

Caledon Public Library Board Meeting

Monday, December 16, 2019

7:00 PM

Albion Bolton Branch



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. 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 November 18, 2019 meeting (Attachment 6-A)
- b. CEO/Chief Librarian's Report (Attachment 6-B)
- c. Strategic Actions Update (Attachment 6-C)
- d. Correspondence
 - i. Council of Bolton United Church, November 7, 2019 (Attachment 6-D-1)

- ii. Lisa MacLeod, Minister of Heritage, Sport, Tourism and Culture Industries, re: 2019-20 Public Library Operating, Pay Equity, and First Nation Salary Supplement Grants, November 13, 2019 (Attachment 6-D-2)
 - iii. Joe Grogan re: Printing Costs for Students using Library Facilities, November 21, 2019 (Attachment 6-D-3)
 - iv. Colleen Lipp response re: Printing Costs for Students using Library Facilities, November 21, 2019 (Attachment 6-D-4)
- 7. Business arising from the minutes
- 8. Staff Reports
 - a. Treasurer's Report and Financial Statements (Attachment 8-A)
 - b. Caledon Public Library Customer Service Promise (Attachment 8-B)
 - c. Internet and Technology Acceptable Use Policy Report (Attachment 8-C)
 - d. Inclement Weather and Unscheduled Closure Policy Report (Attachment 8-D)
 - e. OLA Super Conference Board Attendance Report (Attachment 8-E)
- 9. Board and Committee Reports
 - a. Board Annual Assessment Results
- 10. New business
- 11. Board Work Plan
 - a. 2019-20 Work Plan Review (Attachment 11-A)
- 12. Board Advocacy and Development
 - a. Upcoming Events and Opportunities
 - i. Town of Caledon Council Meeting – 2020 Budget, Tuesday, December 17, 7 PM, Town Hall
- 13. Public question period
- 14. Evaluation of meeting
 - a. What was your key takeaway from the meeting?
- 15. Time and location of next regular meeting
 - a. Monday, January 20, 2020, 6 PM - Albion Bolton Branch
- 16. Adjournment

Attached documents:

- 6-A Minutes of the November 18, 2019 meeting
- 6-B CEO/Chief Librarian's Report
- 6-C Strategic Actions Update
- 6-D-1 Council of Bolton United Church, November 7, 2019

- 6-D-2 Lisa MacLeod, Minister of Heritage, Sport, Tourism and Culture Industries, re: 2019-20 Public Library Operating, Pay Equity, and First Nation Salary Supplement Grants, November 13, 2019
- 6-D-3 Joe Grogan re: Printing Costs for Students using Library Facilities, November 21, 2019
- 6-D-4 Colleen Lipp response re: Printing Costs for Students using Library Facilities, November 21, 2019
- 8-A Treasurer's Report and Financial Statements
- 8-B Caledon Public Library Customer Service Promise
- 8-C Internet and Technology Acceptable Use Policy Report
- 8-D Inclement Weather and Unscheduled Closure Policy Report
- 8-E OLA Super Conference Board Attendance Report
- 11-A 2019-20 Work Plan Review

Attachment 6-A

Caledon Public Library Board Meeting

Monday, November 18, 2019

6:00 PM

Albion Bolton Branch



MINUTES

Present: Janet Manning (Chair); Paula Civiero (Vice-Chair); David Betty; Brenda Clark; Catherine Jackson; Sheralyn Roman; Councillor Tony Rosa

Guests: David Arbuckle – General Manager, Strategic Initiatives, Town of Caledon; Justin Cook and Marisa Williams - Policy and Sustainability Division, Community Services, Town of Caledon

Staff: Colleen Lipp – CEO | Chief Librarian; Laurie Groe – Manager, Youth Services

Absent: Councillor Christina Early; Jacqueline lafrate

1. The Chair called the meeting to order at 6:01 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.

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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: Councillor Christina Early; Jacqueline lafrate

4. Approval of the Agenda

Motion: That the Caledon Public Library Board approve the agenda.

Moved: Brenda Clark

Seconded: Paula Civiero

Carried.

5. Disclosure of pecuniary interest: None

David Betty joined the meeting at 6:05 PM

6. Presentations/Delegations

a. Future Caledon: Policy and Sustainability Fall Update - Justin Cook, Sylvia Kirkwood, and Marisa Williams, Community Services, Town of Caledon

Representatives of the Town's Policy and Sustainability Division, Community Services provided an overview of their work to review and revise the municipality's official plan, focusing on the needs of a growing Caledon over a twenty (20) year planning horizon.

7. Consent Agenda

- a. Minutes of the October 21, 2019 meeting
- b. CEO/Chief Librarian's Report
- c. Strategic Actions Update
- d. Correspondence
 - i. Fee for Storage, Ryan Giles, Recreation Supervisor, Town of Caledon November 12, 2019 – revised version

Motion: That the Caledon Public Library receive all reports and correspondence within the consent agenda.

Moved: David Betty
Carried.

Seconded: Brenda Clark

8. Business arising from the minutes: None

9. Staff Reports

a. Treasurer's Report and Financial Statements

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

Moved: Councillor Tony Rosa
Carried.

Seconded: Sheralyn Roman

b. Records Management and Retention Policy Report

Motion: That the Caledon Public Library Board approve and adopt the revised Records Management and Retention Policy

Moved: David Betty
Carried.

Seconded: Councillor Tony Rosa

Catherine Jackson joined the meeting at 6:45 PM

c. The Great Read Away Fines Program for Children

Motion: That the Caledon Public Library Board approve and adopt the staff recommendation to pilot The Great Read Away Fines Program for Children for a one-year period commencing March 1st, 2020 and ending March 1st, 2021; and,

That the Caledon Public Library Board direct staff to provide a mid-term report on this pilot project for the Board's review in September 2020.

Moved: Paula Civiero
Carried

Seconded: David Betty

d. Discussion of Proposed Revisions to Printing Fees

Motion: That the Caledon Public Library Board defer any decision regarding printing fees until it can be fully considered as part of the preparations of the next budget cycle, and pending availability of relevant performance measures and feedback obtained through the planned customer satisfaction survey

Moved: Councillor Tony Rosa

Seconded: David Betty

Carried.

e. Schedule of 2020 Library Board Meetings

Motion: That the Caledon Public Library Board receive and adopt the proposed schedule of Board meetings for 2020

Moved: Paula Civiero

Seconded: Councillor Tony Rosa

Carried.

f. OLA Super Conference Board Attendance Report

Motion: That the Caledon Public Library Board receive and approve the OLA Super Conference Board Attendance Report, allowing for conference registration of selected representatives prior to the early registration deadline of January 3, 2020.

Moved: Sheralyn Roman

Seconded: David Betty

Carried.

Councillor Tony Rosa left the meeting at 8:00 PM

10. Board and Committee Reports

a. SOLS Trustee Council Update

Brenda Clark provided an overview of the November 9th meeting of the SOLS Trustee Council hosted in Burlington.

b. Board Annual Assessment Report

Motion: That the Caledon Public Library Board approve and adopt the Board Assessment Report, allowing for the completion of the Board Self-Evaluation Questionnaire by each member and the return of said questionnaires to the Chair by December 3, 2020.

Moved: Brenda Clark

Seconded: David Betty

Carried.

11. New Business: None

12. Board Work Plan

a. 2019-20 Work Plan Review

Motion: That the Caledon Public Library Board approve 2019-20 Work Plan as amended.

Moved: David Betty

Seconded: Catherine Jackson

Carried.

13. Board Advocacy and Development

a. Upcoming Events and Opportunities

- i. Town of Caledon General Committee Meeting – General Budget Presentations, Tuesday, November 19, 9:30 AM, Town Hall
- ii. Budget Open House – Wednesday, November 27, 7 PM, Town Hall
- iii. Town of Caledon General Committee Meeting - 2020 Proposed Budget, Tuesday, December 10, 7 PM, Town Hall
- iv. Town of Caledon Council Meeting – 2020 Budget, Tuesday, December 17, 7 PM, Town Hall

14. Public Question Period: No members of the public were in attendance.

15. Evaluation of Meeting

- a. What was your key takeaway from the meeting?
 - i. Pleased to be supporting literacy
 - ii. Welcomed the opportunity to re-examine the Library’s goals and mandate
 - iii. The ongoing efforts of Communications & Community Development staff were again acknowledged.

16. Time & location of next regular meeting:

Motion: That the Caledon Public Library Board reschedule the December meeting from 6 PM to 7 PM on Monday, December 16th, 2019 at the Albion Bolton Branch

Moved: Catherine Jackson

Seconded: Paula Civiero

Carried.

17. Adjournment

Motion: That the meeting adjourn.

Moved: Catherine Jackson

Seconded: Sheralyn Roman

Carried.

The meeting adjourned at 8:36 PM

Janet Manning
Chair

Colleen Lipp
CEO | Chief Librarian

Attachment 6-B

CEO/Chief Librarian's Report

Prepared by Colleen Lipp
December 2019



Governance and Advocacy

Better for People, Smarter for Business Act, 2019

As reported in November, the Ontario government recently tabled Bill 132, or the Better for People, Smarter for Business Act, 2019. This legislation prompted concern across the public library sector as it proposed reducing the minimum number of regular meetings from ten (10) to four (4) annually. The findings of the resulting survey, along with advocacy efforts of the Federation of Ontario Public Libraries (FOPL) and Ontario Library Associations (OLA), were effective in communicating this concern to the Standing Committee on General Government. The bill passed its third reading on December 10th and included the following revisions to the Public Libraries Act:

- Currently, under subsection 10 (1) of the Public Libraries Act, a person must be a Canadian citizen to qualify to be appointed as a member of a public library board. The section is amended to provide that a person who is a permanent resident of Canada may also qualify to be appointed as a member of a board.
- Currently, subsection 16 (1) of the Act requires public library boards to hold regular meetings once a month for at least 10 months each year. The subsection is re-enacted to require boards to hold a minimum of seven (7) regular meetings in each year.

