



# Newmarket Public Library Board Agenda

Date: Wednesday, November 20, 2019  
Time: 5:45 PM  
Location: Newmarket Public Library Boardroom  
Newmarket Public Library  
438 Park Avenue  
Newmarket ON L3Y 1W1

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### 1. Adoption of Agenda Items

- 1.1 Adoption of the Regular Agenda
- 1.2 Adoption of the Closed Session Agenda
- 1.3 Adoption of the Consent Agenda Items

### 2. Declarations

### 3. Consent Agenda Items

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8.	<b>Dates of Future Meetings</b>	
8.1	The next Regular Board meeting is scheduled for Wednesday, December 18, 2019 at 5:45 pm in the Library Board room	
9.	<b>Adjournment</b>	



# Newmarket Public Library Board

## Minutes

Date: Wednesday, October 16, 2019  
 Time: 5:30 PM  
 Location: Newmarket Public Library Boardroom  
               Newmarket Public Library  
               438 Park Avenue  
               Newmarket ON L3Y 1W1

Members Present: Darcy McNeill, Chair  
                          Jane Twinney, Vice Chair  
                          Kelly Broome  
                          Darryl Gray  
                          Leslee Mason  
                          Victor Woodhouse

Regrets: Jane Twinney, Vice Chair  
               Art Weis

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

The meeting was called to order at 5:47 pm. In the absence of the Chair and Vice Chair, Board member Victor Woodhouse was elected to conduct the meeting.

### 1. **Adoption of Agenda Items**

- 1.1 Adoption of the Regular Agenda
- 1.2 Adoption of the Closed Session Agenda
- 1.3 Adoption of the Consent Agenda Items

#### **Motion 19-10-61**

**Moved by** Darryl Gray

**Seconded by** Kelly Broome

**That** agenda items 1.1 to 1.3 be adopted as presented.

**Carried**

**2. Declarations**

None were declared.

**3. Deputation**

- 3.1 Request for Library to create a Human Rights and Anti Harassment/Discrimination Policy

**Motion 19-10-62**

**Moved by** Kelly Broome

**Seconded by** Leslee Mason

That the deputation provided by Kayla Scott regarding the Library to create a Human rights and Anti Harassment/Discrimination Policy be received.

**Carried**

**Motion 19-10-63**

**Moved by** Darryl Gray

**Seconded by** Kelly Broome

That the C.E.O. report back to the Library Board at the next Board meeting with a response to the Board recommendations presented in the Deputation.

**Carried**

**4. Consent Agenda Items**

The Board Chair resumed chairing the meeting at 6:03 pm

- 4.1 Adoption of the Regular Board meeting minutes for Wednesday, September 18, 2019
- 4.2 Adoption of the Closed Session Minutes for Wednesday, September 18, 2019
- 4.3 Strategic Operations Report for September
- 4.4 Third Quarter Financial Statement
- 4.5 Monthly Bank Transfer

**Motion 19-10-64****Moved by** Victor Woodhouse**Seconded by** Darryl Gray

That Consent Agenda items 4.1 to 4.5 be approved and adopted as presented.

**Carried****5. Reports**

There were no reports.

**6. Business Arising****6.1 Library Board Action List**

The C.E.O. will provide an update on item 2-15 Library facility and service delivery options at the next meeting.

**Motion 19-10-65****Moved by** Victor Woodhouse**Seconded by** Leslee Mason

That the Library Board receive the Action List as presented

**Carried****7. New Business****7.1 Reducing Barriers to Borrowing**

A report outlining options in reducing barriers to borrowing was presented to the Library Board.

**Motion 19-10-66****Moved by** Darryl Gray**Seconded by** Victor Woodhouse

That the Library Board approve the changes to the Borrowing Policy and associated practices as follows:

- a. Forgiving of unpaid debts after a two-year collection period, except for those over \$100, which would be forgiven after a five year period
- b. Arranging occasional amnesty periods in conjunction with a community benefit;

- c. Increasing renewal limits from three to five;
- d. Changing the card renewal threshold from one year to two;
- e. Eliminating fines for children's materials taken out on a child's card, and waiving historical fines meeting these conditions upon user request.

And That the Library Board include a long-term strategy related to fines for further discussion at future strategic planning.

**Carried**

## 7.2 eContent for Libraries Campaign and Resolution Request

A report regarding supporting the eContent for Libraries campaign and resolution request was presented to the Library Board.

### **Motion 19-10-67**

**Moved by** Victor Woodhouse

**Seconded by** Leslee Mason

THAT the Library Board seek Newmarket Council's endorsement of a draft resolution outlined in Attachment 1, requesting the Town of Newmarket to:

- a. indicate their support for CULC's/CBUC's efforts to increase access to ebooks and other econtent for library users in Newmarket and across Canada
- b. call on the federal government to investigate the barriers faced by libraries in acquiring ebooks and other econtent and the problems that poses for vulnerable demographic groups in Canada; and
- c. ask the federal government to develop a solution that increases access to ebooks and other econtent across Canada and assists libraries in meeting the cost requirements to acquire ebooks and other econtent.

