



Agenda
Newmarket Public Library Board

Wednesday, February 15, 2017 at 5:30 PM
Regular Board Meeting

Agenda compiled on 10/02/2017 at 3:41 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, January 18, 2017 p. 1
5. Strategic Operations Report for February p. 6
6. Library Statistical Data for January, 2017 p. 7
7. Monthly Bank Transfer p. 11

Closed Session

8. There are no closed session items at the time of the agenda distribution.

Reports

9. Impact Survey p. 12

Business Arising

10. Leadership by Design e-Learning
 - a) Knowledge Gap Analysis
11. Library Board Action List p. 16

New Business

12. Interdepartmental and Hydro Budgets p. 19

13. 2017 Newmarket Chamber of Commerce Home Show

Date(s) of Future Meetings

14. The next Newmarket Public Library Board Regular Board Meeting will be Wednesday, March 15, 2017, at 5:30 pm in the Library Board room

Adjournment



**Newmarket Public Library Board
Regular Board Meeting
Wednesday, December 14, 2016
Newmarket Public Library Board Room**

Present: Joan Stonehocker, Chair
Tara Brown, Vice Chair
Darcy McNeill
Venkatesh Rajaraman (joined by phone)
Tom Vegh
Jane Twinney

Regrets: Kelly Broome

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

The Library Board Chair called the meeting to order at 5:40 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 16.12.167

Moved by Darcy McNeill

Seconded by Jane Twinney

That Agenda items 1) to 3) be adopted as presented.

Carried

Declarations

None were declared.

Consent Agenda Items:

4. Adoption of the Regular Board Meeting Minutes for Wednesday, November 16, 2016
5. Adoption of the Closed Session meeting Minutes for Wednesday, November 16, 2016
6. Strategic Operations Report for November, 2016
7. Library Statistical Data for November
8. Monthly Bank Transfer

Motion 16.12.168**Moved by Tara Brown****Seconded by Tom Vegh**

That Consent Agenda items 4), 5), 7) and 8) be received and approved as presented.

Carried

The Strategic Operations Report was pulled from the Consent Agenda. The CEO provided further information on the Robotics Program and Hoopla downloadable video service.

Motion 16.12.169**Moved by Tara Brown****Seconded by Jane Twinney**

That the Strategic Operations Report for November, 2016 be received and as presented.

Carried

Closed Session

9. There were no Closed Session items.

Policies**10. Expense Reimbursement Policy**

Revisions were made to the Expense reimbursement Policy to align with the Town of Newmarket rates.

Motion 16.12.170**Moved by Darcy McNeill****Seconded by Tara Brown**

That the Library Board approve a revision to the Expenses Reimbursement Policy effective January 1, 2017 to adjust the maximum meal expense allowances to consistently match that of Town of Newmarket staff.

Carried

Reports**11. Strategic Plan Renewal Options**

The Library Board reviewed the options presented on the renewal of the current Strategic Plan. The Library Board requested that a review of the current Strategic Plan be conducted at the regularly scheduled Board meeting in January, 2017.

Motion 16.12.171**Moved by Tom Vegh****Seconded by Tara Brown**

That the Library Board receive the report on Strategic Plan renewal options.

Carried

12. Building Maintenance Account

It was reported that a number of unplanned building repair and maintenance expenses has meant that the Library has spent most of its emergency contingency beyond the 2016 budget in this area.

Motion 16.12.171**Moved by Tom Vegh****Seconded by Jane Twinney**

That the Library Board receive the report on emergency expenditures in the Building Repairs and Maintenance budget line in the 2016 budget year;

And that the Library Board authorize the further expenditure in the 2016 budget year of up to \$3000 in the Building Repairs and Maintenance budget line, such expenditures to be offset by cost reductions elsewhere in the same year.

Carried

Business Arising**13. Leadership by Design e-Learning: Module 3: Board Development**

The Library Board agreed to go through Module 3 of the Leadership by Design e-Learning series after the adjournment of the Board meeting.

