



Agenda
Newmarket Public Library Board

Wednesday, September 17, 2014 at 5:00 PM
Regular Board Meeting

Agenda compiled on 18/09/2014 at 4:17 PM

Adoptions of Agenda

1. Adoption of the Regular Agenda
2. Adoption of the Closed Session Agenda
3. Adoption of Consent Agenda Items

Declarations

Consent Agenda Items

- | | | |
|----|--|-------|
| 4. | Adoption of the Regular Board Meeting Minutes for Wednesday, June 18, 2014 | p. 1 |
| 5. | Strategic Operations Report for Summer, 2014 | p. 4 |
| 6. | Library Statistical Data for August, 2014 | p. 12 |
| 7. | Monthly Bank Transfer | p. 16 |

Closed Session

8. That the Library Board move into a Closed Session to discuss matters pertaining to Labour Relations

Policies

- | | | |
|-----|---|-------|
| 9. | Policy Review Schedule | p. 17 |
| 10. | Health and Safety Policy | p. 20 |
| 11. | Accessibility Standards for Customer Service Policy | p. 21 |
| 12. | Recruitment and Selection Policy | p. 25 |
| 13. | Social Media Policy | p. 31 |

Reports

- | | | |
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| 14. | Second Quarter Financial Statements | p. 35 |
|-----|-------------------------------------|-------|

Business Arising

15. Library Board Action List p. 38

New Business

16. eContent Equitable Pricing Advocacy Campaign p. 40

Date(s) of Future Meetings

17. The next Newmarket Public Library Regular Board meeting will be Wednesday, October 15, 2014 at 5:00 pm in the Library Board room.

Adjournment



**Newmarket Public Library Board
Regular Board Meeting
Wednesday, June 18, 2014
Newmarket Public Library Board Room**

Present: Joan Stonehocker – Chair
Tom Vegh – Vice Chair
Tara Brown
Michael Castro
Tom Hempen
Wes Playter
John Taylor (joined by phone at 5:10 pm)

Staff Present: Todd Kyle, CEO
Linda Peppiatt, Deputy CEO
Lianne Bond, Administrative Coordinator

The Chair called the meeting to order at 5:08 p.m.

1. Adoption of Agenda Items

- i) Adoption of Regular Agenda
- ii) Adoption of the Closed Session Agenda
- iii) Adoption of Consent Agenda items

The Chair asked if there were any additions to the agenda.

Motion 14.06.317

**Moved by Tom Hempen
Seconded by Tara Brown**

That Agendas i) to iii) be adopted as presented.

Carried

2. Declarations

None were declared.

3. Consent Agenda Items:

- i) Adoption of the Regular Board Meeting Minutes for Wednesday, May 21, 2014
- ii) Adoption of the Closed Session Meeting Minutes for Wednesday, May 21, 2014
- iii) Strategic Operations Report for May, 2014
- iv) Library Statistical Data for May, 2014
- v) Monthly Bank Transfer

Motion 14.06.318**Moved by Tara Brown****Seconded by Michael Castro****That** Consent Agenda Item i) to v) be received as presented.**Carried****4. Motion to Convene into a Closed Session**

There were no closed session items.

5. Policies

i) Policies on Workplace Violence and Harassment

There were no recommended changes to the Workplace Harassment Policy and Workplace Violence Policy which are subject to statutory annual review.

Motion 14.06.319**Moved by Tom Hempen****Seconded by Wes Playter****That** the Library Board receive the report on the policies on Workplace Violence and Harassment.**Carried****6. Business Arising**

i) Action List

The Board reviewed and updated the Action List.

Motion 14.06.320**Moved by Wes Playter****Seconded by Tom Hempen****That** the Library Board receive the Action List as presented.**Carried**

iv) Building Maintenance Budget

The CEO updated the Library Board on the recent water event that caused flooding on the main floor and the impact of costs for clean up on the building maintenance budget.

7. New Business

There was no new business.

8. Date(s) of Future Meetings

The next regular Library Board meeting will be Wednesday, September 17, 2014 at 5:00 pm in the Library Board room

9. Adjournment

Motion 14.06.321

Moved by John Taylor

Seconded by Tom Hempen

That there being no further business meeting adjourned at 5:25 pm

Joan Stonehocker
Chair

Todd Kyle, CEO
Secretary/Treasurer

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> • CEO met with Brainpower animation studio to explore synergies with library • Library offering voter list registration service in partnership with Town • IdeaMarket to resume Sept 30 with program in conjunction with York Region Food Network on food banks • Pickering Public Library using name “IdeaMarket” for their own similar programs • Indie Book Day program planned for October 4, 2014 in collaboration with local writers’ groups; over 30 authors signed up • Library is an online volunteer interview location for the 2015 Pan Am Games. 	<ul style="list-style-type: none"> • Library hosted Chamber of Commerce program on Marketing Your Way Through Change • Partnership with PlaYR (formerly multimedia film festival) formed; film editing programs piloted • Several visits to daycares, schools conducted • Digital Shift hosted a well-attended video editing workshop by PlaYR Executive Director • New lesson plans developed for computer classes at Inn From The Cold 	<ul style="list-style-type: none"> • Library now a finalist for Chamber of Commerce Business Excellence Award for Innovation; nominee video produced
Spaces	<ul style="list-style-type: none"> • Library conducted outreach at Farmer’s Market, Around the World festival, Chamber of Commerce BBQ. • VivaNext and Addiction Services of York Region placed staffed kiosks at the library and both found the response excellent • Newmarket Historical Society offered display cabinet on a permanent basis; first display went up in early July, 2014. 	<ul style="list-style-type: none"> • Maker fair held at Jazz+ Festival; 3D printer demonstrated; library made contact with 164 people • Youth media collaboration centre officially named <i>The Curve</i> after naming contest • Intro to Typing workshops presented by Qwertynomics at <i>The Curve</i> 	<ul style="list-style-type: none"> • Greed Reads used book machine delivery imminent; Magna Centre selected as location • Further investigation and remedial work done in relation to flood event in library building; no further events
Positioning	<ul style="list-style-type: none"> • New outside wall banner promoting IdeaMarket installed • Library to be featured in Chamber of Commerce “I love Newmarket” video • WordPress blog for IdeaMarket created • York Info staff spoke to participants in York Region job skills program about volunteerism 	<ul style="list-style-type: none"> • New outside wall banner promoting digital media installed • Summer Reading Club promotional materials distributed to all York Region Catholic District School Board schools • Staff piloting a monthly tech help outreach to retirement home 	<ul style="list-style-type: none"> • Wall plaque to highlight aspects of the library’s strategic plan produced and mounted in library • E-resource library card pilot broadened to include distribution at outreach events; Chamber newsletter insert planned for fall • Advocacy letters sent to municipal candidates after Communications Department review

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
			<ul style="list-style-type: none"> • Staff did library presentation to residents of new Renessa retirement facility • Library e-newsletter list now complies with anti-spam law; almost 4,000 users confirmed their subscription
Resources	<ul style="list-style-type: none"> • Seed Library launched; donations solicited; workshop and exchange program to be held September 23, 2014 • Staff researched past Chamber of Commerce Business Excellence Awards in Era microfilm archive for their 25th anniversary. • Digitization Days programs planned for fall; will include option of user contributions to library's online historical gallery 	<ul style="list-style-type: none"> • 3D printer purchased; some technical problems but now working; planning for fall launch of service • Subscription purchased to Gale Courses, instructor-led online certificate learning; to be launched soon • Children's computer usage up by 47% over last year • Summer kids programming included new Maker Revolution programs • Introduction to Microsoft Office sessions attended by 16 people. 	<ul style="list-style-type: none"> • Renovations and installation of Automated Materials Handling underway; related staff and service point changes in effect September 2, 2014 • Automatic Release Plan for paperback fiction begun in July as part of efficiencies in materials selection • Replacement of network switches and Wi-Fi system being investigated in order to improve Internet speed
Organization & Operations	<ul style="list-style-type: none"> • Canada Summer Jobs position of Newcomer Orientation Assistant filled; incumbent worked on outreach tasks including translations of library information • York Info staff participated in Inform Ontario symposium and Charity Village webinar 	<ul style="list-style-type: none"> • Reading Buddies mentor sent thank-you to library expressing thrill at how reading "clicked" with one reluctant reader after staff recommended book • Staff attended Digital Odyssey conference on coding, and webinar on makerspaces 	<ul style="list-style-type: none"> • Town program registration software installed; staff training to follow • Staff Bike to Work Day held; Bicycle Users Group formed • N6 libraries planning Snapshot day in fall to measure library activity and outcomes

Newmarket Public Library Statistical Data - 2014

Library Card Holders

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
NPL Card Holders	22,327	22,140	22,347	22,397	22,352	22,386	22,866	23,332				
Residents	20,463	20,279	20,456	20,499	20,462	20,487	20,925	21,381				
Non-Residents	1,864	1,861	1,891	1,898	1,890	1,899	1,941	1,951				

