



Newmarket Public Library Board Agenda

Date: Wednesday, December 18, 2019
Time: 5:45 PM
Location: Newmarket Public Library Boardroom
Newmarket Public Library
438 Park Avenue
Newmarket ON L3Y 1W1

Pages

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

- 3.1 Adoption of the Regular Board meeting minutes for Wednesday, November 20, 2019 1
- 3.2 Adoption of Closed Session minutes for Wednesday, November 20, 2019
- 3.3 Strategic Operations Report for November, 2019 7
- 3.4 Monthly Bank Transfer 9

4. Reports

5. Business Arising

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- 5.2 2020 Operating and Capital Budgets as Approved by Council 12
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6. New Business

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| 6.2 | Books for Babies Program | 20 |

7. Closed Session

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| 7.1 | Labour relations per section 16.1.4. (d) of the Public Libraries Act,
R.S.O. 1990, Chapter P.44 |
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8. Dates of Future Meetings

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| 8.1 | The next Regular Board meeting is scheduled for Wednesday,
January 15, 2020, at 5:45 pm in the Library Board room |
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9. Adjournment



Newmarket Public Library Board

Minutes

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

Members Present: Jane Twinney, Vice Chair
 Kelly Broome
 Darryl Gray
 Leslee Mason
 Art Weis
 Victor Woodhouse (left at 6:41 pm)

Members Absent: Darcy McNeill, Chair

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

The meeting was called to order at 5:45 pm. In the absence of the Chair, the Vice Chair conducted 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 19-11-69

Moved by Art Weis

Seconded by Leslee Mason

That agenda items 1.1 to 1.3 be adopted as presented.

Carried

2. **Declarations**

None were declared.

3. **Consent Agenda Items**

3.1 Adoption of the Regular Board meeting minutes for Wednesday, October 16, 2019

3.2 Strategic Operations Report for October, 2019

3.3 Third Quarter Library Statistical Data

3.4 Monthly Bank Transfer

Motion 19-11-70

Moved by Victor Woodhouse

Seconded by Darryl Gray

That Consent Agenda items 3.1 to 3.3 be approved and adopted as presented.

Carried

4. **Reports**

There were no reports.

5. **Business Arising**

5.1 Response to Deputation of October 16, 2019

The Library Board reviewed the responses and recommendations to the October 16, 2019 deputation.

The deputant from the October 16, 2019 deputation was given the opportunity to provide a response the C.E.O.'s report. The Board directed the C.E.O. to follow-up on the deputant's responses.

Motion 19-11-71

Moved by Darryl Gray

Seconded by Victor Woodhouse

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 approve ceasing to record library cardholders' gender;

And That the Library Board consider diverse Board member recruitment in future strategic planning.

Carried

Motion 19-11-72

Moved by Kelly Broome

Seconded by Leslee Mason

That the Library Board receive the deputant's response to the Library Board report.

Carried

5.2 Library Version of York Region Inclusion Charter

A Library version of the York Region Inclusion Charter was presented to the Board.

Motion 19-11-73

Moved by Victor Woodhouse

Seconded by Art Weis

That the Library Board receive the report on the Library Version of the York Region Inclusion Charter.

Carried

5.3 Joint Information Report - Newmarket Public Library Effectiveness and Efficiency Review - Implementation Status Update

A Joint Information report to update Council on the ongoing implementation of the Newmarket Public Library's Effectiveness and Efficiency review has been prepared. The C.E.O. will look into whether the Board would be able to participate in the Request for Proposal process for a consultant to look at future facility needs analysis.

Motion 19-11-74**Moved by** Darryl Gray**Seconded by** Kelly Broome

That the Library Board receive the Joint Information Report - Newmarket Public Library Effectiveness and Efficiency Review - Implementation Status Update.

Carried

5.4 Leadership by Design Board Orientation Part 3

This item was deferred.

Motion 19-11-75**Moved by** Leslee Mason**Seconded by** Art Weis

That the Leadership by Design Board Orientation Part three be deferred.

Carried

5.5 Library Board Action List

The Library Board reviewed the Action List.

Motion 19-11-76**Moved by** Kelly Broome**Seconded by** Victor Woodhouse

That the Library Board receive the Action List as presented.

