



Newmarket Public Library Board Agenda

Date: Wednesday, February 19, 2020
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, December 18, 2019 1
- 3.2 Adoption of the Closed Session minutes for Wednesday, December 18, 2019
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4. Reports

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5. Business Arising

- 5.1 Update on Reducing Barriers to Borrowing 20

5.2	Library Board Action List	25
6.	New Business	
6.1	Strategic Planning Considerations	29
7.	Closed Session	
7.1	Advice that is subject to solicitor-client privilege	
8.	Dates of Future Meetings	
8.1	The next Regular Board meeting is scheduled for Wednesday, March 18, 2020, at 5:45 pm in the Library Board room	
9.	Adjournment	



Newmarket Public Library Board

Minutes

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

Members Present: Darcy McNeill, Chair
 Kelly Broome
 Darryl Gray
 Leslee Mason
 Art Weis
 Victor Woodhouse

Members Absent: Jane Twinney, Vice Chair

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

Guests: Kathryn Richardson, Unit Chair, CUPE Local 905 (left at 6:40 pm)
 Michael Maddock, Nation Representative, CUPE Local 905 (left at 6:40 pm)

The Chair called the meeting to order at 5:55 pm.

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 19-12-82**Moved by** Victor Woodhouse**Seconded by** Kelly Broome**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, November 20, 2019

3.2 Adoption of Closed Session minutes for Wednesday, November 20, 2019

3.3 Strategic Operations Report for November, 2019

3.4 Monthly Bank Transfer

Motion 19-12-83**Moved by** Kelly Broome**Seconded by** Victor Woodhouse**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 Further Responses Regarding Deputation of October 16, 2019

The C.E.O. updated the Board on staff training options that are being examined.

Motion 19-12-84**Moved by** Victor Woodhouse**Seconded by** Art Weis**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.

Carried

5.2 2020 Operating and Capital Budgets as Approved by Council

The Library Board reviewed the report outlining the 2020 Operating and Capital Budget requests that have been approved by Town of Newmarket Council.

Motion 19-12-85

Moved by Art Weis

Seconded by Victor Woodhouse

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

Carried

5.3 Library Board Action List

The Board reviewed and updated the action list.

Motion 19-12-86

Moved by Kelly Broome

Seconded by Leslee Mason

That the Library Board receive the Action list as presented.

Carried

6. New Business

6.1 Library Security Considerations

The Board discussed the pilot project request to engage a security guard service.

Motion 19-12-87

Moved by Victor Woodhouse

Seconded by Leslee Mason

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.

Carried

6.2 Books for Babies Program

The Library is beginning a project called Books for Babies in partnership with Aurora and East Gwillimbury Public Libraries and Southlake Regional Health Centre.

Motion 19-12-88

Moved by Darryl Gray

Seconded by Leslee Mason

That the Library Board receive the report on the Books for Babies program.

Carried

7. Closed Session

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

Motion 19-12-89

Moved by Victor Woodhouse

Seconded by Art Weis

That the Library Board move in to Closed Session at 6:02 pm to discuss labour relation matters.

Carried

Motion 19-12-90

Moved by Darryl Gray

Seconded by Leslee Mason

That the Library Board move out of Closed Session at 6:39 pm

Carried

Motion arising from Closed Session:

Motion 19-12-91

Moved by Darryl Gray

Seconded by Victor Woodhouse

That the Library Board receive the report on Labour relations.

