



Agenda
Newmarket Public Library Board

Wednesday, October 19, 2016 at 5:30 PM
Regular Board Meeting

Agenda compiled on 17/11/2016 at 12:42 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, September 7, 2016 p. 1
5. Adoption of the Closed Session Minutes for Wednesday, September 7, 2016
6. Strategic Operations Report for September, 2016 p. 7
7. Library Statistical Data for September, 2016 p. 8
8. Monthly Bank Transfer p. 12

Closed Session

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

Policies

10. Customer Complaints Policy p. 13
11. Unattended and Missing Child Policy p. 18

Reports

12. Third Quarter Financial Statements p. 20

Business Arising

13. Impact Survey p. 23

14. Library Board Action List

p. 24

New Business

Date(s) of Future Meetings

15. The next Newmarket Public Library Board Regular Board Meeting will be Wednesday, November 16, 2016, at 5:30 pm in the Library Board room
16. Date of December Regular Library Board meeting

Adjournment



**Newmarket Public Library Board
Regular Board Meeting
Wednesday, September 7, 2016
Newmarket Public Library Board Room**

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

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

The Library Board Chair called the meeting to order at 5:45 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. One item was added under the Closed Session Agenda

Motion 16.09.136

Moved by Kelly Broome

Seconded by Darcy McNeill

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

Motion 16.09.137

Moved by Venkatesh Rajaraman

Seconded by Tara Brown

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

Carried

Closed Session

9. Motion to Convene into a Closed Session

Motion 16.09.138

Moved by Tom Vegh

Seconded by Kelly Broome

That the Library Board move into a Closed Session meeting at 5:50 pm to discuss matters pertaining to the security of the property of the Library Board.

Carried

Motion 16.09.139

Moved by Darcy McNeill

Seconded by Kelly Broome

That the Library Board move out of a Closed Session meeting at 6:00 pm.

Carried

Motions arising from the Closed Session meeting.

Motion 16.09.140

Moved by Venkatesh Rajaraman

Seconded by Tara Brown

That the Library Board receive the verbal report on security of property matters.

Carried

Reports

10. Second Quarter Financial

The Library continues to be on target for the second quarter of 2016 in both expenditures and revenue.

Motion 16.09.141**Moved by Tom Vegh****Seconded by Venkatesh Rajaraman**

That the Library Board received the Second Quarter Financial Statements as presented.

Carried**Business Arising****11. 2017 Capital Budget**

The CEO reviewed the draft 2017 Capital Budget submission with the Board and discussed the 2017-2026 Capital Project Request for a new Library.

Motion 16.09.142**Moved by Darcy McNeill****Seconded by Venkatesh Rajaraman**

That the Library Board approve the 2017 Capital Budget as presented with the addition of the 2017-2025 Capital Project request for a new Library.

Carried**12. 2017 Operation Budget – Enhancements**

The Library Board discussed submitting a request under Enhancements for Monday service. It was agreed not to submit the request at this time and to revisit Monday Service for 2018 Budget considerations. The CEO will report back to the Library on the number of N6 Libraries that are open on Mondays.

13. Library Efficiencies Review

The Library Board reviewed the report on Library efficiencies review and discussed the request to set aside funding to participate in an efficiency study conjointly with the Town of Newmarket.

Motion 16.09.143**Moved by Tom Vegh****Seconded by Venkatesh Rajaraman**

That the Library Board authorize in principle the expenditure of up to \$25,000 as the Library's shared of the related costs, to be transferred from the Operating Reserve as needed at the end of the year;

And that the efficiency review is to be considered in conjunction with a new facility as described in the report;

And that the CEO will bring back to the Library Board more detail when available.

Carried

14. Library Facility Needs – Next Steps

A report on the next steps to explore future facility needs was reviewed by the Library Board.

Motion 16.09.144

Moved by Darcy McNeill

Seconded by Venkatesh Rajaraman

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.

Carried

15. Report on Vulnerable Patrons

A report providing strategies on dealing with vulnerable patrons was reviewed by the Library Board.

Motion 16.09.145

Moved by Tom Vegh

Seconded by Kelly Broome

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

Carried

16. Strategic Technology Committee

The Library Board agreed that an Strategic Technology Committee on an ad hoc basis can be struck when needed. A Terms of Reference for the Committee is to be prepared.

