



Agenda
Newmarket Public Library Board

Wednesday, January 20, 2016 at 5:30 PM
Regular Board Meeting

Agenda compiled on 15/01/2016 at 2:11 PM

Adoptions of Agenda

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

Declarations

Consent Agenda Items

4. Adoption of the Regular Board Meeting Minutes for Wednesday, December 16, 2015 p. 1
5. Strategic Operations Report for December, 2015 p. 4
6. Library Statistical Data for December, 2015 p. 5
7. Monthly Bank Transfer p. 9

Closed Session

8. That the Library Board move into a Closed Session for the purpose of discussing Labour Relations matters

Policies

9. Freedom of Information and Protection of Privacy Policy p. 10

Reports

10. 2015 Business Plan Success Report p. 12

Business Arising

11. Sunday Hours Users Feedback p. 18
12. Health and Safety Reporting

13. Library Board Action List

p. 20

New Business

Date(s) of Future Meetings

14. The next Newmarket Public Library Board Regular Board Meeting will be Wednesday, February 17, 2016, at 5:30 pm in the Library Board room

Adjournment



**Newmarket Public Library Board
Regular Board Meeting
Wednesday, December 16, 2015
Newmarket Public Library Board Room**

Present: Joan Stonehocker – Chair
Tom Vegh – Vice Chair
Tara Brown
Kelly Broome-Plumley
Darcy McNeill
Venkatesh Rajaraman

Regrets: Joe Sponga

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

The Library Board Chair called the meeting to order at 5:35 pm

Library Board Training

Library Board members completed the eLearning module from Public Services Health and Safety Association on roles and responsibilities under the Occupational Health and Safety Act as Library Board members. The Board discussed mechanisms that can be set-up to report on Health and Safety matters.

Adoption of Agenda Items

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

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

Motion 15.12.71

Moved by Darcy McNeill

Seconded by Kelly Broome-Plumley

That Agendas 1) to 3) be adopted as presented.

Carried

Declarations

None were declared.

Consent Agenda Items:

4. Adoption of the Regular Board Meeting Minutes for Wednesday, November 18, 2015
5. Adoption of the Closed Session Meeting Minutes for Wednesday, October 21, 2015
6. Adoption of the Closed Session Meeting Minutes for Wednesday, November 18, 2016
7. Strategic Operations Report for November, 2015
8. Library Statistical Data for November, 2015
9. Monthly Bank Transfer

Motion 15.12.72

Moved by Venkatesh Rajaraman

Seconded by Tom Vegh

That Consent Agenda Items 4) to 9) be received and approved as presented.

Carried

Motion to Convene into a Closed Session

10. There were no Closed Session items.

Reports

11. Library Board Action List

A report on allowing use of meeting room space to facilitate more programming partnerships was presented to the Library Board.

Motion 15.12.73

Moved by Tara Brown

Seconded by Darcy McNeill

That the Library Board receive the report on Community Use of Meeting Room Space.

Carried

Business Arising

12. 2016 Operating Budget Request

The Library Board was advised that the Town of Newmarket Committee of the Whole has reviewed the 2016 Library Operating Budget and has requested that it be reduced by \$10,000.

Motion 15.12.74

Moved by Tom Vegh

Seconded by Venkatesh Rajaraman

That the Library Board directs the CEO to accommodate a reduction in the 2016 Operating Budget request by applying a salary gapping of up to \$10,000 if needed.

Carried

13. Library Board Action List

The Library Board reviewed and updated the Action List.

Motion 15.12.75

Moved by Tara Brown

Seconded by Kelly Broome-Plumley

That the Library Board receive the Action List as amended.

Carried

New Business**14. Provincial eResources Funding**

The Library Board was asked to pass a motion and send correspondence to the Ontario Minister responsible for re-installment of eResources funding.

Motion 15.12.76

Moved by Tara Brown

Seconded by Venkatesh Rajaraman

That the Library Board calls on the Province of Ontario to re-instate provincial funding and purchasing of the existing core suite of online electronic resources;

And That the Library Board sends the attached letter to the Minister of Tourism, Culture, and Sport.

