



Agenda
Newmarket Public Library Board

Wednesday, May 20, 2015 at 5:00 PM
Regular Board Meeting

Agenda compiled on 15/05/2015 at 10:58 AM

Introduction and Brief Overview of Library Board Procedures

Library Board Elections

1. Nomination for Library Board Chair and Vice Chair - The Chief Executive Officer will call for nominations from the appointed members and preside over the election of the new Chair and Vice Chair.

Adoptions of Agenda

2. Adoption of Regular Agenda
3. Adoption of the Closed Session Agenda
4. Adoption of the Consent Agenda

Declarations

Consent Agenda Items

- | | | |
|----|---|------|
| 5. | Adoption of the Regular Board Meeting Minutes for Wednesday, April 15, 2015 | p. 1 |
| 6. | Strategic Operations Report for April, 2015 | p. 3 |
| 7. | Library Statistical Data for April, 2015 | p. 4 |
| 8. | Monthly Bank Transfer | p. 8 |

Closed Session

9. That the Library Board move into a Closed Session to discuss labour relation matters

Reports

- | | | |
|-----|---|-------|
| 10. | 2014 Audited Financial Statements | p. 9 |
| 11. | 2015 First Quarter Financial Statements | p. 28 |
| 12. | Annual Report to the Community | p. 31 |

13. 2015 Draft Business Plan p. 38

Policies

14. Code of Conduct Policy p. 41

Business Arising

15. Draft Suggested Revision of Action List p. 43
16. Fundraising and Development Strategy p. 46

New Business

17. Long Term Disability Reserve p. 48

Date(s) of Future Meetings

18. The next Newmarket Public Library Board Regular Board Meeting will be Wednesday, June 17, 2015, at 5:00 pm in the Library Board room.

Adjournment



**Newmarket Public Library Board
Regular Board Meeting
Wednesday, April 15, 2015
Newmarket Public Library Board Room**

Present: Joan Stonehocker – Chair
Tom Vegh – Vice Chair
Kelly Broome-Plumley
Tara Brown
Joe Sponga

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

The Chair called the meeting to order at 5:05 pm

1. Adoption of Agenda Items

- a) Adoption of Regular Agenda
- b) Adoption of the Closed Session Agenda
- c) Adoption of Consent Agenda items

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

Motion 15.04.368

**Moved by Tara Brown
Seconded by Kelly Broome-Plumley**

That Agendas a) to c) be adopted as presented.

Carried

2. Declarations

None were declared.

3. Consent Agenda Items:

- a) Adoption of the Regular Board Meeting Minutes for Wednesday, February 18, 2015
- b) Strategic Operations Report for February and March, 2015
- c) Library Statistical Data for March, 2015
- d) Monthly Bank Transfer
- e) Correspondence from Chris Ballard, MPP, Newmarket-Aurora regarding Ontario Libraries Capacity Fund

Motion 15.02.362

Moved by Tara Brown
Seconded by Tom Vegh

That Consent Agenda Item a) be received as amended and items b to e) be received as presented.

Carried

The CEO updated the Library Board on a potential partnership to complete the digitization of the Era.

The CEO discussed with the Library Board what the Library is considering to use the Capacity grant funding for.

- 4. Motion to Convene into a Closed Session**
 There were no closed session items.

5. Business Arising

- a) Action List
 The Library Board reviewed and updated the Action List.

6. New Business

- a) Sunday Openings
 The Library Board was updated on the planning for Sunday openings during the summer months and staffing during this period.

7. New Business

There was no new business.

8. Date(s) of Future Meetings

The next regular Library Board meeting will be Wednesday, May 20, 2015 at 5:00 PM in the Library Board room

9. Adjournment**Motion 15.02.369**

Moved by Tom Vegh
Seconded by Joe Sponga

That there being no further business meeting adjourned at 6:10 PM.

Joan Stonehocker
 Chair

Todd Kyle, CEO
 Secretary/Treasurer

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> April IdeaMarket had 15 participants May IdeaMarket will be on Assisted Suicide 2nd Shakespeare Allowed program attracted 9 readers and 3 observers 	<ul style="list-style-type: none"> April <i>Marketing Toolbox</i> program with Chamber of Commerce successful Staff met with PlāYR film festival to discuss collaboration on a digital media station in the library Another session of computer classes begun as part of Inn From The Cold employment program Several school and daycare outreach visits conducted 	<ul style="list-style-type: none"> Women's Centre of York Region reports several new clients heard about them through library
Spaces	<ul style="list-style-type: none"> Media release on IdeaMarket written; The Era to publish article in May 	<ul style="list-style-type: none"> Provincial capacity grant to fund a Digital Media Station & expanded maker equipment 	<ul style="list-style-type: none"> Signs, bookmarks and media release advertising summer Sunday openings planned Staff gathering quotes for new shelving range for expanded talking books collection (including CNIB/CELA discs) Positive feedback received from 2 residents on Green Reads used book machine
Positioning	<ul style="list-style-type: none"> CEO and Board Chair attended Mayor's annual address luncheon 	<ul style="list-style-type: none"> Student in Excel workshop reports she is taking it to improve her employment prospects 	<ul style="list-style-type: none"> CEO interviewed for York Region Media Group article on public libraries Library ad created for message screens at local medical clinic who offered free advertising
Resources	<ul style="list-style-type: none"> Pilot of outsourced Era archive for 1978-79 placed online by CCDA and being compared by staff to the same years in existing archive 	<ul style="list-style-type: none"> Average monthly attendance for Word & Excel workshops in 2015 is 27 Children's author visits by Andrea Beck and Philippa Dowding presented as part of Lifelong Learning series 3D printer moved to visible location on 2nd floor 	<ul style="list-style-type: none"> Planning for staffing on summer Sundays underway One self-checkout unit re-vamped to allow for better sightlines and accessibility
Organization & Operations	<ul style="list-style-type: none"> Volunteer Services Coordinator resigned; recruitment of replacement underway 	<ul style="list-style-type: none"> CEO attended ORION's THINK! Conference to explore future broadband possibilities 3D printer software Makerware installed on public workstations 	<ul style="list-style-type: none"> Systems Technician resigned and replaced CEO attended Libraries 2025 conference in Toronto York Info staff attended InformOntario Symposium in London, ON

Newmarket Public Library Statistical Data - 2015

Library Card Holders

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
NPL Card Holders	23,554	23,726	23,837	23,764								
Residents	21,683	21,773	21,867	21,790								
Non-Residents	1,871	1,953	1,970	1,974								

New and Renewed Library Cards

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
New registrations	258	498	362	237									1,355
New non-resident	39	37	34	30									140
Renewed membership	735	319	811	627									2,492

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Website visits	13,036	12,715	14,146	12,834									52,731
# of PAC Account Logins	5,581	4,957	6,051	5,809									22,398
Room Rentals	64	71	67	85									287
Room Rental Hours	171	187	168	199									724

Programs

5 Year Trend - year to date April 30

# of Programs Held	2011	2012	2013	2014	2015
Adult	17	36	43	65	78
Children's	354	420	443	449	490
Total Programs	371	456	486	514	568

Program Attendance	2011	2012	2013	2014	2015
Adult	874	1,263	412	969	749
Children's	4,797	4,450	4,517	4,395	4,347
Total Attendance	5,671	5,713	4,929	5,364	5,096

Newmarket Public Library Statistical Data - 2015

Borrowing

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	736	706	903	873									3,218
eBooks	3,066	2,930	3,235	2,896									12,127
eMagazines	323	421	575	382									1,701
eMusic	2,613	2,621	3,737	4,404									13,375
eVideo	54	98	160	144									456
Backpack Kit	4	3	5	3									15
Book	25,489	22,981	28,858	26,932									104,260
CD-ROM/DVD-ROM	17	34	29	19									99
DVD/Blu-ray	3,703	4,135	5,223	4,433									17,494
eBook Reader	4	5	3	8									20
GPS	-	2	1	2									5
ILL	198	162	203	184									747
Language Kit	54	41	46	35									176
Laptop	12	12	17	46									87
Multimedia Kit	66	84	76	45									271
Music CD	384	363	568	591									1,906
Pedometer	7	9	20	9									45
Periodical	1,121	865	1,113	1,145									4,244
Portable Audio Book	58	26	48	32									164
Talking Book	850	836	960	778									3,424
Video	9	10	4	2									25
Video Game	267	262	372	301									1,202
Total Borrowing	39,035	36,606	46,156	43,264									165,061