New and Renewed Library Cards

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
New registrations	251	199	382	428	243	265	392	644					2,804
New non-resident	54	33	49	43	19	21	37	32					288
Renewed membership	667	628	715	445	649	585	1,085	327					5,101

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Website visits	13,591	10,908	12,882	13,399	12,752	11,531	12,040	11,950					99,053
# of PAC Account Logins	5,350	4,788	5,456	5,403	5,281	4,953	5,636	5,548					42,409
Room Rentals	70	71	61	84	74	50	49	45					504
Room Rental Hours	179	181	151	224	194	153	128	215					1,425

Programs

5 Year Trend - year to date August 31

# of Programs Held	2010	2011	2012	2013	2014
Adult	12	22	50	102	118
Children's	641	611	760	871	884
Total Programs	653	633	810	973	1,002

Program Attendance	2010	2011	2012	2013	2014
Adult	605	1,112	1,467	1,312	1,453
Children's	11,287	9,356	8,593	9,529	9,471
Total Attendance	11,892	10,468	10,060	10,841	10,924

This is the worksheet for Data Collection
Use the BOARD TAB for the Board Package

Yellow is for previous month

Newmarket Public Library Statistical Data - 2014

Borrowing

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	419	402	465	555	496	365	605	580					3,887
eBooks	2,347	2,056	2,335	2,267	2,515	2,392	2,620	2,669					19,201
eMagazines	na	na	na	625	368	299	299	300					1,891
eMusic/Video	634	1,769	2,737	2,849	2,735	2,293	1,696	2,133					16,846
Backpack Kit	2	3	4	4	1	2	2	4					22
Book	24,090	22,484	27,439	25,247	25,805	23,610	33,976	29,703					212,354
CD-ROM/DVD-ROM	34	40	27	21	24	12	21	23					202
DVD/Blu-ray	3,364	3,138	3,615	3,262	3,366	2,703	3,974	3,724					27,146
DVD/Blu-ray - New	215	277	478	595	452	343	414	346					3,120
DVD/Blu-ray - Restricted	328	335	291	279	308	240	303	295					2,379
DVD/Blu-ray - Restricted-New	31	37	69	85	66	58	43	44					433
eBook Reader	4	1	5	5	4	3	6	4					32
GPS	-	3	5	13	5	2	10	8					46
ILL	165	145	143	158	134	145	140	167					1,197
Language Kit	42	24	41	35	42	38	46	50					318
Laptop	47	35	24	38	40	22	36	27					2
Multimedia Kit	79	128	102	99	99	74	121	86					788
Music CD	637	609	696	572	550	387	418	561					4,430
Pedometer	4	7	21	18	23	20	14	10					117
Periodical	1,015	1,035	1,130	1,231	1,212	961	1,228	1,254					9,066
Portable Audio Book	26	32	42	36	48	41	47	41					313
Talking Book	884	837	902	891	855	887	964	904					7,124
Video	29	9	11	12	17	12	6	16					112
Video Game	262	258	370	350	285	215	495	433					2,668
Total Borrowing	34,658	33,664	40,952	39,247	39,450	35,124	47,484	43,382	-	-	-	-	313,961

Database Usage

Adult Subscriptions	3,525	2,370	1,834	1,448	2,097	2,253	1,671	1,405					16,603
Children's Subscriptions	1,001	748	847	649	523	946	240	399					5,353
York Info (Community)	78,994	68,976	72,074	70,752	69,524	64,578	67,825	67,988					560,711
York Info (Volunteer)	10,842	9,908	11,649	8,915	11,635	12,045	10,848	11,360					87,202
Total Database Access	94,362	82,002	86,404	81,764	83,779	79,822	80,584	81,152	-	-	-	-	669,869

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# of PAC Account Logins	5,350	4,788	5,456	5,403	5,281	4,953	5,636	5,548					42,410
Room Rentals	70	71	61	84	74	50	49	45					504
Room Rental Hours	179	181	151	224	194	153	128	215					1,425

Programs

5 Year Trend - year to date August 31

# of Programs Held	2010	2011	2012	2013	2014
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Backpack Kit	2	3	4	4	1	2	2	4					22
Book	24,090	22,484	27,439	25,247	25,805	23,610	33,976	29,703					212,354
CD-ROM/DVD-ROM	34	40	27	21	24	12	21	23					202
DVD/Blu-ray	3,938	3,787	4,453	4,221	4,192	3,344	4,734	4,409					33,078
eBook Reader	4	1	5	5	4	3	6	4					32
GPS	-	3	5	13	5	2	10	8					46
ILL	165	145	143	158	134	145	140	167					1,197
Language Kit	42	24	41	35	42	38	46	50					318
Laptop	47	35	24	38	40	22	36	27					269
Multimedia Kit	79	128	102	99	99	74	121	86					788
Music CD	637	609	696	572	550	387	418	561					4,430
Pedometer	4	7	21	18	23	20	14	10					1
Periodical	1,015	1,035	1,130	1,231	1,212	961	1,228	1,254					9,066
Portable Audio Book	26	32	42	36	48	41	47	41					313
Talking Book	884	837	902	891	855	887	964	904					7,124
Video	29	9	11	12	17	12	6	16					112
Video Game	262	258	370	350	285	215	495	433					2,668
Total Borrowing	34,658	33,664	40,952	39,247	39,450	35,124	47,484	43,382	-	-	-	-	313,961

Database Usage

Adult Subscriptions	3,525	2,370	1,834	1,448	2,097	2,253	1,671	1,405					16,603
Children's Subscriptions	1,001	748	847	649	523	946	240	399					5,353
York Info (Community)	78,994	68,976	72,074	70,752	69,524	64,578	67,825	67,988					560,711
York Info (Volunteer)	10,842	9,908	11,649	8,915	11,635	12,045	10,848	11,360					87,202
Total Database Usage	94,362	82,002	86,404	81,764	83,779	79,822	80,584	81,152	-	-	-	-	669,869

Newmarket Public Library Statistical Data - 2013

Library Card Holders

2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
NPL Card Holders	22,459	22,546	22,469	22,492	22,528	22,544	22,583	22,542	22,428	22,391	22,352	22,091
Residents	21,005	21,023	20,928	20,876	20,853	20,846	20,860	20,771	20,654	20,595	20,537	20,274
Non-Residents	1,454	1,523	1,541	1,616	1,675	1,698	1,723	1,771	1,774	1,796	1,815	1,817

New and Renewed Library Cards

2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
New registrations	259	250	315	221	224	237	352	274	273	288	235	129	3,057
New non-resident	54	51	33	43	50	23	45	39	25	32	36	25	456
Renewed membership	754	671	726	743	640	667	469	802	631	680	617	422	7,822

2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Website visits	15,028	13,822	15,348	15,111	14,440	13,515	14,950	14,902	14,028	14,145	13,513	11,376	170,178
# of PAC Account Logins	5,426	5,109	5,291	5,576	6,414	5,323	5,830	5,844	5,474	5,998	5,487	5,505	67,212
Room Rentals	62	61	56	71	84	65	40	46	73	69	65	55	747
Room Rental Hours	114	143	139	188	154	184	103	152	126	180	164	154	1,800

Programs

5 Year Trend - year to date December 31

# of Programs Held	2009	2010	2011	2012	2013
Adult	36	23	33	93	157
Children's	996	952	845	1,167	1,273
Total Programs	1,032	975	878	1,260	1,430

Program Attendance	2009	2010	2011	2012	2013
Adult	1,407	948	1,408	2,323	2,149
Children's	15,756	15,444	12,956	12,905	13,784
Total Attendance	17,163	16,392	14,364	15,228	15,933

Newmarket Public Library Statistical Data - 2013

Borrowing

2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	292	317	480	377	372	478	549	413	464	456	418	427	5,043
eBooks	1,495	1,564	1,827	1,767	1,799	1,813	2,059	2,009	1,822	1,949	1,829	2,055	21,988
eMusic/Video	2	2	10	9	3	1	8	8	2	6	-	1	52
Backpack Kit	3	1	2	1	6	1	6	5	5	7	4	1	42
Book	26,605	24,249	28,259	27,152	26,904	25,364	34,215	31,357	26,390	28,300	25,797	20,654	325,246
CD-ROM/DVD-ROM	49	60	42	62	39	25	56	59	51	65	24	30	562
DVD/Blu-ray	2,901	2,912	3,636	3,577	3,084	2,941	3,752	3,946	3,027	3,971	3,718	2,832	40,297
DVD/Blu-ray - New	1,052	861	638	579	548	579	685	364	298	404	353	226	6,587
DVD/Blu-ray - Restricted	187	200	283	260	241	248	229	257	255	281	337	263	3,041
DVD/Blu-ray - Restricted-	132	89	33	38	45	44	62	34	39	51	55	20	642
eBook Reader	11	11	10	11	11	10	10	13	5	3	6	5	106
GPS	9	7	10	20	12	6	10	14	5	6	2	4	105
ILL	128	114	126	141	212	119	159	146	146	180	142	84	1,697
Language Kit	59	34	66	58	58	36	35	35	46	43	45	32	547
Laptop	32	25	25	29	36	30	37	26	32	32	44	20	368
Multimedia Kit	91	95	84	85	75	68	122	129	125	131	100	84	1,113
Music CD	783	735	760	745	702	548	675	553	561	616	790	539	8,007
Pedometer	10	11	23	27	28	25	27	17	14	15	18	6	221
Periodical	1,370	1,147	1,099	1,159	1,190	1,240	1,349	1,263	1,092	1,045	1,033	921	13,908
Portable Audio Book	11	10	15	16	28	41	34	41	21	29	20	23	289
Talking Book	879	780	901	853	921	951	997	928	872	964	1,005	811	10,862
Video	33	37	22	17	32	26	15	8	15	14	17	16	252
Video Game	418	337	424	407	341	336	516	527	319	322	295	220	4,462
Total Borrowing	36,552	33,598	38,775	37,390	36,687	34,930	45,607	42,152	35,606	38,890	36,052	26,791	445,513

