Caledon Public Library Board Meeting
Monday, October 21, 2024
6:00 p.m.
Albion Bolton Branch

AGENDA

1. Call to order
2. Indigenous Acknowledgement

   As we gather, we are reminded that the Caledon Public Library sits on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation. In particular we acknowledge the territory of the Huron-Wendat and Haudenosaunee peoples.

   We 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 September 16, 2024 meeting (Attachment 6-A)
   b. Treasurer's Report and Financial Statements (Attachment 6-B)
   c. Quarterly Statistics and Performance Measures – Q3 2024 (Attachment 6-C)
   d. Strategic Actions Update (Attachment 6-D)
   e. Correspondence

7. Business arising from the minutes

8. Staff Reports
    a. CEO/Chief Librarian's Report (Attachment 8-A)
    b. Public Complaint Handling Policy Report (Attachment 8-B)
    c. 2025 Board Meeting Schedule (Attachment 8-C)
9. Board and Committee Reports
10. New business
11. Board Work Plan
    a. 2024/25 Work Plan Review (Attachment 11-A)
12. Board Advocacy and Development
    a. Intellectual Freedom Case Study (Attachment 12-A)
    b. Upcoming Advocacy or Development Opportunities
        i. Chamber of Commerce Fall Business Summit, Tuesday, October 22, 2024, 8 AM – 3 PM, Glen Eagle Golf Club 15731 Peel Regional Rd 50, Bolton
        ii. OLS Virtual Conference: Equilibrium - Thursday, October 24, 2024, 6 – 8:30 PM – Register online
        iii. Council Workshop – Library Strategic Plan, Wednesday, October 30, 2:30 PM, Caledon East, location to be confirmed.
        iv. Friends of Caledon Public Library AGM and 30th Anniversary Celebration, Monday, November 4, 2024, 6:30 PM, Southfields Village Branch
        v. Council Budget Presentations – Tuesday, November 5, 2025, 2:30 PM, Hybrid / Council Chamber, Town Hall
13. Public question period
14. Meeting Evaluation
15. Time and location of next regular meeting
    a. Monday, November 18, 2024, 6 PM – Southfields Village Branch
16. Adjournment

Attached Documents:

6-A	Minutes of the September 16, 2024 meeting
6-B	Treasurer's Report and Financial Statements
6-C	Quarterly Statistics and Performance Measures – Q3 2024
6-D	Strategic Actions Update
8-A	CEO/Chief Librarian's Report
8-B	Public Complaint Handling Policy Report
8-C	2025 Board Meeting Schedule
11-A	2024/25 Work Plan
12-A	Intellectual Freedom Case Study

Attachment 6-A

Caledon Public Library Board Meeting
Monday September 16, 2024
6:00 p.m.

MINUTES

Present: Tony Maxwell (Chair); Jacqueline Iafrate (Vice-Chair); Nicholas Alleyne; Laura Brady; Scott Goodison; Mary Juric; Domenic Maggi; Councilor Cosimo Napoli; Councilor Dave Sheen

Staff: Colleen Lipp – CEO | Chief Librarian; Alexandra Hoffmann, Administrative Coordinator; Leah Rucchetto, Director, Public Service; Roop Sandhu, Director, Corporate Services and Projects

Absent: None

Guests: None

Note: This meeting was conducted at the Southfields Village Branch

1. **The Chair called the meeting to order at 6:00 PM**

2. **Indigenous Acknowledgment**

As we gather, we are reminded that the Caledon Public Library sits on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation. In particular we acknowledge the territory of the Huron-Wendat, and Haudenosaunee peoples.

We 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:** None

4. **Approval of the Agenda**
   Motion: That the Caledon Public Library Board approve the agenda.
   Moved: Laura Brady **Seconded:** Nicholas Alleyne
   Carried.

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

6. **Consent Agenda**
   a. **Minutes of the June 17, 2024 meeting**

b. **Treasurer's Report and Financial Statements**
c. **Strategic Actions Update**
d. **Correspondence**
    i. **Millards Chartered Professional Accountants re: Annual audit of financial statements – August 6, 2024**

Motion: That the Caledon Public Library Board receive all items within the consent agenda.
Moved: Scott Goodison **Seconded**: Laura Brady
Carried.

7. **Business arising from the minutes:**
    a. **Meeting Evaluation Feedback.**
    The Board Chair highlighted the feedback received through the most recent evaluation survey and asked that Board members included comments, identifying specific opportunities for improvement when relevant.

8. **Staff Reports**
    a. **CEO/Chief Librarian's Report**
    Motion: That the Caledon Public Library Board receive the CEO/Chief Librarian's Report.
    Moved: Mary Juric **Seconded:** Scott Goodison
    Carried.

Domenic Maggi arrived at 6:08 PM

Jacqueline Lafrate arrived at 6:10 PM

    b. **Valuing Caledon Public Library Report**
    Motion: That the Caledon Public Library Board receive and endorse the Valuing Caledon Public Library Report; and,
    That the Caledon Public Library Board direct the CEO/Chief Librarian to request a delegation to Council as a means of raising awareness of the value of public library services to Caledon.
    Moved: Nicholas Alleyne **Seconded:** Dominic Maggi
    Carried.

    c. **Accessibility Policy Report**
    Motion: That the Caledon Public Library Board approve and adopt the revised Accessibility Policy as amended
    Moved: Laura Brady **Seconded:** Jacqueline lafrate
    Carried.

    d. **Diversity and Inclusion Policy Report**
    Motion: That the Caledon Public Library Board approve and adopt the amended Diversity and Inclusion Policy
    Moved: Laura Brady **Seconded:** Scott Goodison
    Carried.

9. **Board and Committee Reports**
    a. **Finance Committee Meeting Minutes of September 3, 2024**

i. **2023 Audited Financial Report**

Motion: That the Caledon Public Library Board receive the Finance Committee Meeting Minutes of September 3, 2024 and the 2023 Audited Financial Statements as approved by the Board's Finance Committee on September 3, 2024.
Moved: Scott Goodison **Seconded:** Laura Brady
Carried.

ii. 2025 Draft Budget Report

Motion: That the Caledon Public Library Board receive and approve the 2025 Draft Budget Report, as approved by the Board's Finance Committee on September 3, 2024
Moved: Scott Goodison **Seconded:** Laura Brady
Carried.

b. Advocacy and Fundraising Committee Minutes of September 9, 2024

Motion: That the Caledon Public Library Board receive the Advocacy and Fundraising Committee Minutes of September 9, 2024
Moved: Mary Juric **Seconded:** Nicholas Alleyne
Carried.

10. New Business

a. A question was raised regarding the availability and status of any relevant grants. The Board was advised that there are currently no eligible large capital projects underway but that the Leadership Team has developed a list of small capital improvements that may be suitable for any smaller community-based grant opportunities that may arise.

11. Board Work Plan

a. 2024/25 Work Plan Review

Motion: That the Caledon Public Library Board receive and approve the revised 2024/25 Work Plan.
Moved: Mary Juric **Seconded:** Jacqueline lafrate
Carried.

12. Board Advocacy and Development

a. Upcoming Advocacy Development Opportunities

i. CPL Annual Staff Forum – Friday, September 20, 2024 – 12:15 PM to 4:30 PM, Auditorium, Caledon East Community Complex
ii. Caledon Studio Tours – Saturday, September 21 and Sunday, September 22, 2024 – 11 AM – 4 PM, All CPL Branches with the exception of Albion Bolton.
iii. Caledon Council Golf Tournament – Monday, September 23, 2024 – 8 AM, TPC Toronto – Osprey Valley
iv. Caledon Community Services (CCS) and Caledon Public Library Service Partnership Launch – Wednesday, October 2, 2024 – 10:30 AM -12 PM with official remarks at 11 AM, Southfields Village Branch
v. Dufferin Caledon Libraries Joint Learn and Connect Event focusing on Intellectual Freedom – Thursday, October 3, 6 PM, Lion's Den, Caledon East Community Complex

vi. Council Workshop – Library Strategic Plan, Wednesday, October 9, 2:30 PM, Albion Bolton Community Centre
vii. Chamber of Commerce Networking Event – Thursday, October 17, 2024, 5:30-7:30 PM, Cory Trepanier Creativity Studio
viii. OLS Virtual Conference: Equilibrium - Thursday, October 24, 2024, 6 – 8:30 PM

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

14. Time of next regular meeting:

a. Monday, October 21, 2024, 6:00 PM – Albion Bolton Branch

15. Adjournment

Motion: That the meeting adjourn.
Moved: Nicholas Alleyne **Seconded:** Jacqueline lafrate
Carried.

The meeting adjourned at 8:02 PM

_____ _____

Tony Maxwell
Chair

Colleen Lipp
CEO | Chief Librarian

Attachment 6-B

Treasurer's Report

Prepared by Colleen Lipp
October 2024

CALEDON PUBLIC LIBRARY
for all reasons

2024 Budget

Financial statements, confirming the current budget and expenditures as of September 30, 2024 are attached as Appendix A. Items of note include:

- Budgeted figures but not year-to-date actuals have been transferred to new accounts in Corporate Services & Projects and Maker & Emerging Technologies. This has resulted in favourable variances in these departments which are offset by significant unfavourable year-to-date variances in Administration and Programming & Outreach.

2025 Budget

All Board-approved 2025 budget documents have been uploaded to the Town's financial software and/or shared directly with the Town Treasurer. A meeting to discuss the Library's proposed budget was also requested but has not been scheduled.

This submission prompted some questions regarding the Library's base operating budget. As a result, as requested by Town Finance, the following Board-approved increases have been recategorized from "inflationary increases" to "other budget increases":

- An increase of $4000 in Mileage was prompted by a return to normal operations following the pandemic. This line had optimistically been reduced in recent years however 2024 year-to-date actuals confirm a return to pre-pandemic levels of business travel.
- The increase of $4000 to Contracted Services under Administration results from an increasing reliance on external legal counsel to assist with HR and other issues. In the past, we have relied on variances in other accounts to offset these costs but recognize the need to ensure adequate funding moving forward.
- An increase of $3010 to Training and Development was prompted by the Board's ongoing efforts to align with the Ontario Library Accreditation Guideline that 1% of total wages and benefits be budgeted for staff learning and development. This increase was calculated based on the current headcount and further changes could be prompted by any increase or decrease to the adopted Cost of Living Allowance (COLA).

These adjustments resulted in no changes to the total budget value.

Questions were also received regarding the timing of the ongoing operating impacts associated with the capital budgets in support of Expanded Library Branch Access to the Inglewood Branch

(25-031) and Library IT Equipment (25-063). As the operating impacts for 2025 are reflected within the initial capital investment, any operating impacts will not take effect until 2026. As such, no changes to these proposals were required.

As of the writing of this report, no further communication has been received regarding next steps. As per the calendar of Council meetings posted on the Town's website, a budget meeting remains scheduled for November 5th. Repeated requests for additional information related to the budget status and timeline, including the Library's deliverables as related to the budget binder and presentation slides, have been shared with Town Finance.

Grants

Investing in Canada Infrastructure Program's (ICIP) Community, Culture and Recreation (CCR) Stream

As previously reported, the design and construction of Margaret Dunn Valleywood Collaboration Studio was funded in large part by the federal and provincial governments through the Investing in Canada Infrastructure Program (ICIP). As prompted by the final project report and accompanying claim, $201,079 was received earlier this year. This marked the total eligible project costs less the final holdback. This holdback of $22,362.79 was recently received, marking the close of the grant and project. These funds have been transferred from the Library's bank account to the Town.

