals
  ↳ involve impacted people
  ↳ point the future state
  ↳ measures of success
❷ Plan the Δ
  ↳ who's involved ↳ start at a good time
  ↳ what is in scope / what is not
  ↳ what do people need to succeed

③ Implement
- Empower team to find solutions & challenges
- celebrate wins
- don't MISTAKE engagement for resistance
- address road blocks
- repeat vision

⑤ Monitor
→ Review → Measure
REPEAT)
Reinforce   Adjust

④ Embed in Culture.
- Measure new state & SHARE
- Rewards & fun challenges
- Retire old systems
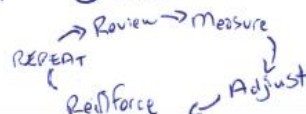
Impact will be huge

○ Awareness - need to unchange
○ Desire - standardization
○ Knowledge - file as w/ everything else
○ Ability - shelve properly
○ Reinforcement - check in, applaud, & accountability.

Creating A Culture of Proactive Student Collaboration

— this one wasn't good for me b/c it wasn't about sub-grade 13/12, it was University based.

Take aways

⤷ Ask why 9x to get to the truth.

Surveys

— this one was functional for staff but some tidbits.

Survey should SEE if the COMMUNITY values what we are PROVIDING.

Q ideas → Would you like certain technology
→ Are you aware of what we have
→ Would you like to know what we have
→ Do you know who you would go to ask
→ Are you comfortable @ the branches.

Remember Resources → people (time), software incentives, assistance, space

Less Can Be More "Weeding" Books

— Fascinating, I remember helping my mom weed books. Per the Glengarry News

"like drowning kittens."

Seneca removed 54% of their physical books.

cont

cont... How? Clear criteria
" " Communications
"Be flexible but stick to your principles." Roosevelt
Clear philosophy (ie. donate books ≠ lose books

ie) If taken out 3x in 7 years → KEEP
Avoid classics
Ask your archivist (≠ eliminate books that ≠ be replaced)

Tips → get support from management
set realistic timeline
clear weeding philosophy
thorough criteria
share reasoning
provide key updates
weeding criteria into bylaws

2SLBGQT+

I'm here, I'm queer, now what to read.

Have safe places & safe resources → not everyone can come home w/ a flyer.

Don't just signal; be good

Freedom of speech ≠ allowance of hate.

"You are allowed to have your freedom, until it impinges on someone elses freedom."

"Your rights end, where my rights begin."

Welcome Space | Knowledgable Staff | Open Programs.

OLA Wellness Survey

Note: We should ask if SD&G participated.
If participation was > 5 we'd have results
we could use; otherwise we are "other".

Burnout Loop

More Work → Fewer Workers
↓
More Health Issues → More Burnout
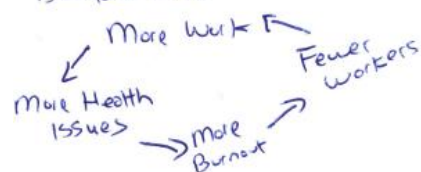
SFU - Guarding Minds Work Assessment Tool
↳ maybe use to do a workplace wellness survey

From Confusion to Clarity

Another one w/ bunches of sit down in
groups but the message on communication
was   CLEAR IS KIND

• Find quick & easy ways to say what you need
to say.
• Know what they are looking for
• Use information to meet their needs

If not Your language puts you in a
POSITION OF POWER
↳ Change to   POSITION OF
POSITIVE

Con't...

Makes sense to → the reader
Speaks to → the reader
→ Engaged citizen
↑ trust & transparency
↑ inclusivity

Strategic Planning

The public is unlikely to read it, BuT they
will feel it when they walk through our DOOR

↳ they EXPERIENCE IT.

Best time to start → stagnant & stale.

• Ask the right questions
• Be realistic ($, time)
• Stick to the plan
• Fuel up, it will take a while
• Strive for balance
• Consider the process
○ Maintain (+) attitude
• Finish the race
○ CONGRATS, now it's a plan; own it.

then wins → we can justify our decisions
→ people come together

LACHLAN McDONALD
2025-02-11

Jim Algire

Let's Talk Tech Toys! Stem Learning in Libraries

I went to this talk hoping to learn what other groups were doing to introduce STEM learning. I don't know what we have in the way of tech toys in the branches, except for some little racing cars which were demonstrated at one meeting. It turns out that there are dozens of "toys" available, mainly for a younger crowd. Robots are popular along with construction sets of all types and materials. One product even teaches users to build little electronic projects by snapping together components.   Later, I saw some of these games on display at the Super Expo.   A handout was provided which shows 12 different toys which are available commercially.

Takeaway: Do we have STEM TOYS in every library branch? Should we have more?

See What's Feasible: Two Towns, Two Libraries, One Feasibility Study

This presentation was given by representatives from Collingwood and the Town of Blue Mountains and their respective libraries. It seems that discussions for a new municipal building, including a library, have been going on for many years. Finances and changes to municipal councils have resulted in constant delays.

Now, the two municipalities have completed a feasibility study. The presenters outlined some of the discussions and debates which were considered in the study and report. It appears that they are now on their way to construction.

Takeaway: Cooperation between libraries and municipalities is possible in order to build a multi-use building but it may take some time.

Social Impact Study: An Innovative Approach to Measuring the Value of Library Services

This was a report of a study done by the Toronto Public Library in conjunction with an innovative Danish firm (Seismonaut). The study was an attempt to scientifically measure the social impact of libraries, beyond foot traffic and circulation statistics. It used Seismonaut's Experience Impact Compass to assess the impact of the five service pillars of TPL-- programs, collections, spaces, staff and technology. Data were collected from 2800 patrons via interviews and focus groups and measured the emotional impact, the intellectual impact, the creative impact and the social impact of each of the five pillars.

The results for each of the five pillars were very positive with "collections" achieving the highest score.

The full report is available at www.tpl.ca/social-impact.

Takeaway: The results of this study provide concrete evidence that the TPL and its services, and by extension other libraries and their services, are vital to the communities which they serve.

The Switch Hitter: What Academic and Public Libraries Can Learn From Each Other

I attended this presentation because I have always wondered if there was any possibility of the SDG Library making a connection with the St. Lawrence College Library. As it turned out, the talk related the peripatetic career of the presenter, a librarian, who has jumped back and forth many times between public and academic library work. His point was that it could be done.

Takeaway: This was clearly a presentation aimed at those thinking of career development.

Hitting Your Limit: Trauma and Library Workers

This talk was very entertaining and enlightening. It was delivered by an official from the Okanagan Regional Library which encompasses an enormous area in British Columbia and extends into Alberta. Most branches are quite small and often remote. His talk centered on situations which he had encountered in the main branch in Burnaby, a relatively small city, but subject to some of the problems encountered in larger centres. The common thread seemed to be drug related episodes involving patrons. He pointed out that library workers are subject to both "primary trauma" and "secondary trauma" whenever an incident occurs. The library administration has provided Naloxone kits to the workers but not everyone is comfortable with using them. He stressed the need to plan such events but you cannot plan for the unexpected so you must prepare.

Members of the audience contributed stories of similar events which had occurred in their own workspaces.