Carried

5.6 Reducing barriers to borrowing update

The C.E.O. advised the Library Board that previously reported elimination of fines on Children's material would exclude fines on Children's DVDs, video games, and devices. After further review this will no longer be the case and fines on all Children's material will be removed, effective January 1, 2020.

6. New Business

6.1 Proposed Dissolution of York Info Partnership

The C.E.O. provided an overview of recent developments that factored in to the decision to propose the dissolution of the York Info partnership.

Motion 19-11-77

Moved by Darryl Gray

Seconded by Victor Woodhouse

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 the report.

Carried

7. Closed Session

Motion 19-11-78

Moved by Leslee Mason

Seconded by Darryl Gray

That the Library Board move in to Closed Session at 6:35 pm for Labour relations and personal matters about an identifiable individual.

Carried

Motion 19-11-79

Moved by Darryl Gray

Seconded by Kelly Broome

That the Library Board move out of Closed Session at 6:43 pm.

Carried

Motion 19-11-80

Moved by Art Weis

Seconded by Leslee Mason

Motion arising from Closed Session:

That the Library Board receive the report on 2020 economic adjustment for non-union employees and update on Marketing and IT realignment agreement.

Carried

8. Dates of Future Meetings

8.1 The next Regular Board meeting is scheduled for Wednesday, December 18, 2019 at 5:45 pm in the Library Board room

9. Adjournment

Motion 19-11-81

Moved by Kelly Broome

Seconded by Art Weis

That there being no further business the meeting adjourn at 6:44 pm.

Carried

Jane Twinney, Vice-Chair

Todd Kyle, Secretary/Treasurer



Strategic Operations Report: November, 2019

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> Discussions held on winding down York Info partnership; contingency plans in place <i>Powerful tools for caregivers</i> program held with CHATS; 15 attendees per session <i>Connecting Cultures</i> Indigenous film series screened <i>Indian Horse</i>; 22 attendees 	<ul style="list-style-type: none"> 316 people attended November 18 Cinemania screening; film titles for winter/spring 2020 announced Program on wills presented with bar association; 35 attendees Code Mobile presented HTML coding program; 13 attendees Hack Day coding event planned for December 7 in partnership with high school student 	<ul style="list-style-type: none"> The Lendery soft launch to take place December 3; official launch planned for February 5 First IT/Library steering committee meeting held Prep meetings for marketing realignment underway; target start date February 3 Library registered for BookNet Canada project to share book sales and borrowing data to help make better buying decisions
Spaces	<ul style="list-style-type: none"> York Support Services Network began offering biweekly on-site crisis counselling Pop-up library held at Magna, hospital, Christmas market 	<ul style="list-style-type: none"> Children's staff visited several schools, daycares, and the Welcome Centre New webpage on Community Display Spaces created 	<ul style="list-style-type: none"> CEO met with Town staff regarding parking enforcement in lots next to library Sanitizing program being introduced to control infections and protect staff health
Positioning	<ul style="list-style-type: none"> Media covered library introduction of walk-in crisis counselling 	<ul style="list-style-type: none"> Media covered library concerns re eBook restrictions, as well as new policy re kids' fines 	<ul style="list-style-type: none"> Online ads promoting library e-services generating 0.26% click-throughs (industry average 0.05-0.09%)
Resources	<ul style="list-style-type: none"> 50 Book Club Kits now available; booking software to be opened up for public to reserve in January 	<ul style="list-style-type: none"> LEGO WeDo Robotics program held 	<ul style="list-style-type: none"> Articulating arms for computers at service desks being introduced to allow staff to show screen to patrons for better customer service

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Organization & Operations	<ul style="list-style-type: none"> • Staff attended Parent-Child Mother Goose workshop at EarlyON Centre; PCMG program continues to be held at library as partnership 	<ul style="list-style-type: none"> • Staff Development Day held; emphasis was on health & safety and staff engagement • Staff completed updated WHMIS training 	<ul style="list-style-type: none"> • Accountability training held for staff corporate Visa card holders • Performance appraisals completed for all staff • New staff password protocol instituted for better security



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Library Board Report

To: Newmarket Public Library Board
From: Todd Kyle, CEO
Date: December 18, 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 November 30, 2019 of \$12,102.00 from the Newmarket Public Library bank account to the Town of Newmarket bank account.



