

Agenda Newmarket Public Library Board

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

Agenda compiled on 10/11/2017 at 2:35 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 October 18, 2017	p. 1
5.	Strategic Operations Report for October, 2017	p. 4
6.	Library Statistical Data for October, 2017	p. 6
7.	Monthly Bank Transfer	p. 10

Closed Session

8. That the Library Board moved in to a Closed Session for the purpose of discussing Labour Relations matters.

Reports

Business Arising

- 9. 2017 Operating Budget Adjustments p. 11
- 10. Efficiencies Report Joint Library Board/Town of Newmarket Council Committee Meeting
- 11. Knowledge Gap Analysis Discussions
 - a) Library Management, Stewardship and Accountability
- 12. Library Board Action List p. 13



New Business

Date(s) of Future Meetings

13. The next Newmarket Public Library Board Regular Board Meeting will be Wednesday, December 20, 2017, at 5:30 pm in the Library Board room

Adjournment



Newmarket Public Library Board Regular Board Meeting Wednesday, October 18, 2017 Newmarket Public Library Board Room

Present: Joan Stonehocker, Chair

Tara Brown, Vice Chair

Kelly Broome Darcy McNeill Jane Twinney

Tom Vegh (arrived at 6:25 pm)

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 6:00 pm

Maker Hub Presentation and Tour: 5:30 – 6:00 pm

A presentation on the Maker Hub and tour of the space was conduct for Library Board members.

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 17.10.232 Moved by Jane Twinney Seconded by Kelly Broome

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, September 20, 2017
- 5. Strategic Operations Report for September, 2017

- 6. Library Statistical Data for September, 2017
- 7. Monthly Bank Transfer

Motion 17.09.217 Moved by Darcy McNeill Seconded by Jane Twinney

That Consent Agenda items 4) to 7) be received and approved as presented.

Carried

Closed Session

8. Motion to move into Closed Session

No Closed Session items at the time of agenda distribution.

Policies

9. Program Policy

Revisions to the Program Policy were reviewed by the Library Board.

Motion 17.10.233

Moved by Venkatesh Rajaraman
Seconded by Tara Brown

That the Library Board approve the revised Program Policy.

Carried

Reports

10. Third Quarter Financial Statement

The Library is on target for the third quarter of 2017 in both expenditures and revenue.

Motion 17.10.234 Moved by Darcy McNeill Seconded by Kelly Broome

That the Library Board receive the Third Quarter Financial Statement as presented.

Carried

11. 2016-2017 Annual Report to the Community

A draft Annual Report to the Community was reviewed by the Library Board. The Board recommended some changes to the report and congratulated the Library on its achievements.

Motion 17.10.235 Moved by Venkatesh Rajaraman Seconded by Jane Twinney **That** the Library Board approved the 2016-2017 Annual Report to the Community as amended.

Carried

Business Arising

- 12. Leadership by Design e-Learning
 - a) Board Performance and Community Development
 The Library Board reviewed and discussed the Board Performance and Community
 Development sections that were identified in the Board governance knowledge gap analysis.
- **13.** Library Board Action List

The Library Board reviewed the Action list.

Motion 17.10.236 Moved by Tara Brown Seconded by Tom Vegh

That the Library Board receive the Library Board Action List.

Carried

New Business

There was no New Business.

Date(s) of Future Meetings

14. The next regular Library Board meeting is scheduled for Wednesday, November 15, 2017 at 5:30 in the Library Board room.

Adjournment

Motion 17.10.237 Moved by Darcy McNeill Seconded by Tara Brown

That there being no further business meeting adjourned at 7:00 pm.