Database Usage

Adult Subscriptions	2,408	4,643	2,317	2,166									11,534
Children's Subscriptions	843	na	752	321									1,916
York Info (Community)	95,740	105,204	111,837	118,114									430,895
York Info (Volunteer)	11,015	16,268	18,059	16,927									62,269
Total Database Usage	110,006	126,115	132,965	137,528									506,614

Newmarket Public Library Statistical Data - 2014

Library Card Holders

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
NPL Card Holders	22,327	22,140	22,347	22,397	22,352	22,386	22,866	23,332	23,473	23,664	23,659	23,368
Residents	20,463	20,279	20,456	20,499	20,462	20,487	20,925	21,381	21,527	21,707	21,707	21,452
Non-Residents	1,864	1,861	1,891	1,898	1,890	1,899	1,941	1,951	1,946	1,957	1,952	1,916

New and Renewed Library Cards

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
New registrations	251	199	382	428	243	265	392	644	1,000	376	222	184	4,586
New non-resident	54	33	49	43	19	21	37	32	36	27	27	29	407
Renewed membership	667	628	715	445	649	585	1,085	327	40	529	662	493	6,825

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Website visits	13,591	10,908	12,882	13,399	12,752	11,531	12,040	11,950	11,723	12,615	12,217	10,859	146,467
# of PAC Account Logins	5,350	4,788	5,456	5,403	5,281	4,953	5,636	5,548	5,327	5,216	5,362	5,097	63,409
Room Rentals	69	70	61	82	77	50	49	46	67	78	82	53	784
Room Rental Hours	178	180	151	219	195	153	128	222	184	181	199	155	2,142

Programs

5 Year Trend - year to date December 31

# of Programs Held	2010	2011	2012	2013	2014
Adult	23	33	93	157	247
Children's	952	845	1,167	1,293	1,344
Total Programs	975	878	1,260	1,450	1,591

Program Attendance	2010	2011	2012	2013	2014
Adult	948	1,392	2,323	2,149	2,229
Children's	15,444	12,956	12,905	13,796	13,791
Total Attendance	16,392	14,348	15,228	15,945	16,020

Newmarket Public Library Statistical Data - 2014

Borrowing

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	481	443	476	525	461	366	561	494	607	638	705	648	6,405
eBooks	2,347	2,056	2,335	2,267	2,515	2,392	2,612	2,660	2,563	2,468	2,529	2,628	29,372
eMagazines	na	na	na	625	368	299	299	300	264	326	408	301	3,190
eMusic/Video	634	1,769	2,737	2,849	2,735	2,293	1,696	2,133	2,322	2,886	3,008	2,562	27,624
Backpack Kit	2	3	4	4	1	2	2	4	5	7	3	3	40
Book	24,090	22,484	27,439	25,247	25,805	23,610	33,976	29,703	26,540	27,107	25,933	22,763	314,697
CD-ROM/DVD-ROM	34	40	27	21	24	12	21	23	37	46	33	19	337
DVD/Blu-ray	3,938	3,787	4,453	4,221	4,192	3,344	4,734	4,409	3,723	3,886	3,940	3,227	47,854
eBook Reader	4	1	5	5	4	3	6	4	2	5	4	3	46
GPS	-	3	5	13	5	2	10	8	1	5	2	-	54
ILL	165	145	143	158	134	145	140	167	155	147	151	152	1,802
Language Kit	42	24	41	35	42	38	46	50	37	46	47	25	473
Laptop	47	35	24	38	40	22	36	27	15	16	33	10	343
Multimedia Kit	79	128	102	99	99	74	121	86	68	89	92	79	1,116
Music CD	637	609	696	572	550	387	418	561	397	456	593	449	6,325
Pedometer	4	7	21	18	23	20	14	10	5	7	7	4	1
Periodical	1,015	1,035	1,130	1,231	1,212	961	1,228	1,254	1,071	1,139	925	829	13,030
Portable Audio Book	26	32	42	36	48	41	47	41	36	56	45	29	479
Talking Book	884	837	902	891	855	887	964	904	817	880	910	768	10,499
Video	29	9	11	12	17	12	6	16	16	9	7	2	146
Video Game	262	258	370	350	285	215	495	433	340	294	307	201	3,810
Total Borrowing	34,720	33,705	40,963	39,217	39,415	35,125	47,432	43,287	39,021	40,513	39,682	34,702	467,782

Database Usage

Adult Subscriptions	3,525	2,370	1,834	1,448	2,097	2,253	1,671	1,405	2,033	3,183	2,999	1,095	25,913
Children's Subscriptions	1,001	748	847	649	523	946	240	399	724	1,189	1,613	605	9,484
York Info (Community)	78,994	68,976	72,074	70,752	69,524	64,578	67,825	67,988	63,802	83,171	25,491	89,127	822,302
York Info (Volunteer)	10,842	9,908	11,649	8,915	11,635	12,045	10,848	11,360	9,722	13,261	3,009	8,969	122,163
Total Database Usage	94,362	82,002	86,404	81,764	83,779	79,822	80,584	81,152	76,281	100,804	33,112	99,796	979,862

*note November was month of CIOC merger, stats last to merge/affected

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: May 20, 2015

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 April 30, 2015 of \$ 10, 810.17 from the Newmarket Public Library Board bank account to the Town of Newmarket bank account.



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle

Date: May 20, 2015

Re: 2014 Audited Financial Statements

BDO have completed their annual audit of the Library's Financial Statements. There are no issues to report and the Library is on sound financial footing.

THAT the Library Board approve the 2014 Audited Financial Statement as presented.



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BDO Canada LLP
 The Gates of York Plaza
 17310 Yonge Street, Unit 11
 Newmarket ON L3Y 7R9 Canada

Private & Confidential

March 24, 2015

Members of the Board of Directors
 Town of Newmarket Public Library Board
 438 Park Ave
 Newmarket ON L3Y 1W1

Dear Sir/Madam:

Re: Audit of the Financial Statements of Town of Newmarket Public Library Board
 For the year ended December 31, 2014

We are pleased to present our audit plan for the audit of the financial statements of Town of Newmarket Public Library Board for the year ending December 31, 2014.

Our report is designed to highlight and explain key issues which we believe to be relevant to the audit including audit risks, the nature, extent, timing and results of our audit work and the terms of our engagement, including fees. This report forms a significant part of our overall communication strategy with the Board of Directors and is designed to promote effective two-way communication throughout the audit process. It is important that we maintain effective two-way communication with the Board of Directors throughout the entire audit process so that we may both share timely information. The audit process will conclude with an Board of Directors meeting and the preparation of our final report to the Board of Directors.

This report has been prepared solely for the use of the Board of Directors and should not be distributed without our prior consent. Consequently, we accept no responsibility to a third party that uses this communication.

Terms of Reference

Our overall responsibility is to form and express an opinion on the financial statements. These financial statements are prepared by management, with oversight by those charged with governance. The audit of the financial statements does not relieve management or those charged with governance of their responsibilities. The scope of our work, as confirmed in our engagement letter, and a summary of our proposed fees are set out below.

Engagement Objectives

- Forming and expressing an audit opinion on the financial statements.
- Present significant findings to the Board of Directors including key audit and accounting issues, any significant deficiencies in internal control and any other significant matters arising from our work.
- Provide timely and constructive management letters. This will include deficiencies in internal control identified during our audit.
- Consult regarding accounting and reporting matters as requested throughout the year.
- Read the other information included in the Company's Annual Report to identify material inconsistencies, if any, with the audited financial statements.
- Work with management towards the timely issuance of financial statements.

Independence

At the core of the provision of external audit services is the concept of independence. We are communicating matters that, in our professional judgment, may reasonably be thought to bear on our independence for the forthcoming audit of the Library.

In determining which relationships to report, we have considered the applicable legislation and relevant rules of professional conduct and related interpretations prescribed by the appropriate provincial institute/ordre covering such matters as the following:

- holding of a financial interest, either directly or indirectly in a client;
- holding a position, either directly or indirectly, that gives the right or responsibility to exert significant influence over the financial or accounting policies of a client;
- personal or business relationships of immediate family, close relatives, partners or retired partners, either directly or indirectly, with a client;
- economic dependence on a client; and
- provision of services in addition to the external audit engagement.

We have prepared the following comments to facilitate our discussion with you regarding independence matters.

We are not aware of any relationships between the Library and us that, in our professional judgment, may reasonably be thought to bear on our independence to date.

Audit Strategy

Our overall audit strategy involves extensive partner and manager involvement in all aspects of the planning and execution of the audit and is based on our overall understanding of the Library.