14. Fundraising Reserve

In order to contribute to fundraising goals it is proposed that year-end Donation revenue be transferred into the Fundraising Reserve.

Motion 16.12.172**Moved by Darcy McNeill****Seconded by Jane Twinney**

That the Library Board approve the transfer of unspent Donations revenue at the end of each fiscal year to the Fundraising reserve.

Carried

15. Strategic Technology Committee

A revised draft Terms of Reference for a Strategic Technology Subcommittee of the Newmarket will be presented at the next regularly scheduled Library Board meeting.

16. Library Board Action List

The Library Board reviewed the Action List.

Motion 16.12.173

Moved by Tara Brown

Seconded by Tara Brown

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

Carried

New Business**17. Economic Impact Study**

The Library has completed an economic impact study and results from the survey were presented to the Library Board.

Motion 16.12.174

Moved by Darcy McNeil

Seconded by Jane Twinney

That the Library Board receive the report on the economic impact study;

And that the Library Board authorize the sharing of the study results with the wider Newmarket and public library communities;

And that the Library Board Action List to be revised to reflect the ongoing comparative measurement work as described in the report.

Carried

Date(s) of Future Meetings

18. The next regular Library Board meeting is rescheduled to January 18, 2017 at 5:30 in the Library Board room.

Adjournment

Motion 16.12.175

Moved by Jane Twinney

Seconded by Darcy McNeill

That there being no further business meeting adjourned at 6:50 pm.

Carried

Joan Stonehocker
Chair

Todd Kyle, CEO
Secretary/Treasurer

STRATEGIC OPERATIONS REPORT – JANUARY, 2017

| | Igniting Community Dialogue, Discovery and Debate | Leading a Learning Community | Readying our Capabilities |
|--------------------------------------|--|---|---|
| Collaborative Relationships | <ul style="list-style-type: none"> Entrepreneurs in Residence program held with 19 attendees Heads Up for Brain Health program hosted in partnership with Alzheimer's Society to be repeated on Feb. 28 Seed Library program on pollinator gardens being planned for spring | <ul style="list-style-type: none"> Author visit with Lawrence Hill attracted a full house including high school class Staff presented library databases to a group of 56 high school students Staff visited Welcome Centre for Storytime | <ul style="list-style-type: none"> CEO met with senior Town staff to scope library efficiencies study Tax clinics with CPA volunteer accountants organized and begin Feb 1; already mostly booked |
| Spaces | <ul style="list-style-type: none"> Local history documentarian considering using digital media station in Maker Hub for audio-visual projects | <ul style="list-style-type: none"> 25 people are registered for the Nordic Crime online book club 3D printer enclosure/filter delivered and assembly is underway | <ul style="list-style-type: none"> Draft design for website presented to staff; writing of new content underway |
| Positioning | <ul style="list-style-type: none"> Library working with Town on Canada 150 activities Pop-up library success continues; January highlight includes Ward 7 New Year gathering | <ul style="list-style-type: none"> 3 French-language preschool programs launched: Maman/Papa et moi (ages 0-2), On bouge! (2-4), and Heure du conte (4-5) | <ul style="list-style-type: none"> Displays for Black History Month and Freedom to Read Week being mounted Media release sent out re economic impact study |
| Resources | <ul style="list-style-type: none"> Plans underway for spending \$15K grant to help NPL expand York Info data on southern York Community Services | <ul style="list-style-type: none"> Drone landing stand 3D-printed for Georgina Public Library staff member <i>Let's Tinker</i> program held for 10 students in Special Education class | <ul style="list-style-type: none"> Hoopla streaming video etc. service to officially launch on Feb 14 with in-library demos all day; already soft launched on website |
| Organization & Operations | | <ul style="list-style-type: none"> Impact Survey run on library website January 9-27 | <ul style="list-style-type: none"> Team Charter finalized and distributed to staff CEO participating in Town's Diversity & Inclusivity plan |

