



Agenda
Newmarket Public Library Board

Wednesday, September 07, 2016 at 5:30 PM
Regular Board Meeting

Agenda compiled on 02/09/2016 at 11:50 AM

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, June 22, 2016 p. 1
5. Adoption of the Closed Session Minutes for Wednesday, June 22, 2016
6. Strategic Operations Report for June to August, 2016 p. 5
7. Library Statistical Data for July, 2016 p. 7
8. Monthly Bank Transfer p. 11

Closed Session

9. No Closed Session items at the time of Agenda distribution.

Reports

10. Second Quarter Financial Statements p. 12

Business Arising

11. 2017 Capital Budget p. 14
12. 2017 Operating Budget – Enhancements p. 15
13. Library Efficiencies Review p. 16
14. Library Facility Needs p. 18

- 15. Report on Vulnerable Patrons p. 19
- 16. Strategic Technology Committee
- 17. Election of Vice-Chair
- 18. Library Board Action List p. 21

New Business

- 19. Library Bank Account Change
- 20. Ontario Public Library Week

Date(s) of Future Meetings

- 21. The next Newmarket Public Library Board Regular Board Meeting will be Wednesday, October 19, 2016, at 5:30 pm in the Library Board room

Adjournment



**Newmarket Public Library Board
Regular Board Meeting
Wednesday, June 22, 2016
Newmarket Public Library Board Room**

Present: Joan Stonehocker – Chair
Tara Brown
Venkatesh Rajaraman
Joe Sponga (left at 6:40 pm)

Regrets: Tom Vegh – Vice Chair
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 5:55 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.

Motion 16.06.128

Moved by Tara Brown

Seconded by Venkatesh Rajaraman

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, May 18, 2016
5. Adoption of the Closed Session Minutes for Wednesday, May 18, 2016
6. Strategic Operations Report for May, 2016
7. Library Statistical Data for May, 2016
8. Monthly Bank Transfer

Motion 16.06.129

Moved by Joe Sponga

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 16.06.130

Moved by Joe Sponga

Seconded by Tom Vegh

That the Library Board move into a Closed Session meeting at 5:58 pm to discuss Labour Relations matters.

Carried

Motion 16.06.131

Moved by Joe Sponga

Seconded by Venkatesh Rajaraman

That the Library Board move out of a Closed Session meeting at 6:10 pm.

Carried

Motions arising from the Closed Session meeting.

Motion 16.06.132

Moved by Joe Sponga

Seconded by Tara Brown

That the Library Board approve the introduction of an Employee Assistance Program for non-union employees effective January 1, 2017.

And That the Library Board receive the verbal reports on Labour Relations matters.

Carried

Policy

10. Customer Complaint Policy

The CEO reported that there has been no response as yet regarding whether the role of the Ombudsman of Ontario includes public libraries.

11. Workplace Violence and Harassment Policies

The CEO reviewed changes to the Workplace Violence Policy to meet the recent changes to the Occupational Health and Safety Act. No changes were made to the Workplace Harassment Policy.

Motion 16.06.133

Moved by Joe Sponga

Seconded by Venkatesh Rajaraman

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.

Carried

Reports

12. Review of Library Asset Replacement Fund

A review of the Library's separate Asset Replacement Fund (ARF) by the Library and Town of Newmarket Financial Services Department has been completed. The CEO outlined the course of action with the Library Board that resulted in the review.

Motion 16.06.134

Moved by Joe Sponga

Seconded by Venkatesh Rajaraman

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.

Carried

13. Library Efficiencies Review

Deferred to the next regular Board meeting.

Business Arising

14. Election of Vice Chair

Deferred to the next regular Board meeting.

15. Report on Vulnerable Patrons

Deferred to the next regular Board meeting.

16. Strategic Technology Committee

Deferred to the next regular Board meeting.

17. 2017 Budget

Highlights of Changes to the Operating Budget 2017 over 2016 were distributed to the Library Board. The CEO reviewed the changes of the draft 2017 Operating Budget submission with the Board.

Motion 16.06.135

Moved by Tara Brown

Seconded by Venkatesh Rajaraman

That the Library Board approve the base 2017 Operating Budget as presented and defer any growth and enhancement requests to the next Library Board meeting.

Carried

2017 Capital Budget was deferred to the next Library Board meeting.

18. Joint Newmarket Public Library and Town of Newmarket Council Workshop

Deferred to the next regular Board meeting.

19. Library Board Action List

Deferred to the next regular Board meeting.

New Business

There was no new Business

Date(s) of Future Meetings

20. The next regular Library Board meeting to be reschedule to September 7, 2016 at 5:30 in the Library Board room.

Adjournment

The meeting adjourned at 6:40 pm when one Board member left and quorum was lost.