Takeaway: The only thing tougher than planning for a disaster is explaining why you didn't. Fortunately, we are not faced with the types of problems described here, but are we prepared?

Legally Leveraging AI in Public Libraries

This presentation drew the largest crowd of any of the sessions which I attended and indicates the level of interest in this relatively new technology. The presenters first offered some insights into the technology and its uses (eg. enhanced language models, advanced text to image generation, scheduling, grant writing, data analysis). The Ontario Legislature is working on a new Bill named "Strengthening Cyber Security" which it is hoped will somehow regulate the use of this technology.

The participants were then divided into groups to discuss the use of AI in their own libraries. I couldn't contribute much to the discussion since I am not aware of how much AI is used in our libraries. As some of the discussion groups reported, the technology is being used extensively in some areas of library work.

Discussion moved to AI and the Internet. One of the presenters reported on a European prediction that by 2026, 90% of Internet content will be generated by AI.

Takeaway: Generative Artificial intelligence is a fact of life, and we must be ready to harness its remarkable power for use in our libraries (and everywhere else). Will AI replace real authors?

Library Board Trustee Boot Camp Sessions

The Curse of Leadership with Kate Graham

This was an useful and entertaining discussion of leadership in any aspect of life but tailored more for library boards. Kate Graham has studied leadership for many years and has attained a Phd in the subject.

She stressed that leadership is bigger than the leader and that we have more power at the community level than we think we do. She described the phenomenon of a "virtuous cycle" wherein we can make those around us better. Trust is a key variable in leadership. It is a load bearing beam. Leaders must be trustworthy.

Takeaway: I think that the notion of a "virtuous cycle" stuck out the most for me.

Navigating Memorandums of Understanding

This was a description of how some library boards negotiated MOUs with their local council. In some cases, an MOU was necessary to settle disputes between the board and council. The consensus was that an MOU with the municipality was probably a good idea and better to get it done before issues arise. A few library boards in attendance had an MOU with their council but not all.

Takeaway: I believe that we have an MOU with regard to the rental of facilities, but I wonder if a more general MOU with our County Council is something we should investigate.

Responding to Safety Issues with Your Library Board

This presentation was similar in many ways to the one described earlier ("Hitting Your Limit" from the Okagnogan Regional Library). The presenters described incidents which had occurred in their libraries, many involving drugs. The discussion was mostly around security measures and training for library staff. The Burlington Library has hired a social worker who is trained in disarming such situations. Another has hired a full-time security service.

Takeaway: The takeaway is the same as described earlier. We are fortunate that we haven't had to deal with such situations but we should be prepared!

Keynote Speakers:

I thought the best offering by a Key Note Speaker was by the author and CBC Radio personality Carol Off. Her talk was based on her book "At A Loss For Words" which was published in 2024. The book was written in the years since 2020 when she first noticed that a "decade of political differences within Canada, the United States and a number of other democracies was widening into fissures that would soon be impossible to close". Adversaries didn't just disagree but actually hated each other. Populist politicians have gained power on the same feelings of anger, fear and resentment in their own countries.

In an attempt to explain some of these feelings, Off has chosen six key words which she believes have been "hijacked, weaponized or semantically bleached" by today's leaders. The words are Freedom, Democracy, Truth, Woke, Choice and Taxes. Her book devotes a chapter to each of these words and how their meaning has been changed in the current political climate. Her talk devoted a few minutes to each of the words on that list.

Although the book was written during the past few years, the prescient message it imparts is made all the more clear following the recent election of D. J. Trump in the United States.

I thoroughly enjoyed her presentation and look forward to reading the book.

Jo-Anne McCaslin

Opening Keynote: Leslie Weir, Library and Archives Canada in conversation with Sarah Downey, Centre for Addiction and Mental Health and Vickery Bowles, Toronto Public Library.

The conversation focused on how libraries and health services have become common environments to deliver services to people of all ages. The term "Brave Space" was used to support inclusion, intellectual freedom and diversity. Metal health and addiction was discussed, especially the challenges facing high school students. Feeling connected to others is an essential part of maintaining good mental health. Libraries provide safe spaces and give you a sense of belonging. Re: addiction, an interesting comment from Ms. Downy noted the availability of alcohol at corner stores.

Attended the Welcome Reception, an excellent social mixer to meet attendees.

Creating Connections: Fostering Inclusive Workplaces for 2SLGBTQ+ Staff

This session was hosted by Toronto Public Library Staff, members of Pride Alliance. The purpose of the networking session was to learn from each other; and share initiatives to build an inclusive workplace culture in our respective libraries. My group discussed challenges faced by staff working in remote and rural branches.

Dollars and Stories: "Leveraging the Social Return on Investment for Public Libraries"

Public libraries are critical, cultural and social infrastructure for the communities they serve. They are integral for building personal, entrepreneurial, and social capacity through access to information, programs and opportunities for community engagement. This session focused on the Social Return of Investment of library services conducted at the Huron County Library using VOLT, *Valuing Ontario Libraries Toolkit*. This study measured the impact of education, culture, inclusion & well-being, entertainment & leisure, economic development, civic engagement and space. The results demonstrated the significant value the library has in the community and supports the library's continued work to bring people, information and ideas together to enrich lives and support a thriving community.

Monetary values were associated with this study to determine benefit. It was also interesting to realize what provided services (offered at libraries) would cost our communities without branches. I believe my takeaway is value added from services provided at our SDG libraries cannot be truly measured.

Gather at the Table: Building Community with Culinary Literacy

With food security, the cost of groceries and food sovereignty being top of mind for many, the Vaughan Public Library offers programs to meet the needs of the community by offering culinary literacy programs. Culinary activities require reading, numeracy and mathematical competency. Programs are offered to persons of all ages, diverse backgrounds and skill levels. Programs include lunches for seniors, story time for tots, bake clubs for young and old and planting seed and vegetable gardens. They host book clubs and prepare the food discussed in the book.

Very interesting, but on a grandiose scale. Held at the Vaughan Metropolitan Centre.

This new 9,000 square foot library provides welcoming spaces for children, families, students, neighbourhood residents and transit commuters. Unique to this library is culinary literacy programming held in the state-of-the-art community kitchen within the same building.

***Less Can be More: Conquering Wedding worries to Create Streamlined Collections and Enhance Resource Access by* Seneca Libraries**

This session focused on strategies to undertake a major weeding project at Seneca Polytechnic which provided steps to determine context for weeding, common concerns that arise during planning and execution, identifying materials to be weeded, upper and lower shelf space design, consequences of removing resourceful materials to users and determining materials to be scanned and donated. This weeding project reduced their print collection from 55,657 to 25,855 items.

Takeaway, have a clear weeding strategy in place, clearly communicate the rational and goals of the project, involve staff at every level of the process, be prepared to make changes as you go and be prepared to defend reasons for removal to staff and users alike.

***PRIDE Versus Prejudice: Building Bridges, Creating Safe Spaces and Connecting Rural Libraries and 2SLGBTQQIA+ Communities by the* Meaford Public Library**

This session highlighted how rural libraries have become critical safe spaces for *2SLGBTQQIA+* individuals and their families by providing relevant reading materials, and resource contacts to help answer questions (PRIDE & 211). Stressed the importance of community collaboration to show how the library can work to create and maintain inclusion in rural libraries. Discussed the importance of sharing posts on social media, to advise of upcoming programs and activities and the availability of physical copies of information (pamphlets) for users to read. In October of 2021, the Municipality of Meaford approved a rainbow crosswalk to show how the municipality supports a diverse and inclusive community.