Public Library Operating Grant

The Library has successfully completed all requirements of the Ontario Ministry of Tourism, Culture and Gaming's Annual Public Library Operating Grant (PLOG) for 2024. This includes the submission of the following:

- Grants Ontario Application Form
- Caledon Public Library 2023 Audited Financials
- Annual Survey

Funding of $58,171, including a pay equity supplement of $3932, is expected within the fourth quarter of 2024.

Appendix A

TOWN OF CALEDON

Caledon Public Library
ST: Object Code - Budget vs Actual by Cost Centre
As of September 30, 2024

	September Budget	September Actuals	*Monthly Variance*	YTD Budget	YTD Actuals	*YTD Variance*	Annual Budget	Percentage Expended	**Annual Variance**
40010 Administration									
50050 Miscellaneous	-1,250.00	-1,396.55	*146.55*	-10,600.00	-13,963.63	*3,363.63*	-14,000.00	99.7%	**-36.37**
50125 Merchandise Sales	-300.00	-86.00	*-214.00*	-2,100.00	-869.57	*-1,230.43*	-3,000.00	29.0%	**-2,130.43**
50319 Grants/Subsidies							-58,200.00	0.0%	**-58,200.00**
50570 Donations	-50.00	-300.00	*250.00*	-450.00	-1,297.44	*847.44*	-1,000.00	129.7%	**297.44**
50705 Fines/Fees	-850.00	-374.77	*-475.23*	-7,650.00	-6,140.18	*-1,509.82*	-10,000.00	61.4%	**-3,859.82**
50715 Programs	-300.00		*-300.00*	-2,700.00		*-2,700.00*	-3,500.00	0.0%	**-3,500.00**
50725 Comm.Access Prgm Funding			*0.00*	-7,000.00	-6,111.16	*-888.84*	-7,000.00	87.3%	**-888.84**
50750 Book Sales	-200.00	-210.50	*10.50*	-1,900.00	-1,925.15	*25.15*	-2,500.00	77.0%	**-574.85**
50770 FOL-Recoverable					-92.00	*92.00*			**92.00**
61510 Salaries-Permanent	20,129.00	9,988.35	*10,140.65*	248,397.00	241,768.67	*6,628.33*	318,846.00	75.8%	**77,077.33**
61513 Benefits-Permanent	4,529.00	2,104.17	*2,424.83*	68,437.00	66,829.08	*1,607.92*	84,136.00	79.4%	**17,306.92**
62018 Operating Supplies	1,066.00	33.32	*1,032.68*	8,553.00	277.80	*8,275.20*	12,160.00	2.3%	**11,882.20**
62113 Maint & Repairs-A/V Equip				0.00	1,623.09	*-1,623.09*			**-1,623.09**
62129 FOL-Initiatives		0.00	*0.00*		2,218.01	*-2,218.01*			**-2,218.01**
62244 Bank Charges	250.00		*250.00*	2,250.00	1,833.26	*416.74*	3,000.00	61.1%	**1,166.74**
62253 Lib. Brd Education & Exp.	300.00		*300.00*	4,100.00	3,487.00	*613.00*	5,000.00	69.7%	**1,513.00**
62310 Training/Development/Seminars	0.00	30.53	*-30.53*	0.00	23,735.51	*-23,735.51*			**-23,735.51**
62311 Memberships/Dues	150.00		*150.00*	14,100.00	15,713.60	*-1,613.60*	14,500.00	108.4%	**-1,213.60**
62314 Mileage	0.00	111.42	*-111.42*	0.00	5,917.09	*-5,917.09*			**-5,917.09**
62315 Printing & Advertising					1,244.05	*-1,244.05*			**-1,244.05**
62317 Audit				-4,839.00	-4,935.46	*96.46*	4,870.00	-101.3%	**9,805.46**
62322 Postage	125.00		*125.00*	-375.00	1,175.12	*-1,550.12*			**-1,175.12**
62335 Contracted Services	0.00	0.00	*0.00*	6,000.00	13,778.13	*-7,778.13*	8,000.00	172.2%	**-5,778.13**
62360 Fundraising	0.00	0.00		0.00	339.52	*-339.52*			
Total 40010 Administration	23,599.00	9,899.97	*13,699.03*	314,223.00	344,605.34	*-30,382.34*	351,312.00	98.1%	**6,706.66**
41010 Library Public Services									
61510 Salaries-Permanent	95,814.00	44,188.14	*51,625.86*	938,426.00	774,231.28	*164,194.72*	1,273,768.00	60.8%	**499,536.72**
61513 Benefits-Permanent	27,371.00	12,896.61	*14,474.39*	285,081.00	230,572.57	*54,508.43*	369,496.00	62.4%	**138,923.43**
61520 Wages-Casual Temporary	65,794.00	31,960.17	*33,833.83*	662,470.00	575,833.41	*86,636.59*	922,000.00	62.5%	**346,166.59**
61521 Overtime-Casual Temporary	0.00	55.38		0.00	55.38				
61523 Benefits-Casual Temporary	11,695.00	4,819.16	*6,875.84*	116,691.00	86,332.75	*30,358.25*	162,575.00	53.1%	**76,242.25**
62018 Operating Supplies	0.00	441.83	*-441.83*	0.00	6,052.49	*-6,052.49*		#DIV/0!	**-6,052.49**
62312 Insurance	5,074		*5,074*	5,074		*5,074.00*	5,074.00	0.0%	**5,074.00**
62321 Rental-Facility			*0.00*	344,531.00	344,526.99	*4.01*	344,531.00	100.0%	**4.01**
62335 Contracted Services	4,021.00	8,360.66	*-4,339.66*	38,996.00	33,989.59	*5,006.41*	52,890.00	64.3%	**18,900.41**
62346 Courier	2,983.00	2,511.31	*471.69*	26,049.00	18,522.65	*7,526.35*	35,000.00	52.9%	**16,477.35**
Total 41010 Library Public Services	212,752.00	105,233.26	*107,518.74*	2,417,318.00	2,070,117.11	*347,200.89*	3,165,334.00	65.4%	**1,095,216.89**

TOWN OF CALEDON

Caledon Public Library
ST: Object Code - Budget vs Actual by Cost Centre
As of September 30, 2024

	September Budget	September Actuals	*Monthly Variance*	YTD Budget	YTD Actuals	*YTD Variance*	Annual Budget	Percentage Expended	**Annual Variance**
41015 Collections and Access Services (formerly Information Services)									
61510 Salaries-Permanent	27,575.00	13,805.87	*13,769.13*	261,092.00	208,592.09	*52,499.91*	357,603.00	58.3%	**149,010.91**
61513 Benefits-Permanent	7,753.00	3,741.04	*4,011.96*	78,568.00	60,664.53	*17,903.47*	101,477.00	59.8%	**40,812.47**
61520 Wages-Casual Temporary			*0.00*		1,204.84	*-1,204.84*			**-1,204.84**
61523 Benefits-Casual Temporary			*0.00*		143.97	*-143.97*			**-143.97**
62018 Operating Supplies	202.00	133.16	*68.84*	3,389.00	1,650.47	*1,738.53*	4,000.00	41.3%	**2,349.53**
62058 Online Databases			*0.00*	94,310.00	95,156.47	*-846.47*	94,310.00	100.9%	**-846.47**
Total 41015 Collections and Access Services	35,530.00	17,680.07	*17,849.93*	437,359.00	367,412.37	*69,946.63*	557,390.00	65.9%	**189,977.63**
41020 Library Grants									
50319 Grants/Subsidies (Revenue)			*0.00*			*0.00*			**0.00**
62319 Grants (Expenses)			*0.00*			*0.00*			**0.00**
Total 41020 Library Grants		0.00	*0.00*		0.00	*0.00*			**0.00**
41025 Library Info Technology									
61510 Salaries-Permanent	21,442.00	10,643.72	*10,798.28*	201,224.00	172,118.27	*29,105.73*	276,282.00	62.3%	**104,163.73**
61513 Benefits-Permanent	5,855.00	2,797.57	*3,057.43*	60,423.00	50,049.22	*10,373.78*	77,872.00	64.3%	**27,822.78**
61520 Wages-Casual Temporary					4,394.25	*-4,394.25*			**-4,394.25**
61522 Recovery-Wages-Casual Temp			*0.00*		-6,951.00	*6,951.00*			**6,951.00**
61523 Benefits-Casual Temporary					522.26	*-522.26*			**-522.26**
62018 Operating Supplies	42	3,300.85	*-3,258.85*	9,325.00	4,196.26	*5,128.74*	13,100.00	32.0%	**8,903.74**
62304 Automation	2,000.00	22.95	*1,977.05*	38,100.00	33,106.72	*4,993.28*	44,100.00	75.1%	**10,993.28**
62305 Computer Services	10,500.00	6,963.12	*3,536.88*	75,000.00	53,550.07	*21,449.93*	105,980.00	50.5%	**52,429.93**
62312 Insurance	3,550		*3,550.00*	3,550	5,140.80	*-1,590.80*	3,550.00	144.8%	**-1,590.80**
62335 Contracted Services	3,500.00	507.72	*2,992.28*	27,250.00	14,134.48	*13,115.52*	36,710.00	38.5%	**22,575.52**
62396 Mobile Phones / Pagers	1,100.00	776.10	*323.90*	7,030.00	4,964.99	*2,065.01*	10,280.00	48.3%	**5,315.01**
62397 Telephone	3,200.00	8,551.84	*-5,351.84*	25,200.00	25,525.76	*-325.76*	34,670.00	73.6%	**9,144.24**
63037 Software Licence Subscription	5,000.00	577.46	*4,422.54*	42,800.00	17,817.74	*24,982.26*	57,270.00	31.1%	**39,452.26**
Total 41025 Library Info Technology	56,189.00	34,141.33	*22,047.67*	489,902.00	378,569.82	*111,332.18*	659,814.00	57.4%	**281,244.18**
41030 Programming and Outreach Services (formerly Youth Services)									
61510 Salaries-Permanent	21,797.00	10,898.50	*10,898.50*	281,682.00	325,067.56	*-43,385.56*	357,973.00	90.8%	**32,905.44**
61513 Benefits-Permanent	5,966.00	3,061.81	*2,904.19*	84,926.00	95,662.44	*-10,736.44*	102,553.00	93.3%	**6,890.56**
61520 Wages-Casual Temporary	3,954.00	7,359.84	*-3,405.84*	63,698.00	84,922.74	*-21,224.74*	106,600.00	79.7%	**21,677.26**
61523 Benefits-Casual Temporary	768.00	1,487.11	*-719.11*	12,371.00	17,166.99	*-4,795.99*	20,703.00	82.9%	**3,536.01**
62018 Operating Supplies	140.00	33.32	*106.68*	1,375.00	462.07	*912.93*	1,700.00	27.2%	**1,237.93**
62414 Special Programs	716.00	4,985.22	*-4,269.22*	18,134.00	30,537.10	*-12,403.10*	20,000.00	152.7%	**-10,537.10**
Total 41030 Programming and Outreach Services	33,341.00	27,825.80	*5,515.20*	462,186.00	553,818.90	*-91,632.90*	609,529.00	90.9%	**55,710.10**

TOWN OF CALEDON

Caledon Public Library
ST: Object Code - Budget vs Actual by Cost Centre
As of September 30, 2024