**Carried**

## Appendix 1: Draft Resolution for Newmarket Council

WHEREAS, the Town of Newmarket recognizes the important role that libraries play in our community. Libraries and the early literacy programs that they run are integral to developing proficient readers and ensuring that children succeed in school. More and more, digital literacy programs run by libraries also help ensure that citizens can contribute to our digital world. Additionally, vulnerable demographic groups, including seniors, low income families, youth, and new Canadians rely on access to libraries as an important tool for their participation in the community – from

education to searching for jobs to consuming Canadian cultural materials, and

WHEREAS, libraries in our community recognize that our users increasingly seek to access ebooks and other e-content offered by multinational publishers, and that access to those publications is too often curtailed by prohibitively high licensing fees or else entirely denied to Canadian libraries, and

WHEREAS, libraries must be in a position to offer e-books and other e-content to their users as part of their service offering to our community, particularly given the contemporary rapid pace of digitization of educational and cultural materials.

Now, therefore be it resolved that the Town of Newmarket does hereby:

1. Indicate our support for the Canadian Urban Libraries Council in its efforts to increase access to ebooks and other econtent for library users in Newmarket and across Canada;
2. Call on the federal government to investigate the barriers faced by libraries in acquiring ebooks and other econtent and the problems that poses for vulnerable demographic groups in Canada; and
3. Further ask the federal government to develop a solution that increases access to ebooks and other econtent across Canada and assists libraries in meeting the cost requirements to acquire e-books and other e-content.

**8. Closed Session (If Required)**

**9. Dates of Future Meetings**

The Library Board agreed to move the meeting start time to 5:45 pm.

The next regularly scheduled Newmarket Public Library Board meeting will be held on Wednesday, November 20, 2018 at 5:45 pm in the Board room

**10. Adjournment**

**Motion 19-10-68**

**Moved by** Victor Woodhouse

**Seconded by** Leslee Mason

That there being no further business the meeting adjourn at 6:50 pm

**Carried**

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Darcy McNeill, Chair

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Todd Kyle, Secretary/Treasurer



## Strategic Operations Report: October, 2019

	<b>Igniting Community Dialogue, Discovery and Debate</b>	<b>Leading a Learning Community</b>	<b>Readying our Capabilities</b>
<b>Collaborative Relationships</b>	<ul style="list-style-type: none"> <li>First two <i>Cultural Connections Indigenous</i> film/discussion programs successfully held</li> <li>Library sponsoring Newmarket Historical Society Archival Project to help digitize local history documents for library users</li> </ul>	<ul style="list-style-type: none"> <li>319 people attended Oct. 21 Cinemania screening of <i>The Public</i></li> <li>Working with local high school student on co-hosting a Hack Day coding event</li> <li>Blogging with Wordpress program offered with the Codemobile</li> <li>Programs with Alzheimer Society, Writers' Community of York Region, and Happy Little Artworks successful</li> </ul>	<ul style="list-style-type: none"> <li>Demo of the library's Ask NPL text system given to town customer service staff</li> <li>Staff cataloguing items for the Lendery (including saws &amp; kitchenware!)</li> <li>Lendery waiver form integrated into borrowing system</li> </ul>
<b>Spaces</b>	<ul style="list-style-type: none"> <li>York Support Services Network began offering biweekly on-site crisis counselling in library space; participation has been considerable</li> </ul>	<ul style="list-style-type: none"> <li>High school newcomer students made follow-up visit to library and were issued library cards</li> <li>Library hosted part of the Newmarket Group of Artist Art Walk</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Positioning</b>	<ul style="list-style-type: none"> <li>Pop-up library done at hospital, Magna Centre, art show, town Halloween event</li> </ul>	<ul style="list-style-type: none"> <li>Daily Facebook posts on library services produced during Ontario Public Library Week</li> <li>Library sponsoring Writers Community of York Region on their Bookshelf event in 2020</li> </ul>	<ul style="list-style-type: none"> <li>CanadaHelps donation form now embedded on library website instead of external link</li> <li>Series of online ads promoting library e-services produced to run on yorkregion.com and affiliated sites through to end of year</li> </ul>

	<b>Igniting Community Dialogue, Discovery and Debate</b>	<b>Leading a Learning Community</b>	<b>Readying our Capabilities</b>
<b>Resources</b>	<ul style="list-style-type: none"> <li>New book club kits in high demand; currently 75 reservations through to summer 2020</li> </ul>	<ul style="list-style-type: none"> <li>Hoopla and Kanopy use continues to grow; Hoopla almost 15,000 borrows since 2017 launch</li> <li>World Mystery online book club is successful</li> </ul>	<ul style="list-style-type: none"> <li>Staff working to improve monitoring of holds lists for eBooks so as to order more copies to shorten wait times</li> <li>One self-service return failed; repaired by vendor</li> </ul>
<b>Organization &amp; Operations</b>	<ul style="list-style-type: none"> <li>Staff attended CAMH Customer Service De-escalation training</li> </ul>	<ul style="list-style-type: none"> <li>Mohawk College LIT student completed placement</li> </ul>	<ul style="list-style-type: none"> <li>CEO attended Nova Scotia library conference</li> </ul>

## Newmarket Public Library Statistical Data - 2019

### Library Card Holders

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
NPL Card Holders	23,537	23,338	23,508	23,403	23,494	23,590	23,757	23,562	23,441			
Residents	20,795	20,583	20,709	20,584	20,631	20,659	20,769	20,541	20,391			
Non-Residents	2,742	2,755	2,799	2,819	2,863	2,931	2,988	3,021	3,050			