Joan Stonehocker
Chair

Todd Kyle, CEO
Secretary/Treasurer



STRATEGIC OPERATIONS REPORT – JUNE TO AUGUST, 2016

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> Library partnering with Shadowpath Theatre for Haunted Library program in October, financed by grant from Newmarket Arts Council Library working with Town on presenting author Lawrence Hill in January Visual & Performing Arts Newmarket 2015-16 scrapbook digitized and online September Ideamarket is on the topic of global warming 	<ul style="list-style-type: none"> Agreement between Maker Hub and NewMakelt to collaborate on marketing and user certifications signed School visits promoting TD Summer Reading Club reached over 700 students 297 registered for TD Summer Reading Club Library hosted maker demonstration at Cubelt event at Magna Centre in June 	<ul style="list-style-type: none"> Library collaborating with Ontario Bar Assoc to present programs on tenancy and estate law this fall
Spaces	<ul style="list-style-type: none"> Signage for Magna Centre Green Reads machine repaired using Maker Hub vinyl cutter Weekly evening storytimes held at Story Pod Pop-Up Library held at Welcome Centre, Farmer's Market, Seniors' Meeting Place, Caribbean & South Asian Showcase, Multicultural Festival 	<ul style="list-style-type: none"> New Nordic Crime online book club created and will run on Goodreads, which links to library catalogue Maker Hub starting to attract many walk-in visits during regular open hours Additional staff trained on Maker Hub on order to assure open hours are consistent 	<ul style="list-style-type: none"> Non-fiction DVDs relocated to area near reference collection RFQ released for redevelopment of library website
Positioning	<ul style="list-style-type: none"> Library sponsored ticket draw for Jazz Festival, sending e-mail with contest details, resulting in 1372 opens and 315 clickthroughs. Festival followed up with e-blast of library marketing. 	<ul style="list-style-type: none"> Library held GTA Maker Festival satellite event in July; 38 new patrons, 9 3D prints resulted Library Goodreads account being promoted through social media 	<ul style="list-style-type: none"> Online ads for library e-resources continue through yorkregion.com as well as geo-targeted mobile ads
Resources	<ul style="list-style-type: none"> Seed Library program in the fall will feature CityTV personality Frankie Flowers and will also raise funds for the Seed Library 	<ul style="list-style-type: none"> New Ultimaker 3D printer successfully deployed; print costs reduced as a result 20 new "makers" certified on 3D printer and vinyl cutter Sign language teacher used Digital Media Station to create content for website 	<ul style="list-style-type: none"> Staff attended workshop on business information resources in libraries One-on-one appointments to explore library databases being offered this fall Library databases now promoted in print magazines

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
		<ul style="list-style-type: none"> • Camcorder now available with Digital Media Station • Summer maker & robotics programs held for youth • New French-language storytime planned for fall • Gale Courses averaging 60 enrollments per month 	<ul style="list-style-type: none"> • with related content • New laptops for public loan purchased and prepared; to begin soon to be loaned for home use • Device charging station for public use purchased and to be installed on lower level
Organization & Operations	<ul style="list-style-type: none"> • Knitting Circle program will continue as patron-led program with library staff liaison, as founding staff member has retired 	<ul style="list-style-type: none"> • Happy or Not feedback machines deployed for 2 week period. Results: "Did you find what you were looking for today in the library?" 85% happy; "Did you learn something today in your program?" 82% average among all programs. • Impact Survey conducted in June and will be conducted again in Sept 	<ul style="list-style-type: none"> • Two student volunteers engaged to help with summer children's programs • Staff attended Ontario Genealogical Society "librarian bootcamp" • Staff attended Canadian Library Association, Digital Odyssey and Marketing Libraries conferences • New IT backup & recovery system purchased and implemented

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	24,462	25,821					
Residents	22,002	22,069	22,222	21,813	22,299	22,340	23,242					
Non-Residents	2,134	2,115	2,106	2,063	2,110	2,122	2,579					

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	206	508						2,429
New non-resident	39	30	32	50	42	43	49						285
Renewed membership	723	421	646	425	622	701	920						4,458

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	11,723	12,147						87,543
# of PAC Account Logins	6,097	5,792	6,370	6,193	6,217	5,969	6,703						43,361
Room Rentals	54	65	56	58	66	73	49						421
Room Rental Hours	154	192	152	165	182	293	119						1,257

Programs

5 Year Trend - year to date July 31

# of Programs Held	2012	2013	2014	2015	2016
Adult	47	87	128	151	158
Children's	708	805	805	717	848
Total Programs	755	892	933	868	1,006