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Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: December 18, 2019

RE: **Further responses regarding deputation of October 16, 2019**

Background:

After library user Kayla Scott presented a deputation at the October 16, 2019 Board meeting, requesting the Board take action on community inclusion with reference to gender identity and gender expression, a report recommending actions in response was prepared. When this report was presented at the November 20, 2019 Board meeting, Ms. Scott presented a series of written comments in response. The Board then asked the C.E.O. to respond to these comments at the December 18, 2019 meeting.

There is a need to ensure that staff are better prepared to serve a diverse community in an inclusive manner. To that end, as authorized by the Board, and consistent with the York Region Inclusion Charter as a policy statement, the C.E.O. has begun looking at options for appropriate staff training, in cooperation with other libraries in the region as well as with the Town of Newmarket. It is anticipated that this training can be implemented as soon as winter 2020.

Further, as authorized by the Board, the C.E.O. will work with the Diversity and Inclusion Working Group on commencing a review of Town of Newmarket policies with a diversity lens to ensure that policies are consistent with the goal of inclusion. A parallel process will take place to ensure library policies are consistent with those of the Town.

In addition, the Board has added the matter of diverse representation on the Board to its action list regarding future recruitment as well as strategic planning. Ms. Scott has also suggested the creation of an ad-hoc “community representative committee” but it is recommended that this not be instituted for a number of reasons. First, the Board does not have any other advisory committees of this type. Second, convening committees requires a significant investment of staff resources, and the Board has typically limited itself only to those instances where an advisory committee is legally required. Third, there is an existing Diversity and Inclusion Working Group of staff at the Town and Library that will provide assistance as these issues move

forward. Finally, the Board's planned actions are sufficient to respond to the concerns raised, and Ms. Scott is to be thanked for bringing her concerns forward.

Lastly, as suggested by Ms. Scott, the Board has authorized staff to cease collecting gender identity for statistical purposes, effective immediately. A bulk change on existing user records to remove previously collected gender information has also been carried out, and the existing print form will be changed accordingly. However, there is an online form (rarely used) where the gender question cannot be removed by the Library; instead, it has been noted as "optional" (it includes an "n/a" choice) and the Library has submitted a request for it to be removable in future software releases.

Conclusion:

The following motions are recommended:

THAT the Library Board receive the report on Further Responses Regarding Deputation of October 16, 2019;

AND THAT this item be placed on the Action List and the C.E.O. instructed to report back to the Board when and if Board input and review are needed.



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Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: December 18, 2019

RE: **2020 Operating and Capital Budgets as approved by Council**

Background:

As of Monday, December 2, Town of Newmarket Council approved the 2020 Operating and Capital Budgets including those for the Library. This report will outline the approvals in relation to the Library Board's requests.

Operating Budget:

The base operating budget as submitted by the Board included \$48,980 in growth-related requests, as per previous Board budget projection that envisioned a 1.5% annual increase for growth-related expenses. These requests were for increased costs for pay-per-use electronic products, proposed Internet hotspots for public loan, and extra part-time staff hours to expand Maker Hub services.

The base budget request also maintained a draw of \$125,000 from the Development Charges reserve in order to pay for roughly one-third of collection expenses. This draw has been in the budget since 2005. However, the 2019 Development Charges Background Study found that the Library's collection numbers (volumes per capita) had stabilized to a level appropriate to the size of the population, and therefore no further collection expenses were recommended for the five-year period.

In order to make up this shortfall, considered an extraordinary and mandatory budget driver, the Director of Finance proposed that \$30,980 of the planned growth requests be applied to it, with the rest of the shortfall coming from savings in the overall Town budget. The remaining \$18,000, covering the increase in pay-per-use downloads, was considered a mandatory cost increase and therefore exempted from this proposal.

This strategy was approved by Council. As such the Library's operating budget for 2020 was approved as \$3,668,895, including the growth request for pay-per-use, but not the requests for Internet hotspots, additional Maker Hub hours, and Monday service.

Capital budgets:

For 2020, the Town made a major change to the process and strategy related to capital budget approvals. In the past, unspent funds for capital projects not completed were (with Council's approval) carried over into the following year, and added to approved new capital requests. Starting with 2020, new capital requests will only be considered if the projects are demonstrably expected to be completed in the coming year (usually meaning there is an RFP or purchase order ready to be issued), and incomplete projects from the previous year will have to be submitted again for approval and with a higher degree of scrutiny. Urgent needs that come up mid-year, such as an end-of-life item that was not to be replaced until it was no longer operational, will be subject to a reallocation process; for example, funds might be taken from another project for which expected completion has been delayed beyond the current year.