Database Usage

Adult Subscriptions	3,604	2,796	3,886	3,610	3,247	2,319	3,399	1,960	3,021	3,502	2,885	2,084	36,313
Children's Subscriptions	895	561	1,107	1,613	1,133	803	753	237	340	728	796	213	9,179
York Info (Community)	83,732	79,568	92,108	97,034	91,088	74,105	75,203	83,752	76,324	73,627	74,941	81,069	982,551
York Info (Volunteer)	7,510	7,680	8,085	9,851	14,257	9,777	11,536	11,415	9,877	10,936	10,271	11,136	122,331
Total Database Access	95,741	90,605	105,186	112,108	109,725	87,004	90,891	97,364	89,562	88,793	88,893	94,502	1,150,374

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Newmarket Public Library Statistical Data - 2014

Borrowing

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	419	402	465	555	496	365	605	580					3,887
eBooks	2,347	2,056	2,335	2,267	2,515	2,392	2,620	2,669					19,201
eMagazines	na	na	na	625	368	299	299	300					1,891
eMusic/Video	634	1,769	2,737	2,849	2,735	2,293	1,696	2,133					16,846
Backpack Kit	2	3	4	4	1	2	2	4					22
Book	24,090	22,484	27,439	25,247	25,805	23,610	33,976	29,703					212,354
CD-ROM/DVD-ROM	34	40	27	21	24	12	21	23					202
DVD/Blu-ray	3,938	3,787	4,453	4,221	4,192	3,344	4,734	4,409					33,078
eBook Reader	4	1	5	5	4	3	6	4					32
GPS	-	3	5	13	5	2	10	8					46
ILL	165	145	143	158	134	145	140	167					1,197
Language Kit	42	24	41	35	42	38	46	50					318
Laptop	47	35	24	38	40	22	36	27					269
Multimedia Kit	79	128	102	99	99	74	121	86					788
Music CD	637	609	696	572	550	387	418	561					4,430
Pedometer	4	7	21	18	23	20	14	10					115
Periodical	1,015	1,035	1,130	1,231	1,212	961	1,228	1,254					9,066
Portable Audio Book	26	32	42	36	48	41	47	41					313
Talking Book	884	837	902	891	855	887	964	904					7,124
Video	29	9	11	12	17	12	6	16					112
Video Game	262	258	370	350	285	215	495	433					2,668
Total Borrowing	34,658	33,664	40,952	39,247	39,450	35,124	47,484	43,382	-	-	-	-	313,961

Database Usage

Adult Subscriptions	3,525	2,370	1,834	1,448	2,097	2,253	1,671	1,405					16,603
Children's Subscriptions	1,001	748	847	649	523	946	240	399					5,353
York Info (Community)	78,994	68,976	72,074	70,752	69,524	64,578	67,825	67,988					560,711
York Info (Volunteer)	10,842	9,908	11,649	8,915	11,635	12,045	10,848	11,360					87,202
Total Database Usage	94,362	82,002	86,404	81,764	83,779	79,822	80,584	81,152	-	-	-	-	669,869

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: September 17, 2014

Re: **Newmarket Public Library Bank Account – Fund Transfer**

Recommendation: The CEO recommends that the Library Board authorize the transfer of funds from the Newmarket Library bank account to the Town of Newmarket bank account through the following motion:

THAT the Library Board directs the CEO to authorize the Town of Newmarket Treasurer to transfer the net closing balance at August 29, 2014 of \$ 35,016.14 from the Newmarket Public Library Board bank account to the Town of Newmarket bank account.

POLICIES

- R** Required by legislation
***** Recommended by Ontario Public Library Guidelines (OPLG)
M Mandatory for accreditation through OPLG

	Admin/Service Area Index No.		Title	Pages	Date Approved by Library Board	Date for Review by Library Board
1	HRS-56/HRS-55		Acceptable Use of Internet and Email by Staff	1	June 24, 2011	June 1, 2015
2	PS-26	R	Accessible Standards for Customer Service Policy	4	November 18, 2009	December 1, 2013
3	OBS-78/na		Board Governance Policy	24	September 15, 2010	September 1, 2014
4	PS-22		Book Deposit Service Policy (may be included in revised Visiting Library Service Policy)	3	September 16, 2009	December 1, 2014
5	to Brd Sep16/09 - revisions requested	M	Children's Services Policy		new	December 1, 2014
6	PS-08	M	Collection Development Policy	19	April 17, 2013	April 1, 2017
7	PS-20		Community Information Policy	1	December 19, 2012	December 1, 2017
8	HRS-66		Confidentiality Policy	3	October 27, 2010	October 1, 2014
9	OBS-77/na		Constitution of the Newmarket Public Library Board	10	September 19, 2007	December 1, 2014
10	PS-09		Disposal and Donation of Library Materials Policy	2	December 19, 2012	December 1, 2016
11	OBS-89/OS-84		Donation Policy	3	January 16, 2013	January 1, 2017
12	HRS-57/HRS-56		Dress Code	1	September 18, 2013	October 1, 2017
13	HRS-63/HRS-62		Employee Borrowing Policy	1	February 27, 2013	February 1, 2017
14	HRS-62/HRS 61		Employee Service Recognition Policy	1	May 16, 2012	May 1, 2016

- R** Required by legislation
***** Recommended by Ontario Public Library Guidelines (OPLG)
M Mandatory for accreditation through OPLG

	Admin/Service Area Index No.		Title	Pages	Date Approved by Library Board	Date for Review by Library Board
15	PS-06	*	Freedom of Information and Protection of Privacy Policy	3	September 16, 2009	December 1, 2014
16	HRS-52	M	Full-Time Collective Agreement - April 1, 2012 - March 31, 2015		Ratified April 22, 2013	when negotiated
17	OBS-91/OS-86	R	Health and Safety Policy - to be reviewed annually	1	June 15, 2012	September 18, 2014
18	HRS-58/HRS-57		Inclement Weather or Other Emergencies Causing Closure of the Library	4	February 27, 2013	March 1, 2017
19	TBA	R	Integrated Accessibility Standards Policy	5	October 23, 2013	October 1, 2017
20	PS-05	M	Inter Library Loan (OPLG - Resource sharing policy)	2	May 20, 2009	December 1, 2014
21	OBS-88/OS-83		Library Champions Committee Terms of Reference (to be replaced by Friends of the Library Terms of Reference)	3	March 19, 2008	On Hold
22	PS-23	*	Local History and Genealogy (OPLG - Local history policy)	2	May 20, 2009	December 1, 2014
23	PS-01		Membership Policy (Circulation Policy - OPLG)	4	December 19, 2012	December 1, 2018
24	HRS-54/na	M	Non-Union Employee Personnel Policy (OPLG - Personnel Policy)	13	September 9, 2011, Updated May 15, 2013	May 1, 2017
25	HRS-53	M	Part-Time Collective Agreement - April 1, 2012 - March 31, 2015		Ratified April 22, 2013	when negotiated
26	PS-15		Patron Code of Conduct Policy	2	November 17, 2010	November 1, 2014
27	PS-10		Photocopying Policy and Guidelines	3	December 19, 2012	December 1, 2016
28	OBS-82/OS-79		Policy on Policy Making	2	May 20, 2009	December 1, 2014
29	OBS-80/OS-77	R	Procurement Policy	6	March 29, 2006	December 1, 2014
30	PS-13	*	Program Policy	7	April 20, 2011	April 1, 2015
31	PS-11	*	Public Computer Access and Use Policy	4	May 17, 2013	May 1, 2017

- R** Required by legislation
***** Recommended by Ontario Public Library Guidelines (OPLG)
M Mandatory for accreditation through OPLG

