



Newmarket Public Library Board Agenda

Date: Wednesday, March 20, 2019
Time: 5:30 PM
Location: Newmarket Public Library Boardroom
Newmarket Public Library
438 Park Avenue
Newmarket ON L3Y 1W1

Pages

1. Welcome	
2. Appointment of Library Board Officers	
3. Adoption of Agenda Items	
3.1 Adoption of the Regular Agenda	
3.2 Adoption of the Closed Session Agenda	
3.3 Adoption of the Consent Agenda Items	
4. Declarations	
5. Consent Agenda Items	
5.1 Adoption of the Regular Board Meeting Minutes for Wednesday, January 16, 2019	1
5.2 Strategic Operations Report for January and February, 2019	4
5.3 Monthly Bank Transfer	6
5.4 Southern Ontario Library Service Correspondence	7
6. Reports	
6.1 Operational Efficiencies Implementation Update	9
6.2 Library - IT Shared Services	11

7. Closed Session

That the Library Board move into a closed session to consider:

- 7.1 For the purposes of discussing personal matters about an identifiable individual
- 7.2 For the purposes of discussing matters pertaining to Labour relations

8. Business Arising

- 8.1 Leadership by Design Board Orientation Exercise Part !
- 8.2 Library Board Action List

9. New Business

- 9.1 2019 Newmarket Chamber of Commerce Home and Lifestyle Show

10. Dates of Future Meetings

The next Library Board Regular meeting is Wednesday, April 17, 2019 at 5:30 pm in the Library Board room.

11. Adjournment



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Newmarket Public Library Board

Regular Board Meeting Minutes

Wednesday, January 16, 2019
Newmarket Public Library Board Room

Present: Joan Stonehocker, Chair
Tara Brown, Vice Chair
Kelly Broome
Darcy McNeill
Venkatesh Rajaraman
Jane Twinney
Tom Vegh

Regrets: Tara Brown
Tom Vegh

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

The Chair called the meeting to order at 5:40 pm

Adoption of Agenda Items

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

The Chair asked if there were any additions to the agenda. One Item was added under New Business.

Motion 19.01.327

Moved by Kelly Broome

Seconded by Venkatesh Rajaraman

That Agenda items 1) to 3) be adopted as amended.

Carried

Declarations

None were declared.

Consent Agenda Items:

4. Adoption of the Regular Board Meeting Minutes for Wednesday, December 19, 2018
5. Strategic Operations Report for November, 2018
6. Fourth Quarter Statistical Report
7. Monthly Bank Transfer

Motion 19.01.328

Moved by Darcy McNeill

Seconded by Jane Twinney

That Consent Agenda items 4) to 7) be received and approved as presented.

Carried

Note: The Fourth Quarter Statistical Report was deferred to the next Library Board meeting.

Reports

There were no reports

Business Arising

8. Library Board Action List

The Library Board reviewed the Action list.

Motion 19.01.329

Moved by Jane Twinney

Seconded by Venkatesh Rajaraman

That the Library Board receive the Action List as presented.

Carried

New Business

9. Security Concerns

The Library Board discussed the news article on the Newmarket Today website and the safety and security concerns of the Library.

Dates of Future Meetings

The next Regular Library Board meeting is scheduled for Wednesday, February 20, 2019 at 5:30 pm in the Library Board room.

Adjournment**Motion 19.01.330**

Moved by Kelly Broome

Seconded by Venkatesh Rajaram

That there being no further business the meeting adjourn at 6:04 pm.