	September Budget	September Actuals	*Monthly Variance*	YTD Budget	YTD Actuals	*YTD Variance*	Annual Budget	Percentage Expended	**Annual Variance**
41035 Communications/Community Dev									
61510 Salaries-Permanent	28,260.00	13,326.71	*14,933.29*	267,518.00	234,951.65	*32,566.35*	366,425.00	64.1%	**131,473.35**
61513 Benefits-Permanent	7,953.00	4,188.87	*3,764.13*	80,487.00	72,601.79	*7,885.21*	103,395.00	70.2%	**30,793.21**
62018 Operating Supplies	500.00	33.32	*466.68*	4,700.00	4,425.44	*274.56*	6,200.00	71.4%	**1,774.56**
62304 Automation	500.00	650	*-150.25*	6,000.00	4,440.99	*1,559.01*	7,500.00	59.2%	**3,059.01**
62315 Printing & Advertising	2,000.00	474.84	*1,525.16*	12,380.00	5,689.14	*6,690.86*	16,480.00	34.5%	**10,790.86**
62335 Contracted Services	150		*150.00*	1,450.00	778.28	*671.72*	2,400.00	32.4%	**1,621.72**
62414 Special Programs	1,500.00	41.71	*1,458.29*	5,500.00	2,303.29	*3,196.71*	8,000.00	28.8%	**5,696.71**
Total 41035 Communications/Community Dev	40,863.00	18,715.70	*22,147.30*	378,035.00	325,190.58	*52,844.42*	510,400.00	63.7%	**185,209.42**
41045 Corporate Services & Projects									
61510 Salaries-Permanent	9,318	4,659.18	*4,658.82*	27,954.00	13,977.54	*13,976.46*	60,569.00	23.1%	**46,591.46**
61513 Benefits-Permanent	2,098	1,084.41	*1,013.59*	6,657.00	3,416.83	*3,240.17*	13,540.00	25.2%	**10,123.17**
62310 Training/Development/Seminars	1,001	2,029.69	*-1,028.69*	27,512.00	2,140.56	*25,371.44*	62,663.00	3.4%	**60,522.44**
62314 Mileage	460	438.02	*21.98*	4,120.00	567.74	*3,552.26*	5,500.00	10.3%	**4,932.26**
62322 Postage		193.78	*-193.78*	1,500.00	429.83	*1,070.17*	1,500.00	28.7%	**1,070.17**
62335 Contracted Services	5,000		*5,000.00*	16,000.00		*16,000.00*	31,000.00	0.0%	**31,000.00**
Total 41045 Corporate Services & Projects	17,877.00	8,405.08	*9,471.92*	83,743.00	20,532.50	*63,210.50*	174,772.00	11.7%	**154,239.50**
41050 Maker & Emerging Technologies									
61510 Salaries-Permanent	22,716.00	11,482.54	*11,233.46*	68,148.00	31,753.10	*36,394.90*	147,651.00	21.5%	**115,897.90**
61513 Benefits-Permanent	7,006.00	3,394.90	*3,611.10*	21,018.00	9,328.61	*11,689.39*	42,827.00	21.8%	**33,498.39**
62018 Operating Supplies		33.32	*-33.32*		66.64	*-66.64*			**-66.64**
62414 Special Programs	1,784.00	1,774.17	*9.83*	7,351.00	2,516.92	*4,834.08*	12,000.00	21.0%	**9,483.08**
Total 41050 Maker & Emerging Technologies	31,506.00	16,684.93	*14,821.07*	96,517.00	43,665.27	*52,851.73*	202,478.00	21.6%	**158,812.73**
Total Caledon Public Library-Lending Services	**451,657.00**	**238,586.14**	**213,070.86**	**4,679,283.00**	**4,103,911.89**	**575,371.11**	**6,231,029.00**	**65.9%**	**2,127,117.11**

Capital Project Expense Report - as of September 30, 2024

	Budget	Expended Previous Year(s)	Expended 2024 YTD	Total Project Spend to Date	Remaining Funding	Percentage Expended	Status
Capital Projects - Previous Years							
21-008 Library IT Equipment	73,000.00	56,884.95	8,687.71	65,572.66	7,427.34	89.8%	
21-134 Southfields Village Branch Reading Garden	91,910.00	87,622.85		87,622.85	4,287.15	95.3%	Fully grant funded
22-020 Library IT Equipment	51,000.00	0.00	28,626.57	28,626.57	22,373.43	56.1%	
22-021 Library Furniture Replacement	120,000.00	124,883.91		124,883.91	-4,883.91	104.1%	To be closed
22-025 Library In-Branch Signage/Wayfndng	24,000.00	20,089.73		20,089.73	3,910.27	83.7%	
22-026 Library and Town Joint Technology Review	35,000.00	27,274.23	1,129.54	28,403.77	6,596.23	81.2%	
23-035 Library Implementation of Microsoft 365	25,000.00		14,856.96	14,856.96	10,143.04	59.4%	
23-118 Library Materials and Collections	475,000.00	398,832.01	76,490.17	475,322.18	-322.18	100.1%	
59275 Capital Donations	567.50						To be closed
Total Library Collections and Materials (23-118)	475,567.50	398,832.01	76,490.17	475,322.18	245.32	99.9%	
23-119 Library IT Equipment	45,000.00			0.00	45,000.00	0.0%	
23-120 Library Furniture Replacement	60,000.00		16,294.78	16,294.78	43,705.22	27.2%	
Capital Projects - Current Year							
24-029 Library Materials and Coll	475,000.00		334,253.43	334,253.43	140,746.57	70.4%	
59275 Capital Donations	797.01						
Total Library Collections and Materials (24-029)	475,797.01		334,253.43	334,253.43	141,543.58	70.3%	
24-030 Library Strategic Plan	50,000.00			0.00	50,000.00	0.0%	
24-031 Library IT Equipment	15,000.00			0.00	15,000.00	0.0%	

Library Reserve Balances - as of September 30, 2024

01-00-000-00000-000-20841 Library Bequest Fund - MDV	316.54
08-07-900-35043-000-25000 Library Donation and Bequest Reserve Fund	12,286.09

Attachment 6-C

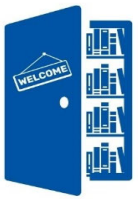
Quarterly and Annual Performance Measures and Statistics

Dashboard - Q3 2024

CALEDON PUBLIC LIBRARY
for all reasons

Active Library Members

19,365 ↑ 8.8%



Branch Visits

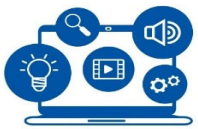
250,219 ↑ 40.0%

Total Items Borrowed and Used

360,150 ↑ 7.6%

Digital Titles Borrowed

87,909 ↑ 15.7%



Digital Resources Accessed

39,257 ↑ 7.4%

Program Participation

15,826 ↑ 37.3%

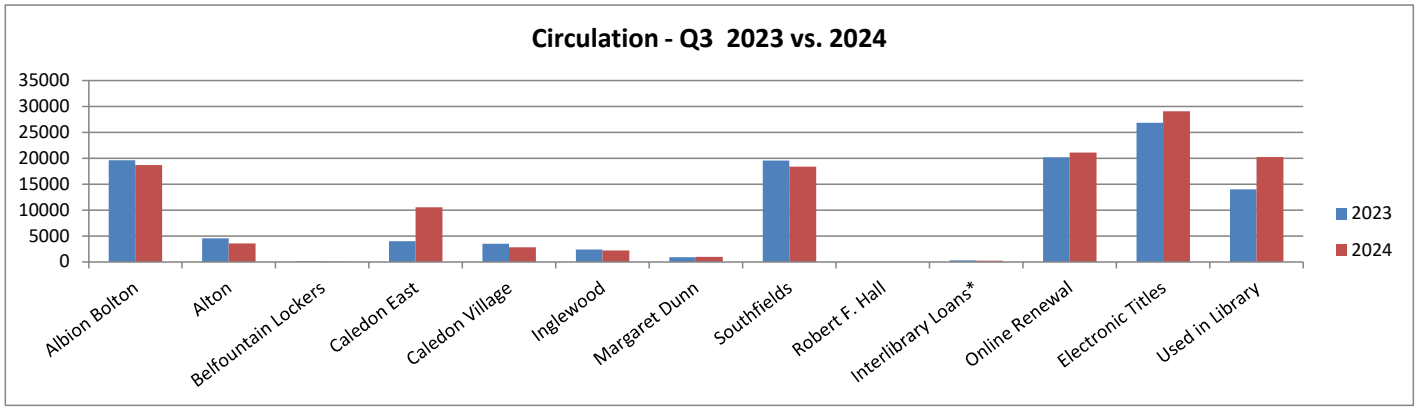
Quarterly Performance Measures and Statistics

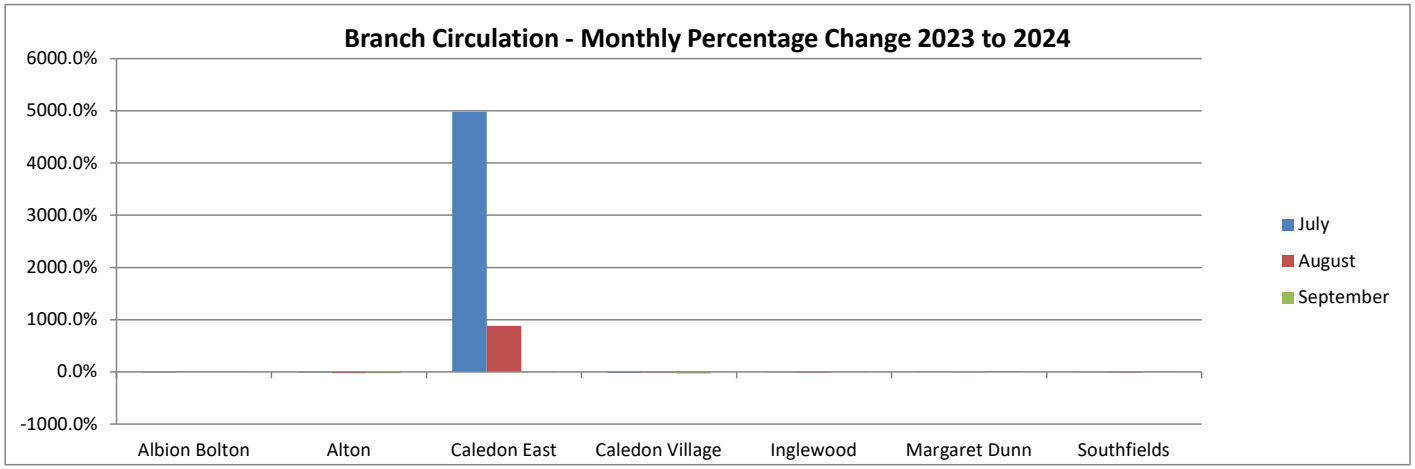
Third Quarter - July, August, September 2024