Carried

8. Dates of Future Meetings

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

9. Adjournment

Motion 19-12-92

Moved by Victor Woodhouse

Seconded by Leslee Mason

That there being no further business the meeting adjourn at 7:18 pm

Carried

Darcy McNeill, Chair

Todd Kyle, Secretary/Treasurer



Strategic Operations Report: December, 2019 and January, 2020

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> • York Info partnership winding down; Findhelp taking over database; logo being removed from materials/website • 2 Connecting Cultures film series screenings had 15 and 24 attendees 	<ul style="list-style-type: none"> • Hack Day coding event in partnership with youth group had 9 participants • Make Your Own Kombucha program attracted 13 attendees • Powerful Tools for Caregivers program with CHATS had 15 attendees each week 	<ul style="list-style-type: none"> • The Lendery has seen 50 items loaned in the 2 months since soft launch
Spaces	<ul style="list-style-type: none"> • Meeting chairs replaced in Board Room • Walk-in Crisis Counselling saw 31 clients from Oct 16 to Jan 8 for an average of 4 per 4-hour shift 	<ul style="list-style-type: none"> • New equipment purchased for Maker Hub: 2 mobile 3D printers, t-shirt heat press, sewing + embroidery machine, a 2nd button maker, 3D pens for digital design; these replace the Digital Media Station which is at end of life • 	<ul style="list-style-type: none"> • New shelves installed in adult fiction to relieve overcrowding • Large CD display unit dismantled and will be discarded; music CDs no longer being purchased and remaining collection accommodated elsewhere
Positioning	<ul style="list-style-type: none"> • Volunteer Job Fair planned for March 28 with up to 12 nonprofits seeking volunteers participating 	<ul style="list-style-type: none"> • Teen Advisory Group members responded to 42 letters to Santa • Presentation made to Probus group about library online resources 	<ul style="list-style-type: none"> • The 2019 total of the “you saved \$” as printed on library checkout receipts was \$5.2 million; it is based on book purchase costs • Planning underway for library booth at 2020 Home & Lifestyle Show

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Resources	<ul style="list-style-type: none"> • Book club kit reservations from home offered starting in January using test software KitKeeper • 98 book club kits were out or reserved as of the end of the January • Hamilton Spectator newspaper requested historical Era articles from the library's microfilm 	<ul style="list-style-type: none"> • On-demand Tech Help launched; available Tuesday to Friday • Since the launch of Hoopla in early 2017, 2082 patrons have borrowed 16,377 unique titles; average of 65 new Hoopla users per month • In January on Kanopy there were 2414 visits to the platform and 350 films played • Overdrive eBook platform has added a Tech Support feature that patrons can access directly 	<ul style="list-style-type: none"> • New photo/film/slide scanner purchased for public use • Non-profit license for Google apps successfully applied for; used mainly for anti-spam for staff • Replacement tape machine purchased for IT backups; discussions ongoing on alignment with Town IT • Replacement phone notification server and software purchased (used for patron overdues and holds) • Articulating arms installed on all service desk PCs for better customer interaction
Organization & Operations	<ul style="list-style-type: none"> • Process underway to reassign responsibility for website to former York Info staff 	<ul style="list-style-type: none"> • Staff attended eLearning In Libraries symposium at Ryerson University 	<ul style="list-style-type: none"> • Drafting of Service Level Agreements on communications and HR begun; HR generalist assigned to library effective January • Several staff attended Ontario Library Assoc conference

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	23,466	22,915	23,115
Residents	20,795	20,583	20,709	20,584	20,631	20,659	20,769	20,541	20,391	20,325	19,822	19,936
Non-Residents	2,742	2,755	2,799	2,819	2,863	2,931	2,988	3,021	3,050	3,141	3,093	3,179

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	372	304	181	3,677
New non-resident	37	42	49	72	79	84	93	83	72	99	71	50	831
Renewed membership	801	628	788	666	562	788	1,027	864	669	726	239	519	8,277
Total 2019	1,052	839	1,090	921	895	1,199	1,407	1,206	1,004	1,098	543	700	11,954

*included in New registrations

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	14,532	14,607	13,301	175,179
PAC Account Logins	7,043	6,263	6,989	6,571	6,656	6,036	7,049	7,222	6,874	6,880	6,738	6,465	80,786
Room Rentals	60	69	65	69	67	74	36	48	82	125	71	38	804
Room Rental Hours	173	182	181	182	165	200	109	155	185	228	273	146	2,177

Programs 5 Year Trend - year to date December 31

# of Programs Held	2015	2016	2017	2018	2019
Adult	256	254	310	359	337
Children's	1,320	1,308	1,282	891	886
Total Programs	1,576	1,562	1,592	1,250	1,223

Program Attendance	2015	2016	2017	2018	2019
Adult	2,660	1,961	2,627	5,123	3,780
Children's	13,566	12,276	12,516	12,039	9,600
Total Attendance	16,226	14,237	15,143	17,162	13,380