17. Election of Vice-Chair

The Chair called for nominations for the position of Vice-Chair.

Motion 16.09.146

Moved by Darcy McNeill

Seconded by Kelly Broome

That Tara Brown is appointed to the position of Vice Chair for the Newmarket Public Library Board.

CARRIED

18. Library Board Action List

The Library Board reviewed the Action List.

Motion 16.09.147

Moved by Darcy McNeill

Seconded by Kelly Broome

That the Library Board received the Library Board Action List as presented.

Carried.

New Business

19. Library Bank Account Change

The Library was advised that the Town of Newmarket has transferred their accounts to a different banking institution, which included the Library's bank account.

Motion 16.09.148

Moved by Kelly Broome

Seconded by Tara Brown

That the Library Board approve the transfer of the Library bank account to the banking institution chosen by the Town of Newmarket;

And that the Library bank account remain with the banking institution chosen by the Town of Newmarket from time to time.

Carried

20. Ontario Public Library Week

Ontario Public Library Week is October 16th to 22nd and a tagline was developed by a marketing firm who interviewed "people on the street" all over Ontario to find out what they want to see in their communities. The tagline chosen is "A Visit Will Get You Thinking." The Library discussed planning an event to coincide with Ontario Public Library week in 2017 and that this item be added to the Library Board Action List

21. Correspondence to the Minister of Tourism, Culture and Sport

A letter, signed by the Library Board Chair, has been sent to the Minister of Tourism, Culture and Sport expressing concern regarding the recent decision to reduce broadband funding for public libraries.

Date(s) of Future Meetings

22. The next regular Library Board meeting to be reschedule to October 19, 2016 at 5:30 in the Library Board room.

Adjournment

Motion 16.09.149

Moved by Kelly Broome

Seconded by Tara Brown

That there being no further business meeting adjourned at 7:15 pm.

Carried

Joan Stonehocker
Chair

Todd Kyle, CEO
Secretary/Treasurer

STRATEGIC OPERATIONS REPORT – SEPTEMBER , 2016

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	<ul style="list-style-type: none"> • Haunted Library program scheduled for October 28 after library closes • September IdeaMarket on the topic of climate change included 25 participants • October IdeaMarket is on the topic of precarious work 	<ul style="list-style-type: none"> • Library partnering with Treefrog Inc. to offer Hour of Code program during Computer Science Education Week in December • Robotics 101 program launched in partnership with STEM Minds 	<ul style="list-style-type: none"> • Planning underway for library to loan Nature Backpack kits in partnership with regional public health
Spaces	<ul style="list-style-type: none"> • Pop-up library now occurring monthly at Magna Centre during Saturday open swim 	<ul style="list-style-type: none"> • Maker Hub hours now include every Saturday afternoon; total of 77 visits in September • Green screen purchased for Maker Hub for video production • Online Nordic crime book club now running 	<ul style="list-style-type: none"> • 3 submissions received for RFQ for redevelopment of library website; currently being reviewed • New stacking chairs purchased for multi-purpose room to replace aging/broken set
Positioning	<ul style="list-style-type: none"> • Staff attended ribbon cutting at Old Town Hall, and Newmarket Celebrates the Arts gala • E-newsletter about the Haunted Library event generated 1,223 opens and 70 click-throughs. 	<ul style="list-style-type: none"> • NPL participating with other region libraries to showcase library tech at the TAVES consumer electronics show • Health sector worker recommended NPL's MS Office classes to co-workers as workplace training 	<ul style="list-style-type: none"> • Staff using vinyl cutter to print new signage for public service points
Resources	<ul style="list-style-type: none"> • Seed Library program featuring CityTV personality Frankie Flowers had 46 people in attendance and raised \$230 	<ul style="list-style-type: none"> • 19 Halloween pumpkin prints done on 3D printer • 3D print and vinyl cut revenue for September: almost \$400 • 19 patrons certified as Makers • New social media classes launched successfully • Due to demand, a 3rd adult book club is being planned 	<ul style="list-style-type: none"> • Device charging station for public use now installed on lower level • Additional document scanner installed on computer stations for patron use
Organization & Operations		<ul style="list-style-type: none"> • Staff visited Vaughan libraries new makerspace 	<ul style="list-style-type: none"> • CEO attended N6 leadership symposium • Cell signal extenders power supply failed; replaced