CALEDON PUBLIC LIBRARY for all reasons

Circulation by Branch - Q3

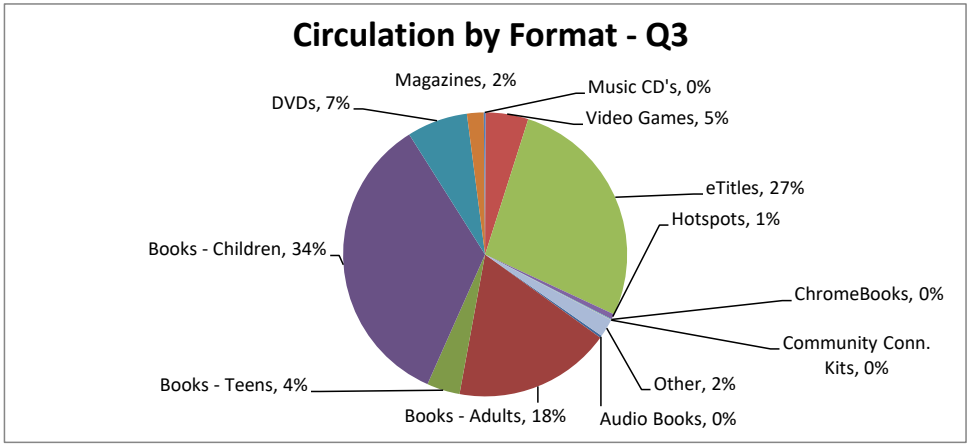
	July			August			September			Q3 Total			YTD		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Albion Bolton	7905	6861	-13.2%	6782	6794	0.2%	4921	5063	2.9%	19608	18718	-4.5%	57264	53616	-6.4%
Alton	1550	1315	-15.2%	1641	1185	-27.8%	1365	1055	-22.7%	4556	3555	-22.0%	14096	10496	-25.5%
Belfountain Lockers	14	15	7.1%	35	28	-20.0%	43	43	0.0%	92	86	-6.5%	374	286	-23.5%
Caledon East	74	3759	4979.7%	367	3607	882.8%	3541	3213	-9.3%	3982	10579	165.7%	15096	31033	105.6%
Caledon Village	1333	1098	-17.6%	1291	1115	-13.6%	879	613	-30.3%	3503	2826	-19.3%	9930	8235	-17.1%
Inglewood	918	869	-5.3%	890	764	-14.2%	577	558	-3.3%	2385	2191	-8.1%	6942	6147	-11.5%
Margaret Dunn	300	323	7.7%	365	340	-6.8%	254	292	15.0%	919	955	3.9%	1603	2722	69.8%
Southfields	7460	7157	-4.1%	7197	6311	-12.3%	4882	4903	0.4%	19539	18371	-6.0%	55054	53597	-2.6%
Robert F. Hall	0	0	-	0	0	-	0	0	-	0	0	-	1146	0	-100.0%
Interlibrary Loans*	98	90	-8.2%	106	100	-5.7%	94	29	-69.1%	298	219	-26.5%	995	756	-24.0%
Online Renewal	6750	6711	-0.6%	6847	7648	11.7%	6587	6758	2.6%	20184	21117	4.6%	60533	55361	-8.5%
Sub-Total	26402	28198	6.8%	25521	27892	9.3%	23143	22527	-2.7%	75066	78617	4.7%	223033	222249	-0.4%
Electronic Titles	8781	9831	12.0%	9206	9848	7.0%	8864	9388	5.9%	26851	29067	8.3%	75954	87909	15.7%
	35183	38029	8.1%	34727	37740	8.7%	32007	31915	-0.3%	101917	107684	5.7%	298987	310158	3.7%
Used in Library	5591	8570	53.3%	4835	7427	53.6%	3609	4247	17.7%	14035	20244	44.2%	35737	49992	39.9%
Total	40774	46599	14.3%	39562	45167	14.2%	35616	36162	1.5%	115952	127928	10.3%	334724	360150	7.6%





Circulation by Format - Q3

	July			August			September			Q3 Total			YTD		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Audio Books	97	93	-4.1%	105	80	-23.8%	90	70	-22.2%	292	243	-16.8%	964	886	-8.1%
Books - Adults	5814	6813	17.2%	5910	6578	11.3%	5684	5939	4.5%	17408	19330	11.0%	51940	54507	4.9%
Books - Teens	1493	1597	7.0%	1221	1510	23.7%	1160	945	-18.5%	3874	4052	4.6%	13276	10499	-20.9%
Books - Children	12486	13240	6.0%	12175	12867	5.7%	11262	10906	-3.2%	35923	37013	3.0%	103397	103780	0.4%
DVDs	2745	2552	-7.0%	2532	3090	22.0%	2085	1810	-13.2%	7362	7452	1.2%	23423	20400	-12.9%
Magazines	659	806	22.3%	677	740	9.3%	565	502	-11.2%	1901	2048	7.7%	5514	5399	-2.1%
Music CD's	136	85	-37.5%	108	82	-24.1%	78	64	-17.9%	322	231	-28.3%	880	806	-8.4%
Video Games	1960	1889	-3.6%	1849	1958	5.9%	1448	1376	-5.0%	5257	5223	-0.6%	15241	15066	-1.1%
eTitles	8781	9831	12.0%	9206	9848	7.0%	8864	9388	5.9%	26851	29067	8.3%	75954	87909	15.7%
Hotspots	169	227	34.3%	179	227	26.8%	165	197	19.4%	513	651	26.9%	1614	1956	21.2%
ChromeBooks	44	32	-27.3%	53	38	-28.3%	56	42	-25.0%	153	112	-26.8%	373	493	32.2%
Community Conn. Kits	10	8	-20.0%	11	5	-54.5%	11	7	-36.4%	32	20	-37.5%	78	66	-15.4%
Other	789	856	8.5%	701	717	2.3%	539	669	24.1%	2029	2242	10.5%	6333	8391	32.5%
Total	35183	38029	8.1%	34727	37740	8.7%	32007	31915	-0.3%	101917	107684	5.7%	298987	310158	3.7%



Library Activity - Q3

	July			August			September			Q3 Total			YTD		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
New Members Added	366	523	42.9%	376	426	13.3%	548	428	-21.9%	1290	1377	6.7%	3304	3942	19.3%
Total Members/Cardholders										24741	26360	6.5%			
Total Active Members/Cardholders (used withing last two years)										17793	19365	8.8%			
Reference Queries	164	424	158.5%	114	387	239.5%	154	434	181.8%	432	1245	188.2%	1473	2850	93.5%
Holds Placed	5157	5371	4.1%	5472	4936	-9.8%	5446	4729	-13.2%	16075	15036	-6.5%	47900	47621	-0.6%
Total Visting Library Service (VLS) Clients										16	15	-6.3%			
Total (VLS) Number of Volunteers										14	14	0.0%			
VLS Circulation	64	96	50.0%	66	85	28.8%	74	75	1.4%	204	256	25.5%	637	799	25.4%
VLS Visits	5	10	100.0%	11	9	-18.2%	7	5	-28.6%	23	24	4.3%	74	90	21.6%
New Materials Added	2249	3146	39.9%	1084	1346	24.2%	755	1380	82.8%	4088	5872	43.6%	13978	15158	8.4%

Visits by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Albion Bolton	6352	5907	-7.0%	5748	5846	1.7%	4584	4703	2.6%	16684	16456	-1.4%	50253	51809	3.1%
Alton	663	743	12.1%	665	726	9.2%	565	637	12.7%	1893	2106	11.3%	4708	5803	86.2%
Caledon East	12	6849	56975.0%	170	5763	3290.0%	7528	6447	-14.4%	7710	19059	147.2%	13606	61915	355.1%
Caledon Village	439	520	18.5%	479	597	24.6%	346	384	11.0%	1264	1501	18.8%	3530	4158	52.0%
Inglewood	294	354	20.4%	346	377	9.0%	218	355	62.8%	858	1086	26.6%	2389	2944	9.0%
Margaret Dunn	599	609	1.7%	662	706	6.6%	532	492	-7.5%	1793	1807	0.8%	3036	4693	54.6%
Southfields	15609	17145	9.8%	13964	14400	3.1%	8843	11031	24.7%	38416	42576	10.8%	101249	118897	17.4%
Total	23968	32127	34.0%	22034	28415	29.0%	22616	24049	6.3%	68618	84591	23.3%	178771	250219	40.0%

Room Usage # of hours booked by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Albion Bolton	0	0	-	0	0	-	0	0	-	0	0	-	0	95.5	-
Caledon East	0	244	-	0	279	-	0	233	-	0	756	-	0	756	-
Margaret Dunn	0	122.25	-	0	54.75	-	0	46	-	0	223	-	0	535.5	-
Southfields	0	0	-	0	0	-	0	0	-	0	0	-	0	0	-
Total	0	366.25	-	0	333.75	-	0	279	-	0	979	-	0	1387	-

Note: Room usage tracking began in March 2024 and did not included usage by community partners prior to September 2024.

Room Usage # of Rooms booked by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Albion Bolton	0	0	-	0	0	-	0	0	-	0	0	-	0	51	-
Caledon East	0	121	-	0	137	-	0	132	-	0	390	-	0	390	-
Margaret Dunn	0	65	-	0	31	-	0	26	-	0	122	-	0	325	-
Southfields	0	0	-	0	0	-	0	0	-	0	0	-	0	0	-
Total	0	186	-	0	168	-	0	158	-	0	512	-	0	766	-

Virtual Branch Use - Q3

	July			August			September			Q3 Total			YTD		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Website Usage															
Page views	22,567	27,575	22.2%	23,194	24,675	6.4%	24,693	22,502	-8.9%	70,454	74,752	6.1%	222,420	236,978	6.5%
Sessions	13,707	18,556	35.4%	14,761	16,532	12.0%	15,099	15,839	4.9%	43,567	50,927	16.9%	125,988	161,750	28.4%
Catalogue Usage															
Page views	69,806	126,384	81.1%	71,219	109,759	54.1%	56,430	98,218	74.1%	197,455	334,361	69.3%	582,124	994,711	70.9%
Sessions	10,800	23,998	122.2%	10,873	22,722	109.0%	8,880	18,450	107.8%	30,553	65,170	113.3%	90,196	192,389	113.3%

Technology Use by Branch - Q3

		July			August			September			Q3 Total			YTD Total		
		2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Workstations	Albion Bolton	482	581	20.5%	444	527	18.7%	351	422	20.2%	1277	1530	19.8%	3852	4273	10.9%
	Alton	102	72	-29.4%	87	64	-26.4%	85	75	-11.8%	274	211	-23.0%	631	556	-11.9%
	Caledon East	75	846	1028.0%	0	722	-	919	701	-23.7%	994	2269	128.3%	1537	6169	301.4%
	Caledon Village	47	50	6.4%	64	84	31.3%	56	62	10.7%	167	196	17.4%	365	486	33.2%
	Inglewood	15	27	80.0%	46	21	-54.3%	24	19	-20.8%	85	67	-21.2%	236	218	-7.6%
	Margaret Dunn	326	264	-19.0%	403	312	-22.6%	235	208	-11.5%	964	784	-18.7%	1797	1854	3.2%
	Southfields	765	807	5.5%	766	653	-14.8%	507	521	2.8%	2038	1981	-2.8%	5038	5130	1.8%
	Total	1812	2647	46.1%	1810	2383	31.7%	2177	2008	-7.8%	5799	7038	21.4%	13456	18686	38.9%

