Caledon Public Library Board Meeting
Monday, October 20, 2025
6:00 p.m.
Albion Bolton Branch

AGENDA

1. Call to order
2. Indigenous Acknowledgement

As we gather, we recognize that the Caledon Public Library sits on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation. We also acknowledge the traditional 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 15, 2025 meeting (Attachment 6-A)
   b. Treasurer's Report and Financial Statements (Attachment 6-B)
   c. Quarterly Statistics and Performance Measures – Q3 2025 (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. Partnership Policy Report (Attachment 8-B)

c. 2026 Library Board Meeting Schedule (Attachment 8-C)

d. 2025-2028 Strategic Assessment and Evaluation Plan (Attachment 8-D)

e. Library Information and Reference Services Report (Attachment 8-E)

9. Board and Committee Reports

   a. Finance Committee Meeting Minutes of September 30, 2025 (Attachment 9-A)

   b. Advocacy and Fundraising Committee Meeting Minutes of October 15, 2025 (Attachment 9-B)

10. New Business

11. Board Work Plan Review

    a. 2025/26 Board Work Plan (Attachment 11-A)

12. Board Advocacy and Development

    a. Chamber of Commerce Fall Business Summit, Wednesday, October 29, 9 AM – 4 PM, Mount Alverno Luxury Resort, 20706 Heart Lake Road, Caledon
    b. Council Budget Presentation – Tuesday, November 5, 2:30 PM, Hybrid / Council Chamber, Town Hall
    c. Ontario Library Service Board Assembly Meeting – Wednesday, November 12, 6 – 8 PM – Virtual – Register online.
    d. Ontario Library Service Virtual Conference – Collaborate – Board Evening – Thursday, November 20, 6 – 8 PM. Registration required
    e. Evening of Chamber Music at the Caledon Public Library – Friday, November 21, 2025 – Albion Bolton Branch, 7 PM – Tickets $75 per person
    f. General Committee Budget Meeting - Town Hall/Hybrid – Tuesday, November 18, 2:30 PM
    g. Council Budget Meeting - Town Hall/Hybrid – Tuesday, November 25, 7 PM

13. Public Question Period

14. Meeting Evaluation

15. Time and location of next regular meeting

    a. Monday, November 17, 2025, 6 PM – Southfields Village Branch

16. Adjournment

Attached documents:

6-A Minutes of the September 15, 2025 meeting
6-B Treasurer's Report and Financial Statements
6-C Quarterly Statistics and Performance Measures – Q3 2025
6-D Strategic Actions Update

8-A CEO/Chief Librarian’s Report
8-B Partnership Policy Report
8-C 2026 Library Board Meeting Schedule
8-D 2025-2028 Strategic Assessment and Evaluation Plan
8-E Library Information and Reference Services Report
9-A Finance Committee Meeting Minutes of September 30, 2025
9-B Advocacy and Fundraising Committee Meeting Minutes of October 15, 2025
11-A 2025/26 Board Work Plan

Attachment 6-A

Caledon Public Library Board Meeting
Monday, September 15, 2025
6:00 p.m.

MINUTES

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

Note: This meeting was conducted at the Southfields Village Branch

1. **The Chair called the meeting to order at 6:05 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:** Domenic Maggi

4. **Approval of the Agenda**
   Motion: That the Caledon Public Library Board approve the agenda.
   Moved: Laura Brady **Seconded:** Jacqueline Iafrate
   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. **Correspondence to Mayor and Council re: 2026 Budget – September 10, 2025**

Nicholas Alleyne requested that the Treasurer's Report and Financial Statements be held.

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

Treasurer's Report and Financial Statements
Motion: That the Caledon Public Library Board receive the Treasurer's Report and Financial Statements.
Moved: Scott Goodison **Seconded**: Councillor Dave Sheen
Carried.

7. **Business arising from the minutes:** None

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

   b. **Staff IT Acceptable Use Policy Report**
   Motion: That the Caledon Public Library Board approve and adopt the revised Staff Acceptable Use of Technology Policy.
   Moved: Nicholas Alleyne **Seconded:** Laura Brady
   Carried.

   c. **Indigenous Respect and Acknowledgement Policy Report**
   Motion: That the Caledon Public Library Board approve and adopt the revised Indigenous Respect and Acknowledgement Policy.
   Moved: Jacqueline Iafrate **Seconded:** Nicholas Alleyne
   Carried.

9. **Board and Committee Reports**
   a. **Advocacy and Fundraising Committee Meeting Minutes of September 8, 2025**
   Motion: That the Caledon Public Library Board receive the Advocacy and Finance Committee Meeting Minutes of September 8, 2025.
   Moved: Scott Goodison **Seconded:** Laura Brady
   Carried.

10. New Business

a. The Chair commented on the success of the launch of Extended Access to the Inglewood Branch and commended staff for their work to realize the project.

Mary Juric joined the meeting at 6:55 PM

11. Board Work Plan

a. 2025-26 Work Plan Review

Motion: That the Caledon Public Library Board receive and approve the revised 2025-26 Work Plan.

Moved: Councillor Dave Sheen **Seconded:** Laura Brady

Carried.

12. Board Advocacy and Development

a. Upcoming Advocacy Development Opportunities

i. CPL Staff Forum – Friday, September 19, 9 AM – 4:30 PM, Caledon East Community Centre

ii. Ontario Library Service Board Assembly Meeting – Wednesday, November 12, 6 – 8 PM – Virtual – Register online.

iii. Ontario Library Service Virtual Conference – Collaborate – Board Evening – Thursday, November 20, 6 – 8 PM, Registration opens September 19, 2025

iv. Evening of Chamber Music at the Caledon Public Library – Friday, November 21, 2025 – Albion Bolton Branch, 7 PM – Tickets $75 per person

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

14. Time of next regular meeting:

a. Monday, October 20, 2025, 6:00 PM – Albion Bolton Branch

15. Adjournment

Motion: That the meeting adjourn.

Moved: Laura Brady **Seconded:** Nicholas Alleyne

Carried.

The meeting adjourned at 7:03 PM

_____ _____

Tony Maxwell
Chair

Colleen Lipp
CEO | Chief Librarian

Attachment 6-B

Treasurer's Report

Prepared by Colleen Lipp
October 2025

2025 Budget

Details of the Library's 2025 budget as of September 30, 2025 are attached as Appendix A.
Items of note include:

- Funds of $2408 received from Canada Summer Jobs in support of one of the Library's summer students were incorrectly allocated under Library Grants. As these funds were reflected as expected Grant/Subsidies revenue under Administration within the related Change in Service Level, this revenue will be reallocated accordingly.
- The first installment of the Young Canada Works grant, totalling $4,914, has been received. These funds have been transferred to the Town but are not yet reflected within the attached financials. All grant reporting requirements have been met and a final payment of $1638 is expected shortly.
- An unfavourable variance of $10,581 is the result of delayed invoicing of vendor services delivered in 2024, necessitating the payment of both 2024 and 2025 invoices from the current budget. This overage will be partially offset by the application of an available Ontario Library Consortium credit towards the cost of the Library's mobile application for 2025.
- As previously reported, the Library was advised of the requirement to offset any unfavourable variances in capital projects in advance of the project being closed. This is a change from the previous practice of allowing overages of up to 10% of a project's budget, to a maximum of $10,000. As a means of complying with this new practice, a number of transfers were initiated and are reflected within the attached as "Deficit forwarded to 2025":
    - A variance of $1020 in project 21-009 Library Hotspot Replacements offsets the funds available in 23-119 Library IT Equipment.
    - A variance of $4458 in project 22-021 Library Furniture Replacement offsets the funds available in 23-120.
    - A variance of $42,010 in project 24-029 Materials and Collections 2024 offsets the funds available in 25-062

2026 Budget

Budget Process Update

As per the Board's relevant resolution, amendments to the Library's 2026 budget, as directed by Town Finance, were deferred until such time that Board representatives met to discuss the Library's priorities with the Mayor. This directive was shared with Town Council and key Town staff. However, in an email dated September 16, 2025, and in advance of the scheduled meeting with the Mayor, the Town's Chief Financial Officer advised that the Library's submitted budget had been capped at $500,000.

A meeting with the Mayor, CFO and representatives of the Board's Finance Committee was held on September 17th. This meeting provided a valuable opportunity to raise the impact of this reduced budget envelope on library services and ultimately residents and resulted in the sharing of the Mayor's creative suggestions for funding some of the Library's proposed capital service improvements. It was suggested by the CFO that the Library may be able to secure an additional $50,000 in core capital funds. It was also indicated that no Development Charges (DC) are available to fund Library Projects in 2026. As of the writing of this report, no response has been provided to the CEO/Chief Librarian's repeated requests for the current balance of DCs collected by the Town on behalf of the Library.

In a subsequent review of the Town's budget systems, it was discovered that all of the Library's proposed capital projects, with the exception of the Collections and Materials (26-099) project, have been removed from the 2026 budget. The value of the 26-099 capital request has been reduced from $596,800 to $500,000 and all remaining projects proposed for 2026 have been reclassified and relabeled as 2027 projects. No communication advising of these changes was provided to the Library.

Project Name	Original code	Revised code	Value
Core Capital Projects			
Library IT Equipment 2026	26-100	27-163	$141,000
Library Cybersecurity Infrastructure Enhancements	26-137	27-161	$50,000
Capital Projects in Support of Growth and Service Improvements			
Library Service Kiosks – Phase 1	26-038	27-162	$148,000
Library Branch Open Access – Caledon Village	26-037	27-164	$65,000
Library Furniture and Fixtures	26-101	27-165	$75,000
Mayfield West Library Branch (Year 1 of 4)	26-148	27-166	$700,000
Caledon Village Branch Refurbishment	26-047	27-167	$920,000
Library Website Accessibility Audit	26-103	27-168	$15,000

Table 1: Town-Revised Library Capital Projects

This marks a notable change from past practice. During previous budget processes, the Library's proposals remained active under the current budget year regardless of their funding status. While deferring some of these projects to 2027 is feasible if not advisable, delaying the replacement of IT equipment by a year will require that the reliance on current assets is extended beyond their useful life and warranty. Additionally, this delay would have implications for subsequent asset management planning and budgeting beyond 2027.

Next Steps

In anticipation of the publication of the comprehensive municipal budget, the attached business case (Appendix B) was drafted and shared with the Advisor, Organizational Performance in the Office of the CAO. As this work was done in the absence of a final template, further revisions by the Library may be required to ensure consistency of formatting once the template has been shared and in advance of final publication.

As per a resolution of the Board's Finance Committee, correspondence has been shared with Ward 1 Councillors, advising of the Mayor's suggested funding options for Caledon Village projects and requesting a meeting to discuss the feasibility and suitability of this alternate funding source. Additionally, a request to delegate at the November 5th General Committee Budget Meeting has been submitted to the Office of the Clerk.

A special meeting of the Board's Advocacy and Fundraising Committee has also been scheduled for October 15th as a means of confirming the Board's further advocacy efforts in support of library services and the Board's continued alignment with the legislative requirements of the Public Libraries Act.

Appendix A

TOWN OF CALEDON

Caledon Public Library
ST: Object Code - Budget vs Actual by Cost Centre
As of September 30, 2025

	September Budget	September Actuals	*Monthly Variance*	YTD Budget	YTD Actuals	*YTD Variance*	Annual Budget	Percentage Expended	**Annual Variance**
40010 Administration									
50050 Miscellaneous	-1,670.00	-3,161.70	*1,491.70*	-14,990.00	-14,871.31	*-118.69*	-20,000.00	74.4%	**-5,128.69**
50075 Postage Reimbursement					-1,900.50	*1,900.50*			**1,900.50**
50125 Merchandise Sales	-250.00	-118.00	*-132.00*	-2,250.00	-677.50	*-1,572.50*	-3,000.00	22.6%	**-2,322.50**
50235 Fundraising		-180.00	*180.00*		-486.00				
50319 Grants/Subsidies	-4,800.00		*-4,800.00*	-9,800.00		*-9,800*	-68,000.00	0.0%	**-68,000.00**
50570 Donations		-73.00	*73.00*		-622.68	*622.68*			**622.68**
50705 Fines/Fees	-840.00	-1,376.23	*536.23*	-7,480.00	-4,551.55	*-2,928.45*	-10,000.00	45.5%	**-5,448.45**
50715 Programs			*0.00*	-2,000.00		*-2,000.00*	-2,000.00	0.0%	**-2,000.00**
50725 Comm.Access Prgm Funding				-7,000.00	-5,039.64	*-1,960.36*	-7,000.00	72.0%	**-1,960.36**
50750 Book Sales	-225.00	-518.75	*293.75*	-1,825.00	-1,864.65	*39.65*	-2,500.00	74.6%	**-635.35**
50770 FOL-Recoverable			*0.00*		-3,409.12	*3,409.12*			**3,409.12**
61510 Salaries-Permanent	21,980.00	21,689.74	*290.26*	205,514.00	203,883.86	*1,630.14*	285,745.00	71.4%	**81,861.14**
61513 Benefits-Permanent	6,296.00	5,149.40	*1,146.60*	58,868.00	55,843.60	*3,024.40*	81,851.00	68.2%	**26,007.40**
61520 Wages-Casual Temporary	3,100.00	3,685.14	*-585*	27,900.00	24,040.58	*3,859.42*	37,450.00	64.2%	**13,409.42**
61523 Benefits-Casual Temporary	405.00	393.81	*11*	3,645.00	2,811.26	*833.74*	4,869.00	57.7%	**2,057.74**
62018 Operating Supplies	70.00		*70.00*	570.00	586.19	*-16.19*	760.00	77.1%	**173.81**
62129 FOL-Initiatives			*0.00*		2,625.26	*-2,625.26*			**-2,625.26**
62244 Bank Charges	250.00		*250.00*	2,250.00	1,839.30	*410.70*	3,000.00	61.3%	**1,160.70**
62253 Lib. Brd Education & Exp.	300.00		*300.00*	3,900.00	2,869.18	*1,030.82*	5,000.00	57.4%	**2,130.82**
62311 Memberships/Dues			*0.00*	16,000.00	15,363.32	*636.68*	16,000.00	96.0%	**636.68**
62317 Audit				-4,870.00	-4,935.00	*65.00*	4,870.00	-101.3%	**9,805.00**
62335 Contracted Services	800.00		*800.00*	5,300.00	7,179.17	*-1,879.17*	8,000.00	89.7%	**820.83**
62360 Fundraising		305.94			305.94	*-305.94*			
Total 40010 Administration	25,416.00	25,796.35	*-380.35*	273,732.00	278,989.71	*-5,257.71*	335,045.00	83.3%	**56,055.29**
41010 Library Public Services									
61510 Salaries-Permanent	99,692.00	96,039.70	*3,652.30*	932,119.00	890,582.50	*41,536.50*	1,295,989.00	68.7%	**405,406.50**
61513 Benefits-Permanent	28,656.00	27,917.08	*738.92*	267,934.00	264,784.46	*3,149.54*	372,527.00	71.1%	**107,742.54**
61520 Wages-Casual Temporary	79,035.00	73,651.88	*5,383.12*	711,841.10	698,232.25	*13,608.85*	994,498.00	70.2%	**296,265.75**
61521 Overtime-Casual Temporary					607.99				
61523 Benefits-Casual Temporary	14,275.47	12,320.48	*1,954.99*	127,042.47	119,149.59	*7,892.88*	181,372.06	65.7%	**62,222.47**
62018 Operating Supplies	990.00		*990.00*	8,830.00	5,361.16	*3,468.84*	11,799.00	45.4%	**6,437.84**
62312 Insurance				5,387.00		*5,387.00*	5,387.00	0.0%	**5,387.00**
62321 Rental-Facility	842.00		*842.00*	350,580.00	349,736.96	*843.04*	351,422.00	99.5%	**1,685.04**
62335 Contracted Services	4,934.00	4,041.91	*892.09*	41,963.00	38,876.16	*3,086.84*	57,872.00	67.2%	**18,995.84**
62346 Courier	2,916.00		*2,916.00*	26,244.00	19,457.56	*6,786.44*	35,000.00	55.6%	**15,542.44**
Total 41010 Library Public Services	231,340.47	213,971.05	*17,369.42*	2,471,940.57	2,386,788.63	*85,151.94*	3,305,866.06	72.2%	**919,077.43**