We will perform a risk based audit which allows us to focus our audit effort on higher risk areas and other areas of concern for management and the Board of Directors.

To assess risk accurately, we need to gain a detailed understanding of the Library's business and the environment it operates in. This allows us to identify, assess and respond to the risks of material misstatement.

To identify, assess and respond to risk, we obtain an understanding of the system of internal control in place in order to consider the adequacy of these controls as a basis for the preparation of the financial statements, to determine whether adequate accounting records have been maintained and to assess the adequacy of these controls and records as a basis upon which to design and undertake our audit testing.

Based on our risk assessment, we design an appropriate audit strategy to obtain sufficient assurance to enable us to report on the financial statements.

We choose audit procedures that we believe are the most effective and efficient to reduce audit risk to an acceptable low level. The procedures are a combination of testing the operating effectiveness of internal controls (when appropriate), substantive analytical procedures and other tests of detailed transactions.

Having planned our audit, we will perform audit procedures, maintaining an appropriate degree of professional skepticism, in order to collect evidence to support our audit opinion.

Materiality

Misstatements, including omitted financial statement disclosures, are considered to be material if they, individually or in aggregate, could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Judgments about materiality are made in light of surrounding circumstances and include an assessment of both quantitative and qualitative factors and can be affected by the size or nature of a misstatement, or a combination of both.

For purposes of our audit, we have set preliminary materiality at \$40,000 based on 1.25% of revenue for the Library.

Our materiality calculation is based on the Library's preliminary results. In the event that actual results vary significantly from those used to calculate preliminary materiality, we will communicate these changes to the Board of Directors as part of our year end communication.

We will communicate all corrected and uncorrected misstatements identified during our audit to the Board of Directors, other than those which we determine to be "clearly trivial". Misstatements are considered to be clearly trivial for purposes of the audit when they are inconsequential both individually and in aggregate.

We encourage management to correct any misstatements identified throughout the audit process.

Risks and Planned Audit Responses

Based on our knowledge of the Library's business, our past experience, and knowledge gained from management and the Board of Directors, we have identified the following significant risks; those risks of material misstatement that, in our judgment, required special consideration.

Significant risks arise mainly because of the complexity of the accounting rules, the extent of estimation and judgment involved in the valuation of these financial statement areas, and the existence of new accounting pronouncements that affect them. We request your input on the following significant risks and whether there are any other areas of concern that the Board of Directors has identified. We have also provided a brief summary of how we plan to audit these significant risks.

Financial Statement Areas With Significant Risks	Proposed Audit Procedures
<ul style="list-style-type: none"> Revenue 	<ul style="list-style-type: none"> Review revenue recognition policy for consistency with the professional standards.

Auditor's considerations of possible fraud and illegal activities

We are responsible for planning and performing the audit to obtain reasonable assurance that the financial statements are free of material misstatements, whether caused by error or fraud, by:

- Identifying and assessing the risks of material misstatement due to fraud;

- Obtaining sufficient and appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and
- Responding appropriately to fraud or suspected fraud identified during the audit.

The likelihood of not detecting a material misstatement resulting from fraud is higher than the likelihood of not detecting a material misstatement resulting from error because fraud may involve collusion as well as sophisticated and carefully organized schemes designed to conceal it.

During the audit, we will perform risk assessment procedures and related activities to obtain an understanding of the entity and its environment, including the Library's internal control, to obtain information for use in identifying the risks of material misstatement due to fraud and make inquiries of management regarding:

- Management's assessment of the risk that the financial statements may be materially misstated due to fraud, including the nature, extent and frequency of such assessments;
- Management's process for identifying and responding to the risks of fraud in the Library, including any specific risks of fraud that management has identified or that have been brought to its attention, or classes of transactions, account balances, or disclosures for which a risk of fraud is likely to exist;
- Management's communication, if any, to those charged with governance regarding its processes for identifying and responding to the risks of fraud in the Library; and
- Management's communication, if any, to employees regarding its view on business practices and ethical behaviour.

In response to our risk assessment and our inquiries of management, we will perform procedures to address the assessed risks, which may include:

- Inquiry of management, the Board of Directors, and others related to any knowledge of fraud, suspected fraud or alleged fraud;
- Perform disaggregated analytical procedures and consider unusual or unexpected relationships identified in the planning of our audit;
- Incorporate an element of unpredictability in the selection of the nature, timing and extent of our audit procedures; and
- Perform additional required procedures to address the risk of management's override of controls including:
 - ♦ Testing internal controls designed to prevent and detect fraud;
 - ♦ Testing the appropriateness of a sample of adjusting journal entries and other adjustments for evidence of the possibility of material misstatement due to fraud;

- ♦ Reviewing accounting estimates for biases that could result in material misstatements due to fraud, including a retrospective review of significant prior years' estimates; and
- ♦ Evaluating the business rational for significant unusual transactions.

The Board of Directors plays an important role in the audit planning process and we look forward to meeting with you to discuss our audit plan as well as any other matters that you consider appropriate.

Yours truly,

A handwritten signature in cursive script that reads "Michael Jones".

Michael Jones, CPA, CA

Partner

BDO Canada LLP

Chartered Professional Accountants, Licensed Public Accountants

The Corporation of the Town of
Newmarket
Public Library Board
Financial Statements
For the year ended December 31, 2014

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Independent Auditor's Report

To the Chair and Members of the Town of Newmarket Public Library Board, and Members of Council of the Town of Newmarket

We have audited the accompanying financial statements of The Corporation of the Town of Newmarket Public Library Board, which comprise the statement of financial position as at December 31, 2014, and the statements of financial activities, cash flows and changes in net financial assets for the year then ended, and a summary of significant accounting policies and other explanatory information

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of The Corporation of the Town of Newmarket Public Library Board as at December 31, 2014 and the results of its operations, changes in net financial assets and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Chartered Professional Accountants, Licensed Public Accountants

May 20, 2015
Newmarket, Ontario

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD**Statement of Financial Position**

December 31, 2014

Draft

	<u>2014</u>	<u>2013</u>
ASSETS		
Cash and cash equivalents	\$14,247	\$10,880
Accounts receivable	6,749	5,222
Inventory-YRT tickets/passes	5,366	-
Due from Town of Newmarket (Note 3)	625,825	634,252
	<u>652,187</u>	<u>650,354</u>
LIABILITIES		
York North Community Info & Volunteer Assoc. (YNCIVA)	16,147	15,294
Accounts payable and accrued liabilities	171,570	156,326
Deferred revenue (Note 4)	4,902	5,615
Employee future benefits payable (Note 5)	48,100	45,400
	<u>240,719</u>	<u>222,635</u>
Net Financial Assets	<u>411,468</u>	<u>427,719</u>
NON-FINANCIAL ASSETS		
Prepaid expenses	29,187	15,406
Tangible capital assets, net (Note 2(b))	1,161,608	1,122,698
	<u>1,190,795</u>	<u>1,138,104</u>
Accumulated Surplus	<u>\$1,602,263</u>	<u>\$1,565,823</u>

APPROVED BY THE BOARD

.....
 Board Chair:

.....
 Board Secretary / Treasurer: Todd Kyle

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD

Statement of Financial Activities

Year ended December 31, 2014

Draft

	2014		2013
	Budget	Actual	Actual
REVENUES			
Municipal operating grant	\$2,848,814	\$2,848,814	\$2,799,717
Municipal contributions towards tangible capital assets	-	234,407	173,418
Provincial grants	68,401	69,841	72,587
Other grants	3,700	-	-
Federal grants	-	2,508	2,460
Fines	44,330	32,441	35,354
Program fees	39,100	26,582	33,150
Financed from development charges	125,000	125,000	110,000
Financed from reserves	-	47,527	-
Other fees and miscellaneous revenues	47,100	61,380	54,570
	3,176,445	3,448,500	3,281,256
EXPENSES			
Library materials			
Books	181,250	-	-
Magazines, newspapers & periodicals	13,195	11,529	11,025
Electronic materials & subscriptions	70,527	72,839	61,798
Audio-visual materials	28,500	-	-
Book binding and processing	27,250	21,763	23,824
Amortization expense	-	305,123	311,590
	320,722	411,254	408,237
Operations			
Programs and projects	34,700	28,912	31,754
Other supplies	19,300	16,452	17,573
Building and property maintenance	72,580	152,822	130,863
Utilities	70,000	83,745	71,004
Equipment repairs and maintenance	71,968	67,651	60,222
Minor capital from operations	4,400	13,749	3,143
	272,948	363,331	314,559
Administration			
Employee salaries	1,828,202	1,889,668	1,769,422
Employee benefits	406,971	398,533	389,586
Education, conferences, consulting & travel	43,900	30,509	40,696
Other sundry expenses	48,880	47,044	46,966
Telephone and internet	8,270	8,721	8,933
	2,336,223	2,374,475	2,255,603
	2,929,893	3,149,060	2,978,399
Transfers and other			
Contribution from Library reserve fund	-	-	19,678
Fund for future capital replacements (Note 6)	(223,550)	(223,550)	(223,550)
Transfer to long-term disability reserve (Note 8)	(23,002)	(39,450)	(22,714)
	(246,552)	(263,000)	(226,586)
Annual surplus	-	36,440	76,271
Accumulated surplus, beginning of year	1,565,823	1,565,823	1,489,552
Accumulated surplus, end of year	\$1,565,823	\$1,602,263	\$1,565,823

