



# Newmarket Public Library Board Agenda

Date: Wednesday, October 16, 2024  
Time: 5:30 PM  
Location: Newmarket Public Library Boardroom  
Newmarket Public Library  
438 Park Avenue  
Newmarket ON L3Y 1W1

## Pages

1. **Call to Order**
2. **Adoption of Agenda Items**
  - 2.1 Adoption of the Regular Agenda
  - 2.2 Adoption of the Closed Session Agenda
  - 2.3 Adoption of the Consent Agenda Items
3. **Declarations**
4. **Consent Agenda Items**
  - 4.1 Adoption of the regular Library Board meeting minutes for September 18, 2024 1
  - 4.2 Strategic Operations Report for September 5
5. **Policies**
  - 5.1 Unattended and Missing Child Policy 7
6. **Reports**
  - 6.1 Newmarket Library Year-to-Date-Statistics 9
7. **Business Arising**
  - 7.1 2025 Operating Budget 11

**8. New Business****9. Closed Session (if required)****10. Dates of Future Meetings**

10.1 The next regular Board meeting is scheduled for Wednesday, November 20, 2024 at 5:30 pm in the Library Board room.

**11. Adjournment**

Tour of Maker Hub following adjournment of meeting.



# Newmarket Public Library Board

## Minutes

Date: Wednesday, September 18, 2024  
 Time: 5:30 PM  
 Location: Newmarket Public Library Boardroom  
 Newmarket Public Library  
 438 Park Avenue  
 Newmarket ON L3Y 1W1

Members Present: Darryl Gray  
 Kelly Broome  
 Victor Woodhouse  
 Trevor Morrison  
 Neila Poscente  
 Beth Stevenson  
 Rex Taylor

Staff Present: Tracy Munusami, CEO  
 David di Giovanni, Manager, Programs and Community Engagement  
 Jennifer Leveridge, Manager, Collections and Customer Experience  
 Biagio Rachiele, Manager, Library Operations  
 Lianne Bond, Administrative Coordinator

Guests: Tina Ranieri-D'Ovidio, Ward 99 Architects

### 1. **Call to Order**

The Chair called the meeting to order at 5:40 pm.

### 2. **Adoption of Agenda Items**

2.1 Adoption of the Regular Agenda

2.2 Adoption of the Closed Session Agenda

### 2.3 Adoption of the Consent Agenda Items

#### **Motion 24-09-107**

**Moved by** Trevor Morrison

**Seconded by** Beth Stevenson

**That** Agenda items 2.1 to 2.3 be adopted as presented.

**Carried**

### 3. **Declarations**

None were declared.

### 4. **Presentation - Welcoming Places and Spaces Design Services Update**

The Ward 99 Consultant presented to the Library Board the proposed concepts that have been developed through the Welcoming Places and Spaces Design Services they have provided. The designs included flexible and customer focused public spaces and effective staff spaces for collaboration and material handling.

#### **Motion 24-09-108**

**Moved by** Rex Taylor

**Seconded by** Neila Poscente

**That** the Library Board receive the presentation on Welcoming Places and Spaces Design Services Update.

**Carried**

### 5. **Consent Agenda Items**

5.1 Adoption of the regular Board meeting minutes for Wednesday, June 19, 2024 minutes.

5.2 Strategic Operations Report - Summer, 2024

5.3 Second Quarter Financial Statement

5.4 Proclamation and Lighting Request - Ontario Public Library Week

5.5 Library Bank Transfer

A Board member received many accolades from residents for the fantastic job done by Library staff at the Moonlight Movies summer series.

**Motion 24-09-109****Moved by** Kelly Broome**Seconded by** Victor Woodhouse**That** Consent Agenda items 5.1 to 5.5 be approved and adopted as presented.**Carried****6. Policies**

## 6.1 Health and Safety Policies

Legislation requires that the Library Board review annually the Health and Safety, Workplace Violence and Workplace Harassment policies. No changes were required to be made to these policies.

**Motion 24-09-110****Moved by** Trevor Morrison**Seconded by** Kelly Broome**That** the Library Board approved the Health and Safety Policy and Workplace Violence and Workplace Harassment Policy as presented.**Carried****7. Reports**

There were no reports.

**8. Business Arising**

## 8.1 Library Board Action List

The Library Board reviewed the Action List. Item 4, Library Operational Efficiencies review was updated with the completion of the IT integration with the Town of Newmarket. This item has now been completed.

**Motion 24-09-111****Moved by** Beth Stevenson**Seconded by** Rex Taylor**That** the Library Board receive the Action List as presented.