***Hitting Your Limit: Trauma and Library Workers by the* Okanagan Regional Library**

Very interesting session. Presentation focused on how the role of frontline library staff has changed because incidents involving assault, suicide and toxic drug poisoning have increased at the library; and the need for incident plans and strategies to be in place to help staff deal with these situations. Most importantly noted, was library staff are not social workers, and are not prepared to with complex issues, especially relating to metal health.

Dealing with the above noted traumatic issues can cause staff to experience metal fatigue, anxiousness anger and feelings of guilt.

Attendees were reminded to have measures in place to follow-up with staff should incidents take place i.e.: facility closure policies, debriefing sessions, wellness checks and professional counselling support.

Takeaway, our libraries are open to all and the safety of all patrons is paramount.

***Indigenous Spotlight by* The Three Sisters, Callie Hill, Janice Hill & Karen Lewis**

For over three decades, these three indigenous educators, have worked together to advocate, preserve and enhance Kanyenkehaka culture in their territory by creating the Kanhiote-Tyendinage Public Library, Tsi Tyonnheht Onkwawen:na Language and Cultural Centre and the Ohahase Education Centre. They focus on the revitalization of the Mohawk Language, culture and worldviews by providing Indigenous Academic Programs for children, students, adult education and alternative learning opportunities.

***Tech Help with Empathy: A Human Connection by* Blue Mountain PL**

This presentation focused on ways to assist seniors with tech support and to understand why seniors are hesitate and fearful to use modern technology. Often, family members are not available to assist, so the library is an excellent place to get help. Appointments can be scheduled to provide one on one time, or group sessions can be held at lunch and learn events. By recognizing, the unique challenges seniors face when learning new technologies, library staff can create a supportive and inclusive environment by cultivating, patience, kindness and trust.

Some takeaway tips:

Empathy is Essential: listening to and validating seniors' experiences builds trust and reduces anxiety, fostering a positive environment.

Patience – understand the learner's pace.

Libraries – are safe learning spaces – no judgement

Build Resilience in Learners – praising small successes helps seniors overcome fear and rejection, empowering them to embrace technology.

I'm very proud that our SDG Library offers Tech support to our residents.

Rebecca Luck

Let's Talk Tech Toys! STEM Learning in Libraries
An informal discussion session that focused on how to incorporate STEM learning in our public libraries.
Takeaways:
- A useful handout was distributed summarizing STEM toys and games provided by VPL. To name a few:
  - Picasso Tiles
  - Clixo
  - Straw Connectors
  - Ozobot
  - Code and Go Mouse
  - Snap Circuits
- Other library systems have used scales to account for no missing pieces.
- One library system circulates iPads for seniors, while also housing non-circulating iPads for children.
- Challenges encountered with training staff to be comfortable with the kits/toys/games.

Beyond Degrees: Building Bridges with Diverse Library Skill Sets

A session presented by Bracebridge Public Library exploring how libraries can leverage diverse talents and experiences to enhance their services.

Takeaways:

- Formal qualifications do not equate to a successful hire, but rather richness of individual skills, community fit, and workplace culture.
- Always hire for fit – you can teach job skills, but you cannot train personality.

How to Harness the Power of Data Analysis to Boost Member Engagement and Retention

A presentation prepared by Toronto Public Library that summarized how to collect actionable data to boost member engagement and retention.

Takeaways:
- It is crucial to understand what is and is not being collected.
- Not all data is useful, we need to consider the effort involved in collecting and storing said data.
- Limitations and caveats should be noted in order to avoid misinterpretation of the data.
- TPL completed a walkthrough of a data analysis of various outreach events. The analysis consisted:
  - Count the number of registrations at the event
  - Compare it to a baseline, with all dates represented in the data analysis.
  - Convert to a daily average.
  - Join the data using conditional functions and pivot tables.
  - Apply automation to the data set and chart the information to create a visual representation of the data.

Social Impact Study: An Innovative Approach to Measuring the Value of Library Services

Toronto Public Library partnered with the Danish firm Seismonaut to measure the value of library services. They named this methodology the 'experience impact compass'. It combines quantitative data and qualitative stories to provide an empirical, evidence based approach that assesses impact across the four dimensions of emotional, social, intellectual and creative impacts.

Takeaways:
- The study focused on moving away from quantitative statistical information gathered. They provided an example of an inviting library room, painted blue and white, with a father seated painting with his child. The value of this inviting space is not captured in statistics.
- Their methodology was applied to five service pillars:
    - Collections: a key to personal growth through learning and new perspectives
    - Programs: creating profound transformational experiences
    - Staff: a trusted source of knowledge and empathy
    - Spaces: a versatile and inclusive haven accommodating diverse experiences
    - Technology.
- These five service pillars were measured against the four impacts: emotional (feel), intellectual, social (connect), and creative.
- The results provided evidence-based outcome measurements through advocacy, fundraising, strategic planning, service development, staff leadership and morale, and building a collective language to describe value.
- TPL's survey results were published to the Board in September 2024. Important to note that this was not a satisfaction survey and not to be used as a tool for improvement.

Outreach Programming: The Bridge to Everywhere

A presentation by Stratford Public Library on how outreach programs break down barriers in communities, creating inclusive, welcoming spaces for everyone.

Takeaways:
- Barriers keep community members from accessing the library. Examples of such include: transportation, hours of service, accessibility, belief that the library costs to be a member.
- Stratford implemented the 'Public Library on Wheels' program, wherein a van was purchased (through funding) to bring books to community members (LTC facilities, neighbourhood locations such as McDonald's, daycamps, schools, daycares, etc.). Was not considered a bookmobile as you could not place hold on materials.
- It all beings with your community: identify the gaps, the needs, who are we not reaching, why are they not coming, how can we make the biggest difference.
- Outcome-based planning:
    - Impact – why do we want to build this?
    - Outcomes – how to they feel from the program
    - Outputs – how we measure (ex. No. of programs, no. of attendees and repeats, no. of staff hours, etc.)
- Keep track of testimonials for assessment purposes. Listen carefully to both verbal and non-verbal testimonies. Surveys are great for finding feedback.
- Avoid duplication of programs with competing program hosts.

Great Expectations: Bridging the Communication Gap through Compliance

A presentation prepared in partnership between Mississauga Library and the City of Mississauga on building up a transparent process for communicating expectations through Standard Operating Procedures (SOP).

Takeaways:
- The difference between Policy and SOPs:
    - Policy: high level document with direction often given out without the "how to do it". Often written in corporate language and communicated internally or externally.
    - SOP: details how staff can ensure that they follow Policy. It is written in plain language that includes rules, expectations, who can approve exceptions, how compliance will be measured / monitored. It is communicated solely internally.
- Beneficial to develop an SOP template and establish a review cycle to ensure SOPs are up to date.

