Caledon Public Library Board Meeting
Monday, October 19, 2026
6:00 p.m.
Albion Bolton Branch

AGENDA

1. Call to order
2. Indigenous Acknowledgement

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

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

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

   We are grateful to have the opportunity to work on this land, and by doing so, we give our respect to its first inhabitants.
3. Apologies for non-attendance
4. Approval of the agenda
5. Disclosure of pecuniary interest
6. Consent agenda

   (*All items under the Consent Agenda are considered to be routine and have been read by all Board members before the meeting. The items are recommended for approval by the Chair. They may be enacted in one motion. If any member wishes to discuss an item, it can be moved anywhere in the agenda.)*

   a. Minutes of the September 21, 2026 meeting (Attachment 6-A)
   b. Treasurer's Report and Financial Statements (Attachment 6-B)
   c. Quarterly Statistics and Performance Measures – Q3 2026 (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. Exclusions, Appeals and Reinstatement Policy Report (Attachment 8-B)
c. Public Complaint Handling Policy Report (Attachment 8-C)
d. 2027 Library Board Meeting Schedule (Attachment 8-D)

9. Board and Committee Reports
10. New Business
11. Board Work Plan Review
    a. 2026/27 Board Work Plan (Attachment 11-A)
12. Board Advocacy and Development
    a. Get on Board Panel Discussions
        i. Thursday, November 12, 7 PM – Albion Bolton Community Centre
        ii. Thursday, November 19, 7 PM – Caledon East Community Centre – Lion's Den
        iii. Thursday, November 26, 7 PM – Southfields Community Centre – Hub Room
    b. OLS Board Assembly Meeting - Thursday, November 19, 6 – 8 PM - Online
13. Public Question Period
14. Meeting Evaluation
15. Time and location of next regular meeting
    a. Monday, November 16, 2026, 6 PM – Southfields Village Branch
16. Adjournment

Attached documents:

6-A Minutes of the September 21, 2026 meeting
6-B Treasurer's Report and Financial Statements
6-C Quarterly Statistics and Performance Measures – Q3 2026
6-D Strategic Actions Update
8-A CEO/Chief Librarian's Report
8-B Exclusions, Appeals and Reinstatement Policy Report
8-C Public Complaint Handling Policy Report
8-D 2027 Library Board Meeting Schedule
11-A 2026/27 Board Work Plan

Attachment 6-A

Caledon Public Library Board Meeting
Monday, September 21, 2026
6:00 p.m.

MINUTES

Present: Tony Maxwell (Chair); Nicholas Alleyne; Laura Brady; Scott Goodison; Mary Juric; Domenic Maggi

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

Absent: Councillor Dave Sheen, Councillor Cosimo Napoli, Jacqueline Iafrate

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 recognize 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:** Councillor Dave Sheen, Jacqueline Iafrate, Councillor Cosimo Napoli

4. **Approval of the Agenda**

   Motion: That the Caledon Public Library Board approve the agenda.
   Moved: Nicholas Alleyne **Seconded:** Mary Juric
   Carried.

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

6. **Consent Agenda**
   a. **Minutes of the August 21, 2026 meeting**
   b. **Treasurer's Report and Financial Statements**
   c. **Strategic Actions Update**

   Motion: That the Caledon Public Library Board receive all items within the consent agenda.
   Moved: Mary Juric **Seconded**: Domenic Maggi
   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; and,
   That the Caledon Public Library Board approve and adopt the revised Board Trustee Position and evaluation matrix.
   Moved: Nicholas Alleyne **Seconded:** Mary Juric
   Carried.

   b. **Accessibility Policy Report**

   Motion: That the Caledon Public Library Board approve and adopt the revised Accessibility Policy.
   Moved: Scott Goodison **Seconded:** Nicholas Alleyne
   Carried.

   c. **Diversity and Inclusion Policy Report**

   Motion: That the Caledon Public Library Board approve and adopt the revised Diversity and Inclusion Policy.
   Moved: Mary Juric **Seconded:** Scott Goodison
   Carried.

9. **Board and Committee Reports**
   a. **Advocacy and Fundraising Committee Minutes of September 16, 2026**

   Motion: That the Caledon Public Library Board receive and approve the Advocacy and Fundraising Committee Minutes of September 16, 2026.
   Moved: Mary Juric **Seconded:** Nicholas Alleyne
   Carried.

10. **New Business:** None

11. **Board Work Plan**
    a. **2026/27 Work Plan Review**

    Motion: That the Caledon Public Library Board receive and approve the revised 2026/27 Work Plan.
    Moved: Mary Juric **Seconded:** Scott Goodison
    Carried.

12. Board Advocacy and Development

- **a.** CPL Staff Forum – Friday, September 25, 9 AM – 4:30 PM, Caledon East Community Centre
- **b.** Advocacy That Works: Build the Relationships Before You Need Them – Tuesday, September 29, 1:30 PM, Zoom Webinar
- **c.** The Erosion of Local Governance and the Implications for Public Libraries with Bill Irwin – Tuesday, October 6, 1 – 2:30 PM, Online Webinar, Registration required.
- **d.** Get on Board Panel Discussions
    i. Thursday, November 12, 7 PM – Albion Bolton Community Centre
    ii. Thursday, November 19, 7 PM – Caledon East Community Centre – Lion's Den
    iii. Thursday, November 26, 7 PM – Southfields Community Centre – Hub Room
- **e.** OLS Board Assembly Meeting - Thursday, November 19, 6 – 8 PM - Online

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

14. Time of next regular meeting:

a. Monday, October 19, 2026, 6:00 PM – Albion Bolton Branch

15. Adjournment

Motion: That the meeting adjourn.
Moved: Mary Juric **Seconded:** Domenic Maggi
Carried.

The meeting adjourned at 7:00 PM

_____ _____

Tony Maxwell
Chair

Colleen Lipp
CEO | Chief Librarian

Attachment 6-B

Treasurer's Report

Prepared by Colleen Lipp
October 2026

2026 Budget

Details of the Library's 2026 budget as of September 30, 2026 are attached as Appendix A. Items of note include:

- An initial grant payment of $8644 was received from the Young Canada Works program, partially offsetting the costs of two summer students hired to assist in delivering the maker camps and summer programming. A further payment of $2281 is also expected, though receipt within the current fiscal year cannot yet be confirmed.
- Combined Special Programs costs across all library departments exceed budgeted amounts for the year to date. 84.2% of the budgeted amount has been expended as of September 30, 2026, resulting in an unfavourable year-to-date variance of $2408. These costs, along with the reported increase of 57.7% in participation in library programs and activities reinforces the need for the Board-approved investment in library programs in 2027.
- The following table highlights the discrepancy between budgeted and actual staffing costs. This includes unfavourable variances in benefits costs for both full-time and part-time employees. Most notably, year-to-date expenditures on part-time benefits exceed the budget available for the full fiscal year. This is a direct result of the imposed use of 12% when calculating benefits for all part-time staff, despite the previously approved Changes in Service Level providing extended benefits to the Library's permanent part-time employees.

	Year-to-Date			Total		
	Budget	Actual	Variance	Budget	%	Variance
Full-time Staff						
Salaries	2,892,914.00	2,768,972.92	*123,941.08*	4,037,676.00	68.6%	1,268,703.08
Benefits	867,875.00	886,723.01	*-18,848.01*	1,211,303.00	73.2%	324,579.99
Sub-totals Full-time Staff	3,760,789.00	3,655,695.93	105,093.07	5,248,979.00	69.6%	1,593,283.07
Part-time Staff						
Wages	808,614.00	841,346.43	*-32,732.43*	1,159,644.00	72.6%	318,297.57
Overtime		2,728.95	*-2,728.95*			-2,728.95
Benefits	97,037.00	154,426.70	*-57,389.70*	139,158.00	111.0%	-15,268.70
Sub-totals Part-time Staff	905,651.00	998,502.08	-92,851.08	1,298,802.00	76.9%	300,299.92
Full & Part-time						
Salaries	3,701,528.00	3,610,319.35	91,208.65	5,197,320.00	69.5%	1,587,000.65
Benefits	964,912.00	1,043,878.66	-78,966.66	1,350,461.00	77.3%	306,582.34
Totals – Full & Part-time	4,666,440.00	4,654,198.01	12,241.99	6,547,781.00	71.1%	1,893,582.99

Table 1 – Staffing Costs Year to Date

2026 Public Library Operating Grant (PLOG)

As of the publication of this report, the Ministry of Tourism, Culture and Gaming has yet to release the application for the 2026-27 Public Library Operating Grant (PLOG) and Pay Equity Supplement. This reflects a significant departure from previous years, prompting concerns that the budgeted revenue of $58,171 will not be received in advance of the close of the fiscal year. As an example, the 2025-26 call for applications was released in mid-August 2025 with a submission deadline of October 16, 2025. The resulting grant was deposited to the Library's account on December 15, 2026. Information regarding the status of the application and anticipated submission and payment timelines has been requested from Ministry staff.

2027 Budget

Base Operating Budget

The Library's Board-approved 2027 base operating budget (Appendix B) allowed for an increase of 4.69% over the current year. The Town's CFO has requested that the Board review this base operating budget in an effort to more closely align with the targeted increase of 3% over 2026. It was suggested that an innovative approach be applied to identify some modest reductions.

It should be noted that the Library's Board-approved base operating budget already identified new revenues and efficiencies as a means of reducing the percentage increase prompted by pre-approved initiatives, the Town-advised Cost of Living Allowance (COLA), along with merit, and increases to rent, insurance and audit fees. An email to the CFO, requesting the sharing of strategies being used by Town departments in meeting the targeted increase without cuts to staff or services, has prompted no response.

Revisions to the Library's 2027 base operating budget, recommended for the Board's consideration, as reflected in Table 2, include:

- Increases to budgeted revenue as informed by 2026 year-to-date actuals:
    - The addition of a further $1,500 in revenue is expected from Maker Camps to be offered in 2027.
    - The inclusion of a further $4,000 in Miscellaneous Revenue expected from printing services and cost recovery for maker supplies.
- The removal of a $2,000 inflationary increase to Contract Services under Administration, to be used in retaining external legal counsel in finalizing the Memorandum of Understanding with the Town.
- Further efficiencies in Information Technology, including:
    - An additional reduction of $5000 in Computer Services, and,
    - An additional reduction of $2000 in Software Subscriptions.