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	25,275	24,729			
Residents	22,002	22,069	22,222	21,813	22,299	22,340	23,242	22,911	22,579			
Non-Residents	2,134	2,115	2,106	2,063	2,110	2,122	2,579	2,365	2,150			

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	413	317				3,159
New non-resident	39	30	32	50	42	43	49	41	33				359
Renewed membership	723	421	646	425	622	701	920	821	721				6,000

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	12,472	12,430				112,445
# of PAC Acc't Logins	6,097	5,792	6,370	6,193	6,217	5,969	6,703	7,050	6,341				56,700
Room Rentals	54	65	56	58	66	73	49	48	57				526
Room Rental Hours	154	192	152	165	182	293	119	136	164				1,557

Programs

5 Year Trend - year to date September 30

# of Programs Held	2012	2013	2014	2015	2016
Adult	53	113	173	194	185
Children's	789	935	917	800	873
Total Programs	842	1,048	1,090	994	1,058

Program Attendance	2012	2013	2014	2015	2016
Adult	1,498	1,480	1,887	1,890	1,290
Children's	9,316	10,244	9,859	9,960	9,276
Total Attendance	10,814	11,724	11,746	11,850	10,566

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	1,184	1,071				9,398
eBooks	3,433	3,128	3,640	3,205	3,153	3,166	3,712	3,762	3,230				30,429
eMagazines	459	353	391	485	337	311	362	407	380				3,485
eMusic	2,129	2,614	2,199	1,845	2,852	1,666	2,412	1,965	2,624				20,306
eVideo	2	7	4	5	8	8	6	33	2				75
Backpack Kit	6	1	1	2	1	1	-	4	-				16
Book	26,637	23,980	28,219	28,462	26,517	26,156	32,633	31,731	26,964				251,299
CD-ROM/DVD-ROM	13	12	7	11	11	15	15	8	11				103
DVD/Blu-ray	4,645	4,563	5,204	4,632	4,503	4,281	5,118	5,510	4,910				43,366
eBook Reader	1	1	5	1	-	3	2	2	2				17
GPS	2	4	3	11	4	-	1	2	5				32
ILL	210	178	157	225	145	198	173	187	202				1,675
Language Kit	61	40	31	59	35	38	53	44	49				410
Laptop	10	11	13	7	19	17	8	16	19				120
Multimedia Kit	81	69	80	84	62	57	94	127	74				728
Music CD	483	540	394	503	434	342	394	397	383				3,880
Pedometer	16	8	10	14	13	10	12	10	10				103
Periodical	987	999	1,177	1,212	1,035	1,048	1,172	1,022	911				9,563
Portable Audio Book	8	9	12	21	22	16	16	24	15				143
Talking Book	773	782	796	798	684	780	899	958	854				7,324
Video	8	3	3	9	1	1	-	1	-				26
Video Game	293	309	332	270	256	255	404	465	327				2,911
Total Borrowing	41,198	38,522	43,745	42,909	41,077	39,444	48,602	47,859	42,043				385,399

Database Usage

Adult Subscriptions	2,161	2,053	2,480	3,066	3,687	3,108	2,232	2,653	2,033				23,473
Children's Subscriptions	569	1,035	1,053	1,511	759	691	247	540	321				6,726
York Info (Community)	147,897	100,795	138,893	109,119	129,782	138,239	106,156	111,041	132,808				1,114,730
York Info (Volunteer)	26,148	18,071	18,826	15,466	19,776	19,265	18,913	19,975	21,809				178,249
Total Database Usage	176,775	121,954	161,252	129,162	154,004	161,303	127,548	134,209	156,971				1,323,178

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	5,611
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

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: October 19, 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 September 30, 2016 of \$ 18,242.88 from the Newmarket Public Library Board bank account to the Town of Newmarket bank account.



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: October 19, 2016

Re: Customer complaints policy

At the May 18, 2016 Board meeting, a draft Customer Complaints Policy was brought forward. It was based on a similar policy of the Town of Newmarket, adjusted for staff roles and governance legislation.