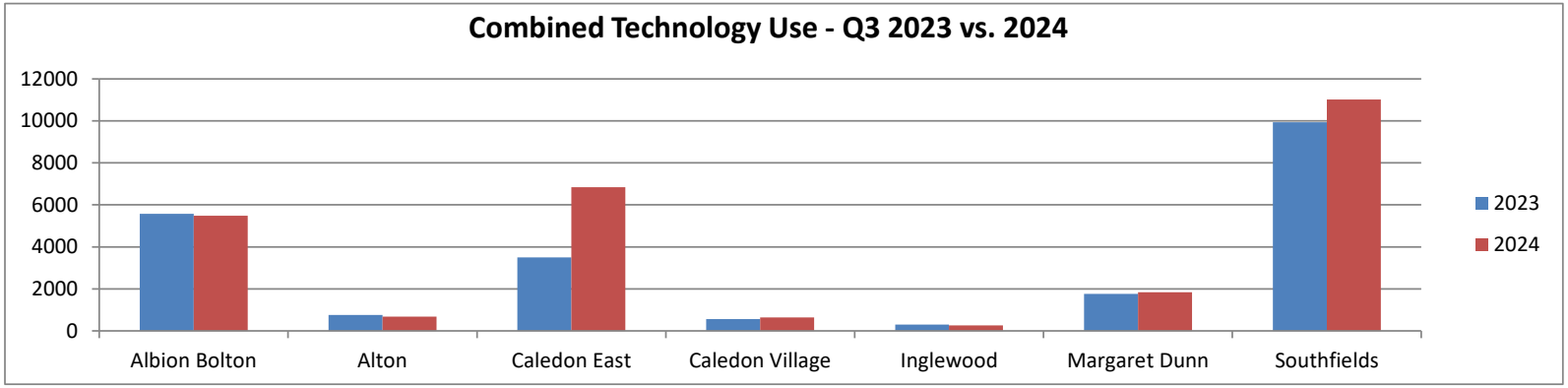
		July			August			September			Q3 Total			YTD Total		
		2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Wireless Network	Albion Bolton	1468	1377	-6.2%	1224	1172	-4.2%	1570	1362	-13.2%	4262	3911	-8.2%	10899	14079	29.2%
	Alton	173	163	-5.8%	163	159	-2.5%	152	152	0.0%	488	474	-2.9%	980	1138	16.1%
	Caledon East	221	1468	564.3%	400	1273	218.3%	1848	1591	-13.9%	2469	4332	75.5%	13227	15250	15.3%
	Caledon Village	126	138	9.5%	149	162	8.7%	118	137	16.1%	393	437	11.2%	1659	1216	-26.7%
	Inglewood	69	61	-11.6%	59	75	27.1%	81	53	-34.6%	209	189	-9.6%	472	539	14.2%
	Margaret Dunn	223	340	52.5%	190	310	63.2%	186	273	46.8%	599	923	54.1%	1045	2414	131.0%
	Southfields	2783	3333	19.8%	2615	2775	6.1%	2387	2862	19.9%	7785	8970	15.2%	19291	25759	33.5%
	Total	5063	6880	35.9%	4800	5926	23.5%	6342	6430	1.4%	16205	19236	18.7%	47573	60395	27.0%

ChromeBooks

	July			August			September			Q3 Total			YTD Total		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Albion Bolton	8	5	-37.5%	6	6	0.0%	17	2	-88.2%	31	13	-58.1%	102	71	-30.4%
Caledon East	0	10	-	0	6	-	1	14	1300.0%	0	30	-	0	90	-
Margaret Dunn	0	0	-	1	0	-100.0%	2	0	-100.0%	0	0	-	0	13	-
Southfields	36	17	-52.8%	46	26	-43.5%	36	26	-27.8%	118	69	-41.5%	265	319	20.4%
Total	44	32	-27.3%	53	38	-28.3%	56	42	-25.0%	153	112	-26.8%	367	493	34.3%

Maker Bookings

	July			August			September			Q3 Total			YTD Total		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Albion Bolton	0	7	-	0	11	-	0	9	-	0	27	-	0	53	-
Caledon East	0	93	-	0	73	-	37	48	29.7%	37	214	478.4%	37	713	1827.0%
Margaret Dunn	62	36	-41.9%	92	64	-30.4%	44	37	-15.9%	198	137	-30.8%	198	440	122.2%
Total	62	129	108.1%	92	137	48.9%	81	85	4.9%	235	351	49.4%	235	1206	413.2%



Digital Resource and eBook Usage - Q3

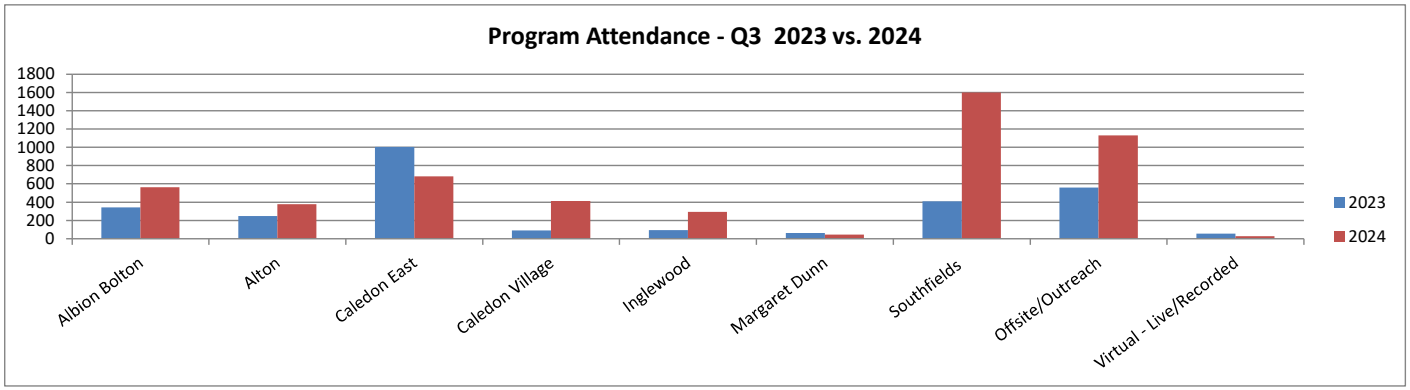
	July			August			September			Q3 Total			YTD Total		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Digital Items Borrowed															
Overdrive-eBooks	3450	3139	-9.0%	3556	3219	-9.5%	3174	2883	-9.2%	10180	9241	-9.2%	29112	27592	-5.2%
Overdrive - eAudio	1853	1998	7.8%	1874	1934	3.2%	1796	1856	3.3%	5523	5788	4.8%	15633	17099	9.4%
Overdrive - Magazines	805	1264	57.0%	752	1356	80.3%	923	1378	49.3%	2480	3998	61.2%	6568	13216	101.2%
Hoopla - eBooks	876	1146	30.8%	954	1117	17.1%	860	1089	26.6%	2690	3352	24.6%	7830	9675	23.6%
Hoopla - eAudio	1165	1499	28.7%	1151	1552	34.8%	1145	1535	34.1%	3461	4586	32.5%	9896	13465	36.1%
Hoopla - Video	280	367	31.1%	369	330	-10.6%	409	270	-34.0%	1058	967	-8.6%	3052	3136	2.8%
Hoopla - Music	101	115	13.9%	116	124	6.9%	115	118	2.6%	332	357	7.5%	889	948	6.6%
Hoopla Binge Pass	6	25	316.7%	16	27	68.8%	12	22	83.3%	34	74	117.6%	75	164	118.7%
Kanopy	245	261	6.5%	418	177	-57.7%	430	206	-52.1%	1093	644	-41.1%	2895	2393	-17.3%
EBSCO **	0	17	-	0	12	-	0	31	-	0	60	-	0	221	-
Flipster Magazines ***	0	0	-	0	0	-	0	0	-	0	0	-	4	0	-100.0%
Total Borrowed	8781	9831	12.0%	9206	9848	7.0%	8864	9388	5.9%	26851	29067	8.3%	75954	87909	15.7%
Digital Resources Accessed															
Press Display	1714	2298	34.1%	1463	2599	77.6%	1819	2486	36.7%	4996	7383	47.8%	12981	16878	30.0%
Ancestry	14	17	21.4%	22	25	13.6%	0	19	#DIV/0!	36	61	69.4%	460	114	-75.2%
Tumble Books Premier	4	45	1025.0%	14	19	35.7%	1	24	2300.0%	19	88	363.2%	142	131	-7.7%
Consumer Reports	417	589	41.2%	648	441	-31.9%	337	370	9.8%	1402	1400	-0.1%	3720	3665	-1.5%
World Book	12	0	-100.0%	0	0	#DIV/0!	1	0	-100.0%	13	0	-100.0%	78	0	-100.0%
Gale Databases	15	8	-46.7%	27	8	-70.4%	14	12	-14.3%	56	28	-50.0%	160	85	-46.9%
Novelist	81	179	121.0%	152	126	-17.1%	120	149	24.2%	353	454	28.6%	1986	1352	-31.9%
EBSCO (databases)	370	102	-72.4%	394	44	-88.8%	86	176	104.7%	850	322	-62.1%	1716	1053	-38.6%
Gale Courses	15	27	80.0%	27	20	-25.9%	14	14	0.0%	56	61	8.9%	207	179	-13.5%
Mango Languages	34	64	88.2%	16	46	187.5%	78	29	-62.8%	128	139	8.6%	412	537	30.3%
Creative Bug	16	14	-12.5%	6	14	133.3%	5	7	40.0%	27	35	29.6%	131	117	-10.7%
Niche Academy	1300	632	-51.4%	673	313	-53.5%	1112	236	-78.8%	3085	1181	-61.7%	6314	4507	-28.6%
Road to the IELTS	651	290	-55.5%	370	390	5.4%	639	289	-54.8%	1660	969	-41.6%	6574	3943	-40.0%
Brainfuse	24	121	404.2%	66	667	910.6%	46	178	287.0%	136	966	610.3%	479	2549	432.2%
LinkedIn	13	32	146.2%	22	21	-4.5%	17	28	64.7%	52	81	55.8%	172	231	34.3%
LOTE	1	28	2700.0%	2	12	500.0%	24	20	-16.7%	27	60	122.2%	43	178	314.0%
Globe and Mail Historical Newspaper	4	2	-50.0%	30	129	330.0%	48	3	-93.8%	82	134	63.4%	386	520	34.7%
Toronto Star Historical Newspaper **	7	280	3900.0%	26	1400	5284.6%	155	913	489.0%	188	2593	1279.3%	581	3218	453.9%
Total Accessed	4692	4728	0.8%	3958	6274	58.5%	4516	4953	9.7%	13166	15955	21.2%	36542	39257	7.4%
Total Usage	13473	14559	8.1%	13164	16122	22.5%	13380	14341	7.2%	40017	45022	12.5%	112496	127166	13.0%

