

Caledon Public Library Board

Meeting

Monday, April 20, 2020

6 PM



AGENDA

This meeting will be hosted electronically.

Members of the public may attend by calling 1.647.558.0588 and entering meeting ID 889 1181 1828 followed by #.

Please note: Recording off this meeting by anyone in attendance, and regardless of format, is strictly prohibited.

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 April 2, 2020 emergency meeting (Attachment 6-A)
- b. Correspondence

7. Business Arising from the Minutes
8. Staff Reports
 - a. Verbal Update re: Caledon Public Library Response to COVID-19
 - b. Treasurer's Report and Financial Statements (Attachment 8-B)
 - c. Quarterly Performance Measures and Statistics - Q1 2020 (Attachment 8-C)
9. Closed Session
 - a. Confidential Update re: Labour Relations or Employee Negotiations - Workforce Planning
10. Board and Committee Reports
 - a. SOLS Trustee Council Meeting Update
11. New Business
12. Board Work Plan
 - a. 2020 Work Plan Review (Attachment 12-A)
13. Public question period
14. Evaluation of the Meeting
 - a. Questions for consideration and discussion, provided by Sheralyn Roman
 - i. What am I learning through my involvement on the library board? (Personally, professionally and/or in terms of board roles and responsibilities)
 - ii. How are we applying that learning toward growing? (Personally, as a Board member and/or in terms of helping the Library grow)
15. Time of next regular meeting
 - a. Monday, May 11, 2020, 6 PM
16. Adjournment

Attached Documents:

- 6-A Caledon Public Library Board Emergency Meeting Minutes - April 2, 2020
- 8-B Treasurer's Report and Financial Statements
- 8-C Quarterly Performance Measures and Statistics - Q1 2020
- 12-A 2020 Work Plan

Attachment 6-A

Caledon Public Library Board
Emergency Meeting
Thursday, April 2, 2020
6:00 PM



MINUTES

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

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

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

Absent: None

Note: This meeting was conducted electronically.

1. The Chair called the meeting to order at 6:04 PM

2. Apologies for non-attendance: None

3. Approval of the Agenda

Motion: That the Caledon Public Library Board agenda be approved.

Moved: Catherine Jackson

Seconded: Brenda Clark

Carried.

4. Disclosure of pecuniary interest: None

5. Urgent Business

a. Amendment to Caledon Public Library Board By-Laws (CPL-16-06) regarding Electronic Meeting Provisions

Motion: That the Caledon Public Library Board approve and adopt the proposed amendment, as amended, to section 6.12 of the Caledon Public Library Board By-laws (CPL-16-06), allowing for electronic meetings during a period of declared emergency.

Moved: Paula Civiero

Seconded: Jacqueline lafrate

Carried.

6. Consent Agenda

a. Minutes of the March 16, 2020 meeting

b. Correspondence

- i. Kevin Finnerty, A message regarding public library board meetings, March 27, 2020

Motion: That the Caledon Public Library Board receive all reports and correspondence within the Consent Agenda.

Moved: Catherine Jackson

Seconded: Paula Civiero

Carried.

7. Staff Reports

- a. Verbal update re: Caledon Public Library Response to COVID-19
- b. The CEO/Chief Librarian provided the Board with an update of the Library's initial response to the current crisis including the decision to withdraw any staff previously scheduled to work on site, efforts to mitigate the challenges of working remotely and the increased focus on providing enhanced digital services and responding to increased demand for related supports from patrons. The creation of approximately one hundred (100) temporary online memberships was highlighted.

8. Closed Session

Motion: That the Caledon Public Library Board move into closed session for the purposes of discussing Confidential Report re: Labour Relations or Employee Negotiations – Workforce Planning.

Moved: Sheralyn Roman

Seconded: David Betty

Carried at 6:32

All members of the Board and the CEO/Chief Librarian exited the public meeting.

Motion: That the Caledon Public Library Board resume open session

Moved: Councillor Tony Rosa

Seconded: Paula Civiero

Carried at 6:57

All members of the Board and the CEO/Chief Librarian returned to the public meeting.

Motion: Whereas all Caledon Public Library facilities are currently closed to the public and staff until further notice due to the COVID-19 crisis;

Whereas many Caledon Public Library staff continue to work from home to ensure business continuity and provide much-appreciated remote services and supports to residents;

Whereas the Caledon Public Library Board recognizes the need to remain fiscally responsible and accountable to taxpayers and Council while also acknowledging its responsibilities as an employer;

That the Caledon Public Library Board approve the proposed recommendations as they relate to workforce planning including the creation of a working group comprised of the CEO/Chief Librarian, Chair, and Chair of the Board's Finance Committee, or their delegates, to whom authority will be delegated to confirm future decisions as they relate to workforce planning.

Moved: Jacqueline lafrate

Seconded: Sheralyn Roman

Carried.

9. Business arising from the minutes: None

10. Public Question Period: No members of the public were present

11. Time of next regular meeting: Monday, April 20, 2020, 6 PM

12. Adjournment

Motion: That the meeting adjourn.

Moved: Catherine Jackson

Seconded: Paula Civiero

Carried.

The meeting adjourned at 7:10 PM

Janet Manning
Chair

Colleen Lipp
CEO | Chief Librarian

Attachment 8-B

Treasurer's Report

Prepared by Colleen Lipp
April 2020



2020 Budget

Financial statements, confirming budgets and expenditures as of March 31, 2020, are attached as [Appendix A](#). Items of note include:

- Due to the closure, monthly revenues generated through printing, fines, fees and book sales reflect approximately one-third of the revenues generated during March 2019.
- A correction has been made to offset grant revenues of \$53,919 which were erroneously posted to the Library's budget.
- Though a cheque has been received, wages recovered in support of the Digital Skills 4 Youth Intern are not yet reflected.
- Unfavourable year-to-date variances within Administration – Contract Services were prompted by unbudgeted legal services.
- Online Database expenditures, far exceeding the Year-to-date budget, are the result of an unanticipated pre-paid expenditure. Requests for clarification regarding this allocation are being sought from Town Finance.
- A number of minor variances are related to the timing of procurements and allocations relative to the anticipated calendarization of expenditures.
- Journal entry corrections have been initiated to rectify the erroneous allocation of Operating Supply and Contracted Services expenses to the non-funded Technical Services accounts.

