

# Caledon Public Library Board Meeting

Monday, June 11, 2018

6:00 p.m.

Albion Bolton Branch



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## AGENDA

1. Call to order

2. Indigenous Acknowledgement

*We acknowledge that the land on which we gather, which form the Town of Caledon, is part of the Treaty Lands and Territory of the Mississauga's of the New Credit.*

*The Town of Caledon and the Region of Peel – the traditional territory of the A-nish-in-abek (Ojibway), Huron-Wendat, Haud-en-osa-nee (Iroquois), and home to the Métis, was most recently, the territory of the Mississauga's of the New Credit First Nation.*

*We also acknowledge the cultural injustices of the past and express our collective hope for full truth and reconciliation in the future*

*On this day our meeting place is home to many Indigenous peoples (First Nations, Métis and Inuit) from across Turtle Island (North America).*

*We are grateful to have the opportunity to work on this land, and by doing so, we give our respect to its first inhabitants.*

3. Apologies for non-attendance

4. Approval of the agenda

5. Disclosure of pecuniary interest

6. Delegations

- a. Councillor Barb Shaughnessy re: Advertising Ethics and Spending

7. Consent agenda

*(All items under the Consent Agenda are considered to be routine and have been read by all Board members before the meeting. The items are recommended for approval by the Chair.*

*They may be enacted in one motion. If any member wishes to discuss an item, it can be moved anywhere in the agenda.)*

- a. Minutes of the May 14, 2018 meeting (Attachment 7-A)
- b. CEO/Chief Librarian's Report (Attachment 7-B)
- c. Strategic Actions Update (Attachment 7-C)
- d. Correspondence

- i. Kevin Finnerty - Exploring the Feasibility of an Upgrade to Library Broadband Service, May 7, 2018 (Attachment 7-D-1)
8. Business arising from the minutes
9. Staff Reports
  - a. Treasurer's Report and Financial Statements (Attachment 9-A)
  - b. Collection Development Policy Report (Attachment 9-B)
  - c. Programming Policy Report (Attachment 9-C)
  - d. Memo to Council regarding the Wireless Hotspot Lending Program (Attachment 9-D)
  - e. Recommendation for Improved Transparency (Attachment 9-E)
10. Board and Committee Reports
  - a. Closed Session
    - i. Confidential Report re: Personal matters about an identifiable individual – CEO/Chief Librarian Annual Performance Appraisal
  - b. CEO/Chief Librarian Goals 2018-19 (Attachment 10-B)
11. New business
12. Board Work Plan Review (Attachment 12-A)
13. Board Advocacy and Development
  - a. Upcoming Events and Opportunities
    - i. CPL 150 Celebrations, Caledon Day, Saturday, June 16, 2 PM
    - ii. Let's Talk Bellevue Square – One Book One Caledon, Thursday, June 21, Albion Bolton Branch, 7 PM
14. Question period
15. Evaluation of meeting
  - a. What was your key takeaway from the meeting?
  - b. How could we encourage participation in discussions?
16. Time and location of next regular meeting
  - a. Monday, August 20, 2018, 6 PM - Albion Bolton Branch
17. Adjournment

Documents Attached:

- 7-A Minutes of the May 14, 2018 meeting
- 7-B CEO/Chief Librarian's Report

- 7-C Strategic Actions Update
- 7-D-1 Kevin Finnerty - Exploring the Feasibility of an Upgrade to Library Broadband Service, May 7, 2018
- 9-A Treasurer's Report and Financial Statements
- 9-B Collection Development Policy Report
- 9-C Programming Policy Report
- 9-D Memo to Council regarding the Wireless Hotspot Lending Program
- 9-E Recommendation for Improved Transparency
- 10-B CEO/Chief Librarian Goals 2018-19
- 12-A Board Work Plan

## Attachment 7-A

### Caledon Public Library Board Meeting

Monday, May 14, 2018

6:00 p.m.

Albion Bolton Branch



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# MINUTES

**Present:** Janet Manning (Chair); Lynne van Ryzewyk; Councillor Nick deBoer; Suzanne French; Sandy Keith; Susanne McRoberts

**Staff:** Colleen Lipp – CEO | Chief Librarian; Lesley Slobodian, Administrative Assistant

**Guest:** David Arbuckle – General Manager, Strategic Initiatives, Town of Caledon

**Absent:** Paula Civiero (Vice-Chair); Chris Gilmer and Councillor Gord McClure

### 1. The Chair called the meeting to order at 5:58 PM

### 2. Indigenous Acknowledgment

*We acknowledge that the land on which we gather, which form the Town of Caledon, is part of the Treaty Lands and Territory of the Mississauga's of the New Credit.*

*The Town of Caledon and the Region of Peel – the traditional territory of the A-nish-in-abek (Ojibway), Huron-Wendat, Haud-en-osa-nee (Iroquois), and home to the Métis, was most recently, the territory of the Mississauga's of the New Credit First Nation.*

*We also acknowledge the cultural injustices of the past and express our collective hope full truth and reconciliation in the future*

*On this day our meeting place is home to many Indigenous peoples (First nations, Métis and Inuit) from across Turtle Island (North America).*

*We are grateful to have the opportunity to work on this land, and by doing so, we give our respect to its first inhabitants.*

**3. Apologies for non-attendance:** Paula Civiero (Vice-Chair); Chris Gilmer and Councillor Gord McClure

### 4. Approval of the Agenda

**Motion:** That the Caledon Public Library Board Agenda be approved with the addition of the correspondence from the General Manager, Corporate Services/Town Clerk Carey deGorter regarding the Use of Library Resources for Election Purposes Policy.

**Moved:** Councillor Nick deBoer

**Seconded:** Susanne McRoberts

**Carried.**

5. **Disclosure of pecuniary interest:** None

6. **Consent Agenda**

a. **Minutes of the April 16, 2018 meeting**

b. **CEO/Chief Librarian's Report**

c. **Strategic Actions Update**

d. **Correspondence**

i. Mayor and Council – Innovation Hub – April 25, 2018

ii. Exchange Leadership Team – Board 2 Board Representatives – May 1, 2018

iii. Minister of Tourism, Culture and Sport – Funding to Public Libraries – May 4, 2018

iv. Carey deGorter – Use of Library Resources for Election Purposes Policy – May 10, 2018

**Motion:** That the Caledon Public Library Board approve the Consent Agenda.

**Moved:** Councillor Nick deBoer

**Seconded:** Suzanne French

**Carried.**

7. **Business arising from the minutes:**

a. **Nomination and Selection of Board Succession and Recruitment Committee Members**

**Motion:** That the Caledon Public Library accept the nominations of Paula Civiero, Susanne McRoberts, and Sandy Keith as members of the Board Succession and Recruitment Committee, with Board Chair Janet Manning as an ex-officio member.

**Moved:** Suzanne French

**Seconded:** Lynne van

Ryzewyk

**Carried.**

8. **Staff Reports**

a. **Treasurer's Report and Financial Statements**

**Motion:** That the Caledon Public Library Board receive and approve the Treasurer's Report and related financials.

**Moved:** Sandy Keith

**Seconded:** Councillor Nick deBoer

**Carried.**

b. **Personnel Policy**

**Motion:** That the Caledon Public Library Board approve and adopt the revised Personnel Policy effective July 1, 2018.

**Moved:** Susanne McRoberts

**Seconded:** Sandy Keith

**Carried.**

c. **Use of Library Board Resources for Election Purposes Report**

**Motion:** That the Caledon Public Library Board approve and adopt the policy regarding the Use of Library Board Resources for Election Purposes with the amendments noted during the discussion.

**Moved:** Councillor Nick deBoer

**Seconded:** Sandy Keith

**Carried.**

**9. Board and Committee Reports:**

**a. Advocacy Committee Update**

**Motion:** That the Caledon Public Library Board receive the minutes of the May 10, 2018 meeting of the Advocacy Committee.

**Moved:** Sandy Keith  
deBoer

**Seconded:** Councillor Nick

**10. New Business:** None

**11. Board Work Plan Review**

The Caledon Public Library Board reviewed the work plan and noted that Susanne McRoberts would forward a doodle to assist in scheduling a date for a meeting of the CEO/Chief Librarian Evaluation Committee.

**12. Board Advocacy**

**a. Upcoming Events and Opportunities**

- i. Friends of Caledon Public Library Annual General Meeting – Tuesday, May 15, 2018, 7PM – Albion Bolton Branch
- ii. One Book One Caledon Trivia Night – Wednesday, May 16, 2018 7PM – The Toby Jug, 15 Allan Drive, Bolton

**13. Question Period:** None

**14. Evaluation of Meeting**

- a. What was your key takeaway from the meeting?
  - i. It was observed that a very fulsome discussion was had, resulting in consensus of the issues brought forth.

**15. Time & location of next regular meeting:**

Monday, June 11, 2018, 6 PM – Albion Bolton Branch

**16. Adjournment**

**Motion:** That the meeting adjourn.

**Moved:** Susanne McRoberts

**Seconded:** Councillor Nick deBoer

**Carried.**

The meeting adjourned at 7:33 PM

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Paula Civiero  
Vice-Chair

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Colleen Lipp  
CEO | Chief Librarian

## Attachment 7-B

# CEO/Chief Librarian's Report

Prepared by Colleen Lipp  
June 2018



### Facilities and Services

#### *Southfields Pop-up Location*

As originally reported in November of last year, the Library is eager to provide services to residents of Southfields Village through a temporary “pop-up” location that has been secured by Recreation Services. Though it was originally set to open much earlier in the year, a series of delays have deferred the opening until June. It is anticipated this location will support the development of a patron base in advance of the new branch’s opening while also raising awareness and use of the Margaret Dunn Valleywood Branch.

CPL had committed to providing programs and remote membership services each Tuesday with an initial open house planned for June 19. As rental fees associated with use of this space and the costs of providing additional programs were not reflected in our 2018 budget, continued monitoring of our budget status and the ultimate impact of the space will be necessary.

#### *Caledon East*

Initial specifications for a relocated Caledon East Branch (Appendix A) were shared with the Town’s Project Manager and project architects. It is expected that these functional requirements will be used in determining the feasibility of including a library branch within the expanded complex. The Board should note that there are currently no dedicated funds in support of the design or construction of a relocated branch.

A public meeting regarding the future expansion of the Caledon East Community Centre is scheduled for June 7 at 7 PM at the Complex.

#### *Fire Hall Innovation Hub*

Correspondence confirming the Library’s interest and shared objectives regarding the potential development of an innovation hub in the Bolton Fire Hall was received by Council on May 15. As moved by Councillor deBoer and seconded by Councillor McClure, the correspondence was shared as direction with Town Economic Development staff. A subsequent discussion with David Arbuckle, indicated that staff would likely be engaging the Library Board in the early fall.

This project would naturally fit within the scope of the Town’s application to the Smart Cities Challenge. Unfortunately, the Town’s application was not reflected on the recently announced shortlist of challenge finalists.

## **Operational Supports**

### *Improved Phone System*

The Library has confirmed the successful proponent for a new and much needed phone system. Bell Canada will provide the library with a Voice Over Internet Protocol (VOIP) system that allows us to maintain existing phone numbers while also centralizing all existing lines through one consolidated system with vastly improved functionality. This will support the direct transfer of calls between branches and ensure that patrons contacting a branch with fewer hours of operation can automatically be directed to another branch with staff on hand to assist. A dedicated staff project team will be tasked with working with the vendor to customize the phone system to best suit library services and the needs of our patrons. It is anticipated that the system will be in place by the end of the summer.

