



Agenda
Newmarket Public Library Board

Wednesday, June 22, 2016 at 5:30 PM
Regular Board Meeting

Agenda compiled on 22/06/2016 at 2:40 PM

Adoptions of Agenda

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

Declarations

Consent Agenda Items

4. Adoption of the Regular Board Meeting Minutes for Wednesday, May 18, 2016 p. 1
5. Adoption of the Closed Session Minutes for Wednesday, May 18, 2016
6. Strategic Operations Report for May, 2016 p. 6
7. Library Statistical Data for May, 2016 p. 7
8. Monthly Bank Transfer p. 11

Closed Session

9. That the Library Board move into a Closed Session meeting to discuss Labour Relation matters.

Policies

10. Customer Complaint Policy
11. Workplace Violence and Harassment Policies p. 12

Reports

12. Review of Library Asset Replacement Fund p. 15
13. Library Efficiencies Review p. 17

Business Arising

- 14. Election of Vice-Chair
- 15. Report on Vulnerable Patrons p. 19
- 16. Strategic Technology Committee p. 21
- 17. 2017 Draft Budget Requests
- 18. Joint Newmarket Public Library and Town of Newmarket Council Workshop
- 19. Library Board Action List p. 24

New Business

Date(s) of Future Meetings

- 20. The next Newmarket Public Library Board Regular Board Meeting will be Wednesday, September 21, 2016, at 5:30 pm in the Library Board room

Adjournment



**Newmarket Public Library Board
Regular Board Meeting
Wednesday, May 18, 2016
Newmarket Public Library Board Room**

Present: Joan Stonehocker – Chair
Tom Vegh – Vice Chair
Venkatesh Rajaraman
Joe Sponga

Regrets: Tara Brown
Kelly Broome-Plumley
Darcy McNeill

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

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. Two items were added under New Business.

Motion 16.05.114

Moved by Joe Sponga

Seconded by Venkatesh Rajaraman

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

Carried

Declarations

None were declared.

Consent Agenda Items:

4. Adoption of the Regular Board Meeting Minutes for Wednesday, April 20, 2016
5. Strategic Operations Report for April, 2016
6. Library Statistical Data for April, 2016
7. Monthly Bank Transfer

8. Third Annual Report to the Community 2015-2016

Motion 16.05.115

Moved by Tom Vegh

Seconded by Venkatesh Rajaraman

That Consent Agenda Items 4) to 8) be received and approved as presented.

Carried

9. Motion to Convene into a Closed Session

Motion 16.05.116

Moved by Joe Sponga

Seconded by Tom Vegh

That the Library Board move into a Closed Session meeting at 5:40 pm to discuss Labour Relations matters.

Carried

Motion 16.05.117

Moved by Joe Sponga

Seconded by Venkatesh Rajaraman

That the Library Board move out of a Closed Session meeting at 5:42 pm.

Carried

Motion arising from the Closed Session meeting.

Motion 16.05.118

Moved by Tom Vegh

Seconded by Joe Sponga

That the Library Board receive the report on Labour Relations matters.

Carried

Policy

10. Customer Complaint Policy

The CEO reviewed with the Library Board the draft Customer Complaint Policy. Clarification was requested regarding whether the role Ombudsman of Ontario would include public libraries before the policy is approved.

Motion 16.05.119**Moved by Tom Vegh****Seconded by Venkatesh Rajaraman**

That the Library Board defer approval of the Customer Service Policy and give direction to the CEO to clarify the role of the Ombudsman of Ontario as it pertains to public libraries.

Carried**11. Membership Policy**

The CEO reviewed with the Library Board the revisions to the Membership Policy.

Motion 16.05.120**Moved by Tom Vegh****Seconded by Venkatesh Rajaraman**

That the Library Board approve the Membership Policy as presented.

Carried**12. Public Relations Policy**

The CEO reviewed with the Library Board the revisions to the Membership Policy.

Motion 16.05.121**Moved by Tom Vegh****Seconded by Venkatesh Rajaraman**

That the Library Board approve the Public Relations Policy as presented.

Carried**Reports****13. Draft Audited Financial Statements for the year ended December 31, 2015**

The Library Board reviewed the draft Audited Financial Statements for 2015 completed by BDO Canada LLP.