TOWN OF CALEDON

Caledon Public Library
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As of September 30, 2025

	September Budget	September Actuals	*Monthly Variance*	YTD Budget	YTD Actuals	*YTD Variance*	Annual Budget	Percentage Expended	**Annual Variance**
41015 Collections and Access Services									
61510 Salaries-Permanent	30,365.00	30,950.31	*-585.31*	283,914.00	290,933.04	*-7,019.04*	394,749.00	73.7%	**103,815.96**
61513 Benefits-Permanent	8,703.00	8,473.56	*229.44*	81,373.00	85,494.77	*-4,121.77*	113,137.00	75.6%	**27,642.23**
62018 Operating Supplies	300.00		*300.00*	3,100.00	2,862.09	*237.91*	4,000.00	71.6%	**1,137.91**
62058 Online Databases			*0.00*	97,210.00	74,723.99	*22,486.01*	97,210.00	76.9%	**22,486.01**
Total 41015 Collections and Access Services	39,368.00	39,423.87	*-55.87*	465,597.00	454,013.89	*11,583.11*	609,096.00	74.5%	**155,082.11**
41020 Library Grants									
50319 Grants/Subsidies (Revenue)		-2,408.00	*2,408.00*		-2,408.00	*2,408.00*			**-2,408.00**
62319 Grants (Expenses)			*0.00*			*0.00*			**0.00**
Total 41020 Library Grants		-2,408.00	*2,408.00*		-2,408.00	*2,408.00*			**2,408.00**
41025 Library Info Technology									
61510 Salaries-Permanent	23,283.00	23,737.52	*-454.52*	217,697.00	223,132.54	*-5,435.54*	302,681.00	73.7%	**79,548.46**
61513 Benefits-Permanent	6,709.00	6,232.86	*476.14*	62,730.00	64,912.33	*-2,182.33*	87,223.00	74.4%	**22,310.67**
62018 Operating Supplies	1,100.00		*1,100.00*	9,900.00	3,232.77	*6,667.23*	13,100.00	24.7%	**9,867.23**
62303 New Staff Technology				7,500.00	2,131.63	*5,368.37*	7,500.00	28.4%	**5,368.37**
62304 Automation		22.92	*-22.92*	37,000.00	55,681.80	*-18,681.80*	45,100.00	123.5%	**-10,581.80**
62305 Computer Services	7,998.00		*7,998.00*	71,982.00	42,783.91	*29,198.09*	95,980.00	44.6%	**53,196.09**
62312 Insurance			*0.00*	3,858.00	5,140.80	*-1,282.80*	3,858.00	133.3%	**-1,282.80**
62335 Contracted Services	3,125.00		*3,125.00*	28,125.00	13,539.16	*14,585.84*	37,510.00	36.1%	**23,970.84**
62396 Mobile Phones / Pagers	898.00	-27.92	*925.92*	8,082.00	3,125.60	*4,956.40*	10,780.00	29.0%	**7,654.40**
62397 Telephone	3,001.00		*3,001.00*	25,665.00	17,382.16	*8,282.84*	34,670.00	50.1%	**17,287.84**
63037 Software Licence Subscription	620.00		*620.00*	19,120.00	13,581.55	*5,538.45*	51,270.00	26.5%	**37,688.45**
Total 41025 Library Info Technology	46,734.00	29,965.38	*16,768.62*	491,659.00	444,644.25	*47,014.75*	689,672.00	64.5%	**245,027.75**
41030 Programming and Outreach Services									
61510 Salaries-Permanent	28,986.00	30,259.78	*-1,273.78*	271,019.00	265,245.76	*5,773.24*	376,816.00	70.4%	**111,570.24**
61513 Benefits-Permanent	8,394.00	8,656.96	*-262.96*	78,484.00	81,343.51	*-2,859.51*	109,125.00	74.5%	**27,781.49**
61520 Wages-Casual Temporary	12,266.00	9,339.93	*2,926.07*	88,322.00	85,367.23	*2,954.77*	117,896.00	72.4%	**32,528.77**
61523 Benefits-Casual Temporary	2,590.00	1,950.78	*639.22*	18,363.00	18,270.92	*92.08*	24,734.00	73.9%	**6,463.08**
62018 Operating Supplies	100.00		*100.00*	1,450.00	300.94	*1,149.06*	1,700.00	17.7%	**1,399.06**
62414 Special Programs	1,750.00	2,068.00	*-318.00*	18,625.00	30,551.66	*-11,926.66*	21,500.00	142.1%	**-9,051.66**
Total 41030 Programming and Outreach Services	54,086.00	52,275.45	*1,810.55*	476,263.00	481,080.02	*-4,817.02*	651,771.00	73.8%	**170,690.98**
41035 Communications and Cultural Development									
61510 Salaries-Permanent	29,355.00	28,813.60	*541.40*	274,470.00	262,826.29	*11,643.71*	381,621.00	68.9%	**118,794.71**
61513 Benefits-Permanent	8,401.00	8,876.66	*-475.66*	78,549.00	83,471.23	*-4,922.23*	109,210.00	76.4%	**25,738.77**
61522 Recovery-Wages-Casual Temp					-1,340.09	*1,340.09*			**1,340.09**
62018 Operating Supplies	47.00	39.64	*7.36*	6,267.00	2,602.55	*3,664.45*	7,700.00	33.8%	**5,097.45**
62304 Automation	200.00		*200.00*	5,350.00	3,280.20	*2,069.80*	7,650.00	42.9%	**4,369.80**

TOWN OF CALEDON

Caledon Public Library
ST: Object Code - Budget vs Actual by Cost Centre
As of September 30, 2025

	September Budget	September Actuals	*Monthly Variance*	YTD Budget	YTD Actuals	*YTD Variance*	Annual Budget	Percentage Expended	**Annual Variance**
62315 Printing & Advertising	3,300.00		*3,300.00*	13,280.00	10,194.82	*3,085.18*	16,480.00	61.9%	**6,285.18**
62335 Contracted Services	250.00		*250.00*	1,750.00	793.73	*956.27*	2,500.00	31.7%	**1,706.27**
62414 Special Programs	500.00		*500.00*	2,000.00	1,142.86	*857.14*	8,000.00	14.3%	**6,857.14**
Total 41035 Communications/Community Dev	42,053.00	37,729.90	*4,323.10*	381,666.00	362,971.59	*18,694.41*	533,161.00	68.1%	**170,189.41**
41045 Corporate Services & Projects									
61510 Salaries-Permanent	9,935.00	10,141.18	*-206.18*	92,893.00	95,327.10	*-2,434.10*	129,161.00	73.8%	**33,833.90**
61513 Benefits-Permanent	2,937.00	2,437.40	*499.60*	27,460.00	28,165.25	*-705.25*	38,181.00	73.8%	**10,015.75**
62310 Training/Development/Seminars	5,430.00	3,238.17	*2,191.83*	44,131.00	30,919.52	*13,211.48*	56,583.00	54.6%	**25,663.48**
62314 Mileage	907.00	773.12	*133.88*	6,822.00	6,651.81	*170.19*	9,500.00	70.0%	**2,848.19**
62322 Postage	125.00		*125.00*	1,125.00	1,098.42	*26.58*	1,500.00	73.2%	**401.58**
62335 Contracted Services	200.00		*200.00*	1,400.00	1,812.71	*-412.71*	2,000.00	90.6%	**187.29**
Total 41045 Corporate Services & Projects	19,534.00	16,589.87	*2,944.13*	173,831.00	163,974.81	*9,856.19*	236,925.00	69.2%	**72,950.19**
41050 Maker & Emerging Technologies									
61510 Salaries-Permanent	26,247.00	26,372.35	*-125.35*	245,409.00	241,947.27	*3,461.73*	341,210.00	70.9%	**99,262.73**
61513 Benefits-Permanent	7,284.00	8,346.79	*-1,062.79*	68,105.00	74,375.67	*-6,270.67*	94,690.00	78.5%	**20,314.33**
62018 Operating Supplies	70.00		*70.00*	520.00	389.61	*130.39*	700.00	55.7%	**310.39**
62414 Special Programs	1,000.00		*1,000.00*	9,223.00	4,460.41	*4,762.59*	12,800.00	34.8%	**8,339.59**
Total 41050 Maker & Emerging Technologies	34,601.00	34,719.14	*-118.14*	323,257.00	321,172.96	*2,084.04*	449,400.00	71.5%	**128,227.04**
Total Caledon Public Library-Lending Services	**493,132.47**	**448,063.01**	**45,069.46**	**5,057,945.57**	**4,891,227.86**	**166,717.71**	**6,810,936.06**	**71.8%**	**1,919,708.20**

Capital Project Expense Report - as of September 30, 2025

	Budget	Expended Previous Year(s)	Expended 2025 YTD	Total Project Spend to Date	Deficit Forwarded to 2025	Remaining Funding	Percentage Expended	Status
Capital Projects - Previous Years								
22-025 Library In-Branch Signage/Wayfndng	24,000.00	20,089.73	2,630.50	22,720.23		1,279.77	94.7%	
22-026 Library and Town Joint Technology Review	35,000.00	30,756.97	4,242.89	34,999.86		0.14	100.0%	To be closed
23-035 Library Implementation of Microsoft 365	25,000.00	14,856.96		14,856.96		10,143.04	59.4%	
23-119 Library IT Equipment	45,000.00	14,398.29	24,283.55	38,681.84	1,020.00	5,298.16	88.2%	
23-120 Library Furniture Replacement	60,000.00	16,294.78	134.11	16,428.89	4,458.00	39,113.11	34.8%	
24-030 Library Strategic Plan	50,000.00	32,458.89	17,523.08	49,981.97		18.03	100.0%	To be closed
24-031 Library IT Equipment	15,000.00		14,656.03	14,656.03		343.97	97.7%	
Capital Projects - Current Year								
25-031 Library Access P1 Inglwood	64,000.00		44,009.60	44,009.60		19,990.40	68.8%	
25-062 Library Materials Coll 2025	500,000.00	2,772.24	310,947.14	313,719.38	42,010.18	144,270.44	71.1%	
59275 Capital Donations	711.75							
Total Library Collections and Materials (25-062)	500,711.75	2,772.24	310,947.14	313,719.38	42,010.18	144,982.19	71.0%	
25-063 Library IT Equipment	115,000.00		15,885.95	15,885.95		99,114.05	13.8%	

Library Reserve Balances - as of September 30, 2025

01-00-000-00000-000-20841 Library Bequest Fund - MDV	316.54	Expenditure pending, to be closed.
08-07-900-35043-000-25000 Library Donation and Bequest Reserve Fund	15,443.82	
08-07-900-35051-000-25000 Library General Reserve Fund	26,218.00	

Schedule A: Library Business Plan

Caledon Public Library

Roles and Structure

Under the governance of the Library Board, the Caledon Public Library (CPL) connects Caledon residents with information, technology and each other.

- The Library's seven branches act as community hubs, offering welcoming spaces for residents to gather, participate in a program, or find quiet space;
- The Library's collections, along with support of expert staff, provide opportunities for leisure, information and education; and,
- The Library's technologies bridge the digital divide, allowing for equitable access and endless opportunity for lifelong learning and creativity.

The Library is comprised of a team of engaged and passionate staff, all tasks with delivering and supporting exceptional customer service. Specific operational areas of responsibility include Public Service, Programming and Outreach, Maker and Emerging Technologies, Collections and Access Services, Communication and Cultural Development and Information Technology.

The Board's newly adopted strategic plan will direct the Library's efforts through to 2028 and reflects many of the recommendations of the Library's long-term Comprehensive Growth Plan. This roadmap confirms the organization's mission to "nurture lifelong learners, champion innovation, and strengthen communities" with a long-term vision "to fuel an informed, inspired, and connected Caledon", building on the Town's commitment to Community Vitality and Livability.

This new strategic plan also confirms the following core organizational values that guide the Board and Staff in all aspects of the Library's governance and service delivery.

- **Inclusivity & Equity –** A library for all, ensuring barrier-free access to information, services, and programs.
- **Literacy & Lifelong Learning –** Supporting continuous growth, discovery, and skill development for all ages, fostering literacy in its many forms.
- **Innovation & Adaptability –** Embracing emerging technologies and evolving approaches to service delivery.
- **Community & Collaboration –** Strengthening partnerships and seeking new opportunities to enhance services and better meet local needs.
- **Intellectual Freedom & Democracy –** Upholding open dialogue, diverse perspectives, and the free exchange of ideas.
- **Integrity & Accountability** – Prioritizing fiscal and environmental sustainability through data driven planning and responsible stewardship.