Legally Leveraging AI in Public Libraries

A presentation prepared in partnership between Innisfil Library and Land Development and Municipal Law Lawyer, Jason Reynar on how libraries can approach AI implementation, particularly in light of Bill 194.

Takeaways:
- Three (3) generative and assistive AI advancements:
    - Enhanced language models (Chat GPT, Microsoft CoPilot)
    - Advanced text to image generation (Canva)
    - Improved code generation
- Uses of AI in libraries include: AI narration for audiobooks, RA, music AI for unboxing videos, programming on AI, translations, voice overs, grant writing, scheduling, collections development, data analysis, and summarizing documents.
- Bil 194, Strengthening Cyber Security and Building Trust in Public in the Public Section, 2024
    - Enhancing Digital Security and Trust Act
    - Freedom of Information and Protection of Privacy Act
    - Manage risks of using AI (ex. Uploading documents into Chat GPT for summarization)
    - Accountability of this framework
    - Ensuring age appropriate content is adhered to (ex. Children interacting with AI tools) – build systems around AI knowing it's dealing with a child, teen, adult, etc.
    - Ethical use of AI (ethically created, sourced and application)
- Implications for our elections (by 2026, they are predicting that 90% of online content could be AI generated).
- Addressing ethical and privacy concerns:
    - Sustainability (each Chat GPT inquiry = 3 cooling water bottles)
    - Bias in AI (identify the bias used; cannot identify all, think critically); you have obligations and responsibilities under other Acts
    - Safeguarding User Data (data that goes in is autonomized)
    - Best Practices (minimize the data that is being used ie. All the Board reports or summarize it and shorten it; consent to its use)

- A handful of Library systems have released their Policy on AI: Niagara Falls, Burlington, Hanover, and Toronto.

Cheryl Servais

Let's Talk Tech Toys!

Presentation on low-barrier in branch STEM kits, toys and programs that explore concepts such as coding, basic electricity, engineering, math and science.

Takeaways
- Chomp saw – add to Makedo kit
- JR Toys for kits, toys and replacement parts
- Coding programs using Scratch
- Intergenerational programs
- Dedicated tablets for seniors and/or children (locked down with preinstalled apps) – circulating or non-circulating

Handouts: https://vfairs-core-backend-prod.s3.amazonaws.com/14462/sessions/PzbpQuXJXdhgb3JrTsJ9C2wXBf89vuIOnGv6UVsk.pdf

Dollars and Stories: Leveraging the Social Return on Investment for Public Libraries

Presentation on how the Valuing Ontario Libraries Toolkit (VOLT) is being used by libraries currently and some of the new updates.

Takeaways
- Great tool to use for marketing and demonstrating the value of libraries to public and stakeholders.
- W should add the information from 2023 annual survey to VOLT to create a baseline and then continue to add data for future years to see trends and changes.

Handouts: https://vfairs-core-backend-prod.s3.amazonaws.com/14462/sessions/q23kaeBArmc46uqWL0u5tuBvpVCWTFz1Iv0nwHbu.pdf

How to Harness the Power of Data Analysis to Boost Member Engagement and Retention

Presentation on how Toronto Public Library collected data from outreach events for new members and then used the data to analyse the success of the events and create engagement and retention initiatives to ensure patrons continue to use the library.

Takeaways
- Importance of looking at the stats that are collected and analysing them in a meaningful way
- Analyse data to make informed decisions.
- Use pivot tables and VLOOKUP for basic analytics. More in-depth analytics would require the use of Python.

Less Can be More: Conquering Weeding Worries to Create Streamlined Collections and Enhance Resource Access

Presentation on a data driven weeding project at an academic library where they weeded almost 50% of their print collection.

Takeaways

- No one likes to throw out books but only 17% of the weeded material was sent to Better World Books so the rest would have been discarded/recycled (still not spoken about!).
- Circulation increased after the weeding project was completed so even with fewer items the collection was better used.

The Junk Drawer Librarian

Presentation on a trend within libraries regarding roles and responsibilities that defy traditional job descriptions (ie special projects or duties as assigned). Junk drawer librarians are the go-to contacts for a wide range of projects that don't quite belong to other work units.

Takeaways

- During the pandemic many duties and responsibilities were uploaded or downloaded to staff for various reasons (remote work, curbside/limited branch access, staff shortages, etc) and some job descriptions don't necessarily match what staff are doing.
- This can lead to stress and burnout and staff turnover.

Makers Gonna Make: Libraries and IT Building Makerspaces

Makerspaces are becoming an integral part of library services and positioning it as a hub for innovation and creativity is key to bridging diverse community needs. This presentation provided insight into designing spaces, managing financial blueprint and coordination with staff and IT to ensure smooth integration.

Takeaways

- Importance of having dedicated staff/team to oversee Makerspaces (programs, services, training, etc).
- Review and replacement of software and hardware needs to be part of the planning process.

Crossing the Bridge: A Strategic Planning Survival Guide

This session presented by Okanagan Regional Library provided tips and tactics for launching and completing the strategic planning process in a timely and manageable manner.

Takeaways

- Relationship building with staff, public and stakeholders is an important of the planning process.
- Asking the right questions (emailed presenter to request the questions that they asked staff and public).

- Internal versus external (hiring consultants)
- Importance and planning and preparation ahead of time to ensure data is collected and analysed in a timely manner so it's still relevant. (hiring someone just for data analysis)

Lorna Platts

Let's Talk About Us – Conversation Space for Neurodivergent Library Workers

Session offered a semi-structured conversation for neurodivergent library workers. The session revolved around sharing experiences working in library services as well as supports and tools found to assist us. The session highlighted that neurodivergent workers are prevalent in library services- especially in management positions.

From Exclusion to Inclusion: A Reformative Approach to Teen Services

Offered by Pickering Public Library, this session explored steps taken to handle incidents involving teen patrons after a marked increase in vandalism/petty incidents at the Pickering Public Library. Key steps included hiring a dedicated Youth Services Specialist with a background in EDI work, re-evaluating teen programming, re-evaluating how space was used and accessed and implementing a new Code of Conduct including an "exclusion matrix." This gave staff the guidelines as to what constitutes a ban and for how long. Staff at Pickering also implemented an "Excluded Teen Volunteer Pilot Program" which saw teens dedicate a certain amount of volunteer hours during their exclusion period. Hours had to be completed before Library privileges would be reinstated.

Empowering Creative Solutions in Decision Making

A Workshop for Child & Youth Services. Session focused on how to develop programs and services for children and youth. A program logic model was showcased and workshopped during the session. This model would fit well with aligning programs to strategic plans.

The Junk Drawer Librarian- Mastering Project Management and Maintenance

Session discussed that many library positions now defy traditional job descriptions and involve a certain amount of role ambiguity, especially in small systems. Best practices for project management were highlighted, with significant emphasis on communication, role clarification and prioritization. It was refreshing to hear that this is a struggle in many systems, and we are all learning new strategies to manage the new demands Libraries are facing.

All Brains are Welcome! A Bold Strategy to Raise Awareness and Foster Belonging for Our Neurodiverse Community

Session discussed resources to create safe and inclusive environments for both neurotypical and neurodiverse people. Many libraries can provide dedicated spaces and offer a wide range of

resources/supports as they are located within big cities. One interesting service offered by Markham Public Library that may be of interest in SDG Library and its outreach services was the Dementia Care Kit which includes activities such as books, games, DVDs or puzzles to help caregivers engage loved ones while helping them to exercise their brain and retain skills.