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD**Statement of Cash Flow**

Year ended December 31, 2014

Draft

	<u>2014</u>	<u>2013</u>
Increase (decrease) in cash and cash equivalents		
Operating Activities		
Annual surplus	\$36,440	\$76,271
Amortization of tangible capital assets	305,123	311,590
Changes in non-cash operating capital		
Accounts receivable	(1,527)	2,580
Inventory-YRT tickets/passes	(5,366)	-
Due from Town of Newmarket	8,427	(96,443)
York North Community Info & Volunteer Assoc. (YNCIVA)	853	15,294
Accounts payable and accrued liabilities	15,244	15,069
Deferred revenue	(713)	(80)
Employee future benefits payable	2,700	1,200
Prepaid expenses	(13,781)	3,015
	<u>347,400</u>	<u>328,496</u>
Capital Activities		
Acquisitions of tangible capital assets	(344,033)	(327,621)
Increase in cash and cash equivalents	3,367	875
Cash and cash equivalents, beginning of year	10,880	10,005
Cash and cash equivalents, end of year	\$14,247	\$10,880

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD**Statement of Changes in Net Financial Assets**

Year ended December 31, 2014

Draft

	2014		2013
	Budget	Actual	Actual
Annual surplus	\$ -	\$36,440	\$76,271
Acquisition of tangible capital assets	(445,011)	(344,033)	(327,621)
Amortization of tangible capital assets	335,150	305,123	311,590
	(109,861)	(2,470)	60,240
Change in prepaid expenses	-	(13,781)	3,015
Change in net financial assets	(109,861)	(16,251)	63,255
Net financial assets, beginning of year	427,719	427,719	364,464
Net financial assets, end of the year	\$317,858	\$411,468	\$427,719

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD

Notes to the Financial Statements

Year ended December 31, 2014

Draft

1. NATURE OF OPERATIONS

The Town of Newmarket Public Library Board (the "Library") is a local board of the Town of Newmarket (the "Town") deemed to be a public library established under the Public Libraries Act. The Library Board is not subject to income taxes under Section 149(1) of the Income Tax Act (Canada).

2. SIGNIFICANT ACCOUNTING POLICIES

The financial statements of the Library are the representation of management prepared in accordance with local government accounting standards as recommended by the Public Sector Accounting Board ("PSAB") of the Chartered Professional Accountants of Canada.

Significant aspects of the accounting policies adopted by the Library are as follows:

(a) *Basis of accounting*

Sources of financing and expenses are reported on the accrual basis of accounting.

The accrual basis of accounting recognizes revenues as they become available and measurable.

Expenses are recognized, as they are incurred and measurable as a result of receipt of goods or services and the creation of a legal obligation to pay.

(b) *Tangible capital assets*

Assets are amortized in the month following the purchase or in-service date. One half of the annual amortization is charged in the year of acquisition for pooled assets. The capital asset threshold amount is pooled at \$10,000.

Tangible capital assets are recorded at cost, which includes all amounts that are directly attributable to acquisition, construction, development or betterment of an asset. The cost, less residual value, of the tangible capital assets are amortized on a straight-line basis over their estimated useful lives as follows:

Library collection	7 years
Equipment	8-10 years
Furniture	15 years
Shelving	15-25 years
Computer hardware	3-4 years

(c) *Non-financial assets*

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

(d) *Revenue Recognition*

Government transfers are recognized in the financial statements as revenue when the transfer is authorized and any eligibility criteria are met, except to the extent that transfer stipulations give rise to an obligation that meets the definition of a liability. Transfers are recognized as deferred revenue when transfer stipulations give rise to a liability. Transfer revenue is recognized in the statement of financial activities as the stipulation liabilities are settled.

Sales of service and other revenue is recognized on an accrual basis.

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD**Notes to the Financial Statements**

Year ended December 31, 2014

*Draft**(e) Deferred revenue*

Deferred revenues represent amounts which have been collected but, for which the related services have yet to be performed. These amounts will be recognized as revenues in the fiscal year the services are performed.

(f) Use of estimates

The preparation of financial statements in conformity with Canadian public sector accounting standards requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the year. The principal estimates used in the preparation of these financial statements include the useful life and valuation of tangible capital assets. Actual results could differ from these estimates.

(g) Cash and cash equivalents

Cash and cash equivalents include cash on hand, balances with the bank, net of overdrafts and short term deposits with maturities of three months or less. Bank borrowings are considered to be financing activities.

(h) Pension Plan

The Municipality is an employer member of the Ontario Municipal Employees Retirement System (OMERS), which is a multi-employer, defined benefit pension plan. The Board of Trustees, representing plan members and employers, is responsible for overseeing the management of the pension plan, including investment of assets and administration of the benefits. The Municipality has adopted defined contribution plan accounting principles for this Plan because insufficient information is available to apply defined benefit plan accounting principles. The Municipality records as pension expense the current service cost, amortization of past service costs and interest costs related to the future employer contributions to the Plan for past employee service.

3. DUE FROM TOWN OF NEWMARKET

The amount receivable from the Town of Newmarket is non-interest bearing and has no set terms of repayment.

4. DEFERRED REVENUE

Deferred revenue consists of the following:

	2014	2013
Program fees, room rental fees and endowment	\$ 4,902	\$ 5,615

5. EMPLOYEE FUTURE BENEFITS

The Library provides vacation pay benefits that will require funding in future periods. Employees may become entitled to a cash payment when they leave the Library's employment. An estimate of employee future benefits was completed at December 31, 2014 and forms the basis for estimated employee future benefit liability reported in these financial statements.

	2014	2013
Vacation pay	\$ 48,100	\$ 45,400

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD

Notes to the Financial Statements

Year ended December 31, 2014

*Draft***6. RESERVE FUND FOR FUTURE CAPITAL REPLACEMENTS**

The reserve fund, held by the Town of Newmarket on behalf of the Town of Newmarket Public Library Board, is designated for future Library capital expenses.

Changes during the year were as follows:

	2014	2013
Balance, beginning of year	\$ 1,061,642	\$ 986,581
Interest earned	18,347	17,811
Transfer from Operating Fund	223,550	223,550
Capital expenses – Library purposes	(231,106)	(166,300)
Balance, end of year	\$ 1,072,433	\$ 1,061,642

7. UNEXPENDED CAPITAL FUNDS

The following funds, held by the Town of Newmarket on behalf of the Town of Newmarket Public Library Board, have been designated by the Town Council for future Library capital expenses:

	2014	2013
Balance, beginning of year	\$ 1,179,131	\$ 1,261,749
New capital allocations for the year	108,061	90,800
Total Capital Budget	\$ 1,287,192	\$ 1,352,549
Financing expenses	(234,407)	(173,418)
Balance, end of year	\$ 1,052,785	\$ 1,179,131

8. OTHER RESERVE FUNDS

The following reserve funds, held by the Town of Newmarket on behalf of the Town of Newmarket Public Library Board, have been designated by the Town Council for future Library expenses:

<u>Long-Term Disability (LTD)</u>	2014	2013
Balance, beginning of year	\$ 280,882	\$ 253,637
Interest earned	5,067	4,531
Transfer from Operating Fund	39,450	22,714
Balance, end of year	\$ 325,399	\$ 280,882
<u>Development Charges</u>	2014	2013
Balance, beginning of year	\$ 1,880,192	\$ 1,442,448
Interest earned	31,797	28,839
Developers contributions	123,285	526,023
Transfer to Capital	(3,302)	(7,118)
Transfer to Operating Fund to finance expenses	(125,000)	(110,000)
Balance, end of year	\$ 1,906,972	\$ 1,880,192
<u>York North Community Information & Volunteer Database</u>	2014	2013
Balance, beginning of year	\$ -	\$ 11,147
Other contributions	-	6,222
Financing Operating	-	(17,369)
Balance, end of year	\$ -	\$ -