### New and Renewed Library Cards

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
New registrations	251	211	302	255	333	411	380	342	335				2,820
New non-resident	37	42	49	72	79	84	93	83	72				611
Renewed membership	801	628	788	666	562	788	1,027	864	669				6,793

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Website visits	16,627	14,307	17,118	14,895	13,819	11,999	14,456	14,954	14,564				132,739
PAC Account Logins	7,043	6,263	6,989	6,571	6,656	6,036	7,049	7,222	6,874				60,703
Room Rentals	60	69	65	69	67	74	36	48	82				570
Room Rental Hours	173	182	181	182	165	200	109	155	185				1,530

### Programs

#### 5 Year Trend - year to date September 30

# of Programs Held	2015	2016	2017	2018	2019
Adult	194	186	229	274	227
Children's	800	873	940	641	637
Total Programs	994	1,059	1,169	915	864

Program Attendance	2015	2016	2017	2018	2019
Adult	1,890	1,290	1,766	3,824	2,638
Children's	9,960	9,276	9,753	9,685	7,527
Total Attendance	11,850	10,566	11,519	13,509	10,165

# Newmarket Public Library Statistical Data - 2019

## Borrowing

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	1,789	1,627	1,809	1,837	1,835	1,789	2,034	2,032	2,041				16,793
eBooks	4,822	4,456	4,569	4,370	4,294	4,362	4,955	4,835	4,294				40,957
eMagazines	743	727	772	851	874	794	733	861	911				7,266
eMusic	3,223	2,359	2,621	2,393	2,080	2,284	2,714	2,230	3,354				23,258
eVideo	584	511	601	557	633	582	646	745	843				5,702
Backpack Kit	7	9	9	8	7	12	15	13	11				91
Book	27,233	24,011	29,644	26,980	26,390	26,740	33,999	31,401	26,301				252,699
Camcorder	-	-	2	-	-	-	2	1	3				8
CD-ROM/DVD-ROM	2	5	3	5	4	6	2	3	2				32
DVD/Blu-ray	4,171	3,579	4,248	3,738	3,850	3,550	3,992	4,209	3,504				34,841
eBook Reader	1	-	-	-	1	-	-	-	-				2
GPS	1	1	-	-	-	-	-	-	-				2
Green Screen	-	-	2	1	1	1	-	-	-				5
ILL	252	223	210	129	5	44	102	90	109				1,164
Language Kit	30	20	28	41	24	14	37	29	30				253
Laptop	56	39	38	38	38	30	47	49	55				390
Multimedia Kit	34	42	63	62	30	62	72	58	60				483
Music CD	227	245	277	271	222	250	261	271	202				2,226
Pedometer	1	1	1	1	-	-	-	-	-				4
Periodical	1,040	857	983	766	903	761	885	873	877				7,945
Portable Audio Book	17	24	29	22	19	14	35	36	15				211
Talking Book	610	497	747	554	576	546	676	687	509				5,402
Video Game	259	212	283	255	230	255	398	327	275				2,494
Total Borrowing	45,102	39,445	46,939	42,879	42,016	42,096	51,605	48,750	43,396				402,228

## Database Usage

Adult Subscriptions	4,381	3,396	4,896	3,645	3,172	2,828	3,206	3,384	3,048				31,956
Children's Subscriptions	457	402	339	189	359	312	230	187	274				2,749
York Info (Community)	148,251	94,705	90,171	85,930	88,430	97,210	87,392	101,764	88,781				882,634
York Info (Volunteer)	23,156	14,118	12,428	14,280	14,709	17,036	17,129	21,799	21,459				156,114
Total Database Usage	176,245	112,621	107,834	104,044	106,670	117,386	107,957	127,134	113,562				1,073,453

# Newmarket Public Library Statistical Data - 2018

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## Library Card Holders

2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
NPL Card Holders	23,992	23,607	23,809	23,747	23,694	23,941	24,048	23,873	23,880	23,891	23,834	23,645
Residents	21,466	21,071	21,226	21,135	21,081	21,306	21,383	21,190	21,186	21,174	21,110	20,931
Non-Residents	2,526	2,536	2,583	2,612	2,613	2,635	2,665	2,683	2,694	2,717	2,724	2,714

## New and Renewed Library Cards

2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
New registrations	254	220	396	204	215	460	363	302	334	263	193	233	3,437
New non-resident *	56	48	61	37	37	41	51	50	44	53	43	32	553
Renewed membership	706	653	682	698	682	685	1,069	899	694	653	598	410	8,429
Total 2018	960	873	1,078	902	897	1,145	1,432	1,201	1,028	916	791	643	11,866

\* included in New registrations

2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Website visits	15,959	13,788	16,400	14,560	14,054	14,191	17,470	16,851	14,544	14,097	13,035	11,987	176,936
PAC Account Logins	7,021	6,359	7,201	7,427	7,052	6,701	7,853	8,300	7,691	7,771	7,510	6,190	87,076
Room Rentals	74	73	89	74	80	66	68	67	66	64	46	39	805
Room Rental Hours	267	267	204	259	248	252	230	199	210	197	211	165	2,707

## Programs

### 5 Year Trend - year to date December 30

# of Programs Held	2014	2015	2016	2017	2018
Adult	247	256	254	310	360
Children's	1,345	1,320	1,308	1,282	888
Total Programs	1,592	1,576	1,562	1,592	1,248