The initial procurement will be funded through the remaining 2016 IT Capital Budget, which has been retained for this purpose. Ongoing monthly service and maintenance costs will exceed the current monthly phone budget but as this improvement is crucial to the opening of the new branch, funds were included in the new branch budget to offset this variance and ensure adequate operating support moving forward.

### *Feasibility of Upgrade to Library Broadband Service*

As reflected in the correspondence received from Kevin Finnerty, Deputy Minister, Tourism, Culture and Sport, the province is exploring the feasibility of providing an upgrade to libraries' broadband service. The first step in the process is to assess current network usage. To this end, CPL's Manager of Information Technology has been identified as our key contact. Based on the information shared, it would seem that the province's initial efforts will be focused on First Nations libraries and it is therefore difficult to determine if there will be any imminent or eventual outcomes for Caledon.

### *Town Purchasing Bylaw*

Town Purchasing and Risk Management staff are in the process of reviewing the Town's current Purchasing By-law. This by-law was previously endorsed and adopted by the Library Board and provides direction for all library procurement, ensuring accountability and transparency. The CEO/Chief Librarian has shared comments and suggestions for reflecting Library governance and best practice. The policy will next be reviewed by Senior Management Team with the final draft provided for the Library Board's review and official adoption in advance of Council's consideration. The Manager of Purchasing and Risk Management has requested that this item be tentatively reflected on the Board's October agenda.

## **Staff News**

### *OLA Super Conference 2019 Session Submission*

CPL recently submitted a proposal in response for a call for submissions to present at next year's OLA Super Conference. Entitled "The Bumpy Road to Becoming a Learning Organization", the proposed session will highlight our ongoing efforts to encourage and support a learning culture. As per the submitted proposal description:

Efforts include the Board's strategic commitment to invest in staff, the creation of a dedicated staff learning committee, and a communicated expectation that each of us takes ownership of our own development. But have we moved the needle? And how can we tell if we have? Though the journey is far from over, panelist from the library's leadership, management and staff will share the strategies that worked – and those that didn't. We'll highlight the challenges and opportunities of shifting our organizational culture one learning opportunity at a time and reflect on the difference between providing staff training and encouraging staff learning.

### *Life for Youth Placement*

The Library has partnered with Caledon Community Services to host a participant in their Life for Youth job placement program. The placement is fully subsidized with no costs to the Library and will span 12 weeks. This role will primarily assist the Youth Services Department during the busy summer months.

## Appendix A

### Caledon East Branch Relocation Specifications

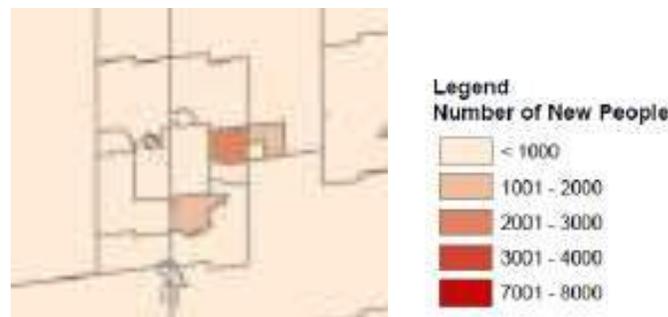
Prepared by Colleen Lipp, CEO/Chief Librarian  
May 14, 2018



The following specifications reflect best practice in the provision of library service and represent a starting point for any discussions regarding the feasibility of relocating the Caledon East Branch to the Caledon East Community Complex.

#### Branch size

The following measures are based on Caledon East's population according to the 2016 census (4,282) as well as the expected growth in the three areas reflected in the following map, forecasting a range of 4000 to 7000 new residents by 2031.



As per the Caledon Public Library's master Plan "North American standards are one square foot per resident. This may be adapted occasionally to denser communities or those with high seasonal swings in population". While the standard is preferred, a per capita measure of .6 square foot per capita reflects the minimum space standard that would support the provision of library services. As Caledon East is neither a high density area nor sensitive to seasonal swings, one square foot per resident is the applicable standard for a branch serving this area. Square footage based on both standards in relation to the current and forecast populations are reflected below.

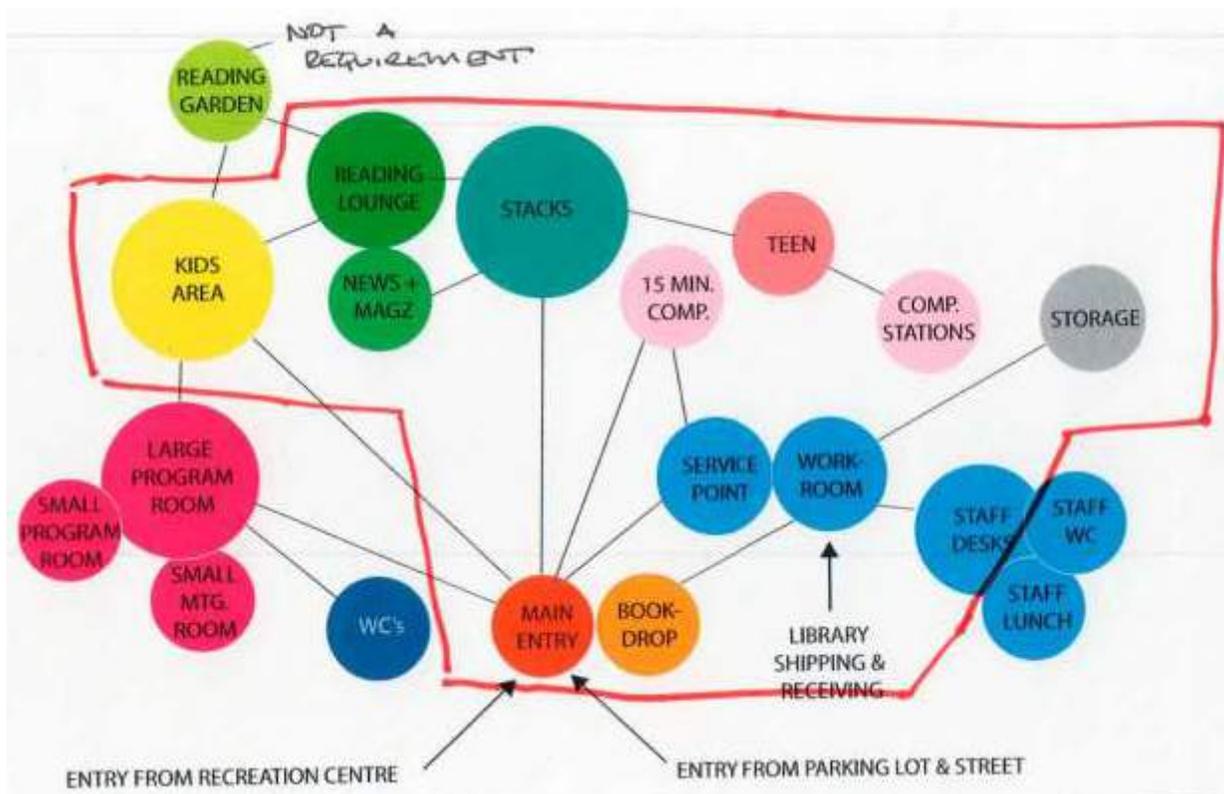
	2016 census	2031 Forecast – Low	2031 Forecast - High
<i>Population</i>	4282	8242	11,282
<i>Branch size (0.6 sq. ft./resident)</i>	2569	4945	6769
<i>Branch size (1.0 sq. ft./resident)</i>	4282	8242	11,282

#### General Space and Adjacencies

Ideally, a one story branch is preferred; however, given the available footprint, a multi-story branch may be the only feasible option. That said, more staffing is required for multi-story branches, with related impacts on operating costs.

Assuming a branch of at least two floors, an elevator would be required to ensure accessibility and to move book carts between levels.

The following diagram illustrates the elements that are required within a relocated Caledon East Branch. Those elements within the red box must be located within the library proper. Other elements may be shared with facility partners.



Items of note include:

- Clear and visible access to the branch from within the facility. Direct entry from the parking lot is desirable.
- A staff lunch room and washrooms for the public and staff reflect other spaces that may be shared with other partners in the complex.
- A program room and meeting room may be shared space but direct access from the library to the shared space is preferred. Associated booking/rental fees may further impact the library's operating budget
- The Children's area should include open floor space for play and literacy programming and be located on the main floor of a multi-floor branch
- Notable areas/services not reflected in the diagram include:
  - Quiet space and/or study rooms– though could be made available in unused program rooms if adjacencies permit
  - Innovation and maker spaces – this is becoming a standard service offered by public libraries, though the branch would likely not offer enough space to accommodate.

### Staffing levels and space needs

General space for branch staff is referenced in the provided diagram (above). This would include a separate office for a branch manager, space for 3 – 4 staff desks, a material handling area for returned items. A separate service desk is also a requirement but need not be located in the immediate vicinity of the other staff work areas. With no reliance on school library staff, this represents an increase over

staffing levels currently in place at the Caledon East Branch and would support full service hours – rather than the current limited hours of operation.

Staff of the Technical Services Department (4 FT) are located in the current Caledon East Branch at the high school. Ideally this department should be relocated to the Albion Bolton Branch or a new Resource Branch to be built in Mayfield West 2. Given the timeline for the construction of a new MW branch and lack of available space at the Albion Bolton Branch, it may be necessary to ensure adequate space for this department in a new Caledon East Branch. As they are tasked with the receiving of all library materials, this would require ease of access to a shipping and receiving entrance, though this staff work area could does not absolutely need to be directly connected to the branch.

The Caledon East Branch is also currently home to the Administrative Assistant.

Alternatively, and preferably, the creation of Library Administration offices would be created within the Complex. This would allow for the consolidation of the Library's SMT and administrative support staff in one location and would free up space at the Albion Bolton Branch so that Technical Services staff could be relocated there. This would eliminate the need for access to shipping and receiving.

Administrative offices would include at minimum:

- 5 offices for CEO/Chief Librarian and Senior Managers
- Shared work area for Administrative staff – approximately 5-6 FTE
- Dedicated meeting room for staff and Board meetings.

## Attachment 7-C



### Strategic Actions Update

June 2018

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#### Strengthen Facilities

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An IT capital budget for the opening day needs of the Southfields Branch has been drafted and shared with the Town's Project Manager. This process is intended to confirm if there are sufficient funds within the project's funds in support of furniture, fixtures and equipment - including technology - or if a distinct capital project submission is required in support of IT needs.

Debit payment services have been launched at the Albion Bolton and Caledon East branches. The introduction of this service is long overdue and is an essential aspect of exceptional customer service, reducing barriers to those who are required to pay fines prior to borrowing. Debit services will also be available at the branch in Southfields and will be considered for implementation at the other branches based on patron demand and the ratio of service costs to revenue.

#### Invest in People

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The Management Team dedicated a half-day to examining the CPL's current structure, categorizing key tasks and roles in an effort to develop a shared vision of an organizational structure that will support a growing community. This exercise identified gaps in our existing service and staffing levels, possible efficiencies and key roles and relationships. While there were some immediate changes to minor areas of responsibility, the resulting vision will direct our long-term efforts to ensure that we have a staff compliment and structure that effectively and efficiently responds to shifts and evolutions in library services.