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD

Notes to the Financial Statements

Year ended December 31, 2014

Draft

8. OTHER RESERVE FUNDS (continued)

<u>Library Fundraising</u>	<u>2014</u>	<u>2013</u>
Balance, beginning of year	\$ 3,770	\$ 23,448
Other contributions	-	-
Transfer to Operating Fund	(2,105)	(19,678)
Balance, end of year	\$ 1,665	\$ 3,770
<u>Strategic Planning</u>	<u>2014</u>	<u>2013</u>
Balance, beginning of year	\$ 5,255	\$ 5,255
Transfer from Operating Fund	-	-
Transfer to Operating Fund	(3,998)	-
Balance, end of year	\$ 1,257	\$ 5,255
<u>Insurance Reserve</u>	<u>2014</u>	<u>2013</u>
Balance, beginning of year	\$ 10,000	\$ 10,000
Transfer from Operating Fund	-	-
Transfer to Operating Fund	-	-
Balance, end of year	\$ 10,000	\$ 10,000
<u>Strategic Plan Implementation Reserve</u>	<u>2014</u>	<u>2013</u>
Balance, beginning of year	\$ 83,445	\$ 83,445
Transfer from Operating Fund	-	-
Transfer to Operating Fund	(41,424)	-
Balance, end of year	\$ 42,021	\$ 83,445

9. PENSION AGREEMENTS

OMERS provides pension services to more than 451,115 active and retired members and approximately 974 employers. Each year an independent actuary determines the funding status of OMERS Primary Pension Plan (the Plan) by comparing the actuarial value of invested assets to the estimated present value of all pension benefits that members have earned to date. The most recent actuarial valuation of the Plan was conducted at December 31, 2014. The results of this valuation disclosed total actuarial liabilities of \$76,924 million in respect of benefits accrued for service with actuarial assets at that date of \$69,846 million indicating an actuarial deficit of \$7,078 million. Because OMERS is a multi-employer plan, any pension plan surpluses or deficits are a joint responsibility of Ontario municipal organizations and their employees. As a result, Library does not recognize any share of the OMERS pension surplus or deficit. Contributions made by the Library to OMERS for 2014 were \$169,581 (2013 - \$157,078).

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD**Schedule of Accumulated Surplus**

Year ended December 31, 2014

Draft

	<u>2014</u>	<u>2013</u>
Consists of:		
Surpluses		
Invested in tangible capital assets	\$ 1,161,608	\$ 1,122,698
General fund revenue	488,755	488,525
Unfunded:		
Employee benefits / Post-employment liabilities	(48,100)	(45,400)
	<u>\$ 1,602,263</u>	<u>\$ 1,565,823</u>

TOWN OF NEWMARKET PUBLIC LIBRARY BOARD

Schedule of Tangible Capital Assets

Year ended December 31, 2014

Draft

2014						
	Library Collection	Furniture	Equipment	Shelves	Computer Hardware	Total
Cost						
Balance, beginning of year	\$1,782,214	\$102,729	\$273,320	\$144,481	\$266,822	\$2,569,566
Add: Additions during the year	208,028	-	83,919	-	52,086	344,033
Less: Disposals during the year	(223,336)	-	(10,598)	-	(151,032)	(384,966)
Balance, end of year	1,766,906	102,729	346,641	144,481	167,876	2,528,633
Accumulated amortization						
Balance, beginning of year	1,007,557	21,551	137,095	88,333	192,332	1,446,868
Add: Amortization during the year	221,885	6,849	33,967	6,341	36,081	305,123
Less: Amortization on disposals	(223,336)	-	(10,598)	-	(151,032)	(384,966)
Balance, end of year	1,006,106	28,400	160,464	94,674	77,381	1,367,025
Net book value of tangible capital assets	\$760,800	\$74,329	\$186,177	\$49,807	\$90,495	\$1,161,608

2013						
	Library Collection	Furniture	Equipment	Shelves	Computer Hardware	Total
Cost						
Balance, beginning of year	\$1,755,802	\$81,508	\$244,526	\$144,481	\$315,822	\$2,542,139
Add: Additions during the year	211,523	21,221	43,548	-	51,329	327,621
Less: Disposals during the year	(185,111)	-	(14,754)	-	(100,329)	(300,194)
Balance, end of year	1,782,214	102,729	273,320	144,481	266,822	2,569,566
Accumulated amortization						
Balance, beginning of year	969,126	15,022	120,964	81,992	248,368	1,435,472
Add: Amortization during the year	223,542	6,529	30,885	6,341	44,293	311,590
Less: Amortization on disposals	(185,111)	-	(14,754)	-	(100,329)	(300,194)
Balance, end of year	1,007,557	21,551	137,095	88,333	192,332	1,446,868
Net book value of tangible capital assets	\$774,657	\$81,178	\$136,225	\$56,148	\$74,490	\$1,122,698

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle

Date: May 20, 2015

Re: First Quarter Financial Statement

Attached is the first quarter financial statement for the Library.

The Library is on target for the first quarter of 2015 in both expenditures and revenue, and there are no significant issues to report at this time that might affect our ability to meet budget for 2015.

The following motion is recommended:

THAT the Library Board receive the First Quarter Financial Statement as presented

NEWMARKET PUBLIC LIBRARY

1st QTR Income Statement Comparison of 2015 Actual to 2015 Budget and 2014 Actual

12/05/2015

EXPENSES

MATERIALS

	2015 1st QTR	2015 ANNUAL BUD	2014 1st QTR	YTD 2015 Vs 1st QTR 2014	% of Budget
Books	\$34,901	\$161,400	\$38,096	\$3,195	22%
Reference Materials	2,527	19,550	2,068	(459)	13%
Magazines & Newspapers	8,857	13,000	3,679	(5,178)	68%
Electronic Materials and Subscriptions	39,111	86,812	41,890	2,779	45%
Talking Books	2,304	8,800	2,003	(301)	26%
Compact Sound Discs	266	1,800	186	(80)	15%
DVD/Console Games	3,094	17,400	3,235	141	18%
Book Binding and Materials Processing	10,230	27,925	9,741	(489)	37%
Sub-Total	\$101,290	\$336,687	\$100,899	(\$392)	30%

Timing of purchases

FACILITIES AND EQUIPMENT

Caretakers' Contract	\$4,419	\$37,900	\$6,250	\$1,832	12%
Caretakers' Supplies	428	4,400	710	281	10%
Equipment-Repairs/Maintenance Contracts	29,494	71,968	37,069	7,575	41%
Building-Repairs/Maintenance Contracts	4,353	22,000	9,502	5,149	20%
Sub-Total	\$38,694	\$136,268	\$53,531	\$14,837	28%

More snow removal in 2014 and timing of carpet cleaning

Timing of S/W maintenance contracts in 2015

Timing of repairs and upgrades

CAPITAL

Minor Capital	\$0	\$4,156	\$0	\$0	0%
Asset Replacement Fund	0	223,550	55,888	55,888	0%
Sub-Total	\$0	\$227,706	\$55,888	\$55,888	0%

Town allocations to be done for 2015

UTILITIES

Hydro	\$5,945	\$69,525	\$16,121	\$10,176	9%
Heat	5,817	9,000	3,818	(2,000)	65%
Water	294	3,650	702	408	8%
Sub-Total	\$12,057	\$82,175	\$20,641	\$8,584	15%

Town to do 2015 accruals

Higher consumption in 2015

ADMINISTRATION - Salaries, Wages & Benefits

Salaries and Wages	\$424,085	\$1,886,924	\$419,217	(\$4,868)	22%
Employee Benefits *	112,014	405,473	115,121	3,108	28%
Sub-Total	\$536,099	\$2,292,397	\$534,338	(\$1,760)	23%

EA & Step increases

Lower LTD administration costs for 2015

ADMINISTRATION - General

Stationery and Office Supplies	\$273	\$2,600	\$319	\$46	11%
Photocopier/Microfilm Lease & Supplies	(21)	4,500	(108)	(88)	0%
Health and Safety	67	2,400	137	70	3%
Program and Project Costs	6,598	22,698	5,430	(1,168)	29%
Coffee Supplies	215	900	356	141	24%
Circulation and Processing Supplies	3,889	14,800	1,961	(1,928)	26%
Miscellaneous Expense	807	5,955	624	(183)	14%
Telephone and Internet	3,107	8,615	2,126	(982)	36%
Audit Legal and Finance	14,524	4,000	0	(14,524)	363%