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	2,147	2,065	2,007	23,012
eBooks	4,822	4,456	4,569	4,370	4,294	4,362	4,955	4,835	4,294	4,519	4,144	4,616	54,236
eMagazines	743	727	772	851	874	794	733	861	911	889	908	735	9,798
eMusic	3,223	2,359	2,621	2,393	2,080	2,284	2,714	2,230	3,354	2,680	3,044	3,605	32,587
eVideo	584	511	601	557	633	582	646	745	843	797	701	651	7,851
Backpack Kit	7	9	9	8	7	12	15	13	11	4	8	2	105
Book	27,233	24,011	29,644	26,980	26,390	26,740	33,999	31,401	26,301	27,649	26,048	23,523	329,919
Camcorder	-	-	2	-	-	-	2	1	3	-	6	-	14
CD-ROM/DVD-ROM	2	5	3	5	4	6	2	3	2	2	-	-	34
DVD/Blu-ray	4,171	3,579	4,248	3,738	3,850	3,550	3,992	4,209	3,504	3,729	3,426	3,433	45,429
eBook Reader	1	-	-	-	1	-	-	-	-	-	-	-	2
GPS	1	1	-	-	-	-	-	-	-	-	-	-	2
Green Screen	-	-	2	1	1	1	-	-	-	1	-	-	6
ILL	252	223	210	129	5	44	102	90	109	102	92	126	1,484
Language Kit	30	20	28	41	24	14	37	29	30	24	36	29	342
Laptop	56	39	38	38	38	30	47	49	55	52	45	55	542
Lendery	-	-	-	-	-	-	-	-	-	-	-	25	25
Multimedia Kit	34	42	63	62	30	62	72	58	60	110	64	48	705
Music CD	227	245	277	271	222	250	261	271	202	235	283	197	2,941
Pedometer	1	1	1	1	-	-	-	-	-	-	-	-	4
Periodical	1,040	857	983	766	903	761	885	873	877	769	758	661	10,133
Portable Audio Book	17	24	29	22	19	14	35	36	15	16	15	13	255
Talking Book	610	497	747	554	576	546	676	687	509	603	594	504	7,103
Video Game	259	212	283	255	230	255	398	327	275	268	266	241	3,269
Total Borrowing	45,102	39,445	46,939	42,879	42,016	42,096	51,605	48,750	43,396	44,596	42,503	28,857	529,798

Database Usage

Adult Subscriptions	4,381	3,396	4,896	3,645	3,172	2,828	3,206	3,384	3,048	5,396	3,489	2,695	43,536
Children's Subscriptions	457	402	339	189	359	312	230	187	274	282	261	215	3,507
York Info (Community)	148,251	94,705	90,171	85,930	88,430	97,210	87,392	101,764	88,781	77,368	89,054	18,466	1,067,522
York Info (Volunteer)	23,156	14,118	12,428	14,280	14,709	17,036	17,129	21,799	21,459	13,201	12,204	5,140	186,659
Total Database Usage	176,245	112,621	107,834	104,044	106,670	117,386	107,957	127,134	113,562	96,247	105,008	26,516	1,301,224

Newmarket Public Library Statistical Data - 2018

16

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



438 Park Avenue
Newmarket, Ontario L3Y 1W1

Email: npl@newmarketpl.ca
Website: newmarketpl.ca
Phone: 905-953-5110

Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: February 19, 2020

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 January 31, 2020 of \$107,650.50 from the Newmarket Public Library bank account to the Town of Newmarket bank account.



438 Park Avenue
Newmarket, Ontario L3Y 1W1

Email: npl@newmarketpl.ca
Website: newmarketpl.ca
Phone: 905-953-5110

Library Board Report

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: February 18, 2020

RE: **Bridge Toolkit: Preliminary Results**

Background:

In early 2019, Newmarket Public Library agreed to participate in the beta phase of the **Bridge Technology Services Assessment Toolkit**. Administered by Toronto Public Library, development of the toolkit was supported by a grant from the Government of Ontario as part of its 2015-2016 Libraries Capacity Fund for research and innovation. Initially piloted by 7 libraries, the aim of the toolkit is to become a province-wide outcome measurement in a similar manner to the Impact Survey in the United States (NPL participated in this measurement survey in 2016-2017).

Bridge is described as follows:

Bridge is a customizable web-based solution for libraries to capture and analyze performance and outcome data on technology services and informs decision-making on the use and outcomes of technology services offered by public library systems in Ontario. Using Bridge, library systems can measure:

Availability: the volume of technology services offered, such as the number of Internet-enabled public work stations

Usage: uptake of technology services by library customers, such as the number of participants in a technology training program

Outcomes: the kinds of activities and results that technology services enable for library customers

Service delivery: gauge how prepared frontline staff are to deliver technology services such as their ability to answer questions about the technology services they support

Library staff can use Bridge to view results, compare those results with previous months, and see how the library's performance compares with other Ontario public libraries.