Program Attendance	2012	2013	2014	2015	2016
Adult	1,353	1,052	1,490	1,460	2,502
Children's	7,759	8,504	8,215	8,323	7,962
Total Attendance	9,112	9,556	9,705	9,783	10,464

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	1,075	1,116						7,143
eBooks	3,433	3,128	3,640	3,205	3,153	3,166	3,712						23,437
eMagazines	459	353	391	485	337	311	362						2,698
eMusic	2,129	2,614	2,199	1,845	2,852	1,666	2,412						15,717
eVideo	2	7	4	5	8	8	6						40
Backpack Kit	6	1	1	2	1	1	-						12
Book	26,637	23,980	28,219	28,462	26,517	26,156	32,633						192,604
CD-ROM/DVD-ROM	13	12	7	11	11	15	15						84
DVD/Blu-ray	4,645	4,563	5,204	4,632	4,503	4,281	5,118						32,946
eBook Reader	1	1	5	1	-	3	2						13
GPS	2	4	3	11	4	-	1						25
ILL	210	178	157	225	145	198	173						1,286
Language Kit	61	40	31	59	35	38	53						317
Laptop	10	11	13	7	19	17	8						85
Multimedia Kit	81	69	80	84	62	57	94						527
Music CD	483	540	394	503	434	342	394						3,100
Pedometer	16	8	10	14	13	10	12						83
Periodical	987	999	1,177	1,212	1,035	1,048	1,172						7,630
Portable Audio Book	8	9	12	21	22	16	16						104
Talking Book	773	782	796	798	684	780	899						5,512
Video	8	3	3	9	1	1	-						25
Video Game	293	309	332	270	256	255	404						2,119
Total Borrowing	41,198	38,522	43,745	42,909	41,077	39,444	48,602						295,497

Database Usage

Adult Subscriptions	2,130	2,053	2,480	3,066	3,687	3,108	2,232						18,756
Children's Subscriptions	569	1,035	1,053	1,511	759	691	247						5,865
York Info (Community)	147,897	100,795	138,893	109,119	129,782	138,239	106,156						870,881
York Info (Volunteer)	26,148	18,071	18,826	15,466	19,776	19,265	18,913						136,465
Total Database Usage	176,744	121,954	161,252	129,162	154,004	161,303	127,548						1,031,967

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: September 7, 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(s) 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 August 31, 2016 of \$ 38,564.93 from the Newmarket Public Library Board bank account to the Town of Newmarket bank account.

NEWMARKET PUBLIC LIBRARY

2nd QTR Income Statement Comparison of 2016 Actual to 2016 Budget and 2015 Actual

30/08/2016

<u>EXPENSES</u>	2016 2nd QTR	2016 ANNUAL BUD	2015 2nd QTR	Q2 2016 Vs Q2 2015	% of Budget	Comments
<u>MATERIALS</u>						
Books	\$71,732	\$181,364	\$77,979	\$6,247	44%	
Reference Materials	5,828	19,550	4,314	(1,514)	30%	
Magazines & Newspapers	11,065	13,200	10,996	(69)	84%	
Electronic Materials and Subscriptions	80,298	110,812	61,015	(19,283)	72%	
Talking Books	3,943	8,900	3,887	(56)	44%	
Compact Sound Discs	0	900	266	266	0%	
DVD/Console Games	7,148	18,000	5,587	(1,561)	40%	
Book Binding and Materials Processing	25,506	27,925	20,722	(4,784)	91%	
Sub-Total	\$205,521	\$360,651	\$184,766	(\$20,755)	57%	Timing of purchases
<u>FACILITIES AND EQUIPMENT</u>						
Caretakers' Contract	\$16,084	\$37,680	\$12,176	(\$3,908)	43%	Timing of full clean and window cleaning
Caretakers' Supplies	940	4,393	1,244	304	21%	
Equipment-Repairs/Maintenance Contracts	41,993	80,684	46,749	4,756	52%	Timing of S/W maintenance contracts
Building-Repairs/Maintenance Contracts	23,697	21,400	12,226	(11,471)	111%	Timing of repairs and maintenance
Sub-Total	\$82,713	\$144,157	\$72,395	(\$10,318)	57%	
<u>CAPITAL</u>						
Minor Capital	\$10,796	\$4,156	\$0	(\$10,796)	260%	Capacity Bldg grant purchase in 2016, partially offset below in revenue
Asset Replacement Fund	111,775	223,550	111,775	-	50%	
Sub-Total	\$122,571	\$227,706	\$111,775	(\$10,796)	54%	
<u>UTILITIES</u>						
Hydro	\$39,689	\$71,964	\$35,570	(\$4,119)	55%	Higher rates and accrual in 2016
Heat	6,764	9,000	9,959	3,195	75%	Lower rate and accrual in 2016
Water	1,920	3,633	1,695	(225)	53%	
Sub-Total	\$48,373	\$84,597	\$47,224	(\$1,149)	57%	
<u>ADMINISTRATION - Salaries, Wages & Benefits</u>						
Salaries and Wages	\$822,180	\$1,935,887	\$840,183	\$18,003	42%	Gapping
Employee Benefits *	181,307	411,364	205,990	24,683	44%	ASO changes were not fully reflected in 2015 till later in year
Sub-Total	\$1,003,487	\$2,347,251	\$1,046,173	\$42,686	43%	
<u>ADMINISTRATION - General</u>						
Stationery and Office Supplies	\$930	\$2,600	\$945	\$15	36%	
Photocopier/Microfilm Lease & Supplies	59	3,000	472	413	2%	
Health and Safety	955	2,400	117	(838)	40%	
Program and Project Costs	12,179	28,198	10,186	(1,993)	43%	Timing of programs offered and invoices received
Coffee Supplies	434	900	322	(112)	48%	
Circulation and Processing Supplies	9,598	14,800	7,073	(2,525)	65%	Timing of purchases
Miscellaneous Expense	1,546	5,005	536	(1,010)	31%	Timing of purchases
Telephone and Internet	4,703	9,150	4,283	(420)	51%	
Audit Legal and Finance	0	4,000	23,423	23,423	0%	No legal counsel required in 2016