As with the Town's policy, complaints should be submitted via communications channels that are direct, stable, private, and support lengthy discussion. For this reason, Library staff will direct complaints mentioned in social media or via the Library's AskNPL (chat/text) service to these channels.

There was one area highlighted in the original draft as an uncertainty that the Board wished to have investigated closely. At the time of the original discussion it had not yet been resolved as to whether under recent changes to legislation, the Ombudsman of Ontario's mandate included investigating complaints against public library boards. It has since been clarified, in written communication to the Administrators of Medium-sized Libraries of Ontario, that it does not. Accordingly, all references to the Ombudsman in the original draft have been deleted, and the policy now states that the Board has final appeal on all complaints.

There was also some discussion about clause 12, similar to a Town policy clause that allows frivolous or vexatious complaints to be deemed closed by a Complaints Review Committee without necessarily satisfying all steps. This has been adjusted to refer to the CEO deeming it closed or recommending to the Library Board to do so. The Board may wish to carefully consider this clause as well.

The following motion is recommended:

That the Board approve the Customer Complaints Policy as drafted.

Purpose:

The purpose of this policy is to outline the principles and processes for the disposition of complaints related to services delivered by the Library, ensuring and supporting transparency and accountability. This policy attempts to ensure that any response and review of complaints is fair, impartial and respectful of all parties involved.

Principles:

This policy and its procedures is based on the following complaint management principles:

- Ease of comprehension & access
 - The process should be easy to understand and accessible to customers;
- Accountability
 - The process should be well understood by staff and include routine monitoring of complaints by senior management to ensure matters resulting from repeated complaints are addressed;
- Confidence
 - Customers should have confidence in the reliability of the process;
- Confidentiality
 - Customer complaints will remain confidential in accordance with applicable policies;
- Fairness & independence
 - The process should be fair and include an independent review process;
- Impartiality
 - The process should be impartial and filing complaints will not adversely affect the quality of future Library services delivered to complainants;
- Effectiveness
 - Staff should address issues within their authority and capacity. Customers should be advised of options to resolve the complaint;
- Flexibility
 - Staff should have the discretion to adjust and adapt their response based on the nature of the complaint; and,
- Timeliness
 - Timelines should be established by staff in responding to complaints filed.

Definitions:

Complainant means a customer making a complaint under this policy.

Complaint means a written or oral expression of dissatisfaction about services, actions, or lack of actions by an employee, contractor or volunteer of the Library by a customer. Examples include but are not limited to perceptions of:

- A failure to do something agreed to do;
- A failure to observe policy or procedures;
- An error made by an employee, contractor, or volunteer of the Town;
- Unfair or discourteous actions/statements made by an employee, contractor, or volunteer of the Town;
- Access to services;
- Timeliness of service; and,
- Quality of service.

This policy does not apply to complaints made by employees, contractors, or volunteers working on behalf of the Library.

Cyberbullying means the use of communication technologies to engage in deliberate, repeated or hostile behaviour intended to harm embarrass, Harass or slander someone deliberately, including, but not limited to: social media outlets (e.g. Facebook, Instagram, Twitter, YouTube), personal blogs, web pages, discussion groups or online media/newspaper articles;

Frivolous means a Complaint that is reasonably perceived by Town staff to be (a) without reasonable or probable cause, (b) without merit or substance, or (c) trivial;

Harassment or **Harass** involves engaging in a course of behaviour, comment or conduct, whether it occurs inside or outside the work environment, that is or ought reasonably to be known to be unwelcome. It includes but is not limited to any behaviour, conduct or comment that is directed at or is offensive to another person:

- (a) on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, handicap, sexual orientation, marital status, or family status, as well as any other grounds under the provisions of the Human Rights Code; or
- (b) which is reasonably perceived by the recipient as an intention to bully, embarrass, intimidate or ridicule the recipient.

Intimidation means unwarranted conduct, including, but not limited to: Cyberbullying, discrimination, Harassment, violence or threats of violence, profanity, personal insults or communication that is deemed threatening;

Library means the Newmarket Public Library;

Vexatious means a Complaint that is Frivolous and which is pursued in a manner that is reasonably perceived by Library staff to be (a) malicious, (b) intended to embarrass or Harass the recipient, or (c) intended to be a nuisance.