NPL has been compiling and entering these statistics since March 2019, surveying staff on their preparedness and patrons on their usage. While results for some of these are not yet available, data has started to come out regarding outcomes, which is the one that is most difficult for the Library to measure without such a tool. The survey was only made available on public Internet workstations and not for Wi-Fi users as this proved to be difficult technologically; however, future plans include making the survey available on a tablet computer for those not using a library Internet workstation. Nonetheless, the results so far are valuable and are shared with the Board in the accompanying charts.

(Please note that the result charts may not be fully accessible. Please contact the library admin@newmarketpl.ca for an accessible version if needed).

Conclusion:

NPL has agreed to continue to participate in Bridge for 2020 as it expands beyond the beta group, in order to more fully exploit the capabilities of the toolkit. As the reports become more robust, they might also be incorporated into the By The Numbers statistical summary that the library often produces for the Town of Newmarket's annual community open house held in the spring. However, there is some concern that it will be difficult to keep up with the large amount of data compiling and processing required once the current contract for Strategic Projects Officer ends in October 2020.

The following motion is recommended:

THAT the Library Board receive the report on Bridge Toolkit preliminary results.



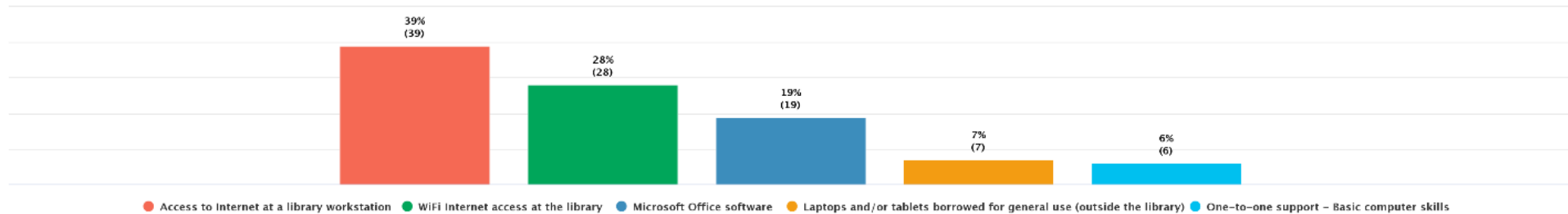
TECHNOLOGY SERVICES ASSESSMENT TOOLKIT

Bridge Technology Services Assessment Toolkit: Selected Key Outcome Areas results, March to November 2019

Access to Technology
Did the service(s) you used give you access to technology you would not have otherwise had?
Jan 2019 – Dec 2019

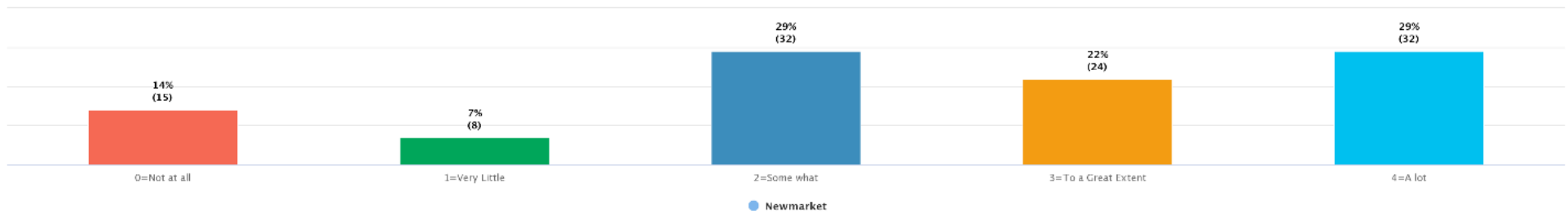


Top 5 Programs that Provided Patrons with Access to Technology
Which service(s)?
Jan 2019 – Dec 2019 – Newmarket



Other services from write-in answers for above question: printers, Ancestry database (in-library use only)