Carried

15. United Way Point in Time Count

The Library has been asked to participate in the United Way Point in Time Count with respect to homelessness.

Date(s) of Future Meetings

16. The next regular Library Board meeting will be Wednesday, January 20, 2016 at 5:30 pm in the Library Board room.

Adjournment**Motion 15.12.77**

Moved by Venkatesh Rajaraman

Seconded by Tara Brown

That there being no further business meeting adjourned at 6:55 pm.

Carried

Joan Stonehocker
Chair

Todd Kyle, CEO
Secretary/Treasurer

STRATEGIC OPERATIONS REPORT: DECEMBER 2015

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> Partnerships for IdeaMarket programs starting in March underway; topics include climate change, child welfare, human trafficking Knitting group made over 100 items for the Chase the Chill program 	<ul style="list-style-type: none"> Staff visited other libraries to investigate their coding programs for possible future NPL offerings Library hosted 5 school visits including 2 which included e-book and e-resources orientation 	<ul style="list-style-type: none"> Library's 2015 miscellaneous expenditures included in records supplied as part of a Town FOI request
Spaces	<ul style="list-style-type: none"> 2 iPad Air tablets purchased for remote library outreach 	<ul style="list-style-type: none"> Further planning on Maker Hub took place; blind installed on window; painting underway 	<ul style="list-style-type: none"> Blinds installed on windows in large study room for greater privacy for room renters Complaints received about routine library closure on Sundays, Dec 20 and 27
Positioning	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Tablecloth with library logo purchased for outreach purposes
Resources	<ul style="list-style-type: none"> Teen Advisory Group responded to 70 letters received for the Letters to Santa program 	<ul style="list-style-type: none"> French eBook service MaBiblioNumerique launched Early Literacy Stations software upgraded; use up 24% over Dec 2014 Library requested to write class completion letter for the employer of a computer workshop student 7 Christmas ornaments printed on 3D printer Children's program attendance up 36% over Dec 2014 	<ul style="list-style-type: none"> New Wi-Fi system installed, tested, and soft-launched; improvements include better throughput, statistics, shaping, separation of staff/public traffic Second self-serve return station installed and launched Self-serve printing solution issues largely worked out; launch to come
Organization & Operations	<ul style="list-style-type: none"> York Info is working on upgrading its community information records to new data standards for 211 Ontario 	<ul style="list-style-type: none"> Subscription purchased for Impact Survey of library tech services; survey planned for January on library website 	<ul style="list-style-type: none"> Several ergonomic staff task chairs purchased as a result of health and safety request DISC self-awareness & relationship workshop held for all staff

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	23,825	23,947	24,506	24,385	28,150	24,208	24,194	23,862
Residents	21,683	21,773	21,867	21,790	21,836	21,957	22,468	22,334	25,713	22,112	22,067	21,758
Non-Residents	1,871	1,953	1,970	1,974	1,989	1,990	2,038	2,051	2,437	2,096	2,127	2,104

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	210	320	659	268	289	251	210	190	3,752
New non-resident	39	37	34	30	35	29	52	40	50	43	36	41	466
Renewed membership	735	319	811	627	646	718	661	786	734	666	648	556	7,907

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Website visits	13,036	12,715	14,146	12,834	13,365	12,828	12,783	12,762	13,148	12,146	12,257	10,693	152,713
# of PAC Account Logins	5,581	4,957	6,051	5,809	5,662	5,442	6,152	6,464	5,908	5,721	5,659	5,921	69,309
Room Rentals	64	71	56	199	64	47	46	47	54	62	66	33	809
Room Rental Hours	171	187	168	82	160	127	112	155	134	147	149	104	1,694

Programs 5 Year Trend - year to date December 31

# of Programs Held	2011	2012	2013	2014	2015
Adult	33	93	157	247	250
Children's	845	1,167	1,293	1,345	1,318
Total Programs	878	1,260	1,450	1,592	1,568