	Admin/Service Area Index No.		Title	Pages	Date Approved by Library Board	Date for Review by Library Board
32	OBS-83/OS-80		Public Relations Policy	4	October 26, 2011	October 1, 2015
33	TBA		Records Retention Policy	13	September 18, 2013	October 1, 2017
34	HRS-51	R	Recruitment and Selection Policy	12	January 18, 2012	January 1, 2016
35	PS-24	M	Reference and Information Service Policy	7	March 14, 2004	December 1, 2014
36	PS-14	*	Room Rental (OPLG - Public meeting room policy)	3	May 16, 2012	May 1, 2016
37	TBA	*	Safety, security and emergency issues		new	December 1, 2014
38	HRS-67		Social Media Policy	2	October 26, 2011	October 1, 2015
39	OBS-90/OS-85		Sponsorship Policy	2	December 19, 2012	December 1, 2016
40	PS-16		Unattended Child Policy	1	May 21, 2006	December 1, 2016
41	TBA		Video Surveillance Policy (waiting for Town policy)		new	December 1, 2013
42	PS-21		Visiting Library Service - Operation and Guidelines	6	May 15, 2002	December 1, 2014
43	TBA	*	Volunteer Policy	3	September 18, 2013	October 1, 2017
44	HRS-65	R	Workplace Harassment Policy	1	June 19, 2014	June 1, 2018
45	HRS-64	R	Workplace Violence Policy	2	June 19, 2014	June 1, 2018
			Policies to consider			
		M	Planning policy (may be included in governance/constitution)			
		M	Advocacy policy (may be included in governance /constitution)			



For Review

Newmarket Public Library

Health and Safety Policy

A safe and healthy workplace environment is contingent upon the co-operation of the Public, Staff and Newmarket Public Library Board. The Board is committed to providing a safe and healthy environment for the staff through the Joint Health and Safety Committee and through training and educational programs and procedures, while ensuring that each party complies with all occupational safety and health standards, rules, regulations and orders. Through these initiatives, both the employer and the worker can establish safe and healthy procedures.

The Newmarket Public Library Board is responsible for the health and safety of workers under their supervision. Supervisors are responsible to ensure that equipment is safe and that workers work in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every worker must protect his/her own health and safety by working in compliance with the law and with safe work practices and procedures established by the Newmarket Public Library, and immediately bring to the attention of his/her supervisor any hazard or unsafe condition.

The Library's policy includes the following commitments:

1. Training and education to ensure that workers are competent to perform their respective tasks
2. Training and education to ensure that workers are knowledgeable of current first aid and AED/CPR standards and emergency procedures.
3. The establishment of a Joint Health and Safety Committee in compliance with the Ontario Occupational Health and Safety Act.
4. An annual review of the Health and Safety Policy as required by the Ontario Occupational Health and Safety Act.

Joan Stonehocker, Chair
Newmarket Public Library Board

Todd Kyle, CEO
Newmarket Public Library

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

PURPOSE:

The purpose of this policy is to ensure that the Newmarket Public Library:

- Provides all library resources, services, and facilities in ways that are equally accessible to all members of the community
- Is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessibility Standards for Customer Service, Ontario Regulation 429/07

SCOPE:

This policy specifically addresses accessibility policies and standards specific to external customer service. It does not apply to services provided internally to employees of the Newmarket Public Library.

This policy applies to all persons who deal with customers, or to other third parties who deal with customers on the Library's behalf such as those providing program services. A person or third party can be an employee, volunteer, Board member, student on placement or otherwise engaged in the provision of library services to library users.

The AODA and the Customer Service Standard do not replace or change the requirements of existing federal and provincial laws.

DEFINITIONS:

- a) **AODA** means the Accessibility for Ontarians for Disabilities Act, 2005.
- b) **Assistive Device** means a device used to assist persons with disabilities in carrying out activities or in accessing library services.
- c) **Disability or Disabilities** means:
- § any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device,
 - § An intellectual and/or developmental disability,
 - § A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - § A mental disorder, or
 - § An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

- d) **Guide Dog** means a guide dog as defined in Section 1 of the Blind Persons' Rights Act: a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.
- e) **Library Premises** means premises operated by the Newmarket Public Library.
- f) **Library Services** means what the Library does for, or offers to, the public in an effort to meet a defined set of core values and delivery promises including meeting community needs.
- g) **Persons who Provide Library Services** means all persons who deal with customers, or other third parties who deal with customers on the Library's behalf such as those providing program services or renting Library premises for performances and events open to the public. A person or third party can be an employee, volunteer, Board member, student on placement or otherwise engaged in the provision of library services to customers.
- h) **Principle of Dignity** means the treatment of a person with a disability as a customer who is as valued and as deserving of effective and full service as any other customer. Treatment is not an afterthought or forcing acceptance of lesser service, quality or convenience.
- i) **Principle of Equal Opportunity** means having the same chances, options, benefits and results as others. In the case of services it means that people with disabilities have the same opportunity as others to benefit from the way services are provided. People with disabilities should not have to make significantly more effort to access or obtain service and should not have to accept lesser quality and more inconvenience.
- j) **Principle of Independence** means freedom from control or influence of others or freedom to make one's own choices. It can also mean the freedom to do things in one's own way.
- k) **Principle of Integration** means allowing people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.
- l) **Service Animal** means any animal used by a person with a disability for reasons related to the disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.
- m) **Support Person** means a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to Library services.
- n) **Universal Access** means to provide access to services for all people to the greatest extent possible without the need for adaptation or specialized design.

1. CUSTOMER SERVICE STANDARD STATEMENT

The Library is committed to providing quality services that are accessible to all persons who wish to obtain and use these services.

Guiding Principles

- Library service is relevant, inclusive and responsive for all, including persons with disabilities. Each member of the community has an equal opportunity to access public library services.
- Library services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The Library strives to provide “universal access” to library services for all people through integration unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from library services.
- The Library strives to provide library services in a way that meets the specific needs of the person with disabilities and is convenient and accessible to the person with disabilities.

2. COMMUNICATION WITH PERSONS WITH DISABILITIES

The Newmarket Public Library will communicate with people with a disability in ways that take into account their disability.

3. NOTICE OF SERVICE DISRUPTIONS

The Newmarket Public Library will post a notice in the event of a temporary service disruption that would limit a person with a disability from gaining access to the Library. The notice will include the reason for the disruption, its duration and an alternative service if available. The Library will make the disruption known to customers through signage and by such other methods as is reasonable in the circumstances.

4. SERVICE ANIMALS AND GUIDE DOGS

Guide dogs or other service animals are permitted in the library. If it is not readily apparent that the animal is being used because of a person's disability, the person with a disability may be asked to show a letter from a medical professional confirming that the service animal is required for reasons relating to his or her disability. It is the responsibility of the person with the disability to ensure that the guide dog or service animal is kept in control.

5. SUPPORT PERSONS

A support person accompanying and assisting a person with a disability is welcome in the Library. When assisting a person with a disability to obtain or use Library services or to participate in a Library program, the support person will be permitted to attend at no charge where an admission fee is applicable.

In situations where it is necessary to protect the health and safety of the person with the disability or the health and safety of others, the Library may require a person with a disability to be accompanied by a support person.

Where confidentiality is important because of the kinds of information discussed, the support person may be asked to sign a confidentiality agreement.

6. ASSISTIVE DEVICES AND OTHER MEASURES THAT ASSIST WITH ACCESSIBILITY

A person with a disability may use their own assistive devices to access library service. It is the responsibility of the person using the assistive device to ensure that it is operated in a safe manner. Anyone with accessibility issues can seek assistance from Library staff.

7. ACCESSIBLE CUSTOMER SERVICE TRAINING

The Newmarket Public Library will ensure that all employees, volunteers, students on placement, third party contractors and persons who are involved in the development and approvals of customer service policies, practices and procedures, receive training compliant with the requirements of the Accessibility Standards for Customer Service.

Training at the level appropriate of the interaction with the customer will be provided to all new persons whom this policy applies as practicable after an individual has been assigned duties.

Training will be on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of the delivery of library services and will cover the following:

- a) Review of the purposes of the AODA and requirements of the customer service standard.
- b) Instruction on how to interact and communicate with people with various types of disabilities.
- c) Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or support person.
- d) Instruction on how to use equipment or devices available at the Library that may help people with disabilities to access our services.
- e) Instruction on what to do if a person with a disability is having difficulty accessing any Library services.

8. ACCESSIBILITY SERVICES FEEDBACK

Newmarket Public Library welcomes customer input and provides a feedback, review and response process. Feedback may be given in person, by telephone, in writing or in electronic format or through other methods.



Draft for Review
RECRUITMENT AND SELECTION POLICY

PURPOSE AND SCOPE:

The purpose of this Policy is to ensure that the Library's process for recruitment and selection of employees is consistent, equitable, and transparent; and that it maintains confidentiality as necessary.

This Policy applies only to paid employees who are regularly employed by the Library, including employees hired under a temporary contract. It does not apply to short-term program service contractors (see Programming Policy) nor to volunteers (see Volunteer Policy).

Personnel policies for non-union employees are contained in the Non-Union Personnel Policy, and those for union employees are contained in the respective Collective Agreement.