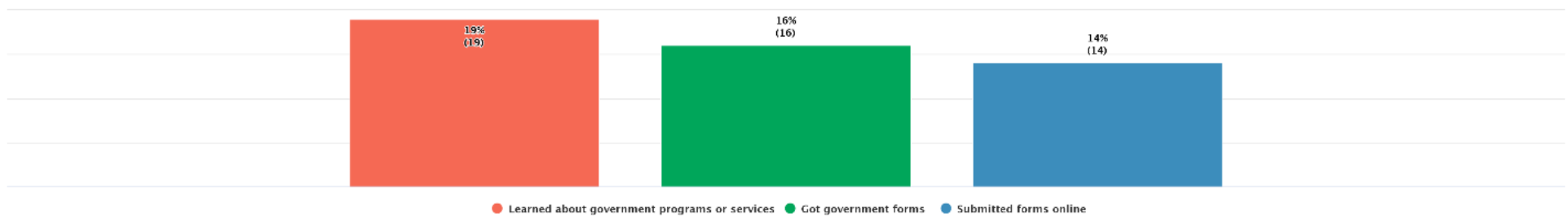
Increased Digital Comfort
How much more comfortable are you in using digital technologies than you were before using the library's technology service(s)?
Jan 2019 – Dec 2019 – Newmarket



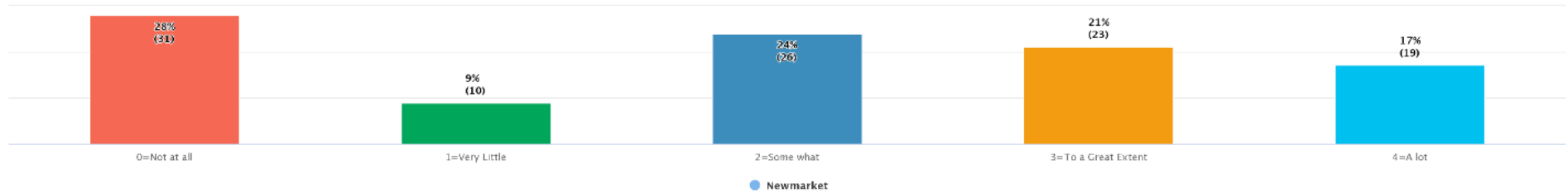
Access to eGovernment
Did you use the technology service(s) to access government services or resources online?
Jan 2019 – Dec 2019



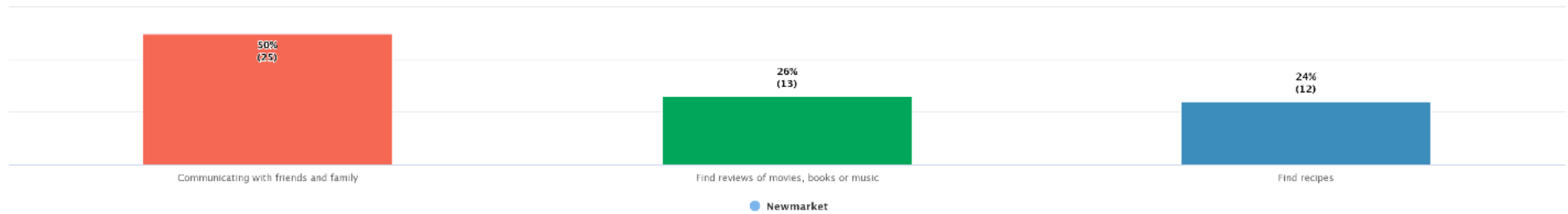
Top 3 eGovernment Activities
What government services/resources did you access?
Jan 2019 – Dec 2019 – Newmarket



Increased Sense of Social Belonging – Responses
 How has using the technology service(s) helped you connect with others and be more social?
 For example: communicate more with friends and family, play games, find support for a personal issue, play games, etc.
Jan 2019 – Dec 2019 – Newmarket



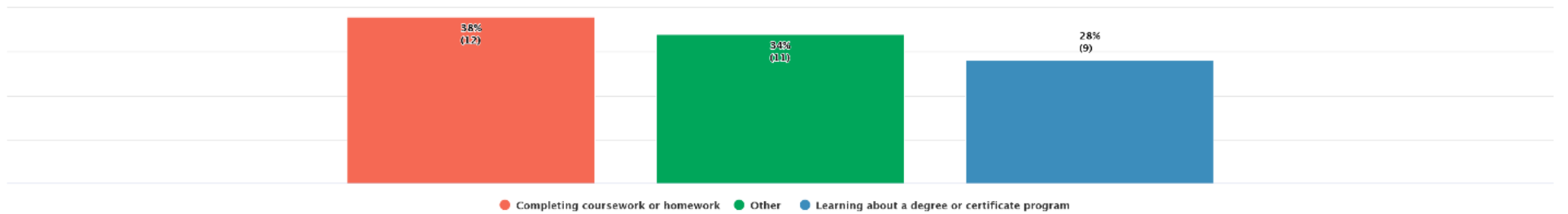
Top 3 Contributors to Increased Sense of Social Belonging
 What activities contributed most to your increased ability to connect to others and be more social? (choose three)
Jan 2019 – Dec 2019 – Newmarket