Program Attendance	2011	2012	2013	2014	2015
Adult	1,408	2,323	2,149	2,229	2,643
Children's	12,956	12,905	13,796	13,794	13,567
Total Attendance	14,364	15,228	15,945	16,023	16,210

Newmarket Public Library Statistical Data - 2015

Borrowing

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	726	706	903	873	801	694	952	940	801	868	882	848	9,994
eBooks	3,076	2,930	3,235	2,896	2,913	3,016	3,195	3,131	2,852	2,945	2,879	2,994	36,062
eMagazines	323	421	575	382	356	371	477	450	444	336	274	409	4,818
eMusic	2,613	2,621	3,737	4,044	2,975	2,454	2,493	2,470	2,564	2,540	2,818	2,788	34,117
eVideo	54	98	160	144	55	16	118	16	37	19	17	21	755
Backpack Kit	4	3	5	3	2	4	5	4	5	-	2	5	42
Book	25,489	22,981	28,858	26,932	26,378	27,264	32,798	31,183	29,214	27,931	26,661	24,658	330,347
CD-ROM/DVD-ROM	17	34	29	19	26	17	13	22	22	16	30	26	271
DVD/Blu-ray	3,703	4,135	5,223	4,433	4,380	4,405	4,978	4,886	4,386	4,727	4,420	4,417	54,093
eBook Reader	4	5	3	8	3	2	3	1	2	1	-	-	32
GPS	-	2	1	2	4	3	1	3	8	5	1	2	32
ILL	198	162	203	184	190	163	189	194	215	142	230	131	2,201
Language Kit	54	41	46	35	39	31	40	50	43	40	57	45	521
Laptop	12	12	17	46	25	27	11	88	21	19	8	8	294
Multimedia Kit	66	84	76	45	64	68	69	83	86	92	92	70	895
Music CD	384	363	568	591	469	514	415	415	434	411	455	667	5,696
Pedometer	7	9	20	9	41	12	29	20	14	11	15	16	203
Periodical	1,121	865	1,113	1,145	959	982	1,328	1,205	1,153	1,047	999	915	12,832
Portable Audio Book	58	26	48	32	49	41	32	41	25	24	26	17	419
Talking Book	850	836	960	778	960	874	967	1,009	924	872	769	725	10,524
Video	9	10	4	2	5	5	4	7	3	4	1	4	58
Video Game	267	262	372	301	274	281	434	434	354	243	311	279	3,812
Total Borrowing	39,035	36,606	46,156	42,904	40,968	41,244	48,551	46,652	43,607	42,293	40,947	39,045	508,008

Database Usage

Adult Subscriptions	2,409	4,643	2,317	2,166	2,718	4,324	2,256	1,782	1,550	1,865	2,629	1,580	30,239
Children's Subscriptions	843	na	752	321	645	907	692	302	595	914	954	720	7,645
York Info (Community)	95,740	105,204	111,837	118,114	82,379	110,564	106,577	107,375	104,200	99,334	102,360	105,550	1,249,234
York Info (Volunteer)	11,015	16,268	18,059	16,927	9,917	9,808	13,408	10,989	16,580	16,658	16,441	24,054	180,124
Total Database Usage	110,007	126,115	132,965	137,528	95,659	125,603	122,933	120,448	122,925	118,771	3,583	2,300	1,467,242

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	63,427
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: January 20, 2016

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 December 31, 2015 of \$ 74,764.74 from the Newmarket Public Library Board bank account to the Town of Newmarket bank account.



Newmarket Public Library
Freedom of Information and Protection of Privacy Policy
DRAFT FOR REVIEW

The Newmarket Public Library is governed by the 'Municipal Freedom of Information and Protection of Privacy Act', R.S.O. 1990 Chapter.56.