Motion 16.05.122**Moved by Joe Sponga****Seconded by Venkatesh Rajaraman**

That the Library Board approve the 2015 draft Audited Financial Statement as presented.

Carried

Business Arising**14. Election of Vice Chair****Motion 16.05.123****Moved by Joe Sponga****Seconded by Venkatesh Rajaraman**

That the Library Board defer the election of the Vice Chair until the next scheduled Library Board meeting.

Carried**15. 2017 Budget**

The CEO updated the Library Board on the timeline for the submission of the 2017 Budget to the Town of Newmarket. A draft 2017 Budget will be brought to the June Library Board meeting.

Motion 16.05.124**Moved by Joe Sponga****Seconded by Tom Vegh**

That the Library Board receive the verbal report on the 2017 Budget.

Carried**16. Library Board Action List**

The Library Board reviewed the Action List.

Motion 16.05.125**Moved by Joe Sponga****Seconded by Venkatesh Rajaraman**

That the Library Board receive the Action List as presented.

Carried**New Business****17. Newmarket Public Library Strategic Technology Committee**

A Board member expressed interest in reviewing the Library's technical and mobile infrastructure. The Library Board agreed to resume the activities of the Strategic Technology Committee.

Motion 16.05.126**Moved by Venkatesh Rajaraman****Seconded by Joe Sponga**

That the Library Board review the Strategic Technology Committee Terms of Reference and bring interested members of the community together to review the Library's technical and mobile infrastructure.

18. Southlake Cinemania

A request to consider selling tickets to Southlake Cinemania screenings at the Library was received. The not-for profit organization presents Toronto Film Festival films with artistic, cultural and educational value. The Library Board considered this request and directed the CEO to discuss a partnership with Southlake Cinemania under the parameters stated by the Library Board.

Date(s) of Future Meetings

19. A Joint Town of Newmarket Council-Newmarket Public Library Board Workshop on library facility needs will be Wednesday, June 15, 2016 at 5:00 pm, in the Town of Newmarket Council Chambers.

The next regular Library Board meeting will be Wednesday, June 22, 2016 at 5:30 pm in the Library Board room.

Adjournment

Motion 16.05.127

Moved by Vekatesh Rajaraman

Seconded by Joe Sponga

That there being no further business meeting adjourned at 6:35 pm.

Carried

Joan Stonehocker
Chair

Todd Kyle, CEO
Secretary/Treasurer

STRATEGIC OPERATIONS REPORT – MAY, 2016

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> IdeaMarket program on Entrepreneurship attracted 11 attendees, a bit of a disappointment Seed Library program for fall arranged featuring guest speaker Frankie Flowers Shakespeare Allowed program confirmed to continue into fall 	<ul style="list-style-type: none"> NewMakelt makerspace donated vinyl in thanks for their use of library's vinyl cutter Two homeschool groups hosted for 3D printer program Staff volunteered at McDonald's McHappy Day 	<ul style="list-style-type: none">
Spaces	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> MakerHub now open regular hours; webpage launched; vinyl cutter used to make room signage "Maker Hub Day" to be held in July as satellite event for Toronto Maker Festival 	<ul style="list-style-type: none"> Pop-Up Library conducted at Holland River Cleanup & Community Fun Day (14 interactions); Newmarket GO Bus Terminal (81 interactions); Community Open House (147 interactions); Farmers Market (76 interactions)
Positioning	<ul style="list-style-type: none"> NPL News e-newsletter generated 1,600 opens (46%) 	<ul style="list-style-type: none"> Library outreach hosted at Mom2Mom event MakerHub featured in Town staff newsletter 	<ul style="list-style-type: none"> Biweekly full-page drop-down ads for library e-resources continuing on yorkregion.com and other websites
Resources	<ul style="list-style-type: none"> JobSkills set up a booth in the library to help people discover job preparation courses 	<ul style="list-style-type: none"> 3D printer used in Knitting Circle program 13 people attended the new 3D printer/vinyl cutter certification classes 38 3D prints produced 80 attended Blox Builders Club A second 3D printer was researched and ordered 	<ul style="list-style-type: none"> New public/staff self-service library card-based printing and PC reservation system rolled out as planned
Organization & Operations	<ul style="list-style-type: none"> New Community Information Coordinator hired Staff participated in Bike to Work Day event 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Security camera DVR briefly offline due to malfunction; restored shortly after