Crossing the Bridge: A Strategic Planning Survival Guide

Session focused on providing a framework for developing a strategic plan, including lessons learned, success and failures. Okanagan Regional Library shares a similar structure to SDG Library and so many of the strategies used (i.e. Leadership team making townhall visits to branches) would be useful. Staff also noted that in-house strategic planning (versus using a consultant) is usually much more beneficial as there is understanding of how your system works.

Leslie Weir in Conversation with Sarah Downey and Vickery Bowles

Keynote session with speakers from Library and Archives Canada, CAMH and TPL. Discussion revolved around libraries being one of the last free spaces available to the public and how as a result more is being expected of library staff. The main takeaway was how valuable the public find libraries.

Jael Richardson in Conversation with Catherine Hernandez

Author keynote session: much of the discussion revolved around Hernandez's new book Behind You. The importance of public libraries was highlighted as a last free space and as a safe space. Authors and libraries really champion each other.

IMPACT ON 2025 BUDGET:

5. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 3: Strengthen our Organization

STAFF REPORT   **S.R. No. 7-2025**

PREPARED BY:	Maria Steffen – Communications and Marketing Coordinator
PREPARED FOR:	SDG Library Board
LIBRARY BOARD DATE:	February 26, 2025
SUBJECT:	User Engagement Survey Snapshot

BACKGROUND:

1. In November 2024, SDG Library released a User Engagement Survey, asking residents to share their experiences and thoughts about SDG Library.

2. The survey asked residents which resources, services, and programs they utilized, and invited them to provide feedback on areas they felt could benefit from more focus.

ANALYSIS:

3. The survey comprised of 15 questions, with a mixture of multiple choice and short answer questions.

4. A total of 654 unique responses (614 English and 40 French) were received.

5. The following results overview provides the Library Board with a very simple snapshot of the results. A more comprehensive analysis will be conducted and reported at a later date.
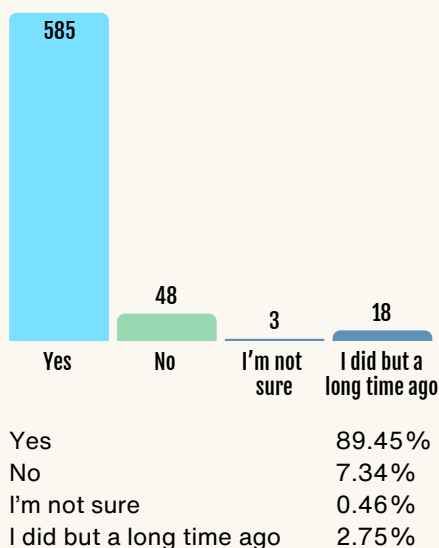
IMPACT ON 2025 BUDGET:

6. N/A

ALIGNMENT WITH STRATEGIC PLAN:

Goal 2: Conduct Community Outreach
Goal 3: Strengthen our Organization

USER ENGAGEMENT SURVEY

Results Overview
February, 26 2025

> " Every book, every program, every moment, is inspired by YOU! "

In November 2024, SDG Library released a User Engagement Survey, asking residents to share their experiences and thoughts about SDG Library. The survey asked residents which resources, services, and programs they utilised and invited them to provide feedback on areas they felt could benefit from more focus. A total of 654 unique responses (614 English and 40 français) were received. This report provides a very simple overview of results. A more comprehensive analysis will be conducted and reported at a later date.

1. Do you have an SDG Library card?

585	Yes
48	No
3	I'm not sure
18	I did but a long time ago

Yes	89.45%
No	7.34%
I'm not sure	0.46%
I did but a long time ago	2.75%

2. How often do you visit an SDG Library?

Daily	3.82%
Weekly	36.39%
Monthly	32.42%
Rarely	20.80%
Never	6.57%

Daily	Weekly	Monthly	Rarely	Never
25	238	212	136	43
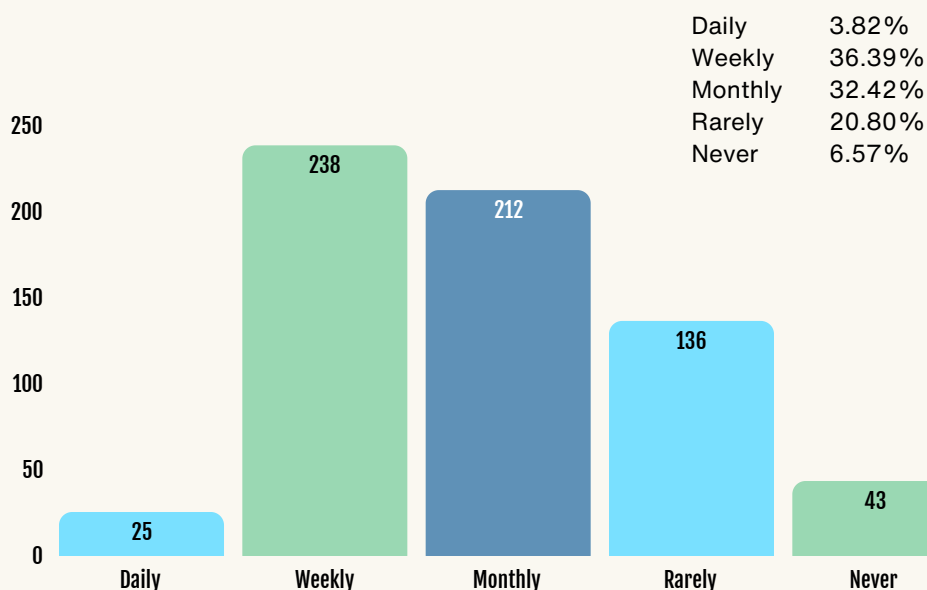
3. If you answered "Never" to question 2, why?*

I feel the library doesn't have anything I need (5)	**10.87%**
I live too far away (5)	**10.87%**
I do not have transport (1)	**2.17%**
I don't have time (10)	**21.74%**
The days/hours open don't suit my needs (3)	**6.52%**
The facilities don't meet my requirements (0)	**0%**
Other (22)	**47.83%**
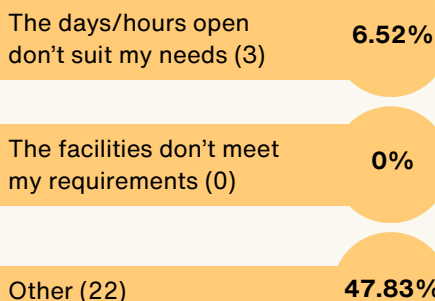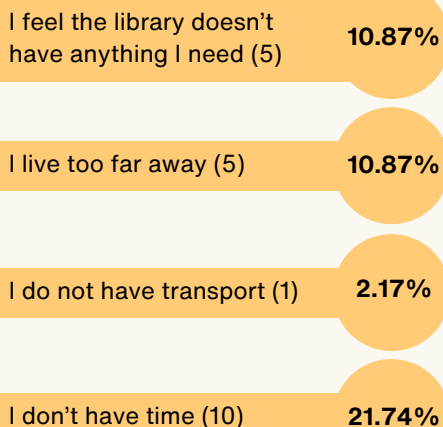
Responses from "Other"

- I just received my card and I will use it after Christmas.
- Recently moved to the area and haven't had a chance to visit yet.
- I use the St Andrews express depot.
- I use the Glen Walter express depot.
- I just moved here. I didn't know there was a library until a few weeks ago.
- Unsure if living in South Glengarry but working at the Cornwall Public Library would be a conflict of interest to have a library card at both libraries.