Newmarket Public Library Statistical Data - 2017

Library Card Holders

| 2017 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| NPL Card Holders | 24,822 | | | | | | | | | | | |
| Residents | 22,617 | | | | | | | | | | | |
| Non-Residents | 2,205 | | | | | | | | | | | |

New and Renewed Library Cards

| 2017 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| New registrations | 315 | | | | | | | | | | | | 315 |
| New non-resident | 44 | | | | | | | | | | | | 44 |
| Renewed membership | 719 | | | | | | | | | | | | 719 |

| 2017 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------------------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| Website visits | 13,059 | | | | | | | | | | | | 13,059 |
| # of PAC Account Logins | 7,102 | | | | | | | | | | | | 7,102 |
| Room Rentals | 42 | | | | | | | | | | | | 42 |
| Room Rental Hours | 104 | | | | | | | | | | | | 104 |

Programs

5 Year Trend - year to date January 31

| # of Programs Held | 2013 | 2014 | 2015 | 2016 | 2017 |
|--------------------|------|------|------|------|------|
| Adult | 8 | 17 | 25 | 19 | 27 |
| Children's | 68 | 95 | 55 | 95 | 89 |
| Total Programs | 76 | 112 | 80 | 114 | 116 |

| Program Attendance | 2013 | 2014 | 2015 | 2016 | 2017 |
|--------------------|-------|-------|------|-------|-------|
| Adult | 52 | 105 | 169 | 147 | 147 |
| Children's | 1,036 | 1,129 | 756 | 1,016 | 979 |
| Total Attendance | 1,088 | 1,234 | 925 | 1,163 | 1,126 |

Newmarket Public Library Statistical Data - 2017

Borrowing

| 2017 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|---------------------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| eAudio books | 1,116 | | | | | | | | | | | | 1,116 |
| eBooks | 3,385 | | | | | | | | | | | | 3,385 |
| eMagazines | 405 | | | | | | | | | | | | 405 |
| eMusic | 3,537 | | | | | | | | | | | | 3,537 |
| eVideo | 16 | | | | | | | | | | | | 16 |
| Backpack Kit | 2 | | | | | | | | | | | | 2 |
| Book | 25,789 | | | | | | | | | | | | 25,789 |
| CD-ROM/DVD-ROM | 2 | | | | | | | | | | | | 2 |
| DVD/Blu-ray | 4,888 | | | | | | | | | | | | 4,888 |
| eBook Reader | 1 | | | | | | | | | | | | 1 |
| GPS | - | | | | | | | | | | | | - |
| ILL | 181 | | | | | | | | | | | | 181 |
| Language Kit | 32 | | | | | | | | | | | | 32 |
| Laptop | 38 | | | | | | | | | | | | 38 |
| Multimedia Kit | 54 | | | | | | | | | | | | 54 |
| Music CD | 364 | | | | | | | | | | | | 364 |
| Pedometer | 6 | | | | | | | | | | | | 6 |
| Periodical | 971 | | | | | | | | | | | | 971 |
| Portable Audio Book | 13 | | | | | | | | | | | | 13 |
| Talking Book | 731 | | | | | | | | | | | | 731 |
| Video Game | 411 | | | | | | | | | | | | 411 |
| Total Borrowing | 41,942 | - | - | - | - | - | - | - | - | - | - | - | 41,942 |

Database Usage

| | | | | | | | | | | | | | |
|--------------------------|---------|---|---|---|---|---|---|---|---|---|---|---|---------|
| Adult Subscriptions | 4,113 | - | - | - | - | - | - | - | - | - | - | - | 4,113 |
| Children's Subscriptions | 949 | - | - | - | - | - | - | - | - | - | - | - | 949 |
| York Info (Community) | 151,472 | - | - | - | - | - | - | - | - | - | - | - | 151,472 |
| York Info (Volunteer) | 36,209 | - | - | - | - | - | - | - | - | - | - | - | 36,209 |
| Total Database Usage | 192,743 | - | - | - | - | - | - | - | - | - | - | - | 192,743 |