Newmarket Public Library Statistical Data - 2016

Library Card Holders

2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
NPL Card Holders	24,136	24,184	24,328	23,876	24,409							
Residents	22,002	22,069	22,222	21,813	22,299							
Non-Residents	2,134	2,115	2,106	2,063	2,110							

New and Renewed Library Cards

2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
New registrations	252	402	337	483	241								1,715
New non-resident	39	30	32	50	42								193
Renewed membership	723	421	646	425	622								2,837

2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Website visits	12,689	12,709	13,707	12,713	11,855								63,673
# of PAC Account Logins	6,097	5,792	6,370	6,193	6,217								30,668
Room Rentals	54	65	56	58	66								299
Room Rental Hours	154	192	152	165	182								845

Programs

5 Year Trend - year to date May 31

# of Programs Held	2012	2013	2014	2015	2016
Adult	39	60	86	100	107
Children's	558	574	588	584	742
Total Programs	597	634	674	684	849

Program Attendance	2012	2013	2014	2015	2016
Adult	1,307	835	1,088	936	1,489
Children's	5,587	6,077	5,874	5,418	5,727
Total Attendance	6,894	6,912	6,962	6,354	7,216

Newmarket Public Library Statistical Data - 2016

Borrowing

2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	941	911	1,067	1,048	985								4,952
eBooks	3,433	3,128	3,640	3,205	3,153								16,559
eMagazines	459	353	391	485	337								2,025
eMusic	2,129	2,614	2,199	1,845	2,852								11,639
eVideo	2	7	4	5	8								26
Backpack Kit	6	1	1	2	1								11
Book	26,637	23,980	28,219	28,462	26,517								133,815
CD-ROM/DVD-ROM	13	12	7	11	11								54
DVD/Blu-ray	4,645	4,563	5,204	4,632	4,503								23,547
eBook Reader	1	1	5	1	-								8
GPS	2	4	3	11	4								24
ILL	210	178	157	225	145								915
Language Kit	61	40	31	59	35								226
Laptop	10	11	13	7	19								60
Multimedia Kit	81	69	80	84	62								376
Music CD	483	540	394	503	434								2,354
Pedometer	16	8	10	14	13								61
Periodical	987	999	1,177	1,212	1,035								5,410
Portable Audio Book	8	9	12	21	22								72
Talking Book	773	782	796	798	684								3,833
Video	8	3	3	9	1								24
Video Game	293	309	332	270	256								1,460
Total Borrowing	41,198	38,522	43,745	42,909	41,077								207,451

Database Usage

Adult Subscriptions	2,130	2,053	2,480	3,066	3,687								13,416
Children's Subscriptions	569	1,035	1,053	1,511	759								4,927
York Info (Community)	147,897	100,795	138,893	109,119	19,776								516,480
York Info (Volunteer)	26,148	18,071	18,826	15,466	129,782								208,293
Total Database Usage	176,744	121,954	161,252	129,162	154,004								743,116

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	69,306
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	5,610
Pedometer	7	9	20	9	41	12	29	20	14	11	15	16	205
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

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: June 22, 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 May 31, 2016 of \$ 12,895.86 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: June 22, 2016

Re: Workplace Violence and Harassment policies

Legislation requires that the Library reviews annually its policies on workplace violence and on workplace harassment.

No changes are recommended to the Workplace Violence Policy.

However, recent changes to the Occupational Health & Safety Act require employers to specifically include sexual harassment in their policies. In addition, the policy must set out that the complainant and the respondent will be informed in writing of the results of the investigation and any corrective action taken. Finally, the policy must provide a mechanism for reporting in the case where the alleged harasser is the employer or supervisor.