Program Attendance	2014	2015	2016	2017	2018
Adult	2,229	2,660	1,961	2,627	4,890
Children's	13,794	13,566	12,276	12,516	12,030
Total Attendance	16,023	16,226	14,237	15,143	16,920

## Newmarket Public Library Statistical Data - 2018

### Borrowing

2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	1,255	1,114	1,293	1,344	1,225	1,441	1,502	1,653	1,527	1,638	1,458	1,484	16,934
eBooks	3,737	3,664	3,777	3,877	3,670	3,758	4,358	4,474	4,032	4,099	4,014	4,084	47,544
eMagazines	321	266	300	277	247	212	284	288	264	488	887	681	4,515
eMusic	2,747	2,815	3,590	2,896	2,357	2,717	3,124	2,632	3,484	3,195	2,666	2,555	34,778
eVideo	182	190	228	193	187	210	203	209	207	209	239	237	2,494
Backpack Kit	4	8	7	9	16	16	18	13	7	12	4	6	120
Book	25,015	23,217	26,214	25,055	26,060	26,084	33,471	32,471	27,545	26,905	24,745	22,296	319,078
CD-ROM/DVD-ROM	4	2	4	-	2	7	4	4	15	4	-	2	48
DVD/Blu-ray	4,007	3,464	4,365	3,705	3,646	3,704	3,891	4,199	3,704	3,407	3,363	3,147	44,602
eBook Reader	-	-	-	-	1	-	-	-	-	-	-	2	3
GPS	-	-	-	-	-	8	2	-	-	-	-	1	11
ILL	143	191	193	164	186	178	133	194	221	228	224	127	2,182
Language Kit	43	27	44	39	26	47	33	26	32	37	35	26	415
Laptop	29	44	41	47	64	61	48	46	53	53	49	33	568
Multimedia Kit	47	41	74	45	47	39	86	88	82	92	58	48	747
Music CD	248	227	379	360	333	285	305	314	350	305	240	251	3,597
Pedometer	1	2	3	-	5	3	4	4	1	2	2	-	27
Periodical	833	690	739	798	823	933	1,070	841	1,011	906	853	736	10,233
Portable Audio Book	5	9	9	8	5	6	15	10	20	23	22	26	158
Talking Book	686	623	696	655	760	658	679	700	606	725	572	536	7,896
Video Game	272	241	312	253	272	270	354	376	272	238	256	212	3,328
Total Borrowing	39,579	36,835	42,268	39,725	39,932	40,637	49,584	48,542	43,433	42,566	39,687	36,490	499,278

### Database Usage

Adult Subscriptions	2,104	3,530	3,051	5,038	3,236	2,451	2,742	2,557	2,905	4,756	3,015	5,737	41,122
Children's Subscriptions	210	263	365	247	482	422	307	197	232	232	168	381	3,506
York Info (Community)	139,809	130,230	149,855	179,945	153,681	153,896	153,175	129,586	154,878	192,335	171,101	191,104	1,899,595
York Info (Volunteer)	34,053	22,557	16,226	22,057	20,590	16,215	19,777	18,229	17,491	33,882	29,474	47,108	297,659
Total Database Usage	176,176	156,580	169,497	207,287	177,989	172,984	176,001	150,569	175,506	231,205	203,758	244,330	2,241,882



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Website: [newmarketpl.ca](http://newmarketpl.ca)  
Phone: 905-953-5110

## Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: November 20, 2019

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 October 31, 2019 of \$12,949.64 from the Newmarket Public Library bank account to the Town of Newmarket bank account.



438 Park Avenue  
Newmarket, Ontario L3Y 1W1

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## Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: November 20, 2019

RE: **Response to deputation of October 16, 2019**

### Background:

Library user Kayla Scott presented a deputation at the October 16, 2019 Board meeting, recounting a disappointing customer service incident and requesting the Board take action to ensure the Library is a safe, equitable and inclusive space, specifically with reference to gender identity and gender expression. The Board requested a follow-up report responding to the specific requests made in the deputation and in the accompanying document distributed at the meeting. As requested, this report will outline any gaps in policy and procedure identified as a result, and make recommendations as to how the Library might fill these gaps.

### Recommendation: Policy Development

Request: Develop gender inclusive/gender expressive, anti-discrimination library policies for patrons who use the Newmarket public library.

There is an existing policy framework at the Library that addresses some of the need identified in the deputation. As required by the Occupational Health and Safety Act (OHSA), the Library has a Workplace Harassment Policy; however, this policy applies only to harassment experienced by employees. The Collective Agreement between the Library and its CUPE employees also contains clauses that prohibit discrimination between the parties, and gender expression was added as a prohibited grounds for discrimination in recent negotiations. Finally, the Library Board has endorsed the York Region Inclusion Charter, which is currently being adapted to specifically refer to the Library.

The Charter is very useful as an overarching policy statement that refers to inclusion and to freedom from discrimination for all members of the community that the Library serves, and is shared with other public sector organizations including the Region of York. It is recommended that at this time the Charter be used as a policy framework for other actions identified in this report. Further development of policy with specific reference to gender identity/gender expression is not a matter specific to the Library but is likely to be relevant in the provision of all

services to the community by the Town of Newmarket. It is therefore recommended that the matter be referred to the Town administration. Library staff participate on the municipal Diversity and Inclusion Working Group (DIWG), which already plans to review corporate policy from a diversity lens. In this way, the Library can participate in a leadership role in a cross-corporate project, using the wider resources and expertise available, resulting in a shared common policy direction.