In a case where this Policy is in conflict with any Collective Agreement signed with an employee group, the Collective Agreement will take precedence.

EQUITABLE HIRING:

The Newmarket Public Library is an equal opportunity employer and supports fairness and equal opportunity in Recruitment and Selection and objectivity in evaluating qualifications, ability and merit.

In all employment practices, the Newmarket Public Library subscribes to the provisions of the current Employment Standards Act of Ontario, the current Ontario Human Rights Code, and current regulations under the Access for Ontarians with Disabilities Act. The Library will give appropriate consideration to reasonable accommodation for persons with disabilities in its application, interview, and hiring practices.

HIRING OF RELATIVES:

The Policy of the Newmarket Public Library Board is that relatives of Library Board Members and staff will not be hired.

For the purposes of this procedure, the term "relative" is defined as the spouse, children, parents, grandparents, grandchildren, siblings, or aunts and uncles, nieces, nephews and in-laws. Two persons residing in the same household who present themselves to the community as "a family" may not be employed by the Library at the same time although they may not be legally related. Relatives of employees working in Town of Newmarket departments are not given special consideration in employment.

Exceptions will be made only in the case where two employees become related through marriage after both commenced employment at the Newmarket Public Library. In this instance, the two employees will not be able to work in positions where one employee who is related to another could affect the performance evaluation or conditions of employment of the other. Such being the case, one employee will be required to apply for a transfer when the next suitable vacancy occurs.

RESPONSIBILITIES OF THE LIBRARY BOARD & CHIEF EXECUTIVE OFFICER (CEO)

- Library Board Members are bound by the Municipal Conflict of Interest Act to disclose any pecuniary interest and avoid discussion, influence or voting on issues where they have a pecuniary interest.
- The Board hires, evaluates, sets the level of remuneration, and, if necessary, dismisses the CEO
- The CEO hires, evaluates, promotes and, if necessary, dismisses all other employees of the Library; and shall keep the Library Board informed of such actions.
- The CEO advises the Board on staffing requirements.
- The Board approves staffing levels as part of its budget approval.

UNSOLICITED APPLICATIONS:

The Library will accept unsolicited applications for employment at any time, and will retain them in the Human Resources file for a period of six (6) months. The Library is not obligated to make any acknowledgement of receipt.

JOB COMPETITIONS:

In order to initiate a hiring competition, the approval of the CEO is required. If the position is not consistent with staffing budgets approved by the Board, specific Board approval is required.

Once a competition is approved, the opportunity must be posted to the attention of existing staff for a period of at least one (1) week. Simultaneous internal and external advertising may be undertaken. Any posting may be rescinded by the Library at any time until an offer of employment has been made.

Job postings will contain a description of the duties, required qualifications, desired competencies, hours of work, the grade and salary range, and the deadline for applications. Job posting will include a statement regarding availability of accommodations for persons with a disability in the recruitment process. If the position is a new one, a new job description can be created with the approval of the CEO; in this case the posting must indicate that the grade and salary level are subject to Job Evaluation. The Library reserves the right to reject applications not received by the posted deadline.

SELECTION:

The selection process will be conducted by a selection panel comprised of at least two (2) non-union members, on the approval of the CEO. Job applicants selected to participate in an assessment or selection process shall be notified that accommodations are available upon request in relation to the materials or processes to be used.

The panel shall select candidates, which may be from among the applicants for the position as well as from applications on file. The panel reserves the right to select only those candidates which it deems best match the required qualifications and desired competencies; however, internal applicants who meet the required qualifications must be considered as candidates. The panel is not obligated to give preference to internal applicants except where specified by the Collective Agreement.

The panel shall choose a successful candidate based on pre-determined assessment criteria, which may include performance in an interview, a written assignment or skills test, reference checks, personnel file review for internal candidates, and other bona fide job requirements for recommendation to the CEO for final approval.

Draft for Review September 17-14

Recruitment and Selection Policy

Approved by the Newmarket Public Library Board December 15, 2004

Revision Approved January 18, 2012

The Newmarket Public Library shall not be responsible for assuming expenses including travel and accommodation costs for a candidate to attend a job interview.

Questions and any skills testing used in interviews must be documented, consistent and with a consistent weighted scoring system.

A minimum of two (2) reference checks must be completed before an offer of hire is made. A candidate must sign a list of referees (*Appendix 1 or any other hard copy list*) giving the employer permission to contact them. Reference check information must be kept in strict confidence.

MEDICAL ASSESSMENTS AND CRIMINAL REFERENCE CHECKS:

The Library may require a medical examination and/or a criminal reference check as a condition of employment at the time of the job offer. This may entail making a conditional offer of employment and setting a reasonable time limit for the candidate to obtain the required document, failing which the candidate's employment may be terminated without cause. This requirement must be pre-determined as part of the selection process and must be communicated in advance to all candidates. The cost of such an exam or check shall be the responsibility of the candidate.

When bona fide physical requirements exist for a position, a medical exam may be required in order to verify that a physician feels the successful candidate would be physically capable of performing the tasks outlined.

When hiring a candidate who in the course of their job would have occasion to be alone with a child or vulnerable adult for more than a brief moment, the successful candidate may be required to provide a criminal reference check as evidence that he/she is clear of unpardoned criminal offences.

OFFERING/CONFIRMING HIRE

An offer of employment must be made verbally, by telephone or in person. When making the offer of employment, the successful applicant shall be notified of the Library's procedures, for accommodating employees with disabilities. Once the offer is accepted, the candidate must sign a written letter of offer in order to finalize the offer.

If the offer is declined, an offer may be made to another applicant, or the posting may be rescinded and the process reconsidered.

Unsuccessful candidates must be notified, but not until after a successful candidate has accepted a job offer. Applicants not chosen as candidates do not need to be notified. Internal applicants may request a feedback interview.

EMPLOYEE ORIENTATION:

New employees must be provided with the following information: a job description, details of pay and of benefits, and a copy of either the Collective Agreement or the Non-Union Personnel Policy.

It is the employer's responsibility to complete paperwork as timely as possible for the employee to be paid at the next applicable pay date, and to commence benefit coverage. However, the employer is not responsible for delays due to late receipt of documents from the employee.

New employees must be informed of the applicable probationary period and conditions as detailed in the Non-Union Personnel Policy or the applicable Collective Agreement.

RECORDS OF EMPLOYMENT:

A personal file will be developed for each employee upon hiring and retained for the duration of the employee's work life with the Newmarket Public Library. The information retained will include:

- a) details of the date of hire, current salary and position title, benefit details, disciplinary/congratulatory correspondence and any other pertinent employment information such as leave records, change of address forms, etc.
- b) All employees have the right to access their own personnel file, with appropriate notice for the purpose of advising the CEO of incorrect information and/or disputing information he/she does not concur with.

EXIT INTERVIEWS:

Employees who are leaving the Newmarket Public Library will be provided with necessary paperwork or information related to benefits termination. In addition, an exit interview may be conducted by the CEO or designate to solicit feedback from the employee about his/her employment with the Newmarket Public Library.

RELEASING EMPLOYMENT REFERENCES:

When a reference request is received from a potential employer for a current or former Library employee, the reference may be given by the CEO, Deputy CEO, or the employee's supervising manager. It must be ascertained and documented that the employee has given the Library or the individual the permission to release reference information (*Appendix 2 or other electronic or written correspondence*). In addition, a record must be kept of the reference including the requestor's name and organization.

The information given in a reference must be factual and based on documented job performance.

If the supervising manager does not feel comfortable giving the reference, or if the person was discharged, the call should be referred to the CEO or designate.

RELATED POLICIES:

Full-time Collective Agreement

Part-time Collective Agreement

Non-Union Personnel Policy

Integrated Standards Regulation Policy

Program Policy

Volunteer Policy

Draft for Review September 17-14

Recruitment and Selection Policy

Approved by the Newmarket Public Library Board December 15, 2004

Revision Approved January 18, 2012



APPENDIX 1

NEWMARKET PUBLIC LIBRARY

REFERENCE AUTHORIZATION FORM

(Authorization for Collection of personal Information)

I, _____, authorize the Newmarket Public Library Board to contact the persons or organizations listed below for the purpose of obtaining reference information, including information contained in my personnel file(s), for the purpose of verifying my suitability for employment by the Newmarket Public Library Board.

In addition, the persons or organizations listed are authorized to release such information.

This authorization will remain in effect for three (3) months from the date below.

Please provide the names of references who have supervised you directly.

NAME OF CONTACT PERSON & ORGANIZATION	POSITION/TITLE	TELEPHONE NO.
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Signature

Date

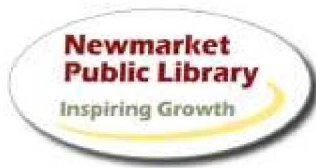
**APPENDIX 2****NEWMARKET PUBLIC LIBRARY****REFERENCE RELEASE FORM**

I, _____, do _____, do not _____ give the

Newmarket Public Library Board consent to provide references regarding my job performance to prospective employers who enquire.