These changes will come into effect on the day that the Act receives Royal Assent. As this reflects only the minimum number of meetings that must be held, Boards may opt to continue meeting ten times annually. That being said, the revised legislation eliminates the need to reschedule any meetings that are cancelled due to weather or in cases where a lack of quorum is forecast. The Board may wish to clarify and confirm the number and timing of regular meetings during the regular bi-annual review of the Caledon Public Library Board By-Laws (CPL-16-06), scheduled for March 2020.

Ontario Public Library Monitoring and Accreditation Council Guidelines

As a follow-up to the previously shared memo from the Ontario Public Library Guidelines Monitoring and Accreditation Council, an inventory and review of adopted municipal policies is underway and clarification has been sought from advisors at the Southern Ontario Library Service (SOLS). The Accreditation Council's correspondence has been shared with Town Human Resources and the feasibility of the Town revising the relevant policies to specifically reflect their application to the staff and Board of the Library is being considered. This correspondence also

prompted the relocation of Health and Safety policies on the Library's intranet to facilitate improved staff access and a request to Town HR that they provide us with copies of all recently revised procedures.

Community Partners

Caledon Community Services' Exchange

In January 2017, the Board approved the Library's Statement of Contribution to the Exchange, formalizing our role as a partner within this collaborative organization. This confirmed the Library's involvement including the following:

- Support for staff participation in Collaboration and Service Integration, Marketing & Outreach and Leadership teams;
- Board and CEO participation in the Board2Board initiatives and meetings;
- Continued development of and participation in programs and events in partnership with Exchange partners;
- Use of library communication channels, including social media, in support of relevant Exchange efforts; and,
- Continued administration and maintenance of the shared calendar of events.

The Exchange's recent strategic planning efforts highlighted a perceived disconnect between the Exchange's two roles – the first as a physical space, the second as a collaborative network. This process ultimately resulted in a clearer division between the network and the facility, with the rebranding of the building as a Caledon Community Services space.

The draft strategic plan identified the following community goals, which are well aligned with the Library's mission, vision and values:

- Public awareness of local services is increased;
- People have easy access to more services, supports and opportunities to get involved in the local community;
- Social isolation in Caledon is reduced; and,
- Caledon is a more connected, engaged, inclusive community.

The plan also calls for the restructuring of member representatives into two new working groups – the Community Collaboration & Leadership Network (CCLN) and the Exchange Member Network. The CCLN is tasked with the loftier purpose of taking collective action towards these community goals. The Member Network will serve as a means for connecting member organizations and act as a catalyst to developing joint initiatives. Library staff, including the Managers of Youth Services and Communications/Community Development and the CEO/Chief Librarian, will continue to participate in these working groups.

Services and Facilities

Albion Bolton Renovation

As reported to the Board in October, a recent Request for Proposal (RFP) seeking the services of an architect for the design phase of the Albion Bolton Branch Refurbishment failed to result in the desired outcome. A number of alternate methods of moving this project forward have been considered and a second RFP seeking the services of a designer with experience in public library renovations has been drafted. It is anticipated this approach will prompt interest from a new pool of possible vendors and that the services of an interior designer would be a suitable, and cost effective, alternative to those of an architect. The drafted document has been shared with the Town's Procurement and Risk Management Division and it is hoped that this will be made available to potential bidders by early January.

Implications of Labour Disruption at Caledon East Branch

As announced to the media on December 5, the Ontario English Catholic Teachers' Association (OECTA) has received a 'no board' report, supporting a legal strike position as of December 21, 2019. Any resulting work action could have unintended implications on services at our Caledon East Branch. Our joint use agreement for the shared space includes no language related to labour disruptions. As a means of mitigating any such concerns, correspondence will be shared with both the Dufferin Peel Catholic District School Board and local representatives of the OECTA in advance of December 21, confirming our shared focus on learning and making clear the Library's intent to continue providing services to the public during any labour action. This communication will also reference our expectation that facility support such as janitorial services and snow removal will continue regardless of any work stoppage by teachers. Should a work stoppage occur, carefully crafted communications to the public will also be shared via traditional and social media channels, advising that the branch remains open to residents.

Staff News

Staff Engagement

Work continues to respond to the findings of the staff survey that was completed at the end of 2018. Results were formally shared with the Board and staff in May of this year and informed the Management Team's identification of three key areas of focus:

1. Communication
2. Training, Learning and Career Development
3. Acknowledgment and Recognition

These formed the basis for subsequent focus group discussions with staff from across the system, prompting the identification and prioritization of deliverable actions. A resulting Staff

Engagement Action Plan has been drafted and shared with all staff. Attached as [Appendix A](#), this working document will be reviewed and revised regularly as a means of assessing our efforts to strengthen staff engagement and solidify the CPL team.

ACTIONS

Goal: Improve Communication

<i>Planned Action</i>	Performance Indicator	Responsibility	Timeline	2019 Year End Status
<i>Representatives from all departments to attend Public Service meetings when possible/relevant</i>	<ul style="list-style-type: none"> Improved PS awareness of work being undertaken by other departments Enhanced opportunities for PS to provide input/feedback 	Public Service to invite/advise other departments of meetings scheduled	2019 and beyond	<ul style="list-style-type: none"> Implemented.
<i>Investigate and recommend solutions for facilitating brief virtual meetings across branches</i>	<ul style="list-style-type: none"> Improved and more frequent touchpoints for remote PS staff 	Small working group from PS	2020	<ul style="list-style-type: none">
<i>Provide Pages with access to work email via their cell phones (if desired), must remain in compliance with relevant policy</i>	<ul style="list-style-type: none"> Ease of access and response to work communications for paging staff 	IT	2019	<ul style="list-style-type: none"> Pages were advised at the last all system Page meeting that if they would like to access their email on their phones to see IT
<i>Take full advantage of upgrade SharePoint site as a communication and teambuilding tool</i>	<ul style="list-style-type: none"> Improved access to shared documents Enhanced opportunities to share staff news/info 	Staff SharePoint Committee (Chaired by Amandip and Paul)	2020	<ul style="list-style-type: none">
<i>Each Manager to share all relevant information with department staff following each MT/PM meeting</i>	<ul style="list-style-type: none"> Better understanding and awareness of upcoming projects and justifications for priorities, policies and procedures 	All Managers	2019 and beyond	<ul style="list-style-type: none"> This expectation has been reconfirmed by the CEO/Chief Librarian
<i>All staff to review minutes from Board, MT, and PM meetings, as posted on SharePoint, seeking clarification when needed.</i>	<ul style="list-style-type: none"> Better understanding and awareness of upcoming projects and justifications for priorities, policies and procedures Increase in number of questions received from staff 	All Staff	2019 and beyond	<ul style="list-style-type: none"> All minutes, as well as Board reports, are shared on SharePoint. Emails are now sent to all staff to confirm when minutes become available. Board updates are also shared with all staff after each meeting.

<i>Consultation with Pages regarding improved setup of Bolton workroom, as means of strengthening communication</i>	<ul style="list-style-type: none"> • More effective use of whiteboards • Identification of other ways of relaying changes to Pages 	Kelley and AB Pages	2019	<ul style="list-style-type: none"> • Consultation and initial improvements to workroom completed
<i>Roll out True Colours personality test to all staff</i>	<ul style="list-style-type: none"> • Improved awareness of own communication style and those of colleagues 	All Staff	2019 and beyond	<ul style="list-style-type: none"> • Rolled out to all staff in advance of 2019 Staff Forum. • All supporting documents posted to SharePoint • To be shared with new staff as part of onboarding
<i>All staff to arrive early for shift at service desk to allow time for transfer of information/updates between shifts</i>	<ul style="list-style-type: none"> • Improve transfer of knowledge as related to branch issues and customer service needs 	All Staff	2019 and beyond	<ul style="list-style-type: none"> • This was reinforced at the Fall PS meeting
<i>Send emails to All Staff distribution list – rather than specific departments - whenever necessary</i>	<ul style="list-style-type: none"> • Reduce instances where staff, including Branch Pages, are not promptly made aware of changes in policy or procedure • Encourage understanding that we are all part of one team 	All Staff	2019 and beyond	<ul style="list-style-type: none"> •
<i>Share prototypes of new collections to all branches in advance of launch</i>	<ul style="list-style-type: none"> • Improved awareness of new collections and related ability to inform patrons • Increased opportunities to provide feedback in advance of launch 	All Staff	2019 and beyond	<ul style="list-style-type: none"> • Implemented.
<i>Committees and working groups to share minutes and project timelines with all staff</i>	<ul style="list-style-type: none"> • Better understanding and awareness of upcoming projects and justifications for committee/group recommendations 	All Staff	2019 and beyond	<ul style="list-style-type: none"> •