Protection of Privacy:

Personal information shall be collected by the Library only with the consent of the individual or his/her legal guardian and shall only be used for the purposes for which it was obtained or compiled. The information may not be released to any third party except under certain circumstances allowed by law, including:

- to the parent or legal guardian of an individual younger than sixteen (16) years of age;
- to a person in possession of a valid and current Library card, to whom implied consent is attributed;
- to someone holding Power of Attorney or executor rights for a specified individual;
- to an authorized agency in order to report suspected child abuse or neglect;
- to the Library's authorized collection agency and/or credit reporting agency for the collection of library property, unpaid fees, fines or other charges;
- to a law enforcement agency in Canada to aid in an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result.

The Library shall share information about its procedures with respect to protecting users' privacy in a Privacy Statement posted in a conspicuous manner.

Freedom of Information

The Library is committed to disclosing to any member of the public any record of information under its custody or control that is requested, subject to the limitations, fees, and exemptions laid out in the Act.

Routine Disclosure

Routine disclosure is the routine or automatic release of certain records and information in response to informal requests. This may take place in the following circumstances:

- Where the requestor is the individual to whom the information pertains;
- Where the requestor has a third-party claim to private information as detailed under Protection of Privacy above. Disclosure may be made by any member of staff having authorized access to the information, except in the case of law enforcement:
 - Where the information (including security camera footage) is being requested by a law enforcement agency, disclosure may only be made on the authorization of the CEO or designate, who will document the information

released, the identity of the requestor, and the proof of law enforcement investigation.

- Where the information is typically made available to the general public. Disclosure may be made by any member of staff responsible for the information requested. This includes, but is not limited to:
 - Agendas, minutes, bylaws and policies of the Library Board and its committees;
 - Collective labour agreements and contracts;
 - Financial and budget reports as prepared for the Library Board.

Freedom of Information Requests

The Library reserves the right to treat non-routine requests as a request under the Act. In this case, the CEO or designate will refer the request to the Town of Newmarket in order that it be submitted to a formal Freedom of Information request procedure. Similarly, formal requests may from time to time be received by the Town of Newmarket for Library records. In both cases, these will be dealt with by the Town in accordance with its own policies and procedures, in cooperation with the Library, and in accordance with the Act.



MEMORANDUM

To: Newmarket Public Library Board
From: Todd Kyle
Date: January 20, 2016
Re: 2015 Business Plan Success Report

I am pleased to present the Board with the success report on the 2015 operational Business Plan. This will be used as a basis for the annual Report to the Community which is scheduled for release in April 2016.

The following motion is recommended:

THAT the Library Board receive the 2015 Business Plan Success Report.

Newmarket Public Library

2015 Business Plan

SUCCESS REPORT

Igniting Community Dialogue, Discovery & Debate

Key element	Action Item	Success measurement
Collaborative Relationships	Continue to explore alternative/expanded spaces for IdeaMarket events	Discussed use of Old Town Hall with Town staff and agreed on future collaboration. OTH opening delayed so no events held or planned as yet. OBJECTIVE MET
Spaces	Explore offering space to community groups to present public programs supporting community development and dialogue	<ul style="list-style-type: none"> 7 community groups were engaged in discussions on potential programs 16 such programs were presented involving 4 such groups Report on a broader interpretation of partnership guidelines presented to Board and approved OBJECTIVE MET
Positioning	Continue to add new content to digital local history collections	<ul style="list-style-type: none"> 3 local history publications added Due to lack of progress with in-house digitization of Era archive, new digitization partner being piloted; 1978-79 newspapers redone as part of pilot. OBJECTIVE MET
Resources	Continue to redevelop website to facilitate public input/comments as well as meet accessibility standards	<ul style="list-style-type: none"> Staff committee continue to plan new website (including public input) and the quotation process has begun for its design. Documents on the website have been reviewed and converted to accessible format where possible, or where not possible, users are invited to request assistance. OBJECTIVE MET
Organization & Operations	Continue to expand community partnership activities	7 new community partnership activities established, including Entrepreneurs in Residence (with Startup York); Shakespeare Allowed (with Humber River Shakespeare); low-barrier library cards and IdeaMarket session (with Blue Door Shelters)