### **Recommendation: Staff Training**

Request: Ensure that all staff receive anti-discriminatory (gender expression/identity) training.

The deputation correctly identified that staff have not received any training in this matter. Again, anti-harassment training has already been given to staff consistent with the OHSA, but from a workplace perspective rather than from a general service provision perspective. It is recommended at this time that the C.E.O. seek options from community partners for relevant training, in consultation with the DIWG and with Town administration. This training might be best positioned as general sensitivity and customer service for a diverse community, rather than specific to gender expression/identity issues.

### **Recommendation: Corporate Complaint Mechanisms**

Request: Train, educate, and design proper customer service complaint mechanisms at the Newmarket Public Library.

It is uncertain what was meant by this request. The Library does have a Customer Complaints Policy, modelled on a parallel policy at the Town, which advises that complaints are welcome through a range of channels, and that they will be heard in escalating order of authority as needed, from the manager on duty to the C.E.O. In this case, the matter was referred by senior staff directly to the C.E.O. who began an investigation and responded to the complainant (Ms. Scott) the following day. As per the Policy, the C.E.O. in responding to the complaint outlined actions that the Library would take in response; as the complainant was not satisfied, she was given the option of making a deputation to the Library Board. No action is recommended in this matter.

### **Recommendation: Board Representation**

Recruit and ensure marginalized community members & allies (e.g. LGBTQ2) are represented on the Newmarket Public Library Board.

Library Board community representatives are appointed by Town of Newmarket Council as a result of a recruitment process led by the Legislative Services Department of the Town. The Library Board and C.E.O. have little influence over this process. According to the Public Library Act, appointments can only be made at the start of a new term of the Board (following municipal elections) or in the case of a vacancy.

Given all this, the Board's only potential action would be in suggesting preferred attributes of Board appointees to Legislative Services prior to the end of its current term. While there are a broad range of backgrounds and skills that may be desirable in Board appointees, the Board

may wish to point out the desirability of the attributes identified in the request. In addition, the Board may wish to recommend to Legislative Services that they consult with OnBoard Canada, an agency that supports inclusive leadership by providing training and recruitment services to public boards. It is therefore recommended that this action be referred to the Board's 2022 process to wind down its term prior to municipal elections in the fall of that year.

### **Recommendation: Corporate Policy Audit**

Conduct a corporate policy audit of all Newmarket library policies to search for human rights gaps & omissions that may pose risk to organization.

As previously mentioned, this is a process that the Diversity and Inclusion Working Group (DIWG) at the Town of Newmarket has already committed itself to. In addition, the Town's Human Resources Department had planned a review of HR-related policies at the Library to ensure compliance with applicable legislation. It is once again recommended that this action be referred to the Town of Newmarket for cross-corporate examination.

### **Further recommendations**

In the course of investigating the customer service incident, it also became apparent that recording the gender of library card holders was also a potentially problematic practice. The library's online system has three options (male, female, n/a). These are reflected on the application form, with the response noted as optional. However, most library cards are issued without the use of a form, as it is more convenient for the applicant for staff to simply copy information from the applicant's identification document. This does lead potentially to the need to assume the applicant's gender, or to verbally inquire.

It is rare that this information, collected for statistical purposes only, has ever been used. In the past, demographic information has been compiled to present to the Board a portrait of typical users. It might be advisable for the Library to simply cease collecting this information, leaving the default "n/a" on all new records created. If the Board wishes to proceed with this option, staff could be asked to investigate any other implications of ceasing to collect this information.

### **Conclusion:**

**The following motion is recommended:**

**THAT the Library Board receive the report on Response to Deputation of October 16, 2019;**

**AND THAT the Library Board authorize the C.E.O. to work with the Town of Newmarket to take action on staff training and on policy as outlined in the report;**

**AND THAT the Library Board add the matter of recommended attributes of Board appointees to its action list with a target completion date of June, 2022.**

**AND THAT the Library Board instruct the C.E.O. to investigate the implications of ceasing to record library cardholders' gender.**



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## Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: November 20, 2019

RE: **Library version of York Region Inclusion Charter**

### Background:

As per motion at the October 16, 2019 Library Board meeting the Board endorsed the York Region Inclusion Charter as an overarching policy statement of the Library's commitment to inclusion in a diverse workplace and community. At that time the Board requested that staff review the Charter with a view to customizing its content with specific reference to the Library.

Consultation with Library staff has taken place and the paragraph below has been drafted as a replacement for the paragraph referencing the Town of Newmarket in the version of the Charter originally presented.

#### Newmarket Public Library

Together with other participating organizations, Newmarket Public Library is committed to taking action to achieve the vision of the Charter in our organization and community.

Newmarket Public Library commits to nurturing and embracing diversity in creating an environment for extraordinary public service. The library promotes equity, accessibility, and inclusion through our thoughts and actions in support of our growing community. The Charter positions us to build our community together by inspiring the growth of an engaged and informed Newmarket as the centre of community dialogue, debate and discovery in dynamic and welcoming physical and virtual environments.

Once finalized the resulting Charter will be posted in the library and on the website.