A revised Policy has been drafted in consultation with the Joint Health & Safety Committee, with these three changes made as indicated. In addition, the Workplace Violence and Harassment Reporting Form has been revised to suggest that in the event that the CEO is the alleged harasser, the form may be submitted directly to the Board Chair. This is consistent with the Board's duty of completing the CEO's performance appraisal and with the Chair's role in leading that process. It is recommended that if such an allegation were to come forward that the Chair form a committee of the Board in order to investigate the allegation.

The following motions are recommended:

THAT the Board approve the Workplace Violence Policy and Workplace Harassment Policy as presented.

AND THAT the Board approve appointment of the Board Chair as confidential recipient of any workplace harassment complaint against the CEO, such complaint to be investigated by an ad-hoc committee of the Board.

WORKPLACE HARASSMENT POLICY

The management of the Newmarket Public Library is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace. Sources of workplace harassment could be:

Type I: External perpetrator

Type II: Client/Customer

Type III: Employee to employee (including where the alleged harasser is the supervisor or employer)

Type IV: Domestic (personal relationship)

Everyone in the workplace must be dedicated to preventing workplace harassment. Employees, volunteers and any person providing a service on behalf of the Library are expected to uphold this policy, and will be held accountable by the employer.

Workplace harassment is defined in the *Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters* as:

Engaging in a course of vexatious comment or conduct, against a worker in a workplace, which is known or ought reasonably to be known to be unwelcome.

Workplace harassment may include bullying, intimidating or offensive jokes or innuendos, displaying or circulating offensive pictures or materials, or offensive or intimidating phone calls. Harassment may also, but does not have to, relate to a form of discrimination as set out in the Ontario Human Rights Code which states that every person has a right to equal treatment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability. Workplace harassment also includes sexual harassment.

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace such as performance monitoring and discipline.

Workers are encouraged to report any incidents of workplace harassment. Information on this process is available in the *Workplace Violence and Harassment Policy and Procedures* binder in each service area. Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a timely and fair manner while respecting workers' privacy, to the extent possible. The complainant and the respondent will be informed in writing of the results of the investigation and any corrective action taken.

Nothing in this policy prevents or discourages a worker¹⁴ from filing an application with the Ontario Human Rights Tribunal on a matter related to the Ontario Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise any other legal options available.

This Policy shall be reviewed annually by the Library Board.

The Workplace Violence Policy should be consulted regarding concerns about violence in the workplace.

DRAFT

Revised Draft for Review June 22, 2016

Approved by the Newmarket Public Library Board June 16, 2010

Renewed June 19, 2014

MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle

Date: June 22, 2016

Re: Review of library Asset Replacement Fund (ARF)

As per the instructions of the Board, the Library and the Town of Newmarket Financial Services Department have completed a review of the library's separate Asset Replacement Fund . As a result of our discussions we have mutually agreed on a course of action.

As mentioned in a preliminary verbal report, the Director, Finance Services had identified a shortfall of approximately \$340,000 in the Library's fund according to his testing. At the same time, he had noted that many building components had been assumed into the library's ARF schedule, while the building itself is on the Town's schedule, thereby creating a duplication. We have therefore resolved the shortfall by removing those items, and agreed to the following course of action:

- Building component assets will be maintained on the Town's books for TCA (Tangible Capital Assets) purposes and replacement funding will be from the Town's Building ARF – the Library does not need to provide for them in their ARF contribution.
 - As such, any unspent funding previously approved for building components will be transferred to the Town on December 31, 2016 – currently that is about \$200,000.
 - The Library will still put forward budget requests for replacement for Library building components but showing the Town's Building ARF as the funding source.
- The Library will remove non-TCA items from its ARF replacement list. These items will not be considered as capital and replacement/repair will be through the operating budget.
 - To facilitate this, the Library will create an equipment repair/replacement reserve at the end of the current fiscal year, to be used to balance out the wide variances in operating expenditure. Any related over expenditure would be transferred out of the reserve, and any savings transferred back into it.

The Library has made some further refinements to update replacement prices at a reasonable inflation rate, include all eligible inventory, and to reverse the assumption that annual interest would be accrued. As it now stands, the Library's annual ARF contributions and ARF reserve fund balances are sufficient.