Timing of programs offered, offset below in revenue

Timing of RFID tag purchases in 2015

No legal counsel required in 2014

NEWMARKET PUBLIC LIBRARY

1st QTR Income Statement Comparison of 2015 Actual to 2015 Budget and 2014 Actual

12/05/2015

EXPENSES

ADMINISTRATION - General Continued

	2015 1st QTR	2015 ANNUAL BUD	2014 1st QTR	YTD 2015 Vs 1st QTR 2014	% of Budget
Consulting Fees	\$0	\$14,400	\$0	\$0	0%
Postage and Freight	806	6,525	841	36	12%
Advertising	5,131	17,700	5,238	107	29%
Education and Training	56	11,400	5,930	5,874	0%
Travel Expense	1,110	6,100	1,198	88	18%
Memberships and Subscriptions	3,585	9,505	3,890	306	38%
Conference/Seminar Fees & Expenses	5,289	12,000	7,773	2,483	44%
Transfer to LTD. Reserve	9,960	39,210	5,764	(4,196)	25%
Sub-Total	\$55,397	\$183,308	\$41,479	(\$13,918)	30%

Respect in the Workplace training in 2014,

Additional staff member at OLA in 2014 & timing of 2015 conferences

Changes to the LTD benefit

TOTAL EXPENSES

\$743,536	\$3,258,541	\$806,775	\$63,239	23%
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1st QTR Income Statement Comparison of 2015 Actual to 2015 Budget and 2014 Actual

REVENUES

	2015 1st QTR	2015 ANNUAL BUD	2014 1st QTR	YTD 2015 Vs 1st QTR 2014	% of Budget
Municipal Grant	\$0	\$2,915,814	\$712,204	(\$712,204)	0%
Provincial Grant	8,445	64,401	0	8,445	13%
Other Grants	0	5,200	0	-	0%
Program Fees	8,961	29,306	7,802	1,159	31%
Photocopier/Microfilm Receipts	1,598	6,500	1,297	301	25%
Room Rentals	4,426	31,500	8,036	(3,610)	14%
Coffee Supplies Recovered	282	900	255	27	31%
Fines	8,096	43,000	7,331	765	19%
Financing from Reserve (Operating)	0	18,720	0	-	0%
Financing from D.C.	0	125,000	31,250	(31,250)	0%
Sundry Receipts	3,446	14,700	2,378	1,067	23%
Non-Resident Fees	90	500	30	60	18%
Donations Received	27	3,000	173	(146)	1%
Gain/Loss on Disposal	28	0	0	28	
YRT Tickets/Passes	2,078	0	0	2,078	
YRT Commission	27	0	0	27	
TOTAL REVENUES	\$37,504	\$3,258,541	\$770,756	(\$733,252)	1%

Town allocations to be done for 2015

Additional grant in 2015 for capacity building

Timing of programs, offset above in program costs

Timing

Town allocations to be done for 2015

Higher book sales, replacement card fees & A/V rentals in 2015

Started in late 2014, timing of purchases & sales

SURPLUS/(DEFICIT) CURRENT

(\$706,032)	\$0	(\$36,019)	(\$670,013)
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**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle

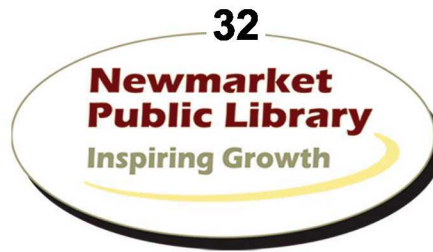
Date: May 20, 2015

Re: 2014-2015 Annual Report to the Community

I am pleased to present to the Board the 2014-2015 edition of the library's Annual Report to the Community. The Report follows a format approved by the Board in 2014. As last year, it is dated for April, so it is my intention to release it as an electronic document to stakeholders following this meeting.

The following motion is recommended:

THAT the Library Board receive the 2014-2015 Annual Report to the Community as presented.



Newmarket Public Library STRATEGIC PLAN 2013-2016



2nd Annual Report to the Community 2014-2015

literacy debate learning discovery insight

INSPIRING

The Library's Role...

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.

To fulfill this role, we will...

- Ignite Community Dialogue, Discovery and Debate
- Lead a learning community
- Ready our Capabilities

We will achieve this while focusing on five Key Elements:

- Collaborative Relationships
- Spaces
- Positioning
- Resources
- Organization & Operations

MESSAGE FROM THE CEO



Photo by Stephen Plumley

“Welcome to the second in a series of annual reports on the implementation of our Strategic Plan 2013-2016. Under the Plan, the Library is having an impact on our community. People are engaging in inspiring conversations and learning the skills they need to thrive in the knowledge economy.

In 2014, we conducted a study called the Impact Survey on our digital learning and technology services. The results confirm what we already know about Internet access in the library: that it is essential to many in our community for their educational, social and employment needs.

Our community's future depends on citizens who are engaged and who continue to learn all their lives. Our community's future depends on a strong Library.

”

Todd .

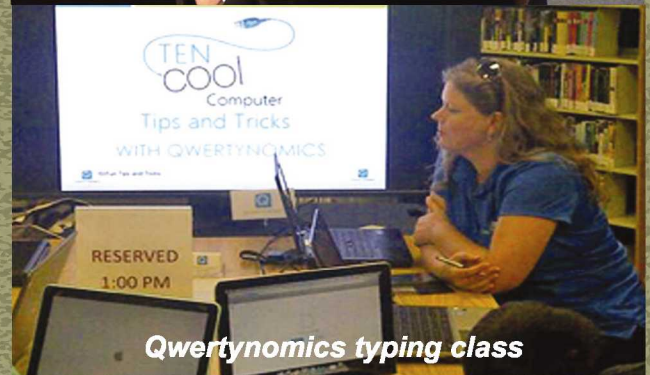
Todd Kyle, CEO
tkyle@newmarketpl.ca
April 2015

Igniting Community Dialogue, Discovery & Debate

- IdeaMarket continued as a monthly, community-led dialogue on important and controversial topics, forming an informal network of community partners and engaged citizens.
- The Library established partnerships with several organizations, including the Newmarket Jazz+ Festival, the PlāYR film festival, Qwertynomics typing classes, and Startup York.
- York Info Community Information and Volunteer Centre, operated by the Library, formalized its contract as the regional partner for the provincial 211 community information service. In addition, King Township Public Library was added to the York Info partnership, which now numbers five northern York Region libraries.
- Digitization Days were held to help the community document and share local history.
- As part of a partnership with local startup Green Reads, the Library installed a used book vending/donation machine at the Magna Centre to encourage reading and recycling in the community.



IdeaMarket community discussions



Qwertynomics typing class

By the numbers

980,000

number of times the Library's online resources were accessed in 2014

7,800

people who were matched with volunteer opportunities by York Info in 2014

800

number of times the Library's meeting rooms were rented in 2014

2,600

number of participants at Library outreach events in 2014

146,000

number of visits to the Library's website recorded in 2014

Leading a Learning Community

- The Library continued to partner with Inn From The Cold to provide computer learning sessions for their employment program.
- The Library was a Canadian pilot site for the Impact Study on library technology services, developed by the University of Washington DC. The study showed that library Internet access is valued and needed by Newmarket residents to improve their lives.
- New core technology learning and discovery programs included The Digital Shift computer help by appointment, Blox and Bots robotics building program for kids, eServices for Beginners, and courses on Microsoft Office software.
- Instructor-led certificate courses and streaming video were added to the Library's online learning resources.
- Under the Local Immigration Partnership, translations of a guide to York Region libraries into 6 languages were produced, and the Library piloted an ESL conversation program called Let's Talk.
- The Library hosted a "maker fair" at the 2014 Newmarket Jazz+ Festival, demonstrating its new 3D printer, among other technologies. Introduction of 3D printer services and instructional courses was announced for May 2015.