COVID-19 Financial Impact

Though it is difficult to predict the full effect that the COVID-19 closures may have on the Library's finances, a number of efforts are being made to track and forecast the impact. These include:

- Any Operating Supplies and Contracted Services costs incurred above the Library's normal operations and that relate to Covid-19 will be allocated to two new accounts created for this purpose. These accounts will be displayed in the April financial reports. Allocations thus far include the purchase of web-conferencing accounts and additional licenses allowing for secure remote access to the Library's network.
- Town Finance has initiated an exercise to identify any savings resulting from reduced services. It is expected that an anticipated branch closure of three (3) months could result in operational savings of \$47,576. This includes, though is not limited to, decreased expenditures in Operating Supplies, Contracted Services, Special Programs, Mileage and Training. This does not reflect the impact of the recent placement of Pages on Declared Emergency Leave (DEL) or any future changes to staffing levels. These savings would be offset by an anticipated decrease in revenues of \$19,692 over the same period.
- In alignment with the Province's revised essential services legislation and in support of the municipality's efforts to manage its cash flow for the balance off 2020, the Library was asked to

identify capital projects that could be deferred to 2021. Capital projects, suitable for deferment include the following:

- 19-038 Library IT Audit and Network Assessment - \$15,000
- 20-015 Library Furnishings - \$60,000

Though we are hopeful that some progress will be able to be made in the design phase of the Albion Bolton Branch Refurbishment (19-036), it is likely that the subsequent construction phase will be deferred to later in 2020, if not 2021.

Recommended Motions:

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

Appendix A

Caledon Public Library-Lending Services
 ST: Object Code - Budget vs Actual by Cost Centre
 As of March 31, 2020



	March	March	Monthly		YTD	YTD	YTD		Annual	Percentage	Annual
	Budget	Actuals	Variance		Budget	Actuals	Variance		Budget	Expended	Variance
40010 Administration											
50050 Miscellaneous	(750.00)	(222.75)	(527.25)		(2,250.00)	(1,417.15)	(832.85)		(9,000.00)	15.7%	(7,582.85)
50125 Merchandise Sales	(250.00)	(3.00)	(247.00)		(750.00)	(24.00)	(726.00)		(3,000.00)	0.8%	(2,976.00)
50319 Grants/Subsidies		54,000.00	(54,000.00)			80.39	(80.39)		(58,200.00)	-0.1%	(58,280.39)
50570 Donations	(83.00)		(83.00)		(249.00)	(10.00)	(239.00)		(1,000.00)	1.0%	(990.00)
50705 Fines/Fees	(3,333.00)	(1,054.99)	(2,278.01)		(9,999.00)	(6,232.59)	(3,766.41)		(40,000.00)	15.6%	(33,767.41)
50715 Programs	(292.00)		(292.00)		(876.00)	(63.71)	(812.29)		(3,500.00)	1.8%	(3,436.29)
50725 Comm.Access Prgm Funding			0.00			(7,016.76)	7,016.76				7,016.76
50750 Book Sales	(215.00)	(45.65)	(169.35)		(645.00)	(275.25)	(369.75)		(2,500.00)	11.0%	(2,224.75)
50770 FOL-Recoverable			0.00				0.00				0.00
61510 Salaries-Permanent	16,440.00	15,948.80	491.20		42,511.00	41,607.65	903.35		213,248.00	19.5%	171,640.35
61513 Benefits-Permanent	4,735.00	5,170.97	(435.97)		12,228.00	12,864.22	(636.22)		53,694.00	24.0%	40,829.78
61520 Wages-Casual Temporary		2,555.28	(2,555.28)		1,000.00	7,661.45	(6,661.45)		1,000.00	766.1%	(6,661.45)
61522 Recovery-Wages-Casual Temp							0.00				0.00
61523 Benefits-Casual Temporary		299.73	(299.73)			1,013.37	(1,013.37)		1.00	101337.0%	(1,012.37)
62018 Operating Supplies	64.00	16.97	47.03		192.00	45.59	146.41		760.00	6.0%	714.41
62113 Maint & Repairs-A/V Equip							0.00		3,500.00	0.0%	3,500.00
62129 FOL-Initiatives							0.00				0.00
62244 Bank Charges	125.00		125.00		375.00	66.13	308.87		1,500.00	4.4%	1,433.87
62253 Lib. Brd Education & Exp.	210.00		210.00		1,367.00	1,517.34	(150.34)		5,000.00	30.3%	3,482.66
62310 Training/Development/Seminars	1,421.00	1,411.86	9.14		10,740.00	12,109.25	(1,369.25)		32,576.00	37.2%	20,466.75
62311 Memberships/Dues	500.00	4,196.57	(3,696.57)		12,000.00	11,519.77	480.23		12,500.00	92.2%	980.23
62314 Mileage	556.00	1,281.52	(725.52)		1,228.00	2,367.61	(1,139.61)		12,000.00	19.7%	9,632.39
62317 Audit						(4,305.55)	4,305.55		4,370.00	-98.5%	8,675.55
62319 Grants			0.00			18.09	(18.09)				(18.09)
62322 Postage	204.00	200.12	3.88		612.00	405.68	206.32		2,400.00	16.9%	1,994.32
62335 Contracted Services	251.00	951.46	(700.46)		753.00	1,729.92	(976.92)		3,000.00	57.7%	1,270.08
Total 40010 Administration	19,583.00	84,706.89	(65,123.89)		68,237.00	73,661.45	(5,424.45)		228,349.00	32.3%	154,687.55
41010 Library Public Services											
61510 Salaries-Permanent	50,173.00	48,807.97	1,365.03		132,958.00	125,633.29	7,324.71		661,486.00	19.0%	535,852.71
61513 Benefits-Permanent	15,050.00	15,559.02	(509.02)		39,884.00	39,227.90	656.10		186,763.00	21.0%	147,535.10
61520 Wages-Casual Temporary	38,931.00	34,007.04	4,923.96		93,341.00	88,417.61	4,923.39		663,200.00	13.3%	574,782.39
61523 Benefits-Casual Temporary	6,263.00	5,290.71	972.29		15,736.00	14,762.65	973.35		100,674.00	14.7%	85,911.35
62017 Caretaking Supplies	75.00		75.00		225.00	(4.04)	229.04		900.00	-0.4%	904.04
62018 Operating Supplies	180.00	617.70	(437.70)		540.00	947.91	(407.91)		5,042.00	18.8%	4,094.09
62312 Insurance			0.00				0.00		1,996.00	0.0%	1,996.00
62321 Rental-Facility	196,317.00	194,869.80	1,447.20		199,370.00	194,869.80	4,500.20		247,370.00	78.8%	52,500.20
62335 Contracted Services	1,792.00	3,684.73	(1,892.73)		5,916.00	5,345.21	570.79		23,660.00	22.6%	18,314.79
62346 Courier	2,452.00	3,787.92	(1,335.92)		5,880.00	6,100.70	(220.70)		35,000.00	17.4%	28,899.30
62427 Cash Under/Over			0.00			(0.05)	0.05				0.05
Total 41010 Library Public Services	311,233.00	306,624.89	4,608.11		493,850.00	475,300.98	18,549.02		1,926,091.00	24.7%	1,450,790.02