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 | 25,053 | 24,821 | 24,696 |
| Residents | 22,002 | 22,069 | 22,222 | 21,813 | 22,299 | 22,340 | 23,242 | 22,911 | 22,579 | 22,881 | 22,663 | 22,544 |
| Non-Residents | 2,134 | 2,115 | 2,106 | 2,063 | 2,110 | 2,122 | 2,579 | 2,365 | 2,150 | 2,172 | 2,158 | 2,152 |

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 | 509 | 244 | 205 | 4,117 |
| New non-resident | 39 | 30 | 32 | 50 | 42 | 43 | 49 | 41 | 33 | 42 | 35 | 28 | 464 |
| Renewed membership | 723 | 421 | 646 | 425 | 622 | 701 | 920 | 821 | 721 | 415 | 643 | 451 | 7,509 |

| 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 | 11,931 | 12,222 | 8,164 | 144,762 |
| # of PAC Acc't Logins | 6,097 | 5,792 | 6,370 | 6,193 | 6,217 | 5,969 | 6,703 | 7,050 | 6,341 | 6,381 | 6,571 | 6,452 | 76,136 |
| Room Rentals | 54 | 65 | 56 | 58 | 70 | 73 | 52 | 48 | 57 | 70 | 76 | 43 | 722 |
| Room Rental Hours | 154 | 192 | 152 | 165 | 188 | 293 | 138 | 136 | 164 | 180 | 203 | 127 | 2,092 |

Programs

5 Year Trend - year to date December 31

| # of Programs Held | 2012 | 2013 | 2014 | 2015 | 2016 |
|--------------------|-------|-------|-------|-------|-------|
| Adult | 93 | 157 | 247 | 256 | 254 |
| Children's | 1,167 | 1,293 | 1,345 | 1,320 | 1,308 |
| Total Programs | 1,260 | 1,450 | 1,592 | 1,576 | 1,562 |

| Program Attendance | 2012 | 2013 | 2014 | 2015 | 2016 |
|--------------------|--------|--------|--------|--------|--------|
| Adult | 2,323 | 2,149 | 2,229 | 2,660 | 1,961 |
| Children's | 12,905 | 13,796 | 13,794 | 13,566 | 12,276 |
| Total Attendance | 15,228 | 15,945 | 16,023 | 16,226 | 14,237 |