	Board-Approved		Recommended Revisions	
Base Operating Budget	**$**	**Cumulative Percentage Change from 2026**	**$**	**Cumulative Percentage Change from 2026**
2026	8,018,960		8,018,960	
Inter-account transfers of $15,000	0		0	
Pre-approved Initiatives				
IT/Maker Operating Impact	14,400	0.18%	14,400	0.18%
Annualized services	315	0.18%	315	0.18%
Removal of one-time initiatives	-3,500	0.14%	-3,500	0.14%
Town-Initiated Inflationary Increases/Efficiencies				
Staff wages	274,145	3.56%	274,145	3.56%
Staff benefits	72,144	4.46%	72,144	4.46%
Rent (2%), Insurance (42.8%)	12,009	4.61%	12,009	4.61%
Audit (177%)	8,150	4.71%	8,150	4.71%
Library Service Delivery Initiatives/Efficiencies				
Inflationary Increases	27,861	5.06%	25,861	5.03%
New and Increased Revenues	-4,500	5.00%	-10,000	4.95%
Service Level Efficiencies	-24,750	4.69%	-31,750	4.51%
2027 Base Operating Budget Total	**$8,395,214**	**4.69%**	**$8,380,714**	**4.51%**

Table 2 – Recommended Revisions to Base Operating Budget

A reduction of $135,685 to the base operating budget would be required to fully align with the 3% target. The recommended revisions result in a budget reduction of only $14,500. The Library's base operating budget would need to be reduced by a further $121,185 to meet the 3% target.

The following opportunities for further lowering the Library' budget are provided for the Board's information, though are not recommended as they would negatively impact the Library's ability to meet its strategic priorities and maintain existing service levels.

- A reduction of $25% in the Library's Training and Development budget, no longer maintaining alignment with the Ontario Public Library Guidelines and Accreditation Council's recommendation that 1% of total staff wages and benefits be dedicated to training (-$17,000).
- Elimination of the Library Board Education and Meeting Expenses Account (-$5,400).
- Removal of inflationary increases to Special Programs (-$10,035).
- Removal of inflationary increases to Online Databases (-$2,287).
- Removal of inflationary increases to Operating Supplies across all departments (-$1,304).

The above cuts, totalling $36,026, would result in a year-over-year budget increase of 4.06%. A further reduction of $85,159 would be required to meet the Town's target of 3%.

The Library would be hard pressed to meet this target without reductions to staff wages and benefits. If directed by the Board, such a reduction could be achieved by delaying the filling of

vacancies and forgoing the scheduling of part-time staff to cover leaves and vacations. This approach would be reliant on the resignation of one or more employees and given the Library's lean staffing model, would have a noticeable impact on the customer experience.

Capital Budget

Town Finance has advised that the municipality's overall budget increase is currently over target and has requested that the Library review its 2027 tax-funded capital projects to identify $125,000 in reductions. It should be noted that the CFO's assertions that the Library's 2027 "tax levy funding ask of $831,500 is extraordinarily more than 2026's $26,667", highlights the Town's reliance on reserves to minimize the impact to taxpayers and does not accurately reflect the Board's previously recommended level of investment.

As displayed in Table 3, the total value of non-DC funded projects totaled $921,000 in 2026, 97.1% of which was ultimately funded through a Tax Stabilization Reserve or Corporate Energy Reserve. The total value of tax-funded capital projects proposed by the Board in 2027 totals $831,500, a reduction of $89,500 or 9.7% from the projects funded from tax or reserves in 2026.

It should also be noted that a further investment of $90,000 in tax-funded capital investment was recommended by the Board in 2026 but was ultimately not supported within the Town's 2026 budget. When including these unfunded projects, the Board's recommended level of non-DC funded capital investment was $1,011,000 in 2026. As such the Library's 2027 budget reflects a reduction of $179,500 or 17.8% from the tax-funded capital budget proposed in 2026.

				Funding				
#	Class	Title	Requested	Tax	Tax Stabilization Reserve	Corporate Energy Reserve	DC	Total
26-099	Core	Library Collections and Materials 2026	$500,000	$26,667	$473,333	$0	$0	$500,000
26-100	Core	Library IT Equipment 2026	$141,000	$0	$141,000	$0	$0	$141,000
26-137	Core	Cybersecurity Infrastructure Enhancements	$50,000	$0	$50,000	$0	$0	$50,000
26-037	Growth	Library Branch Open Access – Caledon Village	$65,000	$0	$0	$0	$0	$0
26-038	Growth	Library Service Kiosks – Phase 1	$148,000	$0	$0	$0	$0	$0
26-047	Existing	Caledon Village Branch Refurbishment	$920,000	$0	$221,100	$8,900	$690,000	$920,000
26-101	Existing	Library Furniture and Fixtures	$75,000	$0	$0	$0	$0	$0
26-103	Core	Library Website Accessibility Audit	$15,000	$0	$0	$0	$0	$0
26-148	Growth	Mayfield West Library Branch	$700,000	$0	$0	$0	$0	$0
		Total	$2,614,000	$26,667	$885,433	$8,900	$690,000	$1,611,000

Table 3 – 2026 Capital Project Requests vs. Funding

Significant efforts have already been made to ensure that the Library's Board-approved budget is fiscally responsible while allowing the Library to maintain current service levels in the face of increasing costs. However, it is recommended that the Board consider further strategies for reducing the Library's tax-funded capital investments as a means of acknowledging the budget pressures facing the Town and building goodwill with Town Finance and Council. To this end, Table 4 highlights recommended reductions in the Collections and Materials (27-183), IT Equipment Replacement (27-184) and Replacement Furniture (27-165) projects totaling $66,000.

			Board-Approved			Recommended Revisions		
#	**Class**	**Title**	**Tax**	**DC**	**Total**	**Tax**	**DC**	**Total**
27-183	Core	Library Collections and Materials 2027	$550,000	$0	$550,000	$540,000	$0	$540,000
27-184	Core	Library IT Equipment Replacement 2027	$166,000	$0	$166,000	$150,000	$0	$150,000
27-168	Core	Library Website Accessibility Audit	$18,500	$0	$18,500	$18,500	$0	$18,500
27-164	Growth	Library Branch Open Access – Caledon Village	$0	$46,000	$46,000	$0	$46,000	$46,000
27-188	Growth	Mobile Library / Bookmobile	$0	$235,000	$235,000	$0	$235,000	$235,000
27-162	Growth	Library Service Kiosks – Phase 1	$0	$143,000	$143,000	$0	$143,000	$143,000
27-165	Existing	Library Replacement Furniture	$80,000	$0	$80,000	$40,000	$0	$40,000
27-187	Existing	Library Branch – Signage and Wayfinding	$17,000	$0	$17,000	$17,000	$0	$17,000
		Total	$831,500	$424,000	$1,255,500	$765,500	$424,000	$1,189,500

Table 4 – Recommended Revisions to 2027 Capital Projects

These recommended reductions fall short of the $125,000 in cuts requested by the Town. However, full withdrawal of projects in support of the Accessibility Audit (27-168), Replacement Furniture (27-165), and Signage and Wayfinding (27-187), totaling $115,500, along with reductions in Collections and/or Technology funding, would be required to meet the Town's target.

Given the unpredictable impacts of trade relations with the US, rising technology costs, and demand for collections in multiple formats, the recommended approach is not without risks. This strategy does support the Board's consistent messaging to Council, confirming Library needs and priorities, particularly as related to projects that have been repeatedly put forward, though remain unfunded.

Change in Service Level

As previously reported, Board-approved *Change in Service Level (CISL) 2027-028 Library Branch Maintenance and Painting* was removed from the Board's proposed budget by Town Finance without the explicit approval or direction of the Library Board.

In an email dated September 15, 2026, the Town's Chief Financial Officer (CFO) and Town Treasurer were reminded of the Board's legislated budget responsibilities under the Public Libraries Act. It was also requested that the CISL be reactivated and that information be provided regarding the funds dedicated to the Library's interior maintenance in the Town's 2026 and 2027 budgets. As of the publication of this report, no response has been received and the CISL remains categorized as "removed" within the Town's budget software.

While Town Finance has requested revisions to the Library's base operating budget and proposed capital investments, no further communications have been received regarding the Board-approved Changes in Service Levels.

Revised Budget Summary Report

A summary document, to be included within the Town's budget publication, was drafted and shared with the Board in September 2026. Revisions to this document (Appendix C) were informed by suggestions received from Town staff, with an aim of refining the content and ensuring consistency and alignment across all summaries. It was also advised that only major initiatives were to be included and that day-to-day operations were to be excluded. That said, performance measures have also been updated to reflect the first nine months of the year.

Staff Benefits Review and Budget Impact

The Town's People Services division has recently completed a review of benefits provided to the Library's full-time employees and non-unionized Town staff. It is anticipated that recommendations and budget implications resulting from this review will be presented to Council in December.

To avoid repeating the challenges encountered by the Library in maintaining pay equity with Town staff following the 2024 salary review, Library Leadership is recommending that these findings be shared with the Board in advance of Council's consideration. Representatives of the People Services team have been invited to present to the Board at the November 16 meeting. Though, their attendance has not yet been confirmed, this approach will allow for Board review and pre-emptive approval of the recommendations and budget impact, pending Council's review in December.

Recommended Motion

That the Caledon Public Library Board receive the Treasurer's Report;

That the Caledon Public Library Board approve the recommended revisions to the Library's 2027 Base Operating Budget, resulting in a year-over-year increase of 4.51%; and,

That the Caledon Public Library Board approve the proposed reductions to the Library's capital projects in support of Collections, Technology and Furniture totaling $66,000.