The following motions are recommended:

That the Board approve the transfer to the Town's Building ARF of Library capital components identified as building infrastructure;

And that the Board approve the transfer to the Town of previously approved capital funding for Roofing and Dehumidification, such funding to continue to be available and approved should the Library require it;

And that the Board approve in principle the creation of an Equipment Repair/Replacement Reserve for those items identified as non-TCA capital equipment, with funding source to be identified for final approval by the Board to be enacted as part of 2016 year-end accounting.



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle

Date: June 22, 2016

Re: Library efficiencies review

As part of its ongoing review of service efficiency, the Town of Newmarket and Newmarket Public Library have previously explored aligning internal services in order to more efficiently serve residents. One success from this has been alignment on Library events being included in the Activity Guide, reaching more residents for less cost.

In order to help build the financial case to minimize tax impact of possible future library facility expansion, and in order to help the Library benefit from participating in the Town's Organizational Readiness 2020 initiative focusing on future organizational needs and opportunities, the Town CAO has suggested the Library CEO and the Commissioner of Community Services jointly engage a consultant to explore other possible efficiencies within Library internal functions. These may include:

- Human resources
- Communications and marketing
- Facilities management
- Financial services
- Information Technology

The study's scope would make the following assumptions:

- Library-specific services would be excluded, as would any work performed by unionized staff;
- Despite any contemplation of closer collaborative relationships with the municipality, the unique governance of the library as per Public Libraries Act would be respected;
- Any organizational change recommendations would be achieved through an appropriate change management strategy.

The Town is willing to share the costs of this study, with any resulting savings or cost avoidance to be used to offset future operational cost increases for the Library. At this point an upward limit of \$45,000 is being suggested, with the procurement of a study contractor to be handled by the Town. The Library's suggested maximum \$25,000 contribution to this could be taken from the Operating Reserve.

At this point the project requires Board approval but is likely within approved funding at the Town. If Board approval is secured, an information report will be sent to Council in short order.

The following motions are recommended:

That the Board authorize the C.E.O. to participate in the commissioning of a study conjointly with the Town of Newmarket as described in the report;

And that the Board authorize in principle the expenditure of up to \$25,000 as the Library's 50% share of the related costs, to be transferred from the Operating Reserve as needed at the end of the fiscal year.

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle

Date: June 22, 2016

Re: Strategies for dealing with vulnerable patrons in the library

As a result of media coverage regarding the Library's challenges with the presence of vulnerable patrons, the Board asked staff to consult with various community partners to seek solutions to best meet community expectations.

The challenge, as previously discussed, involves homeless and other socially disadvantaged persons, who frequent the Library for extended periods and whose presence is sometimes unsettling to other library users. In particular, the recent challenge was with those with hygiene issues which affected other users' ability to enjoy the Library facility, and to which the Library responded in a small number of cases by presenting the patron with a discreet letter advising them of recommended actions. A related secondary concern involves users with excessive scent products.

Representatives of the following organizations were consulted:

Blue Door Shelters

Canadian Mental Health Association, York Region Chapter

York Region Community & Health Services

The Loft/Crosslinks Housing & Support Services

Trinity United Church

Inn From the Cold Inc.

Overall, these organizations were appreciative of the efforts the Library has taken to provide a welcoming, non-judgmental, safe and warm place for vulnerable populations, where they have access to reading resources, computers, and a community information and referral service. They are also appreciative of the Library's behavior-based approach to all patrons; that is, that everyone is welcome unless their behavior becomes a threat to others' safety or causes a disruption. They note that unlike some other libraries, NPL has chosen not to enact Code of Conduct rules that exclude from the premises anyone who is not actively engaged with a library service. Finally, they point out that although the written notices were perhaps not the best approach to vulnerable people, the content and the intent of the letters was in line with many of these agencies' own values and approaches.

Their suggestions for dealing with patrons in crisis—often exemplified by poor hygiene—centered on the resources that their agencies are able to deploy to support the Library’s efforts. These involve two basic avenues:

- Resources to encourage patrons in crisis to take advantage of self-referral to a number of services and supports, such as:
 - Housing support agencies who provide counselling on demand
 - Drop-in services that can provide support including showers and laundry facilities (it should be noted here that Trinity United Church is no longer able to support these services on demand, so the Library will no longer make that referral)
- The ability for staff to request on-site support from an agency to meet with a particular patron. In this case, the Library is often able to make available a private meeting room for this purpose.