Procedures:

1. Anyone personally affected or their representative can submit a complaint and it will be reviewed in accordance with this procedure. The Library reserves the right not to respond to anonymous complaints.

2. Complaints should be made in person, by phone, by e-mail, by letter, or via a written or electronic feedback form provided by the Library.

Step 1: Senior Staff Review

3. Complaints will be reviewed and responded to in the following escalating authority order until the Complainant believes his/her Complaint has been adequately addressed. Any of these steps may be omitted as appropriate. This list does not preclude other staff with sufficient capacity to respond from satisfying the Complaint on an immediate basis.
 - a. A Manager on duty during Library opening hours;
 - b. The Manager responsible for the area subject to the Complaint;
 - c. Chief Executive Officer or designate.
4. The responding staff member will advise the Complainant of the following, as applicable:
 - a. His or her name and contact information;
 - b. His or her opinion of the merits of the Complaint;
 - c. If the Complaint has merit:
 - i. An outline of actions the Library will take with the intent of resolving the Complaint;
 - ii. Any required actions to be taken on the part of the Complainant;
 - iii. Estimated timeframes associated with the actions to resolve the Complaint.

Step 2: Library Board Review

5. If after a response from the C.E.O. or designate the Complainant does not believe the Complaint has been adequately resolved, the Complainant may refer the Complaint to the Library Board at a future regular meeting, subject to the Procedure for Making a Deputation or Presentation to the Newmarket Public Library Board, including the provision of a minimum of 14 days' notice prior to the meeting.
6. The Board as a body will hear the Complaint and review the response of the C.E.O. or designate for the following purposes:
 - a. Opportunities to make recommendations to the C.E.O. or designate on the matter;
 - b. Opportunities for amendments to Board policy;
 - c. Opportunities for further refinement of customer complaints management.
7. The Board's review will be presented verbally to the Complainant at the meeting and recorded in minutes. Should further review or investigation be deemed necessary, the Board will advise the Complainant and ensure that he/she is informed of any future Board meetings or actions on the matter.
8. The Board's review is considered the final appeal of the Complaint.

Threats, Intimidation

9. Staff should report to a Manager or the C.E.O. immediately:
 - a. Any implied or explicit threats made against the safety of the staff member or the safety of others in the course of handling the Complaint;
 - b. Any Intimidation behaviour in the course of handling the Complaint, which may be established by a variety of circumstances that may include:
 - i. the content, tone and language of a person's correspondence, especially if the language used is insulting, offensive or abusive; or,
 - ii. unsubstantiated, derogatory or inflammatory allegations against Library staff.
10. Harassment, discrimination, threats or matters of a similar nature will be dealt with through the Code of Conduct Policy, Workplace Harassment Policy, and/or Workplace Violence Policy.

Potentially Frivolous or Vexatious Complaints

11. Where the Complaint may be considered Frivolous or Vexatious or there appears to be a pattern of Frivolous or Vexatious Complaints, the C.E.O. or designate may seek advice from the Library Board and/or give direction to staff to ensure valid Complaints are heard and addressed in a professional and mutually respectful manner, while ensuring efficient use of Library resources.
12. Despite any Step in this Policy, in the case of a Frivolous or Vexatious Complaint, the C.E.O. or designate may deem or recommend the Library Board deem a Complaint file closed.

Responsibilities of Employees

13. Staff will treat all Complaints as confidential and protect the Complainant's privacy according to the Freedom of Information and Protection of Privacy Policy.
14. Library management will routinely review Complaint trends for the purpose of continuous service and process improvements.

Related Policies

Freedom of Information and Protection of Privacy Policy
 Code of Conduct Policy
 Workplace Violence Policy
 Workplace Harassment Policy
 Newmarket Public Library Board Governance Policy



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: October 19, 2016

Re: Unattended and missing child policy

The Library has a policy on unattended children which has undergone some review over the last few months. There were two omissions in the existing policy that needed to be addressed:

- Options for dealing with the situation were limited, specifically not mentioning the option of making a report to Children's Aid. As making a report of a child in need of protection is mandatory under the Child and Family Services Act, and as anyone making such a report is protected from legal action for making a frivolous report, this has been added in.
- There was a need for better criteria to determine whether a child is sufficiently supervised in the circumstances, so a list of simple criteria has been developed.