What this means for the Library is that of the accumulated outstanding capital budget to the end of 2019, a total of about \$390,000 has been released back into reserves. This comprises two projects: New Library Design (\$250,000) and Alternative Service Delivery (\$140,000) both of which have no definite timeline for execution. Both of these projects were to have been funded from the Development Charges reserve as they are related to growth, so the funds have simply been returned to the Library DC reserve.

The approved 2020 capital budget comprises the Library Board's requested funds of \$186,300 as well as a small number of carryover projects that are expected to be completed in 2020, for a total of \$268,800. The projects include:

- The remaining \$50,000 in Alternative Service Delivery, which is to be spent on the impending facility needs study;
- \$48,800 for Furniture & Equipment, including replacement printers/copiers, document scanner, 3D printers, and meeting room presentation equipment;
- \$170,000 for Computer Hardware/Software, including Wi-Fi components, data backup, early learning computers, workstation replacements, and security certificates.

In addition to the above, there is one capital project for which a Purchase Order has been issued in 2019 against the 2019 approved budget, but that cannot be completed until early 2020. The outside front doors and adjacent window wall of the library building have been deteriorating for some time, to the point where the door hardware is no longer serviceable and the walls themselves provide little sealing against outside air. In addition, the automatic swinging door is very inconvenient for users with accessibility needs, given the small area of porch outside the doors. The Library has therefore contracted to replace the entire wall with a motion-sensitive telescoping door system.

Although this is a building envelope item for which the Town would normally have been responsible, the Library agreed with Public Works to take on the work of getting a quote from the approved term contractor, and had building maintenance funds remaining from savings on other projects. This project will cost roughly \$19,000 and should be completed by February 2020.

Conclusion:

The following motion is recommended:

THAT the Library Board receive the report on 2020 Operating and Capital Budgets as approved by Council.



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"> Board to consider policies according to policy review schedule Revise Governance Policy to comply with new Code of Conduct and integrity investigations rules Revise section on Gifts Approve full revised Governance Policy 	<ul style="list-style-type: none"> Ongoing April 2018 Code of conduct and investigations sections revised except for section on Gifts May 15, 2019 Board approved revisions to Governance policy
2-13	Ongoing	C.E.O. Annual Performance Review	<ul style="list-style-type: none"> Library Board Chair and Vice Chair to prepare and report to Board 	Next review due May 2019
1-15	TBD	Annual Report to the Community	<ul style="list-style-type: none"> TBD 	Last report completed October 2017
2-15	June 2019	Library facility and service delivery options	<ul style="list-style-type: none"> 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” 	<ul style="list-style-type: none"> Deferred by Town of Newmarket Council to fall of 2017 after completion of the Joint Efficiency Review.

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
			<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Council declined to include a study in its Strategic Priorities for 2019-2023 CEO to work with ToN staff on a joint effort to doing a facility study (Motion 19-05-32)
1-19	June 2019	2020 budget	<ul style="list-style-type: none"> Draft budget request to be presented to board for approval 	Completed <ul style="list-style-type: none"> To Board for approval September 18, 2019 Approved for submission September 18, 2019
2-19	TBD	Collective Agreements (2019 -)	<ul style="list-style-type: none"> Updates and discussions as negotiations progress Board to ratify agreement when negotiated 	Completed <ul style="list-style-type: none"> Board briefed March 2019 Negotiations began April 2018 Library Board and Union ratified as of August 19, 2019
8-15	TBD	Strategic planning	<ul style="list-style-type: none"> TBD 	<ul style="list-style-type: none"> Current plan ended 2016. Previous board moved to update actions only but this not completed. Include a long-term strategy related to fines at future strategic planning (motion 19-10-66) Consider diverse Board member recruitment in future strategic planning (motion 19-11-71)

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



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Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: December 18, 2019

RE: **Library security considerations**

Background:

Library staff continue to play an active role in maintaining the safety and security of employees and visitors to our facility, but recent trends have made this role more difficult and increased the strain on our staffing levels.