Caledon Public Library-Lending Services
 ST: Object Code - Budget vs Actual by Cost Centre
 As of March 31, 2020

	March	March	Monthly		YTD	YTD	YTD		Annual	Percentage	Annual
	Budget	Actuals	Variance		Budget	Actuals	Variance		Budget	Expended	Variance
41015 Reference/Collection Dev											
61510 Salaries-Permanent	32,428.00	27,992.82	4,435.18		79,199.00	74,763.93	4,435.07		371,055.00	20.1%	296,291.07
61513 Benefits-Permanent	10,298.00	9,239.73	1,058.27		24,702.00	23,644.01	1,057.99		104,877.00	22.5%	81,232.99
61520 Wages-Casual Temporary	10,613.00	5,094.17	5,518.83		20,050.00	14,530.77	5,519.23		96,800.00	15.0%	82,269.23
61523 Benefits-Casual Temporary	2,263.00	1,055.87	1,207.13		4,296.00	3,089.82	1,206.18		20,636.00	15.0%	17,546.18
62018 Operating Supplies	272.00	300.78	(28.78)		816.00	720.74	95.26		3,300.00	21.8%	2,579.26
62058 Online Databases	2,000.00	20,273.62	(18,273.62)		40,729.00	59,002.81	(18,273.81)		60,000.00	98.3%	997.19
62414 Special Programs	300.00	1,370.14	(1,070.14)		617.00	1,687.00	(1,070.00)		8,000.00	21.1%	6,313.00
Total 41015 Reference/Collection Dev	58,174.00	65,327.13	(7,153.13)		170,409.00	177,439.08	(7,030.08)		664,668.00	26.7%	487,228.92
41020 Library Grants											
50319 Grants/Subsidies (Revenue)			0.00			(4,948.93)	4,948.93				(4,948.93)
62319 Grants (Expenses)			0.00				0.00				0.00
Total 41020 Library Grants		0.00	0.00			(4,948.93)	4,948.93				4,948.93
41025 Library Info Technology											
61510 Salaries-Permanent	13,472.00	13,471.80	0.20		35,701.00	35,700.27	0.73		177,127.00	20.2%	141,426.73
61513 Benefits-Permanent	3,930.00	4,366.26	(436.26)		10,414.00	11,211.35	(797.35)		46,883.00	23.9%	35,671.65
62018 Operating Supplies	508.00	73.40	434.60		1,524.00	745.28	778.72		6,100.00	12.2%	5,354.72
62304 Automation	150.00		150.00		4,350.00	4,235.62	114.38		20,400.00	20.8%	16,164.38
62305 Computer Services	545.00	478.24	66.76		1,635.00	1,007.36	627.64		18,990.00	5.3%	17,982.64
62312 Insurance		2,347.39			2,376.00	2,347.39			2,376.00		
62335 Contracted Services		224.18	(224.18)		2,148.00	949.78	1,198.22		12,800.00	7.4%	11,850.22
62396 Mobile Phones / Pagers	1,117.00	(345.22)	1,462.22		1,813.00	647.29	1,165.71		7,400.00	8.7%	6,752.71
62397 Telephone	1,748.00	2,352.95	(604.95)		4,671.00	4,713.66	(42.66)		30,110.00	15.7%	25,396.34
63037 Software Licence Subscription	8,527.00	10,214.26	(1,687.26)		11,097.00	11,935.56	(838.56)		19,200.00	62.2%	7,264.44
Total 41025 Library Info Technology	29,997.00	33,183.26	(3,186.26)		75,729.00	73,493.56	2,235.44		341,386.00	21.5%	267,892.44
41030 Youth Services											
61510 Salaries-Permanent	23,425.00	17,872.00	5,553.00		62,076.00	46,629.22	15,446.78		311,988.00	14.9%	265,358.78
61513 Benefits-Permanent	6,907.00	5,861.26	1,045.74		18,304.00	14,629.67	3,674.33		85,532.00	17.1%	70,902.33
61520 Wages-Casual Temporary		5,072.70	(5,072.70)			12,197.71	(12,197.71)				(12,197.71)
61523 Benefits-Casual Temporary		1,505.52	(1,505.52)			2,488.55	(2,488.55)				(2,488.55)
62018 Operating Supplies	45.00	62.69	(17.69)		127.00	108.09	18.91		1,200.00	9.0%	1,091.91
62414 Special Programs	1,000.00	908.62	91.38		1,608.00	1,516.99	91.01		20,000.00	7.6%	18,483.01
Total 41030 Youth Services	31,377.00	31,282.79	94.21		82,115.00	77,570.23	4,544.77		418,720.00	18.5%	341,149.77
41035 Communications/Community Dev											
61510 Salaries-Permanent	18,402.00	18,402.20	(0.20)		48,765.00	48,765.84	(0.84)		241,780.00	20.2%	193,014.16
61513 Benefits-Permanent	5,409.00	6,017.10	(608.10)		14,334.00	15,336.25	(1,002.25)		65,649.00	23.4%	50,312.75
61520 Wages-Casual Temporary	3,981.00	4,374.40	(393.40)		10,035.00	10,429.17	(394.17)		60,300.00	17.3%	49,870.83
61523 Benefits-Casual Temporary	813.00	522.78	290.22		1,647.00	1,356.42	290.58		12,315.00	11.0%	10,958.58
62018 Operating Supplies	394.00	802.70	(408.70)		1,182.00	1,898.50	(716.50)		4,730.00	40.1%	2,831.50
62304 Automation	500.00	720.24	(220.24)		1,500.00	870.50	629.50		6,000.00	14.5%	5,129.50