In addition, guidelines referring to staff responsibilities in the event a child is reported missing in the library were also added.

In drafting this policy the York Region Children's Aid Society was contacted for advice but little was received. However, I have worked extensively with a Child and Youth Worker on similar policies in the past and am confident the draft policy meets the expectations of applicable laws.

Material changes to the intent of the existing policy are printed in red on the draft for clarity.

The following motion is recommended:

THAT the Library Board approve the revised Unattended and Missing Child Policy as drafted.

UNATTENDED AND MISSING CHILD POLICY

Purpose

The purpose of this Policy is to set out the responsibilities of Library staff as well as of parents/caregivers for the safety and supervision of children under the age of 16 in the Library.

Policy statement

In accordance with the *Ontario Child and Family Services Act, RSO 1990*, parents or legal guardians are responsible for providing supervision that is reasonable in the circumstances.

Primary responsibility for the safety and behavior of children in the Library rests with the parent/caregiver and not with Library personnel.

Responsibilities of parents:

1. Children under the age of 10 must remain in the company of a parent or a responsible caregiver while in the library. If the child is attending a library program, a parent/caregiver must remain in the building and be available to greet the child as he/she leaves the program.
2. Children ages 10 to 15 must be provided with supervision that is reasonable in the circumstances, **taking into consideration the age and needs of the child, the length of time the child is left unattended, and provision for the child and parent to remain in contact independent of Library staff intervention.**

Responsibilities of staff:

1. If staff become aware of a concern related to an unattended child under the age of 16, they shall take the following steps:
 - a. **Make inquiries of the child and/or parents to explain this policy and to determine if supervision is reasonable in the circumstances. (if the public address system is used, the child's name should be avoided if possible).**
 - b. **If there is still a concern or doubt, make a report to the York Region Children's Aid Society.**
 - c. If the child is in immediate need of protection, contact police;
 - d. **If necessary, remain with the child until he/she is safe.**
2. If a child is discovered unattended at closing time and does not have a safe way to return home, staff must inquire about arrangements for safe travel home, contacting police if the wait is longer than 15 minutes.
3. **If staff are informed by a parent/caregiver that a child is missing and is thought to be in the library, staff shall take steps to assist in locating the child. These steps may include:**
 - a. **Assisting the parent/caregiver in searching for the child on library property only;**
 - b. **Using the public address system, refraining from using the child's full name if possible;**
 - c. **Assisting the parent/caregiver in contacting police;**
 - d. **Consulting library security video to investigate the whereabouts of the child. Under no circumstances shall any person other than authorized staff or police view security video.**
4. Under no circumstances shall staff provide transportation to any child, parent, or caregiver.
5. Staff must document any incident related to an unattended or missing child.



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle

Date: October 19, 2016

Re: 3rd Quarter Financial Statement

Attached is the 3rd quarter financial statement for the Library.

As you can see, the Library is on target for both expenses and revenues, and there are no significant issues to report that might affect our ability to meet budget for 2016.

The following motion is recommended:

THAT the Library Board receive the 2016 3rd quarter financial statement as presented.

NEWMARKET PUBLIC LIBRARY

3rd QTR Income Statement Comparison of 2016 Actual to 2016 Budget and 2015 Actual