Development of library staff is ongoing, with staff representatives and members of the management team participating in the following learning opportunities over the past month:

- Promoting Library Resources - Webinar
- Sign Language for Children in Story Time or the Classroom
- Technology and Engineering Certification with STEM Village

#### Build Relationships

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CPL once again participated in the Town of Caledon's Senior Day with a booth featuring a display of resources and interactive activities. This free local event highlights community agencies, interactive workshops and

The Friends of CPL hosted their annual general meeting at the Albion Bolton Branch on May 15. The CEO/Chief Librarian presented an overview of trends and innovations in public libraries.

Bolton Mills Retirement Community sponsored CPL's Senior Book Clubs in June by providing special treats at each of the meetings.

In partnership with Caledon Meals on Wheels, CPL hosted a Seniors' Spring Garden Party at the Brampton Fairgrounds. While a semi-annual event with CMOW, this was the first time the event was hosted in Ward 2 and it filled to a capacity of 135 seniors. It was the perfect kick-off to June celebrating Seniors' month with great food, music, activities and prizes.

In partnership with RIC (Research, Innovation, Commercialization) and the Town Economic Development Department, CPL hosted "Beyond business basics: how to use market intelligence to land customers" in support of local businesses

CPL staff continue to reach beyond the library's walls in support of early literacy and teen engagement. Efforts included: Wellness fairs, Read Books events, more Welcome to Kindie events and class visits at Southfields PS.

### **Encourage Discovery, Innovation and Creativity**

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Seniors Arful Caledon - Andrea Gregory, owner of Palgrave Art Studio and local artist Philippa Hagenow, facilitated a packed workshop on "how to paint a beautiful canoe scene using acrylic paints.

CPL held a very successful mother/daughter paint night where participants painted a water lily scene and enjoyed some refreshments

Michelle Davis from Tweed Inc. lead a discussion about the usage of medical cannabis, and the new legislation and regulations

## Attachment 7-D-1



**Ministry of Tourism,  
Culture and Sport**

Assistant Deputy Minister  
Culture Division  
401 Bay Street, Suite 1800  
Toronto ON M7A 0A7  
Tel. 416 314-7265  
Fax: 416 314-7461

**Ministère du Tourisme,  
de la Culture et du Sport**

Sous-ministre adjoint  
Division de la culture  
401 rue Bay, bureau 1800  
Toronto ON M7A 0A7  
Tél. : 416 314-7265  
Télééc. : 416 314-7461

May 7, 2018

To: All First Nation Public Library and Ontario Public Library CEOs

From: Kevin Finnerty, Assistant Deputy Minister, Culture Division  
Soussan Tabari, Chief Information Officer, Community Services I&IT Cluster Division

**Re: Exploring the Feasibility of an Upgrade to Library Broadband Service**

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We are writing to let you know that the Culture Division, Ministry of Tourism, Culture and Sport (MTCS) is collaborating with the Community Services and I&IT Cluster Division, MTCS, to explore the feasibility of providing a broadband upgrade service to those libraries requiring one. As part of this work, we will be leveraging the Ministry of Education's experience in addressing similar broadband needs across publicly funded schools (including network design, capacity and last mile fibre issues).

As you know, the Ontario Culture Strategy commits MTCS to: reviewing and updating funding programs for public libraries in order to build the capacity of libraries serving rural and remote communities; improving digital services; supporting leadership and innovation; and, working with First Nation Public Libraries (FNPLs) to identify opportunities to respond to their unique needs.

Following extensive engagement with our library partners last year, we heard that while public libraries are key access points for new technologies and digital resources, the availability of these services is uneven across the province, in large part due to inadequate internet connectivity. In many rural, remote and First Nations communities, digital services remain limited. For residents of these communities, this places them at a disadvantage in an increasingly knowledge-based economy and society. Furthermore, as MTCS works towards establishing a provincial Digital Public Library, the provision of adequate broadband and internet connectivity becomes increasingly necessary.

For FNPLs, which are critical community and cultural hubs, there are even greater challenges with respect to broadband limitations. The 2017 FNPL Needs Assessment report pointed to the fact that FNPLs required significantly improved internet access, and that the digital divide continues to be a major barrier to accessing digital content, training opportunities and electronic government services including online grant applications.

In response to this feedback and as a first step, the ministry will undertake an assessment with libraries to better understand current internet network usage, for the purpose of determining the feasibility of upgrading broadband service. To this end, we are asking you to nominate a single point of contact for this work, in order to complete the assessment. Please note we are interested in exploring the feasibility of this opportunity for all library branches requiring an upgrade.

For those libraries that are interested in taking part in the assessment, please email the information below to Rod Sawyer at [Rod.Sawyer@ontario.ca](mailto:Rod.Sawyer@ontario.ca) and Adam Haviaras at [Adam.Haviaras@ontario.ca](mailto:Adam.Haviaras@ontario.ca) by June 29, 2018.

Library Name:  
Library Location:  
Key Contact Name:  
Key Contact Email:  
Key Contact Phone #:

If your library has more than one location it wishes to include in the initiative, please provide all location names and any additional contact information in the email you send Rod Sawyer and Adam Haviaras.

MTCS and CSC are excited and eager to collaborate with you on this initiative. We look forward to hearing from you.

Sincerely,

Kevin Finnerty  
ADM, Culture Division  
MTCS

Soussan Tabari,  
CIO, CSC Division  
MTCS

Qs and As  
Broadband Modernization Feasibility Project  
May 2018

Q1. What is the objective of the broadband modernization feasibility project?

A1. To help improve internet connectivity, the Culture Division, Ministry of Tourism, Culture and Sport (MTCS) is collaborating with the Community Services and I&IT Cluster (CSC) Division, MTCS, to explore the feasibility of providing a broadband upgrade service that includes affordable access to those public libraries in need, with an initial focus on First Nation Public Libraries. As part of this work, MTCS will leverage the Ministry of Education's experience addressing similar broadband needs at publicly funded schools across Ontario (including network design, capacity and last mile fibre issues).

One of the objectives of the feasibility project will be to determine minimum target bandwidth requirements to support current and future technology needs of Ontario's public libraries. Minimum bandwidth requirements are based on community population, library capacity and average number of daily users.

Q2. Why is the ministry undertaking this work?

A2. The ministry is undertaking this work in response to feedback received during engagement with public libraries and First Nation Public Libraries in 2017. We heard that while public libraries are key access points for new technologies and digital resources, the availability of these services is uneven across the province, in large part due to inadequate internet connectivity. In many communities, typically rural, remote and First Nations, digital services remain limited. For residents of these communities, this places them at a disadvantage in an increasingly knowledge-based economy and society.

For First Nation Public Libraries, which are critical community and cultural hubs, there are even greater challenges with respect to broadband limitations. The 2017 First Nation Public Library (FNPL) Needs Assessment report pointed to the fact that FNPLs require significantly improved internet access, and that the digital divide continues to be a major barrier to accessing digital content, training opportunities and electronic government services including online grant applications.

Q3. What does a feasibility project entail?

A3. As part of this work, the ministry will undertake an assessment with libraries, prioritizing First Nation Public Libraries, to better understand current internet network usage as well as network challenges that may prohibit effective use of technologies. The format will include a combination of site visits, interviews and data collections that will outline network design, capacity, current bandwidth, current usage trends and future needs. The project will involve MTCS staff working in cooperation with local library, First Nation Band partners, and/or municipal contacts drawing on and respecting local information, skills, and

Qs and As  
Broadband Modernization Feasibility Project  
May 2018

knowledge. The project may also include a jurisdictional review to assess network issues and trends across other provinces.

The information gathered from this assessment will inform the development of a government business case (that includes key findings, gaps, options, recommendations, cost estimates and a proposed implementation plan) to request funding for a broadband upgrade for libraries in need of this service.

Q4. What libraries will participate in the feasibility project?

A4. The intent of feasibility project is to have representation from publicly funded libraries across Ontario, with an initial focus on First Nation Public Libraries and engaging First Nation Band Councils (through the Band offices) and/or Education Authorities where appropriate. Any library that has internet connectivity challenges (e.g., related to download and upload speed, broadband connection, last mile fiber) and is interested in taking part in the feasibility project may do so.

Q5. If funding is secured for a broadband upgrade to libraries what would implementation look like?

A5. If funding is secured for a broadband upgrade to libraries, the intent would be to rollout implementation to First Nation Public Libraries first, followed by rural and remote libraries, and then consider urban libraries in need. The information collected from the feasibility project will help to inform the implementation plan including timelines and costs.

Q6. Can the feasibility project and potential implementation address the broadband needs of First Nation communities in addition to First Nation Public Libraries?

A6. First Nation Public Libraries report to First Nation Band Councils (through their Band office), and in some cases, Education Authorities. They may also be co-located in the Band office, school or other multi-purpose facilities. The ministry will work with the library, and Band partners to explore the feasibility of upgrading broadband access to the First Nation community.

Q7. What does a broadband upgrade include?

A7. If approved, the broadband upgrade would include:

- Working in partnership with public libraries to provide affordable broadband access
- Developing last mile broadband connections
- Improving the design of networks so that the user experience can be improved
- Ensuring networks have more capacity to support increased use of technology in libraries

Qs and As  
Broadband Modernization Feasibility Project  
May 2018

- Working in partnership with public libraries to introduce internet security tools and practices to help ensure networks are managed safely and securely
- Introducing network monitoring tools and practices so libraries have access to how their networks are being used so that they may identify and remove barriers preventing optimal use

## Attachment 9-A

# Treasurer's Report

Prepared by Colleen Lipp  
June 2018



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### 2018 Budget

Financial statements reflecting the operating and capital budgets as of May 31, 2018 are attached as [Appendix A](#). Please note that due to the change in meeting date, the attached budget reports were prepared earlier than usual and prior to the close of month end and may not reflect all revenues and expense for the month of May. However, items of note include:

- Year-to-date revenues resulting from Miscellaneous/Printing as well as Book Sales are higher than budgeted. This favourable variance partially offsets the unfavourable variance in revenues from overdue fines and replacement fees.

As per the relevant portion of the Town of Caledon Purchasing By-Law, “the Chief Librarian shall prepare and present to the Library Board a report summarizing all purchases between \$10,000 and \$50,000 twice annually”. With the exception of consolidated invoices for library print and A/V materials and related processing, the following reflects relevant purchases during the first five months of the year:

- Consolidated disbursements to the Southern Ontario Library Services of \$27,057.20 in support of online access to resources including Mango Languages, NoveList, World Book, Ancestry.ca and numerous other digital tools.

### 2019 Budget

Town of Caledon Finance and Infrastructure Services has released the 2019 Budget schedule ([Appendix B](#)). The Board’s work plan and related deliverables allow for the completion and approval of the budget well in advance of the September 14<sup>th</sup> submission deadline identified by the Town.

### Audited Financial Statements

The Town Treasurer has provided the CEO/Chief Librarian with final version of the Library’s Audited Financial Statements. As per the Terms of Reference confirmed in the Board’s By-laws, these financials will be shared at the next meeting of the Finance Committee, in preparation for review by the full Board.