		OBJECTIVE MET
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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"> 3 digital literacy sessions (6 weeks each) serving 15 individual clients held as part of employment program at Inn From The Cold 9 visits to retirement residences held, serving 34 residents <p style="text-align: center;">OBJECTIVE MET</p>
	Pilot ESL conversation circle in cooperation with LSPYR/region/N6	<p>Program piloted; 15 sessions held with 30 total attendance. Program discontinued.</p> <p style="text-align: center;">OBJECTIVE MET</p>
	Collaborate with Town of Newmarket on exploring an innovation centre (Council strategic priority)	<p>Through Community Collaboration Ecosystem, library supported York Region Makers project to establish "NewMakelt" makerspace. Planned opening is February 2016; library will collaborate further.</p> <p style="text-align: center;">OBJECTIVE MET</p>
Spaces	Introduce 3D printing service and related "maker" equipment and space	<ul style="list-style-type: none"> 3D printing service introduced with 19 related courses/programs with 511 attendees and 112 prints completed Vinyl cutter purchased and tested; related services and space still under development as "Maker Hub" <p style="text-align: center;">OBJECTIVE PARTIALLY MET</p>
Positioning	Conduct pilot projects to lower barriers for library membership	<ul style="list-style-type: none"> Temporary Shelter cards introduced as a result of partnership with Blue Door Shelters; 11 cards issued E-access cards introduced for those without ID or who wish to register/renew from home; 18 cards issued <p style="text-align: center;">OBJECTIVE MET</p>
Resources	Introduce digital media creation equipment and programming	<p>Equipment purchased and being tested; service not yet introduced (will be part of Maker Hub).</p> <p style="text-align: center;">OBJECTIVE PARTIALLY MET</p>
	Expand device loan programs	<p>External loans of laptops researched and planned; purchase process begun using 2015/16 Ontario Libraries Capacity Fund grant. Introduction of service deferred until 2016.</p> <p style="text-align: center;">OBJECTIVE PARTIALLY MET</p>
Organization & Operations	Continue to implement outcome measures for learning role	<ul style="list-style-type: none"> Edge Benchmark audit completed for 2016; achievement increased from 69 to 77% Impact Survey subscription purchased as of rollout to Canada in fall; to be done in 2016

		<ul style="list-style-type: none"> • Economic Impact Study deferred • Supporting Ontario Library Association grant application for “L-index” impact measure research • Some impact stories included in Strategic Operations Report to board • Exploring use of Project Outcome surveys from American Library Association <p>OBJECTIVE MET</p>
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Readying Our Capabilities

Key element	Action Item	Success measurement
Collaborative Relationships	Explore expanded broadband connectivity in partnership with community initiatives	<ul style="list-style-type: none"> • Library continues to support Gigabit Corridor project • Connection to ORION network from hospital explored but deferred due to potential of Gigabit project and uncertainty of York Telecom Network <p>OBJECTIVE MET</p>
	Collaborate with Town of Newmarket on exploring downtown parking options (Council strategic priority)	<p>Library has indicated intention of participating in Community Centre Lands study but no action has yet occurred.</p> <p>OBJECTIVE PARTIALLY MET</p>
Spaces	Explore future facility and service delivery options (Related to Council strategic priority on community & recreation facilities)	<p>Library has met with Town staff on participating in accommodations study for future community facilities with a view to including a library facility. Board has deferred further action.</p> <p>OBJECTIVE PARTIALLY MET</p>
	Replace Wi-Fi system	<p>New Wi-Fi system allows for increased speed, capacity, and flexibility.</p> <p>OBJECTIVE MET</p>
	Pilot remote library service event	<ul style="list-style-type: none"> • 7 pilot events held with approx. 800 participants and 80 e-resources cards issued. • 6 storytimes with 38 participants held at Story Pod • Additional remote outreach staff requested in 2016 budget <p>OBJECTIVE MET</p>
	Further refine redesign of circulation area for greater privacy and service flow	<ul style="list-style-type: none"> • Office partitions installed • Service points signed in order to emphasize self-service • Doorbell system initiated for additional service