Appendix A

TOWN OF CALEDON

Caledon Public Library
ST: Object Code - Budget vs Actual by Cost Centre
As of September 30, 2020

	September Budget	September Actuals	*Monthly Variance*	YTD Budget	YTD Actuals	*YTD Variance*	Annual Budget	Percentage Expended	**Annual Variance**
40010 Administration									
50050 Miscellaneous	-1,600.00	-2,993.25	*1,393.25*	-14,700.00	-18,105.61	*3,405.61*	-20,000.00	90.5%	**-1,894.39**
50075 Postage Reimbursement				-2,000.00	-1,854.30	*-145.70*	-2,000.00		**-145.70**
50125 Merchandise Sales	-250.00	-24.00	*-226.00*	-2,250.00	-408.00	*-1,842.00*	-3,000.00	13.6%	**-2,592.00**
50235 Fundraising		-590.00	*590.00*		-832.75				
50319 Grants/Subsidies		-8,643.93	*8,643.93*	-9,900.00	-10,281.93	*382*	-68,000.00	15.1%	**-57,718.07**
50332 Sale of Equipment			*0.00*		-1,100.00	*1,100.00*			
50570 Donations		-8.35	*8.35*		-232.55	*232.55*			**232.55**
50705 Fines/Fees	-800.00	-1,380.52	*580.52*	-7,300.00	-6,233.25	*-1,066.75*	-10,000.00	62.3%	**-3,766.75**
50715 Programs			*0.00*		-3,757.75	*3,757.75*			
50725 Comm.Access Prgm Funding					-441.50	*441.50*	-10,000.00	4.4%	**-9,558.50**
50750 Book Sales	-210.00	-554.05	*344.05*	-1,870.00	-2,072.05	*202.05*	-2,500.00	82.9%	**-427.95**
50770 FOL-Recoverable			*0.00*		-6,783.86	*6,783.86*			**6,783.86**
61510 Salaries-Permanent	22,867.00	22,696.70	*170.30*	213,806.00	216,385.07	*-2,579.07*	298,408.00	72.5%	**82,022.93**
61513 Benefits-Permanent	6,860.00	5,658.69	*1,201.31*	64,141.00	60,901.00	*3,240.00*	89,523.00	68.0%	**28,622.00**
61520 Wages-Casual Temporary	2,996.00	4,906.71	*-1,911*	27,264.00	22,476.67	*4,787.33*	39,100.00	57.5%	**16,623.33**
61523 Benefits-Casual Temporary	360.00	575.50	*-216*	3,275.00	2,654.83	*620.17*	4,692.00	56.6%	**2,037.17**
62018 Operating Supplies	60.00	22.83	*37.17*	560.00	248.03	*311.97*	760.00	32.6%	**511.97**
62129 FOL-Initiatives			*0.00*		5,523.18	*-5,523.18*			**-5,523.18**
62244 Bank Charges	250.00		*250.00*	2,250.00	1,631.35	*618.65*	3,000.00	54.4%	**1,368.65**
62253 Lib. Brd Education & Exp.	1,000.00	61.05	*938.95*	4,250.00	3,391.67	*858.33*	5,000.00	67.8%	**1,608.33**
62311 Memberships/Dues	150.00		*150.00*	11,200.00	19,093.77	*-7,893.77*	16,500.00	115.7%	**-2,593.77**
62314 Mileage			*0.00*			*0.00*			
62317 Audit				-4,968.00	105.71	*-5,073.71*	4,870.00	2.2%	**4,764.29**
62335 Contracted Services	667.00		*667.00*	6,003.00		*6,003.00*	8,000.00	0.0%	**8,000.00**
62360 Fundraising		285.60			591.54	*-591.54*			**-591.54**
62416 Interdepartmental Charges						*0.00*	475,791.00	0.0%	**475,791.00**
62634 Selling Costs - Town Property			*0.00*		83.94	*-83.94*			
Total 40010 Administration	32,350.00	20,012.98	*12,337.02*	289,761.00	280,983.21	*8,777.79*	830,144.00	33.8%	**549,160.79**
41010 Library Public Services									
61510 Salaries-Permanent	107,433.00	98,575.84	*8,857.16*	1,004,497.00	933,116.92	*71,380.08*	1,401,979.00	66.6%	**468,862.08**
61513 Benefits-Permanent	32,230.00	30,506.60	*1,723.40*	301,351.00	301,639.96	*-288.96*	420,594.00	71.7%	**118,954.04**
61520 Wages-Casual Temporary	85,868.00	83,684.73	*2,183.27*	781,402.00	810,711.72	*-29,309.72*	1,120,596.00	72.3%	**309,884.28**
61521 Overtime-Casual Temporary					2,728.95				
61523 Benefits-Casual Temporary	10,304.00	16,485.28	*-6,181.28*	93,768.00	150,167.46	*-56,399.46*	134,472.00	111.7%	**-15,695.46**
62018 Operating Supplies	1,005.00	537.85	*467.15*	9,045.00	8,313.82	*731.18*	12,069.00	68.9%	**3,755.18**
62312 Insurance				5,843.00	11,016.89	*-5,173.89*	5,843.00	188.5%	**-5,173.89**
62321 Rental-Facility			*0.00*	358,545.00	356,731.58	*1,813.42*	358,545.00	99.5%	**1,813.42**
62335 Contracted Services	5,033.00	3,896.90	*1,136.10*	42,951.00	39,938.35	*3,012.65*	58,588.00	68.2%	**18,649.65**
62346 Courier	2,983.00	2,366.22	*616.78*	26,851.00	19,300.82	*7,550.18*	35,800.00	53.9%	**16,499.18**
Total 41010 Library Public Services	244,856.00	236,053.42	*8,802.58*	2,624,253.00	2,633,666.47	*-9,413.47*	3,548,486.00	74.2%	**914,819.53**

TOWN OF CALEDON

Caledon Public Library
ST: Object Code - Budget vs Actual by Cost Centre
As of September 30, 2020

	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	32,630.00	32,058.85	*571.15*	305,090.00	302,280.10	*2,809.90*	425,821.00	71.0%	**123,540.90**
61513 Benefits-Permanent	9,789.00	9,160.10	*628.90*	91,526.00	93,537.32	*-2,011.32*	127,746.00	73.2%	**34,208.68**
62018 Operating Supplies	500.00	31.97	*468.03*	2,600.00	1,039.40	*1,560.60*	4,000.00	26.0%	**2,960.60**
62058 Online Databases			*0.00*	98,001.00	93,674.47	*4,326.53*	99,446.00	94.2%	**5,771.53**
Total 41015 Collections and Access Services	42,919.00	41,250.92	*1,668.08*	497,217.00	490,531.29	*6,685.71*	657,013.00	74.7%	**166,481.71**
41020 Library Grants									
50319 Grants/Subsidies (Revenue)			*0.00*		-9,302.00	*9,302.00*			**-9,302.00**
61520 Wages-Casual Temporary			*0.00*		1,874.10	*-1,874.10*			**1,874.10**
61523 Benefits-Casual Temporary			*0.00*		218.98	*-218.98*			**218.98**
62319 Grants (Expenses)		183.89	*-183.89*		4,078.35	*-4,078.35*			**4,078.35**
Total 41020 Library Grants		183.89	*-183.89*		-3,130.57	*3,130.57*			**3,130.57**
41025 Library Info Technology									
61510 Salaries-Permanent	31,306.00	32,328.27	*-1,022.27*	292,712.00	259,458.09	*33,253.91*	408,548.00	63.5%	**149,089.91**
61513 Benefits-Permanent	9,392.00	9,935.84	*-543.84*	87,815.00	85,742.16	*2,072.84*	122,565.00	70.0%	**36,822.84**
62018 Operating Supplies	1,090.00	146.92	*943.08*	9,810.00	2,787.57	*7,022.43*	13,100.00	21.3%	**10,312.43**
62303 New Staff Technology				3,500.00	2,293.03	*1,206.97*	3,500.00	65.5%	**1,206.97**
62304 Automation	300.00	23.29	*276.71*	66,000.00	64,802.84	*1,197.16*	67,000.00	96.7%	**2,197.16**
62305 Computer Services	9,248.00	1,607.81	*7,640.19*	83,232.00	53,862.62	*29,369.38*	110,980.00	48.5%	**57,117.38**
62312 Insurance			*0.00*	2,563.00	5,178.60	*-2,615.60*	5,450.00	95.0%	**271.40**
62335 Contracted Services	3,166.00	1,767.82	*1,398.18*	28,494.00	19,839.24	*8,654.76*	38,000.00	52.2%	**18,160.76**
62396 Mobile Phones / Pagers	615.00		*615.00*	5,535.00	2,305.77	*3,229.23*	7,380.00	31.2%	**5,074.23**
62397 Telephone	3,080.00		*3,080.00*	27,720.00	20,964.09	*6,755.91*	36,970.00	56.7%	**16,005.91**
63037 Software Licence Subscription	4,000.00	23.14	*3,976.86*	38,000.00	27,672.60	*10,327.40*	52,970.00	52.2%	**25,297.40**
Total 41025 Library Info Technology	62,197.00	45,833.09	*16,363.91*	645,381.00	544,906.61	*100,474.39*	866,463.00	62.9%	**321,556.39**
41030 Programming and Outreach Services									
61510 Salaries-Permanent	45,611.00	45,405.56	*205.44*	426,462.00	414,181.93	*12,280.07*	595,221.00	69.6%	**181,039.07**
61513 Benefits-Permanent	13,683.00	14,154.82	*-471.82*	127,937.00	135,107.91	*-7,170.91*	178,566.00	75.7%	**43,458.09**
61520 Wages-Casual Temporary			*0.00*	-52.00	6,283.94	*-6,335.94*	-52.00	-12084.5%	**-6,335.94**
61523 Benefits-Casual Temporary			*0.00*	-6.00	1,385.43	*-1,391.43*	-6.00	-23090.5%	**-1,391.43**
62018 Operating Supplies	250.00	45.63	*204.37*	1,625.00	844.70	*780.30*	1,700.00	49.7%	**855.30**
62414 Special Programs	2,500.00	3,749.66	*-1,249.66*	27,740.00	29,576.80	*-1,836.80*	31,500.00	93.9%	**1,923.20**
Total 41030 Programming and Outreach Services	62,044.00	63,355.67	*-1,311.67*	583,706.00	587,380.71	*-3,674.71*	806,929.00	72.8%	**219,548.29**
41035 Communications and Cultural Development									
61510 Salaries-Permanent	31,060.00	30,040.27	*1,019.73*	290,412.00	286,048.89	*4,363.11*	405,338.00	70.6%	**119,289.11**
61513 Benefits-Permanent	9,318.00	9,433.80	*-115.80*	87,123.00	94,217.08	*-7,094.08*	121,601.00	77.5%	**27,383.92**
62018 Operating Supplies	100.00	2,681.49	*-2,581.49*	6,977.00	5,264.40	*1,712.60*	7,877.00	66.8%	**2,612.60**
62304 Automation	380.00	1,014.99	*-634.99*	5,430.00	2,346.63	*3,083.37*	6,350.00	37.0%	**4,003.37**
62315 Printing & Advertising	400.00	981.45	*-581.45*	15,350.00	14,440.59	*909.41*	20,080.00	71.9%	**5,639.41**
62335 Contracted Services			*0.00*	1,500.00	2,309.95	*-809.95*	2,500.00	92.4%	**190.05**