### Recommended Motion:

*That the Caledon Public Library Board receive and approve the Treasurer’s Report and related financials*

# Appendix A



Library  
ST: Object Code - Budget vs Actual by Cost Centre  
As of May 31, 2018

	May	May	Monthly		YTD	YTD	YTD		Annual	Percentage	Annual
	Budget	Actuals	Variance		Budget	Actuals	Variance		Budget	Expended	Variance
<b>Caledon Public Library</b>											
<b>40010 Administration</b>											
50050 Miscellaneous	(250.00)	(650.60)	400.60		(1,250.00)	(2,538.70)	1,288.70		(3,000.00)	84.6%	(461.30)
50125 Merchandise Sales	(250.00)	(9.00)			(1,250.00)	(141.00)			(3,000.00)		
50319 Grants/Subsidies		(500.00)	500			(500.00)	500		(58,200.00)	0.9%	(57,700.00)
50570 Donations	(83.00)		(83.00)		(415.00)	(257.50)	(157.50)		(1,000.00)	25.8%	(742.50)
50705 Fines/Fees	(3,333.00)	(2,788.15)	(544.85)		(16,665.00)	(12,563.84)	(4,101.16)		(40,000.00)	31.4%	(27,436.16)
50715 Programs	(467.00)		(467.00)		(2,335.00)	(2,339.70)	4.70		(5,600.00)	41.8%	(3,260.30)
50725 Comm.Access Prgm Funding			0.00				0.00				0.00
50750 Book Sales	(43.00)	(89.80)	46.80		(215.00)	(654.30)	439.30		(500.00)	130.9%	154.30
50770 FOL-Recoverable		(750.00)	750.00			(1,150.00)	1,150.00				1,150.00
61510 Salaries-Permanent	10,854.00	11,159.92	(305.92)		56,635.00	55,593.51	1,041.49		140,727.00	39.5%	85,133.49
61513 Benefits-Permanent	2,577.00	2,804.05	(227.05)		13,446.00	15,041.53	(1,595.53)		33,411.00	45.0%	18,369.47
61520 Wages-Casual Temporary	2,538.00	2,617.85	(79.85)		12,694.00	12,302.52	391.48		33,000.00	37.3%	20,697.48
61523 Benefits-Casual Temporary	311.00	237.83	73.17		1,550.00	1,107.70	442.30		4,037.00	27.4%	2,929.30
62018 Operating Supplies	64.00	26.70	37.30		320.00	134.03	185.97		760.00	17.6%	625.97
62113 Maint & Repairs-A/V Equip	307.00		307.00		1,535.00		1,535.00		3,660.00	0.0%	3,660.00
62114 Small Equip Repair/Purchase	42.00		42.00		210.00		210.00		500.00	0.0%	500.00
62129 FOL-Initiatives		384.93	(384.93)			750.47	(750.47)				(750.47)
62253 Lib. Brd Education & Exp.	265.00	189.00	76.00		3,795.00	2,729.48	1,065.52		5,650.00	48.3%	2,920.52
62310 Training/Development/Seminars	1,350.00	628.14	721.86		11,920.00	8,515.28	3,404.72		27,967.00	30.4%	19,451.72
62311 Memberships/Dues		218.75	(218.75)		13,000.00	11,941.95	1,058.05		14,000.00	85.3%	2,058.05
62314 Mileage	1,167.00	517.78	649.22		5,835.00	2,889.75	2,945.25		14,000.00	20.6%	11,110.25
62317 Audit						(4,212.86)	4,212.86		4,370.00	-96.4%	8,582.86
62322 Postage	63.00		63.00		315.00	178.08	136.92		750.00	23.7%	571.92
62335 Contracted Services	235.00	418.13	(183.13)		1,175.00	473.13	701.87		2,800.00	16.9%	2,326.87
<b>Total 40010 Administration</b>	<b>15,347.00</b>	<b>14,415.53</b>	<b>931.47</b>		<b>100,300.00</b>	<b>87,299.53</b>	<b>13,000.47</b>		<b>174,332.00</b>	<b>50.1%</b>	<b>87,032.47</b>
<b>41010 Library Public Services</b>											
61510 Salaries-Permanent	29,007.00	26,161.39	2,845.61		152,060.00	130,321.20	21,738.80		423,191.00	30.8%	292,869.80
61513 Benefits-Permanent	8,483.00	449.95	8,033.05		44,498.00	31,405.81	13,092.19		124,084.00	25.3%	92,678.19
61520 Wages-Casual Temporary	31,283.00	31,495.18	(212.18)		156,411.00	167,707.11	(11,296.11)		474,784.00	35.3%	307,076.89
61523 Benefits-Casual Temporary	5,124.00	1,522.79	3,601.21		25,635.40	21,147.60	4,487.80		74,802.40	28.3%	53,654.80
62017 Caretaking Supplies	133.00		133.00		665.00	290.06	374.94		1,600.00	18.1%	1,309.94
62018 Operating Supplies	213.00	308.07	(95.07)		1,065.00	691.03	373.97		4,050.00	17.1%	3,358.97
62312 Insurance			0.00		2,266.00	2,018.12	247.88		2,266.00	89.1%	247.88
62321 Rental-Facility			0.00		196,554.00	196,451.00	103.00		196,554.00	99.9%	103.00
62335 Contracted Services	1,907.00	1,948.76	(41.76)		9,535.00	8,790.64	744.36		22,880.00	38.4%	14,089.36
62346 Courier	2,833.00	1,140.42	1,692.58		14,165.00	9,512.14	4,652.86		34,000.00	28.0%	24,487.86
<b>Total 41010 Library Public Services</b>	<b>78,983.00</b>	<b>63,026.56</b>	<b>15,956.44</b>		<b>602,854.40</b>	<b>568,334.71</b>	<b>34,519.69</b>		<b>1,358,211.40</b>	<b>41.8%</b>	<b>789,876.69</b>



Library  
ST: Object Code - Budget vs Actual by Cost Centre  
As of May 31, 2018

	May	May	Monthly		YTD	YTD	YTD		Annual	Percentage	Annual
	Budget	Actuals	Variance		Budget	Actuals	Variance		Budget	Expended	Variance
<b>41015 Reference/Collection Dev</b>											
61510 Salaries-Permanent	11,622.00	7,212.93	4,409.07		60,644.00	35,930.54	24,713.46		150,686.00	23.8%	114,755.46
61513 Benefits-Permanent	3,212.00	1,127.01	2,084.99		16,755.00	9,438.05	7,316.95		41,639.00	22.7%	32,200.95
61520 Wages-Casual Temporary	3,531.00	7,588.49	(4,057.49)		17,653.00	38,248.02	(20,595.02)		45,900.00	83.3%	7,651.98
61523 Benefits-Casual Temporary	432.00	701.39	(269.39)		2,158.00	3,535.11	(1,377.11)		5,614.00	63.0%	2,078.89
62018 Operating Supplies	93.00	22.82	70.18		465.00	259.23	205.77		1,120.00	23.1%	860.77
62058 Online Databases		2,782	(2,782.12)		50,000.00	46,661.52	3,338.48		61,000.00	76.5%	14,338.48
<b>Total 41015 Reference/Collection Dev</b>	<b>18,890.00</b>	<b>19,434.76</b>	<b>(544.76)</b>		<b>147,675.00</b>	<b>134,072.47</b>	<b>13,602.53</b>		<b>305,959.00</b>	<b>43.8%</b>	<b>171,886.53</b>
<b>41020 Library Grants</b>											
50319 Grants/Subsidies (Revenue)			0.00			(1,650.22)	1,650.22				(1,650.22)
62319 Grants (Expenses)		254.55	(254.55)			1,069.08	(1,069.08)				1,069.08
<b>Total 41020 Library Grants</b>		<b>254.55</b>	<b>(254.55)</b>			<b>(581.14)</b>	<b>581.14</b>				<b>581.14</b>
<b>41025 Library Info Technology</b>											
61510 Salaries-Permanent	12,562.00	13,003.38	(441.38)		65,946.00	67,017.77	(1,071.77)		163,300.00	41.0%	96,282.23
61512 Recovery-Salaries-Permanent			0.00			(439.65)	439.65		0.00		439.65
61513 Benefits-Permanent	3,392.00	3,918.34	(526.34)		17,811.00	19,616.62	(1,805.62)		44,099.00	44.5%	24,482.38
62018 Operating Supplies	608.00	795.64	(187.64)		3,040.00	2,743.85	296.15		7,300.00	37.6%	4,556.15
62304 Automation	5,000.00	4,721.66	278.34		19,150.00	8,985.40	10,164.60		20,100.00	44.7%	11,114.60
62305 Computer Services	573.00	614.49	(41.49)		2,865.00	2,516.97	348.03		26,533.00	9.5%	24,016.03
62335 Contracted Services	81.00		81		778.00	447.74	330.26		2,800.00	16.0%	2,352.26
62396 Mobile Phones / Pagers	224.00	(1,212.55)	1,436.55		2,141.00	1,862.17	278.83		3,861.00	48.2%	1,998.83
62397 Telephone	1,133.00	1,151.65	(18.65)		5,665.00	4,729.16	935.84		13,600.00	34.8%	8,870.84
63037 Software Licence Subscription	600.00		600.00		9,800.00	12,715.90	(2,915.90)		14,000.00	90.8%	1,284.10
<b>Total 41025 Library Info Technology</b>	<b>24,173.00</b>	<b>22,992.61</b>	<b>1,180.39</b>		<b>127,196.00</b>	<b>120,195.93</b>	<b>7,000.07</b>		<b>295,593.00</b>	<b>40.7%</b>	<b>175,397.07</b>
<b>41030 Youth Services</b>											
61510 Salaries-Permanent	21,725.00	22,453.46	(728.46)		113,357.00	113,076.62	280.38		281,673.00	40.1%	168,596.38
61513 Benefits-Permanent	6,127.00	(359.39)	6,486.39		31,969.00	26,245.04	5,723.96		79,439.00	33.0%	53,193.96
62018 Operating Supplies	83.00	57.03	25.97		415.00	298.05	116.95		1,000.00	29.8%	701.95
62414 Special Programs	1,800.00	2,922.55	(1,122.55)		6,000.00	5,628.55	371.45		16,667.00	33.8%	11,038.45
<b>Total 41030 Youth Services</b>	<b>29,735.00</b>	<b>25,073.65</b>	<b>4,661.35</b>		<b>151,741.00</b>	<b>145,248.26</b>	<b>6,492.74</b>		<b>378,779.00</b>	<b>38.3%</b>	<b>233,530.74</b>
<b>41035 Communications/Community Dev</b>											
61510 Salaries-Permanent	17,027.00	15,709.85	1,317.15		88,778.00	88,110.08	667.92		220,691.00	39.9%	132,580.92
61513 Benefits-Permanent	4,739.00	4,774.35	(35.35)		24,700.00	26,002.75	(1,302.75)		61,413.00	42.3%	35,410.25
61520 Wages-Casual Temporary	4,998.00	5,152.66	(154.66)		24,994.00	24,918.14	75.86		64,978.00	38.3%	40,059.86
61523 Benefits-Casual Temporary	986.00	378.06	607.94		4,927.00	3,831.83	1,095.17		12,813.00	29.9%	8,981.17
62018 Operating Supplies	394.00	277.54	116.46		1,970.00	2,254.73	(284.73)		4,730.00	47.7%	2,475.27
62304 Automation	410.00	455.12	(45.12)		3,140.00	2,485.75	654.25		6,000.00	41.4%	3,514.25
62315 Printing & Advertising	1,433.00	1,774.69	(341.69)		7,165.00	4,556.22	2,608.78		17,200.00	26.5%	12,643.78
62335 Contracted Services	584.00	471.86	112.14		2,920.00	1,696.71	1,223.29		7,000.00	24.2%	5,303.29
62414 Special Programs	1,730.00	793.84	936.16		8,650.00	3,932.71	4,717.29		21,917.00	17.9%	17,984.29
<b>Total 41035 Communications/Community Dev</b>	<b>32,301.00</b>	<b>29,787.97</b>	<b>2,513.03</b>		<b>167,244.00</b>	<b>157,788.92</b>	<b>9,455.08</b>		<b>416,742.00</b>	<b>37.9%</b>	<b>258,953.08</b>