Schedule A: Library Business Plan

The Library's full Strategic Plan 2025-2028 and the Comprehensive Growth Plan are available online.

2025 Accomplishments

- Demand for library services continues to increase. Over the first nine months of 2025,
  - Active library membership grew by 10.8%,
  - Visits to library branches increased by 7.5%,
  - Total items borrowed and used increased by 2.2%,
  - Digital resources accessed grew by 17.6%, and,
  - Program participation increased by 21.7%.
- Doubled the Inglewood Branch's open hours by implementing technologies to extend resident access and supplement staffed hours of operation.
- Enhanced the Library's outreach efforts and attendance at community events, as supported by a new Community Librarian position.
- Launched bookable Tech One-to-One appointments, providing customers the opportunity to receive focused assistance in improving their digital confidence and access to the skills and tools they need in today's world.
- Grew CPL's world language collections and expanded the Library of Things to include puzzles, telescopes, passes to the Royal Ontario Museum, a drum machine and keyboard.
- Expanded the Read Local collection to include Caledon authors who write in languages other than English.
- Hosted Bridging the Gap in partnership with Caledon Meals on Wheels, connecting teens and seniors to document and share seniors' stories. A related podcast series leverages the technologies available at the Margaret Dunn Valleywood recording studio.

2026+ Strategic Plan Actions Planned and Other Key Activities

CPL's Strategic Priorities	Expected Timeframe		
	2026	2027	2028+
Community and Connections			
Enhance community-informed programs and collections to reflect the diverse experience of Caledon's growing population	X	X	X
Implement outreach initiatives, such as mobile library services, kiosks and pop-up services, to reach underserved areas and new demographics	X		X
Enhance and promote the existing Visiting Library Service to ensure seniors and individuals with mobility challenges are aware of and can easily access home delivery of library materials.	X		
Learning and Growth			
Grow collections, both physical and digital, in response to community need, interest and preferred languages.	X	X	X

Ensure sustainable growth and ongoing improvements in service delivery by enhancing staffing levels, building staff capacity, and supporting staff development.	X	X	X
Implement programs and resources to combat misinformation, build media literacy skills and encourage identification and critical examination of AI generated content.	X		
Conduct and implement the recommendations of a third-party website accessibility audit and integrate intuitive navigation and plain language to improve the user experience.	X		
Evolve and grow maker spaces, services and equipment in response to community demand and technological advancements.	X	X	X
Informed Service Development			
Design and construct a new flagship branch in Mayfield West to serve the area's expanding population with key considerations to space and staffing needs.	X	X	X
Advance the renovation of the Caledon Village and Alton branches as per the Comprehensive Growth Plan.	X	X	
Create a comprehensive Statement of Requirements (SOR) for future library facilities to guide collaboration with Town Planning and developers.	X		
Investigate options for extending library hours, particularly leading up to exam times, and explore self-service technology and secure entry systems to provide after-hours access to study spaces and meeting rooms.	X	X	
Ensure business continuity by anticipating and mitigating disruptions to services, further strengthening data protection measures and threat detection protocols in alignment with the Library's IT and Privacy policies.	X		
Intellectual Freedom and Civic Dialogue			
Partner with the Town of Caledon to offer programs that encourage learning about local government and engagement in the democratic process and investigate the feasibility of hosting events that encourage a more informed electorate, including but not limited to all candidate debates.	X		
Ongoing staff and Board development to reinforce best practices and skill development	X	X	X

All activities proposed in 2027 and beyond are subject to future budget approval processes.

Measures of Success

Measure	Target
Proportion of population that is an active library member	Increase
Reported customer satisfaction in all aspects of library service	Increase
Number of branch visits and use of bookable library meeting, study and work rooms	Increase

Employee engagement index (EEI); percentage of Library employees who express that they are extremely or very satisfied with their current job	Maintain
Square footage of library space per capita	Increase
Digital and electronic resource usage	Increase
Program and event participation	Increase
Percentage of available collections that reflect diverse ethnicities, cultures and lived experiences	Increase
Social Return on Investment (SROI), calculated return on every dollar invested in library services	Increase
A Board that is reflective and representative of the community	Increase

Attachment 6-C

Quarterly Performance Measures and Statistics

Q3 - July, August, September 2025

Caledon Public Library

Active Library Members

21,447 ↑ 10.8%

Branch Visits

268,875 ↑ 7.5%

Total Items Borrowed and Used

368,085 ↑ 2.2%

Digital Titles Borrowed

89,515 ↑ 1.8%

Digital Resources Accessed

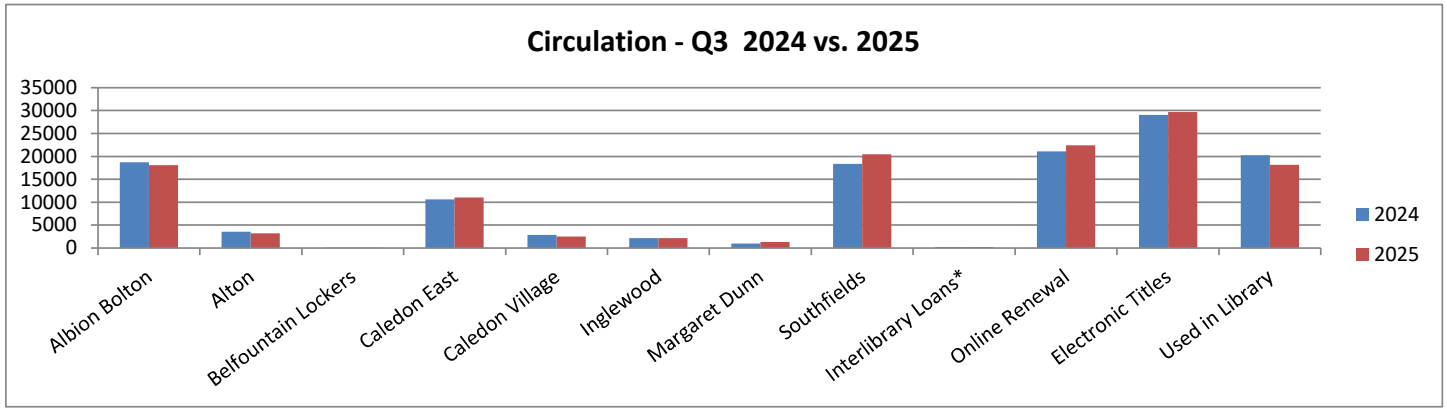
46,756 ↑ 17.8%

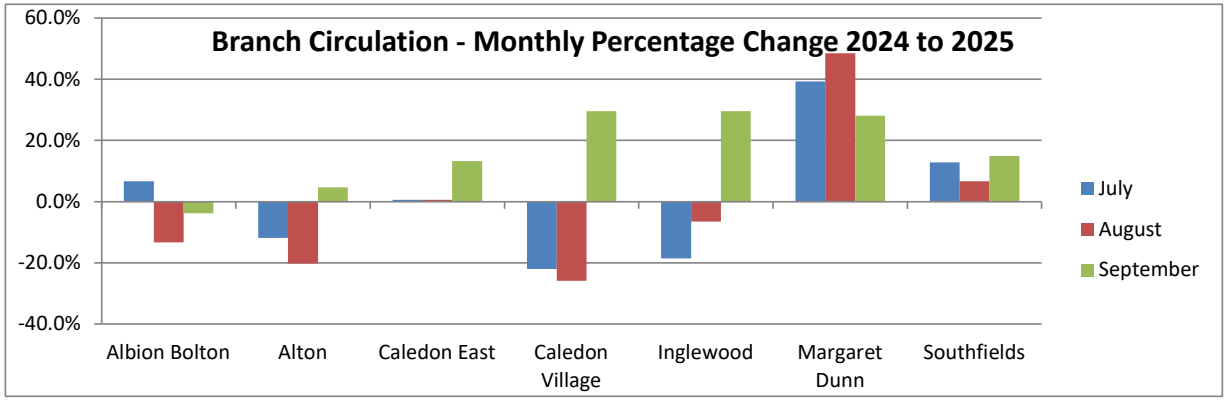
Program Participation

19,268 ↑ 21.7%

Circulation by Branch - Q3

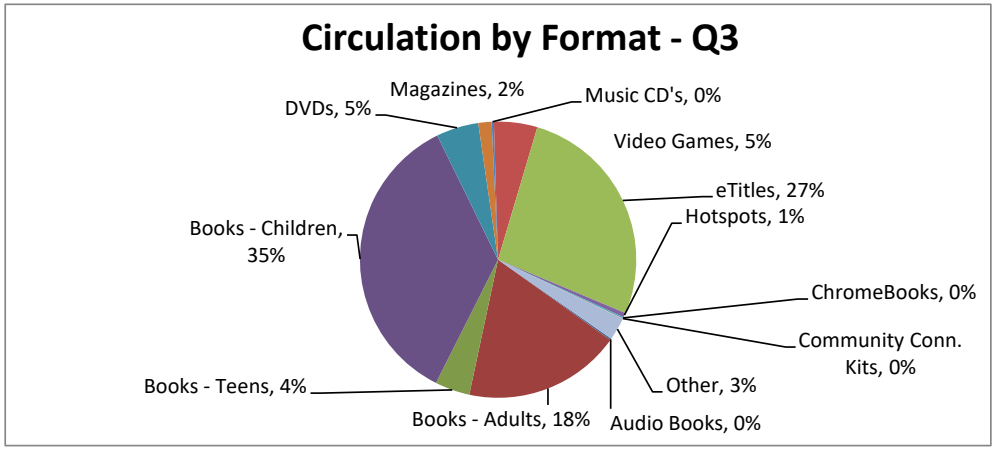
	July			August			September			Q3 Total			YTD		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Albion Bolton	6861	7321	6.7%	6794	5888	-13.3%	5063	4869	-3.8%	18718	18078	-3.4%	53616	50360	-6.1%
Alton	1315	1159	-11.9%	1185	945	-20.3%	1055	1104	4.6%	3555	3208	-9.8%	10496	9904	-5.6%
Belfountain Lockers	15	26	73.3%	28	24	-14.3%	43	19	-55.8%	86	69	-19.8%	286	235	-17.8%
Caledon East	3759	3782	0.6%	3607	3630	0.6%	3213	3640	13.3%	10579	11052	4.5%	31033	33186	6.9%
Caledon Village	1098	857	-21.9%	1115	827	-25.8%	613	794	29.5%	2826	2478	-12.3%	8235	7009	-14.9%
Inglewood	869	708	-18.5%	764	714	-6.5%	558	723	29.6%	2191	2145	-2.1%	6147	5776	-6.0%
Margaret Dunn	323	450	39.3%	340	505	48.5%	292	374	28.1%	955	1329	39.2%	2722	3670	34.8%
Southfields	7157	8073	12.8%	6311	6728	6.6%	4903	5632	14.9%	18371	20433	11.2%	53597	54324	1.4%
Interlibrary Loans*	90	81	-10.0%	100	44	-56.0%	29	55	89.7%	219	180	-17.8%	756	708	-6.3%
Online Renewal	6711	7591	13.1%	7648	7676	0.4%	6758	7169	6.1%	21117	22436	6.2%	55361	63534	14.8%
Sub-Total	28198	30048	6.6%	27892	26981	-3.3%	22527	24379	8.2%	78617	81408	3.6%	222249	228706	2.9%
Electronic Titles	9831	10108	2.8%	9848	9580	-2.7%	9388	10001	6.5%	29067	29689	2.1%	87909	89515	1.8%
	38029	40156	5.6%	37740	36561	-3.1%	31915	34380	7.7%	107684	111097	3.2%	310158	318221	2.6%
Used in Library	8570	7195	-16.0%	7427	6144	-17.3%	4247	4805	13.1%	20244	18144	-10.4%	49992	49864	-0.3%
Total	46599	47351	1.6%	45167	42705	-5.5%	36162	39185	8.4%	127928	129241	1.0%	360150	368085	2.2%





Circulation by Format - Q3

	July			August			September			Q3 Total			YTD		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Audio Books	93	55	-40.9%	80	67	-16.3%	70	54	-22.9%	243	176	-27.6%	886	640	-27.8%
Books - Adults	6813	7361	8.0%	6578	6645	1.0%	5939	6513	9.7%	19330	20519	6.2%	54507	57904	6.2%
Books - Teens	1597	1709	7.0%	1510	1368	-9.4%	945	1429	51.2%	4052	4506	11.2%	10499	11346	8.1%
Books - Children	13240	14642	10.6%	12867	12722	-1.1%	10906	11888	9.0%	37013	39252	6.0%	103780	107409	3.5%
DVDs	2552	2093	-18.0%	3090	2014	-34.8%	1810	1405	-22.4%	7452	5512	-26.0%	20400	17514	-14.1%
Magazines	806	610	-24.3%	740	656	-11.4%	502	482	-4.0%	2048	1748	-14.6%	5399	4948	-8.4%
Music CD's	85	93	9.4%	82	100	22.0%	64	61	-4.7%	231	254	10.0%	806	819	1.6%
Video Games	1889	2223	17.7%	1958	1980	1.1%	1376	1455	5.7%	5223	5658	8.3%	15066	16494	9.5%
eTitles	9831	10108	2.8%	9848	9580	-2.7%	9388	10001	6.5%	29067	29689	2.1%	87909	89515	1.8%
Hotspots	227	211	-7.0%	227	204	-10.1%	197	194	-1.5%	651	609	-6.5%	1956	1816	-7.2%
ChromeBooks	32	62	93.8%	38	37	-2.6%	42	82	95.2%	112	181	61.6%	493	540	9.5%
Community Conn. Kits	8	7	-12.5%	5	6	20.0%	7	2	-71.4%	20	15	-25.0%	66	56	-15.2%
Other	856	982	14.7%	717	1182	64.9%	669	814	21.7%	2242	2978	32.8%	8391	9220	9.9%
Total	38029	40156	5.6%	37740	36561	-3.1%	31915	34380	7.7%	107684	111097	3.2%	310158	318221	2.6%