Blox and Bots building program



Library Internet access

33,000

number of questions answered by Library staff during 2014

206,000

number of visits to the Library recorded in 2014

16,000

number of people who attended Library programs in 2014

750

number of people who attended computer and maker-related programs in 2014

34,000

number of times residents logged into the Library's computer workstations in 2014

3

number of people out of 70 who reported getting a new job as a result of using a Library computer, according to the Impact Survey

By the numbers

Readying Our Capabilities

- The Library won the 2014 Innovation Award at the Newmarket Chamber of Commerce Business Excellence Awards.
- The Library installed an automated materials check-in and sorting system, reducing service points and increasing diversion to self-service.
- Users now have access to over 60,000 eBook and eAudio titles under shared consortium services.
- The Library embarked on a campaign to further reposition itself in the community through a media partnership with The Era newspaper and through collaboration with the Newmarket Chamber of Commerce.
- The library increased the efficiency of its printing, copying, and workstation reservation services with the introduction of a new self-service system.

* At the 2014 Newmarket Chamber of Commerce Business Excellence Awards, left to right, Sean Stephens of Treefrog Inc., Newmarket Public Library Board Chair Joan Stonehocker, Todd Kyle, CEO of Newmarket Public Library (holding the award), and Lina DeMarco of Bell Canada.



*NPL wins Innovation of the Year award**



Automated materials check-in

467,000

number of items borrowed from the Library in 2014

14 %

percentage of borrowing that is digital media

22,000

number of residents with library cards

3,600

number of confirmed subscribers to the Library's e-newsletter, NPL News

3,500

followers of the Library's social media accounts

55%

percentage of items checked out using the Library's two self-serve stations

By the numbers

Newmarket Public Library

438 Park Ave.

Newmarket, ON L3Y 1W1

www.newmarketpl.ca

I can't believe the library has DIGITAL MAGAZINES



Believe it.

From digital magazines to online language lessons, eBooks to streaming movies.

Newmarket Public Library provides access to it all at www.newmarketpl.ca/free



*Print ad campaign to
promote the library's
e-resources running
in The Era newspaper
during 2015*

I can't believe the library has STREAMING MOVIES



Believe it.

From streaming movies to music downloads, eBooks to online certificate courses.

Newmarket Public Library provides access to it all at www.newmarketpl.ca/free



I can't believe the library has ONLINE LANGUAGE LESSONS



Believe it.

From online language lessons to music downloads, eBooks to streaming movies.

Newmarket Public Library provides access to it all at www.newmarketpl.ca/free

I can't believe the library has ONLINE COURSES



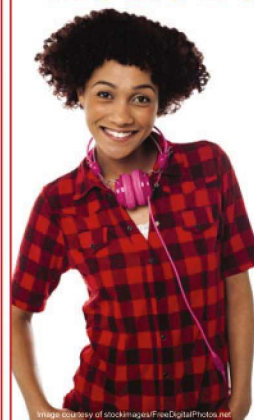
Believe it.

From online certificate courses to eBooks, language lessons to digital magazines.

Newmarket Public Library provides access to it all at www.newmarketpl.ca/free



I can't believe the library has MUSIC DOWNLOADS



Believe it.

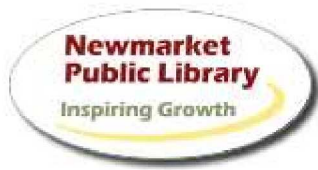
From music downloads and streaming, to online courses and digital magazines.

Newmarket Public Library provides access to it all at www.newmarketpl.ca/free



innovation creativity connections exploration

INSPIRING



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle

Date: May 20, 2015

Re: 2015 Draft Business Plan

As in past years, library staff have drafted a “business plan” outlining the expected actions to operationalize each area of the Strategic Plan. Many of these actions are already underway at this point and a number have already been largely achieved.

As reported to the board last fall, a small number of items on the 2014 business plan were not achieved and so have been continued in this draft. One of those items has been deleted: “Implement use of inventory wand.” Our initial exploration of this function for increased efficiency was not positive and it is felt at this time that our Systems Department has other, more pressing, and strategically important projects to complete this year.

The following motion is recommended:

THAT the Library Board receive the 2015 Business Plan as drafted.

Igniting Community Dialogue, Discovery & Debate

Key element	Action Item	Success measurement
Collaborative Relationships	Continue to explore alternative/expanded spaces for IdeaMarket events	<ul style="list-style-type: none"> # of sites explored # off-site events (if applicable)
Spaces	Explore offering space to community groups to present public programs supporting community development and dialogue	<ul style="list-style-type: none"> # of community groups engaged # of programs presented (if applicable)
Positioning	Continue to add new content to digital local history collections	<ul style="list-style-type: none"> # of documents or newspaper pages added
Resources	Continue to redevelop website to facilitate public input/comments as well as meet accessibility standards	<ul style="list-style-type: none"> Amount of pages with this content % of pages meeting WCAG 2.0 accessibility standard % of documents converted to meet WCAG 2.0
Organization & Operations	Continue to expand community partnership activities	<ul style="list-style-type: none"> # new partnerships/activities

Leading a Learning Community

Key element	Action Item	Success measurement
Collaborative Relationships	Continue to partner with community groups on digital literacy	<ul style="list-style-type: none"> # of sessions, # participants
	Pilot ESL conversation circle in cooperation with LSPYR/region/N6	<ul style="list-style-type: none"> # of sessions, # participants
	Collaborate with Town of Newmarket on exploring an innovation centre (Council strategic priority)	
Spaces	Introduce 3D printing service and related "maker" equipment and space	<ul style="list-style-type: none"> # of 3D printing courses # of 3D prints Other equipment purchased and usage
Positioning	Conduct pilot projects to lower barriers for library membership	<ul style="list-style-type: none"> # cards issued

Key element	Action Item	Success measurement
Resources	Introduce digital media creation equipment and programming	• # programs; # participants
	Expand device loan programs	• # of new devices; # loans
Organization & Operations	Continue to implement outcome measures for learning role	• Measurement outcomes

Readying Our Capabilities

Key element	Action Item	Success measurement
Collaborative Relationships	Explore expanded broadband connectivity in partnership with community initiatives	
	Collaborate with Town of Newmarket on exploring downtown parking options (Council strategic priority)	
Spaces	Explore future facility and service delivery options (Related to Council strategic priority on community & recreation facilities)	
	Replace Wi-Fi system	• increased speed, capacity, and flexibility
	Pilot remote library service event.	• # events; # participants; # cards issued
	Further refine redesign of circulation area for greater privacy and service flow	
Positioning	Initiate marketing campaign to promote e-resource use	<ul style="list-style-type: none"> • # Ads run • Web analytics of unique URL
Resources	Expand online services	• # new services added
	Explore expansion of automated materials handling	• Quote for additional customer intake requested
Organization & Operations	Explore fundraising and development program	<ul style="list-style-type: none"> • Strategy produced • Revenue target set/achieved (if applicable) • Service expansion as a result (if applicable)
	Implement efficient printing/copying functions for public and staff	• Reduction in operating and/or capital costs
	Broaden N6 consortia purchasing for savings and increased services	• # of new services added and potential savings



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle

Date: May 20, 2015

Re: Code of Conduct Policy

The Code of Conduct Policy was last reviewed in 2010 and according to our Policy Review Schedule it is time to review it once more to ensure that it is meeting our needs.

The goal of the Policy is to set both specific and broad behavioral guidelines for library users in order to maintain a safe, comfortable, welcoming, and functioning facility.

The following are some suggested areas in which the Code might need to be revised. I am asking the Board for their feedback on these or other needed revisions.

- The Code bans the use of drugs and alcohol but is silent on being under their influence. It also refers to "illegal" drugs, but given changing laws in this area, some use may not be illegal. In general, library staff invoke this part of the Code when behavior makes other users feel unsafe.
- The Code indicates that eating and drinking are allowed in designated areas only. Over the past years the library has relaxed this to effectively mean that eating and drinking are acceptable anywhere as long as there is no mess or potential damage to equipment.
- After consultation with community agencies that serve the homeless, signs were made indicating that washrooms are for using the toilet and washing hands/face only, that changing of clothing must be done in a stall, and that stalls are limited to one person at a time; and that no cooking or preparation of food is allowed. These might be added to a revised Code.
- After a health and safety complaint from staff in 2013, there was some discussion at a Board meeting about asking library users to limit personal scent or odors. No changes were made to the Code at that time, and staff were instructed to request a user's cooperation in the event that this happened again. No other incidents have been reported.

The following motion is recommended:

THAT the Library Board receive the report on Code of Conduct Policy;

AND THAT the C.E.O. be directed to draft a revised policy, if needed, according to the Board's feedback, for approval at a later meeting.