Carried

Joan Stonehocker, Chair

Todd Kyle, Secretary/Treasurer



Strategic Operations Report: January/February, 2019

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> IdeaMarket on employment after incarceration attracted 19 attendees Black History Month author program and display in partnership with NACCA very successful 	<ul style="list-style-type: none"> Southlake Cinemania January screening had 264 attendees; February had 182 Staff did presentation about job-related library resources at Job Skills Programs on Indigenous themes planned for March with Nin Os Kom Tim native culture centre. 	<ul style="list-style-type: none"> CEO participated in discussions to prepare for Council Strategic Priorities workshop Registration for free tax prep clinics for low-income residents is full
Spaces	<ul style="list-style-type: none"> Staff met with Town to coordinate messaging on facilities used as warming/cooling centres Staff working on plan to schedule local organizations at community kiosk in library 	<ul style="list-style-type: none"> Total number of people using the Maker Hub for the month: 78 Patron created video about 3D printing in the Maker Hub and shared it with staff 	<ul style="list-style-type: none"> Replacement lounge furniture fully installed; old lounge chairs sold via surplus auction Carpet replacement planned for June; preparations underway Library closed 12:30pm Feb. 12 due to inclement weather
Positioning	<ul style="list-style-type: none"> Library purchased ad in forthcoming picture map of Newmarket Library participating in Home & Lifestyle Show Mar. 29-31 Pop-up library held at Ward 7 Gathering Staff article on March Break at the library ran on yorkregion.com, 	<ul style="list-style-type: none"> Children's reference questions up by 11% in January 2019 over 2018 Article on Black History Month event in library published in local media Brochure on library online databases revised "Boosted" Facebook posts on targeted programs showing results, rapidly reaching full registration 	<ul style="list-style-type: none"> Library participated in national social media campaign on fair eContent pricing for public libraries Review of Suggestion for Purchase service shows that over 6 months DVDs purchased circulated an average of 16 times and books 5-6 times Staff promoted Kanopy service at Town staff

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
	NewmarketToday.ca and in The Era newspaper		“Coffee With the CAO” event
Resources	<ul style="list-style-type: none"> Staffed held several one-on-one sessions on the Ancestry database 	<ul style="list-style-type: none"> Library piloting use of KitKeeper software to manage book club kit reservations March Break programs for children finalized and promoted with unique webpage Children’s reference questions up by 31% over same period last year 	<ul style="list-style-type: none"> Kanopy streaming video service launched; 2301 visits and 282 plays in the first month New staff computers being deployed with help from IT intern 2019 budget approved at Committee of the Whole Library now on the Envi broadband network through the Town; speed cap raised to 150Mbps
Organization & Operations	<ul style="list-style-type: none"> Realignment of York Info and library outreach roles due to vacancy resulted in full-time Community Information Coordinator position and expanded hours for Marketing Coordinator 	<ul style="list-style-type: none"> Library Technician student from Seneca College doing placement in February/March 	<ul style="list-style-type: none"> Several staff attended Ontario Library Association conference in Toronto CEO elected as Vice-Chair of Canadian Federation of Library Associations (CFLA-FCAB) New Sunday Supervisor hired



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Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: March 20, 2019

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

Recommendation:

The C.E.O. 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 C.E.O. to authorize the Town of Newmarket Treasurer to transfer the net closing balance at February 28, 2018 of \$24,583.83 from the Newmarket Public Library bank account to the Town of Newmarket bank account.


SOLS | SBOS

Southern Ontario Library Service
Service des bibliothèques de l'Ontario-Sud

Stronger Libraries. Stronger Communities.
Enrichir nos bibliothèques, c'est enrichir nos communautés.

**RECEIVED
ADMINISTRATION**

FEB 21 2019

**NEWMARKET
PUBLIC LIBRARY**

February 19, 2019

Newmarket Public Library Board
c/o Todd Kyle, CEO
438 Park Avenue Newmarket, ON L3Y 1W1

Dear Members of the Newmarket Public Library Board,

Whether this is your first time appointed to your local public library board, or your third appointment, on behalf of Ontario's public libraries, we thank you for giving your time and energy to your community. We wish you every success as a member of your local public library board.

I am writing you on behalf of Southern Ontario Library Service (SOLS). Some of you may be quite familiar with SOLS and the services that we offer public libraries on behalf of the Ministry of Tourism, Culture, and Sport. Some of you may be hearing about us for the first time! This letter is an opportunity to share with you an overview of what we do, how we can assist you in your board responsibilities, and highlight for you some of the ways SOLS contributes to strengthening the public library sector in Ontario.

The core mandate of Southern Ontario Library Service is to deliver programs and services to public libraries by:

- Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library service to the public; and
- Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development.