Use of Services for Education-related Activities
Did you use the technology service(s) for educational activities?
Jan 2019 – Dec 2019



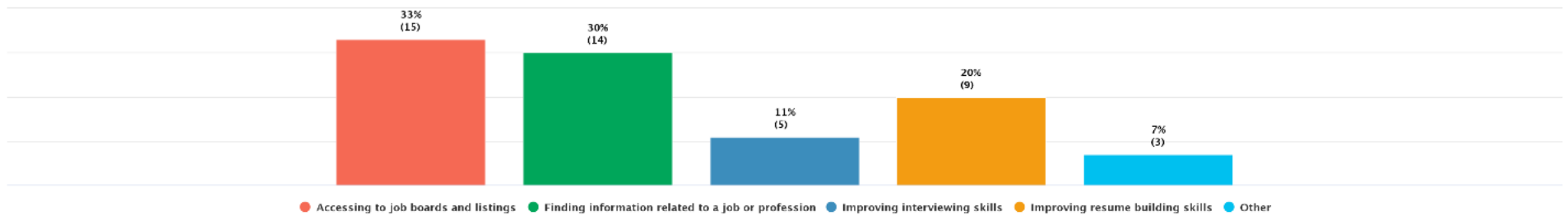
Top 3 Education-related Activities
Did you use the technology service(s) for educational activities?
Jan 2019 – Dec 2019 – Newmarket



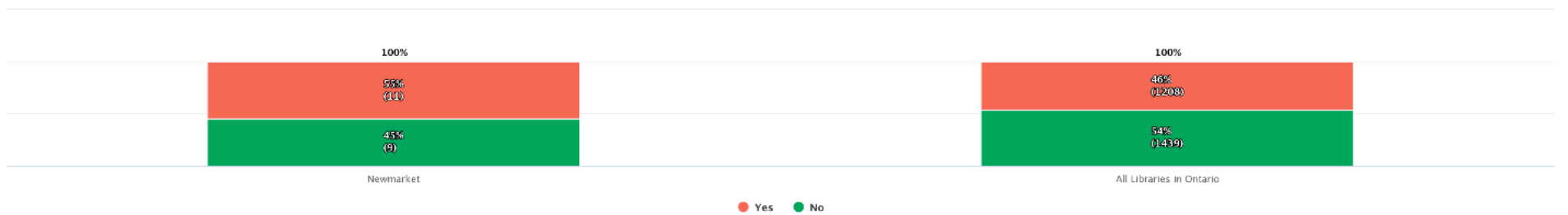
New Job Search Skills Developed
 Did you use the technology service(s) to develop skills related to finding a job?
 Jan 2019 – Dec 2019



Types of Job Search Skills Developed
 Did you use the technology service(s) to develop skills related to finding a job?
 Jan 2019 – Dec 2019 – Newmarket



Job Search Success
 Were you successful in finding a job?
 Jan 2019 – Dec 2019





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Library Board Report

To: Newmarket Public Library Board
From: Todd Kyle, C.E.O.
Date: February 18, 2020
RE: **Update on reducing barriers to borrowing**

Background:

This report will provide some updates on the implementation of changes to borrowing policy as approved by the Board at the October 16, 2019 meeting.

The following changes have been implemented:

- Renewal limits on most materials have been increased from 2 to 5
- The card renewal threshold has been increased from one year to two years
- Fines have been eliminated for children's items borrowed on a child's card (up to age 12); existing fines have also been deleted for active cardholders

The following initiatives are in preparation:

- Purging of outstanding fines after a two-year collection period (five years for amounts over \$100)
- Arranging a fines amnesty in conjunction with a community benefit

One additional thing the Board asked to be investigated was to examine again whether auto-renewal could be implemented, that is, if items could be automatically renewed at the due date as long as there were no outstanding requests. This would have had the effect of further mitigating the consequences of late returns, as well as potentially increasing reported borrowing statistics.