NEWMARKET PUBLIC LIBRARY

2nd QTR Income Statement Comparison of 2016 Actual to 2016 Budget and 2015 Actual

30/08/2016

EXPENSES	2016 2nd QTR	2016 ANNUAL BUD	2015 2nd QTR	Q2 2016 Vs Q2 2015	% of Budget	Comments
ADMINISTRATION - General Continued						
Consulting Fees	\$7,374	\$14,400	\$210	(\$7,164)	51%	York Info consultant in 2016
Postage and Freight	2,388	6,525	2,090	(298)	37%	
Advertising	7,051	17,700	9,428	2,377	40%	Timing of activity guide expense in 2015
Education and Training	1,218	11,400	125	(1,093)	11%	Timing of staff training
Copyright fees	509	500	509	0	102%	
Other Fees	374	450	427	53	83%	
Travel Expense	1,987	6,100	2,229	242	33%	
Memberships and Subscriptions	4,065	9,505	8,413	4,348	43%	Dissolution of Cdn Library Assoc. (CLA)
Conference/Seminar Fees & Expenses	8,934	12,000	8,403	(531)	74%	
Transfer to LTD. Reserve	17,054	41,116	19,921	2,867	41%	Related to ASO changes
Sub-Total	\$81,358	\$189,749	\$99,112	\$17,754	43%	
TOTAL EXPENSES	\$1,544,024	\$3,354,111	\$1,561,445	\$17,421	46%	

2nd QTR Income Statement Comparison of 2016 Actual to 2016 Budget and 2015 Actual

REVENUES	2016 2nd QTR	2016 ANNUAL BUD	2015 2nd QTR	Q2 2016 Vs Q2 2015	% of Budget	Comments
Municipal Grant	\$1,512,726	\$3,025,452	\$1,457,907	\$54,819	50%	Higher grant in 2016
Provincial Grant	8,434	64,401	\$9,776	(1,342)	13%	Higher Capacity Grant in 2015
Other Grants	0	5,200	\$0	-	0%	
Program Fees	13,295	34,306	\$14,552	(1,257)	39%	Timing of programs
Photocopier/Microfilm Receipts	3,305	6,500	\$3,368	(64)	51%	
Room Rentals	15,929	31,442	\$14,067	1,862	51%	Higher number and rates of room rentals in 2016
Coffee Supplies Recovered	564	900	\$537	27	63%	
Fines	14,482	41,710	\$15,863	(1,381)	35%	Fines on the decline due to e-resources
Financing from Reserve (Operating)	0	0	\$0	-		
Financing from D.C.	62,500	125,000	\$62,500	0	50%	
Sundry Receipts	5,568	15,700	\$7,348	(1,780)	35%	2015 included Inn from the Cold and equipment rental
Non-Resident Fees	180	300	\$120	60	60%	
Donations Received	596	3,000	\$69	527	20%	
Gain/Loss on Disposal	243	0	\$124	119		
YRT Tickets/Passes	2,103	0	(\$1,760)	3,863		Timing of purchases, credits and sales
YRT Commission	157	200	\$75	82	78%	
TOTAL REVENUES	\$1,640,081	\$3,354,111	\$1,584,546	\$55,536	49%	
SURPLUS/(DEFICIT) CURRENT	\$96,057	\$0	\$23,101	\$72,957		