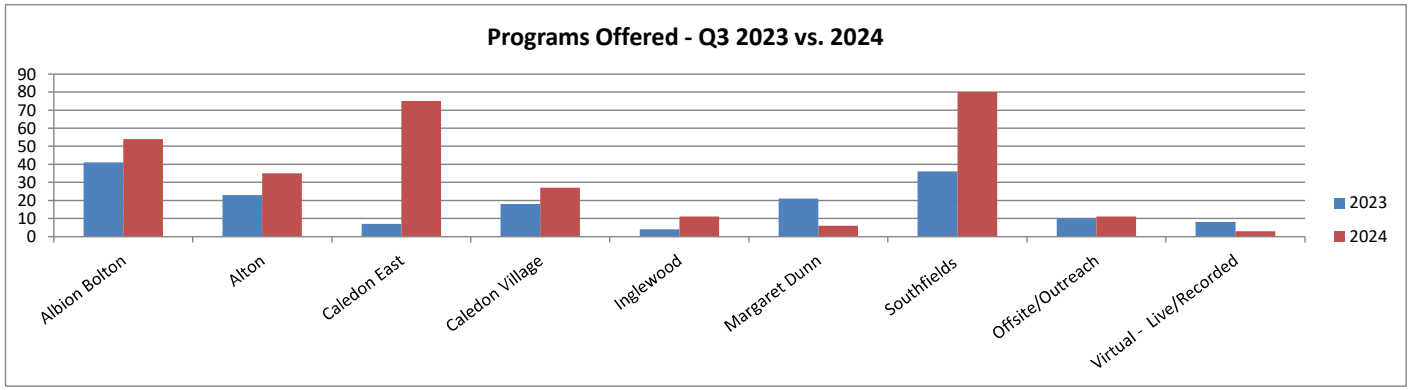
** New in 2023

*** discontinued subscription

Programming by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change	2023	2024	% Change
Program Attendance															
Albion Bolton	164	332	102.4%	164	160	-2.4%	16	73	356.3%	344	565	64.2%	1389	1798	29.4%
Alton	99	135	36.4%	91	122	34.1%	59	121	105.1%	249	378	51.8%	660	1275	93.2%
Caledon East	0	249	#DIV/0!	0	219	#DIV/0!	1005	214	-78.7%	1005	682	-32.1%	1060	2023	90.8%
Caledon Village	27	161	496.3%	34	183	438.2%	31	70	125.8%	92	414	350.0%	454	1072	136.1%
Inglewood	46	117	154.3%	39	68	74.4%	11	110	900.0%	96	295	207.3%	169	407	140.8%
Margaret Dunn	27	10	-63.0%	26	4	-84.6%	11	31	181.8%	64	45	-29.7%	413	163	-60.5%
Southfields	172	603	250.6%	135	527	290.4%	103	468	354.4%	410	1598	289.8%	2046	4158	103.2%
Offsite/Outreach	139	221	59.0%	22	495	2150.0%	400	414	3.5%	561	1130	101.4%	2502	3192	27.6%
Virtual - Live/Recorded	23	9	-60.9%	28	6	-78.6%	6	12	100.0%	57	27	-52.6%	477	170	-64.4%
Total	697	1837	163.6%	539	1784	231.0%	1642	1513	-7.9%	2878	5134	78.4%	9170	14258	55.5%
Contests & Activities (Participants)	529	475	-10.2%	667	430	-35.5%	53	60	13.2%	1249	965	-22.7%	2353	1568	-33.4%
Grand Total	1226	2312	88.6%	1206	2214	83.6%	1695	1573	-7.2%	4127	6099	47.8%	11523	15826	37.3%
Number of Programs															
Albion Bolton	15	20	33.3%	17	20	17.6%	9	14	55.6%	41	54	31.7%	158	222	40.5%
Alton	7	14	100.0%	9	11	22.2%	7	10	42.9%	23	35	52.2%	72	117	62.5%
Caledon East	0	37	#DIV/0!	0	25	#DIV/0!	7	13	85.7%	7	75	971.4%	45	246	446.7%
Caledon Village	6	13	116.7%	7	7	0.0%	5	7	40.0%	18	27	50.0%	69	83	20.3%
Inglewood	1	3	200.0%	2	4	100.0%	1	4	300.0%	4	11	175.0%	18	32	77.8%
Margaret Dunn	5	3	-40.0%	14	1	-92.9%	2	2	0.0%	21	6	-71.4%	26	28	7.7%
Southfields	11	28	154.5%	15	30	100.0%	10	22	120.0%	36	80	122.2%	165	268	62.4%
Offsite/Outreach	7	2	-71.4%	2	2	0.0%	1	7	600.0%	10	11	10.0%	39	41	5.1%
Virtual - Live/Recorded	3	1	-66.7%	3	1	-66.7%	2	1	-50.0%	8	3	-62.5%	42	17	-59.5%
Total	55	121	120.0%	69	101	46.4%	44	44	0.0%	168	302	79.8%	634	1054	66.2%
Contests & Activities (Number)	2	5	150.0%	3	5	66.7%	2	2	0.0%	7	12	71.4%	55	26	-52.7%
Grand Total	57	126	121.1%	72	106	47.2%	46	46	0.0%	175	314	79.4%	689	1080	56.7%
Volunteer Hours	0	18	-	10.5	14	33.3%	0	12	-	10.5	44	319.0%	137.5	268.5	95.3%




Programs Offered - Q3 2023 vs. 2024
90
80
70
60
50
40
30
20
10
0
Albion Bolton
Alton
Caledon East
Caledon Village
Inglewood
Margaret Dunn
Southfields
Offsite/Outreach
Virtual - Live/Recorded
2023
2024

Attachment 6-D

Strategic Actions Update

October 2024

Grow and Innovate

As per the identified action to "Invest in the development of all staff to build the necessary knowledge, skills, and confidence to guide and support library users", staff representatives and members of the management team participated in the following learning opportunities over the past month:

Accommodating Mental Health in the Workplace: Advanced Accommodation Principles
BlueCloud Analytics: Reports, Analytics, and Subscription
Autism Ontario: Family Apple Picking Event (MILA)
Don't Guess what People Want: Design Good Surveys to Find Out
Eden Mills Writers Festival (MILA)
Growing and Training Your Staff at Any Level!
Leading from the Middle: Managing and Communicating Both Up and Down
Learning, Growing, Reading: Books for Early Readers
Library 2035: Imagining the Next Generation of Libraries
Marketing to Build Support
Navigating public library finances Parts 2 and 3
Prejudice: How to respond to prejudicial comments from customers
Succession Planning and Leadership Development: Critical Business Strategies
We Are All Treaty People
WSIB Incident Reporting Refresher

2024 marked the 20th anniversary of CPL's Annual Staff Forum, hosting staff for a full day of learning and professional development. The Learning Committee's agenda included special guest speakers from Saffy, the consultants tasked with the development of CPL's new Strategic Plan (2025-2028), Partners from IDEA Caledon, The Regional Diversity Roundtable, Brightstart Caledon Family Centres and Caledon Community Services. Other agenda items included: CEO's yearly update, department updates and Library Olympics (teambuilding exercise).

The Customer Excellence Committee introduced a Debriefing Procedure to all CPL staff at the Staff Forum. Introducing debriefing to staff helps to support staff wellness, ongoing organizational improvement, and excellent customer service.

CPL, along with the Orangeville and Grand Valley public libraries hosted a joint board session as a means of encouraging networking and learning. Keynote speaker James Turk of the Centre for Free Expression highlighted the importance and complexity of the Board's responsibilities related to Intellectual Freedom. Invitations were also extended to the Board of the Halton Hills and King Township public libraries.

Public Service has migrated the Question and Reference Tracking Report to Microsoft Forms. This change will improve the effectiveness of future data analysis on the questions brought to public service staff by customers. This data will be used to guide services, collections, and staff training.

A streamlined process has been created for teachers requesting a staff visit to their classroom, or a class visit to the Library. The process will improve efficiency and streamline communication between library staff and teachers.

Respond to Community Needs

The CPL Overdrive digital collection joined the OLS Consortium Advantage Plus plan. Advantage Plus allows libraries to share their purchased Advantage titles with other consortium members, thereby participating in greater community resource-sharing and allowing the Consortium to purchase more and newer titles.

CPL changed how customers can access hoopla by offering a greater variety of titles. Customers can now borrow 6 hoopla Instant titles and 4 hoopla Flex titles. The new Flex titles will include new and popular titles and authors and will provide customers with more ways to access new digital titles, thereby helping to alleviate long wait times and offering more options.

More VOX books are being added to the collection including English titles and some decodable titles

In addition to all of the core, maker, partner and active living and learning programs continually offered, some items of interest included:

Programs for children, tweens and families:

NEW Artful Toddlers
NEW French-English Bilingual Story time
NEW PJ's and Books Story time
Butterfly Bereavement Project (Bethell Hospice)
Sun gazing with RASC (Royal Astronomical Society of Canada)
Tiny Art Show for Families

Programs for teens, adults & seniors:

NEW Tech Help for Seniors
Legacy and Estate Planning Information Session
Silent No More: Tour of former Mohawk Institute Residential School
Watercolour Workshop with Ricky Schaede

Celebrate Culture and Inclusion

On September 21 &22, library staff partnered with the Town of Caledon to host the first ever Studio Tour as part of Culture Days. The event featured 13 Artful Caledon artists at six library branches. Hours of operation at the smaller branches were extended to Sunday in support of the event.

On September 28, Library staff attended the Caledon Creative Arts Festival to promote the Library's Artful Caledon program and connect with local creatives. They had lots of meaningful conversations about art, the community, and how the library can support artists, especially in the makerspaces.

As part if IDEA Caledon, CPL's Manager of Programming and Outreach and Manager of Communication and Cultural Development contributed to the planning of CultureFest, Caledon's first multicultural festival. Staff attended the event on October 5. Many community members visited the Library's table and celebrated culture by participating in dance performances, food tasting, and the sharing of stories.

Demonstrate our Value

Caledon Community Services (CCS) and Caledon Public Library (CPL) officially launched their newest partnership, making access to vital community services easier than ever. Starting on Oct. 1st, CCS staff will be providing employment and community services at Albion Bolton, Caledon East and Southfields Village branches on select days every week.

The Library attended the Play, Learn and Grow in the Park Event hosted by Brightstart Caledon at Caledon East Park. The event featured community partners promoting their services for families and children. We highlighted CPL's storytimes and collections for children.

CPL attended Albion Bolton Agricultural Society's Fall Fair, hosting a table in the Vegetable and Fruit Competiton area to promote our Seed Library and to encourage participants to donate their prize winning seeds.

The following resident comments were recently shared in branch, via email or through the Library's social media channels:

"Great books, great reading. Thank you" - VLS customer

"Great job on the step book bins! Makes picking up books for kids easier. Go Library Go. Happy to help with ideas anytime"

"More associates to help with book finding. Increased library hours.'

The following links provide a highlight of CPL's recent media coverage:

CCS and CPL Partner to Improve Access to Life-Changing Services - Just Sayin' Caledon (justsayincaledon.com)
Caledon Community Services to offer services at libraries (caledonenterprise.com)

Attachment 8-A

CEO/Chief Librarian's Report

Prepared by Colleen Lipp
October 2024

Governance and Planning

Strategic Plan Update

Phase 2 of the Strategic Plan is well underway. Saffy facilitated a workshop at the Annual Staff Forum, encouraging staff to share their thoughts on the Library's strengths and weaknesses and any external opportunities and threats. This will be complemented by an anonymous survey, allowing staff to share any insights that they may have been reluctant to share in an open format.

Despite the Board's advocacy and communication efforts, the Council workshop scheduled for October 9th was cancelled due to lack of quorum. The session was swiftly rescheduled to October 30th. Any further challenges in reaching quorum will prompt a new approach in engaging Council. It is likely that this will instead focus on individual or small group meetings. Members of the Joint Ad Hoc Planning Committee will be asked to participate in one or more such meetings, as supported by their availability. While this approach will not allow for the broader sharing of ideas and identification of a shared vision amongst Council, it will provide opportunities for further relationship building amongst Library leadership, Board representatives and Council members.

Given these shifting project timelines and increasing demands on Board members' time, often during regular work hours, we have reconsidered the planned approach for further consultation with the full Board and Leadership Team. Rather than hosting a separate virtual meeting, Saffy representatives will be attending the November 16th Board meeting. The agenda will be adjusted to allow for a fulsome discussion within the time allotted to this regularly scheduled meeting. As per the Board Work Plan (Attachment 11-A), with the exception of the consent agenda, non-urgent business and planned policy reviews will be rescheduled to the December meeting.

Development and launch of public engagement tools including a survey and in-branch passive activities are in process. Scheduling of two public open houses is also to be confirmed.

Dufferin-Caledon Libraries Joint Board Development Session

Feedback received following the recent Joint Board Development Session focused on Intellectual Freedom was overwhelmingly favourable. All those who responded to the evaluation survey indicated an interest in participating in a similar event again. As per the following chart, Advocacy (73%) was the most popular option when considering a focus for a future event, following closely by Succession Planning (67%) and Inclusion, Diversity, Equity, and Accessibility (60%). Improving municipal relationships was noted as an additional area of interest by more than one participant.