Library Activity - Q3

	July			August			September			Q3 Total			YTD		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
New Members Added	523	520	-0.6%	426	409	-4.0%	428	439	2.6%	1377	1368	-0.7%	3942	3817	-3.2%
Total Members/Cardholders										26360	27655	4.9%			
Total Active Members/Cardholders (used within last two years)										19365	21447	10.8%			
Reference Queries	424	272	-35.8%	387	326	-15.8%	434	341	-21.4%	1245	939	-24.6%	2850	4636	62.7%
Holds Placed	5371	7210	34.2%	4936	6633	34.4%	4729	6831	44.4%	15036	20674	37.5%	47621	55963	17.5%
Total Visting Library Service (VLS) Clients										15	11	-26.7%			
Total (VLS) Number of Volunteers										14	5	-64.3%			
VLS Circulation	96	98	2.1%	85	114	34.1%	75	117	56.0%	256	329	28.5%	799	946	18.4%
VLS Visits	10	11	10.0%	9	12	33.3%	5	6	20.0%	24	29	20.8%	90	96	6.7%
New Materials Added	3146	2686	-14.6%	1346	948	-29.6%	1380	1300	-5.8%	5872	4934	-16.0%	15158	11074	-26.9%

Visits by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Albion Bolton	5907	6588	11.5%	5846	5923	1.3%	4703	5323	13.2%	16456	17834	8.4%	51809	54571	5.3%
Alton	743	810	9.0%	726	592	-18.5%	637	574	-9.9%	2106	1976	-6.2%	5803	5779	-0.4%
Caledon East	6849	6768	-1.2%	5763	6124	6.3%	6447	8542	32.5%	19059	21434	12.5%	61915	71858	16.1%
Caledon Village	520	593	14.0%	597	456	-23.6%	384	368	-4.2%	1501	1417	-5.6%	4158	3863	-7.1%
Inglewood	354	428	20.9%	377	328	-13.0%	355	410	15.5%	1086	1166	7.4%	2944	3162	7.4%
Margaret Dunn	609	723	18.7%	706	777	10.1%	492	611	24.2%	1807	2111	16.8%	4693	5660	20.6%
Southfields	17145	19211	12.1%	14400	14934	3.7%	11031	11304	2.5%	42576	45449	6.7%	118897	123982	4.3%
Total	32127	35121	9.3%	28415	29134	2.5%	24049	27132	12.8%	84591	91387	8.0%	250219	268875	7.5%

Room Usage # of hours booked by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Albion Bolton	0	35	-	0	28	-	0	30	-	0	93	-	95.5	454.58	376.0%
Caledon East	244	410.92	68.4%	279	348	24.7%	233	374	60.5%	756	1132.92	49.9%	756	1223.92	61.9%
Margaret Dunn	122.25	120	-1.8%	54.75	101.25	84.9%	46	125	171.7%	223	346.25	55.3%	535.5	1873.33	249.8%
Southfields	0	2	-	0	0	-	0	0	-	0	2	-	0	2	-
Total	366.25	567.92	55.1%	333.75	477.25	43.0%	279	529	89.6%	979	1574.17	60.8%	1387	3553.83	156.2%

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		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Albion Bolton	0	5	-	0	4	-	0	5	-	0	14	-	51	172	237.3%
Caledon East	121	207	71.1%	137	191	39.4%	132	197	49.2%	390	595	52.6%	390	607	55.6%
Margaret Dunn	65	59	-9.2%	31	48	54.8%	26	56	115.4%	122	163	33.6%	325	1029	216.6%
Southfields	0	1	-	0	0	-	0	0	-	0	1	-	0	1	-
Total	186	272	46.2%	168	243	44.6%	158	258	63.3%	512	773	51.0%	766	1809	136.2%

Virtual Branch Use - Q3

	July			August			September			Q3 Total			YTD		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Website Usage															
Page views	27,575	26,067	-5.5%	24,675	25,175	2.0%	22,502	25,123	11.6%	74,752	76,365	2.2%	236,978	226,437	-4.4%
Sessions	18,556	17,271	-6.9%	16,532	17,163	3.8%	15,839	16,797	6.0%	50,927	51,231	0.6%	161,750	149,936	-7.3%
Online Catalogue															
Page views	126,384	149,910	18.6%	109,759	102,547	-6.6%	98,218	99,862	1.7%	334,361	352,319	5.4%	994,711	962,010	-3.3%
Sessions	23,998	49,686	107.0%	22,722	19,200	-15.5%	18,450	17,365	-5.9%	65,170	86,251	32.3%	192,389	213,315	10.9%

Technology Use by Branch - Q3

Workstations

	July			August			September			Q3 Total			YTD Total		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Albion Bolton	581	580	-0.2%	527	575	9.1%	422	516	22.3%	1530	1671	9.2%	4273	4925	15.3%
Alton	72	130	80.6%	64	71	10.9%	75	77	2.7%	211	278	31.8%	556	768	38.1%
Caledon East	846	629	-25.7%	722	674	-6.6%	701	749	6.8%	2269	2052	-9.6%	6169	6172	0.0%
Caledon Village	50	60	20.0%	84	65	-22.6%	62	59	-4.8%	196	184	-6.1%	486	539	10.9%
Inglewood	27	58	114.8%	21	46	119.0%	19	48	152.6%	67	152	126.9%	218	381	74.8%
Margaret Dunn	264	179	-32.2%	312	266	-14.7%	208	219	5.3%	784	664	-15.3%	1854	2208	19.1%
Southfields	807	861	6.7%	653	859	31.5%	521	708	35.9%	1981	2428	22.6%	5130	6024	17.4%
Total	2647	2497	-5.7%	2383	2556	7.3%	2008	2376	18.3%	7038	7429	5.6%	18686	21017	12.5%

Wireless Network

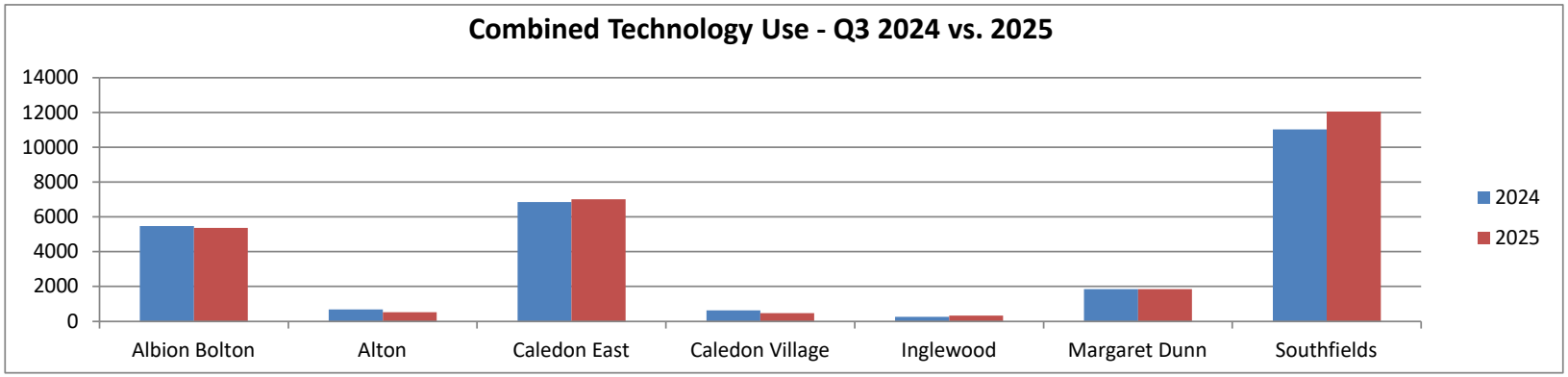
	July			August			September			Q3 Total			YTD Total		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Albion Bolton	1377	1201	-12.8%	1172	1105	-5.7%	1362	1310	-3.8%	3911	3616	-7.5%	14079	13483	-4.2%
Alton	163	88	-46.0%	159	73	-54.1%	152	75	-50.7%	474	236	-50.2%	1138	915	-19.6%
Caledon East	1468	1527	4.0%	1273	1714	34.6%	1591	1508	-5.2%	4332	4749	9.6%	15250	15737	3.2%
Caledon Village	138	109	-21.0%	162	104	-35.8%	137	71	-48.2%	437	284	-35.0%	1216	1037	-14.7%
Inglewood	61	58	-4.9%	75	56	-25.3%	53	52	-1.9%	189	166	-12.2%	539	601	11.5%
Margaret Dunn	340	321	-5.6%	310	318	2.6%	273	327	19.8%	923	966	4.7%	2414	2946	22.0%
Southfields	3333	3453	3.6%	2775	3513	26.6%	2862	2554	-10.8%	8970	9520	6.1%	25759	30078	16.8%
Total	6880	6757	-1.8%	5926	6883	16.1%	6430	5897	-8.3%	19236	19537	1.6%	60395	64797	7.3%

ChromeBooks

	July			August			September			Q3 Total			YTD Total		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Albion Bolton	5	10	100.0%	6	2	-66.7%	2	7	250.0%	13	19	46.2%	71	83	16.9%
Caledon East	10	10	0.0%	6	7	16.7%	14	8	-42.9%	30	25	-16.7%	90	139	54.4%
Margaret Dunn	0	8	-	0	10	-	0	8	-	0	26	-	13	48	269.2%
Southfields	17	34	100.0%	26	18	-30.8%	26	59	126.9%	69	111	60.9%	319	270	-15.4%
Total	32	62	93.8%	38	37	-2.6%	42	82	95.2%	112	181	61.6%	493	540	9.5%

Maker Bookings

	July			August			September			Q3 Total			YTD Total		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Albion Bolton	7	16	128.6%	11	27	145.5%	9	16	77.8%	27	59	118.5%	53	140	164.2%
Caledon East	93	42	-54.8%	73	73	0.0%	48	70	45.8%	214	185	-13.6%	713	577	-19.1%
Margaret Dunn	36	50	38.9%	64	71	10.9%	37	64	73.0%	137	185	35.0%	440	471	7.0%
Total	136	108	-20.6%	148	171	15.5%	94	150	59.6%	378	429	13.5%	1153	1188	3.0%


Combined Technology Use - Q3 2024 vs. 2025
14000
12000
10000
8000
6000
4000
2000
0
Albion Bolton
Alton
Caledon East
Caledon Village
Inglewood
Margaret Dunn
Southfields
2024
2025