2017 CAPITAL BUDGET

LIBRARY SERVICES									
Project Description	G/L Account No.	EXPENDITURES							
		Total Cost	ARF Fund	Develop. Charges	Reserves & Reserve Funds	Gas Tax	Operating Fund	Other	Remarks
Computer Hardware & Software		105,500	105,500						
Furniture & Equipment		13,300	13,300						
TOTAL - LIBRARY		\$ 118,800	\$118,800						

Highlights of Changes to Operating Budget 2017 over 2016

Library Board approved for submission June 22, 2016

<u>EXPENDITURES</u>	2017 Request	2016 Budget	\$ change	% change	Comments
Materials	\$ 364,354	\$ 360,651	\$3,703	1.03%	Cost changes for electronic resources
Facilities & Equipment	157,972	144,157	13,815	9.58%	Contracted service cost increases; Equipment repair cost re: ARF review
Capital includes ARF	227,706	227,706	-	0.00%	
Utilities	93,597	84,597	9,000	10.64%	Increase in cost and usage
Salaries & Wages	1,985,869	1,935,887	49,982	2.58%	Committed step & anticipated economic increases
Benefits	458,560	452,480	6,080	1.34%	Reflection of salary & wage increase; Additional benefit cost
General	156,581	148,633	7,948	5.35%	Increases in program costs, mostly offset in anticipated revenue
Total Expenditures	\$ 3,444,639	\$ 3,354,111	\$ 90,528	2.70%	

REVENUES

Provincial Grant	69,601	64,401	5,200	8.07%	Annual fixed rate from Ministry of Culture + connectivity reimbursement from SOLS
Municipal Grant	3,107,452	3,025,452	82,000	2.71%	
Operating Reserve	-	-	-	0.00%	
Financing from Development Charges	125,000	125,000	-	0.00%	
Other (Fines, Room Rentals, etc)	142,585	139,258	3,327	2.39%	Anticipated increase in program revenue
Total Revenues	\$ 3,444,638	\$ 3,354,111	\$ 90,527	2.70%	



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 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: September 7, 2016
Re: Library facility needs—next steps

Background:

A report to the Board in September recommended that the Board authorize staff to enter into discussions with the Town of Newmarket with the goal of commissioning a joint study on library facility needs. A recommendation was also put forward regarding financing for such a study. The Board voted to defer these recommendations for consideration in March 2016.

A workshop held by Town Council on February 22, 2016 on a Framework for Future Facilities and Land Use gave Council some background on the need for library facility expansion. Council then approved a similar follow-up workshop, to be held jointly with Council and the Library Board, to present options, locations and opportunities for expanding total library space to the community. At its March 16, 2016 meeting, the Board motioned to participate in this joint session, which was then held on June 15, 2016.

At the workshop, staff suggested next steps, including retaining a consultant to fully explore future Library facility needs and make recommendations as to future actions including potential locations. The recommendation is that by completing a study, the Town and the Library will be better positioned to consider applying for future infrastructure funding from other levels of government.

Comments:

In order to prepare for any Council consideration of this recommendation, it is best that some funding from the library be available for this purpose. Accordingly I am recommending to the Board to authorize spending of up to \$50,000 from the Library's "alternative service delivery" capital reserve for this purpose. This capital account was set up in 2009 to fund projects related to exploring and implementing additional ways for the Library to bring its service to the community. The balance of this fund is approximately \$190,000. In the original details, approximately \$100,000 of this was for a remote library kiosk (such as a book-lending machine), \$50,000 was for a parking study, and the remainder was to fund a joint Wi-Fi project for Town facilities. As the latter two projects have become largely irrelevant in the meantime, it has been suggested that some of this fund be dedicated to a library facility needs study.

The following motions are recommended:

THAT the Library Board receive the report on Library Facility Needs—Next Steps;

AND THAT the Library Board apportion up to \$50,000 of the Alternative Service Delivery capital project to a facility needs study, if and when Council indicates its willingness to support it.



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.

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 Report to Board September 7, 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. Deferred to September 7, 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	Completed June 22, 2016 Report to Library Board June 22, 2016
12-16	June, 2016	2017 Budget Considerations	Sunday Openings at Christmas	Completed June 22, 2016 2017 Operating Budget submission deadline
13-16	June, 2016	2017 Budget Consideration	Donation Revenue Allocations	2017 Operating Budget submission deadline