### Conclusion:

**The following motion is recommended:**

**THAT the Library Board receive the report on the Library version of the York Region Inclusion Charter.**



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## **Joint Information Report Newmarket Public Library Effectiveness & Efficiency Review ~ Implementation Status Update ~**

Report Number: # 2019 - 08

Department(s): Community Services – Recreation and Culture  
Corporate Services – Information Technology  
Newmarket Public Library

Author(s): Ian McDougall, Commissioner of Community Services

Date: November 5, 2019

In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming Committee of the Whole agenda for discussion.

### **Purpose**

The purpose of this report is to update Council on the ongoing implementation of the Newmarket Public Library's Effectiveness and Efficiency Review that was authored in 2017.

### **Background**

The Town and the Newmarket Public Library (NPL) contracted Pesce and Associates to complete a review the NPL operations with the intention of determine how best to position the NPL for current and future success. This included taking into account optimum structures, work alignments at the NPL and also where synergies and enhanced operational integration was possible with existing Town departments offering similar services (e.g. human resources, procurement, information technology, facility maintenance, marketing, finance, communications, etc). Overall, the intention of the review was to build on providing 'customer – centric' services in as efficient a manner as possible.

## Discussion

Over the past sixteen months, implementation of recommendations have been ongoing. Please find below a high level summary of the implementation status. Of particular note, there are two recent items that Council should be aware that were recommended to the NPL Board of Directors recently by the NPL C.E.O. and were adopted by the Board. These two items summarized in the NPL C.E.O. Library Board Report dated September 18, 2019 were arrived at in concurrence with both the Commissioners of Community Services and the Commissioner of Corporate Services respectively. The adopted motion read:

*THAT the Library Board receive the report on Marketing and IT realignment agreements;*

*AND THAT the Library Board authorize the C.E.O. to execute and implement the one-year pilot Information Technology Joint Steering Committee, effective October 15, 2019;*

*AND THAT the Library Board authorize the C.E.O. to execute and implement the one-year pilot Service Level Agreement between the Town of Newmarket Recreation/Marketing and Sponsorship and Newmarket Public Library, effective October 15, 2019;*

*AND THAT the Library Board direct the C.E.O. to report on a regular basis to the Board on the progress and outcome measures related to these pilots and make recommendations to the Board regarding the future status of the agreements after the completion of the pilot year.*

Work is ongoing on the implementation of the above initiatives specifically around finalizing the IT Joint Steering Committee Terms of Reference and the secondment agreement for the NPL Marketing Coordinator.

A quick summary of other action items achieved (A) and in progress (I) include:

- Custodian Services/Facility Maintenance (A)
- Additional dedicated Human Resources support (A)
- Front line customer service staff duties and reporting relationship re-aligned (A)
- Adjust management structure to include a Manager of Library Services and a Manager of Library Operations (A)

Status Update on the Newmarket Public Library Effectiveness and Efficiency Review

- Internal Financial Services at the NPL duty alignment changes (A)
- Service Level Agreement with Finance (I)
- Service Level Agreement with Procurement (I)
- Service Level Agreement with Human Resources (I)
- Service Level Agreement with Corporate Communications (I)
- Senior leadership knowledge transfer and succession efforts (I)
- Complete job descriptions, job evaluations, posting and hiring process for the two Manager portfolios (I)
- Secondment agreement and move of NPL Marketing Coordinator to Recreation and Culture Marketing and Sponsorship business unit (I)
- IT Joint Committee Terms of Reference finalized and launched (I)

## **Additional Discussion Item**

Council and the NPL Board have both previously endorsed and directed that work advance with respect to a library facility needs analysis. Specifically, this process is to look at how any future facility needs be considered jointly between Town needs along with library needs. Staff have been meeting internally to advance the development of a scope of work that will lead to securing a consultant(s) to support advancing this effort. Once a consultant is secured, there will be a cross functional staff steering team that will work on this study effort.

The project scope is looking to advance two primary objectives. The first scope objective would involve engaging and exploring with the entire community (traditional library users AND casual, occasional, and non library users) to creatively learn their perspectives on what types of services a future focused library could/should consist of and what role a modern day library could play in a vibrant community. The second scope objective would focus on identifying facility needs and options around recreation and culture service delivery in the future, overall Town facility needs and library needs and facility options. This objective would study the overall marketplace for best practice models, high level costing (capital and operating) and detail potential future facility site options and operating models.

Securing a consultant is targeted to be in place as early in Q1, 2020 as possible and staff would be targeting a report coming to Council and the NPL Board by Q4, 2020.

## Human Resource Considerations

There are no additional human resource requirements required.

## Budget Impact

Implementation of the plan is aligned with annual, approved operating budgets.

## Attachments

None.

## Contact

For further information please contact Ian McDougall, Commissioner of Community Services, [imcdougall@newmarket.ca](mailto:imcdougall@newmarket.ca), ext. 2441 or Todd Kyle, C.E.O. at the Newmarket Public Library, [tkyle@newmarketpl.ca](mailto:tkyle@newmarketpl.ca), ext. 4670.

## Approval

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Todd Kyle

NPL C.E.O.