Library  
ST: Object Code - Budget vs Actual by Cost Centre  
As of May 31, 2018

	May	May	Monthly		YTD	YTD	YTD		Annual	Percentage	Annual
	Budget	Actuals	Variance		Budget	Actuals	Variance		Budget	Expended	Variance
<b>41040 Library Tech Services</b>											
61510 Salaries-Permanent	21,379.00	22,075.63	(696.63)		112,001.00	112,845.36	(844.36)		277,669.00	40.6%	164,823.64
61513 Benefits-Permanent	6,054.00	(1,694.30)	7,748.30		31,720.00	20,088.22	11,631.78		78,634.00	25.5%	58,545.78
62018 Operating Supplies	513.00	128.21	384.79		2,565.00	1,080.78	1,484.22		6,160.00	17.5%	5,079.22
62335 Contracted Services	50.00	62.10	(12.10)		250.00	332.82	(82.82)		600.00	55.5%	267.18
<b>Total 41040 Library Tech Services</b>	<b>27,996.00</b>	<b>20,571.64</b>	<b>7,424.36</b>		<b>146,536.00</b>	<b>134,347.18</b>	<b>12,188.82</b>		<b>363,063.00</b>	<b>37.0%</b>	<b>228,715.82</b>
<b>Total Caledon Public Library</b>	<b>227,425.00</b>	<b>195,557.27</b>	<b>31,867.73</b>		<b>1,443,546.40</b>	<b>1,346,705.86</b>	<b>96,840.54</b>		<b>3,292,679.40</b>	<b>40.9%</b>	<b>1,945,973.54</b>
<b>Total Caledon Public Library-Lending Services</b>	<b>227,425.00</b>	<b>195,557.27</b>	<b>31,867.73</b>		<b>1,443,546.40</b>	<b>1,346,705.86</b>	<b>96,840.54</b>		<b>3,292,679.40</b>	<b>40.9%</b>	<b>1,945,973.54</b>

**Capital Project Expense Report - as of May 31, 2018**

	Budget	Expended Previous Year(s)	Expended 2018 YTD	Total Project Spend to Date	Remaining Funding	Percentage Expended	
<b>Previous Year Capital Projects</b>							
16-002 Library IT Equipment Replacement	55,000	19,845.44		19,845.44	35,154.56	36.1%	
16-003 Library Furniture & Fixture Replacement	25,000	24,992.65		24,992.65	7.35	100.0%	to be closed
17-141 Lib Collections & Materials	425,000.00	391,551.12	7,486.31	399,037.43	25,962.57	93.9%	
02-07-365-171-001-59275 Capital Donations	650.00						
<b>Total Library Collections and Materials (17-141)</b>	<b>425,650.00</b>	<b>391,551.12</b>	<b>7,486.31</b>	<b>399,037.43</b>	<b>26,612.57</b>	<b>93.7%</b>	
17-142 Belfountain Smart Lockers	51,700.00	39,764.64	857.86	40,622.50	11,077.50	78.6%	to be closed
17-143 Library IT Equipment	63,000.00	68,017.25	8,819.49	76,836.74	(13,836.74)	122.0%	
ILDS Grant Revenue	13,948.00						
<b>Total Library IT Equipment (17-143)</b>	<b>76,948.00</b>	<b>68,017.25</b>	<b>8,819.49</b>	<b>76,836.74</b>	<b>111.26</b>	<b>99.9%</b>	to be closed
17-144 Signage-Albion Bolton & Caledon East	5,000.00	4,899.75		4,899.75	100.25	98.0%	to be closed
<b>Multi-Year Capital Projects</b>							
16-004 Mayfield West Library	4,950,000	257,724.25	139,924.49	397,648.74	4,552,351.26	8.0%	
<b>Current Year Capital Projects</b>							
18-037 Lib Collections and Materials	425,000.00		164,881.47	164,881.47	260,118.53	38.8%	
18-038 Library IT Equipment	75,000.00		7,408.03	7,408.03	67,591.97	9.9%	
18-039 Library Furnishing Replacement	30,000.00		1,162.50	1,162.50	28,837.50	3.9%	
18-040 Southfields Opening Day Collections	400,000.00			0	400,000.00	0.0%	
18-043 Lib Website Redesign & Improvements	10,000.00			0	10,000.00	0.0%	

## Appendix B

### TOWN OF CALEDON 2019 BUDGET SCHEDULE

	GENERAL	Training	HEADCOUNT BUDGET	CAPITAL BUDGET	OPERATING BUDGET	Change in Service Level Requests	Fee By-law Template
June 4	SharePoint Site open			4-Jun	4-Jun	Change in Service Level Request templates posted on SharePoint	Template posted on SharePoint
June 18			Headcount templates posted on SharePoint - June 18				
Jul 27			Headcount template corrections due				
July 2 -Aug 10		Budget System Training (Sharepoint, Operating & Capital Budgets) Training for 4 weeks (July 2 to July 27)	Revised Headcount templates posted on SharePoint (Basis of 2019 Salary, Benefits, Headcount Budget) - Aug 10				
Aug 14		Municipal Budgeting & Finance for Non-Financial Managers (2 hour Session in Committee Room)					
Sep 14				Capital Budget Due (System Lock)	Operating Budget Due (System Lock)	Change in Service Level Requests Due	Fee Changes reflected in operating budget due
Oct 1 to Oct 19	GM, CAO, CFO Budget Reviews (3 weeks)		Adjustments based on review, if required	Adjustments based on review, if required	Adjustments based on review, if required	Adjustments based on review, if required	Adjustments based on review, if required
Oct 24	Departmental Business Plans & Appendices Due						
Nov 8	Change in Service Level & Capital Budget Review at SMT						
Nov 15	Change in Service Level & Capital Budget Review at SMT						
Dec 11	Binders for Council & Staff/OPP budget presented						
Dec 18 afternoon	Operating and Capital Presentation	Operating Budget Presentation - Assessment Growth projections, Proposed 2019 Operating Budget (base, annualization, previously approved Council initiatives, Budget Reductions, Change in Service Levels Requests, proposed 2019 tax increase) Capital Budget Presentation - 10 Year Capital Projections, Proposed 2019 Capital Budget, Term of Council Capital					
Jan 9, 2019	Public Open House	Public Drop In Meeting					
Jan 22, 2019	Committee Meeting for 2019 Budget						
Jan 29, 2019	Council Meeting on 2019 Budget Approval						

15 WEEKS      15 WEEKS

## Attachment 9-B

Date: June 11, 2017

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian



**Subject:** Collection Development Policy Report

**Recommendation:**

*That the Caledon Public Library Board review the revised Collection Development Policy for approval and adoption.*

**Background**

The Library's Collection Development Policy has been reviewed as part of the Board's ongoing evaluation of existing policies. New language has been included to reference the Library's efforts to support local history collections and encourage related online contributions from residents. Revisions also include clarification regarding the Board's ultimate authority as related to any requests for the reconsideration of library materials that patrons may choose to escalate to the Board's attention. Recommendations also include the creation of a Materials Donation Waiver Form which must accompany all donated materials. This will ensure that patrons formally acknowledge the Library's ownership of any donated items and that the addition, deselection or sale of these materials is at the Library's discretion.

The policy, once approved, will be communicated to all staff and posted on the Library's website. Printed copies will also be available upon request.

**Financial Implication**

None.

**Recommended Motions**

*That the Caledon Public Library Board approve and adopt the revised Collection Development Policy.*

<b>Title</b>	Collection Development Policy
<b>Policy Number</b>	CPL-16-12
<b>Policy Type</b>	Operating
<b>Approval Date</b>	[approval date] 2018
<b>Review Date</b>	[review date] 2020
<b>Notes</b>	Last revised May 1, 2013 and June 20, 2016

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## **Purpose:**

The Caledon Public Library is committed to developing and maintaining collections that best serve and inspire the community. In order to achieve this, the Caledon Public Library's Collection Development Policy will:

- Support the mission and core values of the Caledon Public Library
- Provide clear and consistent guidelines for the selection and de-selection of Library materials
- Respond to and anticipate the educational, informational, cultural, leisure and recreational needs of the community
- Recognize and accommodate the diverse needs, abilities and interests of individuals, including providing materials in accessible formats
- Defend Intellectual freedom, access to information and protect against censorship
- Consider the adoption of new technologies, formats and mediums as they become relevant

## **Guidelines:**

### **Intellectual Freedom**

The Caledon Public Library selects materials based on the belief that all individuals have the right to freely access information and knowledge. Caledon Public Library endorses the Statement on Intellectual Freedom adopted by the Canadian Library Association ([Appendix A](#)) as well as the Statement on Intellectual Rights of the Individual adopted by the Ontario Library Association. ([Appendix B](#))

### **Responsibility for selection**

General responsibility for Library collections rests with the CEO/Chief Librarian. Ongoing responsibility for the selection of materials and maintenance of collections may be delegated to appropriate staff.

### **Criteria for selection**

All acquisitions, whether purchased or donated, will be considered using the following criteria. An item need not meet all of the criteria to be considered acceptable.

- Present and potential relevance to community interests and needs
- Relationship of subject to existing collection and other materials on the subject
- Authority or significance of the author, producer or publisher
- Value as a document providing insight into the psychological, social or cultural climate
- Public and popular demand and trends, both existing and anticipated
- Recommendations by critics or reviewers
- Suitability of format for library use
- Purchase price and other budgetary considerations
- Clarity and accuracy of the material
- Space considerations
- Canadian content
- Local content and local significance of author and/or subject matter
- Historical value

Materials needed for formal courses of study by elementary, secondary, and post-secondary schools will not necessarily be provided. Textbooks shall be purchased only when they provide the best coverage of a subject and are also useful to the general public.

Selection of materials will be made without bias toward subject matter, ideology, point of view or frankness of language. Inclusion in the collection does not constitute endorsement by the Library. Caledon Public Library complies with any laws enacted at the federal, provincial and municipal level and therefore does not collect or maintain items which have been banned by the courts.

### **Collection maintenance**

In order to maintain an active collection of quality material, Caledon Public Library will regularly de-select items based on some or all of the following criteria:

- Worn and damaged items
- Items that contain outdated material
- Duplicates that are no longer needed due to reduced demand
- Items that are no longer circulating
- **Materials that are no longer relevant to the needs of the community**
- **Availability elsewhere including other libraries and online**
- Number of items in the collection on a particular subject

**Deselection guidelines will be applied to all library materials including donations and works by local authors.** Weeded or deselected materials will not automatically be replaced. Missing and withdrawn materials are selectively considered for replacement based on the Criteria for Selection outlined in this policy. Withdrawn materials will generally be sold in the book sale, donated to another organization or recycled.

## Access to collections

The Caledon Public Library allows access to all collections for all library users, with the exception of M-rated video games and R-rated movies. Borrowing of these collections by individuals under 17 and 18 and under respectively must have the express permission of a parent or legal guardian. The Library does not mark materials in order to indicate approval or disapproval of item contents, but will mark items to indicate if they are rated M (mature) or R (restricted), as determined by the Ontario Film Review Board (OFRB) or the Entertainment Software Rating Board (ESRB).