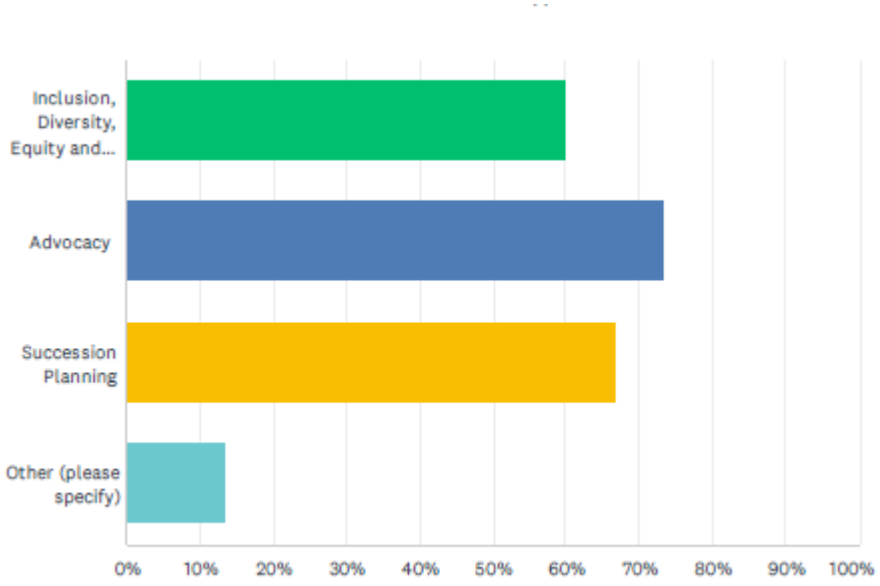


Figure 1 – Subjects of interest for future events

Discussion of an intellectual freedom case study (Attachment 12-A) shared by keynote speaker James Turk has been included within the meeting agenda.

Library Services

Performance Measures and Statistics Overview

Comprehensive performance measures and statistics for the third quarter of 2024 are included as Attachment 6-C of the Consent Agenda. Items of particular interest include the following:

- Summer months saw a small resurgence in the borrowing of physical materials. That being said, the previously reported trend of a small decline in the number of physical items borrowed continues for the year-to-date. These decreases are again offset by continued growth in the demand for electronic titles (15.7%) and use of materials while in the library (39.9%).
- Circulation by format measures highlight that much of the decline in the borrowing of physical materials can be attributed to the long forecast decrease in demand for older media formats, including audio books (-8.1%), DVDs (-12.9%) and music CDs(-8.4%). The decline in borrowing of books for teens may be due in part to the removal of R.F.Hall materials from the CPL collection.

Attachment 8-B

Date: October 21, 2024

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian

Subject: Public Complaint Handling Policy Report

Recommendation:

That the Caledon Public Library Board review the revised Public Complaint Handling Policy for approval and adoption.

Background

Caledon Public Library's Public Complaint Handling Policy was first adopted by the Board in October 2016 and has since been revised as per the Board's bi-annual policy review schedule. Its initial creation was prompted by the full rollout of the *Public Sector and MPP Accountability and Transparency Act, 2014* on January 1, 2016. This legislation prompted the adoption of an official Public Complaint Handling Policy by the Town of Caledon. As the Town's document explicitly stated that the policy does not apply to "complaints or inquiries regarding outside Boards and Agencies", a fulsome complaint management process was documented within this dedicated Library policy.

Revisions recommended at this time are limited to the addition of language to better reflect the Library's full management structure.

The policy, once approved, will be communicated to staff and made available on the Library's website and in print upon request. Related procedures will be re-confirmed and communicated to ensure the Library's continued compliance with the policy.

Financial Implication

None.

Recommended Motion

That the Caledon Public Library Board approve and adopt the revised Public Complaint Handling Policy.

Title	Public Complaint Handling Policy
Policy Number	CPL-16-15
Policy Type	Operating
Approval Date	[approval date] 2024
Review Date	[review date] 2026
Notes	Initially adopted October 17, 2016 and revised October 15, 2018, October 19, 2020 and October 17, 2022.

Purpose

The Caledon Public Library is committed to the provision of exceptional library services and to this end, recognizes the importance of public input as a valuable means for continual improvement. This policy outlines the principles and processes that direct the receipt of and response to complaints related to programs, services, facilities and employees of the Library, ensuring and supporting transparency and accountability.

This policy **does not** apply to:

- Feedback
- Suggestions
- Inquiries
- Compliments
- Requests for service
- Requests for considerations of library materials
- Anonymous complaints

This policy does not apply to complaints made by employees, contractors, or volunteers working on behalf of the Library.

Definitions

For the purposes of this policy:

"Complainant" refers to a customer making a complaint under this policy.

"Complaint" means a written or oral expression of dissatisfaction about services, actions, or lack of actions by an employee, contractor or volunteer of the Library by a customer. Examples include but are not limited to perceptions of:

- A failure to do something agreed to do;
- A failure to observe polic~~y~~ies or procedures;
- An error made by an employee, contractor, or volunteer of the Library;
- Unfair or discourteous actions/statements made by an employee, contractor, or volunteer of the Library;
- Issues related to access to services; timeliness of service; or quality of service.

"Frivolous" means a Complaint that is reasonably perceived by Library staff to be (a) without reasonable or probable cause, (b) without merit or substance, or (c) trivial;

"Harassment or *Harass"* involves engaging in a course of behaviour, comment or conduct, whether it occurs inside or outside the work environment, that is or ought reasonably to be known to be unwelcome. It includes but is not limited to any behaviour, conduct or comment that is directed at or is offensive to another person:

> (a) on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender, age, handicap, sexual orientation, marital status, or family status, as well as any other grounds under the provisions of the Human Rights Code; or
>
> (b) which is reasonably perceived by the recipient as an intention to bully, embarrass, intimidate or ridicule the recipient.

"Intimidation" means unwarranted conduct, including, but not limited to: cyberbullying, discrimination, harassment, violence or threats of violence, profanity, personal insults or communication that is deemed threatening;

"Library" refers to the Caledon Public Library;

"Vexatious" means a Complaint that is Frivolous and which is pursued in a manner that is reasonably perceived by Library staff to be (a) malicious, (b) intended to embarrass or harass the recipient, or (c) intended to be a nuisance.

Guidelines

Anyone personally affected or their representative can submit a complaint and it will be reviewed in accordance with this procedure. The Library reserves the right not to respond to anonymous complaints.

Complaints should be made in person, by phone, by e-mail, by letter, or via the comments and suggestions form on the Library's website.

Requests for reconsideration of library materials shall be submitted and addressed as per the *Caledon Public Library Collection Development Policy (CPL-16-12).*

Step 1: Senior Staff Review

- Complaints which cannot be resolved immediately, will be reviewed and responded to in the following escalating authority order until the complainant believes his/her complaint has been adequately addressed. Any of these steps may be omitted as appropriate. This list does not preclude other staff with sufficient capacity to respond to or resolve the complaint on an immediate basis.
    - A Manager On Call or Person In Charge during Library opening hours;
    - The Supervisor, Manager or Director responsible for the area subject to the complaint;
    - The CEO/Chief Librarian or designate.
- The responding staff member will advise the complainant of the following, as applicable:
    - His or her name and contact information;

- An outline of actions the Library will take with the intent of resolving the complaint;
- Any required actions to be taken on the part of the complainant;
- Estimated timeframes associated with the actions to resolve the complaint.

This response shall be communicated verbally or in writing, as per the complainant's preferred means of communication. However, the responding staff member shall retain written documentation of the complaint, any action taken, and details of the response provided to the complainant.

- Complaints for which there is no further communication from the complainant within sixty (60) days of staff response will be considered closed.

Step 2: Library Board Review

- If after a response from the CEO/Chief Librarian or designate, the complainant does not believe the complaint has been adequately resolved, the complainant may refer the complaint to the Library Board as correspondence or at a future regular meeting, subject to the provisions for making a delegation to the Board as identified within the *Caledon Public Library Board By-laws (CPL-16-01)*. "A delegation wishing to appear before a Committee or the full Board shall submit a written request to the Secretary-Treasurer (CEO) 10 days prior to the scheduled meeting of the Committee or Board. The request must stipulate the subject matter upon which the delegation wishes to speak." Correspondence to the Board should be directed to the CEO/Chief Librarian in the capacity of Secretary-Treasurer to the Board and may be shared publicly as part of the agenda for a regular meeting of the Board.
- The Board as a body will hear the complaint and review the response of the CEO/Chief Librarian or designate for the following purposes:
    - Opportunities to make recommendations to the CEO/Chief Librarian or designate on the matter;
    - Opportunities for amendments to Board policy;
    - Opportunities for further refinement of customer complaint management.

  The Board may not overturn staff decisions unless a finding is made that existing policy was not followed correctly.
- The Board's review will be presented verbally to the complainant at the meeting and recorded in minutes. Should further review or investigation be deemed necessary, the Board will advise the complainant and ensure that he/she is informed of any future Board meetings or actions on the matter.
- The Board's review is considered the final appeal of the complaint.
- Where a complainant makes direct contact with a Board member when initiating a complaint, the Board member should refer the complainant to the CEO/Chief Librarian. A Board member may not interfere in the handling of a specific case by approaching individual staff members. Concerns about the management of a case should be conveyed to the CEO/Chief Librarian. The CEO/Chief Librarian may inform the concerned Board member about the action taken in the

case or authorize a Director, ~~or~~ Manager or Supervisor to communicate the information directly to the Board member.

Threats, Intimidation

- Staff should immediately report to a Supervisor, Manager, Director or the CEO/Chief Librarian:
    - Any implied or explicit threats made against the safety of the staff member or the safety of others in the course of handling the complaint;
    - Any intimidation behaviour in the course of handling the complaint, which may be established by a variety of circumstances that may include:
        - the content, tone and language of a person's correspondence, especially if the language used is insulting, offensive or abusive; or,
        - unsubstantiated, derogatory or inflammatory allegations against Library staff.
- Harassment, discrimination, threats or matters of a similar nature will be dealt with through the *Caledon Public Library Public Code of Conduct (CPL-16-11)* and the *Caledon Public Library Personnel Policy (CPL-19-09)*.

Potentially Frivolous or Vexatious Complaints

- Where the complaint may be considered frivolous or vexatious or there appears to be a pattern of frivolous or vexatious complaints, the CEO/Chief Librarian or designate may seek advice from the Library Board and/or give direction to staff to ensure valid complaints are heard and addressed in a professional and mutually respectful manner, while ensuring efficient use of Library resources.
- Despite any step in this policy, in the case of a frivolous or vexatious complaint, the CEO/Chief Librarian or designate may deem or recommend the Library Board deem a complaint file closed.

Responsibilities of Employees

- Staff will treat all complaints as confidential and protect the complainant's privacy according to the *Caledon Public Library Privacy Policy (CPL-15-01)* and Municipal Freedom of Information and Protection of Privacy Act. Complaints that are referred to the Library Board as correspondence or by a delegation shall be considered in camera only if the subject matter meets the criteria for closed session identified within the Public Libraries Act.
- The CEO/Chief Librarian shall oversee the creation and maintenance of a mechanism for recording and tracking complaints. Library management will routinely review complaint trends for the purpose of continuous service and process improvements.