		<ul style="list-style-type: none"> Self-service checkout increased from 42% to 59% over 2014 OBJECTIVE MET
Positioning	Initiate marketing campaign to promote e-resource use	<ul style="list-style-type: none"> 23 paid print ads run Average of 21 unique page views of the ad URL OBJECTIVE MET
Resources	Expand online services	3 new services added: OneClickDigital e-audio & e-books; Indieflix streaming video; MaBiblioNumérique French e-books OBJECTIVE MET
	Explore expansion of automated materials handling	Additional self-service returns station added OBJECTIVE MET
Organization & Operations	Explore fundraising and development program	<ul style="list-style-type: none"> Strategy produced and fundraising target projects determined CanadaHelps account set up Website and social media promotion begun OBJECTIVE MET
	Implement efficient printing/copying functions for public and staff	System installed and undergoing testing; implementation delayed until January 2016 due to vendor complications OBJECTIVE PARTIALLY MET
	Broaden N6 consortia purchasing for savings and increased services	<ul style="list-style-type: none"> OneClickDigital and Indieflix products purchased under N6 consortium arrangement Other potential e-service consortia explored OBJECTIVE MET

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle

Date: January 20, 2016

Re: Sunday hours user feedback

At the Board meeting of September 12, 2015, it was decided that the Library would continue its long-standing practice of closing for business on the Sunday immediately before and after Christmas Day. As a result, the operating budget request for annual funding to expand Sunday openings was based on closing these two days but opening all remaining Sundays except where they fall on a statutory holiday.

However, user feedback indicated some concerns on the part of the community that the Library was closed on December 20 and 27, 2015. A resident also requested the past year's full statistics of Sunday usage. The Board had been provided with a similar chart but it only contained a sample of Sundays for the purposes of comparison to the summer 2015 pilot, so a more complete chart was compiled and shared with the resident, and is attached to this report. While there is no statistical method to measure potential demand on these additional Sundays, security camera footage did indicate a considerable number of people attempting to attend the Library on those days and expressing surprise that it was closed.