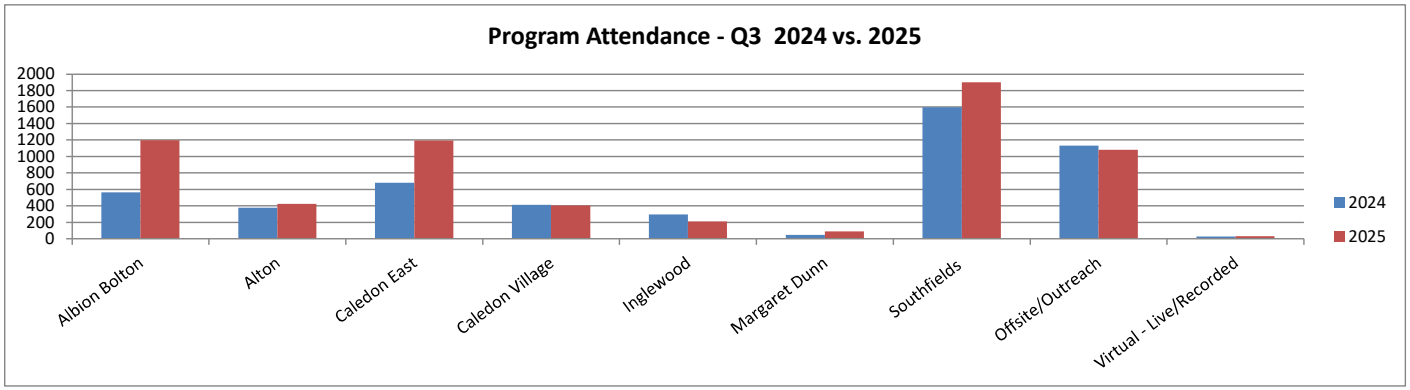
Digital Resource and eBook Usage - Q3

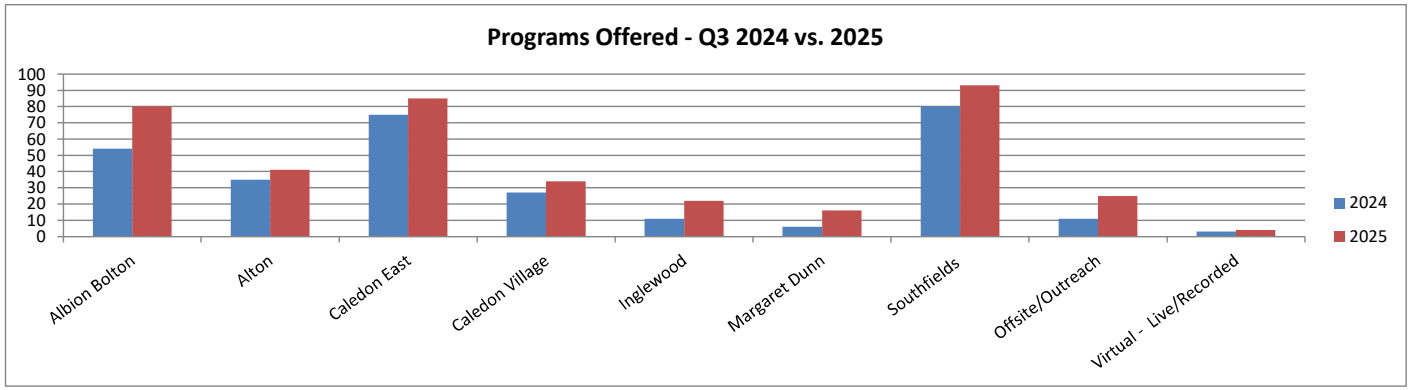
	July			August			September			Q3 Total			YTD Total		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Digital Items Borrowed															
Overdrive-eBooks	3139	3172	1.1%	3219	2882	-10.5%	2883	2934	1.8%	9241	8988	-2.7%	27592	27343	-0.9%
Overdrive - eAudio	1998	2072	3.7%	1934	1884	-2.6%	1856	1999	7.7%	5788	5955	2.9%	17099	17437	2.0%
Overdrive - Magazines	1264	1768	39.9%	1356	1846	36.1%	1378	1995	44.8%	3998	5609	40.3%	13216	16398	24.1%
Hoopla - eBooks	1146	851	-25.7%	1117	782	-30.0%	1089	811	-25.5%	3352	2444	-27.1%	9675	8740	-9.7%
Hoopla - eAudio	1499	1624	8.3%	1552	1466	-5.5%	1535	1587	3.4%	4586	4677	2.0%	13465	13699	1.7%
Hoopla - Video	367	245	-33.2%	330	209	-36.7%	270	223	-17.4%	967	677	-30.0%	3136	2373	-24.3%
Hoopla - Music	115	60	-47.8%	124	63	-49.2%	118	92	-22.0%	357	215	-39.8%	948	660	-30.4%
Hoopla Binge Pass	25	20	-20.0%	27	27	0.0%	22	25	13.6%	74	72	-2.7%	164	185	12.8%
Kanopy	261	283	8.4%	177	420	137.3%	206	327	58.7%	644	1030	59.9%	2393	2608	9.0%
EBSCO **	17	13	-23.5%	12	1	-91.7%	31	8	-74.2%	60	22	-63.3%	221	72	-67.4%
Total Borrowed	9831	10108	2.8%	9848	9580	-2.7%	9388	10001	6.5%	29067	29689	2.1%	87909	89515	1.8%
Digital Resources Accessed															
PressReader	2298	2637	14.8%	2599	2551	-1.8%	2486	2869	15.4%	7383	8057	9.1%	16878	23276	37.9%
Ancestry	17	2	-88.2%	25	0	-100.0%	19	0	-100.0%	61	2	-96.7%	114	124	8.8%
Tumble Books Premier	45	20	-55.6%	19	5	-73.7%	24	0	-100.0%	88	25	-71.6%	131	194	48.1%
Consumer Reports	589	203	-65.5%	441	317	-28.1%	370	148	-60.0%	1400	668	-52.3%	3665	2250	-38.6%
Gale Databases	8	2	-75.0%	8	5	-37.5%	12	9	-25.0%	28	16	-42.9%	85	93	9.4%
Novelist	179	498	178.2%	126	249	97.6%	149	389	161.1%	454	1136	150.2%	1352	2849	110.7%
EBSCO (databases) ***	102	0	-100.0%	44	0	-100.0%	176	0	-100.0%	322	0	-100.0%	1053	634	-39.8%
Gale Courses	27	36	33.3%	20	10	-50.0%	14	27	92.9%	61	73	19.7%	179	216	20.7%
Mango Languages	64	78	21.9%	46	106	130.4%	29	151	420.7%	139	335	141.0%	537	628	16.9%
Creative Bug **	14	0	-100.0%	14	0	-100.0%	7	0	-100.0%	35	0	-100.0%	117	0	-100.0%
Niche Academy	632	966	52.8%	313	860	174.8%	236	944	300.0%	1181	2770	134.5%	4507	6051	34.3%
Road to the IELTS	290	40	-86.2%	390	58	-85.1%	289	49	-83.0%	969	147	-84.8%	3943	674	-82.9%
Brainfuse	121	221	82.6%	667	46	-93.1%	178	662	271.9%	966	929	-3.8%	2549	4075	59.9%
LinkedIn **	32	0	-100.0%	21	0	-100.0%	28	0	-100.0%	81	0	-100.0%	231	55	-76.2%
LOTE	28	591	2010.7%	12	1173	9675.0%	20	381	1805.0%	60	2145	3475.0%	178	2443	1272.5%
Globe and Mail Historical Newspaper**	2	187	9250.0%	129	1	-99.2%	3	0	-100.0%	134	188	40.3%	456	735	61.2%
Toronto Historical Newspaper	280	129	-53.9%	1400	171	-87.8%	913	84	-90.8%	2593	384	-85.2%	3727	1305	-65.0%
Udemy *	0	81	-	0	97	-	0	74	-	0	252	-	0	575	-
Britannica Library *	0	80	-	0	46	-	0	40	-	0	166	-	0	477	-
World Almanac Intermediate *	0	12	-	0	9	-	0	8	-	0	29	-	0	102	-
Total Accessed	4728	5783	22.3%	6274	5704	-9.1%	4953	5835	17.8%	15955	17322	8.6%	39702	46756	17.8%
Total Usage	14559	15891	9.1%	16122	15284	-5.2%	14341	15836	10.4%	45022	47011	4.4%	127611	136271	6.8%

* New in 2025 ** discontinued subscription *** included databases to be revised in 2026

Programming by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Program Attendance															
Albion Bolton	332	621	87.0%	160	440	175.0%	73	135	84.9%	565	1196	111.7%	1798	2513	39.8%
Alton	135	169	25.2%	122	190	55.7%	121	64	-47.1%	378	423	11.9%	1275	1180	-7.5%
Caledon East	249	533	114.1%	219	414	89.0%	214	245	14.5%	682	1192	74.8%	2023	3174	56.9%
Caledon Village	161	198	23.0%	183	152	-16.9%	70	53	-24.3%	414	403	-2.7%	1072	878	-18.1%
Inglewood	117	105	-10.3%	68	90	32.4%	110	17	-84.5%	295	212	-28.1%	407	463	13.8%
Margaret Dunn	10	40	300.0%	4	35	775.0%	31	14	-54.8%	45	89	97.8%	163	165	1.2%
Southfields	603	804	33.3%	527	731	38.7%	468	365	-22.0%	1598	1900	18.9%	4158	4583	10.2%
Offsite/Outreach	221	242	9.5%	495	649	31.1%	414	190	-54.1%	1130	1081	-4.3%	3192	3532	10.7%
Virtual - Live/Recorded	9	29	222.2%	6	2	-66.7%	12	0	-100.0%	27	31	14.8%	170	105	-38.2%
Total	1837	2741	49.2%	1784	2703	51.5%	1513	1083	-28.4%	5134	6527	27.1%	14258	16593	16.4%
Contests & Activities (Participants)	475	468	-1.5%	430	307	-28.6%	60	139	131.7%	965	914	-5.3%	1568	2675	70.6%
Grand Total	2312	3209	38.8%	2214	3010	36.0%	1573	1222	-22.3%	6099	7441	22.0%	15826	19268	21.7%
Number of Programs															
Albion Bolton	20	33	65.0%	20	31	55.0%	14	16	14.3%	54	80	48.1%	222	267	20.3%
Alton	14	18	28.6%	11	14	27.3%	10	9	-10.0%	35	41	17.1%	117	147	25.6%
Caledon East	37	35	-5.4%	25	32	28.0%	13	18	38.5%	75	85	13.3%	246	282	14.6%
Caledon Village	13	14	7.7%	7	13	85.7%	7	7	0.0%	27	34	25.9%	83	113	36.1%
Inglewood	3	10	233.3%	4	9	125.0%	4	3	-25.0%	11	22	100.0%	32	73	128.1%
Margaret Dunn	3	6	100.0%	1	6	500.0%	2	4	100.0%	6	16	166.7%	28	30	7.1%
Southfields	28	27	-3.6%	30	33	10.0%	22	33	50.0%	80	93	16.3%	268	312	16.4%
Offsite/Outreach	2	8	300.0%	2	8	300.0%	7	9	28.6%	11	25	127.3%	41	107	161.0%
Virtual - Live/Recorded	1	3	200.0%	1	1	0.0%	1	0	-100.0%	3	4	33.3%	17	10	-41.2%
Total	121	154	27.3%	101	147	45.5%	80	99	23.8%	302	400	32.5%	1054	1341	27.2%
Contests & Activities (Number)	5	11	120.0%	5	6	20.0%	2	4	100.0%	12	21	75.0%	26	30	15.4%
Grand Total	126	165	31.0%	106	153	44.3%	82	103	25.6%	314	421	34.1%	1080	1371	26.9%
Volunteer Hours	18	104	477.8%	14	72	414.3%	12	4	-66.7%	44	180	309.1%	268.5	383	42.6%




Programs Offered - Q3 2024 vs. 2025
100
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
2024
2025

Attachment 6-D

Strategic Actions Update

October 2025

Community Connections

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 & families:

After School Minecraft Club for Tweens
Five Nights At Freddy's Escape Room for Families
Little Yogis Academy: Positivity and Movement for Busy Minds
Storytime with Fay and Fluffy
TRCA: All About Bats

Programs for teens and adults included:

Coffee & Crafting for Teens & Adults
Culture Days: Graphite Pencil Art Workshop for Teens & Adults
Culture Days: Meditative Mandalas with Michele Johston
Culture Days: Writing Workshop with Barbara Kyle
Dungeons & Dragons Club
Meditation & Mindfulness with Isis Ament (4 part series)

Maker Programming:

Culture Days: Mixed Media Mosaic Workshops with MaryLou Hurley
Fall Paper Wreaths with Cricut
Laser Cutting Software 101
Learn to Crochet - Mug Rugs
Learn to Sew - Reusable Bowl Covers

As part of our ongoing commitment to early literacy and community engagement, staff will be hosting a series of special story times featuring guest speakers and presenters. These sessions are meant to highlight the joy of reading while building connections between families and community members through shared story telling experiences. In September, staff welcomed a member of the Caledon Fire & Emergency Services team.

Seniors Social Circle is a monthly program designed to foster social engagement, lifelong learning, and community connection amongst older adults. The series will feature guest speakers who address key issues, interests, and themes important to seniors in our community. In September, staff hosted OPP Constable Jesse Nobleman who spoke about seniors fraud and scams.

Exhibiting artist MaryLou Hurley led workshops in the Cory Trepanier Creativity Studio at CE introducing glass and ceramic mosaic techniques as part CPL's Culture Days offerings. 20 participants took part, with excellent informal feedback highlighting the creative and engaging experience. This program successfully connected the community with a practicing local artist and reinforced the Library's role as a hub for creativity and learning.

Part of CPL's Culture Days month long celebrations included hosting its 2nd Annual Open Mic Poetry Night. This event showcased a rousing evening of poetry and the spoken word. Audience participation was strongly recommended with very willing and enthusiastic participation.

Library staff hosted or attend the following community events to raise awareness of CPL's services:

Caledon Creative Arts Festival
Hills of the Headwater's Seniors Care Day
Inglewood Day

Staff also attended the 3rd Annual Malton Women's Council Annual Seniors Conference in the Southfields Village Community Centre. The Seniors Holistic Health and Wellness Conference aimed to raise awareness on holistic health and wellness through keynote speech, interactive sessions, and by providing information and resources on health, social, and community services through a wide range of exhibits and displays of interests to older adults and seniors. Staff engaged with approximately 80 event participants. The translated handouts in Punjabi and Hindi were very helpful, alongside Public Service staff who could translate to those for whom English is not their preferred language.

CPL also held meetings with the Malton Women's Council, Punjabi Community Health Services, Peel Health and had conversations at events with the Caledon Community Services team to explore more partnership activities and shared programming opportunities.

Learning & Growth

As per the identified objective to "ensure sustainable growth and ongoing improvements in service delivery by enhancing staffing levels, building staff capacity, and supporting staff development" staff representatives and members of the leadership team participated in the following learning opportunities over the past month:

Masterclass in Group Coaching Skills: The Power of Shared Insight
AI Leadership
Amnesty Book Club Event: Niigaan Sinclair
Critical Data Storytelling for Libraries
How to support library patrons to read CELA’s audiobooks and magazines
Innovation in a Box (Juice Inc.)
Introduction to cataloguing for non-cataloguers
LiFT Library Foundational Training
Passive-Aggressive Behavior: Sources and Solutions for Libraries
Read On: Tools to Help You Prepare for and Respond to Book Challenges
Responsible AI Use for Nonprofit Workers
YA Announcements

Our annual Staff Forum event brought together all staff for a full day of learning and professional development. Highlights included a presentation from Peel Health and an engaging session on AI technology led by Avery Swartz. This annual event provides valuable opportunities for staff to learn, connect, and share ideas that strengthen library services.

Informed Service Development

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

"There shouldn't be tablets in kids play area as we try to promote reading habit when bringing young ones here but they get distracted towards tablets."

"I looked up a book on the catalogue and all I found was eBooks, now I have nothing against eBooks but we should not replace all of the books with eBook's so my request is if any of your eBooks has no paper and ink book to match, then get one."

"It is wonderful to see the ROM passes now available. Is it possible to get passes for the Royal Botanical Gardens too?"

"Wonderful staff and a great service. Love visiting with my kid to pick up our favourite books." - Google review of Bolton Branch

The Library's new Tech 1:1 service was soft-launched on September 15, with broader promotion beginning October 1. Early uptake has already seen several customers booking appointments with staff. This service provides individualized support for customers seeking assistance with their personal devices, developing basic computer skills, accessing digital resources, and more.

Princh printing software was first introduced at the Albion Bolton branch and has now been rolled out at the Southfields Village branch, enhancing the accessibility and ease of use of our printing services. With this system, customers can now pay directly by credit card and conveniently scan documents to their email accounts. These improvements streamline the printing process and provide greater flexibility for our community members.

Intellectual Freedom & Civic Dialogue

As part of this year's Staff Forum, library staff participated in a Truth and Reconciliation book club, engaging with works by Indigenous authors and sharing reflections in group discussions. Staff are encouraged to carry forward their learning by sharing insights with the community and by seeking meaningful ways to incorporate truth and reconciliation into their daily work and service.

Pathways to Truth & Reconciliation: staff hosted an evening to view and discuss a curated film series that explored the history, resilience and lived experiences of Indigenous peoples in Canada. The powerful stories offered opportunities of reflections, learning and meaningful dialogue as we honoured the Truth & Reconciliation Commission's Calls to Action.

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

- Caledon library branch extending its hours — but without staff
- Enjoy an unforgettable fundraising evening of Chamber Music at Caledon Public Library - Just Sayin' Caledon
- Understanding endangered species at Caledon Public Library - Just Sayin' Caledon

Attachment 8-A

CEO/Chief Librarian's Report

Prepared by Colleen Lipp
October 2025

Advocacy and Governance

Love Your Library Month

As per the attached mayoral proclamation (Appendix A), October 2025 has been declared as Love Your Library Month in the Town of Caledon. Caledon's love and support for its public library will be acknowledged by a flag raising at Town Hall on Monday, October 20th.

Library Services

Response to CPL's Pride Programming

The Storytime with Fay and Fluffy, hosted on October 4th, was well received by those who attended and prompted a significant amount of positive feedback from library customers in branch and online. This favourable response was tempered by comments received from those who opposed the program. Many who voiced their concerns erroneously assumed that the program content was of a sexual nature rather than a family event focused on acceptance, inclusion and early literacy development. In many cases, the efforts of staff or online supporters to correct this misinterpretation were unsuccessful. Online comments on the Library's Facebook post promoting the event quickly escalated with the hateful rhetoric of some posts necessitating that further commenting be disallowed.