TOWN OF CALEDON

Caledon Public Library
ST: Object Code - Budget vs Actual by Cost Centre
As of September 30, 2026

	September Budget	September Actuals	*Monthly Variance*	YTD Budget	YTD Actuals	*YTD Variance*	Annual Budget	Percentage Expended	**Annual Variance**
62414 Special Programs				2,000.00		*2,000.00*	6,000.00	0.0%	**6,000.00**
Total 41035 Communications/Community Dev	41,258.00	44,152.00	*-2,894.00*	408,792.00	404,627.54	*4,164.46*	569,746.00	71.0%	**165,118.46**
41045 Corporate Services & Projects									
61510 Salaries-Permanent	10,692.00	10,732.66	*-40.66*	99,969.00	99,320.69	*648.31*	139,525.00	71.2%	**40,204.31**
61513 Benefits-Permanent	3,208.00	2,726.82	*481.18*	29,993.00	31,005.92	*-1,012.92*	41,857.00	74.1%	**10,851.08**
62310 Training/Development/Seminars	5,000.00	318.21	*4,681.79*	42,000.00	32,002.55	*9,997.45*	64,610.00	49.5%	**32,607.45**
62314 Mileage	600.00	1,414.81	*-814.81*	6,700.00	6,395.44	*304.56*	9,500.00	67.3%	**3,104.56**
62322 Postage	210.00	20.00	*190.00*	1,870.00	1,421.20	*448.80*	2,500.00	56.8%	**1,078.80**
62335 Contracted Services	166.00	204.00	*-38.00*	1,502.00	627.26	*874.74*	2,000.00	31.4%	**1,372.74**
Total 41045 Corporate Services & Projects	19,876.00	15,416.50	*4,459.50*	182,034.00	170,773.06	*11,260.94*	259,992.00	65.7%	**89,218.94**
41050 Maker & Emerging Technologies									
61510 Salaries-Permanent	27,804.00	27,818.77	*-14.77*	259,966.00	258,181.23	*1,784.77*	362,836.00	71.2%	**104,654.77**
61513 Benefits-Permanent	8,341.00	9,059.08	*-718.08*	77,989.00	84,571.66	*-6,582.66*	108,851.00	77.7%	**24,279.34**
62018 Operating Supplies		45.64	*-45.64*	700.00	307.95	*392.05*	700.00	44.0%	**392.05**
62414 Special Programs	300.00	1,089.18	*-789.18*	6,000.00	8,570.94	*-2,570.94*	7,800.00	109.9%	**-770.94**
Total 41050 Maker & Emerging Technologies	36,445.00	38,012.67	*-1,567.67*	344,655.00	351,631.78	*-6,976.78*	480,187.00	73.2%	**128,555.22**
Total Caledon Public Library-Lending Services	**541,945.00**	**504,271.14**	**37,673.86**	**5,575,799.00**	**5,461,370.10**	**114,428.90**	**8,018,960.00**	**68.1%**	**2,557,589.90**

Capital Project Expense Report - as of September 30, 2026

	Budget	Expended Previous Year(s)	Expended 2026 YTD	Total Project Spend to Date	Deficit Forwarded to 2025	Remaining Funding	Percentage Expended	Status
Capital Projects - Previous Years								
23-035 Library Implementation of Microsoft 365	25,000.00	15,271.88	31.74	15,303.62		9,696.38	61.2%	
23-120 Library Furniture Replacement	60,000.00	41,845.73	4,332.73	46,178.46	4,458.00	9,363.54	84.4%	
25-031 Library Access P1 Inglwood	64,000.00	45,094.48	1,428.55	46,523.03		17,476.97	72.7%	
25-062 Library Materials & Collections 2025	500,000.00	456,933.39	1,594.26	458,527.65	42,721.60	41,472.35	91.7%	
59275 Capital Donations	711.75							
Total Library Collections and Materials (25-062)	500,711.75	456,933.39	1,594.26	458,527.65	42,721.60	-537.50	100.1%	To be closed
25-063 Library IT Equipment	115,000.00	38,796.95	70,900.06	109,697.01		5,302.99	95.4%	
Capital Projects - Current Year								
26-099 Library Materials & Collections 2026	500,000.00	6,178.85	356,314.62	362,493.47		137,506.53	72.5%	
59275 Capital Donations	400.00							
Additional revenue (LSC dissolution)	9,814.82							
Total Library Collections and Materials (26-099)	510,214.82	6,178.85	356,314.62	362,493.47		147,721.35	71.0%	
26-238 Library IT Equipment 2026	141,000.00		564.33	564.33		140,435.67	0.4%	
26-239 Library Cybersecurity Infrastructure	50,000.00			0.00		50,000.00	0.0%	
26-240 Caledon Village Branch Refurbishment	920,000.00			0.00		920,000.00	0.0%	

Library Reserve Balances - as of September 30, 2026

08-07-900-35043-000-25000 Library Donation and Bequest Reserve Fund	17,955.78
08-07-900-35051-000-25000 Library General Reserve Fund	26,899.41