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Colin Service

Director of Recreation and Culture

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Mary – Anne Wigmore

Director of Information Technology

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Esther Armchuk

Commissioner of Corporate Services

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Ian McDougall

Commissioner of Community Services



## Newmarket Public Library – Action Tracking List

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
9-11a	Ongoing	Policy reviews	<ul style="list-style-type: none"> <li>Board to consider policies according to policy review schedule</li> <li>Revise Governance Policy to comply with new Code of Conduct and integrity investigations rules</li> <li>Revise section on Gifts</li> <li>Approve full revised Governance Policy</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>April 2018 Code of conduct and investigations sections revised except for section on Gifts</li> <li>May 15, 2019 Board approved revisions to Governance policy</li> </ul>
2-13	Ongoing	C.E.O. Annual Performance Review	<ul style="list-style-type: none"> <li>Library Board Chair and Vice Chair to prepare and report to Board</li> </ul>	Next review due May 2019
1-15	TBD	Annual Report to the Community	<ul style="list-style-type: none"> <li>TBD</li> </ul>	Last report completed October 2017
2-15	June 2019	Library facility and service delivery options	<ul style="list-style-type: none"> <li>Motion 16.09.144 “And that the Library Board apportion up to \$50,000 of the Alternative Service Delivery capital project to a facility needs study, if and when Council indicates its willingness to support it”</li> </ul>	<ul style="list-style-type: none"> <li>Deferred by Town of Newmarket Council to fall of 2017 after completion of the Joint Efficiency Review.</li> </ul>

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
			<ul style="list-style-type: none"> <li>Motion 18.02.265 “And that the Library Board request the Library facility needs study be considered by the Town of Newmarket Council in the first or second quarter of 2019” Board to reconsider study</li> </ul>	<ul style="list-style-type: none"> <li>Council declined to include a study in its Strategic Priorities for 2019-2023</li> <li>CEO to work with ToN staff on a joint effort to doing a facility study (Motion 19-05-32)</li> </ul>
<del>1-19</del>	<del>June 2019</del>	<del>2020 budget</del>	<ul style="list-style-type: none"> <li><del>Draft budget request to be presented to board for approval</del></li> </ul>	Completed <ul style="list-style-type: none"> <li>To Board for approval September 18, 2019</li> <li>Approved for submission September 18, 2019</li> </ul>
<del>2-19</del>	<del>TBD</del>	<del>Collective Agreements (2019 )</del>	<ul style="list-style-type: none"> <li><del>Updates and discussions as negotiations progress</del></li> <li><del>Board to ratify agreement when negotiated</del></li> </ul>	Completed <ul style="list-style-type: none"> <li><del>Board briefed March 2019</del></li> <li><del>Negotiations began April 2018</del></li> <li><del>Library Board and Union ratified as of August 19, 2019</del></li> </ul>
8-15	TBD	Strategic planning	<ul style="list-style-type: none"> <li>TBD</li> </ul>	<ul style="list-style-type: none"> <li>Current plan ended 2016. Previous board moved to update actions only but this not completed.</li> <li>Include a long-term strategy related to fines at future strategic planning (motion 19-10-66)</li> </ul>

<b>Item No.</b>	<b>Target Date</b>	<b>Item description</b>	<b>Assigned action</b>	<b>Status / Date of Completion</b>
<b>3-19</b>	May 2019	Library Board orientation	<ul style="list-style-type: none"> <li>• Leadership by Design presentations to be held at first 3 board meetings</li> <li>• N6 Library Board orientation session May 11</li> </ul>	<ul style="list-style-type: none"> <li>• Part 1 and 2 completed – April 17, 2019</li> <li>• 3 Board members attended N6 Orientation session May 11</li> </ul>
<b>4-19</b>	May 2019	Library Operational Efficiencies Review	<ul style="list-style-type: none"> <li>• Board to consider recommendations</li> <li>• Board to give input into marketing and IT SLAs in light of Library-IT Shared Services Review</li> <li>• Board to consider report on benefits and risks of marketing and IT recommendations May 2019</li> <li>• CEO to report on regular basis on the progress and outcome measures related to these pilots (motion 19-09-59)</li> </ul>	<ul style="list-style-type: none"> <li>• Board approved implementation of recommendations February 2018 but reserved approval of marketing and IT sections pending draft Service Level Agreements</li> <li>• Marketing and IT SLAs discussed April 2018</li> <li>• Marketing and IT Agreements to Board September 18, 2019</li> <li>• Board authorized one-year pilot Information Technology Joint Steering Committee</li> <li>• Board authorized one-year pilot Service level Agreement with Town of Newmarket Recreation and Culture/Marketing and Sponsorship</li> </ul>
<b>5-19</b>	TBD	Library Advocacy	<ul style="list-style-type: none"> <li>• CEO to bring Library Advocacy items to Board for endorsement outside of election campaigns as coordinated by library associations.</li> </ul>	



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## Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: November 20, 2019

RE: **Proposed dissolution of York Info partnership**

### Background:

Newmarket Public Library has for over two decades been a leader in compiling and providing community services information. Beginning with a print catalogue of services which evolved to a locally-hosted database, the Library recognized a need for an authoritative, up-to-date, and neutral listing of organizations, programs, facilities, and intake/eligibility data for a range of community services, from homeless shelters to mental health hotlines to service and social clubs, that were publicly or charitably funded. For years, the information has been available to access online for residents and referral agencies, and provided in person and phone by library staff at a dedicated desk.

Initially called Newmarket Connections, the service evolved into a partnership with five of the libraries of the Northern Six municipalities of York Region. Each library pays into a common fund which is used to pay expenses such as the software subscription and related memberships, and which is used to offset some of the staff costs at NPL. The other four libraries assist in compiling and updating services unique to their geographic areas, with the bulk of the work being done by NPL staff including a dedicated Community Information Coordinator. At the same time, a volunteer recruitment module was added to the database, with NPL staff compiling volunteer opportunities at the listed agencies so that residents can search and be matched to areas of interest.