18/10/2016

EXPENSES	2016 3rd QTR	2016 ANNUAL BUD	2015 3rd QTR	Q3 2016 Vs Q3 2015	% of Budget	Comments
<u>MATERIALS</u>						
Books	\$103,582	\$161,364	\$110,031	\$6,449	64%	
Reference Materials	7,959	19,550	9,586	1,627	41%	
Magazines & Newspapers	11,392	13,200	11,229	(163)	86%	
Electronic Materials and Subscriptions	87,522	110,812	71,681	(15,841)	79%	
Talking Books	6,096	8,900	6,573	477	68%	
Compact Sound Discs	0	900	266	266	0%	
DVD/Console Games	10,927	18,000	8,543	(2,384)	61%	
Book Binding and Materials Processing	25,753	27,925	20,904	(4,849)	92%	
Sub-Total	\$253,231	\$360,651	\$238,813	(\$14,418)	70%	Timing of purchases
<u>FACILITIES AND EQUIPMENT</u>						
Caretakers' Contract	\$24,643	\$37,680	\$22,294	(\$2,349)	65%	Timing of full clean and window cleaning as well as higher rates with new company in 2016
Caretakers' Supplies	2,351	4,393	2,014	(338)	54%	
Equipment-Repairs/Maintenance Contracts	42,935	80,684	49,266	6,331	53%	Timing of S/W maintenance contracts
Building-Repairs/Maintenance Contracts	35,637	21,400	29,830	(5,807)	167%	Timing of repairs and maintenance
Sub-Total	\$105,565	\$144,157	\$103,403	(\$2,163)	73%	
<u>CAPITAL</u>						
Minor Capital	\$11,056	\$4,156	\$4,969	(\$6,087)	266%	Capacity Bldg. grant purchase in 2016, partially offset below in revenue
Asset Replacement Fund	167,663	223,550	167,662	(0)	75%	
Sub-Total	\$178,719	\$227,706	\$172,631	(\$6,088)	78%	
<u>UTILITIES</u>						
Hydro	\$65,177	\$71,964	\$60,000	(\$5,177)	91%	Higher rates in 2016
Heat	6,824	9,000	10,990	4,166	76%	Lower consumption and lower rates in 2016
Water	2,826	3,633	2,452	(374)	78%	
Sub-Total	\$74,827	\$84,597	\$73,442	(\$1,385)	88%	
<u>ADMINISTRATION - Salaries, Wages & Benefits</u>						
Salaries and Wages	\$1,323,044	\$1,935,887	\$1,297,028	(\$26,016)	68%	Gapping
Employee Benefits *	274,427	411,364	279,626	5,199	67%	ASO changes were not fully reflected in 2015 till later in year
Sub-Total	\$1,597,470	\$2,347,251	\$1,576,654	(\$20,817)	68%	
<u>ADMINISTRATION - General</u>						
Stationery and Office Supplies	\$2,115	\$2,600	\$1,313	(\$802)	81%	
Photocopier/Microfilm Lease & Supplies	404	3,000	1,341	937	13%	
Health and Safety	967	2,400	270	(697)	40%	
Program and Project Costs	16,536	28,198	19,621	3,097	59%	Timing of programs offered and supplies purchased partially offset by prgm revenue
Coffee Supplies	552	900	568	16	61%	
Circulation and Processing Supplies	11,169	14,800	11,423	254	75%	
Miscellaneous Expense	2,132	5,005	1,539	(593)	43%	
Telephone and Internet	6,923	9,150	6,565	(358)	76%	
Audit Legal and Finance	0	4,000	23,423	23,423	0%	No legal counsel required in 2016

NEWMARKET PUBLIC LIBRARY

3rd QTR Income Statement Comparison of 2016 Actual to 2016 Budget and 2015 Actual

18/10/2016

EXPENSES

ADMINISTRATION - General Continued

	2016 3rd QTR	2016 ANNUAL BUD	2015 3rd QTR	Q3 2016 Vs Q3 2015	% of Budget	Comments
Consulting Fees	\$10,325	\$14,400	\$210	(\$10,115)	72%	More consultants in 2016
Postage and Freight	3,290	6,525	3,144	(146)	50%	
Advertising	11,549	17,700	14,338	2,789	65%	Timing of activity guide and Era adverts
Education and Training	2,227	11,400	2,537	310	20%	
Copyright fees	509	500	509	0	102%	
Other Fees	496	450	427	(69)	110%	
Travel Expense	3,127	6,100	2,614	(513)	51%	
Memberships and Subscriptions	4,154	9,505	9,215	5,061	44%	Dissolution of Cdn Library Assoc. (CLA)
Conference/Seminar Fees & Expenses	9,063	12,000	9,268	205	76%	
Transfer to LTD. Reserve	27,305	41,116	19,921	(7,384)	66%	Related to ASO changes
Sub-Total	\$112,844	\$189,749	\$128,247	\$15,414	59%	
TOTAL EXPENSES	\$2,322,657	\$3,354,111	\$2,293,190	(\$29,456)	69%	

3rd QTR Income Statement Comparison of 2016 Actual to 2016 Budget and 2015 Actual