Goal: Enhance Staff Acknowledgment and Recognition

<i>Planned Action</i>	Performance Indicator	Responsibility	Timeline	2019 Year End Status
<i>Create staff working group to propose a formal recognition program to Management</i>	<ul style="list-style-type: none"> • Improved engagement and morale • Consistent buy-in across all departments and staff 	Staff Working Group – with support of CEO	2019-2020	<ul style="list-style-type: none"> • Four staff members have been named to the working group • Launch meeting scheduled for December 2019

				<ul style="list-style-type: none"> • Committee to report to MT in Q1 2020 regarding initial project plan and timeline
<i>Expand long service acknowledgment beyond Town program</i>	<ul style="list-style-type: none"> • Greater inclusivity, extended to Pages as well as PFT and PPT employees • Improved staff morale 	MT and TLC	2019 and beyond	<ul style="list-style-type: none"> • Process and inclusion of Pages referenced in Personnel Policy • Staff long service recognition incorporated into annual staff forum
<i>Encourage the sharing of genuine thanks amongst all staff</i>	<ul style="list-style-type: none"> • Greater sense of appreciation from colleagues • Improved staff relationships 	All Staff	2019 and beyond	<ul style="list-style-type: none"> •

Goal: Expand Opportunities for Training, Learning and Career Development

<i>Planned Action</i>	Performance Indicator	Responsibility	Timeline	2019 Year End Status
<i>Share links to webinars and info on MILAs via SharePoint</i>	<ul style="list-style-type: none"> • More efficient use of training resources/webinars • Better mechanisms for sharing learnings 	TLC and SharePoint Committee	2020	<ul style="list-style-type: none"> •
<i>Schedule off-desk training time for Public Service staff in Bolton and Southfields</i>	<ul style="list-style-type: none"> • Improved access to available training • Completion of Tech2Go modules • Improved confidence in service delivery and collection support • Consistency of expectations 	PS Management	2019 and beyond	<ul style="list-style-type: none"> • The current AB schedule allows time off desk on Tuesdays and Thursdays, staff have been advised of this and ask to rotate that time so that each staff member gets to use it.
<i>Provide supports for on-desk training at Alton, CE, CV, Inglewood and MDV</i>	<ul style="list-style-type: none"> • Improved access to available training • Completion of Tech2Go modules • Improved confidence in service delivery and collection support • Consistency of expectations 	Kelley	2019 and beyond	<ul style="list-style-type: none"> • Purchased earphones for all PS staff to support this training. Clarified expectations around training at Fall PS meeting.
<i>Extend the availability of Tech2Go Modules to Pages</i>	<ul style="list-style-type: none"> • Completion of Tech2Go modules by those who are interested • Improved confidence in service delivery and 	TLC	2019 and beyond	<ul style="list-style-type: none"> • Extended this to all Pages at Fall meeting.

	collection support for Branch Pages			
<i>Increase opportunities for staff to develop practical leadership skills</i>	<ul style="list-style-type: none"> • Increase in number of committees, projects, working groups that are lead or chaired by non-managers • Enhanced staff buy in /sense of project ownership 	MT	2019 and beyond	<ul style="list-style-type: none"> • Website, Sharepoint, Outreach and Recognition groups are all staff-led
<i>Creation of list of recurring annual development opportunities, list servs, etc</i>	<ul style="list-style-type: none"> • Improved staff awareness of possible training options • Confirmed expectation of self-initiated, rather than management directed, learning 	TLC	2019	<ul style="list-style-type: none"> • List has been drafted
<i>Formalize process for staff to request training/learning opportunities</i>	<ul style="list-style-type: none"> • Improved ability to budget effectively • Better staff awareness of implications on training budget • Confirmed expectation of self-initiated, rather than management directed, learning 	TLC	2019	<ul style="list-style-type: none"> • Form has been created • Shared with all staff – November 2019
<i>Development of onboarding checklists</i>	<ul style="list-style-type: none"> • Improved consistency in training of new staff 	All managers	2020	<ul style="list-style-type: none"> • Some progress has been made in this area
<i>Include Pages in full holds process</i>	<ul style="list-style-type: none"> • Improved workflows • Better use of resources, including Page time 	Kelley	2019	<ul style="list-style-type: none"> • Completed
<i>Develop procedure manual to be made available as part of upgrade SharePoint site</i>	<ul style="list-style-type: none"> • Consistent application of policies and procedures • Ease of onboarding and training 	All managers and SharePoint committee Dedicated working group to be created	2020-2021	<ul style="list-style-type: none"> •
<i>Investigate Opportunities for Mentorship/Shadowing</i>	<ul style="list-style-type: none"> • Improved understanding of and appreciation for another departments' work • Support of succession management/transitions to new positions 	All managers and TLC	2020-2021	<ul style="list-style-type: none"> •

Attachment 6-C

Strategic Actions Update

December 2019



Strengthen Facilities

Work has begun to weed the adult fiction collection and interfile the mass market and hard cover materials at the Caledon East Branch.

New lounge seating is being procured for the Caledon East Branch - with purchases being made by both CPL and the school.

Invest in People

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:

- Developing, auditing and diversifying your collection course
- Municipal Accounting and Finance Program (MAFP) - Unit 1
- LSC Children's Display Day ~ highlighting upcoming materials for youth
- Crisis Prevention Training ~ taught by our in house trainer
- Outside the box adult programming webinar
- Caledon Townhall Players Theatre Company (MILA)
- Certificate in Mindfulness (Gale Course)
- Comic Con Bolton (MILA)
- Getting the Most out of Student Interns and Volunteers (webinar)

Build Relationships

A delegation represented the interests of CPL at the Library Services Centre (LSC) AGM.

The Library, in partnership with Caledon Meals on Wheels, hosted "A Merry Little Seniors' Luncheon" with over 100 seniors were in attendance. The seniors feasted on a delicious seasonal catered lunch from Gourmandissimo and enjoyed the musical and comedic talents of Marty Oakes from Tina's Entertainment Agency. CPL used the opportunity to promote many of our programs and services and after the event a number of seniors signed up for a library card.

CPL's Communication and Community Development Team were on hand at the Town Staff Holiday Lunch to promote our "What's Your Reason Personality Quiz". Over 130 staff members participated and the overall results have been posted to the Town's intranet.

The Alton, Inglewood and Margaret Dunn Valleywood branches are hosting representatives of the Town's Policy and Sustainability Division for Future Caledon office hours. These efforts to solicit resident feedback will inform the Town's revised Official Plan.

The first of what will be quarterly emails to Council have been shared. These communications include the latest issue of the Library's Books and Beyond newsletter as well as links to our online calendar, highlighting programs within each Councillor's ward. These emails also provide an opportunity for Board members to follow up as part of their ongoing advocacy efforts.

Encourage Discovery, Innovation and Creativity

In celebration of the holiday season, CPL has increased the maximum number of Kanopy and Hoopla titles that can be accessed - from 5 to 10 - for the month of December.

A grant application has been submitted to the Palgrave Rotary Centre in support of Virtual Reality programming and outreach.

A wreath making workshop in partnership with Glen Echo nursery was hosted at the Caledon East Branch.

Author Ted Barris presented a talk about his newest book "Rush into Danger". This event was hosted in partnership with Bolton Mills Retirement Centre

CPL's online personality quiz is being updated to feature a "New Year's resolution" theme.

The annual Mayfield Art Exhibit was on display at the Albion Bolton branch for the month of December until mid-January. An opening night reception hosted by CPL and Mayfield Secondary School saw family, friends and teachers attending to admire the wonderful talents of Mayfield's Visual Arts students in grades 9 through 12.

The Bolton United Church

8 Nancy Street, Bolton, Ontario L7E 1C7

Phone: 905-857-2615

e-mail: office@boltonunitedchurch.com

www.boltonunitedchurch.com

November 7, 2019

To Mayor Allan Thompson and Councillors of Town of Caledon

Greetings,

Bolton United Church is reaching out to the Town of Caledon to understand whether there are any opportunities to work collaboratively on enhancing the cultural facilities available to Caledon residence in the downtown Bolton core, by leveraging the Bolton United Church property.

Bolton United has been an active part of the Caledon community, located in the downtown core of the town of Bolton, since 1876. In the past few years we have seen that the nature of how our church engages with the community is changing. Traditional Sunday attendance is down in many congregations and yet church involvement in community programming is up. We for instance provide a seminar series on current topics (climate change, naturopathic medicine, youth initiatives and other current topics) and use our space for a community garden, as well as welcoming various clubs to use our space to hold their meetings. We are of the mind that there is more that we can do to leverage our building and property for the community.

We have a lovely historic building right on King Street West one block from the four corners of Bolton. The Post office is across King Street from the church. The church property is approximately 0.34 of an acre (14,800 sq ft) and our current building is approximately 8,240 square feet. The property is zoned Institutional. The buildings on the property include the main building built in 1876 and an addition from about 40 years ago. The new section has some features that were purposely designed to allow expansion of the building.

The Masonic Hall sits adjacent to our property to the south. The Masonic lodge property is approximately half the size of the Bolton United property (ie 0.17 to 0.2 of an acre). We do not have a formal relationship with the Masonic Hall, but they allow ourselves and the Anglican Church to use their property for parking.

We have included some links to maps of:

Bolton United Property/Location on Google maps Map Version

<https://goo.gl/maps/jSDoiTWxtedrbJg4A>

Bolton United Property/Location on Google maps Satellite version

<https://goo.gl/maps/ZL9PaUUeD6bVgZgW7>

continued ...