As reported in previous discussions, a significant number of minor security incidents are regularly experienced, involving such behaviours as drug use, abusive language, and disorderly conduct. In response, the Library continues to refine its processes surrounding incident reporting, the use of video surveillance recordings, furniture layout, and signage, in order to make the facility as safe as it can be.

More importantly, a set of protocols has been developed whereby staff are empowered to ask a member of the public to leave the premises if their behavior persists, and follow up with a written Exclusion Notice for a period of up to 6 months. For more serious infractions, the C.E.O. may authorize an exclusion up to an including an indefinite one, where the person excluded must request re-entry. At any time, police can be called to support, including where a person disobeys an exclusion notice (this becomes trespass).

While these actions have resulted in some success, there is increasing stress experienced by staff when security situations arise. Often these situations arise on evenings and weekends, a time when staff on duty are dedicated largely to front-line services. Dealing with these situations involves at least two staff and often considerable time to investigate, deal with police, and write a report, thereby placing a strain on staffing levels. In addition, police report an increase in calls for concerning behavior in public spaces, and advise that they may be unable or slower to respond to incidents that are non-criminal or that do not pose an immediate threat to safety.

In order to mitigate these concerns, one additional action that might be explored is a pilot project to determine whether engaging an external security contractor might enhance both the appearance and the effectiveness of facility security. Many libraries are taking similar actions as social changes put pressure on libraries to deal with more vulnerable members of society. In consulting neighbouring libraries, it has been suggested that a pilot to engage a security guard contractor at seasonal peak times (typically November to April) and at times when there are fewer staff on duty (evenings and weekends) would be a worthwhile exercise.

A suggested pilot period would be January to April 2020 for a period of up to 16 weeks. While we have not yet requested quotes for security services from providers, preliminary investigation suggests that the pilot could be accomplished for between \$7000 and \$9000. It is believed that there is room for this in existing budgets because of projected savings in other areas.

Conclusion:

The following motion is recommended:

THAT the Library Board receive the report on Library Security Considerations;

AND THAT the Library Board authorize the described security pilot project within approved budgets.



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Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: December 18, 2019

RE: **Books for Babies program**

Background:

The Library's Strategic Projects Officer has instituted a number of collaborative programs with the medical librarian at Southlake Regional Health Centre, including a deposit of Library popular reading material at the hospital's Stronach Regional Cancer Centre patient library. Together with the Library's Head of Children's Services, he has also begun a project called *Books For Babies: Where It All Begins*.

Starting in 2020, the public libraries of Newmarket, Aurora and East Gwillimbury will purchase multiple copies of a chosen Canadian infant-appropriate board book, with an eye to representing diversity, and distribute these free of charge to parents enrolled in Southlake's prenatal parenting classes. The books will include information brochures from each of the libraries to encourage parents to visit with their newborn in order to encourage early literacy.

At this point, the plan does not include distributing the books to all babies born at the hospital, although the brochures will be given to them. This is due to the expense of distributing books to the estimated 2600 babies born annually, as compared to the estimated 600 couples enrolled in the parenting classes. At the same time, the Library will purchase smaller numbers of the books in order to distribute them to participants in its own programs such as Babytime and Parent-Child Mother Goose.

The cost of the books is estimated to be up to \$3000 annually, accounting for Newmarket's share of the parenting class distribution as well as the Library's own giveaway. In order to pay for this, in accordance with the Fundraising Policy, this project has been designated as a beneficiary of the Library's fundraising efforts. The website, as well as the Canada Helps account, have been updated to indicate that funds raised are to be used for "special guest events like authors and performers, technology such as robotics and 3D printing, and a book giveaway for newborn babies." Funds raised are added to the Fundraising Reserve, whose 2018

year-end balance was \$13,250. In addition to funds raised online, the Southlake Cinemania program's net proceeds contribute roughly \$2000-\$3000 annually, and unsolicited in-person donations that are not needed to balance the budget are also added to the Reserve at year-end. Given that Reserve funds are typically spent on smaller ad hoc programs (for example, it will pay for a guest speaker for a Black History Month program), and that typically the funds do not need to be transferred out of the Reserve due to budget surpluses, it is projected that *Books For Babies* can be easily sustained and even grown in the future.

Conclusion:

The following motion is recommended:

THAT the Library Board receive the report on the Books For Babies program.