Appendix B

Account Description	2026 YTD Actuals	2026 Budget	Budget Changes Transfers	2027 Base Budget	Employee Compensation	Annualization - Services	Inflationary	Pre-Approved Initiatives	Pre-Approved Initiatives - One-Time	2027 Adjusted Base Budget	Service Delivery Efficiences	Revenues	New Fees & Revenues	Total 2027 Base Budget	Total 2027 Budget	% Increase (Decrease) 2027 to 2026	% Increase (Decrease) to 2026 Tax Base
40010 Administration																	
Revenues																	
01-07-365-40010-365-50050 Miscellaneous Revenue	-11,759	-20,000.00	0.00	-20,000	0	0	0	0	0	-20,000	0	0	0	0	-20,000	0.00%	0.00%
01-07-365-40010-365-50075 Postage Reimbursement	-1,854	-2,000.00	0.00	-2,000	0	0	0	0	0	-2,000	0	0	0	0	-2,000	0.00%	0.00%
01-07-365-40010-365-50125 Merchandise Sales	-352	-3,000.00	0.00	-3,000	0	0	0	0	0	-3,000	0	0	0	0	-3,000	0.00%	0.00%
01-07-365-40010-365-50250 Camps - NEW	0	0.00	0.00	0	0	0	0	0	0	0	0	0	-2,500	-2,500	-2,500	100.00%	(0.00%)
01-07-365-40010-365-50319 Grants/Subsidies	-1,638	-68,000.00	0.00	-68,000	0	0	0	0	0	-68,000	0	-2,000	0	-2,000	-70,000	2.94%	(0.00%)
01-07-365-40010-365-50705 Fines/Fees	-3,887	-10,000.00	0.00	-10,000	0	0	0	0	0	-10,000	0	0	0	0	-10,000	0.00%	0.00%
01-07-365-40010-365-50725 Grant Internet - SOLS	-442	-10,000.00	0.00	-10,000	0	0	0	0	0	-10,000	0	0	0	0	-10,000	0.00%	0.00%
01-07-365-40010-365-50750 Book Sales	-11,279	-2,500.00	0.00	-2,500	0	0	0	0	0	-2,500	0	0	0	0	-2,500	0.00%	0.00%
Total Revenues	**-38,214**	**-115,500.00**	**0.00**	**-115,500**	**0**	**0**	**0**	**0**	**0**	**-115,500**	**0**	**-2,000**	**-2,500**	**-4,500**	**-120,000**	**3.90%**	**(0.01%)**
Expenses																	
01-07-365-40010-365-61510 Salaries-Permanent	159,643	298,408.00	0.00	298,408	14,619	0	0	0	0	313,027	0	0	0	0	313,027	4.90%	0.02%
01-07-365-40010-365-61513 Benefits-Permanent	46,754	89,523.00	0.00	89,523	4,385	0	0	0	0	93,908	0	0	0	0	93,908	4.90%	0.01%
01-07-365-40010-365-61520 Wages-Casual Temporary	8,319	39,100.00	0.00	39,100	1,200	0	0	0	0	40,300	0	0	0	0	40,300	3.07%	0.00%
01-07-365-40010-365-61523 Benefits-Casual Temporary	982	4,692.00	0.00	4,692	144	0	0	0	0	4,836	0	0	0	0	4,836	3.07%	0.00%
01-07-365-40010-365-62018 Operating Supplies	98	760.00	0.00	760	0	0	0	0	0	760	0	0	0	0	760	0.00%	0.00%
01-07-365-40010-365-62244 Bank Charges	1,208	3,000.00	0.00	3,000	0	0	0	0	0	3,000	0	0	0	0	3,000	0.00%	0.00%
01-07-365-40010-365-62253 Lib. Brd Education & Exp.	2,857	5,000.00	0.00	5,000	0	0	400	0	0	5,400	0	0	0	0	5,400	8.00%	0.00%
01-07-365-40010-365-62311 Memberships/Dues	19,094	16,500.00	0.00	16,500	0	0	400	0	0	16,900	0	0	0	0	16,900	2.42%	0.00%
01-07-365-40010-365-62317 Audit	-5,032	4,870.00	0.00	4,870	0	0	8,630	0	0	13,500	0	0	0	0	13,500	177.21%	0.01%
01-07-365-40010-365-62335 Contracted Services	0	8,000.00	0.00	8,000	0	0	2,000	0	0	10,000	0	0	0	0	10,000	25.00%	0.00%
01-07-365-40010-365-62416 Interdepartmental Charges	0	475,791.00	0.00	475,791	0	0	0	0	0	475,791	0	0	0	0	475,791	0.00%	0.00%
Total Expenses	**239,113**	**945,644.00**	**0.00**	**945,644**	**20,348**	**0**	**11,430**	**0**	**0**	**977,422**	**0**	**0**	**0**	**0**	**977,422**	**3.36%**	**0.04%**
Administration Subtotal	**200,899**	**830,144.00**	**0.00**	**830,144**	**20,348**	**0**	**11,430**	**0**	**0**	**861,922**	**0**	**-2,000**	**-2,500**	**-4,500**	**857,422**	**3.29%**	**0.04%**
41010 Library Public Services																	
Expenses																	
01-07-365-41010-365-61510 Salaries-Permanent	70,991	135,910.00	0.00	135,910	9,676	0	0	0	0	145,586	0	0	0	0	145,586	7.12%	0.01%
01-07-365-41010-365-61513 Benefits-Permanent	23,423	40,773.00	0.00	40,773	2,903	0	0	0	0	43,676	0	0	0	0	43,676	7.12%	0.00%
01-07-365-41010-365-62018 Operating Supplies	6,133	12,069.00	0.00	12,069	0	0	1,259	0	0	13,328	0	0	0	0	13,328	10.43%	0.00%
01-07-365-41010-365-62335 Contracted Services	0	4,000.00	0.00	4,000	0	0	0	0	0	4,000	0	0	0	0	4,000	0.00%	0.00%
01-07-365-41010-365-62346 Courier	12,140	35,800.00	0.00	35,800	0	0	0	0	0	35,800	0	0	0	0	35,800	0.00%	0.00%
Albion Bolton Branch																	
01-07-365-41010-405-61510 Salaries-Permanent	194,439	373,945.00	0.00	373,945	22,053	0	0	0	0	395,998	0	0	0	0	395,998	5.90%	0.03%
01-07-365-41010-405-61513 Benefits-Permanent	61,830	112,183.00	0.00	112,183	6,616	0	0	0	0	118,799	0	0	0	0	118,799	5.90%	0.01%
01-07-365-41010-405-61520 Wages-Casual Temporary	140,411	275,596.00	0.00	275,596	5,204	0	0	0	0	280,800	0	0	0	0	280,800	1.89%	0.01%
01-07-365-41010-405-61521 Overtime-Casual Temporary	182	0.00	0.00	0	0	0	0	0	0	0	0	0	0	0	0		0.00%
01-07-365-41010-405-61523 Benefits-Casual Temporary	21,814	33,072.00	0.00	33,072	624	0	0	0	0	33,696	0	0	0	0	33,696	1.89%	0.00%
01-07-365-41010-405-62312 Insurance	4,172	1,704.00	0.00	1,704	0	0	2,443	0	0	4,147	0	0	0	0	4,147	143.37%	0.00%
01-07-365-41010-405-62321 Rental-Facility	165,109	165,109.00	0.00	165,109	0	0	3,302	0	0	168,411	0	0	0	0	168,411	2.00%	0.00%
01-07-365-41010-405-62335 Contracted Services	13,692	30,094.00	0.00	30,094	0	0	0	0	0	30,094	0	0	0	0	30,094	0.00%	0.00%
Alton Branch																	
01-07-365-41010-410-61510 Salaries-Permanent	41,221	79,030.00	0.00	79,030	5,423	0	0	0	0	84,453	0	0	0	0	84,453	6.86%	0.01%
01-07-365-41010-410-61513 Benefits-Permanent	12,100	23,709.00	0.00	23,709	1,627	0	0	0	0	25,336	0	0	0	0	25,336	6.86%	0.00%
01-07-365-41010-410-61520 Wages-Casual Temporary	14,701	16,500.00	0.00	16,500	700	0	0	0	0	17,200	0	0	0	0	17,200	4.24%	0.00%
01-07-365-41010-410-61523 Benefits-Casual Temporary	2,588	1,980.00	0.00	1,980	84	0	0	0	0	2,064	0	0	0	0	2,064	4.24%	0.00%
01-07-365-41010-410-62312 Insurance	2,130	222.00	0.00	222	0	0	125	0	0	347	0	0	0	0	347	56.31%	0.00%
01-07-365-41010-410-62321 Rental-Facility	8,478	8,478.00	0.00	8,478	0	0	170	0	0	8,648	0	0	0	0	8,648	2.00%	0.00%
01-07-365-41010-410-62335 Contracted Services	107	716.00	0.00	716	0	0	300	0	0	1,016	0	0	0	0	1,016	41.90%	0.00%
Belfountain Lockers																	
01-07-365-41010-415-62312 Insurance	170	57.00	0.00	57	0	0	-30	0	0	27	0	0	0	0	27	(52.63%)	(0.00%)
01-07-365-41010-415-62321 Rental-Facility	857	3,528.00	0.00	3,528	0	0	71	0	0	3,599	0	0	0	0	3,599	2.00%	0.00%
Caledon East Branch																	
01-07-365-41010-430-61510 Salaries-Permanent	147,294	294,755.00	0.00	294,755	5,328	0	0	0	0	300,083	0	0	0	0	300,083	1.81%	0.01%
01-07-365-41010-430-61513 Benefits - Permanent	45,675	88,427.00	0.00	88,427	1,598	0	0	0	0	90,025	0	0	0	0	90,025	1.81%	0.00%