**Carried**

**9. New Business**

9.1 Ontario Library Service Virtual Conference

The Library Board are invited to attend the Ontario Library Service Virtual Conference on October 24th. An email to Board members will be sent with the registration information on the conference.

**10. Closed Session (if required)**

**11. Dates of Future Meetings**

11.1 The next regular Library Board meeting is scheduled for Wednesday, October 16, 2024 at 5:30 pm in the Library Board room

**12. Adjournment**

**Motion 24-09-112**

**Moved by** Victor Woodhouse

**Seconded by** Beth Stevenson

**That** there being no further business, the meeting adjourn at 6:30 pm.

**Carried**

---

Darryl Gray, Chair

---

Tracy Munusami, Secretary/Treasurer



## September 2024 Strategic Operations Report

### Empowering Our Community (and Staff)

- The management team participated in the Town of Newmarket's inaugural People Leader Development Day, where they explored key leadership essentials and gained valuable insights into the importance of emotional intelligence in effective leadership. The Leadership Essentials program was created to drive the success of the employee experience and create an environment for extraordinary public service.

### Ensuring Welcoming and Accessible Places and Spaces

- The first phase of the library's main floor service point relocation is complete. The move improves the staff's ability to see and welcome customers, shifting the service experience away from the work area so that staff can focus entirely on customer interactions.
- Library staff have been actively monitoring our collection's diversity of topics and authors. According to the September high-level analysis, DEI representation stands at 15.1% for print materials and 14.3% for digital resources.

### Providing Engaging and Relevant Services

- The Community Engagement team signed up over one hundred new members for library cards at the Central York Fire Service Open House on September 21, 2024. This marks the most membership signups for any outreach event and is over 200% higher than the number at 2023's CYFS Open House.
- Staff initiated a pilot program to email customers whose library cards had expired within the last six months. The e-mail included a renewal form with a straightforward, user-friendly button for easy access. A total of 1,917 customers were emailed, and within 24 hours, 210 renewed their library cards. The pilot demonstrated that customers value email as a communication channel with the library. The email achieved a 61% unique open rate in the first 24 hours, surpassing the 35% target.
- Staff are partnering with Ahmadiyya Muslim Women's Association to celebrate Islamic Heritage Month through a library display, strengthening our commitment to affirming inclusivity.
- The library is partnering with the local Baha'i group for a Children's Festival on Saturday, November 2<sup>nd</sup>. The event will include a magician and will act as a first pilot for a larger partnered event hosted at the library. The program seeks to celebrate diversity and affirm inclusivity.
- The Pixel Project programs, funded by the Ontario Senior's Community Grant, have garnered significant interest across York Region, leading to full enrollment. We are adding new slots to accommodate those on the waitlist in response to the high demand.

### Customer Impact Story

A customer came to the library feeling overwhelmed and struggling to submit a job application before a 5:00 p.m. deadline. Not being tech-savvy, they were close to a breakdown, but the library team guided them through the process, and they managed to submit the application just in time at 4:58. Recently, the customer returned to share exciting news: They got the job! The customer expressed profound gratitude to the library, and their success story reminds us of the meaningful impact the library can have on people's lives.



Library staff ready to sign up eager new customers at the Central York Fire Open House.



Customers are created with smiling faces as they enter the building, thanks to the desk's new, more visible location.





DRAFT

<b>Policy Name:</b>	Unattended and Missing Child	<b>Policy No.:</b>	PS-15
<b>Category:</b>	Public Services	<b>Approval Date:</b>	October 19, 2016
<b>Approval:</b>	Library Board	<b>Revision Date:</b>	October 16, 2024

### **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/caregivers:**

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 they leave a 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/caregiver 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 caregiver 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 they are 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 include:
  - a. Asking the parent or caregiver for a description of the child and their first name only. This could include approximate height, clothing, shoes and/or a photo if the parent or caregiver has one;
  - b. Assisting the parent/caregiver in searching for the child on library property only;
  - c. Asking another staff member to monitor the library exit, giving the staff member a brief description of the child;
  - d. Using the public address system, using the child's first name;
  - e. If the child is found, confirming that the child answers to the name given and recognizes the parent/caregiver;
  - f. If the child is not found, assisting the parent/caregiver in contacting police;
  - g. If the child is found, but does not recognize the parent/caregiver, contacting police;
  - h. Consulting library security video to investigate the whereabouts of the child or to assist with identifying involved parties. 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.