In addition, some partner agencies made suggestions that would assist Library staff by providing training, tours of their facilities, and making themselves available to answer questions. Finally, there were some suggestions surrounding the more direct issue of scent and hygiene, involving “scent sensitivity” signage as well as provision of disposable hygiene products.

I would like the Board to provide feedback and direction on these strategies.

The following motion is recommended:

That the Board receive the report on strategies for dealing with vulnerable patrons in the library.



Terms of Reference for: Strategic Technology Subcommittee of the Newmarket Public Library Board

Objective:

To gain a complete overview of the current state of the Library's technology infrastructure and assess potential directions for the future. The resulting strategic technology plan will highlight recommendations for key investments and technology directions with a future vision of the Library in mind.

The vision of the Library's future includes a solid core of technology components that will enable: broader service delivery channels, more electronic resources, a secure, flexible, extensible and scalable infrastructure to support new initiatives and directions and a comprehensive policy framework to support the implementation and operation of new technologies. The subcommittee's work will provide a pathway to achieve those goals.

Members:

In order to take advantage of the broad range of experience and expertise within the community, the SubCommittee will include Library staff, Library Board members, and select invited representatives from the business and technology community.

The participants in the subcommittee will include at least two Board members, the CEO, an administrative support staff, and the Systems Manager. The Chair of the committee must be a Board member. Additional staff involvement will be at the discretion and by recommendation of the CEO. The initial subcommittee members will make recommendations to the Board with respect to potential external participants for the committee, and request that the Board issue invitations to participate to those individuals.

Governance:

The subcommittee will be managed under the terms defined in the governance documents. The SubCommittee will report directly to the Library Board at the regularly scheduled monthly Library Board meetings.

Meeting Schedule:

The sub-committee would meet once monthly, with additional meetings scheduled as participants may require, with approval from the sub-committee chair.

Methodology:

- The first requirement will be to compile an inventory of current hardware and software used within the Library, including licensing fees, agreements, issues, investments to date, etc. An associated activity will be a skills inventory, to identify any areas where staff development could be prioritized.

- OUTCOME: Document containing details of current system, including any specific short terms recommendations for modifications and improvements.
- The second requirement will be to research strategic technology trends, products and services and determine which may fit with the Library's overall strategic goals.
 - OUTCOME: Report including a compilation of technology options, including sources, costs and prioritization based on long term goals of the Library.
- A third requirement will be to interface with the Town of Newmarket on strategic initiatives. In particular, incorporating the Library's requirements and backup/recovery systems into the planned Operations Centre IT infrastructure, and exploring the opportunity for staff secondments and shared technology resources.
 - OUTCOME: Plan for effective linkages with Town of Newmarket.
- The final requirement will be to develop an implementation plan that reflects the recommendations of the Sub Committee to the Board, including prioritization, capital requirements, business cases and skill set/professional development requirements. The time horizon for the plan should be five years, with recommendations for annual review.
 - OUTCOME: A Strategic Technology Plan for the Library.

Budget Requirements:

At this time, the anticipated funding for the technology subcommittee involves staff time, use of Library facilities, and potentially some hospitality for various meetings.
Anticipated hard dollar impact: \$2,000.

References and Related Documents:

Thompkins County Public Library 2006-2011 Strategic Technology Plan (Attached)

CREATING AND IMPLEMENTING A TECHNOLOGY PLAN

A technology plan identifies what systems and services will fulfill your library's mission and best meet user needs. It also provides a framework for evaluation of services and products. The foundation of a technology plan is in your Long Range/Strategic Plan. A technology plan may be integrated within a Long Range Plan, included as an addendum, or be a separate but related document.

The initial steps in developing a technology plan are:

- Assess existing technology and services;
- Assess environment and client needs;
- Establish priorities.

Preparation of the plan involves the development of a short, articulate statement describing the application of technology as it is related to the fulfillment of your library's service plan. Keep in mind that technology is a tool and a means to an end, not the end itself.