REVENUES

	2016 3rd QTR	2016 ANNUAL BUD	2015 3rd QTR	Q3 2016 Vs Q3 2015	% of Budget	Comments
Municipal Grant	\$2,269,089	\$3,025,452	\$2,186,861	\$82,228	75%	Higher grant in 2016
Provincial Grant	8,434	64,401	\$18,194	(9,760)	13%	Timing of Capacity Grants received in 2015
Other Grants	0	5,200	\$0	-	0%	
Program Fees	20,497	34,306	\$21,933	(1,436)	60%	Timing of programs
Photocopier/Microfilm Receipts	5,547	6,500	\$4,888	659	85%	
Room Rentals	24,184	31,442	\$20,642	3,542	77%	Higher number and rates of room rentals in 2016
Coffee Supplies Recovered	894	900	\$827	67	99%	
Fines	23,480	41,710	\$24,439	(959)	56%	
Financing from Reserve (Operating)	0	0	\$0	-		
Financing from D.C.	93,750	125,000	\$93,750	0	75%	
Sundry Receipts	8,525	15,700	\$10,398	(1,873)	54%	2015 included Inn from the Cold fees and A/V equipment rental
Non-Resident Fees	330	300	\$150	180	110%	
Donations Received	1,089	3,000	\$93	996	36%	
Gain/Loss on Disposal	327	0	\$195	132		
YRT Tickets/Passes	1,607	0	(\$1,665)	3,272		Timing of purchases, credits and sales
YRT Commission	268	200	\$163	105	134%	
TOTAL REVENUES	\$2,458,021	\$3,354,111	\$2,380,868	\$77,153	73%	
SURPLUS/(DEFICIT) CURRENT	\$135,364	\$0	\$87,678	\$47,697		



MEMORANDUM

To: Newmarket Public Library Board
From: Todd Kyle, CEO
Date: October 19, 2016
Re: Impact Survey

As previously reported to the Board, the Library had taken out a one-year subscription to the Impact Survey, an online tool that surveys public library technology and Internet access. Since the last report, the survey has been run two additional times. The plan is to renew the subscription in partnership with all 6 libraries of northern York Region (the N6), thereby sharing the same annual subscription fee among 6 libraries, and allowing us to conduct concurrent or asynchronous survey periods, and to share and compare our results.

The results of surveys conducted in June-July and September-October 2016 are reported below, with all percentages being averages of the two surveys. Response numbers were quite modest—a total of 78 responses were received. Participation rates in online surveys tend to be low, and even efforts to promote participation by offering refreshments while users completed the survey in a dedicated space were only modestly fruitful.

Of those surveyed, 95% have accessed library resources through the library's website, either remotely or using the library's Internet connection.

57% have used library computers or wireless services in last 12 months. Of those:

- 63% received staff technology help, with 86% of those finding it very helpful
- 31% used computers for educational purposes
- 27% used computers for employment purposes, with a total of 2 individuals being hired for a job as a result
- 79% said they were satisfied or very satisfied with library public access technology
- 14% are low income
- Of those with no alternative Internet access, 34% are low income

There were also a considerable number of write-in comments which were very illuminating. In many cases, they pointed out things that are outside the Library's control, such as the loan period for eBooks (set by the purchasing consortium, and limited by budget). Many asked for services that the library actually already offers (for example, an accessible computer, and a suggest a purchase option), so we have made efforts to promote these on social media. Some suggestions pointed out limitations to individual users' bandwidth on the library's Wi-Fi, so we are experimenting with removing user data speed caps.

The highlight reports are included in the agenda package. If the Board wishes they may also request the complete reports and slideshows.

The following motion is recommended:

THAT the Library Board receive the report on the Impact Survey.

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 Motion 16.09.144 "And that the Library Board apportion up to \$50,000 of the Alternative Service Delivery capital project to a facility needs study, if and when Council indicates its willingness to support it" 	Report drafted for September 16, 2015 meeting (Deferred to March, 2016) Joint Workshop held June 15, 2016 Report to Board September 7, 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 	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	Completed September 7, 2016 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

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
13-16	June, 2016	2018 Budget Consideration	Donation Revenue Allocations	2018 Operating Budget submission deadline
14-16		Strategic Technology Ad Hoc Committee	Develop Terms of Reference of Committee	
15-16	October, 2017	Ontario Public Library Week	Plan an event to promote Ontario Public Library Week	