Caledon Public Library-Lending Services
 ST: Object Code - Budget vs Actual by Cost Centre
 As of March 31, 2020

	March	March	Monthly		YTD	YTD	YTD		Annual	Percentage	Annual
	Budget	Actuals	Variance		Budget	Actuals	Variance		Budget	Expended	Variance
62315 Printing & Advertising	1,500.00	2,476.89	(976.89)		2,050.00	2,476.89	(426.89)		14,700.00	16.8%	12,223.11
62335 Contracted Services	500.00	1,072.98	(572.98)		1,050.00	1,274.55	(224.55)		6,000.00	21.2%	4,725.45
62414 Special Programs	631.00	500.78	130.22		1,893.00	655.92	1,237.08		8,000.00	8.2%	7,344.08
Total 41035 Communications/Community Dev	32,130.00	34,890.07	(2,760.07)		82,456.00	83,064.04	(608.04)		419,474.00	19.8%	336,409.96
41040 Library Tech Services											
61510 Salaries-Permanent			0.00			(1,745.89)	1,745.89				1,745.89
61513 Benefits-Permanent			0.00			(188.75)	188.75				188.75
62018 Operating Supplies		15.00	(15.00)			15.00	(15.00)				(15.00)
62335 Contracted Services		213.42	(213.42)			213.42	(213.42)				(213.42)
Total 41040 Library Tech Services	0.00	228.42	(228.42)		0.00	(1,706.22)	1,706.22		0.00		1,706.22
Total Caledon Public Library	482,494.00	556,243.45	(73,749.45)		972,796.00	953,874.19	18,921.81		3,998,688.00	23.9%	3,044,813.81
Total Caledon Public Library-Lending Services	482,494.00	556,243.45	(73,749.45)		972,796.00	953,874.19	18,921.81		3,998,688.00	23.9%	3,044,813.81

Capital Project Expense Report - as of March 31, 2020

	Budget	Expended Previous Year(s)	Expended 2020 YTD	Total Project Spend to Date	Remaining Funding	Percentage Expended
Previous Year Capital Projects						
16-002 Library IT Equipment Replacement	55,000	47,446.44	6,271.60	53,718.04	1,281.96	97.7%
18-039 Library Furnishing Replacement	30,000.00	29,546.42	366.34	29,912.76	87.24	99.7%
18-040 Southfields Opening Day Collections	400,000.00	354,781.61	36,154.60	390,936.21	9,063.79	97.7%
18-043 Lib Website Redesign & Improvements	10,000.00	632.31	27.61	659.92	9,340.08	6.6%
19-032 Library Collections and Materials	450,000.00	415,675.54	39,292.39	454,967.93	(4,967.93)	101.1%
59275 Capital Donations	4,790.70					
Total Library Collections and Materials (19-032)	454,790.70	415,675.54	39,292.39	454,967.93	(177.23)	100.0%
19-033 Library IT Equipment	76,000.00	46,220.65	14,601.14	60,821.79	15,178.21	80.0%
19-034 Library Furnishing Replacement	30,000.00	16,637.38		16,637.38	13,362.62	55.5%
19-036 Albion Bolton Branch Refurbishment	561,000.00	0.00		0.00	561,000.00	0.0%
19-037 Wireless Public Print Management System	12,800.00	6,824.03		6,824.03	5,975.97	53.3%
19-038 Library IT Audit/Network Assessment	15,000.00	0.00		0.00	15,000.00	0.0%
19-039 Library Community Outreach Kits	6,000.00	2,331.45	1,511.31	3,842.76	2,157.24	64.0%
Multi-Year Capital Projects						
16-004 Mayfield West Library	4,950,000	3,654,865.36	407,548.96	4,062,414.32	887,585.68	82.1%
Current Year Capital Projects						
20-013 Library Collection and Materials	450,000		115,622.18	115,622.18	334,377.82	25.7%
20-014 Library IT Equipment	125,485			0.00	125,485.00	0.0%
20-015 Library Furnishings	60,000			0.00	60,000.00	0.0%
20-016 Library Strategic Plan	25,000			0.00	25,000.00	0.0%

Attachment 8-C

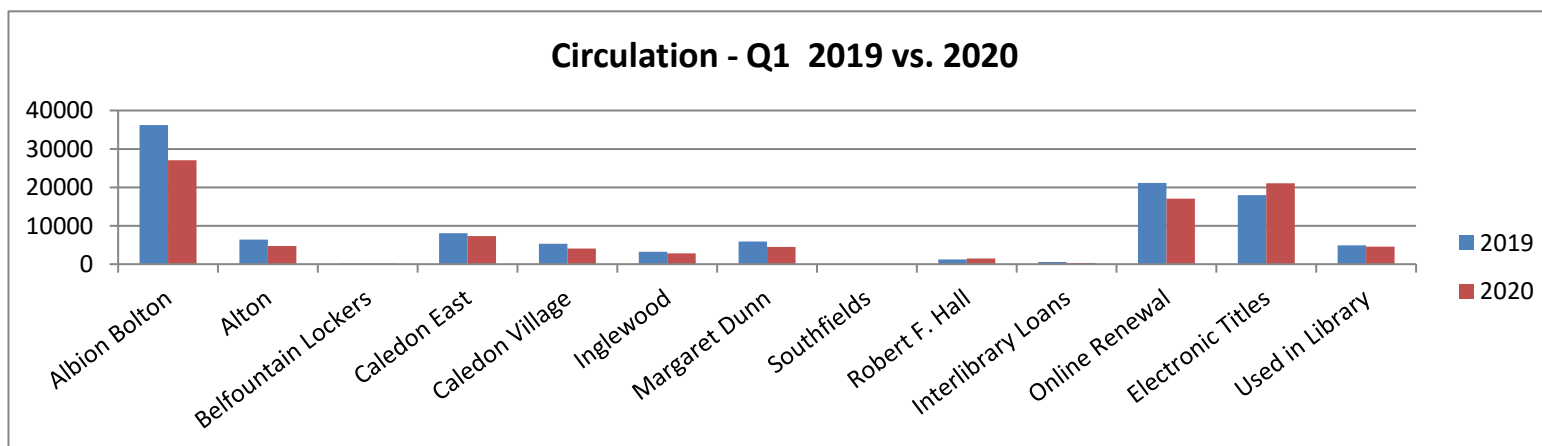
Quarterly Performance Measures and Statistics