We have been on a journey to understand how we can better use our building and property to serve the community. We found however, that our desire to incorporate a seniors residence was a bit beyond our appetite to undertake independently.

In the past year we have become aware of collaborative arrangements in other communities between churches and towns, that include renovating the church building to become theatres, libraries, art galleries, or other community facilities, that share space back with the church.

We would welcome an engagement with the Town of Caledon in understanding if there are any joint projects that we could undertake to explore together to jointly use this property to grow Caledon's cultural community, stimulate the downtown Bolton core and generally leverage our assets to better lives in Caledon.

Please let us know, how you would want to engage with us on this file



Council of Bolton United Church

Chair of Trustees on behalf of council

Cc

Carey Herd, Acting Chief Administrative Officer, Town of Caledon

Colleen Lipp, CEO, Caledon Public Library

Councillors Ian Sinclair, Lynn Kiernan, Johanna Downey, Christina Early, Jennifer Innis, Nick de Boer, Annette Groves, Tony Rosa

Attachment 6-D-2

**Ministry of Heritage,
Sport, Tourism and
Culture Industries**

**Ministère des Industries du
patrimoine, du sport, du
tourisme et de la culture**



Minister

Ministre

6th Floor
438 University Avenue
Toronto, ON M5G 2K8

6^e étage
438, avenue University
Toronto (Ontario) M5G 2K8

November 13th, 2019

Ms. Colleen Lipp
Caledon Public Library
clipp@caledon.library.on.ca

Dear Ms. Lipp:

Re: 2019-20 Public Library Operating, Pay Equity, and First Nation Salary Supplement Grants

I am pleased to approve \$58,171 for your public library under the Public Library Operating, Pay Equity, and First Nation Salary Supplement Grants program for the 2019-20 fiscal year. Your funding includes library pay equity funding of \$3,932.

This annual funding will support your library to continue providing public library services, access to information, and programs that are valued by your community. By investing more than \$21 million in operating grants, the government is helping people access free public library services at over 300 public libraries and First Nations public libraries in towns and cities across the province

Ontario's government is working for the people by investing in Ontario's public libraries, while ensuring value for money and respect for taxpayer dollars. Libraries are important to local and remote communities and they provide valuable opportunities to learn and share in Ontario's diverse culture. The benefits are real and continue to play an important role in community life in towns and cities across the province.

Kindest regards,

A handwritten signature in black ink, appearing to read 'Lisa'.

Lisa MacLeod
Minister of Heritage, Sport, Tourism and Culture Industries

Attachment 6-D-3

From: [joe.grogan](#)
To: [Colleen Lipp](#)
Cc: TONY ROSA; annette groves; ian sinclair
Subject: PRINTING COSTS FOR STUDENTS USING LIBRARY FACILITIES.
Date: Thursday, November 21, 2019 3:56:28 PM

I would like you to explain in writing the Board's decision on my suggestion that printing costs for students be lowered as earlier requested.

I raised this with you and the Board in the summer. Three months have now passed and no formal decision has been communicated to me and the rationale. I first raised the matter in August/2019. If the Library Board cannot reduce the cost to students, I would suggest that the Library Board try to find savings via its salary costs. Moreover, the Town of Caledon has to look at its overall payroll expenditures/budget and develop a sensible rationale for the expenditures on administrative salaries many of which are well above \$100,000.00 per year. A freeze on such administrative and consultant remuneration would provide the resources to accommodate the change I have suggested. Money saved there would compensate for the reduction of some printing revenue (fees for service) associated with the lowering of printing costs for students. We all have to remember that the Caledon Library Board is a service to the public; we need to ensure that we NOT function as a business wherein different entities of the Board act a "profit centres".

Please circulate this e-mail to all members of the Caledon Library Board. Thank you.

Joe Grogan/Resident of Bolton, 1975 to present

Attachment 6-D-4

From: Colleen Lipp
To: ["joe.grogan"](#)
Cc: [TONY ROSA](#); [annettegroves](#); [ian sinclair](#); [Library Board 2019](#)
Subject: RE: PRINTING COSTS FOR STUDENTS USING LIBRARY FACILITIES.
Date: Thursday, November 21, 2019 4:52:00 PM

Good Afternoon Mr. Grogan,

My apologies for not getting back to you sooner. The Board had a lengthy discussion regarding your proposal and shared your concerns regarding the potential barriers that printing costs may pose. That being said, they recognized that these barriers may not impact only students but others as well. That being said, there is no mechanism in place for us to determine who is using our printing services or for what purposes. Any automated efforts to do so would likely impinge on our patrons' privacy. The Library is also in the midst of rolling out improved printing services at the Bolton Branch. This will include the ability to print from wireless devices and pay via debit. I am confident that these improvements will be appreciated by library members. Unfortunately, these changes do not support the ability to charge different rates based on user type. Given this information, the Board felt that any change in printing fees would need to be universally applied.

It is most likely that this would have some impact on our budgeted revenue. As your recommendation was received after the Board had already approved the 2020 budget and submitted it to the Town in August, they have opted to pass the following resolution confirming their commitment to examine our printing fees when preparing the next budget.

That the Caledon Public Library Board defer any decision regarding printing fees until it can be fully considered as part of the preparations of the next budget cycle, and pending availability of relevant performance measures and feedback obtained through the planned customer satisfaction survey.

In the meantime, front-line staff continue to have autonomy to provide some relief, of both overdue fines and service fees, for those with special circumstances. As suggested within the resolution, they have provided me with direction to ensure that questions regarding our printing services and related fees are included within the planned patron survey. We will also be monitoring the impact that our new branch in Southfields Village will have on our budgeted revenue and related expenses. While I understand that any resulting change to our fees is not occurring as swiftly as you would like, the Board is committed to reducing barriers in a manner that is fully informed and aligns with the Town's budget process and timelines while remaining accountable to all taxpayers.

Kindly,

Colleen

Colleen Lipp
CEO | Chief Librarian
Caledon Public Library



Attachment 8-A

Treasurer's Report

Prepared by Colleen Lipp
December 2019



2019 Budget

Financial statements reflecting the operating and capital budgets as of November 30, 2019 are attached as [Appendix A](#). Items of note include:

- Though all required documentation to date has been submitted, funds expected from the Digital Skills 4 Youth (DS4Y) grant program remain outstanding. Once received, these will partially offset the unfavourable variance under Administration – Wages – Casual.
- Public Library Operating Grant (PLOG) funds of \$58,171 were received through electronic fund transfer to the Library's account on December 4. These funds were immediately transferred to the Town and will be reflected within December's financial statements.
- Despite numerous emails, no response has been received from the Dufferin Peel District Catholic School Board related to our portion of operating costs at our shared library in Caledon East. The school board has been advised that we are nearing the end of our fiscal year and that receipt of the related invoice and all supporting documentation is required in advance of January 7, 2020. They have also been informed that our 2019 budget will be closed early in 2020 and that the budgeted operating funds will no longer be accessible after that point.

2020 Budget

The Library's budget presentation was received by the General Committee of Council on November 19th. The shared achievements and anticipated budget pressures, along with an overview of recommended service level changes and capital projects, prompted only a few questions.

The Chair and the CEO/Chief Librarian were both on hand at the Public Budget Open House on November 26, but received no questions related to the Library's proposed budget.

The Town's consolidated budget, including capital and operating funds in support of library services, was deliberated by the General Committee of Council on December 10. There were a number of amendments proposed, including the following:

That the 2020 Budget be amended to include a new capital project in the amount of \$451,894 funded by Tax Levy Funding, \$91,125 funded from Library Development Charges Reserve, and \$769,500 funded from Recreation Development Charges Reserve for the detailed design of Caledon East Community Complex Phase 4 to include a pool and library branch.

Though this amendment was carried, further consideration at next week's meeting of Council will be informed by a forthcoming report from the General Manager, Community Services. The CEO/Chief Librarian has offered to provide any additional information require to support this document and has requested an advance copy of the drafted report.

An amendment calling for the removal of the Service Level Change of \$34,703 for the conversion of the Library's Administrative Assistant to Permanent Full Time was proposed but failed to gain Council support.

It is anticipated that the Region's budget will be approved on December 12, allowing for a better understanding of the ultimate impact on the blended tax rate in advance of Council's final consideration of the budget at their meeting on December 17, 2019.