The concern about this move was that there is the potential that library users might grow to rely on it and that it would create confusion in the case where an item cannot be renewed due to a hold request. As requested by the Board, staff have investigated what sort of notification could be sent to users in this case. What we have determined is that no such notification is possible

within our integrated library system. The only option we would have is adding a message to the existing due-date reminder e-mail along the lines of “your items may be automatically renewed unless there is a hold or of you have already renewed an item 5 times”. In our view, this would create too much potential confusion, so this change is not recommended.

Conclusion:

A draft revised Membership Policy, now titled Membership & Borrowing Policy, is attached that makes the necessary changes as approved by the Board as well as making a few other clarification change.

THAT the Library Board receive the report on Update to Reducing Barriers to Borrowing;

AND THAT the Library Board approve the Membership & Borrowing Policy as drafted.



Membership and Borrowing Policy

1. Purpose

- a. The purpose of this policy is to outline criteria and administrative guidelines for access to Library resources and services.

2. Eligibility

- a. All persons who live, work, attend school, or own property in York Region are entitled to become a member of the Library without charge. Membership is also free to persons who live, work or attend school in any other municipality with whom Newmarket Public Library has entered into a reciprocal borrowing agreement.
- b. All persons who do not meet the above requirements, irrespective of age, must pay an annual non-resident fee, established by the Library Board, for a library membership. The Library reserves the right to withhold membership privileges until this fee is paid.

3. Identification Requirements

- a. Adequate proof of name and address must be given. Adequate document types shall be established by the CEO and posted in a conspicuous manner.
- b. In addition, adequate proof of educational attendance, employment, or property ownership at an address in York Region will be required in the case of a member who does not reside in York Region.
- c. Exceptions to the foregoing are:
 - i. a child aged birth to 13 years must ~~present only proof of name, and~~ be accompanied by a parent or legal guardian who must present his/her own identification to prove address.
 - ii. A resident of a group home or other such shelter may use as identification a letter from the home indicating that they are a resident of that home. If the letter does not indicate a residency period of at least 3 months, the member will be treated as per 5(b)(i).
 - iii. A resident unable to produce adequate identification may opt to register for access only to online resources and Library workstations. This membership may be converted to full access at any time upon presentation of adequate identification.
- d. For promotional purposes eligible residents may from time to time be given temporary anonymous access to online resources only.

4. Membership Expiration and Renewal

- a. Membership shall expire ~~annually~~ every two years, except in the case of a resident of a short-term shelter as per 5(b)(i), in which case the expiry period be set at 3 months.
- b. The Library reserves the right to withdraw privileges until membership is renewed.
- c. Renewal requires presentation of identification for verification as per 3(a)-3(c) above. A resident unable to produce adequate identification may opt to renew

for access only to online resources and Library workstations. This membership may be converted to full access at any time upon presentation of adequate identification.

d. Renewal also requires that all outstanding fines and fees be paid in full.

5. Membership Privileges

a. Members are entitled to:

- i. Borrow any Library material unless otherwise marked
- ii. Access online Library subscription resources
- iii. Request and borrow interlibrary loan material
- iv. Use Library workstations and other equipment requiring membership

b. Exceptions to the foregoing are:

- i. A resident of a short-term shelter with a stay of less than 3 months, who shall have borrowing restricted to certain amounts and material types, as established by the Library Board.
- ii. Members unable to produce identification who have opted for access to online resources and Library workstations only.
- iii. Temporary anonymous access to online resources only.

c. An individual may only have a single membership, with the exception of a child aged birth to 13 years of divorced or separated parents, who may each be issued a membership in the name of the child.

6. Membership Obligations

a. Accessing Library resources or services through a membership indicates that the member agrees to:

- i. Report the loss of the card or other authorized proof of membership to the Library. Unless so reported, use of the card or proof by an individual other than the member is assumed to be authorized by the member.
- ii. Report any changes in address or other contact information.
- iii. Present the card or other authorized proof of membership in order to borrow Library materials.
- iv. Provide membership ID and password information, as applicable, in order to access Library resources online or to access ~~his/her~~their own file.
- v. Return or renew all materials in the same condition as borrowed within the due dates given. If not, the member agrees to pay late fines; replacement costs for lost, damaged or stolen material; and a non-refundable processing fee for all items billed for replacement. Such fees are as established ~~from time to time~~ by the Library Board.
- vi. Refrain from altering ~~his/her~~their card in any way.
- vii. Pay a replacement charge, as established by the Library Board, in the case of a lost card. Damaged or worn out cards shall be replaced free of charge.
- viii. Abide by the Library's Code of Conduct and all other policies defined by the Library Board and understand that breaking these regulations may lead to the individual's removal from the library premises and/or temporary or permanent loss of membership.