A majority of responses were from patrons who used the digital library therefore had no need to visit a branch.

*Respondents could select more than one answer to this question

1

Bibliothèque de SDG Library

4. I might be interested in visiting an SDG Library if.....*

I knew more about what the library offered (22)	**37.93%**
There was an easier way to pick up and drop off (6)	**10.34%**
If the branch was open earlier in the morning (3)	**5.17%**
If the branch was open till later in the evening (5)	**8.61%**
There were more programs for adults (10)	**17.23%**
There were more programs for teens (2)	**3.49%**
There were more programs for kids (1)	**1.72%**
Other (9)	**15.51%**

Responses from "Other"

- Either I am at university, or I mostly read eBooks so I don't really feel the need to go in person most of the time.
- If there was a library in St Andrews - as there used to be - I'd be there very often!
- More variety of interesting programs.
- I had more time.
- I'm really only interested in eBooks.
- I just prefer to download my book selection.
- If I checked the hours of operation!
- New to the area. I didn't take the time to explore the library.

5. Which SDG Library branch/branches do you visit?*

Branch	Count	Percent
Alexandria	109	12.06%
Ingleside	102	11.28%
Morrisburg	91	10.07%
Lancaster	84	9.29%
Winchester	74	8.19%
Chesterville	73	8.07%
Long Sault	72	7.96%
Williamstown	62	6.86%
Crysler	37	4.09%
Iroquois	37	4.09%
Maxville	33	3.65%
Avonmore	32	3.54%
Finch (MakerLab)	32	3.54%
South Mountain	27	2.99%
Williamsburg	27	2.99%
Express Depot – Glen Walter	8	0.88%
Express Depot – St Andrews	3	0.34%
Express Depot – Morewood	1	0.11%

*Respondents could select more than one answer to this question

6. Which SDG Library resources do you currently use?*

Resource	Percentage
Physical Collection	31.70%
Digital Collection	17.88%
Digital Resources	6.37%
Inter-Library Loan	11.45%
Library of Things	4.43%
MakerLab	2.64%
Printer, Copier, Fax	7.21%
Computer Stations	4.63%
Wi-Fi	5.46%
Meeting Rooms	2.83%
None	1.03%
Other	4.37%

Bar chart values: Physical Collection 493, Digital Collection 278, Digital Resources 99, Inter-Library Loan 178, Library of Things 69, MakerLab 41, Printer, Copier, Fax 112, Computer Stations 72, Wi-Fi 85, Meeting Rooms 44, None 16, Other 68

Responses from "Other"

- Local resource information, interesting art by local artists.
- Knitting circle, special programs.
- Play the Nintendo
- Puzzles when provided and accepting hygiene products from the bathroom from volunteers.
- Upper Canada Village passes.
- Visiting with librarians.
- Outdoor space.
- We bring our kindergarten classes to visit!

A majority of responses were from patrons that used the various Ontario museum and park passes we have on offer.

*Respondents could select more than one answer to this question

3

Bibliothèque de SDG Library

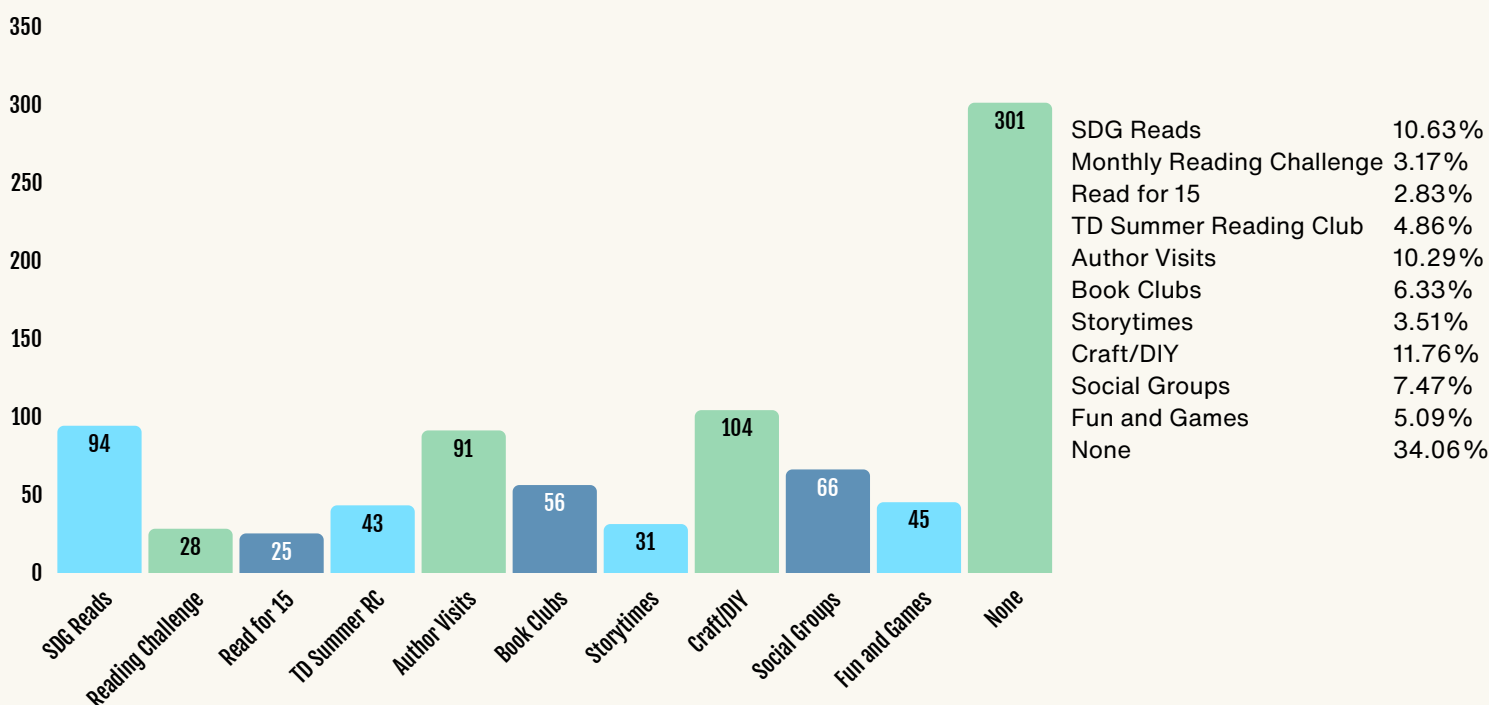## 7. Please provide us with your feedback on our services and resources. Are there any additional services and resources you would like to see added?