Responsibility for the reading activities and use of the collection by children and teens rests with the parent or guardian, as outlined in the Caledon Public Library's Rights and Safety of Children and Youth policy and pursuant to the Ontario Library Association's position on Children's rights in the public library.

## Local History Collections

Caledon Public Library recognizes its responsibility to maintain and preserve a local history collection, both in print and in digital formats. The purpose of this collection, which includes the materials housed at branch locations and through the Chronicles of Caledon, is to preserve and make available to the public, materials that document the culture, heritage, and identity of the Town of Caledon.

The Chronicles of Caledon is a digital platform to share library-curated collections and to encourage the creation and sharing of stories by community members and partner organizations. Community members and partner organizations must acknowledge the Chronicles of Caledon Waiver form before being permitted to create and upload content. By accepting this waiver, contributors agree to authorize the CPL to publish the content for non-commercial use and ensure that they:

- are solely responsible for the content submitted
- will not post any content that is illegal, obscene or offensive or that violates any Canadian federal or provincial law
- will only post content that they own or for which they have received permission from the person who owns the content
- will not insert any advertising or promotional content

The Library reserves the right to monitor provided content and to not publish any content that is in violation of this, or any other, policy of the Caledon Public Library.

## Recommendations for purchase

Suggestions from the public for the purchase of books and other materials are encouraged and will be referred to the appropriate staff person. Electronic forms are available online at the Caledon Public Library website. Suggestions are considered within the context of ~~the Caledon Public Library's Collection Policy~~ this policy and related criteria. If requested, individuals submitting the suggestions will be contacted by Library staff regarding the outcome of the decision, but the Library makes no guarantee of specific placement in the holds queue. ~~Items that are not purchased for the Library collection may~~ instead be available through the Interlibrary Loan system.

## Gifts and donations

The Caledon Public Library welcomes gifts and donations that meet the criteria for selection, [adhere to Caledon Public Library Fundraising and Gift Acceptance Policy \(CPL-18-23\)](#) ~~as well as the~~ and comply with the donation criteria which states that the Library will accept items in good condition, no more than five years old. The Library is not able to accept damaged or stained items, magazines or text books. No condition may be imposed on any book or item after its acceptance. Donations not added to the collection will be sold or discarded. Tax receipts will not be issued for donations of library collections.

A completed Material Donation Waiver Form ([Appendix C](#)) must accompany each group of donated items.

## Requests for reconsideration

Individuals or groups who object to materials in the collection may express their concern by filling out a “Request for reconsideration of library material” form ([Appendix D](#)) and submitting it to the appropriate staff member. In the majority of cases, the final operational decision regarding materials rests with the CEO/Chief Librarian; however, some patrons may choose to escalate their request to the Board’s attention. In such cases, the request for reconsideration must first be reviewed by the CEO/Chief Librarian who will inform the Board of the request and related considerations. The Board is the final authority in such cases. When the review is complete, the individual or group will receive an explanation of the decision.

Office of the CEO and Chief Librarian  
Caledon Public Library,  
6500 Old Church Road  
Caledon East, Ontario  
L7C 0H3

## Related Documents:

- [Canadian Library Association Statement on Intellectual Freedom and Libraries](#)
- [Ontario Library Association Statement on the Intellectual Rights of the Individual](#)
- **Caledon Public Library Strategic Plan**
- **Caledon Public Library Rights and Safety of Children and Youth Policy, CPL-16-08**
- **Caledon Public Library Fundraising and Gift Acceptance Policy, CPL-18-23**

## Appendix A

### ***Canadian Library Association Statement on Intellectual Freedom and Libraries***

The Canadian Library Association recognizes and values the *Canadian Charter of Rights and Freedoms* <http://laws-lois.justice.gc.ca/eng/Const/page-15.html> as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Library Association supports and promotes the universal principles of intellectual freedom as defined in the *Universal Declaration of Human Rights* <http://www.un.org/en/universal-declaration-human-rights/index.html> which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Library Association affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Library Association affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Library Association holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

*Approved by Executive Council ~ June 27, 1974*

*Amended November 17, 1983; November 18, 1985; and September 27, 2015*

## **Appendix B**

### **ONTARIO LIBRARY ASSOCIATION**

#### **STATEMENT ON THE INTELLECTUAL RIGHTS OF THE INDIVIDUAL**

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

- 1) That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
- 2) That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
- 3) That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
- 4) That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
- 5) That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.
- 6) That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
- 7) That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

Updated and Approved,  
Ontario Library Association  
1998 Annual General Meeting  
November 7, 1998

## Appendix C

# Material Donation Waiver Form



### Contact Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Library card: 026162000 \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Are you donating this material on behalf of a group?  Yes (please specify) \_\_\_\_\_

### Summary of donated materials:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you the creator of this work?  Yes  No

**I hereby offer to donate the material described above to the Caledon Public Library.**

**I understand that upon acceptance, the donated materials become the property of the Caledon Public Library Board and their suitability for the collection will be considered using the criteria identified in the Library's Collection Development Policy. Materials not added to the collection may be sold or recycled. I make no restrictions as to their disposition.**

Signature of donor: \_\_\_\_\_ Date: \_\_\_\_\_

Received by: \_\_\_\_\_

#### **For Staff Only:**

Date reviewed: \_\_\_\_\_ Staff member : \_\_\_\_\_

Recommendation/Action:

Add to collection  Sell  Recycle  Other: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

## Appendix D

# Request for Reconsideration of Library Materials



Author: \_\_\_\_\_

Title: \_\_\_\_\_

Request initiated by: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

What is the basis of your objection? (please be specific, cite passages.)

What do you think might be the result of reading/viewing/listening to this material?

Have you examined the entire work? Yes  No

If not, which parts have you examined?

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Represents: Self  Group  Name of group: \_\_\_\_\_

**Internal Record of Reconsideration of Library Materials**

Material being challenged is: Adult \_\_\_\_\_ Children's/YA \_\_\_\_\_

Staff member dealing with challenge: \_\_\_\_\_

Date staff member received request: \_\_\_\_\_

Was the challenge forwarded to a manager: Yes \_\_\_\_\_ No \_\_\_\_\_

If "Yes", name of manager: \_\_\_\_\_

Date staff member responded to patron: \_\_\_\_\_

Response provided to patron:

Was patron satisfied with the response: Yes \_\_\_\_\_ No \_\_\_\_\_

**If answer is "No", request given** Did the patron ask to escalate the request to the CEO/Chief Librarian? Yes \_\_\_\_\_ No \_\_\_\_\_ Date: \_\_\_\_\_

Date CEO/Chief Library responded to patron: \_\_\_\_\_

Response provided to patron:

Was patron satisfied with the response: Yes \_\_\_\_\_ No \_\_\_\_\_

**If answer is "No", request given** Did the patron ask to escalate the request to the Library Board on: Yes \_\_\_\_\_ No \_\_\_\_\_ Date: \_\_\_\_\_

Date responded to patron: \_\_\_\_\_

Final decision/response from Board:

## Attachment 9-C

Date: June 11, 2017

To: Caledon Public Library Board

From: Megan Renkema, Manager | Information Services

Laurie Groe, Manager | Youth Services

Mary Maw, Manager | Communications and Community Development



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**Subject:** Programming Policy Report

**Recommendation:**

*That the Caledon Public Library Board review the drafted Programming Policy for approval and adoption.*

**Background**

The need for a comprehensive Programming Policy has been identified as part of the Library's ongoing policy review and examination of best practices across the public library sector. The drafted policy confirms the Board's understanding that programs are an essential aspect of the Library's core services. The document outlines the principles and criteria for programs, provides guidelines for staff developing and/or delivering programs and verifies the process for initiating community-led collaborations.

The policy, once approved, will be communicated to all staff and posted on the Library's website. Printed copies will also be available upon request.

**Financial Implication**

None.

**Recommended Motions**

*That the Caledon Public Library Board approve and adopt the drafted Programming Policy.*

**Title** Programming Policy  
**Policy Number** CPL-18-25  
**Policy Type** Operational  
**Approval Date** [approval date] 2018  
**Review Date** [review date] 2020  
**Notes**

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## Purpose

The Caledon Public Library provides a wide variety of programs to the community in support of our mission to be a hub for discovery, innovation and inspiration. Library programs provide information, invite public discussion, encourage curiosity and creativity, promote literacy and reading, expand the Library's visibility in the community and offer staff opportunities to engage community members. These programs are an essential aspect of the Library's core services. This policy outlines the principles and criteria for programs at Caledon Public Library and provides guidelines for staff developing and/or delivering programs.

## Definitions

For the purposes of this policy:

*"Programs"* are defined as any group activity offered to the public that staff coordinate, facilitate and/or present. These programs may be offered within library facilities or elsewhere in the community.

*"Partnership"* is defined as a mutually beneficial collaboration between the Library and an external organization.

*"Sponsorship"* is defined as a mutually beneficial exchange whereby the sponsor receives value in return for cash and/or product or services in-kind provided to the Library.

## Guidelines

Library programs are intended to:

- be informative and not a vehicle for commercial ventures; the sale of books at a designated author event will be the exception
- support lifelong learning including literacy, numeracy and problem-solving
- provide information, education and recreation opportunities
- promote the use of library services and collections
- foster a love of reading and learning
- promote cultural awareness
- celebrate history and heritage
- reduce social isolation by bringing community members together

- strengthen partnerships
- meet the needs and interests of the Caledon community
- make available a wide spectrum of opinions and viewpoints

A library program need not meet all these criteria in order to be considered.

The Library will develop and deliver programs throughout the year based on demand, availability of space, and availability of staffing resources. Program development will be linked to the Library's strategic plan, service priorities and community needs and interests.

The Library will market and promote events and programs as Library management deems appropriate. The Library will promote only the program and will not promote any business ventures.

As per the Canadian Library Association Statement on Intellectual Freedom and Libraries:

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable.

To this end, the Library may sponsor or present programs that some individuals may find controversial. Library sponsorship or scheduling of a program does not constitute an endorsement of the content of the program or the views expressed by presenters or participants, but is rather an affirmation of the principal of intellectual freedom.

### **Audience**

The Library may set age limits or other guidelines for participation in a program when the program is best suited for a particular audience. When safety or the nature of the program or available space requires it, attendance may be limited and will be determined on a first-come, first-served basis or by registration. The Library reserves the right to make these determinations and will strictly enforce any limits or guidelines.

### **Program Cost**

The Caledon Public Library is committed to limiting any barriers that may prevent residents from enjoying library programs. As such, the majority of library programs are free to attend; however, the Library may charge a nominal fee in order to recoup costs associated with, but not limited to materials, food, facility rentals, performers and facilitator fees.

Any such charges for children's performances will be nominal and the Library may opt to provide a small number of tickets to local social service agencies for distribution to families for whom ticket costs may pose a barrier.

As per the *Caledon Public Library Partnership Policy (CPL-17-21)*, the Library may seek sponsorships in support of library programming. The intent of such sponsorships is to provide for increased availability and/or quality of programs to the residents of Caledon.