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 | 1,185 | 1,110 | 996 | 12,689 |
| eBooks | 3,433 | 3,128 | 3,640 | 3,205 | 3,164 | 3,169 | 3,713 | 3,767 | 3,238 | 3,334 | 3,234 | 3,334 | 40,359 |
| eMagazines | 459 | 353 | 391 | 485 | 337 | 311 | 362 | 407 | 380 | 379 | 271 | 323 | 4,458 |
| eMusic | 2,129 | 2,614 | 2,199 | 1,845 | 2,852 | 1,666 | 2,412 | 1,965 | 2,624 | 3,629 | 2,818 | 2,880 | 29,633 |
| eVideo | 2 | 7 | 4 | 5 | 8 | 8 | 6 | 33 | 2 | 31 | 2 | - | 108 |
| Backpack Kit | 6 | 1 | 1 | 2 | 1 | 1 | - | 4 | - | - | 1 | 2 | 19 |
| Book | 26,637 | 23,980 | 28,219 | 28,462 | 26,517 | 26,156 | 32,633 | 31,731 | 26,964 | 26,983 | 25,423 | 22,603 | 326,308 |
| CD-ROM/DVD-ROM | 13 | 12 | 7 | 11 | 11 | 15 | 15 | 8 | 11 | 9 | - | - | 112 |
| DVD/Blu-ray | 4,645 | 4,563 | 5,204 | 4,632 | 4,503 | 4,281 | 5,118 | 5,510 | 4,910 | 4,857 | 4,596 | 4,081 | 56,900 |
| eBook Reader | 1 | 1 | 5 | 1 | - | 3 | 2 | 2 | 2 | - | 1 | 1 | 19 |
| GPS | 2 | 4 | 3 | 11 | 4 | - | 1 | 2 | 5 | 5 | 5 | - | 42 |
| ILL | 210 | 178 | 157 | 225 | 145 | 198 | 173 | 187 | 202 | 201 | 208 | 174 | 2,258 |
| Language Kit | 61 | 40 | 31 | 59 | 35 | 38 | 53 | 44 | 49 | 45 | 26 | 37 | 518 |
| Laptop | 10 | 11 | 13 | 7 | 19 | 17 | 8 | 16 | 19 | 23 | 22 | 22 | 187 |
| Multimedia Kit | 81 | 69 | 80 | 84 | 62 | 57 | 94 | 127 | 74 | 57 | 83 | 40 | 908 |
| Music CD | 483 | 540 | 394 | 503 | 434 | 342 | 394 | 397 | 383 | 317 | 329 | 308 | 4,810 |
| Pedometer | 16 | 8 | 10 | 14 | 13 | 10 | 12 | 10 | 10 | 9 | 11 | 5 | 128 |
| Periodical | 987 | 999 | 1,177 | 1,212 | 1,035 | 1,048 | 1,172 | 1,022 | 911 | 1,091 | 957 | 793 | 12,404 |
| Portable Audio Book | 8 | 9 | 12 | 21 | 22 | 16 | 16 | 24 | 15 | 22 | 11 | 2 | 178 |
| Talking Book | 773 | 782 | 796 | 798 | 684 | 780 | 899 | 958 | 854 | 824 | 819 | 656 | 9,623 |
| Video | 8 | 3 | 3 | 9 | 1 | 1 | - | 1 | - | 1 | - | 1 | 28 |
| Video Game | 293 | 309 | 332 | 270 | 256 | 255 | 404 | 465 | 327 | 304 | 348 | 295 | 3,858 |
| Total Borrowing | 41,198 | 38,522 | 43,745 | 42,909 | 41,088 | 39,447 | 48,603 | 47,864 | 42,051 | 43,306 | 40,275 | 36,553 | 505,561 |

Database Usage

| | | | | | | | | | | | | | |
|--------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
| Adult Subscriptions | 2,161 | 2,053 | 2,480 | 3,066 | 3,781 | 3,191 | 2,286 | 2,734 | 2,125 | 2,236 | 2,739 | 1,583 | 30,435 |
| Children's Subscriptions | 569 | 1,035 | 1,053 | 1,511 | 759 | 691 | 247 | 540 | 321 | 503 | 690 | 510 | 8,429 |
| York Info (Community) | 147,897 | 100,795 | 138,893 | 109,119 | 129,782 | 138,239 | 106,156 | 111,041 | 132,808 | 152,630 | 156,335 | 147,846 | 1,571,541 |
| York Info (Volunteer) | 26,148 | 18,071 | 18,826 | 15,466 | 19,776 | 19,265 | 18,913 | 19,975 | 21,809 | 21,081 | 27,175 | 55,365 | 281,870 |
| Total Database Usage | 176,775 | 121,954 | 161,252 | 129,162 | 154,098 | 161,386 | 127,602 | 134,290 | 157,063 | 176,450 | 186,939 | 205,304 | 1,892,275 |

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: February 15, 2017

Re: **Newmarket Public Library Bank Account – Fund Transfer**

Recommendation: The C.E.O. recommends that the Library Board authorize the transfer of funds from the Newmarket Library bank account to the Town of Newmarket bank account through the following motion:

THAT the Library Board directs the C.E.O. to authorize the Town of Newmarket Treasurer to transfer the net closing balance at January 31, 2017 of \$ 14,409.87 from the Newmarket Public Library bank account to the Town of Newmarket bank account.