Recommended Motion:

That the Caledon Public Library Board receive the Treasurer's Report and related financials

Appendix A



Library
 ST: Object Code - Budget vs Actual by Cost Centre
 As of November 30, 2019

	November	November	Monthly		YTD	YTD	YTD		Annual	Percentage	Annual
	Budget	Actuals	Variance		Budget	Actuals	Variance		Budget	Expended	Variance
40010 Administration											
50050 Miscellaneous	(500.00)	(540.90)	40.90		(5,500.00)	(7,394.58)	1,894.58		(6,000.00)	123.2%	1,394.58
50125 Merchandise Sales	(250.00)	(15.00)	(235.00)		(2,750.00)	(199.00)	(2,551.00)		(3,000.00)	6.6%	(2,801.00)
50319 Grants/Subsidies			0.00				0.00		(58,200.00)	0.0%	(58,200.00)
50570 Donations	(83.00)		(83.00)		(913.00)	(236.50)	(676.50)		(1,000.00)	23.7%	(763.50)
50705 Fines/Fees	(3,333.00)	(2,070.69)	(1,262.31)		(36,663.00)	(30,789.93)	(5,873.07)		(40,000.00)	77.0%	(9,210.07)
50715 Programs	(292.00)	(20.00)	(272.00)		(3,212.00)	(1,385.50)	(1,826.50)		(3,500.00)	39.6%	(2,114.50)
50725 Comm.Access Prgm Funding			0.00			(5,779.08)	5,779.08				5,779.08
50750 Book Sales	(129.00)	(133.05)	4.05		(1,419.00)	(2,170.50)	751.50		(1,500.00)	144.7%	670.50
50770 FOL-Recoverable			0.00			(2,000.00)	2,000.00				2,000.00
61510 Salaries-Permanent	11,372.00	11,372.00			131,653.00	132,529.19	(876.19)		146,307.00	90.6%	13,777.81
61513 Benefits-Permanent	2,695.00	2,434.04	260.96		31,199.00	31,448.57	(249.57)		34,671.00	90.7%	3,222.43
61520 Wages-Casual Temporary	1,768.00	6,049.36	(4,281.36)		30,823.00	36,792.85	(5,969.85)		34,000.00	108.2%	(2,792.85)
61522 Recovery-Wages-Casual Temp						(2,708.84)	2,708.84				2,708.84
61523 Benefits-Casual Temporary	220.00	796.83	(576.83)		3,831.00	6,061.98	(2,230.98)		4,225.00	143.5%	(1,836.98)
62018 Operating Supplies	64.00	6.46	57.54		704.00	644.33	59.67		760.00	84.8%	115.67
62113 Maint & Repairs-A/V Equip					1,750.00	1,623.07	126.93		3,500.00	46.4%	1,876.93
62129 FOL-Initiatives		36.02				1,651.19	(1,651.19)				(1,651.19)
62244 Bank Charges	125.00		125.00		1,375.00	640.42	734.58		1,500.00	42.7%	859.58
62253 Lib. Brd Education & Exp.	405.00	346.57	58.43		4,607.00	3,950.76	656.24		5,000.00	79.0%	1,049.24
62310 Training/Development/Seminars	1,546.00	113.19	1,432.81		29,225.00	29,896.10	(671.10)		30,879.00	96.8%	982.90
62311 Memberships/Dues	500.00		500.00		12,500.00	13,395.01	(895.01)		12,500.00	107.2%	(895.01)
62314 Mileage	1,396.00	713.23	682.77		12,601.00	8,525.01	4,075.99		14,000.00	60.9%	5,474.99
62317 Audit							0.00		4,370.00	0.0%	4,370.00
62322 Postage	34.00	218.26	(184.26)		374.00	773.16	(399.16)		400.00	193.3%	(373.16)
62335 Contracted Services	176.00		176.00		1,936.00	628.73	1,307.27		2,100.00	29.9%	1,471.27
Total 40010 Administration	15,714.00	19,306.32	(3,592.32)		212,121.00	215,896.44	(3,775.44)		181,012.00	119.3%	(34,884.44)
41010 Library Public Services											
61510 Salaries-Permanent	47,105.00	31,060.76	16,044.24		431,765.00	321,924.88	109,840.12		492,636.00	65.3%	170,711.12
61513 Benefits-Permanent	14,596.00	8,742.84	5,853.16		128,953.00	92,268.80	36,684.20		147,824.00	62.4%	55,555.20
61520 Wages-Casual Temporary	66,002.00	34,402.01	31,599.99		474,140.00	402,361.79	71,778.21		589,229.00	68.3%	186,867.21
61523 Benefits-Casual Temporary	9,321.00	4,529.79	4,791.21		71,982.00	52,908.85	19,073.15		88,253.00	60.0%	35,344.15
62017 Caretaking Supplies	75.00		75.00		825.00	1,303.52	(478.52)		900.00	144.8%	(403.52)
62018 Operating Supplies	780.00	220.94	559.06		4,380.00	2,865.22	1,514.78		5,150.00	55.6%	2,284.78
62312 Insurance			0.00		1,904.00	1,902.30	1.70		1,904.00	99.9%	1.70
62321 Rental-Facility			0.00		239,176.00	191,056.00	48,120.00		239,176.00	79.9%	48,120.00
62335 Contracted Services	2,332.00	2,121.88	210.12		21,872.00	20,221.17	1,650.83		23,660.00	85.5%	3,438.83
62346 Courier	3,235.00	2,290.38	944.62		31,760.00	26,741.18	5,018.82		35,000.00	76.4%	8,258.82
62427 Cash Under/Over			0.00			(0.43)	0.43				0.43
Total 41010 Library Public Services	143,446.00	83,368.60	60,077.40		1,406,757.00	1,113,553.28	293,203.72		1,623,732.00	68.6%	510,178.72



Library
ST: Object Code - Budget vs Actual by Cost Centre
As of November 30, 2019

	November	November	Monthly		YTD	YTD	YTD		Annual	Percentage	Annual
	Budget	Actuals	Variance		Budget	Actuals	Variance		Budget	Expended	Variance
41015 Reference/Collection Dev											
61510 Salaries-Permanent	17,926.00	17,368.04	557.96		208,580.00	150,512.13	58,067.87		231,777.00	64.9%	81,264.87
61513 Benefits-Permanent	5,066.00	4,430.06	635.94		58,931.00	41,189.86	17,741.14		65,481.00	62.9%	24,291.14
61520 Wages-Casual Temporary	6,709.00	5,752.92	956.08		84,872.00	92,676.53	(7,804.53)		95,784.00	96.8%	3,107.47
61523 Benefits-Casual Temporary	824.00	1,151.06	(327.06)		10,430.00	17,068.96	(6,638.96)		11,773.00	145.0%	(5,295.96)
62018 Operating Supplies	66.00	51.08	14.92		726.00	773.97	(47.97)		800.00	96.7%	26.03
62058 Online Databases			0.00		60,000.00	58,345.02	1,654.98		60,000.00	97.2%	1,654.98
62414 Special Programs	753.00	1,358.21	(605.21)		7,249.00	6,819.92	429.08		8,000.00	85.2%	1,180.08
Total 41015 Reference/Collection Dev	31,344.00	30,111.37	1,232.63		430,788.00	367,386.39	63,401.61		473,615.00	77.6%	106,228.61
41020 Library Grants											
50319 Grants/Subsidies (Revenue)			0.00			(2,616.30)	2,616.30				(2,616.30)
62319 Grants (Expenses)			0.00			1,801.07	(1,801.07)				1,801.07
Total 41020 Library Grants		0.00	0.00			(815.23)	815.23				815.23
41025 Library Info Technology											
61510 Salaries-Permanent	13,240.00	13,240.00			154,159.00	155,201.58	(1,042.58)		171,303.00	90.6%	16,101.42
61513 Benefits-Permanent	3,558.00	3,056.90	501.10		41,421.00	41,848.98	(427.98)		46,027.00	90.9%	4,178.02
62018 Operating Supplies	625.00	6.45	618.55		6,875.00	4,643.91	2,231.09		7,500.00	61.9%	2,856.09
62304 Automation			0.00		19,100.00	18,610.49	489.51		19,100.00	97.4%	489.51
62305 Computer Services	2,550.00	529.12	2,020.88		15,936.00	5,180.00	10,756.00		18,500.00	28.0%	13,320.00
62312 Insurance		1,046.86			0.00	1,046.86					
62335 Contracted Services	133.00	67.29	65.71		3,933.00	1,201.41	2,731.59		4,600.00	26.1%	3,398.59
62396 Mobile Phones / Pagers	1,200.00	482.13	717.87		8,806.00	6,781.19	2,024.81		9,721.00	69.8%	2,939.81
62397 Telephone	2,821.00	2,373.75	447.25		20,446.00	23,418.70	(2,972.70)		23,266.00	100.7%	(152.70)
63037 Software Licence Subscription	888.00		888.00		17,218.00	13,208.39	4,009.61		17,500.00	75.5%	4,291.61
Total 41025 Library Info Technology	25,015.00	20,802.50	4,212.50		287,894.00	271,141.51	16,752.49		317,517.00	85.4%	46,375.49
41030 Youth Services											
61510 Salaries-Permanent	23,095.00	23,022.43	72.57		267,145.00	268,301.99	(1,156.99)		296,880.00	90.4%	28,578.01
61513 Benefits-Permanent	6,466.00	5,524.64	941.36		74,796.00	75,541.60	(745.60)		83,125.00	90.9%	7,583.40
62018 Operating Supplies	100.00	90.73	9.27		1,100.00	1,132.07	(32.07)		1,200.00	94.3%	67.93
62414 Special Programs	1,000.00	92.13	907.87		17,834.00	18,369.90	(535.90)		18,834.00	97.5%	464.10
Total 41030 Youth Services	30,661.00	28,729.93	1,931.07		360,875.00	363,345.56	(2,470.56)		400,039.00	90.8%	36,693.44
41035 Communications/Community Dev											
61510 Salaries-Permanent	18,278.00	18,085.80	192.20		211,604.00	205,753.44	5,850.56		235,154.00	87.5%	29,400.56
61513 Benefits-Permanent	5,034.00	4,696.58	337.42		58,276.00	58,274.61	1.39		64,759.00	90.0%	6,484.39
61520 Wages-Casual Temporary	5,593.00	4,466.40	1,126.60		62,237.00	49,010.45	13,226.55		63,900.00	76.7%	14,889.55
61523 Benefits-Casual Temporary	1,152.00	415.40	736.60		12,817.00	4,976.22	7,840.78		13,159.00	37.8%	8,182.78
62018 Operating Supplies	394.00	678.83	(284.83)		4,334.00	4,858.07	(524.07)		4,730.00	102.7%	(128.07)
62304 Automation	500.00	244.63	255.37		5,500.00	5,240.69	259.31		6,000.00	87.3%	759.31