In 2010, Newmarket Connections was part of an effort to create an authoritative data partnership to compile services across York Region to feed into the provincial 211 community information phone and Web service. Because of capacity issues with Civic York, the counterpart in the southern parts of the Region, the northern partnership was given the opportunity to be the sole York Region data partner for 211 through Findhelp, the agency that coordinates 211 data for the GTA. Rebranded as York Info, the NPL-led service has been providing service data to 211 for the entire region since then. Findhelp has on occasion provided grants for capacity

catch-ups in order to expand and maintain coverage of the southern region. Findhelp also contributed some reimbursement to York Info for its data as part of an agreement to provide data to provincial ministries.

### **Recent developments:**

A number of factors have arisen recently that have led York Info to re-examine its role and relevance in the face of diminishing resources. First and foremost is the increasing requirements from Findhelp/211 in terms of the quality, completeness, and timeliness of data and updates. The standards are becoming increasingly complex, to the point where staff at the other partner libraries do not have the capacity to complete the work, leaving more of it to NPL's specialized staff. As a result of a vacancy elsewhere, the Community Information Coordinator position was converted to full-time in order to ensure adequate resourcing for this. At the same time, there is some pressure from Findhelp to change to a different database software, one that does not have the volunteer matching module.

Another set of factors relates to the Region of York's decision to contract with Findhelp to provide comprehensive data for the Region's referral service, called Access York. Access York is aiming to be positioned as the one-stop referral service during business hours, with after-hours needs being referred to the 211 phone service or website. Findhelp is contracted to compile data from York Info and other sources, increasing the demands for quality, completeness, and timeliness to a point that York Info may not be able to manage. Findhelp is receiving funding (reimbursement) for their role in coordinating the data from sources which is not flowing through to York Info and the sources of the data despite the higher data maintenance effort or expectations. At this time no additional reimbursement has been provided or is expected for the increased expectations or effort involved in meeting higher data standards or responsiveness to requests and expectations of the Region of York.

All of this has led the partners to question whether the library system is the appropriate agency to complete this work. When NPL began compiling community service data, it was in order to contribute to community connectedness using the unique "hub" position of libraries, and in order to serve our own patrons better by having accurate information at hand. The libraries have benefitted by being seen as impartial curators, providing information and referrals without connections to the funding or oversights of the agencies providing the services. Use of the yorkinfo.ca website has also been strong, mainly due to the database's "search engine optimization" which sees its pages rank high in search results. At the same time, however, demand for referrals within the library itself have diminished to the point where the dedicated York Info service desk was recently discontinued.

### **Discussion:**

Given the diminishing demand, the increasing pressures, the rise of agencies providing complementary services, and the lack of appropriate compensation, NPL has for some time been considering alternative approaches. In consultation with Findhelp, some alternative scenarios which might have decreased the data quality obligations or sought some financial

reimbursement were explored. However, the York Info partners have instead proposed that York Info opt out of providing data to 211, dismantling the existing database, and instead focus on using 211 and Access York as referral points for our users. It is hoped that this decision can be made prior to December 31, 2019, at which point the existing data contract with Findhelp expires.

For NPL, this scenario provides a solution to an additional problem, which is adequately staffing other important Library activities. The Library has a need to increase its ability to offer Maker Hub and on-demand tech help services. At the same time, development and management of its website is also under-resourced, with most of the work being done by a staff committee outside their regular duties. Both of these efforts would be well-served by freeing up a portion of the community information staff's time. In order to ensure continued access to community services by library patrons, staff would also continue to compile listings of the community services that are most asked for (for example, shelter, meal, and mental health services).

Another issue that has been building is that of the competition to York Info's volunteer matching service in the community. Since 2009, Neighbourhood Network, a project of the Magna Corporation, has been operating a similar service modelled on the library-based database and organization. While the two services have co-existed well since then, the software York Info is tied to has not developed in the same user-friendly manner as Neighbourhood Network's interface has. As a result, activity levels have stagnated, both at the level of agencies listing their volunteer needs and of residents seeking opportunities to volunteer. Without additional staff time, these levels are likely to remain stable or decline over time. At the same time, the Library has not been able to pursue new ideas for volunteer roles within the Library itself beyond existing programs such as the Homebound and Reading Buddies services. Discontinuing the community volunteer matching service would allow the Library to develop new avenues to recruit volunteers in roles that complement paid staff.

Dissolving the York Info partnership would have some financial impact on the Library but it would be minimal. Preliminary analysis suggests that the net negative effect would be no more than \$4000 per year if partner contributions as well as database expenses were discontinued. If needed, some adjustments to related staff expenses could be taken. At the same time, the partnership's accumulated surplus is roughly \$18,000, which would likely be disbursed proportionately to the member libraries based on volume of service records, and this might be used to offset net costs for a period. Findhelp has been advised of the potential dissolution and understands that a wind-down period could begin in January 2020.

## **Conclusion:**

**The following motion is recommended:**

**THAT the Library Board receive the report on the proposed dissolution of the York Info partnership;**

**AND THAT the Library Board authorize the C.E.O. to take all necessary steps to give effect to the actions outlined in this report.**