Dated: _____

Signed: _____

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle

Date: September 17, 2014

Re: Social Media Policy

Motion 13.12.279 was passed on December 13, 2013 indicating:

THAT the Library Board consult with the Town of Newmarket Human Resources Department and Legal Services regarding Town of Newmarket Policies on the Library's Social Media and Public Relations Policies.

Discussions were held with Town staff as they drafted their own Social Media Policy, which was passed by Council in May 2014. The current Library policy and the new Town policy were compared for inconsistencies and risk points and a revised draft Library policy is attached for consideration.

The new policy revokes the blanket exemption on commentary made with an explicit "personal opinions only" disclaimer and instead makes clear the risk of damage to the Library's reputation that may ensue when employees comment on controversial matters. It carefully balances this with the right to free expression by counseling discretion rather than disallowing any comment. Although not in the Town policy, it also indicates the disposition of social media accounts used by employees as official representatives of the Library, should they leave the Library's employ.

The following motion is recommended:

THAT the Library Board approve the revised Social Media Policy as drafted.



Purpose

The Newmarket Public Library (the Library) is committed to embracing communications technology in its environment, including social media. The Library understands that use of this technology meets a critical business need by providing a venue for shared information resources with our patrons and partners and providing a means for meaningful two-way communication between patrons, other library users and library staff. This policy governs use of these tools by staff, board members ~~or~~ and volunteers ~~use of these tools~~ for professional as well as personal purposes.

Scope

Appropriate use of the Internet by Library staff is governed by the Newmarket Public Library *Policy on Acceptable Use of Internet and Email by Staff*. This policy augments that policy by setting out the responsibilities of Library employees, Board members, and volunteers regarding their use of social media tools for professional as well as personal purposes. Social media or Web 2.0 technology includes any web applications, both hosted and online, which facilitate an environment for library staff, library users and library partners to share information and opinions about library-related subjects and issues. Examples of social media that may be used by the Library include but are not limited to; posts to community reviews and patron ratings, wikis, blogs, RSS feeds and social networking sites. Social media managed by the Library provides an online place to create and disseminate information on relevant library content and topics.

Policy

Responsibilities of Employees, Board Members, and Volunteers (*please note: these bullets are taken from the Town of Newmarket policy, with revisions for the Library tracked*)

- access personal social media accounts using a personal e-mail address
- limit access to personal, social media accounts during working hours to designated breaks
- exclude links or posts to Library email addresses onto personal social media accounts
- exclude the use of Library logos or other marketing images from personal, social media accounts
- use caution, professional discretion and conduct when engaging in social media accounts
- ~~• refrain from posting information or engaging in conversations related to the Library that are controversial or contentious~~ refrain from posting content that may be damaging to the Library's reputation or to its ability to carry out its duties, regardless of whether their relationship to the Library is explicit
- be aware that social media posting activities can appear transitory, however they are considered publications, and are subject to laws governing publications
- ~~• not generate or respond to content on social media that relates to Town business, programs or services unless identified as a Designated Social Media Moderator~~ only establish or post to social media channels on behalf of the Library if authorized by the C.E.O. or Library Board to do so
- be aware of the consequences of unacceptable actions, which may result in disciplinary action up to and including termination of employment or position.
- be aware that they will be personally subject to fines and penalties when in violation of the law with respect to the acceptable use of social media

~~The Library regards online social media in the same way as it does its other information resources in accordance with its mission of serving Newmarket's needs for information sharing and lifelong learning. In addition, the C.E.O. is authorized to remove, edit, or modify any content posted to Library-managed social media channels by any user, as well as barring that user from future posting if warranted.~~

~~inasmuch as these actions are possible on the particular platform, in the case where the content is deemed to be inappropriate. Examples of this include the following:~~

~~In addition to the general rules respecting the use of the Library, Newmarket Public Library prohibits the use of social media for any purpose which would contravene any statute or government regulation, or which might create civil liability by the user or the Library Board to any person. For example, the Ontario *Human Rights Code* prohibits certain forms of discrimination and harassment of other individuals or groups, and the *Criminal Code* of Canada includes prohibitions against child pornography, obscenity, hate literature, sedition and literature for illicit drug use. An example of civil liability is the law of libel and slander. Users are reminded that ignorance of the law is not an excuse. Use of social media managed by the Library is conditional on the employee's agreement to observe this policy.~~

~~Comments, posts and messages are welcome on Library social software sites, provided they do not contain:~~

- ~~▪ Obscene or racist content~~
- ~~▪ Personal attacks, insults, or threatening language~~
- ~~▪ Potentially libelous statements~~
- ~~▪ Plagiarized material~~
- ~~▪ Private, personal information published without consent~~
- ~~▪ Comments or hyperlinks totally unrelated to the content of the forum~~
- ~~▪ Hyperlinks to material that is not directly related to the discussion~~
- ~~▪ Commercial promotions or spam~~
- ~~▪ Any content that may contravene any statute or government regulation, or which might create civil liability by the user or the Library Board to any person.~~

~~All social media sites affiliated with the Library will be regularly screened by Library staff. All postings which contain any prohibited content will be immediately removed and the poster barred from posting any subsequent messages to Library social media sites. The Library also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Staff will not share personally identifiable information and/or patron information that is protected by library confidentiality.~~

~~Appropriate content for staff to post include but are not limited to:~~

- ~~▪ Notices of upcoming meetings and events~~
- ~~▪ Content of all press releases~~
- ~~▪ Policies and procedures~~
- ~~▪ Information about library services, trends or technology~~
- ~~▪ Communication between staff and the library community regarding Library work and/or projects~~
- ~~▪ Frequently asked questions~~
- ~~▪ Training and continuing education opportunities~~

~~Only authorized staff are permitted to establish social media channels on behalf of the Library or to speak on behalf of the Library in social media channels.~~

~~If staff participate in external social media channels such as Facebook, Twitter, LinkedIn, personal blogs, YouTube, etc., on their personal time and identify themselves as a Library employee:~~

- ~~—— When possible, they should use personal contact and email information, rather than their Newmarket Public Library contact information.~~
- ~~—— They should be clear that they are speaking for themselves. The following disclaimer can be used for that purpose:~~

[“This is my personal \[blog, space, comment\] and only contains my own views, thoughts and opinions. It is not endorsed by Newmarket Public Library nor does it constitute an official communication of Newmarket Public Library.”](#)

Related Policies

Public Relations Policy

Acceptable Use of Internet and Email by Staff

Workplace Harassment Policy

Workplace Violence Policy

NEWMARKET PUBLIC LIBRARY

2nd QTR Income Statement Comparison of 2014 Actual to 2014 Budget and 2013 Actual

EXPENDITURES	2014 YTD JUNE	2014 ANNUAL BUD	2013 2ND QTR	2nd QTR '14 Vs 2ND QTR 2013	% of Budget	2nd QTR 2014 Vs 2nd QTR 2013 Explanations for variances > \$1000
MATERIALS						
Books	\$85,984	\$161,400	\$83,908	(\$2,076)	53%	
Reference Materials	10,758	19,850	9,858	(900)	54%	
Magazines & Newspapers	10,436	13,195	10,551	115	79%	
Electronic Materials and Subscriptions	61,069	70,527	51,909	(9,160)	87%	
Talking Books	6,197	9,000	5,195	(1,002)	69%	
Compact Sound Discs	379	1,800	398	19	21%	
DVD/Console Games	7,351	17,700	6,275	(1,076)	42%	
Book Binding and Materials Processing	20,304	27,250	20,400	96	75%	
Sub-Total	\$202,478	\$320,722	\$188,494	(\$13,984)	63%	Timing of purchases and subscription payments
FACILITIES AND EQUIPMENT						
Caretakers' Contract	\$14,069	\$36,000	\$12,792	(\$1,277)	39%	Higher snow removal costs in 2014 as well as costs incurred for furniture seat cleaning
Caretakers' Supplies	1,506	4,000	1,101	(405)	38%	
Equipment-Repairs/Maintenance Contracts	43,112	71,968	37,248	(5,864)	60%	Timing and cost increases of software licenses & maintenance
Building-Repairs/Maintenance Contracts	17,251	32,580	10,085	(7,166)	53%	More bldg repairs, upgrades and water cleanup needed in 2014
Sub-Total	\$75,938	\$144,548	\$61,226	(\$14,712)	53%	
CAPITAL						
Minor Capital	\$1	\$4,400	\$2,025	\$2,024	0%	Timing of purchases
Capital Financing	0	0	0	-		
Asset Replacement Fund	111,775	223,550	111,775	(0)	50%	
Sub-Total	\$111,776	\$227,950	\$113,800	\$2,024	49%	
UTILITIES						
Hydro	\$30,672	\$59,000	\$26,839	(\$3,833)	52%	Higher usage in 2014
Heat	6,116	7,500	6,105	(11)	82%	
Water	1,613	3,500	1,944	331	46%	
Sub-Total	\$38,402	\$70,000	\$34,888	(\$3,514)	55%	
ADMINISTRATION - Salaries, Wages & Benefits						
Salaries and Wages	\$840,462	\$1,828,202	\$852,896	\$12,434	46%	Additional P/T pay in Q2 2013 and timing of accruals
Employee Benefits	217,026	406,971	206,281	(10,745)	53%	Higher wages & additional contributors to OMERS
Sub-Total	\$1,057,488	\$2,235,173	\$1,059,177	\$1,689	47%	
ADMINISTRATION - General						
Stationery and Office Supplies	\$647	\$2,600	\$644	(\$3)	25%	
Photocopier/Microfilm Lease & Supplies	1,114	4,500	1,112	(2)	25%	
Health and Safety	188	2,400	1,062	874	8%	
Program and Project Costs	12,390	34,700	15,524	3,134	36%	Timing of prgrms, offset below in revenue
Coffee Supplies	481	900	162	(319)	53%	
Circulation and Processing Supplies	8,299	14,800	8,371	72	56%	
Miscellaneous Expenditures	1,529	5,955	1,516	(13)	26%	
Insurance Premiums	0	0	0	-		
Telephone and Internet	4,223	8,270	4,376	153	51%	
Audit Legal and Finance	0	4,000	0	-	0%	