Account Description	2026 YTD Actuals	2026 Budget	Budget Changes Transfers	2027 Base Budget	Employee Compensation	Annualization - Services	Inflationary	Pre-Approved Initiatives	Pre-Approved Initiatives - One-Time	2027 Adjusted Base Budget	Service Delivery Efficiences	Revenues	New Fees & Revenues	Total 2027 Base Budget	Total 2027 Budget	% Increase (Decrease) 2027 to 2026	% Increase (Decrease) to 2026 Tax Base
01-07-365-41010-430-61520 Wages-Casual Temporary	154,840	354,300.00	0.00	354,300	20,800	0	0	0	0	375,100	0	0	0	0	375,100	5.87%	0.03%
01-07-365-41010-430-61521 Overtime- Casual Temporary	1,367	0.00	0.00	0	0	0	0	0	0	0	0	0	0	0	0		0.00%
01-07-365-41010-430-61523 Benefits-Casual Temporary	28,943	42,516.00	0.00	42,516	2,496	0	0	0	0	45,012	0	0	0	0	45,012	5.87%	0.00%
01-07-365-41010-430-62312 Insurance	791	2,445.00	0.00	2,445	0	0	107	0	0	2,552	0	0	0	0	2,552	4.38%	0.00%
01-07-365-41010-430-62321 Rental-Facility	71,779	71,779.00	0.00	71,779	0	0	1,436	0	0	73,215	0	0	0	0	73,215	2.00%	0.00%
01-07-365-41010-430-62335 Contracted Services	0	500.00	0.00	500	0	0	0	0	0	500	0	0	0	0	500	0.00%	0.00%
Caledon Village Branch																	
01-07-365-41010-440-61510 Salaries-Permanent	45,450	88,765.00	0.00	88,765	2,882	0	0	0	0	91,647	0	0	0	0	91,647	3.25%	0.00%
01-07-365-41010-440-61513 Benefits-Permanent	15,409	26,629.00	0.00	26,629	865	0	0	0	0	27,494	0	0	0	0	27,494	3.25%	0.00%
01-07-365-41010-440-61520 Wages-Casual Temporary	31,177	31,700.00	0.00	31,700	1,700	0	0	0	0	33,400	0	0	0	0	33,400	5.36%	0.00%
01-07-365-41010-440-61523 Benefits-Casual Temporary	5,932	3,804.00	0.00	3,804	204	0	0	0	0	4,008	0	0	0	0	4,008	5.36%	0.00%
01-07-365-41010-440-62312 Insurance	545	186.00	0.00	186	0	0	454	0	0	640	0	0	0	0	640	244.09%	0.00%
01-07-365-41010-440-62321 Rental-Facility	15,583	15,583.00	0.00	15,583	0	0	312	0	0	15,895	0	0	0	0	15,895	2.00%	0.00%
01-07-365-41010-440-62335 Contracted Services	519	716.00	0.00	716	0	0	300	0	0	1,016	0	0	0	0	1,016	41.90%	0.00%
Inglewood Branch																	
01-07-365-41010-445-61520 Wages-Casual Temporary	43,615	77,500.00	0.00	77,500	2,700	0	0	0	0	80,200	0	0	0	0	80,200	3.48%	0.00%
01-07-365-41010-445-61523 Benefits-Casual Temporary	8,862	9,300.00	0.00	9,300	324	0	0	0	0	9,624	0	0	0	0	9,624	3.48%	0.00%
01-07-365-41010-445-62312 Insurance	272	89.00	0.00	89	0	0	231	0	0	320	0	0	0	0	320	259.55%	0.00%
01-07-365-41010-445-62321 Rental-Facility	7,174	7,174.00	0.00	7,174	0	0	143	0	0	7,317	0	0	0	0	7,317	2.00%	0.00%
01-07-365-41010-445-62335 Contracted Services	519	716.00	0.00	716	0	0	300	0	0	1,016	0	0	0	0	1,016	41.90%	0.00%
Margaret Dunn Valleywood Collaboration Studio																	
01-07-365-41010-455-61510 Salaries-Permanent	37,931	72,606.00	0.00	72,606	5,169	0	0	0	0	77,775	0	0	0	0	77,775	7.12%	0.01%
01-07-365-41010-455-61513 Benefits-Permanent	13,078	21,782.00	0.00	21,782	1,551	0	0	0	0	23,333	0	0	0	0	23,333	7.12%	0.00%
01-07-365-41010-455-61520 Wages-Casual Temporary	10,224	23,300.00	0.00	23,300	600	0	0	0	0	23,900	0	0	0	0	23,900	2.58%	0.00%
01-07-365-41010-455-61523 Benefits-Casual Temporary	1,627	2,796.00	0.00	2,796	72	0	0	0	0	2,868	0	0	0	0	2,868	2.58%	0.00%
01-07-365-41010-455-62312 Insurance	852	355.00	0.00	355	0	0	492	0	0	847	0	0	0	0	847	138.59%	0.00%
01-07-365-41010-455-62321 Rental-Facility	26,803	26,803.00	0.00	26,803	0	0	536	0	0	27,339	0	0	0	0	27,339	2.00%	0.00%
01-07-365-41010-455-62335 Contracted Services	519	716.00	0.00	716	0	0	300	0	0	1,016	0	0	0	0	1,016	41.90%	0.00%
Southfields Village Branch																	
01-07-365-41010-466-61510 Salaries - Permanent	147,484	356,968.00	0.00	356,968	29,958	0	0	0	0	386,926	0	0	0	0	386,926	8.39%	0.04%
01-07-365-41010-466-61513 Benefits - Permanent	51,662	107,091.00	0.00	107,091	8,987	0	0	0	0	116,078	0	0	0	0	116,078	8.39%	0.01%
01-07-365-41010-466-61520 Wages-Casual Temporary	201,549	341,700.00	0.00	341,700	23,200	0	0	0	0	364,900	0	0	0	0	364,900	6.79%	0.03%
01-07-365-41010-466-61521 Overtime-Casual Temporary	848	0.00	0.00	0	0	0	0	0	0	0	0	0	0	0	0		0.00%
01-07-365-41010-466-61523 Benefits-Casual Temporary	38,203	41,004.00	0.00	41,004	2,784	0	0	0	0	43,788	0	0	0	0	43,788	6.79%	0.00%
01-07-365-41010-466-62312 Insurance	2,084	785.00	0.00	785	0	0	1,287	0	0	2,072	0	0	0	0	2,072	163.95%	0.00%
01-07-365-41010-466-62321 Rental Facility	60,091	60,091.00	0.00	60,091	0	0	1,202	0	0	61,293	0	0	0	0	61,293	2.00%	0.00%
01-07-365-41010-466-62335 Contracted Services	10,102	21,130.00	0.00	21,130	0	0	2,800	0	0	23,930	0	0	0	0	23,930	13.25%	0.00%
Total Expenses	**2,025,491**	**3,548,486.00**	**0.00**	**3,548,486**	**166,128**	**0**	**17,539**	**0**	**0**	**3,732,153**	**0**	**0**	**0**	**0**	**3,732,153**	**5.18%**	**0.24%**
41015 Collections & Access Services																	
Expenses																	
01-07-365-41015-365-61510 Salaries-Permanent	222,133	425,821.00	0.00	425,821	16,325	0	0	0	0	442,146	0	0	0	0	442,146	3.83%	0.02%
01-07-365-41015-365-61513 Benefits-Permanent	69,781	127,746.00	0.00	127,746	4,898	0	0	0	0	132,644	0	0	0	0	132,644	3.83%	0.01%
01-07-365-41015-365-62018 Operating Supplies	961	4,000.00	0.00	4,000	0	0	0	0	0	4,000	0	0	0	0	4,000	0.00%	0.00%
01-07-365-41015-365-62058 Online Databases	91,921	99,446.00	0.00	99,446	0	0	2,287	0	0	101,733	0	0	0	0	101,733	2.30%	0.00%
Total Expenses	**384,796**	**657,013.00**	**0.00**	**657,013**	**21,223**	**0**	**2,287**	**0**	**0**	**680,523**	**0**	**0**	**0**	**0**	**680,523**	**3.58%**	**0.03%**
41025 Library Info Technology																	
Expenses																	
01-07-365-41025-365-61510 Salaries-Permanent	178,637	408,548.00	0.00	408,548	37,312	0	0	0	0	445,860	0	0	0	0	445,860	9.13%	0.05%
01-07-365-41025-365-61513 Benefits-Permanent	60,031	122,565.00	0.00	122,565	11,193	0	0	0	0	133,758	0	0	0	0	133,758	9.13%	0.01%
01-07-365-41025-365-62018 Operating Supplies	1,998	13,100.00	-10,000.00	3,100	0	0	0	14,400	0	17,500	0	0	0	0	17,500	464.52%	0.02%
01-07-365-41025-365-62303 New Staff Tecnology - Library	2,293	3,500.00	0.00	3,500	0	0	0	0	-3,500	0	0	0	0	0	0	(100.00%)	(0.00%)
01-07-365-41025-365-62304 Automation	63,730	67,000.00	0.00	67,000	0	0	2,700	0	0	69,700	0	0	0	0	69,700	4.03%	0.00%
01-07-365-41025-365-62305 Computer Services	45,480	110,980.00	0.00	110,980	0	0	0	0	0	110,980	-20,000	0	0	-20,000	90,980	(18.02%)	(0.03%)
01-07-365-41025-365-62312 Insurance	5,179	5,450.00	0.00	5,450	0	0	-271	0	0	5,179		0	0	0	5,179	(4.97%)	(0.00%)

Account Description	2026 YTD Actuals	2026 Budget	Budget Changes Transfers	2027 Base Budget	Employee Compensation	Annualization - Services	Inflationary	Pre-Approved Initiatives	Pre-Approved Initiatives - One-Time	2027 Adjusted Base Budget	Service Delivery Efficiences	Revenues	New Fees & Revenues	Total 2027 Base Budget	Total 2027 Budget	% Increase (Decrease) 2027 to 2026	% Increase (Decrease) to 2026 Tax Base
01-07-365-41025-365-62335 Contracted Services	12,250	38,000.00	0.00	38,000	0	0	0	0	0	38,000	0	0	0	0	38,000	0.00%	0.00%
01-07-365-41025-365-62396 Mobile Phones/Pagers	1,608	7,380.00	0.00	7,380	0	100	0	0	0	7,480	-1,500	0	0	-1,500	5,980	(18.97%)	(0.00%)
01-07-365-41025-365-62397 Telephone	14,856	36,970.00	0.00	36,970	0	0	500	0	0	37,470	0	0	0	0	37,470	1.35%	0.00%
01-07-365-41025-365-63037 Software Licence Subscription	25,468	52,970.00	0.00	52,970	0	0	0	0	0	52,970	-3,000	0	0	-3,000	49,970	(5.66%)	(0.00%)
Total Expenses	**411,530**	**866,463.00**	**-10,000.00**	**856,463**	**48,505**	**100**	**2,929**	**14,400**	**-3,500**	**918,897**	**-24,500**	**0**	**0**	**-24,500**	**894,397**	**4.43%**	**0.05%**
41030 Programming and Outreach																	
Expenses																	
01-07-365-41030-365-61510 Salaries-Permanent	300,668	595,221.00	-52.00	595,169	30,999	0	0	0	0	626,168	0	0	0	0	626,168	5.21%	0.04%
01-07-365-41030-365-61513 Benefits-Permanent	99,169	178,566.00	-6.00	178,560	9,300	0	0	0	0	187,860	0	0	0	0	187,860	5.21%	0.01%
01-07-365-41030-365-61520 Wages-Casual Temporary	6,284	-52.00	52.00	0	0	0	0	0	0	0	0	0	0	0	0		0.00%
01-07-365-41030-365-61523 Benefits-Casual Temporary	1,385	-6.00	6.00	0	0	0	0	0	0	0	0	0	0	0	0		0.00%
01-07-365-41030-365-62018 Operating Supplies	732	1,700.00	0.00	1,700	0	0	45	0	0	1,745	0	0	0	0	1,745	2.65%	0.00%
01-07-365-41030-365-62414 Special Programs	20,350	31,500.00	3,000.00	34,500	0	0	5,000	0	0	39,500	0	0	0	0	39,500	14.49%	0.01%
Total Expenses	**428,798**	**806,929.00**	**3,000.00**	**809,929**	**40,299**	**0**	**5,045**	**0**	**0**	**855,273**	**0**	**0**	**0**	**0**	**855,273**	**5.60%**	**0.06%**
41035 Communications & Cultural Devlopment																	
Expenses																	
01-07-365-41035-365-61510 Salaries-Permanent	210,948	405,338.00	0.00	405,338	8,968	0	0	0	0	414,306	0	0	0	0	414,306	2.21%	0.01%
01-07-365-41035-365-61513 Benefits-Permanent	69,573	121,601.00	0.00	121,601	2,691	0	0	0	0	124,292	0	0	0	0	124,292	2.21%	0.00%
01-07-365-41035-365-62018 Operating Supplies	2,124	7,877.00	0.00	7,877	0	0	0	0	0	7,877	0	0	0	0	7,877	0.00%	0.00%
01-07-365-41035-365-62304 Automation	1,088	6,350.00	-2,000.00	4,350	0	0	0	0	0	4,350	0	0	0	0	4,350	0.00%	0.00%
01-07-365-41035-365-62315 Printing & Advertising	9,887	20,080.00	0.00	20,080	0	0	0	0	0	20,080	0	0	0	0	20,080	0.00%	0.00%
01-07-365-41035-365-62335 Contracted Services	2,310	2,500.00	2,000.00	4,500	0	0	0	0	0	4,500	0	0	0	0	4,500	0.00%	0.00%
01-07-365-41035-365-62414 Special Programs	0	6,000.00	-3,000.00	3,000	0	0	0	0	0	3,000	0	0	0	0	3,000	0.00%	0.00%
Total Expenses	**295,930**	**569,746.00**	**-3,000.00**	**566,746**	**11,659**	**0**	**0**	**0**	**0**	**578,405**	**0**	**0**	**0**	**0**	**578,405**	**2.06%**	**0.02%**
41045 Corporate Services & Projects																	
Expenses																	
01-07-365-41045-365-61510 Salaries-Permanent	72,489	139,525.00	0.00	139,525	8,497	0	0	0	0	148,022	0	0	0	0	148,022	6.09%	0.01%
01-07-365-41045-365-61513 Benefits-Permanent	23,773	41,857.00	0.00	41,857	2,549	0	0	0	0	44,406	0	0	0	0	44,406	6.09%	0.00%
01-07-365-41045-365-62310 Training/Development/Seminars	30,691	64,610.00	0.00	64,610	0	215	3,235	0	0	68,060	0	0	0	0	68,060	5.34%	0.00%
01-07-365-41045-365-62314 Mileage	4,172	9,500.00	0.00	9,500	0	0	500	0	0	10,000	0	0	0	0	10,000	5.26%	0.00%
01-07-365-41045-365-62322 Postage	966	2,500.00	0.00	2,500	0	0	0	0	0	2,500	-250	0	0	-250	2,250	(10.00%)	(0.00%)
01-07-365-41045-365-62335 Contracted Services	423	2,000.00	0.00	2,000	0	0	0	0	0	2,000	0	0	0	0	2,000	0.00%	0.00%
Total Expenses	**132,514**	**259,992.00**	**0.00**	**259,992**	**11,046**	**215**	**3,735**	**0**	**0**	**274,988**	**-250**	**0**	**0**	**-250**	**274,738**	**5.67%**	**0.02%**
41050 Maker & Emerging Technologies																	
Expenses																	
01-07-365-41050-365-61510 Salaries-Permanent	188,634	362,836.00	0.00	362,836	20,832	0	0	0	0	383,668	0	0	0	0	383,668	5.74%	0.03%
01-07-365-41050-365-61513 Benefits-Permanent	61,741	108,851.00	0.00	108,851	6,249	0	0	0	0	115,100	0	0	0	0	115,100	5.74%	0.01%
01-07-365-41050-365-62018 Operating Supplies	195	700.00	10,000.00	10,700	0	0	0	0	0	10,700	0	0	0	0	10,700	0.00%	0.00%
01-07-365-41050-365-62414 Special Programs	5,343	7,800.00	0.00	7,800	0	0	5,035	0	0	12,835	0	0	0	0	12,835	64.55%	0.01%
Total Expenses	**255,913**	**480,187.00**	**10,000.00**	**490,187**	**27,081**	**0**	**5,035**	**0**	**0**	**522,303**	**0**	**0**	**0**	**0**	**522,303**	**6.55%**	**0.04%**
Total 007 Caledon Public Library	**4,133,212**	**8,018,960.00**	**0.00**	**8,018,960**	**346,289**	**315**	**48,000**	**14,400**	**-3,500**	**8,424,464**	**-24,750**	**-2,000**	**-2,500**	**-29,250**	**8,395,214**	**4.69%**	**0.50%**