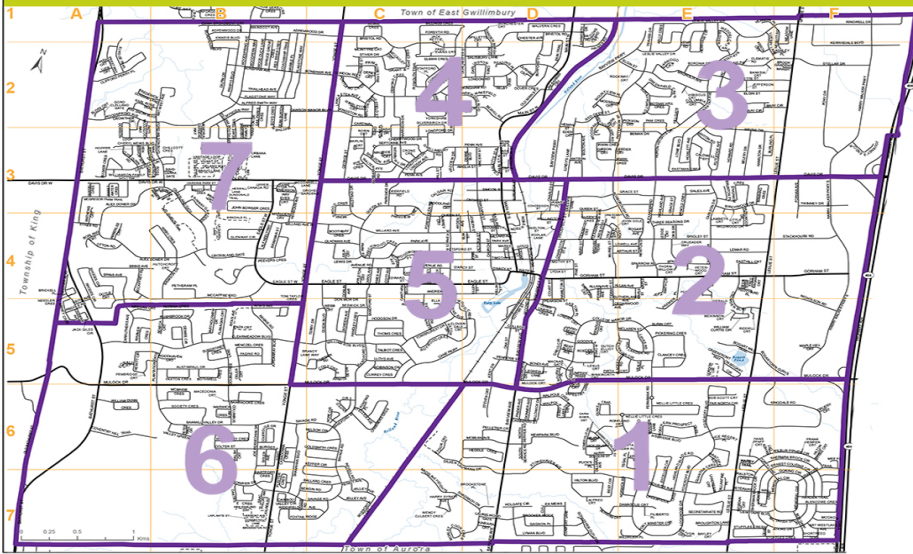
newmarket  
library

# BY THE NUMBERS 2024

Figures are year to date

Newmarket Library is celebrating Ontario Public Library Week from October 20 to 26, 2024. This year's theme is Libraries for Life, reflecting the impact libraries have on people of all ages. At Newmarket Library we are proud to provide an inclusive, welcoming place that contributes to the fabric of our community and serves people during all the chapters of their lives.

Town of Newmarket Wards



## Library cardholders by Town Wards

1	Ward 1	2,361
2	Ward 2	2,293
3	Ward 3	1,776
4	Ward 4	2,167
5	Ward 5	2,787
6	Ward 6	2,431
7	Ward 7	3,290
	York Region & Out of Town	5,830
	<b>TOTAL</b>	<b>22,935</b>



Number of items available to borrow from  
the Library, including print and digital.

**389,926**

**138,540**

Total number of visitors through the doors of  
the Library so far this year.



Followers of the Library's social media platforms  
Facebook, Instagram and X.

**7,992**

**\$3,400,518**

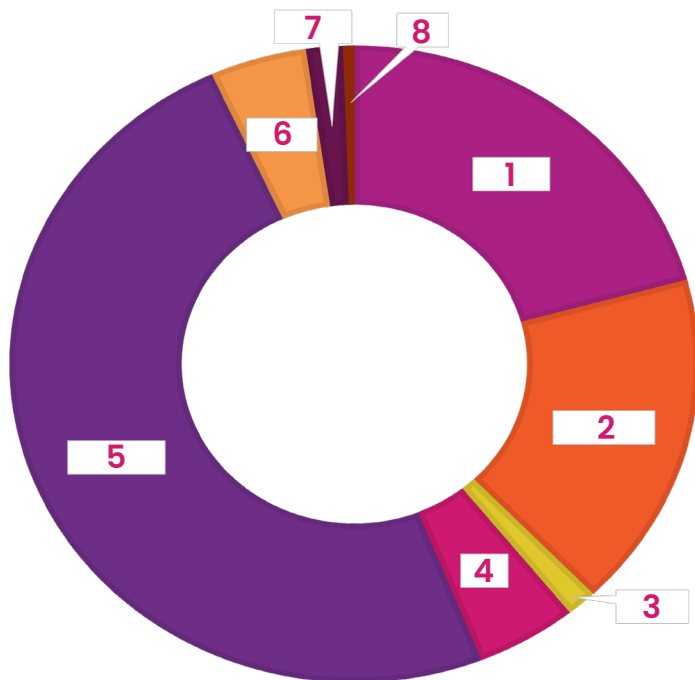
Amount saved by all Library users  
borrowing items year to date.



*Anything and Everywhere*

438 Park Avenue, Newmarket ON L3Y 1W1  
Phone 905-953-5110 | [www.newmarketpl.ca](http://www.newmarketpl.ca)

## Items checked out to date in 2024



1	Adult Fiction	20.7%
2	Adult Non-fiction	17.1%
3	Multilingual	1.4%
4	Movies	4.7%
5	Children's Books	49.2%
6	Teen Books	4.5%
7	Video games	1.7%
8	Lendery	0.5%



# 1,750

Number of people who unleashed their creativity in the Library's Maker Hub.