Carried

Joan Stonehocker	Todd Kyle, CEO
Chair	Secretary/Treasurer



Strategic Operations Report: October, 2017

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Collaborative Relationships	 23 participants at IdeaMarket on Cycling in Newmarket Seed Library program with Mark Cullen to be held at Old Town Hall March 2018 Southlake Cinemania TIFF film circuit began Oct 30; just under 200 tickets sold, including 87 season pass holders 	 Digital privacy program with Ontario Bar Association had 26 attendees Staff held programs on LinkedIn, Word, Excel at Seneca Employment Centre Staff held program on social media at Women's Centre of York Region 	 Staff organized meeting of East Gwillimbury, Aurora, Whitchurch-Stouffville, Markham, Richmond Hill and NewMakelt staff to tour Maker Hub and discuss maker technology in libraries. YCDSB to host ESL classes 4 days per week in rented library room
Spaces	Staff created digital video from DVD of Bradford 1967 Centennial parade for Bradford Historical Society in Maker Hub	Users of Maker Hub include graphic designer using media station to update employment portfolio; single father printing phone case with kids; Girls Inc. group designing 3D print objects	 Strategic Projects Officer began work; initial projects focused on layout, décor, and furniture improvements Senior staff trained on emergency banner messaging on new website
Positioning	 26 conversations with library users held at Coffee and Donuts with the CEO event; overall theme was the library is great but its size is limited Pop-up libraries held included regional wellness fair, Welcome Centre, and JobSkills 	Facebook post reach stats: Singalong with Russ (over 3200 people); new DVD lending rules (4600); The World Remembers WWI installation (2500)	 Boston Pizza "booster night" fundraiser netted \$236; will be used to fund children's author visit Nov 10 C.E.O. hosted Ontario Public Library Week launch at Burlington Central Library C.E.O. attended Town media relations training

	Igniting Community Dialogue, Discovery and Debate	Leading a Learning Community	Readying our Capabilities
Resources	 Recent local history/genealogy requests include family looking for information on ancestors' former farm on Pickering College campus Video on library's genealogy and local history services created by summer student promoted on website and social media 	 Children's author Sheree Fitch to visit library on Nov 10 to present to school classes The Digital Shift visitors included patron learning how to use e-reader for hospital stay for operation 	 Vendor demos held for replacement of self- checks, RFID pads, and security gates New loan rules for DVDs, blu-rays, and video games implemented
Organization & Operations	Staff attended workshop on the opioid drug crisis organized by Inn From The Cold	 Replacement microform scanner to be purchased; will create more space as old analogue reader/printer to be decommissioned 	 Staff attended York Region Diversity Charter focus group session Migrations to new servers are continuing

Library Card Holders

2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
NPL Card Holders	24,822	25,016	25,164	23,944	24,188	24,074	24,295	23,942	24,335	24,046		
Residents	22,617	22,819	22,943	21,735	21,926	21,805	21,955	21,613	21,930	21,620		
Non-Residents	2,205	2,197	2,221	2,209	2,262	2,269	2,340	2,329	2,405	2,426		

New and Renewed Library Cards

2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
New registrations	315	519	364	202	356	287	337	418	265	367			3,430
New non-resident	44	49	50	27	54	65	65	57	57	55			523
Renewed membership	719	364	809	637	514	761	1,037	810	707	686			7,044

2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Website visits	13,059	12,363	15,112	12,571	13,934	13,515	14,500	15,217	14,159	14,373			138,803
PAC Account Logins	7,102	6,346	7,305	6,950	7,101	6,858	7,483	8,164	7,630	7,384			72,3 ග
Room Rentals	50	63	69	93	74	61	55	69	71	78			683
Room Rental Hours	138	137	186	197	177	147	144	217	239	198			1,777

Programs 5 Year Trend - year to date October 31

# of Programs Held	2013	2014	2015	2016	2017
Adult	131	200	217	212	294
Children's	1,104	1,096	1,012	1,050	1,102
Total Programs	1,235	1,296	1,229	1,262	1,396

Program Attendance	2013	2014	2015	2016	2017
Adult	1,984	2,022	2,312	1,563	1,452
Children's	11,815	11,603	11,581	10,544	11,041
Total Attendance	13,799	13,625	13,893	12,107	12,493