Staff responses to concerns shared in person or via email, were guided by the Library's core value of intellectual freedom and highlighted the following key principle:

> Individuals have the right to reject for themselves material of which they do not approve but this right does not extend to allow them to restrict the intellectual freedom of others.

No formal requests for reconsideration of the program were received. One concerned resident did request information regarding the cost of the program. This prompted a review of relevant best practices and consultation with the performers regarding any concerns of this information being made public. As the performers shared CPL's commitment to transparency and accountability, the requested information was shared with the resident without requiring a formal Freedom of Information request.

As a means of ensuring the safety of those attending, and in keeping with room capacity, this registered program was open only to children and their caregivers. It is hoped that in the future, broader program access to similar programs can be extended as a means of encouraging a better understanding of the program's intent and benefit and providing an opportunity to counter misinformation.

Performance Measures and Statistics Overview

Comprehensive performance measures and statistics for the third quarter of 2025 are included as Attachment 6-C of the Consent Agenda. Items of particular interest include the following:

- Most key performance measures saw increases over the first quarter, compared to the similar period in 2024. This includes active library membership (+10.8%), branch visits (+7.5%), digital resources accessed (+17.8%) and program participation (+21.7%).
- Continuing a trend established in the first half of 2025 and following significant year-over-year increases from 2023 to 2024, total items borrowed and used (+2.2%) and digital titles borrowed (+1.8%) plateaued in relation to recent performance. This decline in digital items borrowed is due in large part to limits placed on Hoopla access as a means of managing costs. More significant declines are forecast for 2026 if cuts to the Library's Collections and Materials capital budget cannot be avoided.
- Reference queries, despite a dip in the third quarter, have increased by a significant 62.7% for the year-to-date.
- Branch visits to all locations have increased, with the exception of Alton and Caledon Village. Southfields continues to attract the most visitors, accounting for 46.1% of total branch visits.
- The previously reported decline in new materials added continues, though measures have rallied somewhat over the first half of the year.

Interlibrary Loan (ILLO)

The recent work stoppage by the Canadian Union of Postal Workers resulted in the pausing of all Interlibrary Loan (ILLO) services in late September. With the move to rotating strike action, Caledon's ILLO services resumed on October 14th. Customers will be advised of ongoing delays as the backlog of requests and parcels is processed. As some library systems have opted to delay their return to service and given the nature of the rotating strike, it is anticipated that extended wait times will be experienced until the labour action is fully resolved.

Recommended Motion

That the Caledon Public Library Board receive the CEO/Chief Librarian's Report

Appendix A

TOWN OF CALEDON

PROCLAMATION

Whereas, *Caledon Public Library fuels an informed, inspired, and connected Caledon and is truly a Library for all; and*

Whereas, *In October, Caledon Public Library invites you to join in celebrating the Library, visit its branches, speak with the friendly and helpful staff, attend programs, borrow books and items, and spend time learning, creating, and building community in its spaces; and*

Whereas, *We will celebrate the Library as a beacon in Caledon, one that nurtures lifelong learners, champions innovation and strengthens our community.*

Therefore, *I, Annette Groves, Mayor of the Town of Caledon, hereby do proclaim*

October 2025

as

"Love your Library Month"

in the Town of Caledon and do commend its thoughtful observance to all citizens of our municipality.

Annette Groves

Mayor Annette Groves, Town of Caledon

Attachment 8-B

Date: October 20, 2025

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian

Subject: Partnership Policy Report

Recommendation:

That the Caledon Public Library Board review the revised Partnership Policy Report for approval and adoption.

Background

Prompted by the Library's strategic objective to build relationships, a Partnership Policy (CPL-17-21) was first adopted by the Board in October 2017 and was most recently reviewed in 2023. This document formalizes a framework within which the Caledon Public Library may work together with public or private organizations, community groups and agencies, or individuals and confirms guiding principles when considering potential partners or sponsors.

This policy is intended to align with the Town's Corporate Policy related to Partnerships and its Facility and Park Assets Naming Procedure and is also complemented by the Library's Fundraising and Gift Acceptance Policy (CPL-18-23) and Room Usage Policy (CPL-23-31).As such, only minor amendments are recommended at this time.

Once adopted, the revised policy will be communicated to staff and made available on the Library's website and in print upon request.

Financial Implication

None.

Recommended Motion

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

Title	Partnership Policy
Policy Number	CPL-17-21
Policy Type	Operating
Approval Date	[approval date] 2025
Review Date	[review date] 2027
Notes	Initially adopted October 16-2017; reviewed October 21-2019, October 18-2021, and October 16-2023

Purpose

Caledon Public Library is committed to ~~has a long history of~~ building relationships in an effort to:

- Extend and enhance our library services while improving sustainability;
- Increase awareness of Library services, programs and value;
- Support Town and community initiatives; and
- Improve collaboration and reduce redundancies between partner organizations.

The purpose of this policy is to formalize a framework within which the Caledon Public Library may work together with public or private organizations, community groups and agencies, or individuals.

Scope

This policy applies to a variety of partnerships in which the Caledon Public Library may engage. As confirmed in the Town of Caledon's Corporate Policy on Partnerships, these types are defined below:

> *Public-Public Partnerships (PuPs)* exist between the Library and a Public organization, for purposes which could include, but are not limited to: assistance in funding, transfer of technical skill or expertise, etc.
>
> *Public-Private Partnerships (P3s)* offer the Library creative ways to improve infrastructure through partnering with a Private Sector entity, where there is a clear transfer of the design, plan, and maintenance of the infrastructure asset, mitigating risk but also offering the Partner an opportunity to benefit.
>
> *Corporate Partnerships* are entered into by the Library with parties interested in marketing their brand through Library assets and activities, often including both Sponsorship and Advertising activities. Sponsorships are recognized as a non-tax based form of revenue generation that are being executed to enhance (not fund) core Library activities, including, but not limited to programs, events, facilities and services.
>
> *Community Service Partnership*s are collaborations between the Library and Community Organizations, addressing a community need.

This policy does not apply to:

- Philanthropic gifts or donations
- Grants or funds obtained from other levels of government
- Arrangements where the Library sponsors or contributes to external projects of other organizations.

Guidelines

Guiding Principles

It is the policy of the Caledon Public Library that it will enter into partnerships that:

- Align with and further CPL's strategic vision, mission, goals, objectives and priorities;
- Are developed and maintained in the best interests of CPL;
- Enhance and do not compromise CPL's image in the community;
- Do not negatively impact the policies or procedures of CPL;
- Do not jeopardize the equity of access to CPL services or collections;
- Protect the principle of intellectual freedom, not allowing for influence over the selection of collections or delivery of services;
- Build and implement value added services; and
- Are conducted in a transparent, consultative and accountable manner.

As per the terms of the *Caledon Public Library Programming Policy (CPL-18-25)*, partnerships that are in support of library programming shall be formalized through the creation of a Program Agreement.

Partnerships that are developed as a means of leveraging library spaces, services or communication channels to better meet the Library's strategic objectives shall be formalized through the use of the ~~*Caledon Public Library*~~ relevant Partnership Agreement Form. These agreements will be reviewed and considered for renewal, at minimum, on an annual basis.

Long-established partnerships, most notably those with the Town, other levels of government or non-profit organizations, may prompt the creation of a dedicated memorandum of understanding or service level agreement formally documenting the roles and responsibilities of all parties.

In alignment with the Town of Caledon's relevant Corporate Policy, the following industries and products are ineligible for partnership with the Library:

- Parties whose business is substantially derived from:
  - the sale or manufacture of tobacco products;
  - products of a pornographic nature;
  - alcoholic beverages when the targeted beneficiaries of the corporate partnership are youth under the legal drinking age; or
  - the support of or involvement in the production, distribution, and sale of weapons

and other life-threatening products.

- Parties who are not in good financial standing with the Town or Library or are in adverse litigation with the Town or Library.
- Groups, associations or individuals who are primarily political or religious in nature/affiliation.
- In addition to those listed above, the following industries and products are ineligible for partnership with the Library:
    - Parties whose business is substantially derived from:
        - the sale or manufacture of vaping products; or
        - cannabis or related products when the targeted beneficiaries of the corporate partnership are youth under the legal consumption age.

Restrictions are not confined to the above list and will be determined on an ongoing basis by the Library Board and/or at the recommendation of the CEO/Chief Librarian.

Roles and Responsibilities

All library staff have a responsibility for nurturing existing partnerships that advance ~~the~~ CPL's mission, vision and values. This includes support for effective communication and coordination of partnership activities. Within those shared responsibilities, the following specialized roles exist:

- All members of the Library's Leadership Team are responsible for supporting partnership development and related activities system-wide.
- The Manager of Communications and ~~Community~~ Cultural Development plays a leadership role in developing, sharing and initiating best practices related to the development and management of strategic partners and sponsors.
- The Manager of Programming and Outreach initiates and maintains key relationships as a means of advancing opportunities for life-long learning and supports for local businesses.
- The CEO/Chief Librarian is responsible for ensuring the Library Board is informed of and supports major partnership activities and initiatives. The CEO/Chief Librarian will work to seek out and advance potential partnerships consistent with the policy, however, when long-term or major commitments involving staff time, library space or financial obligations are involved, Library Board approval will be required in advance of finalizing agreements.

Sponsorships

The Library may solicit and encourage the business community, service clubs, or other organizations to become sponsors of Library events, programs, and services which will benefit the community by allowing the Library to supplement municipal and provincial funding and increase the level of service provided to the residents of Caledon.

A sponsorship is defined as a mutually beneficial exchange whereby the sponsor receives value, in the form of recognition, acknowledgment or other consideration in return for financial or in-kind support

provided to the Library.

Final approval of sponsorship agreements shall be as follows:

- The CEO/Chief Librarian may approve sponsorships which are valued at $10,000 or less. The details of all such agreements will be shared with the Library Board at the next regularly scheduled meeting.
- Library Board approval shall be required for all sponsorships with a value greater than $10,000 and in any cases (regardless of value) that include dedication of branches, rooms, programs and/or collections.

Written Agreement

All sponsorships will be confirmed through the use of a library-templated Sponsorship Agreement or a detailed memorandum of understanding that outlines the responsibilities and deliverables for all parties involved including the terms of the sponsorship, a set time period, any recognition to be provided to the sponsor, obligations including in-kind property and termination provisions.

Any public use of the name and/or logo of the Library and other affiliated organizations, special collections, resource collections, special services, programs and departments ~~and~~ is limited to the life of the partnership/sponsorship as defined within the agreement approved by the CEO/Chief Librarian and/or Board.

Unless otherwise noted within the sponsorship agreement, any such in-kind items shall become the property of the Caledon Public Library and will be governed solely by the wishes of the Caledon Public Library Board. These items may be used as needed; kept indefinitely; sold to raise funds for the Library; given to another Library or organization; or disposed of in any other manner without prior notification.

Sponsorship Termination

The Caledon Public Library reserves the right to terminate an existing sponsorship should conditions arise during the life of the sponsorship that result in it conflicting with this Policy or that ~~sponsorship~~ no longer supports the best interests of the Library. Termination clauses will be referenced within individual sponsorship agreements as appropriate.

Recognition

Sponsors shall be provided with a level of recognition commensurate with their contribution. Recognition shall be in conjunction with, but not limited to, the programs or services which are supported by the sponsor. The nature of the recognition shall be confirmed in the sponsorship agreement but may include the sponsor's name and/or logo on Library property, printed materials and/or the Library website and social media channels.

The Caledon Public Library may also consider opportunities to dedicate spaces, collections, programs

and services as a means of recognizing a significant sponsor investment. Dedication opportunities shall generally be considered when a sponsor provides all or a substantial part of the cost of the space or service. The ultimate authority to accept or decline any dedication proposal rests with the Caledon Public Library Board. The Board will align with the guidelines of the Town's Corporate Facility and Park Assets Naming ~~Policy~~ Procedure when considering the dedication of a library space and may opt to seek Council's endorsement of the proposed dedication.

All dedication opportunities will be finalized through the development of an agreement that includes the space or service to be dedicated and the terms, conditions and duration of the recognition. The terms as outlined within the agreement will also indicate the conditions under which a dedication may be removed.

Official Receipts

Official receipts shall not be issued to sponsors for their contribution to the Library as the sponsor is receiving a benefit in return for their support.

Related Documents:

- Town of Caledon Corporate ~~Policy~~ Procedure – Facility and Park Assets Naming Policy
- Town of Caledon Corporate Policy – Partnerships
- Caledon Public Library Fundraising and Gift-Acceptance Policy (CPL-18-23)
- Caledon Public Library Programming Policy (CPL-18-25)
- Caledon Public Library Partnership Agreement Form
- Caledon Public Library Sponsorship Agreement Form

Attachment 8-C

Date: October 20, 2025

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian

Subject: 2026 Library Board Meeting Schedule

Recommendation:

That the Caledon Public Library Board review the proposed schedule of 2026 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 historically 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. Though recent budget deadlines have shifted to the Spring it is anticipated that the 2027 budget process will be delayed due to the municipal election. It is recommended that the Board retain its current meeting and approval schedule

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 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.

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.

The following proposed schedule of meetings for 2026 generally aligns with the terms of the By-Laws with exceptions noted where relevant.

Month	Date	Time	Location	Comments
January	Mon. Jan. 19, 2026	6 PM	Southfields Village Branch	
February	No meeting. Family Day falls on third Wednesday of the month.			
March	Mon. Mar. 16, 2026	6 PM	Albion Bolton Branch	
April	Mon. Apr. 20, 2026	6 PM	Southfields Village Branch	
May	Mon. May 25, 2026	6 PM	Albion Bolton Branch	Rescheduled from May 18th due to Victoria Day
June	Mon. June 15, 2026	6 PM	Southfields Village Branch	
July	No meeting			
August	Mon. Aug. 24, 2026	6 PM	Albion Bolton Branch	Rescheduled from August 17th to avoid conflicting with AMO
September	Mon. Sept. 21, 2026	6 PM	Southfields Village Branch	
October	Mon. Oct. 19, 2026	6 PM	Albion Bolton Branch	
November	Mon. Nov. 16 2026	6 PM	Southfields Village Branch	
~~December~~	~~Mon. Dec. 21, 2026~~	~~6 PM~~	~~Albion Bolton Branch~~	It is recommended that this meeting be cancelled.
January	Mon. Jan. 18, 2027	6 PM	Southfields Village Branch	

The municipal election is scheduled for October 26, 2026. While Board appointments align with the term of Council, the Public Libraries Act confirms that trustees remain on the Board "until a successor is appointed". Timing of previous recruitments would suggest that appointments to the next term of the Board will not be confirmed until late January. As such, it is anticipated that the January 2027 meeting will be the last meeting of the current term.