First Quarter - January, February, March 2020

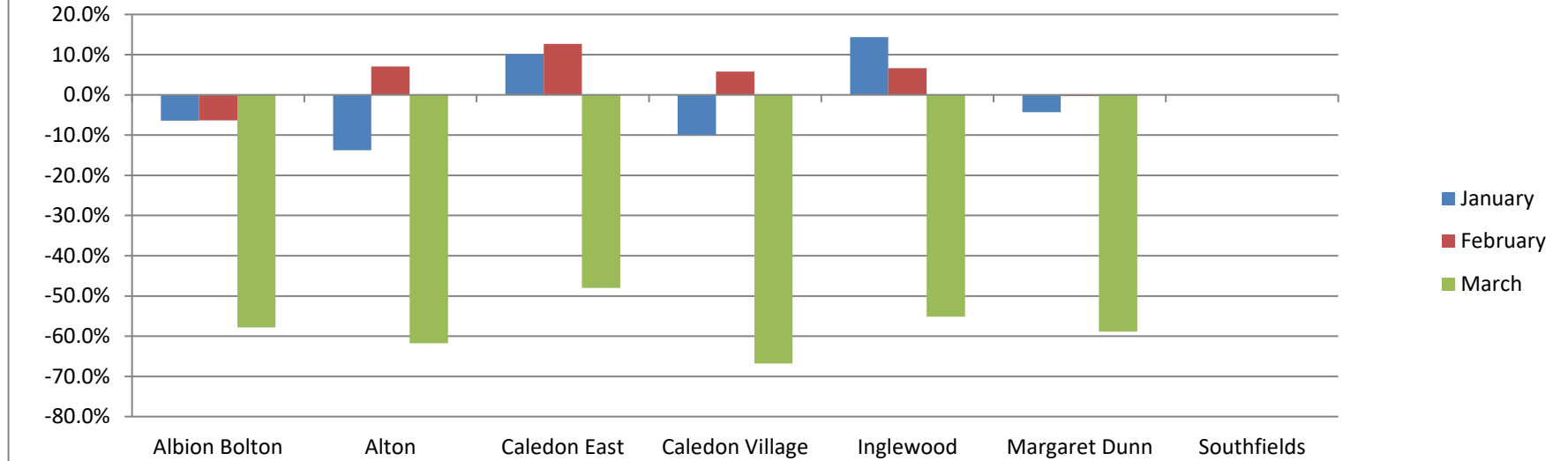


Circulation by Branch - Q1

	January			February			March			Q1 Total		
	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
Albion Bolton	11699	10950	-6.4%	11266	10553	-6.3%	13218	5572	-57.8%	36183	27075	-25.2%
Alton	2174	1874	-13.8%	1839	1969	7.1%	2388	913	-61.8%	6401	4756	-25.7%
Belfountain Lockers	84	66	-21.4%	60	63	5.0%	34	53	55.9%	178	182	2.2%
Caledon East	2754	3033	10.1%	2435	2744	12.7%	2902	1510	-48.0%	8091	7287	-9.9%
Caledon Village	1852	1668	-9.9%	1668	1765	5.8%	1814	602	-66.8%	5334	4035	-24.4%
Inglewood	1074	1228	14.3%	977	1042	6.7%	1173	526	-55.2%	3224	2796	-13.3%
Margaret Dunn	1827	1749	-4.3%	1842	1836	-0.3%	2194	903	-58.8%	5863	4488	-23.5%
Southfields	0	0	-	0	0	-	0	0	-	0	0	-
Robert F. Hall	473	614	29.8%	371	531	43.1%	430	321	-25.3%	1274	1466	15.1%
Interlibrary Loans	216	105	-51.4%	187	120	-35.8%	198	52	-73.7%	601	277	-53.9%
Online Renewal	7193	6511	-9.5%	6506	6815	4.7%	7425	3693	-50.3%	21124	17019	-19.4%
Sub-Total	29346	27798	-5.3%	27151	27438	1.1%	31776	14145	-55.5%	88273	69381	-21.4%
Electronic Titles	6132	6765	10.3%	5428	6491	19.6%	6404	7771	21.3%	17964	21027	17.1%
	35478	34563	-2.6%	32579	33929	4.1%	38180	21916	-42.6%	106237	90408	-14.9%
Used in Library	1460	2152	47.4%	1618	1838	13.6%	1853	605	-67.4%	4931	4595	-6.8%
Total	36938	36715	-0.6%	34197	35767	4.6%	40033	22521	-43.7%	111168	95003	-14.5%



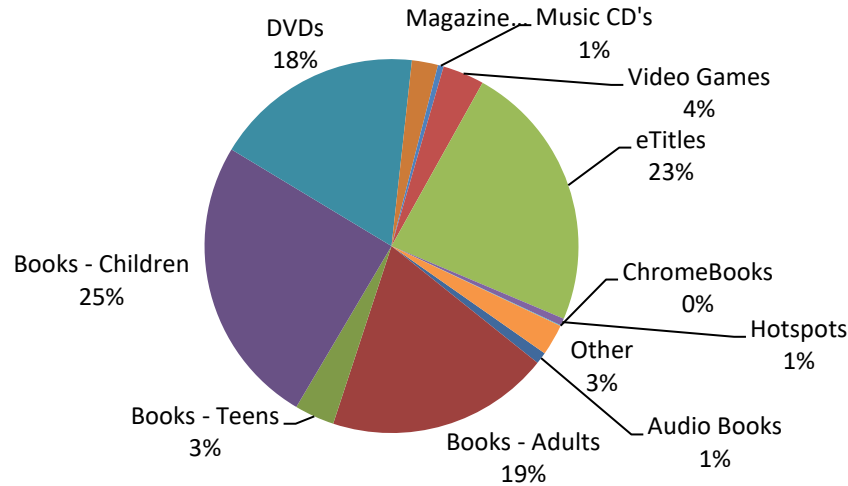
Branch Circulation - Monthly Percentage Change 2019 to 2020