### **Program Delivery**

Programs will be offered by library staff with program-related expertise or training in a specific topic, or by speakers and experts in the community including:

- authors
- artists
- performers
- staff or members of community partner agencies and organizations
- volunteer presenters with recognized credentials related to the program topic

### **Community-led Programs and Presentations**

The Library actively partners with other community organizations, individuals and businesses to develop and present programs to the public. Guiding principles considered when entering into partnerships are confirmed in the *Caledon Public Library Partnership Policy (CPL-17-21)*. The Library also considers the following criteria in approving collaborative programs:

- relevancy to the mission, goals and priorities of the Library
- potential to promote the use of library materials and services
- knowledge and content authority of the presenter
- other demands for library space and staff time
- contribution to the variety and balance of the program calendar
- program content that goes beyond a commercial promotion

The Library may provide any or all of the following support for community-led programs: staff assistance, library space, equipment use, and/or marketing support.

All third-party program facilitators must complete the *Caledon Public Library Program Agreement Form* ([Appendix A](#)) and acknowledgment of the *Caledon Public Library Accessible Customer Service Policy (CPL-16-14)* and confirm insurance requirements prior to the implementation of the program. The Library will consult with Town of Caledon Risk Management to ensure alignment with best practices. As such, third parties (performers, facilitators, exhibitors, etc.) may be required to provide valid certificates of insurance in advance of any programs.

When a third-party facilitator elects to charge a fee for program participation such as a workshop, the Library may recoup up to 10% of that fee to cover costs such as but not limited to staffing and marketing support.

Program suggestions from community organizations or individuals are welcomed. Program proposals may be submitted by completing a Program Suggestion Form – online or in print. All such community-led program proposals are reviewed by the appropriate department manager and are subject to all policies and operational guidelines of the Caledon Public Library. Individuals or organizations will only be contacted if the Library chooses to move ahead with the proposal, at which point the completion of a *Program Agreement Form* is required. All suggestions will be taken under consideration based on the above program criteria, strategic priorities and library resources. Not all suggestions will be implemented.

### **Program Cancellation**

The Library reserves the right to cancel programs as deemed necessary and will make every effort to notify the public in advance. For programs that require registration, third party facilitators must provide the Library with a minimum attendance requirement prior to program confirmation. These requirements will be considered when determining when such programs are to be cancelled due to low enrollment.

### **Program Evaluation**

All programs aim to have measurable outcomes and are evaluated regularly based on these outcomes. Evaluation techniques may include audience surveys, electronic or paper questionnaires, participant comment forms, presenter comments, staff input. Formal evaluations will be kept on file for two years.

### **Community Feedback**

Individuals or groups who object to the programs provided or the Library's determination not to implement a suggested program, may direct their concerns to:

The Office of the CEO and Chief Librarian  
Caledon Public Library,  
6500 Old Church Road  
Caledon East, Ontario  
L7C 0H3

### **Related Documents:**

- [Canadian Library Association Statement on Intellectual Freedom and Libraries](#)
- CPL-16-14 Caledon Public Library Accessible Customer Service Policy
- CPL-17-21 Caledon Public Library Partnership Policy

## Appendix A

# Program Agreement



Name of Program Facilitator(s) or Organization: [Click here to enter text.](#)

Contact Information:

Phone: [Click here to enter text.](#)

Email: [Click here to enter text.](#)

Website (if applicable): [Click here to enter text.](#)

Title of program: [Click here to enter text.](#)

Date(s) of Program: [Click here to enter text.](#) Number of Programs: [Click here to enter text.](#)

Description of Program: [Click here to enter text.](#)

Target audience: Children  Family  Tween  Teen  Adult  Senior  All ages

Minimum audience size:                      Maximum audience size:                      Drop in program:

Equipment needs: [Click here to enter text.](#)

Short bio of facilitator: [Click here to enter text.](#)

Fee to participants (if applicable): \$                      OR                      FREE

Total cost to Caledon Public Library: \$

Caledon Public Library requires an invoice for services rendered. Please indicate the preferred method of payment: Cheque                       Credit card

As a program facilitator or organization, I/we acknowledge that:

- **Pictures/video recordings:** Library staff may elect to take pictures and other recordings of the program for marketing and publicity purposes. Pictures and other recordings may be used on various library social media channels, including but not limited to: Facebook, Instagram and Twitter; in press releases and on the library website.
- **AODA Compliance:** As a program facilitator/organization/vendor of the Town of Caledon and/or Caledon Public Library, I acknowledge that I have read, understand and am compliant with all accessibility standards under the *Accessibility for Ontarians with Disabilities Act, 2005*, as amended from time to time, and the [Caledon Public Library](#)

[Accessible Customer Service](#) Policy (with link to web). A copy of the AODA training guide can be found on the Town of Caledon [website](#).

- **Proof of Insurance:** Third parties (i.e. vendors, caterers, performers, etc.) may be required to carry general liability Insurance, as confirmed by library staff.

\_\_\_\_\_ Insurance required, please attach a certificate of insurance naming the Caledon Public Library and Town of Caledon as additional insured.

\_\_\_\_\_ Insurance not required.

\_\_\_\_\_ Other, please specify \_\_\_\_\_

\_\_\_\_\_  
Program Facilitator or Organization  
(please print)

\_\_\_\_\_  
Caledon Public Library representative  
(please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## Attachment 9-D

Date: June 11, 2017

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian



**Subject:** Memo to Council regarding the Wireless Hotspot Lending Program

**Recommendation:**

*That the Caledon Public Library Board review the drafted memo to Town Council highlighting the initial response to our Hotspot lending program*

**Background**

As requested by Town Council, the Library was to provide a report regarding the Hotspot lending program in June. As such, the attached memo ([Appendix A](#)) has been drafted for the Board's consideration. Pending Board approval, the memo will be provided for the General Committee of Council's consideration at their meeting on June 26, 2018.

**Financial Implication**

None

**Recommended Motions**

*That the Caledon Public Library Board receive and approve the drafted memo to Town Council highlighting the initial response to our Hotspot lending program*

## Appendix A

# Memorandum

Date: Tuesday, June 26, 2018

To: Members of Council

From: Colleen Lipp, CEO and Chief Librarian, Caledon Public Library

Subject: Wireless Hotspot Lending Program

The Caledon Public Library launched its Wireless Internet Hotspot lending program at the beginning of February 2018. This program currently supports the lending of fifty (50) wireless Hotspots to library members aged 18 or above. As requested at the December 12, 2017 meeting of Council, the Library Board was to provide an update regarding the program by the end of June 2018. To this end, this memo was drafted by the CEO/Chief Librarian and approved by the Library Board at their meeting on June 11, 2018.

Funded through the Town's Broadband Internet Levy, Hotspots offer unlimited data across Canada within areas supported by Rogers cell coverage. Purchased on a two-year term, preferred pricing allows for flexible costing based on data usage with a maximum of \$50 per device per month for unlimited access. The initial annual project budget of \$39,550 was based on the expectation that borrowers would make full use of the available data and that the maximum monthly cost would be reached. Monthly costs as of May 31, 2018, reflected below, confirm that residents have made good use of the unlimited data, resulting in the maximum monthly charges per device.

Initial device purchase and data costs - February	6,372.69
Data Costs – March	2,539.93
Data Costs – April	2,549.34
Data Costs - May	2,584.70
Year To Date Total	14,046.66

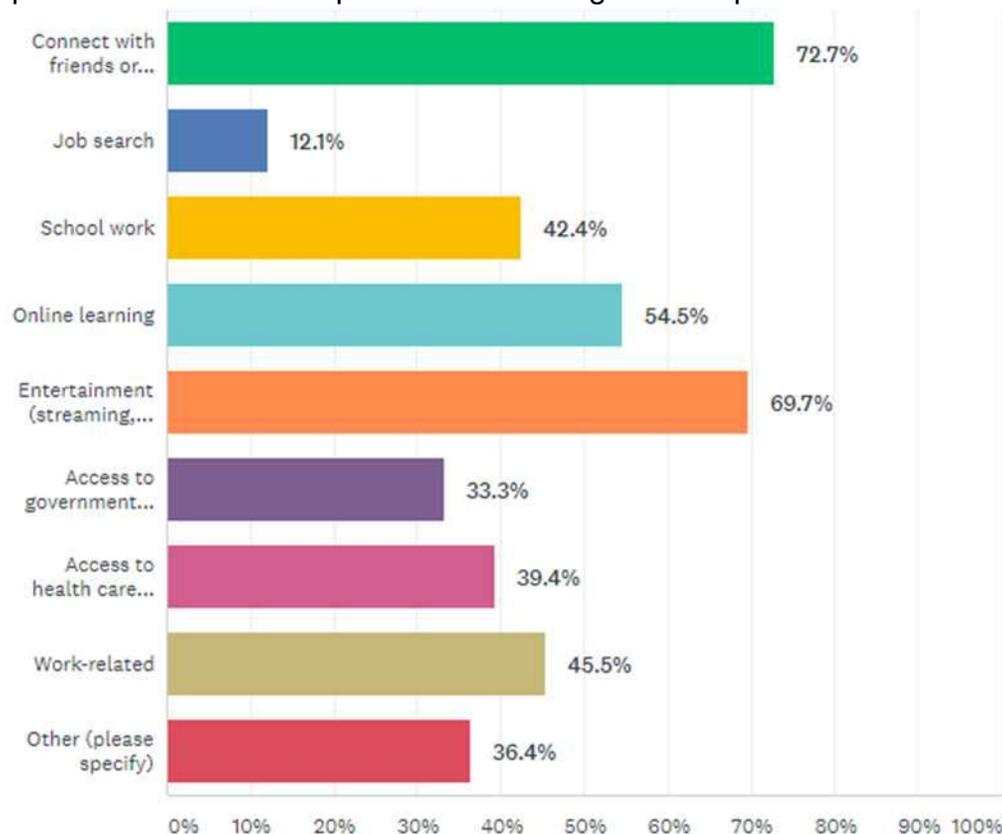
Hotspots are borrowed for a period of one week, can be requested and once available can be picked up at the resident's branch of choice. Overdue devices accrue fines of \$2 per day and connectivity is suspended after the due date as a means of encouraging prompt return. As is the case with all library materials, residents are charged the full replacement value for any lost or damaged devices. Fortunately, there have been no instances of lost or damaged units.

As anticipated, demand for Hotpots has been significant, with 543 units borrowed between February 1 and May 31, 2018. As of the writing of this memo, there is a waiting list of 167 residents who have placed requests for the next available device.

Anecdotal feedback received by front line staff has been overwhelmingly positive. All borrowers were also asked to complete a survey as a means of gaging resident satisfaction and tracking trends in usage. Respondents were also asked to provide their postal code in an effort to identify any areas with consistently poor cellular connectivity.

Unfortunately, with only 33 surveys received thus far, it is difficult to share any definitive information regarding quality of connection as related to specific areas of Caledon. That said, the survey results confirmed that residents from across Caledon are making use of the program. The survey also highlighted the following:

- 84.9% of respondents indicated that they were 'extremely satisfied' with the ease of using a Hotspot
- 62.5% of borrowers reporting that they were 'extremely satisfied' with the quality of connection, with 25.0% 'satisfied', 6.25% 'neutral' and 6.25% 'extremely dissatisfied'.
- 84.4% of those who completed the survey reported that they were 'extremely satisfied' with the personal benefit from the program. The following reflects the reported activities accomplished when using the Hotspot:



- Other tasks reported above include banking and downloading of software updates.
- Only 25.0% of borrowers reported that they were 'extremely satisfied' with the length of the device's loan period. While 50.0% reported that they were 'satisfied', the call for a longer loan period is the most frequently received comment shared via the survey and directly to library staff.
- 33.3% of borrowers indicated that they have no regular and reliable access to the Internet at home, with 45.5% reporting that they have only occasional access from home.
- 90.3% of survey respondents reported using the Hotspot for more than two (2) hours per day and the connection of two or more devices via the Hotspot was reported by 78.9% of those who completed the survey.