It is also recommended that the meeting scheduled for December 21, 2026 be cancelled due to its proximity to Christmas and the associated challenges in achieving quorum.

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 2026*

Attachment 8-D

Date: October 20, 2025

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian

Subject: 2025-2028 Strategic Assessment and Evaluation Plan Report

Recommendation:

That the Caledon Public Library Board review the 2025-2028 Strategic Assessment and Evaluation Plan Report for approval and adoption.

Background

Prompted by the Library Board's approval and adoption of the 2025-2028 strategic and action plans, a related Strategic Assessment and Evaluation Plan has been drafted for the Board's consideration. This document provides a means of measuring the Library's overall success in delivering on our mission.

The selection of key metrics was informed by the high-level success indicators identified within the strategic plan. Many indicators from the 2021-2024 evaluation plan remain relevant and have been carried forward, with new benchmarks and targets noted. Previous and year-to-date metrics have been considered in determining recommended targets. These are intended to be ambitious though achievable. In cases where the Library has no historical data, benchmarks and/or targets will be confirmed within the first year of the plan's four-year term.

Pending Board approval, the Assessment and Evaluation Plan will form the basis for a year-end report card that will be shared with the Board annually over the term of the Strategic Plan. This annual review will also provide an opportunity to re-examine and revise any targets as necessary.

Financial Implication

None.

Recommended Motion

That the Caledon Public Library Board approve and adopt the 2025-2028 Strategic Assessment and Evaluation Plan.

Appendix A

Strategic Assessment and Evaluation Plan
2025-2028

Indicator	Outcomes	Key Success Factors	Baseline	Target	Timelines
	Priority 1: Community Connections				
Active Membership	Increase in number of residents that are active library members	• Increase in proportion of population that is an active library member – having used their library membership within the last 24 months	• 22.1% (2024)	• 28%	By 2028 YE
General program and event participation	Improved program attendance across all demographics	• Comprehensive program attendance numbers	• 22,296 (2024)	• 35 % increase	By 2028 YE
Partnerships and community collaboration	Increased partnerships/ collaborations that benefit all parties, as well as those we serve	• Number of programs that are developed or delivered in tandem with local partner organizations • Total hours library rooms and community corners are made available for use by community partners	• Baseline to be calculated for 2024 • Approx. 150 hours	• 30% increase • 300 % increase	Bu 2028 YE
Community Outreach	Increase in library services delivered beyond the walls of a library branch	• Number of individuals with whom staff interact/connect at community locations	• 3933 (2024)	• 100 % increase	By 2028 YE
Services to Seniors	Increased awareness and use of Visiting Library Services	• Number of residents registered with Visiting Library Service	• 11 (2024)	• 400 % increase	By 2028 YE
	Priority 2: Learning and Growth				
Digital literacy and skills development	Community digital literacy and digital inclusion	• Results of Library Impact Ontario - Bridge Patron Survey as related to secondary outcomes including: o Community, social and civic engagement o Creativity and Innovation o Workforce Development	• To be determined, pending initial survey rollout in Q2 2026		
Physical collections	Maintaining current measures for physical collections and ensuring that the collection meets the needs of residents	• Average number of physical items borrowed per capita annually • Average Collection Turnover	• 3.2 items per capita (2024) • 2.69 (2024)	• 3.5 items per capita • Greater than 3	By 2028 YE

Digital and electronic resources	Increase in use of downloaded or streamed collections and online databases	• Number of items borrowed and streamed • Online Database Usage	• 116,049 (2024) • 51,209 (2024)	• 10 % increase • 25 % increase	By 2028 YE
Maker programs and services	Increase use of available maker technologies and participation in maker programs	• Number of makerspace bookings • Maker program attendance	• 1741 (2024) • 787 (2024)	• 20 % increase • 10% increase	By 2028 YE
	Priority 3: Informed Service Development				
Branch visits	Increase in branch traffic	• Number of branch visits recorded	• 333,393 (2024)	• 25% increase	By 2028 YE
Library facilities	Increased square footage per capita	• Progress in realizing the recommended per capita standard referenced in the Comprehensive Growth Plan	• 0.46 sq.ft / capita (2024)	• Progress towards 0.85 sq.ft / capita	By 2028 YE
Library access	Hours of operation and branch access	• Increase in number of open hours (including extended access)/week	• 320 hrs/week	• 25% increase (excluding impact of new branches)	By 2028 YE
Investment in Staff	Creation of new positions and expansion of existing roles	• Increase in total FTE as related to staff per capita	• 55.7 total FTE (1/1609 capita)	• Average increase of 1.5 FTE annually – excluding impact of new branches	By 2028 YE
Social Return on Investment	Value of public library services to residents and businesses	• Increased return on investment as calculated using the Valuing Ontario Libraries Toolkit	• $3.31 or 330.52% (2024 – using 2023 data)	• Greater than $4.00 or 400 %	2026 and 2028
Staff Engagement	Employees who understand and agree with the CPL's strategic goals, are clear about how their work fits into making those goals a reality, are motivated to go beyond narrow job definitions to meet those goals and are confident that their efforts will be recognized and rewarded.	• Employee engagement index (EEI) • % of employees who express that they are extremely or very satisfied with their current job	• EEI of 81 • 78%	• EEI of 84 • 80%	2026 and 2028
	Priority 4: Intellectual Freedom & Civic Dialogue				
Diversity and Inclusion	Increase in resources with diverse perspectives available for patrons	• Percentage of print collection that reflects diverse ethnicities, cultures and lived experiences	• 21.1 % (2024)	• 25 %	By 2028 YE

Democracy	Programs focused on democracy and encourage civic dialogue amongst participants	• Number of programs offered	• N/A	• Average of 6 per year	By 2028 YE
Cross-cultural engagement	Programs that celebrate Caledon's diverse cultures or reflect Canada's indigenous history	• Number of programs offered	• N/A	• Average of 10 per year	By 2028 YE

Attachment 8-E

Date: October 20, 2025

To: Caledon Public Library Board

From: Leah Rucchetto, Director, Public Services

Subject: Library Information and Reference Services Report

Recommendation:

> *That the Caledon Public Library Board review the Library Information and Reference Services Report for receipt*

Overview

As the information landscape changes, the trained information professionals working at Caledon Public Library (CPL) continue to develop their skills to ensure CPL is able to meet the information needs of our customers. CPL has demonstrated a commitment to ongoing development through formal and on the job learning. The investment in our information professional provides significant benefits to the Caledon community. As outlined in our next Strategic Plan, we will continue to use a data informed approach to guide ongoing skills development to ensure that CPL staff continue to inform and inspire our users.

Reference and Information Service

Each year public libraries report to the Ontario Government on a wide variety of data points about the services and activities that take place at the library. These statistics aim to illustrate the impact that libraries have on their communities. The number of reference transactions – along with a comprehensive list of statistics on collections, circulation, and branch usage – is one of the activities reported on.

So, in the age of the smartphone, what is reference and information service in a public library? Reference and Information service has evolved as from a focus on providing facts (i.e., What is the population of Canada?) to providing the answers to more complex questions (i.e., I was told to come to the library to get my baby's birth certificate?) that require expertise in library collections and the information landscape, coupled with an approach that centers on the customer's needs.

The most authoritative definition of Reference comes from the Reference and User Services Association (RUSA) is a division of the American Library Association.

> *Reference is providing assistance by using expertise in response to an information need. Reference is in response to a current information need. The interaction is*

initiated by an individual or group of people working together. This includes a library worker recognizing an apparent information need and seeking to assist with it. Reference work aims to ensure that library users can find the resources they need when they want them.

Reference and Information Service can include:

- Applying the reference interview process to learn what the user wants to find,
- Demonstrating search and retrieval techniques,
- Identifying authoritative, high-quality information, assisting users with resources in a variety of formats, including technological,
- Explaining how to think about information systems in order to find needed resources,
- Helping to interpret guides and manuals or applying knowledge to solve problems for which such handbooks might be used,
- Advising library users about what they might want to read,
- Understanding your community's information ecosystem in order to select appropriate sources,
- Training professional, paraprofessional, and student staff to respond effectively to inquiries (RUSA).

In this age of information overload, customers often know that they can wade through reams of information to find what they need, but they ask for help because they aren't sure where to begin, and because they value the community connection that is built when they interact with library staff.

The Numbers

The below chart shows the number of reference questions Q1-Q3 in 2024, and 2025. Reference questions are one of the six types of questions we record; including directional, reader's advisory, public access computer and printing, information communications technology and maker technology.

Month	January	February	March	April	May	June	July	August	September	Total
Total Reference Questions 2024	480	375	474	286	206	176	424	387	434	3242
Month	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**Total**
Total Reference Questions 2025	801	691	784	545	525	351	272	326	341	4636

Our numbers demonstrate that, without a doubt, CPL customers see that library as a place where they can come to seek information and assistance, from trusted, non-judgemental, and supportive public service staff.

Investing in Lifelong Learning

Significant amounts of time, effort, and funds are required to build a team of information professionals that are welcoming, helpful, and knowledgeable in how to conduct reference and information services. Formal education in information is often completed before staff even join our organization. The three Branch Managers and three Branch Librarians as well as three of our Public Service Coordinators hold a Master of Information from an ALA accredited university such as University of Toronto or Western University. Our Public Library Coordinators often hold Library and Information Technician Certificates from colleges such as Seneca Polytechnic.

In addition to formal educations that staff bring to the role, public service staff participate in regular and ongoing training on ensure that job-specific skills are up to date. Staff participate in training sessions specific to our resources, on trends in information, and about how to best serve library customers. Lifelong learning is a core CPL value, and we are dedicated to continuous skill development to meet the changing needs of customers.

Completion of EXCEL Certificate Program Courses

As recommended by the Library's Comprehensive Growth Plan, CPL moved to a generalist model in 2024. Eleven Public Service Assistants (PSA) transitioned into the role of Public Service Coordinator (PSC). This shift supported the need to provide flexible staffing for branch coverage, and to provide consistent service to Caledon customers. As part of CPL's commitment to outstanding service, a one-time enhancement to the training budget was dedicated specifically to the skill-enhancement of Public Service Coordinators with a focus on the upskilling of the eleven new Public Service Coordinators.

CPL registered these staff in the EXCEL Certificate Program, developed and delivered by the Ontario Library Service, and current library professionals. The EXCEL Certificate is a practical, self-directed, and flexible online learning experience that provides an opportunity to develop core skills in all areas of public library service. All of the new Public Service Coordinators completed four core courses: Introduction to Public Libraries, Customer Service Essentials for Frontline Public Libraries, Reference and Information Services, and Library Management and Supervision and one elective course. Public Service Coordinators in the role prior to the transition to the generalist model were offered the opportunity to complete any course from the EXCEL catalogue. Elective courses cover the topics of, Collection Organization, Community Outreach in the Public Library, Family Literacy in the Public Library, Public Library Marketing, Strategic Planning in Public Libraries, Reader's Advisory Service in Public Library.

Staff had the opportunity to learn more about the specifics of reference and information service and how to effectively delivery high-quality reference and information services in a public library environment. The course outlines the steps involved in the successful delivery of in-person or online reference service, including reference interviews, information sources, search strategies, and the evaluation of information sources. Staff are required to complete approximately 30 hours of reading, activities, and assignments as part of this course. Examples of the specific content from the course can be found in Appendix A. Staff reported that the courses were helpful and informative and directly applicable to their day-to-day work. Staff were able to immediately implement learning from the courses.

Resource Champions

In the first half of 2025, Public Service Coordinators continued their on-the-job training with a focus on learning the specifics of each of CPL's online resources. The goal of this work was for staff to increase their collection-specific-expertise with the goal of more easily folding these resources into reference and information services for customers.

A small working group was put together to lead this work consisting of the Branch Managers and the Digital Literacy & Access Coordinator. The group developed a learning plan that would allow staff to build expertise and provide peer-to-peer training on our collections, with a focus on our Digital Library and Databases. A Public Service Coordinator from each branch family was assigned as a Champion for a particular Digital Library resource or Database. In small groups, the Champions met with the Digital Literacy & Access Coordinator, who provided a deep dive into the resource with the group, providing detailed instruction on features and specialized use cases. Resource Champions brought this information back to their respective branches and delivered training to their peers on each resource. Staff reported finding these deep dives into the resources helpful and informative and indicated that this focus on our collection resources allowed them to more easily share.

The Impact on CPL Users

What is the impact of an investment in reference and information skills and how does the ability to provide in-depth responses support our customers on a day-to-day basis? Staff members' ability to fully explore questions, that might at first glance seem one dimensional, is what elevates a customer interaction from transactional to transformational. Delving into a customer's true need and providing helpful information allows a customer to better achieve their goals and take full advantage of library programs and services.

Three examples of customer questions from our tracking document are listed below. Each instance illustrates the importance of the reference interview and working with our customers to provide transformational service.

Question: Do you have the book *The Diabetes Code* by Jason Fung?
Short answer: No
True information need: The customer has a handful of recipes that are helping him maintain low insulin levels but is finding it challenging to stick eat healthy with the small number of recipes they have. The customer is looking for recipes and information about foods that help maintain a consistent insulin level.
Result: Staff reviewed the catalogue with the customer to locate cookbooks with low-insulin recipes. Put the cookbook by Jason Fung on hold for the customer to borrow when it arrives. Identify books on diabetes in the branch, walk the customer to the section highlighting different sections of the library. At first glance the available books are not cookbooks. After fully exploring the resources along with the customer, highlighting tables of contents and index, identify two books that include recipes, and lists of ingredients, that support maintaining a low insulin level. The customer left with two books, with over thirty new recipes in hand, and holds placed on two additional books that he could borrow in the future.