Caledon Public Library

Role

Caledon Public Library (CPL) nurtures lifelong learners, champions innovation and strengthens communities by connecting residents with information, technology, and each other. Across its seven branches, CPL offers welcoming spaces, expert staff, engaging programs, diverse collections, and digital tools. Guided by the Caledon Public Library 2025-2028 Strategic Plan, and under the governance of the Library Board, CPL fuels an informed, inspired and connected Caledon.

2026 Accomplishments

- Successfully responded to growing demand for library services, with increased new member registrations (9.1%), branch visits (6.5%), reference queries (148.3%), program participation (55.8%), and maker space bookings (21.4%) in the first nine (9) months of 2026.
- Increased reach to residents by 24.5% by expanding the Library's attendance at community events.
- Awarded the Minister's Award for Innovation for its collaboration with Caledon Community Services (CCS) to deliver employment services in Bolton, Caledon East and Southfields.
- Offered maker camps at the Cory Trépanier Creativity Studio, providing campers with immersive learning experiences and building digital literacy, creativity, and problem-solving skills through structured maker and STEM activities.
- Launched pop-up maker spaces at Alton, Caledon Village and Inglewood branches thanks to funding from the Brampton and Caledon Community Foundation.
- Introduced CPL's Inform Your Vote Portal and partnered with the Caledon Chamber of Commerce and Metamorphosis Network to l host all-candidates meetings, encouraging an informed electorate in preparation for the municipal election.

2027+ Key Activities

Key Actions	Expected Timeframe		
	2027	2028	2029
Build collections, both physical and digital, in response to community need, interest and preferred languages.	X	X	X
Maintain and grow technology services and programs, responding to emerging technologies and shifting community interests	X	X	X

Conduct a website accessibility audit and integrate intuitive navigation and plain language to improve the user experience.	X		
Launch new outreach initiatives, including a mobile library vehicle, kiosks and pop-up services, to reach underserved areas and new demographics.	X		
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