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: February 15, 2017

Re: Impact Survey

For 2017, the Library has renewed its subscription to the Impact Survey in partnership with all 6 libraries of northern York Region (the N6), plus Bradford-West Gwillimbury Public Library. This informal collaboration we refer to as the York-Simcoe Library Consortium, and it has also resulted in consortium purchase of several e-resources including Zinio magazines and the new Law Depot and Comics Plus services.

The results of the most recent survey, conducted over 3 weeks in January, are below. As in previous surveys, the response number was quite modest—a total of 38 responses were received.

Of those surveyed, 100% have accessed library resources through the library's website, either remotely or using the library's Internet connection.

63% have used library computers or wireless services in last 12 months. Of those:

- 46% received staff technology help, with 100% of those finding it somewhat helpful or very helpful
- 25% used computers for educational purposes
- 25% used computers for employment purposes, with 4% being hired for a job as a result
- 79% said they were satisfied or very satisfied with library public access technology
- 4% are low income
- Of those with no alternative Internet access, 33% are low income

There were also a considerable number of write-in comments which were very illuminating. Many of these were asking for an updated, mobile-friendly website, which the Library is currently working on with a planned launch in April. Some asked for more computers (we have just launched 10 laptops for loan, which should help this situation) as well as longer hours and more locations. Some asked for services that the library actually already offers, such as a class on downloading from the library, the ability to place holds on items currently in the library, and the ability to view their reading history.

There was also a suggestion for increased security measures in the Children's and Youth area, specifically a suggestion that adults not be allowed there unless they are accompanying children. As this is a policy question, the Board may wish to consider this request. It has been suggested previously, and the following are the reasons the Library has not pursued it further:

- The library space is constrained, and not allowing adult patrons to use the second floor for study or computer use would further constrain the availability of space and computers, while leaving this area partially empty during weekday afternoons, when school is in session and morning preschool programs are not happening;
- The second floor is also used by adults using one of the 3 meeting rooms;
- It may be perceived as contrary to the rights of adult patrons, especially those who may wish to access children's resources;
- The Library already has taken several security measures on this floor, including:
 - Restricting washroom use to children, youth, and families, in addition to meeting attendees and those needing greater accessibility;
 - Closely monitoring behavior of unaccompanied adults on this floor and intervening or restricting their access when needed.

The highlight report is 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.

Public access to the Internet improves the quality of life in our community

Public libraries are key providers of public access in our community

As using computers and the Internet has become a necessity across many facets of daily life, libraries serve as an important site for free access to computers and the Internet. According to research conducted in the United States,

- 4 in 10 American adults do not have high-speed broadband at home.¹
- Library computer use is widespread: A third of Americans ages 14 and older (77 million people) use library computers and the Internet.²
- More than three-quarters of those who accessed the Internet at a public library had access elsewhere. These patrons used public access when they needed a faster connection, during gaps in access, while running errands or during lunch breaks, and to reduce isolation.²

Your library's public access at work

- At Newmarket Public Library there are **28** public access terminals and 1 wireless hotspots within the library system.
- Of the respondents, **18 (47%)** used a computer in the library to access the Internet during the past 12 months, with frequencies as follows:
 - **4 (22%)** did so once a week or more frequently;
 - **3 (17%)** did so about 1-3 times a month;
 - **11 (61%)** did so less than once a month.
- 50% (19) of respondents say that public access to computers and the Internet is important or very important to them, personally. 89% (34) say it is important or very important to have these resources available for others in our community.
- The beneficiaries of library Internet access often extend beyond the individual users; 50% (12) of users found information or performed tasks for other people using the library's computers or Internet connection.

LIBRARIANS MAKE A DIFFERENCE

Of survey respondents who use the library's public access technology, 46% got help from a librarian, library staff, or volunteer to use the library's computers and Internet.

Who uses Newmarket Public Library's public access?

- 88% (21) of Newmarket Public Library's public access technology users have alternative Internet access somewhere other than the library. Of those, 38% received help when they visited the library.
- Of the 22 respondents with alternative access who received help, 18% were 65 years and older.
- 4% of Newmarket Public Library's public access technology users are low income (below 200% of the poverty line).
- Of public technology users with no alternative access, 33% are low income.