Question: What books will a 14-year-old be interested in reading?
Short answer: Share YA Bestsellers list.
True information need: The customer's 14-year-old daughter is struggling at school in her newly started Grade 9 classes. The teacher noticed it takes a long time for the daughter to get through reading before being able to begin the work and commented that reading more at home could be helpful.
Result: Working together the staff and customer discussed a number of tools that are helpful for reluctant readers. Shared about high-interest low vocabulary books to capture interest and experience success in reading, spoke about benefits of comics and manga for a similar reason – interesting readers in the experience of moving through a story being supported by visual cues. Staff introduced parent to the resources that CPL has available to support students particularly highlighting Brainfuse HelpNow a resource that offers tutoring, academic support and collaborative and self-study tools.

Question: How do I get my login for Peel Public Health?
Short answer: Peel Public Health is a different organization than the library.
True information need: The customer received a letter from their children's school saying that their child would be suspended if they didn't get their vaccinations. The parent tried to present the vaccination records to the school, but they were told to use the Peel Public Health website. To prevent suspension, the child's vaccination documents need to be uploaded to Peel Public Health.
Result: Staff worked with customer to get the customer logged into the Peel Public and get the information in the database updated. The site uses non-standard login, and users must verify with their Health Card Number or an Immunization ID. After navigating the login process the with staff the parent was to able to upload the vaccination information for their child.

These interactions demonstrate the impact of applying reference skills to fully understand a need, being aware of the resources that the Library can provide, and effectively navigating

through information outside of the library catalogue, coupled with the importance of being able to spend time working with customers throughout the process to fully meet their information needs.

Funding for staffing levels that keep up with the increasing levels of library use, will ensure that community members continue to get support, and have their needs met when they seek assistance from our library staff. Consistent staffing levels allow time for staff to participate in training that allows them to continue to develop their skills and familiarity with information and resources and the information landscape changes.

Data Collection

All staff use a singular form to collect information about the questions they assist customers with throughout the day. Staff record the location, time, and type of question, along with any notable sources they used to provide a response to customers. Staff are responsible for recording this information throughout their shift. That said, the ability to be able to adequately record this data does require a moment of dedicated time and it is likely that this recording is missed during periods of peak demand.

Data Informed Decisions

Public service staff will continue to record the customer questions. The goals of this data collection are three-fold. The statistics help to fulfill our responsibility to the provincial government. Analysis of the data allows us to understand trends and inform collection development and staff training.

All public service staff have access to the form and reported data to allow them to understand, benefit from, and bring forward suggestions based on information and trends they see in the data.

Moving Forward

Public libraries continue to evolve as the information landscape shifts. Our Mission, Vision, and Values are not dependant on a particular information medium, and our staff will continue to support our customer's changing information needs.

Recommended Motion

> *That the Caledon Public Library Board receive the drafted Library Information and Reference Services Report*

Appendix A

Module Objectives
By completing this module, you will be able to:

- Differentiate between open and closed questions that can be used in a reference interview
- Identify strategies to provide helpful and inclusive reference service

Reference Services in the Public Library

Knowledge Check #1

Reference Interviews

Clients with Special Considerations

Subject Areas with Special Considerations

Sources and Resources

Module Objectives
By completing this module, you will be able to:

- Create your own personal database of books
- Research what reader services and resources are available at your library
- Tag books in Goodreads or LibraryThing with genre and appeal terms
- Write a short booktalk

Readers' Advisory Service in the Public Library

RA Core Competencies - Collection Knowledge

RA Core Competencies - Reader Services Skills

RA Core Competencies - RA Conversations

Module Objectives
By completing this module, you will be able to:

- Create a list of reference sources for your library's clients
- Answer a reference question using a reference source

Reference Sources in the Public Library

Encyclopedias

Handbooks, Almanacs and Directories

Word Books

Geographical Sources

Module Objectives
By completing this module, you will be able to:

- Use the truncation or wildcard symbol to search a library catalogue
- Use the Boolean operators **AND** and **OR** to search a library catalogue
- Recognize the elements that comprise a database
- Identify the correct use of Boolean operators in search strategies

Introduction to Databases

Knowledge Check #1

Searching for Information in the Library Catalogue

Knowledge Check #2

Sources and Resources

Reference and Information Services Module 5 - The Research Process

Clients may visit the library because they require help with finding information for school assignments, small business work-related concerns or genealogy projects. These types of research problems may be complex and may require considerable time and access to resources beyond the library in order to be solved or answered successfully and completely. Following a step-by-step (or stage-by-stage) process can help you efficiently and successfully answer research questions at the library. This module includes an introduction to the steps or stages in the research process, and an example of how to apply the first steps when answering a research question. In the next unit, you will learn how to help clients evaluate sources in order to ensure that they select relevant, authoritative and useful information.

Module Objectives
By completing this module, you will be able to:

- Identify the right source of information for specific research questions
- Evaluate search strategies
- Identify the steps/stages in the research process

The Research Process at the Public Library

Reference and Information Services Module 6 - The Research Process

In this module, you will learn how to help your clients with the final steps or stages of the research process, which address evaluating information for its usefulness, credibility and relevance to a purpose and using information in a way that is ethical and legal. This unit concludes with a challenge: what else is there to learn about reference and user services to ensure your library's service is current, accurate, and responsive to the needs of your community?

Module Objectives
By completing this module, you will be able to:

- Evaluate information sources using the CRAAP test
- Identify ethical and legal uses of information

Analyze and evaluate information

Use the information sources for a purpose

Knowledge Check

Attachment 9-A

Caledon Public Library Board
Finance Committee
Tuesday, September 30, 2025
6 PM

MINUTES

Present: Nicholas Alleyne (Committee Chair); Mary Juric; Tony Maxwell; Councillor Cosimo Napoli

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

Note: This meeting was conducted electronically

1. **The Committee Chair called the meeting to order at 6:01 PM**
2. **Apologies for non-attendance:** None.
3. **Approval of the Agenda**
   Motion: That the Agenda be approved.
   Moved: Tony Maxwell **Seconded:** Mary Juric
   Carried
4. **Disclosure of pecuniary interest**
   None declared.
5. **Notes and minutes of previous meetings.**
   a. **August 6, 2025**
      Motion: That the Caledon Public Library Finance Committee receive the minutes of the meeting held on August 6, 2025
      Moved: Councillor Cosimo Napoli **Seconded:** Mary Juric
      Carried.
6. **Finance Committee Discussion and Deliverables**
   a. **CPL 2026 Budget**
      An overview of the recent meeting with the Mayor was shared and recommended next step in the budget process were discussed. A related meeting of the Board's Advocacy and Fundraising Committee is scheduled for October 15.
      Motion: That the Caledon Public Library Finance Committee direct the CEO/Chief Librarian to correspond with Ward 1 Councilors regarding the proposed Caledon Village Projects and submit a request to delegate to Council at the November 5, 2025 budget meeting.

Moved: Tony Maxwell **Seconded:** Mary Juric

Carried.

7. **New Business.**
   There was no new business raised.

8. **Adjournment**
   Motion: That the meeting adjourn.
   Moved: Mary Juric **Seconded:** Tony Maxwell

The meeting adjourned at 6:51 PM

Attachment 9-B

Advocacy and Fundraising Committee
Wednesday, October 15, 2025
2:00 PM

MINUTES

Present: Laura Brady (Committee Chair); Scott Goodison; Domenic Maggi; Tony Maxwell

Staff: Colleen Lipp – CEO | Chief Librarian; Jill Jambor – Manager, Communications and Cultural Development; Roop Sandhu, Director, Corporate Services and Projects

This meeting was conducted electronically.

1. **The Committee Chair called the meeting to order at 2:05 PM**
2. **Apologies for non-attendance:** None.
3. **Approval of the Agenda**
   Motion: That the Caledon Public Library Advocacy and Fundraising Committee approve the agenda
   Moved: Domenic Maggi **Seconded:** Tony Maxwell
   Carried.
4. **Disclosure of pecuniary interest:** None
5. **Notes and minutes of previous meetings.**
   a. **September 8, 2025**
      Motion: That the Caledon Public Library Advocacy and Fundraising Committee receive the minutes of the meeting held on September 8, 2025.
      Moved: Tony Maxwell **Seconded:** Scott Goodison
      Carried.
6. **Items arising from the Minutes:** None
7. **Advocacy and Fundraising Opportunities for Discussion**
   a. **2026 Budget**
      The CEO/Chief Librarian provided an update of the 2026 budget process, including relevant communications and meetings. Discussions focused on advocacy efforts to ensure continued support for core library services, most notably the deliverables identified within the Board's adopted Advocacy Response Strategies.
      Motion: That the Caledon Public Library Advocacy and Fundraising Committee direct the CEO/Chief Librarian to move forward with the initial deliverables of the relevant advocacy response strategy, for further Board consideration as future circumstances warrant.
      Moved: Tony Maxwell **Seconded:** Domenic Maggi
      Carried.

8. **New Business:** None.

9. **Next meeting** – Monday, December 8, 2025, 6 PM

10. **Adjournment**
    Motion: That the meeting adjourn.
    Moved: Scott Goodison **Seconded:** Tony Maxwell
    Carried.

The meeting adjourned at 3:31 PM

Attachment 11-A

CALEDON PUBLIC LIBRARY BOARD: ANNUAL AGENDA/WORK PLAN 2025-26

Updated October 20, 2025

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 2025	✓ Collection Strategy Presentation ✓ Review of 2024 Strategic Actions Completed ✓ Review of 2024 Q4 and Annual Statistics	• 2024 Q4 and Year End Statistics Report • 2024 Procurement Update • 2024 Donations Reserve Update • Drafted strategy	• OLA Super Conference/ OLBA Boot Camp attendance
February 2025	• No regularly scheduled meeting		
March 2025	✓ Program Strategy Presentation ✓ 2024 Year End Strategic Assessment and Evaluation Report ✓ OLA Super Conference Key Takeaways ✓ OLS Strong Mayor Webinar Key Takeaways ✓ Budget Process Planning 2026	✓ Drafted strategy ✓ 2024 Strategic Scoresheet ✓ Recommended budget process	✓ Meeting evaluation ✓ Sharing of OLA/webinar Takeaways ✓ Meeting of Advocacy/Fundraising Committee
April 2025	✓ 2025-2028 Strategic Plan and Brand ✓ 2024 Annual Report ✓ Review of quarterly statistics – Q2	✓ Draft strategic plan and brand design ✓ Drafted annual Report ✓ 2025 Q1 Statistics Report	
May 2025	✓ Review of Bed Bug Policy ✓ Review of Advocacy Policy – deferred from April ✓ Reserves Policy Report – deferred from April ✓ Video Surveillance Policy - NEW ✓ Inglewood Open Access Project Update ✓ Employee Engagement Results	✓ Drafted policies ✓ Employee survey analysis	✓ Presentation of Annual Report to Council ✓ Meeting of CEO Assessment Committee

June 2025	✓ Annual CEO/Chief Librarian Performance Appraisal • Review of Records Management and Retention Policy – deferred to November ✓ Review of Social Media Policy ✓ Strategic Action Report	✓ Mid-year procurement update ✓ Mid-year donation reserves update ✓ Drafted policy ✓ Proposed actions ✓ CEO to provide goals for coming term – July 2025 to June 2026	✓ Presentation of 2025-2028 Strategic Plan to Council ✓ Meeting evaluation ✓ Meeting of Advocacy/Fundraising Committee
July 2025	• No meeting		
August 2025	✓ 2026 Budget Proposal ✓ Audited Financial Report ✓ Review of quarterly statistics – Q2 ✓ Board Advocacy Response Strategies	✓ 2025 Q2 Statistics Report ✓ Draft 2026 budget ✓ Financial documents ✓ Drafted advocacy strategies	✓ Finance committee meeting to review draft budget
September 2025	✓ Staff IT Acceptable Use Policy Review ✓ Indigenous Respect and Acknowledgement Policy Review	✓ Drafted policies	✓ Meeting of Advocacy/Fundraising Committee ✓ Staff Forum
October 2025	• Review of quarterly statistics – Q3 • Partnership Policy Review • Adjusted budget review • Schedule of Board Meetings – 2026 • Information and Reference Services Presentation – deferred from June • Assessment and Evaluation Plan – deferred from September	• Drafted policy • 2025 Q3 Statistics Report • Proposed evaluation metrics and targets • Revised 2026 budget	• Meeting evaluation
November 2025	• Annual Board Assessment • Records Management and Retention Policy Review • Room Usage Policy Review • Call for interest in OLA Board Attendance • Town of Caledon Health and Safety Policy Statement Report	• Assessment criteria and questions • Drafted policies • Staff reports	• Budget to Council • OLS Board Assembly Meeting • Completion of Assessment Questionnaire

December 2025	• OLA Board Attendance Confirmation • AI Policy – New • Internet and Technology Acceptable Use Policy • Inclement Weather and Unscheduled Closure Policy	• Board Assessment Results • Drafted policies	• OLA Conference Registration • Meeting of Advocacy/Fundraising Committee
January 2026	• Privacy Policy Review • Operational Policy Review • Planning Policy Review • Review of 2025 Strategic Actions Completed • Review of 2025 Q4 and Annual Statistics	• 2025 Q4 and Year End Statistics Report • 2025 Procurement Update • 2025 Donations Reserve Update • Drafted policies	• OLA Super Conference/ OLBA Boot Camp attendance
February 2026	• No regularly scheduled meeting		
March 2026	• Board By-Laws Review • Annual Board Assessment Policy Review • Rights and Safety of Children and Teens in the Library Review • 2025 Year End Strategic Assessment and Evaluation Report • OLA Super Conference Key Takeaways	• 2025 Strategic Scoresheet • Drafted policies	• Meeting evaluation • Sharing of OLA/webinar Takeaways • Meeting of Advocacy/Fundraising Committee
April 2026	• Fundraising and Gift Acceptance Policy Review • The Library and Political Elections Policy Review • Board-CEO Partnership Policy Review • 2025 Annual Report • Review of quarterly statistics – Q1	• Drafted annual Report • 2026 Q1 Statistics Report • Drafted policies	
May 2026	• Personnel Policy Review • Disconnecting from Work Policy Review • Remote Work Policy Review • Succession and Leadership Planning Policy • Board Code of Conduct Review	• Drafted policies	• Presentation of Annual Report to Council • Meeting of CEO Assessment Committee
June 2026	• Annual CEO/Chief Librarian Performance Appraisal • Collection Development Policy Review • Programming Policy Review • Volunteer Policy Review	• Mid-year procurement update • Mid-year donation reserves update • Drafted policy • CEO to provide goals for coming term – July 2026 to June 2027	• Meeting evaluation • Meeting of Advocacy/Fundraising Committee