CODE OF CONDUCT POLICY

The Newmarket Public Library provides everyone with equitable access to a wide range of Library services in welcoming surroundings. Please help us in maintaining an environment we all can enjoy by abiding by the following Codes of Conduct:

1. The following are not permitted in the Library:
 - a. Weapons, alcohol, and illegal drugs
 - b. Smoking
 - c. Bicycles
 - d. Use of skateboards, in-line skates, and scooters
 - e. Animals, with exception of programs approved by the Library or animals needed to assist an individual with a disability
 - f. Abusive, threatening, disorderly, obscene or harassing language or behaviour
 - g. Excessive noise or loud conversation
 - h. Any conduct that interferes with the general enjoyment of the facility.
2. Eating and drinking are permitted in designated areas only.
3. Children must be supervised by parents/guardians.
4. Shirts and shoes must be worn at all times.
5. Do not enter areas designated for staff.
6. Do not post any notices, distribute any material, solicit, photograph, or record video, without approval from Library staff.
7. Library staff reserve the right to open all bags, books and papers for inspection.
8. Violation of any one of these rules, or any suspected criminal behaviour, may subject the individual(s) involved to exclusion from the Library premises under the authority of the Trespass to Property Act, in addition to referral to police and/or levy of replacement charges for damaged property.

NEWMARKET PUBLIC LIBRARY BOARD - ACTION TRACKING LIST

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
1-11	Updated: Mar. 21-12	Continue to build collaborative strategic partnerships with York Region School Boards	DELETE	Ongoing
9-11a	Ongoing	Policy reviews	<ul style="list-style-type: none"> CEO to bring drafts to Board according to agreed schedule Board to form committee to review Governance Policy and Constitution 	
12-11	May 20 2015	Draft fundraising and development strategy	<ul style="list-style-type: none"> CEO to draft report for initial consideration Board to consider needed resources 	Report drafted for May 20, 2015 meeting
1-12		Consider forming Friends of the Library group	<ul style="list-style-type: none"> Board to consider as related to item 12-11 	Deferred to next Library Board term (<i>motion 13.03-214</i>)
1-13	Jan. 16, 2013	Expansion and Promotion of Library Art Collection	DELETE	Endeavour to expand and promote Art Collection
2-13	May 20, 2015	CEO Annual Performance Review	<ul style="list-style-type: none"> Library Board Chair and Vice Chair to prepare and report to Board 	CEO annual review completed June 18, 2014 Interim review completed February 3, 2015 Next review date: May, 2015
3-13	Jun 19, 2013	Leading Boards Electronic Repository Renewal	DELETE	COMPLETED

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
4-13	<u>Updated</u> Feb. 19, 2014	Library Ambassador Campaign	DELETE	<p>Campaign to promote Strategic Plan: CEO report to Board on October 23, 2013</p> <p>Arrange discussion, presentation or outreach activity to promote Strategic Plan.</p> <p>Library Board to send suggestions of organizations to CEO</p> <p>Develop Library Board Advocacy Group</p> <p>Completed: Municipal Candidate Letter and sent out by Chair and CEO.</p> <p>Question to be prepared for Chair to pose to candidates for 2014 Municipal Election</p>
1-15	May 20, 2015	Annual Report to the Community	<ul style="list-style-type: none"> CEO to prepare and present to board before release 	
2-15		Library facility and service delivery options	<ul style="list-style-type: none"> CEO to report on related Town community facility plans Board to consider referral to Library-Town Joint Task Force Board to consider capital reserve expenditure on consultant study 	
3-15		Business measurements (including Impacts and Storytelling)	<ul style="list-style-type: none"> Board to review Library Statistical Data report provided monthly in agenda package CEO to revise report as requested CEO to update Board on status of related provincial initiatives as well as Impact Study 	

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
4-15		Built Accessibility report	<ul style="list-style-type: none"> • CEO to draft report 	
5-15	June 17, 2015	Budget projections	<ul style="list-style-type: none"> • CEO to draft 5-year projections for operating budget needs • 	
6-15		2016 budget	<ul style="list-style-type: none"> • Board to provide CEO with guidelines and suggestions • CEO to draft budget • Board to approve for submission to Council 	
7-15		Collective Agreements	<ul style="list-style-type: none"> • Board to provide CEO with negotiation mandate guidelines • CEO to engage Town of Newmarket Director of HR as lead negotiator • Board to approve agreements 	Collective agreements expired March 31, 2015. No dates set as yet for bargaining.
8-15		Strategic planning	<ul style="list-style-type: none"> • Board to decide on strategic planning process when current plan ends in 2016 	

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle

Date: May 20, 2015

Re: Fundraising and Development Strategy

As part of the 2015 budget process, the Library board asked staff to provide a report on options for investing in a staff or consultant resource to develop and manage an ongoing fundraising program for the Library. It was requested that this report be presented at the March 2015 meeting; however this has been delayed due to the Board appointments process.

There are two potential types of targets for fundraising. The first is as a one-time defined project with a single goal. For example, the Library may wish to buy a piece of equipment or furniture, and raise funds specifically for that purpose, using a reserve account to hold the funds if the purchase is not made within one fiscal year.

The second target is to add revenue into the annual budget to expand services for which ongoing expenditures are required. This entails some risk, in that the revenue may not reach its projections and thus may not make up for the added expenses. However, these risks are mitigated by the availability of operating reserve funds, which the Board can transfer into the operating budget at the end of the year to cover any shortfall. This risk can also be mitigated by applying funds to an expense where spending can fluctuate depending on funds being raised, such as collection acquisitions.

At the 2015 Ontario Library Association conference a session on fundraising was held by staff of the London Public Library and the following learned:

- Individual giving, rather than corporate or major donations, can account for the largest share of revenue; London Public Library raises an average of \$300K per year, of which 75% is donated by individuals.
- Ingredients of a successful fundraising program include:
 - regularly soliciting potential and previous donors;
 - the use of specialized fundraising software to track and solicit donors;
 - targeting non-users as much as users;
 - being specific about the target of donations, but emphasizing the idea rather than the expenditure;
 - allowing donors the option of either restrict their donation to a particular area or project, or directing it to the highest priority needs;
 - ensuring donors receive feedback about what their donation is accomplishing;
 - concentrating on solicitation of donations rather than fundraising events;
 - ensuring library staff can accept donations at any time;
 - including annual and planned giving in a strategy.

It is suggested that the Board consider engaging a contracted consultant to devise and manage such a plan as a pilot project. The option of hiring a contract employee is also possible; however, onsite work space for such an employee may not be available. Given London's population of roughly 366,000 and ability to raise roughly \$300K per year, the top target for Newmarket may be no more than \$60,000 per

year. As London's development staff compliment is one full-time equivalent (FTE), Newmarket may be unable to support more than the equivalent of a 0.25 FTE resource. If a \$60K target can be eventually met, it may be prudent to spend no more than \$30,000 annually on this resource.

If the Board wishes to pursue this strategy within the 2015 fiscal year, it will need to approve spending on the staff resource up front, authorizing an eventual transfer from the Operating Reserve if needed to cover it. In addition, it may need to eventually authorize additional spending of any funds raised within the 2015 operating budget. At the same time, it is recommended that a policy framework be developed in order to ensure accountability, transparency, and fiscal prudence regarding funds raised.

The following motions are recommended:

THAT the Library Board receive the report on Fundraising and Development Strategy.

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle

Date: May 20, 2015

Re: Long Term Disability Reserve

The Library participates in employee benefit programs through the Town of Newmarket's providers. For 2015, the Town has converted its mostly provider-funded benefits programs (in which premiums are paid to a provider, who administers and pays out claims) to a fully self-funded program (in which the employer pays a fee to the provider to administer claims, which are paid directly by the employer). The Library's programs are therefore being converted.

For their Long Term Disability programs, the Town and the Library have long had a largely self-funded program. Under this system, the Library paid an administrative fee to a provider, as well as setting some funds aside annually for a Long Term Disability Reserve to assure our ability to pay large claims. With the switch to a fully self-funded LTD program, a corporate-wide LTD Reserve has been set up. The Town has suggested that the Library participate in this, which is to the Library's advantage, as it provides a larger pool to mitigate the impact of future claims.

What this means is that the Library would begin to pay into the Town's reserve instead of our own, and transfer the balance of our current reserve (approximately \$325,000 at the end of 2014, unaudited) to the shared Town reserve. In order to transfer this balance and close out the reserve account the Library Board's approval is required.

The following motion is recommended:

THAT the Library Board approve the closure and transfer of the current balance of the library's Long Term Disability Reserve Fund to the Town of Newmarket's equivalent reserve.