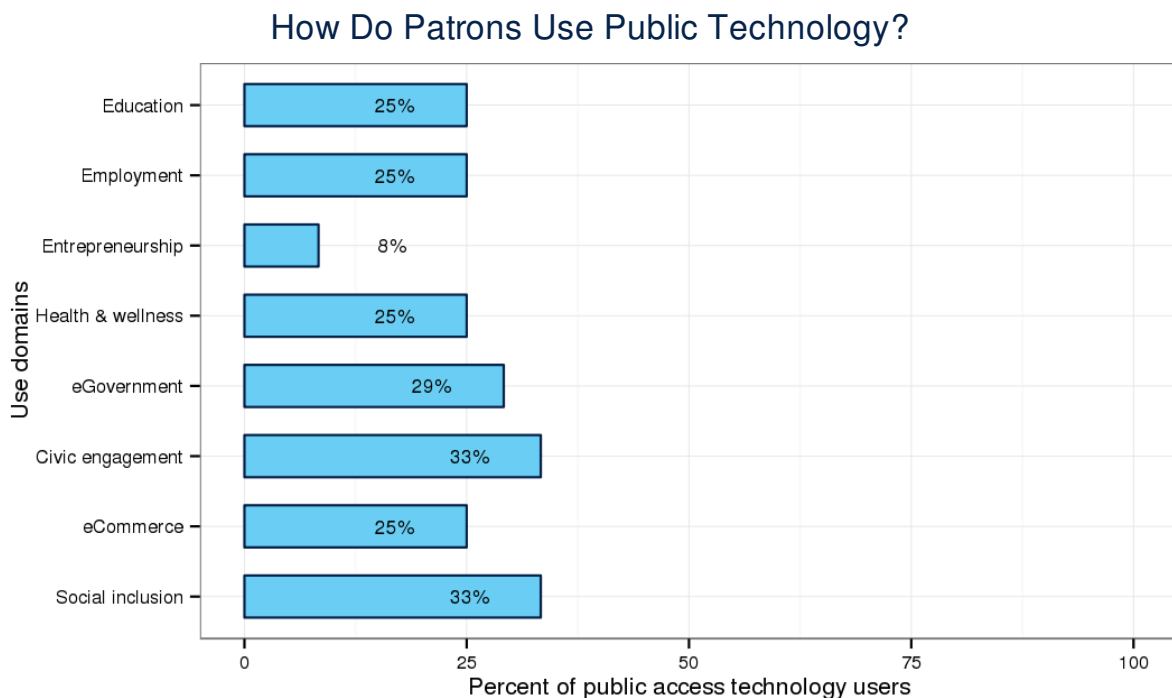
Major uses for library computers in our community

Employment

- **25% of public technology users** at Newmarket Public Library used the library's public computers or wireless connection for employment purposes.
- **12%** of users used the library's technology resources to apply for a job. **8%** were granted an interview, and one user was hired for a new position.

Education

- Of public technology respondents, **25%** used library technology for educational purposes.
- Of those that used public technology for educational purposes, 100% took an online class, did research or did homework for a class.



This report features results on how Newmarket Public Library patrons use public access technology. The survey ran from January 09, 2017 to January 27, 2017 and 38 patrons completed the survey.