Borrowing

2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
eAudio books	1,072	972	1,072	1,056	1,098	1,129	1,178	1,167	1,088	1,199			11,031
eBooks	3,393	2,983	3,393	3,157	3,438	3,417	3,861	3,793	3,509	3,745			34,689
eMagazines	405	411	356	322	257	340	303	313	344	282			3,333
eMusic	3,552	2,997	3,836	3,427	3,144	2,833	2,569	2,801	2,635	3,792			31,586
eVideo	28	90	148	114	106	150	150	128	117	114			1,145
Backpack Kit	2	4	2	2	15	13	14	7	10	12			81
Book	25,789	24,425	27,246	26,017	24,970	25,812	30,597	34,364	26,769	26,606			272,595
CD-ROM/DVD-ROM	2	7	8	5	3	6	3	12	10	4			60
DVD/Blu-ray	4,888	4,357	5,385	4,396	4,625	4,166	5,112	5,866	4,392	3,998			47,185
eBook Reader	1	1	-	-	1	1	-	-	-	-			4
GPS	-	-	-	-	1	-	-	6	-	-			7
ILL	181	166	195	210	174	185	218	167	161	186			1,843
Language Kit	32	41	39	32	33	40	46	38	38	35			374
Laptop	38	27	38	28	32	24	19	22	20	18			266
Multimedia Kit	54	70	82	60	96	95	97	100	82	107			843
Music CD	364	304	424	407	332	252	288	421	282	326			3,4 🔫
Pedometer	6	11	12	7	10	8	5	3	10	8			80
Periodical	971	933	853	904	899	936	902	1,042	873	837			9,150
Portable Audio Book	13	6	15	10	10	14	14	10	5	8			105
Talking Book	731	765	805	725	700	703	738	867	712	806			7,552
Video Game	411	343	409	330	332	317	429	528	349	335		_	3,783
Total Borrowing	41,933	38,913	44,318	41,209	40,276	40,441	46,543	51,655	41,406	42,418	_	_	429,112

Database Usage

Adult Subscriptions	5,618	3,053	4,841	5,162	3,748	3,754	4,773	4,067	2,608	2,753		40,377
Children's Subscriptions	949	745	1,283	1,135	460	296	258	269	325	287		6,007
York Info (Community)	151,472	######	117,797	129,311	114,511	123,691	145,481	125,860	118,886	137,324		1,286,984
York Info (Volunteer)	36,209	24,352	19,362	19,837	22,799	19,044	20,333	25,841	24,042	27,617		239,436
Total Database Usage	194,248	######	143,283	155,445	141,518	146,785	170,845	156,037	145,861	167,981	·	1,572,804

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	.
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

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,{ ق
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: November 15, 2017

Re: Newmarket Public Library Bank Account – Fund Transfer

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

THAT the Library Board directs the CEO to authorize the Town of Newmarket Treasurer to transfer the net closing balance at October 31, 2017 of \$ 22,185.34 from the Newmarket Public Library bank account to the Town of Newmarket bank account.



MEMORANDUM

To: Newmarket Public Library Board

From: Todd Kyle, CEO

Date: November 15, 2017

Re: Operating Budget Adjustments

As referenced in the 3rd quarter financial report presented to the Board in October, the Library is on track to record a surplus for the 2017 fiscal year.

However, there are a few line items where we are forecasting over-expenditure beyond CEO authorization level due to circumstances beyond our control. As per By-Law 2004-1, Board approval is required for overages of \$1000-\$2000 on lines budgeted under \$10,000; \$1500-\$3000 on lines budgeted \$10-20,000; \$2000-\$4000 for lines budgeted \$20,000-\$30,000; and the greater of 10% or \$5000 for items over \$30,000. The Board may also authorize higher over-expenditures in the case of an emergency.