In fulfilling this mandate, SOLS provides a variety of services, including: a range of training offerings for library staff and board members, both face-to-face and online; consulting assistance from professional staff; dynamic, relevant professional resources on a variety of topics of interest to library leaders and decision makers; opportunities for networking; and the facilitation of cost savings through collective purchasing and licensing. In addition, SOLS operates the province-wide interlibrary loan service, providing the technology and the vehicles to move library materials around the province.

You need to know that, at the beginning of a new term for library boards, and throughout your four-year term, SOLS is committed to providing the resources, tools and training you need to do your job as active and informed members of the library board.

...2

Of particular relevance to you is the recently launched Governance HUB, a joint initiative by SOLS, Ontario Library Service—North, the Federation of Ontario Public Libraries, the Ontario Library Boards Association, and the Ontario Library Association. You will find the HUB at www.librarygovernance.ca – there you will find everything you need to know about public library governance in Ontario. While on the site, please sign up for the Governance HUB newsletter to stay informed on news and updates from Ontario’s public library organizations.

I would further like to invite you, as a library board, and your CEO to attend one of the upcoming regional workshops on *Governance Best Practices*. To be held in April and May at 14 locations across Southern Ontario, these 3-hour sessions are an excellent opportunity for new and returning board members and CEOs to learn about boardroom practices that support informed decision-making and strategic oversight. The sessions will be interactive, with lots of time for networking, as well as time to have valuable discussion with each other, weighing and sifting new approaches to doing things, and looking for ways to improve board functioning and decision-making. Registration is now open at www.librarygovernance.ca, where you will also find a list of the locations and dates.

SOLS facilitates Trustee Council meetings in eight different locations twice a year as an opportunity for board members to get together and learn about libraries and governance with and from neighbouring board members. Any board member who wishes to attend the meetings is welcome, but it is important for each library board to appoint one Trustee Council representative who will have a vote when it comes time to appoint someone from each Trustee Council to the SOLS Board. We ask that you take a few minutes at your next board meeting to appoint a Trustee Council representative and forward that person’s name and contact info to trustees@sols.org.

In summary, I would ask that you, individually or collectively, visit and explore the Governance Hub at www.librarygovernance.ca, sign up for the Governance HUB newsletter, register for one of the upcoming workshops, and appoint a Trustee Council representative to attend future Trustee Council meetings on behalf of your board. Because of the governance workshops taking place this spring, the next Trustee Council meetings will take place in fall 2019.

I assure you that the asks identified in the paragraph above will help you and your board be more knowledgeable, better informed, better connected, and ultimately, more effective. This, in turn, makes your library more successful!

In closing, I encourage you to stay connected through the Governance HUB and Trustee Council meetings. If you have any questions about SOLS, or anything I’ve mentioned, please do not hesitate to get in touch.

Sincerely,



CEO

Southern Ontario Library Service



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Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: February 20, 2019

RE: **Library operational efficiencies review: overview and implementation update**

Background:

In 2017 the Library, in partnership with the Town of Newmarket Community Services Commission, commissioned a study to review areas of Library support operations with a view to exploring further integration with parallel Town operations. The goal was to position the Library for maximum effectiveness in any possible future expansion of facilities.

The firm Pesce and Associates delivered their report in December 2017, recommending a number of operational and organizational changes. In early 2018, the Board approved implementation of the recommendations with a number of conditions. Chief among these was the need to have Service Level Agreements in place prior to approval of the implementation of some of the recommendations in the areas of Marketing/Communications and Information Technology.

The purpose of the slide deck that accompanies this presentation is to give the new Board an overview of the recommendations and progress towards implementation. A closed section of the presentation, which contains information about identifiable individuals, will do the same for progress towards the target organizational structure.

Conclusion:

At this point in the implementation process, staff have begun the drafting of Service Level Agreements in the areas of Marketing/Communications and Information Technology. A more detailed report on integration in the area of Information Technology was completed in 2018 as part of a separate review of the Town's IT department, offering greater detail on how integration of Library and Town IT services would work. A report summarizing these recommendations has been prepared with the Town's Director of Information Technology and will be discussed as a separate agenda item. The Board is invited to give its input into both agreements, with a view to presenting a draft at the May 15 Board meeting.

The following motion is recommended:

That the Library Board receive the report and accompanying presentation on the Library operational efficiencies review.