NEWMARKET PUBLIC LIBRARY

2nd QTR Income Statement Comparison of 2014 Actual to 2014 Budget and 2013 Actual

<u>EXPENDITURES</u>	2014 YTD JUNE	2014 ANNUAL BUD	2013 2ND QTR	2nd QTR '14 Vs 2ND QTR 2013	% of Budget	2nd QTR 2014 Vs 2nd QTR 2013 Explanations for variances > \$1000
<u>ADMINISTRATION - General Continued</u>						
Consulting Fees	0	14,400	504	504	0%	
Postage and Freight	2,752	6,225	2,785	33	44%	
Advertising	8,643	17,700	4,264	(4,379)	49%	Timing of advertising campaigns
Education and Training	10,795	11,400	747	(10,048)	95%	Timing of training
Travel Expense	2,544	6,100	4,235	1,691	42%	Locations of conferences
Memberships and Subscriptions	5,824	9,100	6,246	422	64%	
Conference/Seminar Fees & Expenses	10,967	12,000	10,269	(698)	91%	
Transfer to Reserves			-	-		
Transfer to LTD. Reserve	11,558	23,002	11,270	(288)	50%	
Sub-Total	\$81,953	\$178,052	\$73,087	(\$8,866)	46%	
TOTAL EXPENDITURES	\$1,568,034	\$3,176,445	\$1,530,672	(\$37,362)	49%	

2nd QTR Income Statement Comparison of 2014 Actual to 2014 Budget and 2013 Actual

<u>REVENUES</u>	2014 YTD JUNE	2014 ANNUAL BUD	2013 2ND QTR	2nd QTR '14 Vs 2ND QTR 2013	% of Budget	2nd QTR 2014 Vs 2nd QTR 2013 Explanations for variances > \$1000
Municipal Grant	\$1,424,407	\$2,848,814	\$1,399,859	\$24,548	50%	Higher grant in 2014
Provincial Grant	1,306	68,401	1,129	177	2%	
Other Grants	0	3,700	0	-	0%	
Program Fees	14,524	39,100	19,321	(4,797)	37%	Timing of prgms offered as well as higher fees for higher costing prgms offered in 2013
Photocopier/Microfilm Receipts	3,095	5,400	2,434	661	57%	
Room Rentals	15,992	27,000	15,051	941	59%	
Coffee Supplies Recovered	473	900	456	17	53%	
Fines	15,121	44,330	17,536	(2,415)	34%	Fines on the decline due to e-resources
Financing from D.C.	62,500	125,000	55,000	7,500	50%	Higher financing in 2014
Sundry Receipts	5,330	10,300	6,527	(1,197)	52%	More exam proctoring, book sales and equipment rentals in 2013
Non-Resident Fees	60	500	125	(65)	12%	
Donations Received	508	3,000	438	70	17%	
TOTAL REVENUES	\$1,543,316	\$3,176,445	\$1,517,876	\$25,440	49%	
SURPLUS/(DEFICIT) CURRENT	(\$24,718)	\$0	(\$12,796)	\$62,802		

**MEMORANDUM**

To: Newmarket Public Library Board
From: Todd Kyle
Date: September 17, 2014
Re: Second Quarter Financial Statement

Attached is the second quarter financial statement for the Library.

As you can see, the Library continues to be on target for the second quarter of 2014 in both expenditures and revenue, and there are no significant issues to report that might affect our ability to meet budget for 2014.

The following motion is recommended:

THAT the Library Board receive the second quarter financial statement as presented

NEWMARKET PUBLIC LIBRARY

2nd QTR Income Statement Comparison of 2014 Actual to 2014 Budget and 2013 Actual

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NEWMARKET PUBLIC LIBRARY

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NEWMARKET PUBLIC LIBRARY BOARD - ACTION TRACKING LIST

Item No.	Date	Action Item	Assigned to	Status / Date of Completion
1-11	Updated: Mar. 21-12	Continue to build collaborative strategic partnerships with York Region School Boards	Library Board	Ongoing
9-11	20-04-11	Library Policy Review Schedule	Library Board	Board to review Governance Policy and Constitution for better consistency Bring updated Policy Review schedule to September 17, 2014 Board meeting
12-11	02-08-11	Review Revenue Generation Targets and Strategies	Library Board	Business Case Study of Digitization Lab to be resourced by CEO Action Plan report for April 18, 2012 Board meeting Deferred until completion of Town of Newmarket Service Review Program
1-12	Updated: 16-01-13	Friends of the Library – <i>Deferred to next Library Board term</i>	Library Board	Board meeting agenda item for March 27, 2013 Deferred to next Library Board term (<i>motion 13.03-214</i>)
1-13	16-01-13	Expansion and Promotion of Library Art Collection	Library Board	Endeavour to expand and promote Art Collection

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Item No.	Date	Action Item	Assigned to	Status / Date of Completion
2-13	19-06-13	CEO Annual Performance Review	Library Board Chair and Vice Chair	Chair and Vice Chair appointed at June 19 th Board meeting to form Committee to conduct the CEO annual review Completed June 18, 2014
3-13	19-06-13	Leading Boards Electronic Repository Renewal	Library Board	Renewed for 2014/15. Continue to review annually.
4-13	<u>Updated</u> 19-02-14	Library Ambassador Campaign	Library Board	Campaign to promote Strategic Plan: CEO report to Board on October 23, 2013 Arrange discussion, presentation or outreach activity to promote Strategic Plan. Library Board to send suggestions of organizations to CEO Develop Library Board Advocacy Group Completed: Municipal Candidate Letter and sent out by Chair and CEO. Question to be prepared for Chair to pose to candidates for 2014 Municipal Election

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle

Date: September 17, 2014

Re: eContent Equitable Pricing Advocacy Campaign

The Ottawa Public Library Board has requested other public libraries in Ontario participate in their campaign to ask the federal and provincial governments to investigate the pricing of eContent for libraries, including books and magazines. Their request letter, as well as copies of letters sent to government ministers, is attached.

I am recommending that the motion put forward by the Ottawa Public Library Board be repeated by this Board.

The following motions are recommended:

WHEREAS the Newmarket Public Library is committed to providing equitable access to information and services regardless of format and customer demand for eBooks and eMagazines is increasing; and

WHEREAS Newmarket Public Library staff are working together with publishers to find mutually beneficial solutions so that public library customers have access to the wide range of eBooks and eMagazines they have available to them in a physical printed copy; and

WHEREAS the specialized market terms for libraries provided by some publishers for the purchase of eBooks and eMagazines restrict the Newmarket Public Library's ability to purchase these materials for public use, resulting in an inequity of access to electronic content, significant constraints on the Newmarket Public Library budget, and an undermining of the Newmarket Public Library's ability to fulfill its role;

THEREFORE BE IT RESOLVED that the Town of Newmarket Public Library Board:

- 1. request that the Department of Canadian Heritage and the Ontario Ministry of Tourism, Culture and Sport investigate publishers' restrictive practices in making eBooks and eMagazines available to public libraries, including the higher prices charged to public libraries; and**
- 2. request staff bring the issues faced by libraries in obtaining access to eBooks and eMagazines to the attention of the Competition Bureau of Canada.**

AND THAT the Ottawa Public Library Board be informed of this resolution and copied on letters sent to this effect.

August 5, 2014

Newmarket Public Library
438 Park Avenue
Newmarket, ON

Dear Joan Stonehocker, Chair Newmarket Public Library Board and Todd Kyle, CEO Newmarket Public Library:

I am writing you this letter on behalf of the board of the Ottawa Public Library to seek your assistance on a matter that impacts us all greatly.

All public libraries are feeling the impacts of the restrictive practices of publishers in making e-content available to public libraries. We are finding that these practices are having a detrimental impact on our collections budgets and will jeopardize our ability to provide equitable access to comprehensive and accessible collections going forward.