# 1,864

Items borrowed from The Lendery, including tools, appliances, sports equipment and more.



# 3,647

Items dropped in the Library's book returns at Magna Centre and Upper Canada Mall.

# 586

Participants in the Library's summer reading clubs for children up to 12 years old and teens.



# 111

Number of venues and events in the community visited by the Library's outreach staff.

# 64

Number of amazing volunteers who assisted with the Library's Visiting Library Service and other programs.



## Highlights of Changes to Base Operating Budget 2025 over 2024

<b><u>EXPENDITURES</u></b>	<b>2025 Request</b>	<b>2024 Budget</b>	<b>\$ change</b>	<b>% change</b>	<b>Comments</b>
<b>Materials</b>	\$ 428,933	\$ 424,333	\$4,600	1.08%	70% for Adult and 30% for Children's
<b>Facilities &amp; Equipment</b>	208,442	195,015	13,427	6.89%	Increase in Janitorial and Buidling Maintaince Cost
<b>Capital includes ARF</b>	229,206	229,206	0	0.00%	No changes
<b>Utilities</b>	88,565	88,565	0	0.00%	No Changes
<b>Salaries &amp; Wages</b>	2,460,073	2,366,438	93,635	3.96%	Increase as per negotiated wages for Union and Non-union
<b>Benefits</b>	513,445	491,107	22,338	4.55%	Related to Salaries
<b>General</b>	154,771	149,771	5,000	3.34%	Increase to Courier service and Copier Lease
<b>Total Expenditures</b>	<b>\$ 4,083,435</b>	<b>\$ 3,944,435</b>	<b>\$ 139,000</b>	<b>3.52%</b>	

**REVENUES**

<b>Provincial Grant</b>	64,401	64,401	0	0.00%	
<b>Municipal Grant</b>	3,920,775	3,781,775	139,000	3.68%	
<b>Operating Reserve</b>	0	0	0	0.00%	
<b>Other (Program Fees, Room Rentals, etc)</b>	98,259	98,259	0	0.00%	
<b>Total Revenues</b>	<b>\$ 4,083,435</b>	<b>\$ 3,944,435</b>	<b>\$ 139,000</b>	<b>3.52%</b>	



### Library Board Action Tracking List

Item No.	Action Item	Updates	Target/Completion date
1.	<b>Policy reviews</b>	2024 Policy reviews completed: Mileage Allowance, Licence and Auto Insurance Recruitment and Selection Health And Safety Workplace Violence Workplace Harassment	Ongoing
2.	<b>CEO Annual Performance Review</b> Assigned to: Executive Committee	Next review due August, 2024	August 2024
5.	<b>Strategic Plan Implementation</b>	<ul style="list-style-type: none"> <li>Conduct a welcoming places and spaces design services</li> </ul>	RFQ posted July 25, 2023 Contract awarded December 2023 Design charrettes held April 9 <sup>th</sup> and 25 <sup>th</sup> Update reported to Board September 18, 2024
6.	<b>Library Board Strategic Priorities</b>	<ul style="list-style-type: none"> <li>Establish priority areas for Board to focus on</li> </ul>	Board Workshop held November 8, 2023 Discussion held at Board meeting April 17, 2024, and priorities identified.

Item No.	Action Item	Updates	Target/Completion date
	<b>Library Board Strategic Priorities cont.</b>		Revisit Strategic priorities in 6 months (October,2024)
7.	<b>Ontario Library Service Board Assembly</b>	<ul style="list-style-type: none"> <li>• Board member Appointment to OLS Board Assembly</li> <li>• </li> </ul>	
8.	<b>Library Board Advocacy Committee</b>	<ul style="list-style-type: none"> <li>• Develop Advocacy Strategies to support Library</li> </ul>	<ul style="list-style-type: none"> <li>• Committee met September 18, 2024</li> <li>• Next meeting October 16, 2024</li> </ul>

## Library Board Action Tracking List - Completed Action Items

Item No.	Action Item	Updates	Completion/Withdrawal Date
4.	<b>Library Operational Efficiencies Review</b> Assigned to: CEO to report to Board on Service Level Agreements	IT Integration: Library CEO and the Town's Director, IT Services have agreement on how both departments can integrate for efficiency. Library integration into Town's IT has commenced. Marketing & Communications: The Marketing and Communications Coordinator has worked with the Town of Newmarket's Communication department to leverage the Town's Social Media reach	End of December 2023 Migration to Town's IT completed for October 16, 2023. Completed September, 2024

Completed items will remain on the Action List for one month before removal.