Library
ST: Object Code - Budget vs Actual by Cost Centre
As of November 30, 2019

	November	November	Monthly		YTD	YTD	YTD		Annual	Percentage	Annual
	Budget	Actuals	Variance		Budget	Actuals	Variance		Budget	Expended	Variance
62315 Printing & Advertising	1,310.00	362.44	947.56		11,892.00	8,842.11	3,049.89		13,200.00	67.0%	4,357.89
62335 Contracted Services	624.00	1,090.47	(466.47)		5,389.00	4,030.02	1,358.98		6,000.00	67.2%	1,969.98
62414 Special Programs	539.00	1,651.67	(1,112.67)		6,293.00	6,121.53	171.47		6,834.00	89.6%	712.47
Total 41035 Communications/Community Dev	33,424.00	31,692.22	1,731.78		378,342.00	347,107.14	31,234.86		413,736.00	83.9%	66,628.86
41040 Library Tech Services											
61510 Salaries-Permanent	17,859.00	17,883.00	(24.00)		207,649.00	209,001.15	(1,352.15)		230,741.00	90.6%	21,739.85
61513 Benefits-Permanent	4,944.00	4,465.55	478.45		57,502.00	58,076.89	(574.89)		63,896.00	90.9%	5,819.11
62018 Operating Supplies	333.00	173.26	159.74		3,663.00	2,932.84	730.16		4,000.00	73.3%	1,067.16
62335 Contracted Services	75.00	54.50	20.50		825.00	914.97	(89.97)		900.00	101.7%	(14.97)
Total 41040 Library Tech Services	23,211.00	22,576.31	634.69		269,639.00	270,925.85	(1,286.85)		299,537.00	90.4%	28,611.15
Total Caledon Public Library	302,815.00	236,587.25	66,227.75		3,346,416.00	2,948,540.94	397,875.06		3,709,188.00	79.5%	760,647.06
Total Caledon Public Library-Lending Services	302,815.00	236,587.25	66,227.75		3,346,416.00	2,948,540.94	397,875.06		3,709,188.00	79.5%	760,647.06

Capital Project Expense Report - as of November 30, 2019

	Budget	Expended Previous Year(s)	Expended 2019 YTD	Total Project Spend to Date	Remaining Funding	Percentage Expended
Previous Year Capital Projects						
16-002 Library IT Equipment Replacement	55,000	29,228.91	16,182.43	45,411.34	9,588.66	82.6%
18-038 Library IT Equipment - CLOSED	75,000.00	57,963.70	16,949.94	74,913.64	86.36	99.9%
18-039 Library Furnishing Replacement	30,000.00	19,991.22	9,555.20	29,546.42	453.58	98.5%
18-040 Southfields Opening Day Collections	400,000.00	70,672.54	260,418.25	331,090.79	68,909.21	82.8%
18-043 Lib Website Redesign & Improvements	10,000.00		632.31	632.31	9,367.69	6.3%
Multi-Year Capital Projects						
16-004 Mayfield West Library	4,950,000	1,754,626.90	1,276,580.31	3,031,207.21	1,918,792.79	61.2%
Current Year Capital Projects						
19-032 Library Collections and Materials	450,000.00		358,805.45	346,118.28	103,881.72	76.9%
59275 Capital Donations	2,400.00					
Total Library Collections and Materials (19-032)	452,400.00		358,805.45	346,118.28	106,281.72	76.5%
19-033 Library IT Equipment	76,000.00		43,738.31	43,738.31	32,261.69	57.6%
19-034 Library Furnishing Replacement	30,000.00		10,564.03	10,564.03	19,435.97	35.2%
19-036 Albion Bolton Branch Refurbishment	561,000.00			0.00	561,000.00	0.0%
19-037 Wireless Public Print Management System	12,800.00			0.00	12,800.00	0.0%
19-038 Library IT Audit/Network Assessment	15,000.00			0.00	15,000.00	0.0%
19-039 Library Community Outreach Kits	6,000.00		1,916.91	1,916.91	4,083.09	31.9%

Attachment 8-B

Date: December 16, 2019

To: Caledon Public Library Board

From: Kelley Potter, Director | Public Service



Subject: Customer Service Promise

Recommendation:

That the Caledon Public Library Board review the Customer Service Promise for endorsement.

Background

Prompted by the Library's strategic objective to invest in people and build relationships as well as the fact that one of the Library's core beliefs is service excellence, in May of 2019, CPL held its inaugural meeting of the Customer Experience Committee. The idea behind forming this committee was to be able to have representation from all areas of the organization with the ability to focus on the customer experience and customer service. The committee is comprised of one (1) Director, two (2) Managers, and six (6) staff from various levels and departments – all of whom have some responsibility for the delivery of service to residents. In this first meeting it was decided that the first deliverable of the committee would be a Customer Service Promise.

In Caledon Public Library's Core Beliefs, under Service Excellence it states:

We understand that every decision we make affects how people experience the library. We support staff as they introduce new services and lead change and are committed to making improvements to serve you better.

And based on this, the committee wanted to create an ideal, something that would not only tell patrons what they should expect from the staff, but also inform the staff about how they could create that excellent customer experience.

Each member of the committee researched existing customer service promises from both a public library and a private organization. These were shared amongst the group, and they began to note the different formats that existed as well as the different names that these were called. A significant amount of time and consideration was dedicated to whether or not this should be a philosophy, a pledge, a promise, etc. with each member expressing their thoughts and opinions. In the end it was agreed, a Customer Service Promise was something that felt authentic and something that staff felt they could commit to.

After much discussion and research the format was decided upon. It was important to this team that it be simple, clear and something that the staff could truly live up to on a daily basis. The

group spent time discussing which words absolutely needed to be included and what were the key points they felt needed to be covered. Each person was asked to prepare and share ten (10) words that were thought to be the most important and core to what was being created. Excellent discussions ensued at each committee meeting around not only the promise but around what CPL could aspire to in the ways of customer experience. In the end the committee felt they had created what they had set out to do.

Here is the final version:

CPL's Customer Service Promise

Caledon Public Library values each and every customer. Our goal is to deliver an exceptional experience.

We will:

- always be welcoming, respectful and approachable*
- work as an efficient and informed team to provide the best sources of information*
- be attentive, listen and do our best to communicate effectively*

We want to be the best part of your day!

The Customer Experience Committee is currently working on a strategy to roll this out to the staff so that they get excited about it and all that it means. They have some ideas to use this in fun ways on an ongoing basis to really engage the staff around it. Once that piece is in place it will be made available to the public on the Library's website and the hope is that it will inform the Customer Experience Committee's next steps.

Financial Implication

None.

Recommended Motion

That the Caledon Public Library Board endorse the Caledon Public Library Customer Service Promise.

Attachment 8-C

Date: December 16, 2019

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian



Subject: Internet and Technology Acceptable Use Policy Report

Recommendation:

That Caledon Public Library Board review the attached revisions to the Internet and Technology Acceptable Use Policy for recommendation and approval.

Background

As part of the Board's bi-annual review of existing policies, the Internet and Technology Acceptable Use Policy was reviewed and re-examined by all members of the Management Team. As reflected in [Appendix A](#), only minor revisions are recommended at this time.

The revised policy, once approved, will be posted on the Library's website and available in print upon request. Patrons accessing the Library's Internet workstations, ChromeBooks and wireless networks will also be required to acknowledge the use policy prior to accessing the service. A link to the policy is also included on all wireless hotspot packaging.

Financial Implication

None.

Recommended Motion

That the Caledon Public Library Board approve and adopt the revised Internet and Technology Acceptable Use Policy

Appendix A

Title	Internet and Technology Acceptable Use Policy
Policy Number	CPL-15-02
Approval Date	[approval date] 2019
Review Date	[renewal date] 2021
Notes	Previously approved December 14, 2015 and December 11, 2017



Purpose

The Caledon Public Library's Internet and Technology Use Policy applies to the use of all types of library supplied hardware and software and of the Internet on the premises of the Library, on the library's network or through library provided hotspots. The Library provides public access to technology and the Internet in keeping with the Library's role in providing equitable access to information and online resources to meet the needs of the community. The Library provides Internet access through public computers and wireless access via personal devices and through the lending of wireless hotspots. All users of Caledon Public Library Internet workstations or wireless networks are required to read this policy and agree to its terms prior to use.

Guidelines

- The Internet is an unregulated medium which provides access to ideas, information, and images outside the confines of the Library's mission, collection, selection criteria and collection policies. The Library is not responsible for Internet content and assumes no responsibility for the security and privacy of on-line transactions or any damages, direct or indirect, arising from its connections to the Internet.
- Patrons are required to use the Internet and available technologies in a responsible and ethical manner. The Library's computers and connections to the Internet may not be used to access, transmit or create material which violates any Canadian federal or provincial law or for any illegal, obscene or offensive purposes including but not limited to accessing, viewing or dissemination of violent or pornographic images, hate literature, cyber bullying or for printing of copyrighted material (including articles and software) in violation of copyright laws.
- Portable devices, such as ChromeBooks, may be available to be borrowed by library card holders for use within the branch. These technologies are not to be removed from ~~the~~ library premises. Wireless hotspots may be made available for borrowing outside of the Library. The card holder is responsible for the appropriate care and use of the device – whether used in or outside of the library. The patron account will be charged with the replacement cost for any lost or damaged device.
- Users are reminded that they are in a public space and the Library encourages all users to be respectful and sensitive to the rights and interests of others. The Library reserves the right to monitor use to ensure policy compliance.