¹ Zickuhr, Kathryn, Lee Rainie, Kristen Purcell. (2013). Library services in the digital age. Pew Research Center's Internet & American Life Project. Washington, D.C. <http://libraries.pewinternet.org/2013/01/22/Library-services/>

² Becker, Samantha, Michael D. Crandall, Karen E. Fisher, Bo Kinney, Carol Landry, and Anita Rocha. (2010). Opportunity for All: How the American Public Benefits from Internet Access at U.S. Libraries. (IMLS-2010-RES-01). Institute of Museum and Library Services. Washington, D.C. <http://impact.ischool.washington.edu/us-public-library-study.html>

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 | CEO to bring report to Library Board on options for renewing Strategic Plan to December 16, 2016 Board meeting. Review Strategic Plan at January 18, 2017 Board meeting. |
| 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: April 22, 2017, Georgina 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 |

| Item No. | Target Date | Item description | Assigned action | Status / Date of Completion |
|------------------|----------------|---------------------------------------|---|--|
| | | | | deadline |
| 13-16 | June, 2016 | 2018 Budget Consideration | Donation Revenue Allocations | Completed December 14, 2016 2018 Operating Budget submission deadline |
| 14-16 | November, 2016 | Strategic Technology Ad Hoc Committee | Develop Terms of Reference of Committee | Completed: Terms of Reference approved January 15, 2017 Draft Terms of Reference presented at November 16th Board meeting. |
| 15-16 | April, 2017 | Ontario Public Library Week | Plan an event to promote Ontario Public Library Week | |
| 16-16 | March, 2017 | Peer Comparator Study | Analyze report on Newmarket Public Library's peer comparisons | Report contracted to Consultant |

**MEMORANDUM**

To: Newmarket Public Library Board

From: Todd Kyle, C.E.O.

Date: February 15, 2017

Re: Interdepartmental and Hydro Budgets

According to preliminary year-end financial results, the Library has exceeded budget in three line areas not already authorized by the Board, in amounts greater than the C.E.O.'s discretion.

According to by-law 2004-1, the C.E.O. is authorized to exceed any budget line of up to \$10,000 by \$1,000, and the Board may authorize an over expenditure by \$2,000, as long as these are offset by under expenditures elsewhere. For line items exceeding \$30,000, the Board may authorize up to 10% over expenditure. The exception is in an emergency situation where options are beyond the Library's control.

Three such situations occurred in 2016. The first is with the interdepartmental labour and equipment budgets. These are set up for the Library to pay Town of Newmarket Public Works for the staff costs of performing requested maintenance and electrical tasks. For 2016, the labour portion was budgeted at \$5000, an estimate based on the Library's past needs as well as Public Works' revenue expectations. The equipment budget, used to pay Public Works for when they need to use their heavy equipment, was set at zero, as typically there have been little to no expenditures in this area.

However, the interdepartmental equipment budget incurred costs of \$4296 in 2016 due a situation outside the Library's control. After budget approval, Public Works informed the Library that henceforth they would be adding a fee to pay for the use of a truck to transport their staff to the Library for requested work. These fees were as high as \$200 per visit, depending on the type of truck used. In addition, an equipment charge was added for the first time for the air sweeper used to clear leaf debris from the patio in the spring.

The labour portion of this budget was also overspent, a total of \$4023, due to several unusually large jobs that needed to be completed. These included painting and installing electrical outlets in the Maker Hub, installing an additional heater in an office due to health and safety concerns, and modifying the light switches in the boardroom due to renter complaints. In addition, the Town charged the Library for watering the seasonal flower planters, which typically they have not charged for.

It is worth noting that the Library did not have the choice to apply these charges to other relevant accounts, as interdepartmental expenditures must balance between departments. In addition, the Library might have opted to have work in the Maker Hub done by an outside contractor but gives Public Works the first option to perform the work, which they accepted.

The third area that was overspent due to unexpected emergency was the Hydro budget. Electricity costs were \$92,131, compared to the budget of \$71,964. The difference is due to both higher than expected electricity use in a very hot summer, and increases in hydro rates.

In all cases, these over expenditures have been offset by under expenditures elsewhere, and the Library is on track to record a surplus for 2016. For 2017, it is possible that the equipment and hydro situations will re-occur, as the 2017 budget was prepared before the implications of these factors were fully known. We will keep the Board apprised of the situation and will request needed authorization as early as possible.

The following motion is recommended:

That the Library Board receive the report on interdepartmental and hydro budgets;

And That the Library Board authorize the over expenditures as reported.