Circulation by Format - Q1

	January			February			March			Q1 Total		
	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
Audio Books	454	369	-18.7%	321	375	16.8%	446	175	-60.8%	1221	919	-24.7%
Books - Adults	7575	7184	-5.2%	6514	6804	4.5%	7491	3473	-53.6%	21580	17461	-19.1%
Books - Teens	1125	1238	10.0%	1011	1276	26.2%	1056	606	-42.6%	3192	3120	-2.3%
Books - Children	8823	8689	-1.5%	9140	9221	0.9%	10873	4819	-55.7%	28836	22729	-21.2%
DVDs	8114	6788	-16.3%	7291	6319	-13.3%	8272	3258	-60.6%	23677	16365	-30.9%
Magazines	788	864	9.6%	747	806	7.9%	946	373	-60.6%	2481	2043	-17.7%
Music CD's	269	195	-27.5%	186	177	-4.8%	279	73	-73.8%	734	445	-39.4%
Video Games	1316	1238	-5.9%	1122	1344	19.8%	1288	673	-47.7%	3726	3255	-12.6%
eTitles	6132	6765	10.3%	5428	6491	19.6%	6404	7771	21.3%	17964	21027	17.1%
Hotspots	106	233	119.8%	112	219	95.5%	215	104	-51.6%	433	556	28.4%
ChromeBooks	17	16	-5.9%	21	33	57.1%	25	9	-64.0%	63	58	-7.9%
Other	759	984	29.6%	686	864	25.9%	885	582	-34.2%	2330	2430	4.3%
Total	35478	34563	-2.6%	32579	33929	4.1%	38180	21916	-42.6%	106237	90408	-14.9%

Circulation by Format - Q1



Library Activity - Q1

	January			February			March			Q1 Total		
	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
New Members Added	202	205	1.5%	143	208	45.5%	230	162	-29.6%	575	575	0.0%
Total Members/Cardholders										29659	23218	-21.7%
Total Active Members/Cardholders (used within last two years)										13480	14095	4.6%
Reference Queries	324	664	104.9%	321	642	100.0%	548	252	-54.0%	1193	1558	30.6%
Holds Placed	6062	5460	-9.9%	4962	4895	-1.4%	5739	2630	-54.2%	16763	12985	-22.5%
New Materials Added	1053	1221	16.0%	1120	1693	51.2%	1953	4754	143.4%	4126	7668	85.8%

Visits by Branch - Q1

	January			February			March			Q1 Total		
	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
Albion Bolton	7935	9085	14.5%	7431	9229	24.2%	10372	4481	-56.8%	25738	22795	-11.4%
Caledon East *	10094	12614	25.0%	9721	9893	1.8%	11219	6126	-45.4%	31034	28633	-7.7%
Margaret Dunn	2663	2687	0.9%	2278	2532	11.2%	2790	938	-66.4%	7731	6157	-20.4%
Southfields	0	0	-	0	0	-	0	0	-	0	0	-
Total	20692	24386	17.9%	19430	21654	11.4%	24381	11545	-52.6%	64503	57585	-10.7%

Virtual Branch Use - Q1

	January			February			March			Q1 Total		
	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
Website Usage												
Page views	30933	31078	0.5%	28394	28008	-1.4%	32884	25195	-23.4%	92211	84281	-8.6%
Users	6859	7503	9.4%	6810	7186	5.5%	8012	5897	-26.4%	21681	20586	-5.1%
Catalogue Usage												
Page views	59548	56,174	-5.7%	52750	56,856	7.8%	56955	37656	-33.9%	169253	150686	-11.0%
Sessions	11302	11,261	-0.4%	9997	10,717	7.2%	11412	6787	-40.5%	32711	28765	-12.1%

Technology Use by Branch - Q1

		January			February			March			Q1 Total		
		2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
Workstations	Albion Bolton	1348	1244	-7.7%	1079	1173	8.7%	1459	772	-47.1%	3886	3189	-17.9%
	Alton	157	88	-43.9%	108	110	1.9%	234	50	-78.6%	499	248	-50.3%
	Caledon East	116	181	56.0%	125	162	29.6%	164	73	-55.5%	405	416	2.7%
	Caledon Village	80	123	53.8%	58	161	177.6%	131	37	-71.8%	269	321	19.3%
	Inglewood	94	62	-34.0%	69	61	-11.6%	69	44	-36.2%	232	167	-28.0%
	Margaret Dunn	324	330	1.9%	244	301	23.4%	429	108	-74.8%	997	739	-25.9%
	Southfields	0	0	-	0	0	-	0	0	-	0	0	-
	Total	2119	2028	-4.3%	1683	1968	16.9%	2486	1084	-56.4%	6288	5080	-19.2%

		January			February			March			Q1 Total		
		2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
Wireless Network	Albion Bolton	4557	3574	-21.6%	4258	4416	3.7%	5258	2055	-60.9%	14073	10045	-28.6%
	Alton	349	166	-52.4%	302	247	-18.2%	343	221	-35.6%	994	634	-36.2%
	Caledon East	2906	1790	-38.4%	2936	2024	-31.1%	3131	1457	-53.5%	8973	5271	-41.3%
	Caledon Village	306	187	-38.9%	262	230	-12.2%	273	147	-46.2%	841	564	-32.9%
	Inglewood	186	162	-12.9%	158	198	25.3%	285	161	-43.5%	629	521	-17.2%
	Margaret Dunn	795	417	-47.5%	630	544	-13.7%	747	298	-60.1%	2172	1259	-42.0%
	Southfields	0	0	-	0	0	-	0	0	-	0	0	-
	Total	9099	6296	-30.8%	8546	7659	-10.4%	10037	4339	-56.8%	27682	18294	-33.9%

		January			February			March			Q1 Total		
		2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
ChromeBooks	Albion Bolton	17	16	-5.9%	21	33	57.1%	25	9	-64.0%	63	58	-7.9%
	Southfields	0	0	-	0	0	-	0	0	-	0	0	-
	Total	17	16	57.1%	21	33	57.1%	25	9	-64.0%	63	58	-7.9%