- The Library supports the right and responsibility of parents or caregivers to determine and monitor their child's use of the Internet and other technologies. Any restrictions on a child's access to the Internet are the responsibility of the parent or legal guardian.
- Library staff are available to assist users in getting started and to offer suggestions for effective searching or for accessing on-line instruction; however individuals who require extra help are encouraged to take advantage of available computer training sessions or scheduled support hours. Staff assistance may be limited by time and type of question. Staff will not alter settings, install software or attempt technical troubleshooting or repairs on a user's own equipment. Staff may assist the patron in sourcing a list of local tech support providers.
- The Library reserves the right to limit use of library technologies during periods of peak demand. The number of users per workstation is limited to a reasonable number of people at a time at the discretion of library staff.
- The charge per copy for printing is determined by the Caledon Public Library Board and users are financially responsible for all print requests.
- Users are required to use earphones when accessing audio from library workstations or personal portable devices. Earphones are also available for purchase at the Library if required.

Contravention of Policy

Failure to adhere to this policy will, as a minimum penalty, result in the loss of Internet use privileges, and may result in the suspension of all library privileges. Any user who misuses or damages equipment, intentionally introduces a virus or malware or attempts to maliciously modify any software or hardware may also be held liable for all damages. The use of the Library's Internet services for illegal purposes may result in prosecution.

Appeal Process:

An appeal or application for re-instatement may be submitted, in writing, to the CEO and Chief Librarian. Library privileges are not automatically re-instated. Only one appeal will be considered during the term of the suspension.

Office of the CEO and Chief Librarian
 Caledon Public Library
~~6500 Old Church Road~~ 150 Queen Street South
~~Caledon East~~ Bolton, Ontario
~~L7C 0H3~~ L7E 1E3
ceo@caledon.library.on.ca

Attachment 8-D

Date: December 16, 2019

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian



Subject: Inclement Weather and Unscheduled Closure Policy Report

Recommendation:

That Caledon Public Library Board review the attached revisions to the Inclement Weather and Unscheduled Closure Policy for recommendation and approval.

Background

Revisions to the Caledon Public Library's existing Inclement Weather and Unscheduled Closure Policy have been informed by lessons learned and best practices implemented during the power disruptions experienced at the Caledon East Branch earlier in the year. As reflected in [Appendix A](#), recommended changes include the addition of language confirming that the Board will be promptly advised of any closures and that staff may be redeployed to alternate service points.

The revised policy, once approved, will be shared with staff, posted on the Library's website and made available in print upon request.

Financial Implication

None.

Recommended Motion

That the Caledon Public Library Board approve and adopt the revised Inclement Weather and Unscheduled Closure Policy

Appendix A

Title	Inclement Weather and Unscheduled Closure Policy
Policy Number	CPL-15-03
Approval Date	[approval date] 2019
Review Date	[renewal date] 2021
Notes	Previously approved December 14, 2015 and December 11, 2017



Purpose

The purpose of this policy is to outline roles and responsibilities in situations where the Caledon Public Library temporarily suspends or curtails operations due to an emergency situation, ~~such as~~ including but not limited to severe weather or power disruptions, as well as in cases when the Library remains in operation but some staff may experience difficulty reporting to work due to inclement weather or other emergency conditions. The extent of any suspension or curtailment will differ depending on the particular circumstances and the nature and location of the affected operations. The suspension of library service may also result from community wide emergencies and recommendations prompted by the Town of Caledon Community Emergency Response Plan or the Dufferin Peel Catholic District School Board.

Guidelines

The Library has a responsibility for maintaining services and therefore the application of this policy must consider both the operational obligations and requirements of the Library as well as the safety of library staff and patrons. The Library will make every effort to maintain services despite inclement weather or other circumstances that could disrupt the normal operations of the Library.

The determination to close any or all branches of the Caledon Public Library shall be made by the CEO or designate, except where evacuation is essential for staff and public safety or by order of police, fire officials or the Town of Caledon Emergency Control Group. As all library service points are located within shared facilities, any determination made by the hosting or partner organization to close a facility will influence the Library CEO's evaluation. **The full Library Board will be promptly informed of any closures via email.** Consultation with the Town of Caledon's General Managers of Strategic Initiatives and Community Services and/or the Emergency Control Group Planning Section Chief will be initiated where appropriate.

Conditions Warranting Closure

Non-emergency closing: Failure of heating/cooling equipment during periods of extreme weather, lack of electrical power, lack of computers available at staff service points for an extended period of time, or inadequate staffing levels.

Emergency evacuation: Building problems resulting in clear and present danger to employees and/or patrons (e.g. gas leak, noxious/toxic fumes, or fire) or any event such as a criminal investigation, severe accident involving injury, severe building damage.

Non-openings, delayed openings or early closings: Severely inclement weather. In such cases the decision to close will be based upon:

- General conditions of roads
- Condition of parking lots and walkways
- Availability of staff to open and operate the Library
- Requests for closure by local or provincial agencies
- Severe Weather Warning as issued by Environment Canada
- Closure of host schools or municipal facilities

If the Library closes prior to the scheduled closing time, all full-time employees and any part-time employees already present at work shall be paid for the remainder of their shift. Library operations will be resumed when feasible. All employees will be deemed to be “on call” for what would otherwise be a regular work day and available to return to work upon notification by library management or other library communication channels.

As stated in the Caledon Public Library Personnel Policy, “employees shall be paid for scheduled hours not worked when the Library was closed due to inclement weather”. If the Library is not to be opened to the public at all, every effort shall be made to make this determination at least two hours before the scheduled opening time and to alert all scheduled staff. Employees instructed by the employer not to report for their scheduled shift or to leave work due to an emergency will be compensated at their normal hourly rate for the balance of their shift. This compensation is on the basis that, during the emergency, they are to remain available for a call-in to work to complete the balance of their shift as deemed necessary by the CEO or designate. **When circumstances require the closure of only select branches, then staff of these branches may be redeployed to other branch locations. This may result in a change in the number and/or timing of scheduled shifts.** Compensation for missed time for extended closures may be referred to the Library Board.

If a closure continues beyond one day, staff shall be responsible for remotely accessing their work email accounts or the library website (if operational) each day for instructions as to whether the Library is open or closed. In some cases, such as temporary power outages, the Library will be evacuated and closed temporarily to the public, however staff will be required to stay on site for up to two (2) hours until the situation is resolved or more information is available regarding the timeline of an expected resolution. If the outage is expected to continue past 5:00 PM, or if no information is available regarding an expected return of service as of 4:30 PM, the affected library branches will be closed for the remaining regular hours of operation. In addition to the immediate

evacuation of patrons, failure of electricity for more than 30 minutes in the evening will also prompt closure of the impacted service point(s) for the remainder of the day.

Staff Responsibilities

During periods of poor weather, employees are expected to make every reasonable effort to report for work as scheduled. It is recognized, however, that inclement weather may cause significant transportation problems or locally hazardous conditions. Employees are expected to give first consideration to their personal safety in evaluating their ability to commute to work. In such cases, the following protocol shall be observed:

1. An employee may decide not to come to work or leave early at such time as information is broadcast that:
 - A public road is closed by the police (due to weather) that is a main arterial route to the facility from that employee's residence.
 - School Buses are not operating.
 - A major storm is imminent which, for purposes of clarity, is a Severe Weather Warning as issued by Environment Canada that directly affects the Town of Caledon or the employee's place of residence.
2. In all of the situations found in Number 1., the employee is expected to contact his or her direct supervisor as soon as practicable and advise the reason(s) that he/she will not be coming into work or will be leaving work early. Such day, or portion of a day, will be taken as earned vacation or as time in lieu of overtime. If there is a loss of pay, an employee may request an opportunity to make-up the time if organizational needs and timing permit. Scheduling of this shift shall be at the discretion of the employee's supervisor.
3. The employee and supervisor shall mutually ensure that there is minimum negative impact on operations when making such a decision.

Communication of Closure

In cases where library closure is determined prior to regular hours of operation, the CEO or designate will initiate communication of the closure to library staff, members of the Library Board and the General Manager, Strategic Initiatives via email or phone. A Library Staff Phone Tree has been created, and will continue to be maintained, for this purpose. Public notice of the closure will also be posted on the Library's website (if operational), Twitter feed and Facebook page as well as applicable media outlets. Outgoing messages for phone lines with remote access will also be updated. Employees who are scheduled to work and need to determine the Library's operational status in an emergency are encouraged to consult the above noted information sources to receive instructions concerning their work assignment and status. In the absence of

any communication by phone or on the Library's website or via email, normal operations are presumed.

In cases where the Library closes after some period of operation, in addition to the above, signage will be posted on the door and a message will be added to all library phone lines. Staff will inform the visiting public of the closure and ensure that they exit the Library safely and have time to arrange for transportation if necessary. Efforts will be made to inform any impacted program registrants or volunteers if possible.

In all cases, no overdue charges will be levied for items due on a closed day.