At the Ottawa Public Library demand for access to content in electronic formats continues to grow exponentially. OPL customers borrowed close to 600,000 eBooks in 2013, an increase of 560% from 2010. These formats not only provide choice to our customers to read in alternative formats, but also provide accessible formats for persons with disabilities who cannot utilize print based materials.

Restrictive practices employed by publishers vary but include unreasonably high eBook prices, caps on number of uses, time limits and the refusal of some publishers to make their e-content available are impacting our ability to fulfill our core mandate. The introduction of these models is negatively impacting our purchasing power; for example, in Ottawa a 78% increase in the eBook budget from 2012 to 2013 translated in only a 30% increase in the amount of titles for the same time period. Both Ottawa and Toronto Public Libraries are willing to pay appropriate institutional rates for e-content on reasonable terms, but the usage caps and inflated prices for libraries for some of these publishers is excessive. To illustrate this point, when consumers are charged \$9.99 for J.K. Rowling's *The Casual Vacancy* as an e-book, the Library has to pay \$115.11; customers purchasing Margaret Atwood's *MaddAddam* pay \$15.99 while the Library pays \$85.00.

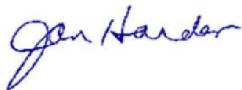
We recognize publishing in Canada and around the world is undergoing great change, and that the publishing industry plays an important role in the development and expression of the Canadian identity and literary culture. It must also be recognized and acknowledged that public libraries also play an important role and are integral to the ecosystem of reading and learning. Imposing unreasonably high prices, other special conditions or not making e-content available for lending at public libraries does not support nor contribute to a healthy publishing industry.

In 2014 the Ottawa Public Library board passed a motion requesting that Federal, Provincial governments and the Competition Bureau of Canada investigate these restrictive processes and evaluate whether a legislative or regulatory remedy could be brought into force to help mitigate this problem. Sample letters sent on behalf of OPL which were adapted from the Toronto Public Library campaign are attached to this letter.

The OPL Board is requesting your assistance. We are asking that you pass a similar motion at your local board and participate in the letter writing campaign to ensure that the Ministries and the Competition Bureau understand that this is an important issue impacting all libraries and not just the Ottawa Public Library. This will be an important step to start off a campaign which we hope will extend to a national strategy through the joint efforts of other libraries through the CLA.

We thank you in advance for your participation in this effort. If additional information is required or there are any follow up questions, please feel free to contact myself Jan Harder, Chair Ottawa Public Library Board at jan.harder@ottawa.ca or 613-580-2473 or the Chief Executive Officer, Danielle McDonald at danielle.mcdonald@bibliooottawalibrary.ca or 613-580-2424.

Sincerely,



Jan Harder
Chair Ottawa Public Library Board



Danielle McDonald
CEO Ottawa Public Library

Attach (3)

July 10, 2014

Mr. Michael Coteau
Minister of Tourism, Culture & Sport
Hearst Block
Bay Street
Toronto, Ontario
M7A 2E1

Dear Mr. Coteau,

I want to take the time to congratulate you on your new position of Minister of Tourism, Culture & Sport for the Government of Ontario and to take the time to provide you with information on a serious issue for Ontario's public libraries.

I am writing to you on behalf of the Ottawa Public Library (OPL) about some publishers' restrictive practices in making e-content available to public libraries. These practices are having a detrimental impact on our collections budgets and will jeopardize our ability to provide equitable access to comprehensive and accessible collections going forward.

The Ottawa Public Library, Canada's largest bilingual library, is committed to equitable and accessible public library service that provides universal access to a broad range of human knowledge, information and ideas in all its forms, including electronic formats. Demand for access to content in electronic formats continues to grow. OPL customers borrowed close to 600,000 eBooks in 2013, an increase of 560% from 2010. These formats provide choice to our customers to read in alternative formats, but also provide accessible formats for persons with disabilities who cannot utilize print based materials.

Restrictive practices employed by publishers vary but include unreasonably high eBook prices, caps on number of uses, time limits and the refusal of some publishers to make their e-content available. The introduction of these models is negatively impacting our purchasing power; for example, a 78% increase in the eBook budget from 2012 to 2013 translated in only a 30% increase in the amount of titles for the same time period. The Ottawa Public Library is willing to pay appropriate institutional rates for e-content on reasonable terms, but the usage caps and inflated prices for libraries for some of these publishers is excessive. To illustrate this point, when consumers are charged \$9.99 for J.K. Rowling's *The Casual Vacancy* as an e-book, the Library has to pay \$115.11; customers purchasing Margaret Atwood's *MaddAddam* pay \$15.99 while the Library pays \$85.00.

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Imposing unreasonably high prices, other special conditions or not making e-content available for lending at public libraries does not support nor contribute to a healthy publishing industry.

The Ottawa Public Library Board has endorsed the important role of public libraries in making content available to all Canadians and encourages publishers to make eBooks and eMagazines available to public libraries on fair and reasonable terms. At its May 12, 2014 Library Board meeting, the Ottawa Public Library Board passed the following motion:

WHEREAS the Ottawa Public Library is committed to providing equitable access to information and services regardless of format and customer demand for eBooks and eMagazines is increasing; and

WHEREAS Ottawa Public Library staff are working together with publishers to find mutually beneficial solutions so that public library customers have access to the wide range of eBooks and eMagazines they have available to them in a physical printed copy; and

WHEREAS the specialized market terms for libraries provided by some publishers for the purchase of eBooks and eMagazines restrict the Ottawa Public Library's ability to purchase these materials for public use, resulting in an inequity of access to electronic content, significant constraints on the Ottawa Public Library budget, and an undermining of the Ottawa Public Library's ability to fulfill its role;

THEREFORE BE IT RESOLVED that the Ottawa Public Library Board:

- 1. request that the Department of Canadian Heritage and the Ontario Ministry of Tourism, Culture and Sport investigate publishers' restrictive practices in making eBooks and eMagazines available to public libraries, including the higher prices charged to public libraries; and*
- 2. request staff bring the issues faced by libraries in obtaining access to eBooks and eMagazines to the attention of the Competition Bureau of Canada.*

We are asking for your assistance in helping us to investigate what legislative remedies exist to assist with this problem. We have provided background material in the form of a chart on this important issue, and have attached it to this letter. If additional information is required or there are any follow up questions, please feel free to contact the Chief Executive Officer, Danielle McDonald at danielle.mcdonald@bibliooottawalibrary.ca or 613-580-2424 X32189.

Sincerely,



Danielle McDonald
CEO Ottawa Public Library

cc. Jan Harder, Chair, Ottawa Public Library Board

Attach: Overview of Canadian Public Library Access to E-Content

Attachment

Overview of Canadian Public Library Access to E-Content

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Publisher	Terms	Prices	Notes
Société de gestion de l'Association nationale des éditeurs de livres (SOGANEL)	Has recently made available its content to libraries outside of Québec.	Same as price charged to individual consumers	

June 2014

July 10, 2014

Ms. Shelley Glover
Canadian Minister of Heritage
Room 532-N Centre Block House of Commons
Ottawa, Ontario,
K1A 0A6

Dear Ms. Glover,

I am writing to you on behalf of the Ottawa Public Library (OPL) about some publishers' restrictive practices in making e-content available to public libraries. These practices are having a detrimental impact on our collections budgets and will jeopardize our ability to provide equitable access to comprehensive and accessible collections going forward.

The Ottawa Public Library, Canada's largest bilingual library, is committed to equitable and accessible public library service that provides universal access to a broad range of human knowledge, information and ideas in all its forms, including electronic formats. Demand for access to content in electronic formats continues to grow. OPL customers borrowed close to 600,000 eBooks in 2013, an increase of 560% from 2010. These formats provide choice to our customers to read in alternative formats, but also provide accessible formats for persons with disabilities who cannot utilize print based materials.

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June 2014

July 10, 2014

Mr. John Pecman
Commissioner of Competition
Industry Canada
Competition Bureau Canada
50 Victoria Street
Gatineau, Quebec K1A 0C9

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We have been following with interest the Competition Bureau's recent announcement that eBook prices for consumers are part of an ongoing investigation, and that a Consent Agreement has been entered into with some publishers, and believe that the scope needs to be broadened to include the prices provided to Canadian public libraries.

OPL recognizes publishing in Canada and around the world is undergoing great change, and that the publishing industry plays an important role in the development and expression of the

Canadian identity and literary culture. It must also be recognized and acknowledged that public libraries also play an important role and are integral to the ecosystem of reading and learning. Imposing unreasonably high prices, other special conditions or not making e-content available for lending at public libraries does not support nor contribute to a healthy publishing industry.

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We have provided background material in the form of a chart on this important issue, and have attached it to this letter. If additional information is required or there are any follow up questions, please feel free to contact the Chief Executive Officer, Danielle McDonald at danielle.mcdonald@bibliottawalibrary.ca or 613-580-2424 X32189.

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