Next, develop goals, objectives, and actions to accomplish your mission. Goals should be broad statements that provide the framework of the plan. Objectives should be narrower assertions of short term accomplishments, outlining specifically how and how much of a goal will be achieved. Actions should be specific, measurable activities and implementation processes.

Include a time line, budget, and evaluation mechanisms. Create a time line by setting realistic time frames for the completion of action items. Create a budget by developing a cost model and identifying cost options and funding sources. Track outcomes by identifying methods for collecting and using data to make corrections and measure how well goals, objectives, and actions are met. Evaluation methods may include focused surveys, statistical analysis, and the evaluation of measurable outcomes of activities in combination with the time line and the prioritization of goals and objectives.

The result will be a comprehensive, fully-formed technology plan that interconnects with your strategic plan, emphasizes service to the user, and can be quickly adapted to take advantage of funding opportunities. Once created, use it, review it annually, and keep it current.

Creating a Technology Plan: A Selected Bibliography of Print and Online Sources

Morris Hills Regional District, Denville, NJ. 2005 March--last update. Morris Hills Regional District Plan for Technology 2004-2007, [Online]. Available:

<http://www.mhrd.k12.nj.us/mhhs/techplan/default.htm> [2008, June 30]. This is a good example of a technology plan developed for a high school district.

Cohn, John M.; Kelsey, Ann L., and Fiels, Keith Michael. [Planning for Integrated Systems and Technologies](#) [2008, June 30]. New York: Neal-Schuman; 2001. *Part I covers the creation of a basic technology plan including a model planning process.*

Cohn, John M., Kelsey, Ann L., and Fiels, Keith Michael. [Writing and Updating Technology Plans: A Guidebook with Sample Policies on CD-ROM](#) [2008, June 30]. New York: Neal-Schuman, 1999. The guide describes how plans are developed, how to maintain them, and how to use them as leverage for grant and budget applications. The accompanying CD-ROM contains some 50 technology plans developed in public, school, academic, and special libraries.

Highland Park Elementary School, Austin TX. 1994 September--last update. Creating a Whole School Network [Homepage of Highland Park Elementary School], [Online]. Available: <http://www.hipark.austin.isd.tenet.edu/home/hptech/net.html> [2008, June 30]. *This is an example of a technology plan developed by an elementary school.*

Riggs, Donald. [Strategic Planning for Library Managers](#). Phoenix, AZ: Oryx; 1984. *This book, though out of print, is possibly the most clearly written and succinct document that has been written specifically for librarians on the strategic planning process.*

Wisconsin. Department of Public Instruction. Public Library Development. (2008, February 25--last update. Library Technology Planning: An Outline of the Process [Homepage of the State of Wisconsin, Department of Public Instruction], [Online]. Available:

<http://www.dpi.state.wi.us/dlcl/pld/planout.html> [2008, June 30]. *This site provides an excellent technology plan outline as well as five factors critical to effective library technology planning and implementation. Includes a list of links to other technology planning resources. Of particular interest are the link to "Preparing a Technology Plan" which has comprehensive and clearly written information on developing a technology plan developed by the Idaho State Library, and the "Tech Plans" link to the PUBLIB listserv "reference desk" which in turn links to several public library technology plans and other resources related to technology planning.*

Adapted from a presentation by Ann L. Kelsey at the Highlands Regional Library Cooperative (NJ) Regional Technology Day, May 26, 1998. Updated June 30, 2008.

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 February 18, 2016 Next review date: 2017
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, 2016 Next report due in April, 2017
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) Joint Workshop held June 15, 2016
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 	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 	Completed, Agreements Ratified March 21, 2016 Collective agreements expired March 31, 2015. Negotiations to begin February 11, 2016
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 June 22, 2016
10-15	April, 2016	SOLS Trustee Representative	Attend SOLS Trustee Council Meetings	Next Trustee meeting: November 5, 2016, Ajax Public Library
11-15	March 16, 2016	ARF Analysis Review	Town of Newmarket Director of Finance	Report to Library Board June 22, 2016
12-16	June, 2017	2017 Budget Considerations	Sunday Openings at Christmas	2017 Operating Budget submission deadline
13-16	June, 2017	2017 Budget Consideration	Donation Revenue Allocations	2017 Operating Budget submission deadline