Related Documents:

- Caledon Public Library Personnel Policy ([CPL-16-09](#))

Attachment 8-E

Date: December 16, 2019

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian



Subject: OLA Super Conference Board Attendance Report

Recommendation:

That the Caledon Public Library Board review the OLA Super Conference Board Attendance Report.

Background

As approved at the November 18th meeting of the Library Board, all Trustees wishing to attend the 2020 Ontario Library Association Super Conference were asked to communicate their interest to the Board Chair and CEO/Chief Librarian by Monday, December 2. As indicated in the previously received report, a final recommendation with full costing has been prepared for the Board's consideration in advance of January 3.

Expressions of interest in attending the OLA Bootcamp on Saturday, February 1 were received from David Betty, Brenda Clark, Jacquie Iafrate, and Sheralyn Roman. Ms. Clark and Ms. Roman have also confirmed interest in attending on Friday, January 31. No other related correspondence or requests were received.

It is recommended that the Board approve the attendance of these representatives at the 2020 OLA Super Conference. It is also suggested that an opportunity for sharing any learnings acquired at the conference be added to the agenda of the March 16th meeting of the Board.

Financial Implication

As registered members of the Ontario Library Board Association (OLBA), representatives of the Caledon Public Library Board are eligible for a reduced registration fee. Additional costs associated with multi-day conference attendance include accommodation, and meal per diems. Tentative hotel reservations have been made to confirm preferred conference pricing. Travel costs are incurred for both single and multi day attendance, though as meals are provided at the Boot Camp, there are no related costs for those attending solely on the Saturday. The resulting estimated budget impact of this Board development opportunity is referenced below:

Full Conference Registration - Brenda Clark and Sheralyn Roman (2 X \$235)	\$ 470
OLBA Boot Camp Registration – David Betty and Jacquie Iafrate (2 X \$220)	\$ 440

Hotel Accommodation – 2 rooms - Brenda Clark and SHERALYN ROMAN 1 evening (Friday, January 31)	\$ 500
Per Diem – Brenda Clark and SHERALYN ROMAN (1 day – lunch and dinner) (2 X \$50)	\$ 100
Travel and Parking - approximate	\$ 250
TOTAL	\$ 1760

Anticipated costs fall well within the available annual budget of \$5000 dedicated to Board Education and Expenses. The Ontario Library Association’s cancellation and refund policy indicates that “cancelled registrations will be reimbursed at 80% until 30 days prior to the event; 50% until January 10 and will not be reimbursed at all after that date”.

Recommended Motion

That the Caledon Public Library Board approve the attendance of David Betty, Brenda Clark, Jacquie Iafrate, and SHERALYN ROMAN at the 2020 OLA Super Conference and OLBA Boot Camp, allowing for conference registration in advance of January 3, 2020.

Attachment 11-A

CALEDON PUBLIC LIBRARY BOARD: ANNUAL AGENDA/WORK PLAN 2019/2020

Updated December 16, 2019

Month	Governance/Strategic Issues (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)	Information Needed (reports and monitoring documents and additional information required to support discussion of and action on strategic issues)	Board Action (proposed action as a result of governance and/or strategic issues and discussions)
January	<ul style="list-style-type: none"> ✓ Review of 2018 Strategic Actions Completed ✓ Review of 2018 Q4 and Annual Statistics ✓ Revisions to Personnel Policy 	<ul style="list-style-type: none"> ✓ 2018 Q4 and Year End Statistics Report ✓ 2018 Strategic Scoresheet ✓ 2018 Procurement Update ✓ Revised Policy 	
February	<ul style="list-style-type: none"> • No meeting – CEO to contact all new Board members for one-on-one meetings and library tour 	<ul style="list-style-type: none"> • Board info binders to be provided 	
March	<ul style="list-style-type: none"> ✓ Anticipated first meeting of new term ✓ Board orientation – Session 1 of 4 ✓ Schedule of Board Meetings – 2019 	<ul style="list-style-type: none"> ✓ OLA Conference Feedback ✓ Drafted meeting schedule 	<ul style="list-style-type: none"> ✓ Nomination and selection of Chair
April	<ul style="list-style-type: none"> ✓ Board orientation – Session 2 of 4 ✓ Review of Quarterly Statistics – Q1 ✓ Advocacy Policy – deferred from March 2019 ✓ Approval of Audited Financials ✓ Process for naming new branch in Southfields 	<ul style="list-style-type: none"> ✓ 2019 Q1 Statistics Report ✓ Drafted policies and reports ✓ Financials ✓ Annual Report 2018 – deferred from March 2019 	<ul style="list-style-type: none"> ✓ Nomination and selection of executive and committee members ✓ SOLS Governance Workshops
May	<ul style="list-style-type: none"> ✓ Board orientation – Session 3 of 4 ✓ Bed Bug Policy Review ✓ Economic Impact Review ✓ Staff Engagement Results 	<ul style="list-style-type: none"> ✓ Drafted policy ✓ Drafted Economic Impact results ✓ Staff Survey Analysis 	<ul style="list-style-type: none"> ✓ Meeting of CEO Assessment Committee
June	<ul style="list-style-type: none"> ✓ Board orientation – Session 4 of 4 ✓ Social Media Policy Review ✓ CEO Annual Performance Evaluation 	<ul style="list-style-type: none"> ✓ Drafted policy ✓ Mid-year procurement update ✓ CEO to provide goals for coming term – July 2019 to June 2020 	<ul style="list-style-type: none"> ✓ Meeting of Advocacy Committee
July	<ul style="list-style-type: none"> • No meeting 		<ul style="list-style-type: none"> ✓ Advocacy Email and Individual Follow-Up

August	<ul style="list-style-type: none"> ✓ Initial budget consideration ✓ Review of quarterly statistics – Q2 	<ul style="list-style-type: none"> ✓ 2019 Q2 Statistics Report ✓ Draft budget 	<ul style="list-style-type: none"> ✓ Finance committee meeting to review draft budget ✓ Board and Council Library Tours
September	<ul style="list-style-type: none"> ✓ Staff IT Acceptable Use Policy ✓ Edge Assessment Report ✓ Adjusted budget review 	<ul style="list-style-type: none"> ✓ Drafted policy ✓ Staff report ✓ Revised budget 	
October	<ul style="list-style-type: none"> ✓ Review of quarterly statistics – Q3 ✓ Partnership Policy Review ✓ Community, Culture and Recreation Infrastructure Program Proposal 	<ul style="list-style-type: none"> ✓ Drafted policy ✓ 2019 Q3 Statistics Report 	<ul style="list-style-type: none"> ✓ Economic Impact Presentation to Council
November	<ul style="list-style-type: none"> ✓ Annual Board Assessment ✓ Records Retention Policy Review ✓ Read-away Fines Proposal ✓ Discussion of Printing Proposal ✓ Call for interest in OLA Board Attendance ✓ Official Plan Review Presentation ✓ Schedule of Board Meetings - 2020 	<ul style="list-style-type: none"> ✓ Assessment criteria and questions ✓ Drafted policy ✓ Staff reports 	<ul style="list-style-type: none"> ✓ SOLS Trustee Council Meeting • Completion of Assessment Questionnaire
December	<ul style="list-style-type: none"> • OLA Board Attendance Confirmation • Customer Service Promise • Internet and Technology Acceptable Use Policy • Inclement Weather and Unscheduled Closure Policy 	<ul style="list-style-type: none"> • Board Assessment Results • Staff reports 	<ul style="list-style-type: none"> • OLA Conference Registration
January 2020	<ul style="list-style-type: none"> • Review of 2019 Strategic Actions Completed • Review of 2019 Q4 and Annual Statistics • Review of Operational Policy • Review of Privacy Policy – delayed from November 	<ul style="list-style-type: none"> • 2019 Q4 and Year End Statistics Report • 2019 Strategic Scoresheet • 2019 Procurement Update • Drafted Policies 	<ul style="list-style-type: none"> • OLA Super Conference/OLBA Boot Camp attendance
February 2020	<ul style="list-style-type: none"> • No meeting 		
March 2020	<ul style="list-style-type: none"> • Review of Planning Policy • Review of Board By-Laws • Review Annual Board Assessment Policy 	<ul style="list-style-type: none"> • OLA Conference Feedback • Drafted policies • Drafted By-Laws 	<ul style="list-style-type: none"> • Creation of ad hoc strategic planning committee

	<ul style="list-style-type: none"> • Review of Rights and Safety of Children and Youth in the Library 	<ul style="list-style-type: none"> • Annual Report 2019 	
April 2020	<ul style="list-style-type: none"> • Review of Quarterly Statistics – Q1 • Review of Fundraising and Gift Acceptance Policy • Review of Board Code of Conduct • Review of Public Code of Conduct 	<ul style="list-style-type: none"> • 2020 Q1 Statistics Report • Drafted policy • Drafted codes 	<ul style="list-style-type: none"> • SOLS Trustee Council Meeting • Meeting of Planning Committee
May 2020	<ul style="list-style-type: none"> • Review of Personnel Policy • Review of Use of Library Board Resources for Election Purposes 	<ul style="list-style-type: none"> • Drafted policy 	<ul style="list-style-type: none"> • Meeting of CEO Assessment Committee
June 2020	<ul style="list-style-type: none"> • Review of Collection Development Policy • Review of Volunteer Policy • Review of Programming Policy • CEO Annual Performance Evaluation 	<ul style="list-style-type: none"> • Drafted policies • Mid-year procurement update • CEO to provide goals for coming term – July 2020 to June 2021 	