Digital Resource and eBook Usage - Q1

	January			February			March			Q1 Total		
	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
Digital Items Borrowed												
Overdrive-eBooks	2965	3409	15.0%	2790	3177	13.9%	3337	3592	7.6%	9092	10178	11.9%
Overdrive - eAudio	1047	1413	35.0%	972	1363	40.2%	1142	1296	13.5%	3161	4072	28.8%
Overdrive - Other	1	4	300.0%	3	11	266.7%	11	7	-36.4%	15	22	46.7%
Hoopla - eBooks	484	488	0.8%	363	436	20.1%	388	772	99.0%	1235	1696	37.3%
Hoopla - eAudio	510	527	3.3%	373	455	22.0%	399	678	69.9%	1282	1660	29.5%
Hoopla - Video	399	254	-36.3%	247	272	10.1%	306	507	65.7%	952	1033	8.5%
Hoopla - Music	127	73	-42.5%	85	93	9.4%	85	131	54.1%	297	297	0.0%
Kanopy	85	143	68.2%	88	94	6.8%	66	148	124.2%	239	385	61.1%
Zinio/RBDigital Magazines	474	444	-6.3%	493	574	16.4%	641	623	-2.8%	1608	1641	2.1%
Flipster Magazines	40	10	-75.0%	14	16	14.3%	29	17	-41.4%	83	43	-48.2%
Total Borrowed	6132	6765	10.3%	5428	6491	19.6%	6404	7771	21.3%	17964	21027	17.1%
Digital Resources Accessed												
Press Display	652	1467	125.0%	858	1501	74.9%	941	1646	74.9%	2451	4614	88.2%
Ancestry	471	346	-26.5%	525	832	58.5%	424	602	42.0%	1420	1780	25.4%
Tumble Books Premier	88	144	63.6%	74	84	13.5%	106	170	60.4%	268	398	48.5%
Consumer Reports	6	71	1083.3%	42	138	228.6%	118	105	-11.0%	166	314	89.2%
World Book	1	19	1800.0%	2	182	9000.0%	6	8	33.3%	9	209	2222.2%
Gale Databases	59	11	-81.4%	15	361	2306.7%	308	250	-18.8%	382	622	62.8%
Novelist	47	55	17.0%	107	140	30.8%	31	148	377.4%	185	343	85.4%
EBSCO	203	132	-35.0%	161	138	-14.3%	130	73	-43.8%	494	343	-30.6%
One Click Digital	0	0	-	0	0	-	0	0	-	0	0	-
Gale Courses	52	63	21.2%	40	43	7.5%	40	75	87.5%	132	181	37.1%
Mango Languages	60	108	80.0%	45	57	26.7%	85	71	-16.5%	190	236	24.2%
New York Times *	68	45	-33.8%	74	62	-16.2%	0	71	-	142	178	25.4%
Cypress Resume *	39	6	-84.6%	13	0	-100.0%	8	2	-75.0%	60	8	-86.7%
A to Z World Travel *	120	0	-100.0%	77	9	-88.3%	0	63	-	197	72	-63.5%
A to Z World Food ***	10	0	-100.0%	3	0	-100.0%	1	0	-100.0%	14	0	-100.0%
Reference Canada/InfoCanada*	1	3	200.0%	14	0	-100.0%	5	1	-80.0%	20	4	-80.0%
Creative Bug *	0	31	-	0	10	-	0	19	-	0	60	-
Niche Academy **	0	0	-	0	0	-	0	0	-	0	0	-
Road to the IELTS **	0	13	-	0	10	-	0	5	-	0	0	-
Total Accessed	1877	2514	33.9%	2050	3567	74.0%	2203	3309	50.2%	6130	9362	52.7%
Total Usage	8009	9279	15.9%	7478	10058	34.5%	8607	11080	28.7%	24094	30389	26.1%