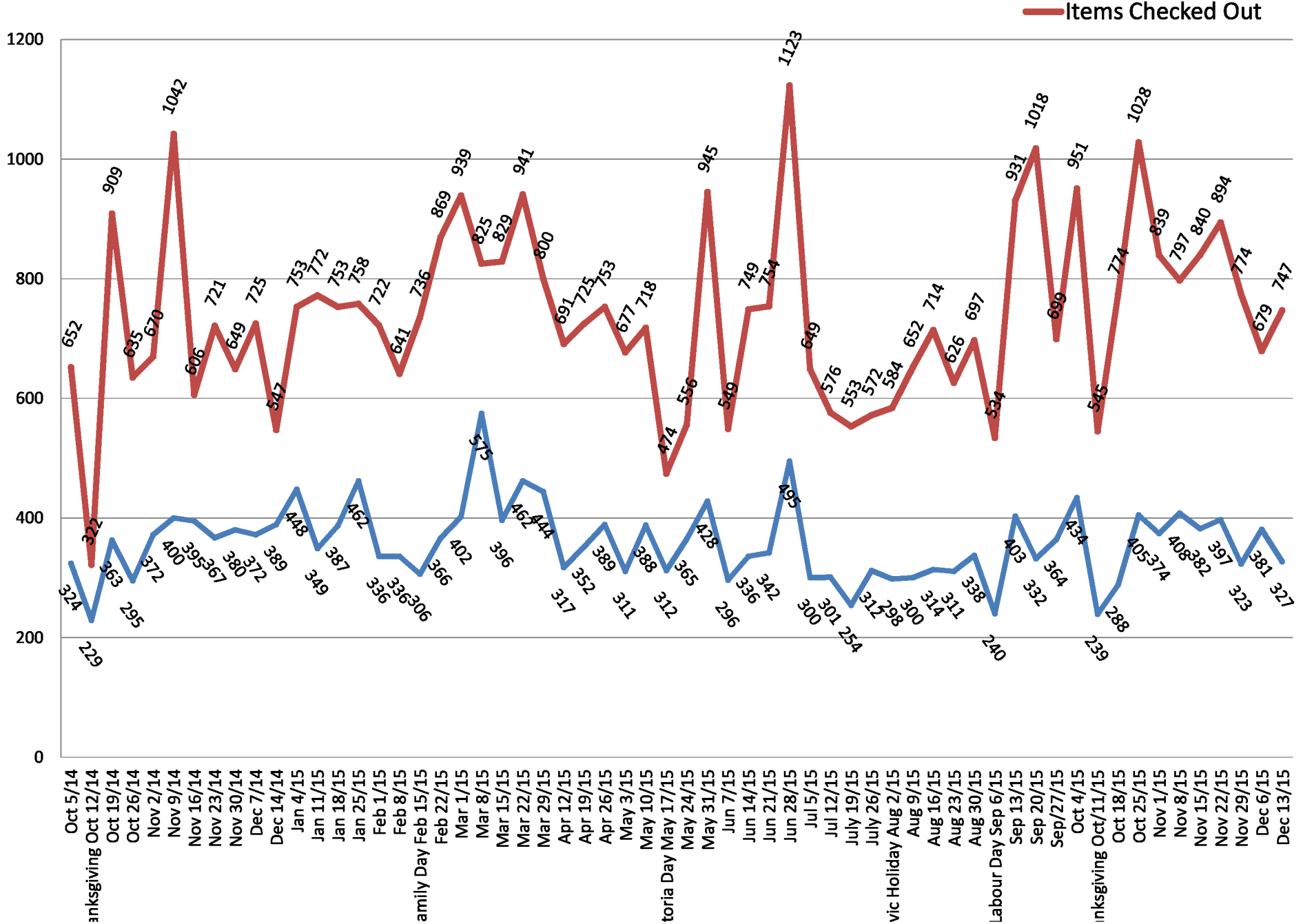
Given this, the Board may wish to re-consider this decision. The annual additional cost, as per 2016 budget estimates, is approximately \$3000. For 2016, the decision would have no effect: the two Sundays in question would be December 25 and January 1, which are already statutory holidays (as per past practice, the Library would open on Sunday, December 18). I would recommend that the Board consider, as of 2017, opening all Sundays unless they fall on a statutory holiday or Christmas Eve and New Year's Eve (when normally the Library closes at 1pm and 3pm respectively).

The following motion is recommended:

THAT the Library Board receive the report on Sunday hours user feedback;

AND THAT the Library Board add this item to the Action List for inclusion on a later agenda to coincide with discussions on 2017 budget.

Sunday Activity - In Person Visits and Checkouts



NEWMARKET PUBLIC LIBRARY BOARD - 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"> • 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 • CEO to report back on implementation of fundraising initiatives • CEO to follow up with Town of Newmarket regarding naming rights sponsorship program 	Completed September 16, 2015
1-12		Consider forming Friends of the Library group	<ul style="list-style-type: none"> • Board to consider as related to item 12-11 	Completed September 16, 2015 Deferred to next Library Board term (motion 13.03-214)
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
1-15	April 2016	Annual Report to the Community	<ul style="list-style-type: none"> • CEO to prepare and present to board before release 	Completed May 20, 2015 Next report due in April, 2016
2-15	March, 2016	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 	Report drafted for September 16, 2015 meeting Deferred to March, 2016

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
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 	
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 	Completed June 17, 2015 Reported to Library Board June 17, 2015
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 	Completed September 16, 2015 Board approved 2016 Draft Operating and Capital Budget requests
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 	
9-15	May, 2016	Vice Chair Position	Library Board members to hold election for Vice Chair position after one year. Vice Chair elect to be a Community member	Election to be held May, 2016
10-15	April, 2016	SOLS Trustee Representative	Attend SOLS Trustee Council Meetings	Next Trustee meeting is April 20, 2016
11-15	March 16, 2016	ARF Analysis Review	Town of Newmarket Director of Finance	Report to go to Library Board with recommendations by March 16, 2016 (120 days)