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Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O., Newmarket Public Library
Mary-Anne Wigmore, Director, Information Technology, Town of Newmarket

Date: March 20, 2019

RE: **Library-Information Technology Shared Services Review**

Background:

The purpose of this report is to inform the Library Board of the Information Technology Department and Newmarket Library shared services review undertaken in 2018. A similar report will be presented to Council as an Information Report after the Board has had a chance to give its input.

In 2017 The Newmarket Public Library procured the services of Pesce & Associates to undertake an organizational effectiveness and efficiency review. The goal of this engagement was to conduct an organizational review of specific operational functions to determine the most efficient and cost effective means of delivering services while achieving positive results. Outcomes of the project included recommendations to assist Town departments and Library in becoming operationally effective and efficient, customer-focused with organizational capacity aligned to strategic priorities. Information Technology was one of the specific operation functions examined where opportunities exist to leverage the strengths of each service area to provide enhanced IT Service Delivery.

In August 2018, the Town engaged an external consultant, Perry Group Consulting Ltd., who recently completed an organizational structure and effectiveness review of the IT Department, to further expand and explore the Pesce & Associates recommendations as they relate to information technology.

Discussion:

The project consisted of reviewing Library IT policies standards, technology inventory, documentation, roles/responsibilities, as well as conducting stakeholder interviews and workshops, and a comprehensive technology assessment. The goal of this review is to identify

opportunities for an integrated Library and Town, to realize a more efficient and cost effective means of delivering services while leveraging each entity's strength's and technologies.

The Perry Group is in agreement with the Pesce & Associates report and recommends that the Town and Library pursue the following strategic directions:

Shared Technologies

- A gradual and timely integration of shared technologies where appropriate
- Common infrastructure standards and technologies

Shared technology infrastructure

- Town and Library IT Staff Integrate
- To achieve maximum results, staff must be fully integrated. It is recommended that this occur over two phases

Consistent service delivery

- Service will be provided by the full IT team, from infrastructure through to business systems

Effective governance

- Governance should be in place to ensure that service provided by the fully-integrated team fully meet the need of the Library, while balancing Town integration benefits

The technology assessment uncovered a number of opportunities for sharing technologies including, routing Library network traffic through Town's infrastructure, sharing physical/virtual servers and data storage equipment where appropriate, Town to host Library email, etc. These opportunities will provide a more streamlined approach to IT service delivery while enabling the ability to fully integrate staff. A training plan can be developed to ensure staff in both areas have the skills to support the shared environments. Library staff will be able to take part in IT team meetings/events and vice versa. Perry Group and Pesce & Associates recommended that the Library IT Manager report to the Director, IT to better align the resources in support of the integration.

Other areas for sharing and integration include formal security program, risk assessments, technology governance, cyber insurance, project management and service desk to name a few. Refer to Attachment A for a full list of recommendations and additional information.

The timelines and transition will take place over 2 phases, Short Term (2019) and Long Term (2020+). In the shorter term resources can begin to transition into the new model, security, risk and data assessments can begin, Library can start using Town IT Service Desk tracking software AccessIT and other processes that will offer a quick wins will also be included in this phase. The longer term goals will include the integration of technology and infrastructure (including email), Library to begin using Town IT PMO and methodologies, formalized governance, etc.

Conclusion

The following motions are recommended:

THAT the Library Board receive the report on Library-IT Shared Services Review;

AND THAT the Library Board direct the creation of a Service Level Agreement between the Library and Information Technology based on this report and any other input the Board may have;

AND THAT the Library Board request a joint Information Report be sent to Council to report on the review and any subsequent Board decisions.