* New in 2019

** New in 2020

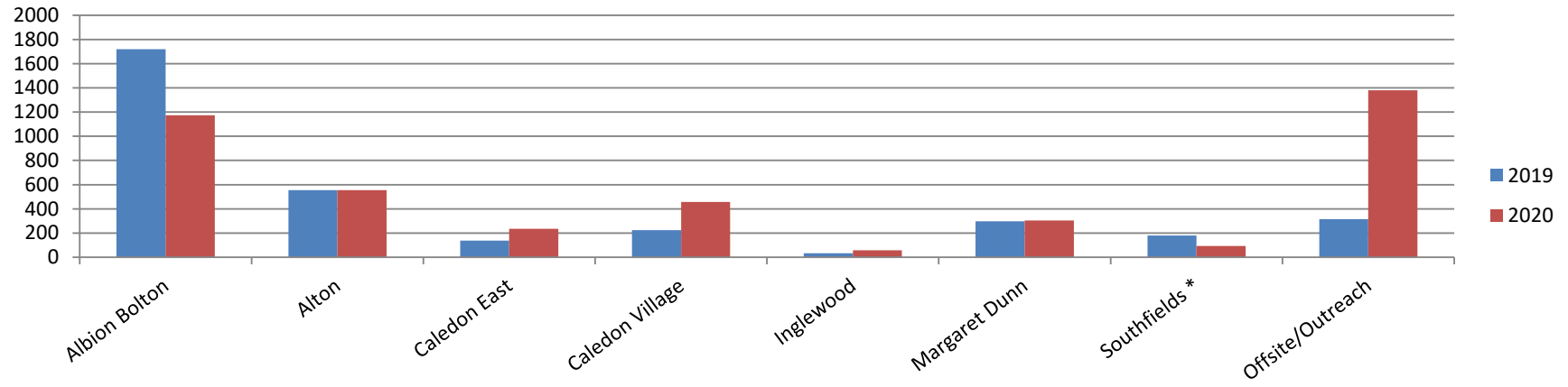
*** discontinued subscription in 2019

Programming by Branch - Q1

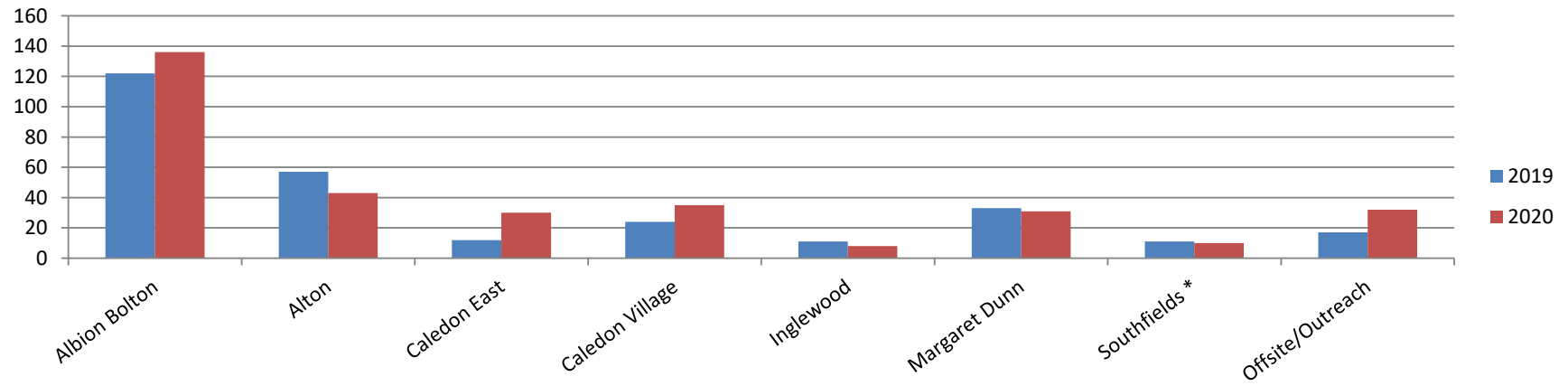
	January			February			March			Q1 Total		
	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change
Program Attendance												
Albion Bolton	472	512	8.5%	397	468	17.9%	851	193	-77.3%	1720	1173	-31.8%
Alton	188	243	29.3%	141	248	75.9%	226	64	-71.7%	555	555	0.0%
Caledon East	48	63	31.3%	39	161	312.8%	50	11	-78.0%	137	235	71.5%
Caledon Village	94	311	230.9%	73	95	30.1%	56	52	-7.1%	223	458	105.4%
Inglewood	16	20	25.0%	2	18	800.0%	15	20	33.3%	33	58	75.8%
Margaret Dunn	100	154	54.0%	108	105	-2.8%	89	44	-50.6%	297	303	2.0%
Southfields *	41	33	-19.5%	84	41	-51.2%	55	18	-67.3%	180	92	-48.9%
Offsite/Outreach	105	1124	970.5%	169	230	36.1%	40	27	-32.5%	314	1381	339.8%
Total	1064	2460	131.2%	1013	1366	34.8%	1382	429	-69.0%	3459	4255	23.0%
Contests & Activities	318	157	-50.6%	295	434	47.1%	0	18	-	613	609	-0.7%
Grand Total	1382	2617	89.4%	1308	1800	37.6%	1382	447	-67.7%	4072	4864	19.4%
Number of Programs												
Albion Bolton	39	65	66.7%	43	53	23.3%	40	18	-55.0%	122	136	11.5%
Alton	20	20	0.0%	18	16	-11.1%	19	7	-63.2%	57	43	-24.6%
Caledon East	5	14	180.0%	3	13	333.3%	4	3	-25.0%	12	30	150.0%
Caledon Village	10	14	40.0%	8	14	75.0%	6	7	16.7%	24	35	45.8%
Inglewood	5	4	-20.0%	4	3	-25.0%	2	1	-50.0%	11	8	-27.3%
Margaret Dunn	11	14	27.3%	12	13	8.3%	10	4	-60.0%	33	31	-6.1%
Southfields *	4	4	0.0%	3	4	33.3%	4	2	-50.0%	11	10	-9.1%
Offsite/Outreach	6	16	166.7%	9	15	66.7%	2	1	-50.0%	17	32	88.2%
Total	100	151	51.0%	100	131	31.0%	87	43	-50.6%	287	325	13.2%
Volunteer Hours	68	11.5	-83.1%	98.5	21	-78.7%	73	9	-87.7%	239.5	41.5	-82.7%

* Southfields location includes temporary pop-up location as well as the branch - once opened.

Program Attendance - Q1 2019 vs. 2020



Programs Offered - Q1 2019 vs. 2020



Attachment 12-A

CALEDON PUBLIC LIBRARY BOARD: ANNUAL AGENDA/WORK PLAN 2020

Updated April 20, 2020

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>
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 ✓ Review of Rights and Safety of Children and Youth in the Library 	<ul style="list-style-type: none"> ✓ OLA Conference Feedback ✓ Drafted policies ✓ Drafted By-Laws ✓ Annual Report 2019 	
April 2020	<ul style="list-style-type: none"> • Review of Quarterly Statistics – Q1 • Procurement Update – Bolton Refurb 	<ul style="list-style-type: none"> • 2020 Q1 Statistics Report 	<ul style="list-style-type: none"> • SOLS Trustee Council Meeting • Year End Variance Review – 2019 - deferred from March • Variance Review – Q1 2020
May 2020	<ul style="list-style-type: none"> • Review of Board Code of Conduct – deferred from April • Review of Public Code of Conduct – deferred from April • Review of Use of Library Board Resources for Election Purposes 	<ul style="list-style-type: none"> • Drafted policies/codes 	<ul style="list-style-type: none"> • Meeting of CEO Assessment Committee • Creation of ad hoc strategic planning committee - deferred from March

June 2020	<ul style="list-style-type: none"> • Review of Fundraising and Gift Acceptance Policy – deferred from April • Fundraising Work Plan – deferred from April • Review of Personnel Policy – deferred from May • 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 	
July 2020	<ul style="list-style-type: none"> • No meeting 	<ul style="list-style-type: none"> • Meeting of Planning Committee - deferred from May 	
August 2020	<ul style="list-style-type: none"> • Initial budget consideration • Review of quarterly statistics – Q2 • Review of Collection Development Policy – deferred from June • Review of Programming Policy – deferred from June 	<ul style="list-style-type: none"> • 2020 Q2 Statistics Report • Draft budget • Drafted policies 	<ul style="list-style-type: none"> • Finance committee meeting to review draft budget • Variance Review – Q2 2020
September 2020	<ul style="list-style-type: none"> • Adjusted budget review • Review of Accessible Customer Service Policy • Review of Volunteer Policy – deferred from June • New Diversity and Inclusion Policy – deferred from June 	<ul style="list-style-type: none"> • Revised budget • Drafted policies 	
October 2020	<ul style="list-style-type: none"> • Review of quarterly statistics – Q3 • Review of Public Complaint Handling Policy 	<ul style="list-style-type: none"> • 2020 Q3 Statistics Report • Drafted policy 	<ul style="list-style-type: none"> • Variance Review – Q3 2020
November 2020	<ul style="list-style-type: none"> • Annual Board Assessment • Call for interest in OLA Board Attendance • Schedule of Board Meetings – 2020 • Review of Art Exhibit, Display, and Community Information Policy 	<ul style="list-style-type: none"> • Assessment criteria and questions • Drafted policy 	<ul style="list-style-type: none"> • SOLS Trustee Council Meeting • Completion of Assessment Questionnaire
December 2020	<ul style="list-style-type: none"> • OLA Board Attendance Confirmation • Executive and Committee Appointments 	<ul style="list-style-type: none"> • Board Assessment Results 	