- Faster delivery from other branches, takes a long time for books to arrive to Williamstown.
- We have wonderful staff here and the interesting guest speakers are great. very welcoming atmosphere - Excellent staff!
- Not having a personal computer (poor internet service at home) I rely on Crysler's computers, I am impressed with our branches efforts to reach to the community by organizing activities for youth and families.
- Excellent service!
- We enjoy coming and encourage others.
- Yes. An express read shelf for recently released books, with a seven-day read period. This is done at the Ottawa Public Library. It is a dream come true for fast readers.
- You are offering a great variety of programs.
- Like the new kits for trying hobbies. Wish there was more museum passes. Stopped trying to get some because not available.
- I usually order all my books by online requests. And I pick them up at the Lancaster or Alexandria libraries or in the summer at the Glen Walter Esso. Great service!

- A seed library. I got a lot of value from the seed exchange at the Avonmore branch this year. I appreciate how much time we have to pick up holds. I'd like a notification when my title suggestions are approved/denied.
- The Morrisburg library and the people who work there are part of my family and an extension of my home. I would be adrift in life without my books and those friends.
- Wonderful staff and eagerness to help. The coffee station and programs provide a sense of community. I like that it doesn't take too long to bring books, DVDs and audios in.
- I find we have incredible resources and staff at the Finch Library, I just wish I dedicated more time to optimizing /use them.
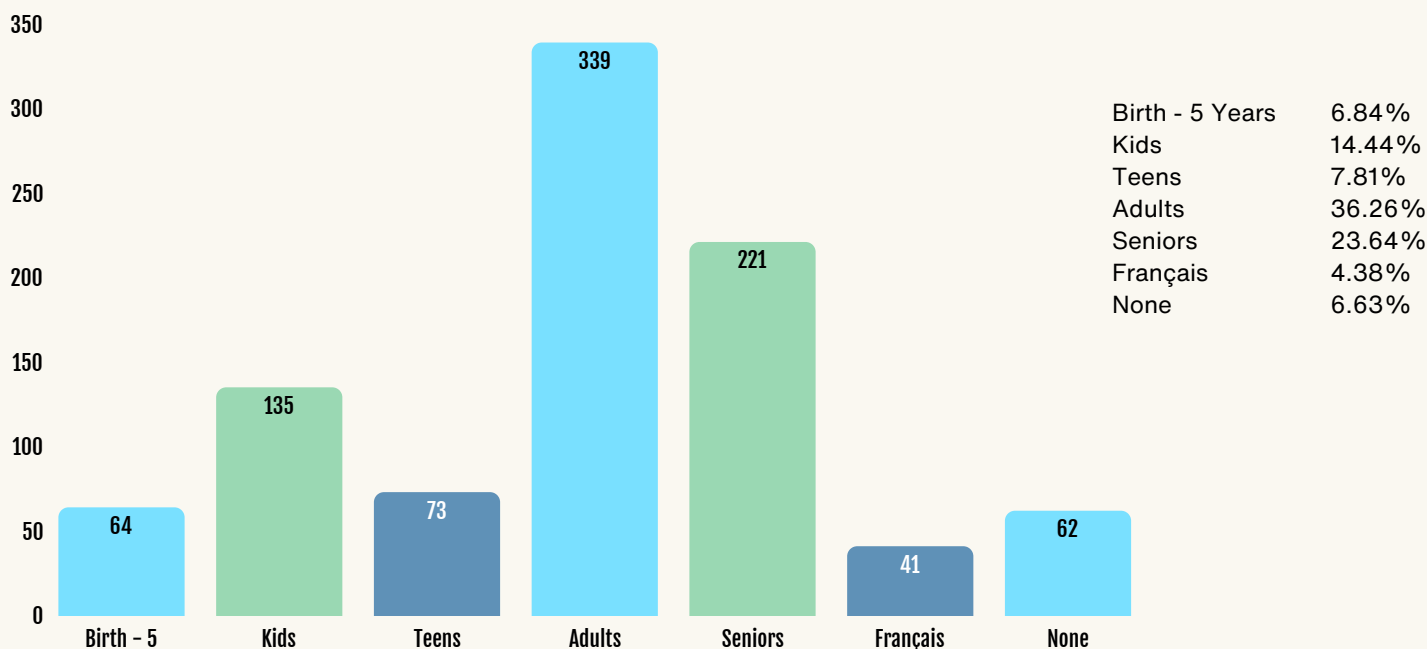
> A total of **352 respondents answered this question and the resounding feedback has been exceptionally positive. Most praising the service and friendliness staff and the variety of resources and programs offered.**

8. Which SDG Library programs do you participate in/attend?*

Bar chart values:
- SDG Reads: 94
- Reading Challenge: 28
- Read for 15: 25
- TD Summer RC: 43
- Author Visits: 91
- Book Clubs: 56
- Storytimes: 31
- Craft/DIY: 104
- Social Groups: 66
- Fun and Games: 45
- None: 301

Program	Percentage
SDG Reads	10.63%
Monthly Reading Challenge	3.17%
Read for 15	2.83%
TD Summer Reading Club	4.86%
Author Visits	10.29%
Book Clubs	6.33%
Storytimes	3.51%
Craft/DIY	11.76%
Social Groups	7.47%
Fun and Games	5.09%
None	34.06%

*Respondents could select more than one answer to this question

4

9. I am interested in the programs that are suitable for...*

Birth - 5 Years	6.84%
Kids	14.44%
Teens	7.81%
Adults	36.26%
Seniors	23.64%
Français	4.38%
None	6.63%

Bar values: Birth – 5: 64, Kids: 135, Teens: 73, Adults: 339, Seniors: 221, Français: 41, None: 62

10. How do you find out about SDG Library services or programs?*

Library Website	25.48%
Other Websites	0.50%
Library Social Media	13.67%
Other Social Media	2.45%
Press	4.24%
eNewsletter	5.75%
Flyers/Posters	12.88%
Library Staff	18.92%
Word of Mouth	13.88%
Other	2.23%

Bar values: Library Website: 354, Other Websites: 7, Library Social Media: 190, Other Social Media: 34, Press: 59, eNewsletter: 80, Flyers/Posters: 179, Library Staff: 263, Word of Mouth: 193, Other: 31

*Respondents could select more than one answer to this question

**11. Please provide us with your feedback on our programming. Are there any additional programs you would like to see added?**

- Never seem to find times that work. No suggestions. Like the programs offered just don't fit with our life right now.
- Would like to see more activities, for example a weekly afternoon Scrabble Club, a monthly Mahjong get together for experienced players, etc.
- A few more evening programs would be good. For folks that work 9-5.
- I like the art exhibitions at the Alexandria branch and the staff are always friendly and helpful.
- Excellent when you have guest speakers.
- The programs that I have participated in were great, perhaps intro's/how too's for items in the MakerLab for adults would be great.
- I would like to see a group for people my age in their 50's. I would like a group that encourages connections and friendships with common interests.
- Yes - instructional programs on computer literacy and internet.
- I love the programming. It would be great to have a kind of music program that would encourage people to access the musical instrument loan program.