Details of the line items involved are as follows:

Consolidated budget line	2017 Budget	Allowable overage with Board approval	Estimated overage	Reason for overage
Hydro	\$79,964	\$7996.40	\$13,000	Unexpectedly higher costs and usage. As hydro usage is not elective, this is deemed an emergency.
Janitorial Contract	\$39,680	\$4000	\$4000	Unexpectedly higher costs due to new janitorial and snow removal contracts
Photocopier/Microfilm Lease and Supplies	\$3000	\$2000	\$2000	All printing/copying expenses included in cost per print in new printing system
Inter-Dept Labour Costs	\$5000	\$2000	\$2000	Minor maintenance projects done by Town staff instead of outside contractors
Inter-Dept Equipment Costs	\$3000	\$2000	\$2000	Same as above

For the Board's information only, areas that will also be significantly overspent include these areas the Board has already authorized from reserves, or that are offset by a grant:

Consolidated budget	2017	Estimated	Reason for overage
line	Budget	overage	
Equipment Repairs	\$9815	\$17,000	The Board authorized expenditure from
and Maintenance			the Minor Capital Reserve for an elevator
			repair, which will flow through this
			account.
Consulting Services	\$14,400	\$4,000	The Board authorized expenditure from
			the operating reserve for the Library
			Efficiency Study. Projected overage
			reflects Library's portion of actual cost.
Minor Capital	\$2056	\$9500	The provincial Improving Library Digital
Acquisitions			Services grant will flow through this
			account.
Advertising	\$17,700	\$3000	The Board authorized IdeaMarket
			expenses from the Strategic Plan
			Implementation Fund reserve, of which
			marketing-related expenses flow through
			this account.

The following motion is recommended:

That the Library Board approve and confirm the detailed Operating Budget Adjustments as detailed in the report.



NEWMARKET PUBLIC LIBRARY BOARD - ACTION TRACKING LIST

Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
9-11a	Ongoing	Policy reviews	 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	 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	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	March, 2018	CEO Annual Performance Review	Library Board Chair and Vice Chair to prepare and report to Board	CEO annual Review completed March 15, 2017 Next review date: March, 2018
1-15	April, 2017	Annual Report to the Community	CEO to prepare and present to board before release	Completed October, 20117 Next report due in April, 2018
2-15	March, 2016	Library facility and service delivery options	 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 Report to Town of Newmarket Committee of the Whole May 8, 2017 Deferred by Town of Newmarket Council to fall of 2017 after completion of the Joint Efficiency Review.

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Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
				Library operations efficiencies study report to Board November 15, 2017
3-15		Business measurements (including Impacts and Storytelling)	 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	CEO to draft report	
5-15	June 17, 2015	Budget projections	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	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	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	Board to decide on strategic planning process when current plan ends in 2016	Reported to Library Board on options for renewing Strategic Plan December 16, 2016 Board meeting. Reviewed Strategic Plan at January 18, 2017 Board meeting. Build on current plan and create action list. Board to meet with Senior Town of Newmarket staff re: Town's strategic goals.
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.

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Item No.	Target Date	Item description	Assigned action	Status / Date of Completion
10-15	November 18, 2017	SOLS Trustee Representative	Attend SOLS Trustee Council Meetings	Next Trustee meeting: November 18, 2017, Richmond Hill Public Library
11-15	March 16, 2016	ARF Analysis Review	Town of Newmarket Director of Finance	Completed June 22, 2016 Report to Library Board June 22, 2016
12-16	June, 2016	2017 Budget Considerations	Sunday Openings at Christmas	Completed June 22, 2016 2017 Operating Budget submission deadline
13-16	June, 2016	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 16 th Board meeting.
15-16	April, 2017	Ontario Public Library Week	Plan an event to promote Ontario Public Library Week	Coffee and Donuts with CEO Wednesday, October 18, 2017
16-16	March, 2017	Peer Comparator Study	Analyze report on Newmarket Public Library's peer comparisons	Completed April 19, 2017
17-17	October, 2017	Leadership by Design	Knowledge Gap Analysis Discussions at upcoming Library Board meetings	Discussion Schedule: 1. Board Organization and Planning – June 21, 2017 – completed 2. Board Performance and Community Development – October 18, 2017 - completed 3. Library Management, Stewardship and Accountability – November 15, 2017

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