Feedback

Questions regarding this policy, complaints to the CEO/Chief Librarian or requests to delegate to the Library Board should be directed to the following:

Office of the CEO and Chief Librarian
Caledon Public Library

150 Queen St S.
Bolton, ON L7E 1E3
905.857.1400 X 215
ceo@caledon.library.on.ca

Related Documents

- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56
- Public Libraries Act, R.S.O. 1990, c. P.44
- CPL-15-01 Caledon Public Library Privacy Policy
- CPL-16-01 Caledon Public Library Board By-Laws
- CPL-16-09 Caledon Public Library Personnel Policy
- CPL-16-11 Caledon Public Library Public Code of Conduct
- CPL-16-12 Caledon Public Library Collection Development Policy

Attachment 8-C

Date: October 21, 2024

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian

Subject: Schedule of 2025 Library Board Meetings

Recommendation:

That the Caledon Public Library Board review the proposed schedule of 2025 Library Board meetings for recommendation and approval.

Background

Though the Public Library Act now requires only that "a board shall hold at least seven (7) regular meetings in each year," the Caledon Public Library Board By-Laws (CPL-16-06) maintain that CPL will continue to hold ten (10) meetings annually. As a result, regular meetings cancelled due to weather, statutory holiday or lack of quorum need not be rescheduled, though the Board may opt to do so.

As per the By-Laws, "meetings of the Caledon Public Library Board are generally scheduled for the third Monday of the month at 6:00 PM with the exception of February and July". That being said, the Board may decide to change a regular meeting date for reasons deemed acceptable. The scheduling of a regular meeting in August, rather than February, has supported the Board's submission of approved budgets to Town Finance in advance of the early September timelines imposed by the municipality in past years. The August meeting could be cancelled should the Town's budget timelines change.

It is recommended that all meetings be hosted in person, though the Board may opt to return to virtual meetings as necessitated by public health requirements or in such cases that the Library is closed due to inclement weather.

As a means of ensuring full engagement and mitigating the limitations and technical challenges associated with online meetings, it is advised that all members make every effort to attend in person. As per the Board By-laws, members may request a virtual link no later than 24 hours prior to the meeting, if they are unable to attend in person. In cases where the majority of members have requested remote access, the CEO/Chief Librarian shall consult with the Board Chair to determine if the meeting should be hosted fully online.

As has become recent practice, it is again recommended that the location of meetings alternate between the Albion Bolton Branch and the Southfields Village Branch. The regular hours of operation at both facilities support the requirement that meetings be open and accessible to the public and both facilities offer suitable meeting spaces. Unfortunately, the Caledon East

Branch does not offer a suitable meeting space to extend this rotation to include all three of CPL's full-service branches.

The following proposed schedule of meetings for 2025 generally aligns with the terms of the By-Laws with exceptions noted where relevant. Given the ongoing work to complete the Library's new strategic plan, it is recommended that Monday, February 10th be held within the Board's calendar, should an additional meeting date be required to formalize the Board's approval.

Month	Date	Time	Location	Comments
January	Mon. Jan. 20, 2025	6 PM	Southfields Village Branch	
February	No regular meeting. Family Day falls on February 18th. Monday, February 10th held as a placeholder for receipt of final strategic plan (if required).			
March	Mon. Mar. 17, 2025	6 PM	Albion Bolton Branch	
April	Mon. Apr. 14, 2025	6 PM	Southfields Village Branch	Rescheduled from April 21st due to Easter Monday
May	Mon. May 12, 2025	6 PM	Albion Bolton Branch	Rescheduled from May 19th due to Victoria Day
June	Mon. June 16, 2025	6 PM	Southfields Village Branch	
July	No meeting			
August	Mon. Aug. 25, 2025	6 PM	Albion Bolton Branch	Recommended rescheduling from August 18th so as not to conflict with AMO
September	Mon. Sept. 15, 2025	6 PM	Southfields Village Branch	
October	Mon. Oct. 20, 2025	6 PM	Albion Bolton Branch	
November	Mon. Nov. 17 2025	6 PM	Southfields Village Branch	
December	Mon. Dec. 15, 2025	6 PM	Albion Bolton Branch	

As stipulated in the Caledon Public Library By-Laws, additional meetings of the Board "may be summoned at any time by the Chair, and it shall be their duty to convene a special meeting when requested to do so in writing by two members of the Board".

Pending Board approval of this schedule, meeting invites will be shared with all members of the Board. The schedule will also be shared with the Office of the Town Clerk, so that meeting dates can be reflected on the Town's Council and Committee Meeting Calendar.

Financial Implication

None.

Recommended Motion

> *That the Caledon Public Library Board receive and adopt the proposed schedule of Board meetings for 2025*

Attachment 11-A

CALEDON PUBLIC LIBRARY BOARD: ANNUAL AGENDA/WORK PLAN 2024-25

Updated October 21, 2024

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 2024	✓ Review of 2023 Strategic Actions Completed ✓ Review of 2023 Q4 and Annual Statistics ✓ Review of Operational Policy ✓ Review of Privacy Policy ✓ Review of Planning Policy	✓ 2023 Q4 and Year End Statistics Report ✓ 2023 Strategic Scoresheet ✓ 2023 Procurement Update ✓ 2023 Donations Reserve Update ✓ Drafted Policies	✓ OLA Super Conference/ OLBA Boot Camp attendance
February 2024	• No regularly scheduled meeting		
March 2024	✓ Branch operations update ✓ Review of CPL Board By-Laws ✓ Review of Annual Board Assessment Policy ✓ Review of Rights and Safety of Children and Teens in the Library ✓ OLA Super Conference Key Takeaways	✓ Presentation by Branch Managers ✓ Drafted policies and by-laws	✓ Meeting evaluation ✓ Sharing of OLA Takeaways ✓ Meeting of Advocacy/Fundraising Committee
April 2024	✓ Review of Fundraising and Gift Acceptance Policy ✓ Review of The Library and Political Elections Policy ✓ Review of quarterly statistics – Q2 ✓ Board-CEO Partnership Policy - NEW ✓ 2023 Year End Strategic Assessment and Evaluation Report ✓ Development Charge Presentation	✓ Drafted policies ✓ 2024 Q1 Statistics Report	
May 2024	✓ Review of Personnel Policy ✓ Review of Board Code of Conduct ✓ Review of Public Code of Conduct ✓ Review of Disconnecting from Work Policy ✓ Review of Remote Work Policy	✓ Drafted policies ✓ Drafted annual report	✓ Meeting of CEO Assessment Committee

	✓ Succession and Leadership Planning Policy - NEW ✓ 2023 Annual Report		
June 2024	✓ Annual CEO/Chief Librarian Performance Appraisal ✓ Review of Collection Development Policy ✓ Review of Volunteer Policy ✓ Review of Programming Policy ✓ Friends of CPL Presentation	✓ Drafted policies ✓ Mid-year procurement update ✓ Mid-year donation reserves update ✓ CEO to provide goals for coming term – July 2024 to June 2025	✓ Meeting evaluation ✓ Meeting of Advocacy/Fundraising Committee
July 2024	• No regularly scheduled meeting		
August 2024	• Meeting cancelled; agenda items deferred to September		
September 2024	✓ 2025 Budget Proposal ✓ Valuing Ontario Libraries Toolkit (VOLT) Report ✓ Review of quarterly statistics – Q2 ✓ Review of Accessibility Policy ✓ Review of Diversity and Inclusion Policy	✓ 2024 Q2 Statistics Report ✓ Draft 2025 budget ✓ VOLT findings ✓ Drafted policies	✓ Finance committee meeting to review draft budget ✓ Meeting of Advocacy/Fundraising Committee ✓ Staff Forum ✓ OLS Virtual Board Conference ✓ Meeting of Ad Hoc Planning Committee
October 2024	• Review of quarterly statistics – Q3 • Review of Public Complaint Handling Policy • Adjusted budget review • Schedule of Board Meetings – 2025	• Drafted policy • 2024 Q3 Statistics Report • Revised 2025 budget	• Dufferin-Caledon Library Board Networking and Development • Meeting evaluation • Presentation of VOLT findings to Council • Council Workshop – Strategic Plan • Meeting of Ad Hoc Planning Committee

November 2024	• Board/Leadership Team Strategic Planning Facilitated Discussion • Annual Board Assessment • Town of Caledon Health and Safety Policy Statement Report • Call for interest in OLA Board Attendance	• Assessment criteria and questions • Staff reports	• Completion of Assessment Questionnaire • Meeting of Ad Hoc Planning Committee • Presentation of Budget to Council
December 2024	• Collection Strategy Presentation • Review of Art Exhibit, Display and Community Information Policy • Review of Donation and Bequest Reserve Policy • Mid-term Executive and Committee Appointments • Revised Fundraising and Gift Acceptance Policy • OLA Board Attendance Confirmation	• Board Assessment Results • Revised policy	• OLA Conference Registration • Meeting of Advocacy/Fundraising Committee
January 2025	• Program Strategy Presentation • Review of 2024 Strategic Actions Completed • Review of 2024 Q4 and Annual Statistics • 2025-2028 Strategic Plan	• 2024 Q4 and Year End Statistics Report • 2024 Strategic Scoresheet • 2024 Procurement Update • 2024 Donations Reserve Update • Draft strategic plan	• OLA Super Conference/ OLBA Boot Camp attendance
February 2025	• No regularly scheduled meeting		
March 2025	• OLA Super Conference Key Takeaways • Strategic Plan Implementation Timelines • Staff Engagement Results	• Drafted strategic timelines • Staff survey analysis	• Meeting evaluation • Sharing of OLA Takeaways • Meeting of Advocacy/Fundraising Committee

April 2025	• Review of Advocacy Policy • Review of quarterly statistics – Q2 • 2024 Year End Strategic Assessment and Evaluation Report • 2024 Annual Repot	• Drafted policies • Staff survey analysis • 2025 Q1 Statistics Report • Drafted annual report	
May 2025	• Review of Bed Bug Policy	• Drafted policies	• Meeting of CEO Assessment Committee
June 2026	• Annual CEO/Chief Librarian Performance Appraisal • Review of Records Management and Retention Policy • Review of Social Media Policy	• Mid-year procurement update • Mid-year donation reserves update • CEO to provide goals for coming term – July 2025 to June 2026	• Meeting evaluation • Meeting of Advocacy/Fundraising Committee

Attachment 12-A

Intellectual Freedom Case Study for Board Discussion

A patron approaches a staff member at the front desk and angrily objects to the presence in the library of books specifically by Robert F. Kennedy, Jr. and Jenny McCarthy, who, she says, spread misinformation and conspiracy theories about vaccines: for example, that vaccines against childhood illnesses are unsafe; that vaccines have contributed to if not caused the spike in the number of children diagnosed with autism; and that Dr. Anthony Fauci, in partnership with Bill Gates, flooded the public with fearful propaganda about the dangers of COVID.

The patron is extremely upset that the library would carry materials advocating questionable medical theories which many in the scientific community have debunked. They argue that it is the library's role to stand for and uphold factual information and scientific truth, and that the presence of such titles as those she has identified in the library's collection could mislead parents and thereby put the health and well-being of countless children in jeopardy.

The library staff reviews the books of concern and finds that each meets the conditions of the library material selection policy and so will be retained. They inform the patron.

The patron announces that she will be bringing her concerns to the library board and will insist that they put an end to the mismanagement of the library which allows blatant misinformation like this to be in the library's collection.

Your assignment

When the patron asks to make a presentation at the next library board meeting, how do you respond?

(a) If you refuse to let them speak, on what grounds do you do so?

(b) If you grant their request, how do you respond to their demands that the books spread harmful misinformation and need to be removed to protect the community?