General comments received through the survey were largely positive. Many indicated that this service was of great assistance to their children when completing school work or as a necessary means of communication when starting a small business or working from home. That said, some did raise concerns, including inconsistent connections depending on their location within their home and challenges for those who have older technology that may not be Wi-Fi enabled. As previously mentioned, there was feedback regarding the inadequacy of a one-week loan period and wait times to borrow a Hotspot; however without the addition of more units, any increase to the loan period would result in even longer waits.

The Caledon Public Library has been very pleased by the response to this new program. We are eager to continue offering and growing a service that reinforces our strategic efforts to encourage discovery and innovation and supports Council's focus on improving connectivity across Caledon.

## Attachment 9-E

Date: June 11, 2017

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian



**Subject:** Recommendation for Improved Transparency

**Recommendation:**

*That the Caledon Public Library Board review the recommendation for improved transparency for approval and adoption.*

**Background**

As per the Caledon Public Library's Strategic Plan, the Board has endorsed a number of organizational values including integrity and accountability. To this end, the Board is asked to consider the sharing of the full board agenda and all related reports via the Library's website in advance of each meeting. This information would be made available for viewing by the public on the same day that it is shared with the Board, typically the Wednesday before the Monday meeting. Reports to be considered during closed session would be excluded from this process.

This improved transparency is in alignment with the process in place for sharing Town Council agendas and related documents and has been adopted by many public libraries.

Though not directly related to improved transparency, opportunities are also available to improve Board access to shared working documents via the Library's SharePoint site. As suggested by the Manager of Information Technology, Board members would be provided with secure access to a dedicated section of the Library's intranet. This would support collaborative work on shared documents and direct access to agendas and reports rather than receipt via email. The Board is asked to consider the need for such a resource and the likelihood that current or future members of the Board will make use of this access.

**Financial Implication**

There are no financial implications associated with the sharing of board reports via the Library's website.

The creation of a dedicated and secure Board intranet would require that the Library upgrade its current SharePoint licensing at a cost of approximately \$3200. That said, the Manager of Information Technology has advised that such an upgrade is recommended regardless and would have benefits beyond those to the Board.

## **Recommended Motions**

*That the Caledon Public Library Board approve the recommendation for improved transparency and direct the CEO/Chief Librarian to publicly share the full meeting package on the Library's website, with the exception of closed session materials, in advance of each regularly scheduled meeting of the Library Board.*

## Attachment 10-B

# CEO-CHIEF LIBRARIAN GOALS 2018-19

Prepared by Colleen Lipp, May 2018

Goal	%	Measurement of Results
<b>1</b> ONGOING - Improve existing organizational culture to allow for greater engagement by staff across all departments of the organization, resulting in improved appreciation and awareness of the work of others and consistent identification of Library staff as one team with common goals	25	<ul style="list-style-type: none"> <li>• Continued communications with all staff, both formal and informal.</li> <li>• Visits to each branch at least every 2 months</li> <li>• Initiate more opportunities for bottom up communication and related expectations</li> <li>• Ongoing shift to a learning organization with increased individual accountability for self-directed learning</li> <li>• Completion of an initial staff engagement survey to act as a baseline from which to track future shifts.</li> <li>• Clear and consistent expectations for all staff to receive and respond to communications – question when necessary.</li> <li>• Improved understanding of organizational long term goals, opportunities and challenges, by all staff</li> </ul>
<b>2</b> ONGOING - Develop advocacy, communication and funding strategy in support of Master Plan	25	<ul style="list-style-type: none"> <li>• Increased communications with Town Council – including initial presentation to new Council</li> <li>• Increased community, Council and Town staff awareness and understanding of Board governance</li> <li>• Calculation and communication of economic impact and outcome measures – deferred to new term of Council</li> <li>• Increased partnerships and joint efforts with Town staff</li> <li>• Forge and nurture a productive and mutually respectful relationship with all members of the Town's senior management team, encouraging direct communication with CEO/Chief Librarian</li> <li>• Increased investment in library facilities and staffing</li> <li>• Increased opportunities for fundraising and external funding</li> </ul>
<b>3</b> Southfields Library Branch - CONTINUED	25	<ul style="list-style-type: none"> <li>• Final design phases to be completed including furniture, fixtures, IT</li> </ul>

			<ul style="list-style-type: none"> <li>• Staffing and service plans in place – including any impact on existing staff roles and organizational structure.</li> <li>• Shift in community expectations of what a library branch should be.</li> <li>• Creation of a lease agreement that reflects the interests of both the Town and Library.</li> </ul>
<b>4</b>	Library Board Succession and Orientation	15	<ul style="list-style-type: none"> <li>• Creation and delivery of a comprehensive orientation/onboarding program for the next board term</li> <li>• Shorter learning curve for new board members</li> <li>• Resulting in a comprehensive understanding of the library services and plans and the Board’s role and governance as per the Public Library Act</li> <li>• Council awareness of board needs, job description and related skill matrix.</li> </ul>
<b>5</b>	Development Charge By-law revisions	10	<ul style="list-style-type: none"> <li>• Accuracy of service standards (square footage and collection size)</li> <li>• Reflection of Master Plan recommendations and other needs in areas of growth</li> <li>• Inclusion of new collections/services as eligible for DC funding</li> </ul>
		<b>Total</b>	<b>100</b>

## Attachment 12-A

# CALEDON PUBLIC LIBRARY BOARD: ANNUAL AGENDA/WORK PLAN 2018

Updated June 11, 2018

Month	Governance/Strategic Issues <small>(activities in order to fulfill accountability obligations   policy development, review and revision, financial oversight, connections with council and community, monitoring and evaluation, committee work e.g. CEO appraisal, facility planning recruitment)</small>	Information Needed <small>(reports and monitoring documents and additional information required to support discussion of and action on strategic issues)</small>	Board Action <small>(proposed action as a result of governance and/or strategic issues and discussions)</small>
<b>January</b>	<ul style="list-style-type: none"> <li>✓ Review of 2017 Strategic Actions Completed – Q4</li> <li>✓ Review of 2017 Annual Statistics</li> <li>✓ Operations Policy Review</li> </ul>	<ul style="list-style-type: none"> <li>✓ 2017 Q4 and Year End Statistics Report</li> <li>✓ 2017 Strategic Scoresheet</li> <li>✓ 2018 Agenda/Work Plan</li> <li>✓ 2017 Procurement Update</li> <li>✓ Drafted policy</li> </ul>	<ul style="list-style-type: none"> <li>• Advocacy discussion and priorities</li> </ul>
<b>February</b>	<ul style="list-style-type: none"> <li>• No meeting</li> </ul>		
<b>March</b>	<ul style="list-style-type: none"> <li>✓ Annual Board Assessment Policy Review</li> <li>✓ Rights and Safety of Children and Youth in the Library</li> <li>✓ Planning Policy Review</li> <li>✓ Board By-law Review</li> </ul>	<ul style="list-style-type: none"> <li>✓ OLA Conference Feedback</li> <li>✓ Drafted policies</li> <li>✓ Drafted by-laws</li> <li>✓ Annual Report 2018</li> </ul>	
<b>April</b>	<ul style="list-style-type: none"> <li>✓ Fundraising and Gift Acceptance Policy</li> <li>✓ Review of Quarterly Statistics – Q1</li> <li>✓ Board Code of Conduct Review</li> <li>✓ Patron Code of Conduct Review</li> </ul>	<ul style="list-style-type: none"> <li>✓ 2018 Q1 Statistics Report</li> <li>✓ Drafted policies</li> </ul>	<ul style="list-style-type: none"> <li>✓ Creation of Board Succession/Recruitment AdHoc Committee</li> <li>• SOLS Trustee Council Meeting – April 14 (cancelled)</li> </ul>
<b>May</b>	<ul style="list-style-type: none"> <li>✓ Personnel Policy Review</li> <li>✓ Use of Corporate Resources for Election Purposes</li> </ul>	<ul style="list-style-type: none"> <li>✓ Drafted policies</li> </ul>	<ul style="list-style-type: none"> <li>✓ Meeting of CEO Assessment Committee</li> <li>✓ Release of survey to staff in support of CEO Evaluation</li> <li>✓ Meeting of Advocacy Committee</li> </ul>

			✓ Selection of Board Succession/Recruitment Committee members
<b>June</b>	<ul style="list-style-type: none"> <li>✓ Collection Development Policy Review</li> <li>✓ Programming Policy - NEW</li> <li>• Volunteer Policy Review – deferred to August</li> <li>✓ CEO Annual Evaluation</li> </ul>	<ul style="list-style-type: none"> <li>✓ Drafted policies</li> <li>✓ CEO to provide goals for coming term – July 2017 to June 2018</li> </ul>	✓ Report to Council re: Hotspot Lending program
<b>July</b>	<ul style="list-style-type: none"> <li>• No meeting</li> </ul>		<ul style="list-style-type: none"> <li>• Meeting of Succession/Recruitment AdHoc Committee</li> </ul>
<b>August</b>	<ul style="list-style-type: none"> <li>• Initial budget consideration</li> <li>• Review of quarterly statistics – Q2</li> <li>• Board Skill Matrix</li> <li>• Volunteer Policy Review – deferred from June</li> </ul>	<ul style="list-style-type: none"> <li>• 2017 Q2 Statistics Report</li> <li>• Drafted policy</li> <li>• Draft budget</li> <li>• Drafted matrix</li> <li>• Drafted positions description</li> </ul>	<ul style="list-style-type: none"> <li>• Finance committee meeting to review draft budget</li> <li>• Creation of Election Year Advocacy Package</li> <li>• Outreach to municipal candidates</li> </ul>
<b>September</b>	<ul style="list-style-type: none"> <li>• Budget process ongoing</li> <li>• Accessible Customer Service Policy Review</li> </ul>	<ul style="list-style-type: none"> <li>• Drafted policy</li> </ul>	
<b>October</b>	<ul style="list-style-type: none"> <li>• Adjusted budget review</li> <li>• Review of quarterly statistics – Q3</li> <li>• Public Complaint Handling Policy Review</li> <li>• Trustee recruitment</li> </ul>	<ul style="list-style-type: none"> <li>• Revised budget</li> <li>• Drafted policy</li> <li>• 2017 Q3 Statistics Report</li> <li>• Drafted Position Description</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing of intentions to reapply for Board</li> </ul>
<b>November</b>	<ul style="list-style-type: none"> <li>• Annual Board Assessment</li> <li>• Art Exhibit and Display Policy Review</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment criteria and questions</li> <li>• 2017 Q3 Statistics Report</li> <li>• Drafted policies</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of Assessment Questionnaire</li> <li>• RSVP re: OLA attendance</li> </ul>
<b>December</b>	<ul style="list-style-type: none"> <li>• OLA Board Attendance</li> <li>• Board Succession</li> </ul>	<ul style="list-style-type: none"> <li>• Board Assessment Results</li> <li>• Drafted succession/legacy document</li> </ul>	<ul style="list-style-type: none"> <li>• OLA Conference Registration</li> </ul>