7. Borrowing Regulations

a. The usual loan period is three weeks, but some high-demand materials are loaned for a shorter period.

- b. The Library reserves the right to limit the number of items borrowed by subject, author, or type, such limits being posted in a conspicuous place.
- c. Materials may be renewed ~~twice-five times~~ unless a hold has been placed by another person, except for certain high-demand items for which no renewals are allowed.
- ~~d. A member may renew materials in person, by telephone, or on-line.~~
- ~~e.~~d. Library privileges shall be suspended for the following:
 - i. Unpaid fines/fees, above a maximum established by the Library Board.
 - ii. Items billed for replacement after a period of time established by the Library Board.
- ~~e.~~ The Library reserves the right to send delinquent accounts to a contracted collection agency.
- 8. Parent/guardian responsibility
 - a. In the case of a child aged birth to 13 years, the ~~foregoing~~ obligations contained in this Policy are incumbent upon the parent or legal guardian.
- 9. **Privacy of Personal Information**
 - a. Personal information collected by the Library as part of membership administration is subject to the rules and limitations as outlined in the Freedom of Information and Protection of Privacy (FIPP) Policy and to any applicable legislation.
 - b. The Library reserves the right to request that adequate identification or other documentation is presented before giving access to personal membership information under the provisions of the FIPP Policy.

Related Policies:

Public Computer Access and Use Policy
 Freedom of Information and Protection of Privacy Policy
 Interlibrary Loan Policy
 Confidentiality Policy
 Employee Borrowing Policy
 Records Retention Policy



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. 	

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
6-19		Inclusion and Diversity	<ul style="list-style-type: none"> CEO to report back to Board 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: February 18, 2020

RE: **Strategic Planning Considerations**

Background:

One of the action items for the Board is to engage in a renewal of its Strategic Planning process. The most recent Strategic Plan covered the period 2013-2016. Although the Board did plan to extend and revise the Plan starting in 2017, other efforts surrounding the Operational Efficiencies Review and facility question overtook this priority and little progress was made.

Under the direction of the 2013-2016 Plan, the development of the library accelerated greatly. The Library's dedication to community dialogue and discovery was deepened through expansion of the York Info service, the launching of IdeaMarket, and a number of program partnerships with community organizations. The Library's commitment to being a centre of learning, especially of digital literacy, led to the launch of a number of programs and services including computer workshops, online courses, technology assistance on demand, and the Maker Hub. Finally, the Plan led us to improve the Library's capabilities and capacities by investing in self-service automation technology, a vast array of online digital media, and publicly accessible technology such as laptops and workspaces.

Since 2016, the pillars of the Plan have continued to guide Library activities as well as related strategic reporting to the Board. While IdeaMarket as a program series has declined in prominence, programs based on community partnerships continue to be developed under the new position of Community Engagement Librarian. The York Info service has been discontinued, but community discovery continues to be a theme of Library activities through things like volunteer engagement, community service referrals, and Library outreach to local events. Under the new Learning and Discovery Librarian, digital literacy continues to be a prime role of the library, with on-demand technology help now being offered Tuesday through Friday and the Maker Hub open half-days Tuesday to Saturday. These pillars also continue to resonate with the themes of Town Council and related initiatives; for example, the Library's digital literacy

activities were part of the successful application by the Newmarket Smart City Council to be named one of the Smart 21 Intelligent Communities in 2019.

However, although the current Plan continues to provide a solid fundamental base to further development, the Library faces challenges in fulfilling some parts of the Plan, especially those related to increasing the Library's reach and transforming/expanding Library space. Despite recent small-scale adaptation and renovation of the existing library space, it still remains facility that is inadequately sized, logistically challenged, and of limited appeal to the broader community.

For this reason the Board may wish to consider a strategic exercise focused on infrastructure renewal as much as the roles the Library plays in the community. For any such exercise, costs would range from \$3000 or more for external facilitation, which would be covered by the existing operating budget, to \$30,000 or more for a consultant to provide a full service including community consultation, which might require funding from the operating reserve. It is uncertain how such an exercise would relate to the planned facility needs engagement study, which has not yet begun.

Conclusion:

The following motion is recommended:

THAT the Library Board receive the report on Strategic Planning Considerations.