Attachments

Attachment A: IT Shared Services Recommendations and Additional Information

Attachment A: IT Shared Services Recommendations

	Recommendation
Technology	Library staff begin using Town Service Desk to report and track Library service requests
Technology	Library use Town Project Management and technology resources to manage and deliver projects recommended below as well as any other projects
Technology	Perform a study / research what technologies receive preferential pricing for the Library. Understand ability to maintain and effectively manage preferential pricing in an integrated environment. Town/Library to determine cost-effectiveness of maintaining preferential pricing.
Technology	Adopt an approach that 'includes by default' the library on corporate wide Town projects. Leave option open for Library to opt out.
Technology	A third-party security assessment is planned for the Town. The assessment should be expanded in scope to include both organizations.
Technology	Commission a third-party to perform a risk assessment to determine the impact of a breach of Library sensitive data
Technology	Move library email to Town MS Exchange. Licensing lifecycles must be considered. Note that when the Town is ready to move to Office 365, there will be a single migration for all accounts.
Technology	Route Library traffic through Town firewalls
Technology	Develop a plan and execute project to point the Library Wi-Fi Access points to the Town's Aruba controller
Technology	Conduct a project to develop a plan and execute the migration of Library virtual servers from Hyper-V to VMWare and decommission the Library SAN. Lifecycles and lease costs should be considered.
Technology	Perform a data assessment to determine the classification of each type of data (Town and library project)
Technology	Consider cyber-insurance and if possible, obtain a single policy for both organizations. Determine the value and need for such insurance
Technology	Investigate if Veeam can provide all backup services for the Library and prepare a workplan to consolidate backup services. Lifecycles and lease costs should be fully evaluated.

Technology	Develop a roadmap to consolidate switches as they reach end of lifecycle
Resources	Library Manager and Staff to physically remain located at Library location in the immediate term, while becoming a part of the IT Team.
Resources	Develop an integration and training plan for Library and Town staff – with a focus on knowledge sharing between teams, increasing both teams understanding of each environment
Resources	Library IT Staff should become active members of the Town's IT team. Thus, Library IT staff should participate in all IT team meetings, IT team events, and be added to IT mailing lists, etc. where appropriate and agreed upon.
Resources	Library IT Manager to attend standing IT Management meetings and hold one on one meetings weekly with the IT Director.
Resources	Determine the support requirements at the Library and how Town IT staff can help
Governance	Develop a formalized Service Level Agreement or Memorandum of Understanding between the Library and Town IT service to define and document services, service expectations and targets. Evolve the SLA as the IT delivery model adjusts over time
Governance	Implement a monthly Service Review meeting – IT Director, Library CEO, Library IT Manager, (Town IT Team Managers when required). The service review process should review the previous months service requests, change requests, projects and future opportunities + should monitor performance against SLA / MOU.
Governance	Formalize corporate technology governance model, and integrate library processes into corporate governance where appropriate. Develop required including policies, that are unique to Library.
Governance	Adopt the Town process for technology projects review and prioritization to ensure that resource availability is fully considered. Determine approach to handle alternative Library funding arrangements.

Governance	Formally review SLA, performance against SLA and performance of the 'new' model on a regular basis. Review to include Commissioners of Community Service, Corporate Services, Library CEO and IT Director.
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Additional Information	The Library has confirmed that sensitive data (PII) resides on production storage and associated backups. This data must be analyzed and properly classified and protected. The Library should be included in Town's Data Strategy
Additional Information	There are no formal help desk procedures in place to track issues and capture resolutions for historical reference and trend analysis purposes. It's recommended that the Library leverage the Town's Service Desk solution (ManageEngine).
Additional Information	In considering the potential impact pertaining to a security breach of sensitive data residing within the Library infrastructure, it is recommended that <u>both</u> the Town and Library obtain the services of a third-party for the purposes of an IT Threat/Risk/Vulnerability assessment.
Additional Information	The Town had a security assessment in 2015 but this has not resulted in a formal program that includes regular assessments. The Library has never had a security assessment and currently has no policies in place to address items such as password management or acceptable use of library computers. Our recommendations include a security assessment for <u>both</u> the Town and Library.
Additional Information	The Library does <u>not</u> currently have cyber-insurance. In considering the movement of sensitive (PII) data in the library infrastructure (in-motion and at-rest), cyber-insurance coverage is recommended.
Additional Information	Physical Server - i-Tiva Application. The dialogic card (connecting to phone system) requires a physical machine (unless the system is SMS only) as there's no hardware abstraction layer in a VM to support the dialogic card. With the Direct I/O pass-through and although the card appeared OK in Windows device manager, it would not detect in the Dialogic Configuration Manager. This application must therefore continue to reside on a physical server and should stay at the Library.