- I have enjoyed the author's visits and SDG Reads. It's a good way to discover new books and authors.
- Although SDG advertises great programs, I don't see many hosted by our local branch. For rural areas, a library close by is important, as many users do not travel far, esp. young children, seniors and the unemployed. We have no public transport.
- I would love to see more regular story time/music for little ones (before school age) (weekly ideally). We loved the fall one last year in Ingleside.
- I would like more advertising to know what is happening.
- We adored the Passport event where we visited all the branches and got stamps. There was even a chest that travelled around. My daughter and I completed in 2 Saturdays making roadtrip day outs ... really loved it. We took pics at every branch! More of those please. :)
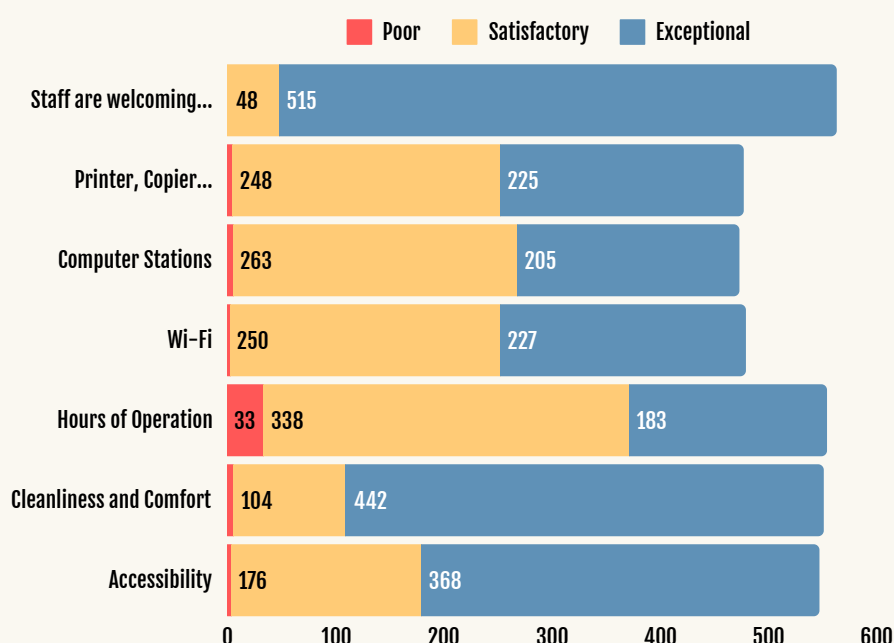
> A total of 227 respondents answered this question and provided excellent feedback on current programs and suggestions for new ones.

12. How do you view the SDG Library website and social media pages?*

PC/Laptop	36.50%
Tablet	21.40%
Cell Phone	42.10%
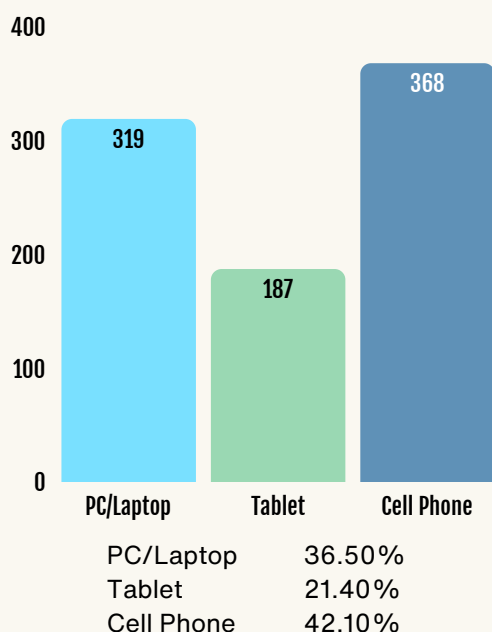
13. How do you rate your experience visiting an SDG Library? Rate from poor to exceptional.

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14. Please provide us with feedback about visiting an SDG Library.
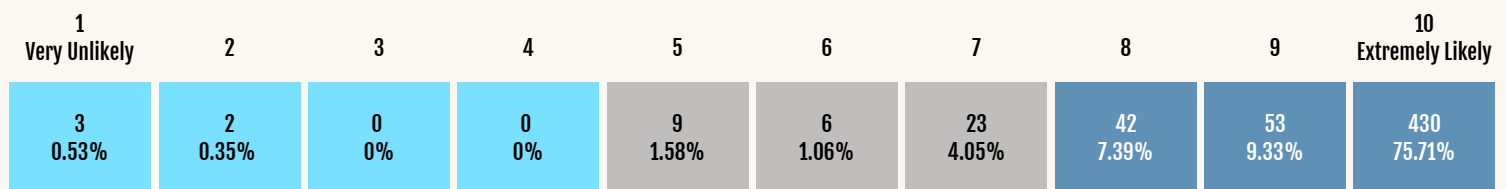**Are there any specific improvements you would like to see at your local Library branch?**

- So clean, tidy and soothing! Good place to spend some time.
- I would like to see more books by Canadian authors.
- Either open more days, but at the very least don't cut back hours or days.
- More advertising of services being provided.
- Self checkout.
- I can't think of any improvements in the libraries I frequent. They are very welcoming places.
- No. It's great the way it is.
- Love my library!
- So far I've been extremely satisfied, when I've requested an audiobook be added to the library, it usually is.
- Extending the hours on Saturday would be great.
- We are lucky to have such excellent library services in our community.
- I so enjoy going to our library, friendly greeting by the staff they are always helpful and go out of their way. I really enjoy and love Linda Prieur, she organizes our terrific book club! Book Mates enhances the quality of my life, a huge thank you to Linda.
- It seems near perfect now.
- All is just fine, exceptional staff for service.

- I enjoy our Long Sault library! very welcoming and eager to help get the resources i am looking for.
- I appreciate having the service and would never complain about something we are lucky to have at no cost.
- The staff are friendly usually know their clients by first name.
- I have had only good experiences - friendly, knowledgeable staff, great current books. Staff are very helpful and kind.
- More large print books would be nice.
- Our county library system is one of the finest I have ever had the pleasure with which to deal. Our staff is exceptional, cooperative and helpful.
- Each branch has its own personality. It's what makes it so enjoyable to visit each one during the summer months.
- Not sure. I need to start spending more time there to check out all the amazing programs I didn't know the library had!

> A total of **259** respondents answered this question and the resounding feedback has been **exceptionally positive.** A large portion of the feedback has been requesting Library branches to be open more days and longer hours.

15. How likely are you to recommend using SDG Library to a friend or family member?

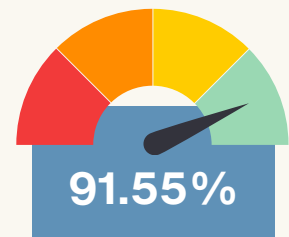| 1 Very Unlikely	2	3	4	5	6	7	8	9	10 Extremely Likely
3 0.53%	2 0.35%	0 0%	0 0%	9 1.58%	6 1.06%	23 4.05%	42 7.39%	53 9.33%	430 75.71%

Detractors
5
(0.88%)

Passive
38
(6.69%)

Promoters
525
(92.43%)

A total of 568 respondents
NPS = Promoters (92.43%) – Detractors (0.88%)

91.55%

Net Promoter Score
(NPS)