Attachment 6-C

Quarterly Performance Measures and Statistics

Q3 - July, August, September 2026

Caledon Public Library

Active Library Members

22,770 ↑ 6.2%

Branch Visits

286,289 ↑ 6.5%

Total Items Borrowed and Used

383,035 ↑ 4.0%

Digital Titles Borrowed

92,317 ↑ 2.7%

Digital Resources Accessed

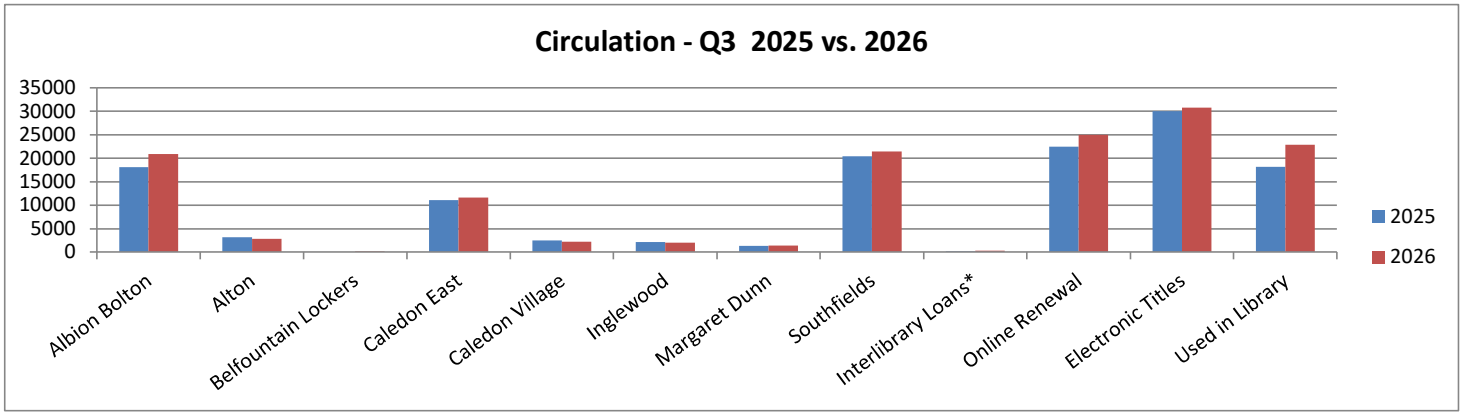
51,650 ↑ 10.3%

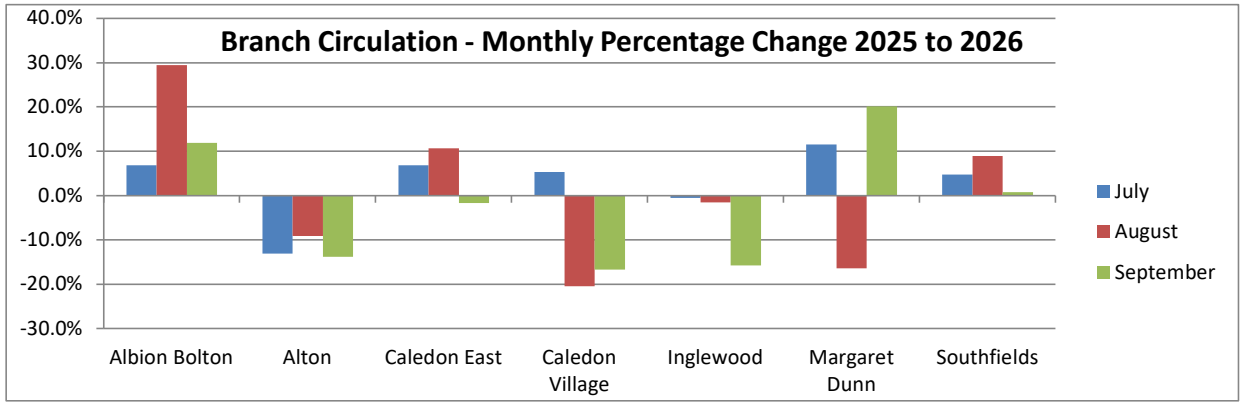
Program Participation

32,503 ↑ 57.7%

Circulation by Branch - Q3

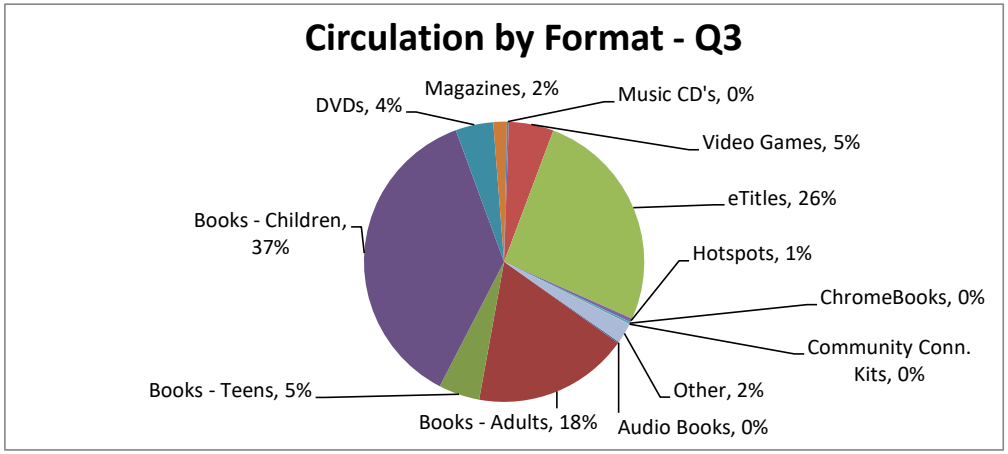
	July			August			September			Q3 Total			YTD		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Albion Bolton	7321	7817	6.8%	5888	7619	29.4%	4869	5448	11.9%	18078	20884	15.5%	50360	55601	10.4%
Alton	1159	1007	-13.1%	945	859	-9.1%	1104	951	-13.9%	3208	2817	-12.2%	9904	7871	-20.5%
Belfountain Lockers	26	40	53.8%	24	46	91.7%	19	58	205.3%	69	144	108.7%	235	240	2.1%
Caledon East	3782	4040	6.8%	3630	4017	10.7%	3640	3579	-1.7%	11052	11636	5.3%	33186	32421	-2.3%
Caledon Village	857	903	5.4%	827	658	-20.4%	794	661	-16.8%	2478	2222	-10.3%	7009	6153	-12.2%
Inglewood	708	704	-0.6%	714	703	-1.5%	723	609	-15.8%	2145	2016	-6.0%	5776	6090	5.4%
Margaret Dunn	450	502	11.6%	505	422	-16.4%	374	449	20.1%	1329	1373	3.3%	3670	3718	1.3%
Southfields	8073	8456	4.7%	6728	7330	8.9%	5632	5677	0.8%	20433	21463	5.0%	54324	57610	6.0%
Interlibrary Loans*	81	118	45.7%	44	87	97.7%	55	50	-9.1%	180	255	41.7%	708	851	20.2%
Online Renewal	7591	7984	5.2%	7676	8668	12.9%	7169	8359	16.6%	22436	25011	11.5%	63534	66784	5.1%
Sub-Total	30048	31571	5.1%	26981	30409	12.7%	24379	25841	6.0%	81408	87821	7.9%	228706	237339	3.8%
Electronic Titles	10108	10101	-0.1%	9941	10414	4.8%	10001	10282	2.8%	30050	30797	2.5%	89876	92317	2.7%
	40156	41672	3.8%	36922	40823	10.6%	34380	36123	5.1%	111458	118618	6.4%	318582	329656	3.5%
Used in Library	7195	9032	25.5%	6144	8672	41.1%	4805	5133	6.8%	18144	22837	25.9%	49864	53379	7.0%
Total	47351	50704	7.1%	43066	49495	14.9%	39185	41256	5.3%	129602	141455	9.1%	368446	383035	4.0%





Circulation by Format - Q3

	July			August			September			Q3 Total			YTD		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Audio Books	55	79	43.6%	67	51	-23.9%	54	30	-44.4%	176	160	-9.1%	640	601	-6.1%
Books - Adults	7361	7476	1.6%	6645	7242	9.0%	6513	6631	1.8%	20519	21349	4.0%	57904	58654	1.3%
Books - Teens	1709	1927	12.8%	1368	1989	45.4%	1429	1686	18.0%	4506	5602	24.3%	11346	13935	22.8%
Books - Children	14642	15999	9.3%	12722	14992	17.8%	11888	12675	6.6%	39252	43666	11.2%	107409	114054	6.2%
DVDs	2093	1820	-13.0%	2014	1852	-8.0%	1405	1482	5.5%	5512	5154	-6.5%	17514	15281	-12.7%
Magazines	610	651	6.7%	656	696	6.1%	482	526	9.1%	1748	1873	7.2%	4948	4941	-0.1%
Music CD's	93	71	-23.7%	100	88	-12.0%	61	79	29.5%	254	238	-6.3%	819	653	-20.3%
Video Games	2223	2212	-0.5%	1980	2249	13.6%	1455	1694	16.4%	5658	6155	8.8%	16494	16836	2.1%
eTitles	10108	10101	-0.1%	9941	10414	4.8%	10001	10282	2.8%	30050	30797	2.5%	89876	92324	2.7%
Hotspots	211	176	-16.6%	204	166	-18.6%	194	162	-16.5%	609	504	-17.2%	1816	1643	-9.5%
ChromeBooks	62	76	22.6%	37	95	156.8%	82	116	41.5%	181	287	58.6%	540	709	31.3%
Community Conn. Kits	7	9	28.6%	6	9	50.0%	2	3	50.0%	15	21	40.0%	56	46	-17.9%
Other	982	1054	7.3%	1182	976	-17.4%	814	757	-7.0%	2978	2787	-6.4%	9220	9954	8.0%
Total	40156	41651	3.7%	36922	40819	10.6%	34380	36123	5.1%	111458	118593	6.4%	318582	329631	3.5%



Library Activity - Q3

	July			August			September			Q3 Total			YTD		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
New Members Added	520	607	16.7%	409	458	12.0%	439	494	12.5%	1368	1559	14.0%	3817	4164	9.1%
Total Members/Cardholders										27655	28487	3.0%			
Total Active Members/Cardholders (used within last two years)										21447	22770	6.2%			
Reference Queries	272	496	82.4%	326	367	12.6%	341	318	-6.7%	939	1181	25.8%	4636	11511	148.3%
Holds Placed	7210	7386	2.4%	6633	7363	11.0%	6831	6528	-4.4%	20674	21277	2.9%	55963	58217	4.0%
Total Visting Library Service (VLS) Clients										11	19	72.7%			
Total (VLS) Number of Volunteers										5	6	20.0%			
VLS Circulation	98	59	-39.8%	114	77	-32.5%	117	79	-32.5%	329	215	-34.7%	946	657	-30.5%
VLS Visits	11	10	-9.1%	12	10	-16.7%	6	11	83.3%	29	31	6.9%	96	84	-12.5%
New Materials Added	2686	2250	-16.2%	948	785	-17.2%	1300	1128	-13.2%	4934	4163	-15.6%	11074	10156	-8.3%

Visits by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Albion Bolton	6588	8236	25.0%	5923	7701	30.0%	5323	6303	18.4%	17834	22240	24.7%	54571	62390	14.3%
Alton	810	806	-0.5%	592	773	30.6%	574	571	-0.5%	1976	2150	8.8%	5779	5411	-6.4%
Caledon East	6768	7320	8.2%	6124	6733	9.9%	8542	9306	8.9%	21434	23359	9.0%	71858	78392	9.1%
Caledon Village	593	575	-3.0%	456	486	6.6%	368	381	3.5%	1417	1442	1.8%	3863	3787	-2.0%
Inglewood	428	393	-8.2%	328	317	-3.4%	410	336	-18.0%	1166	1046	-10.3%	3162	3322	5.1%
Margaret Dunn	723	838	15.9%	777	882	13.5%	611	861	40.9%	2111	2581	22.3%	5660	6540	15.5%
Southfields	19211	19904	3.6%	14934	17510	17.2%	11304	12616	11.6%	45449	50030	10.1%	123982	126447	2.0%
Total	35121	38072	8.4%	29134	34402	18.1%	27132	30374	11.9%	91387	102848	12.5%	268875	286289	6.5%

Room Usage # of hours booked by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Albion Bolton	35.0	35.0	0.0%	28.0	32.0	14.3%	30.0	30.0	0.0%	93.0	97.0	4.3%	454.6	376.8	-17.1%
Caledon East	410.9	380.4	-7.4%	348.0	285.9	-17.8%	374.0	368.5	-1.5%	1132.9	1034.8	-8.7%	1223.9	1034.8	-15.4%
Margaret Dunn	120.0	123.5	2.9%	101.3	123.8	22.2%	125.0	143.8	15.0%	346.3	391.0	12.9%	1873.3	1680.8	-10.3%
Southfields	2.0	0.0	-100.0%	0.0	0.0	-	0.0	0.0	-	2.0	0.0	-100.0%	2.0	0.0	-100.0%
Total	567.9	538.9	-5.1%	477.3	441.7	-7.5%	529.0	542.3	2.5%	1574.2	1522.8	-3.3%	3553.8	3092.4	-13.0%

Room Usage # of Rooms booked by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Albion Bolton	5	5	0.0%	4	7	75.0%	5	5	0.0%	14	17	21.4%	172	163	-5.2%
Caledon East	207	233	12.6%	191	161	-15.7%	197	200	1.5%	595	594	-0.2%	607	594	-2.1%
Margaret Dunn	59	70	18.6%	48	64	33.3%	56	72	28.6%	163	206	26.4%	1029	937	-8.9%
Southfields	1	0	-100.0%	0	0	-	0	0	-	1	0	-100.0%	1	0	-100.0%
Total	272	308	13.2%	243	232	-4.5%	258	277	7.4%	773	817	5.7%	1809	1694	-6.4%

Virtual Branch Use - Q3

	July			August			September			Q3 Total			YTD		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Website Usage															
Page views	26,067	28,253	8.4%	25,175	26,244	4.2%	25,123	27,186	8.2%	76,365	81,683	7.0%	226,437	233,198	3.0%
Sessions	17,271	18,909	9.5%	17,163	17,987	4.8%	16,797	18,295	8.9%	51,231	55,191	7.7%	149,936	158,942	6.0%
Online Catalogue															
Page views	149,910	124,298	-17.1%	102,547	123,537	20.5%	99,862	116,434	16.6%	352,319	364,269	3.4%	962,010	993,038	3.2%
Sessions	49,686	20,836	-58.1%	19,200	22,230	15.8%	17,365	25,518	47.0%	86,251	68,584	-20.5%	213,315	195,128	-8.5%

Technology Use by Branch - Q3

Workstations

	July			August			September			Q3 Total			YTD Total		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Albion Bolton	580	625	7.8%	575	631	9.7%	516	547	6.0%	1671	1803	7.9%	4925	4742	-3.7%
Alton	130	110	-15.4%	71	107	50.7%	77	98	27.3%	278	315	13.3%	768	749	-2.5%
Caledon East	629	823	30.8%	674	698	3.6%	749	679	-9.3%	2052	2200	7.2%	6172	6454	4.6%
Caledon Village	60	49	-18.3%	65	41	-36.9%	59	52	-11.9%	184	142	-22.8%	539	407	-24.5%
Inglewood	58	56	-3.4%	46	44	-4.3%	48	46	-4.2%	152	146	-3.9%	381	506	32.8%
Margaret Dunn	179	329	83.8%	266	294	10.5%	219	255	16.4%	664	878	32.2%	2208	2181	-1.2%
Southfields	861	1111	29.0%	859	1008	17.3%	708	665	-6.1%	2428	2784	14.7%	6024	6824	13.3%
Total	2497	3103	24.3%	2556	2823	10.4%	2376	2342	-1.4%	7429	8268	11.3%	21017	21863	4.0%

Wireless Network

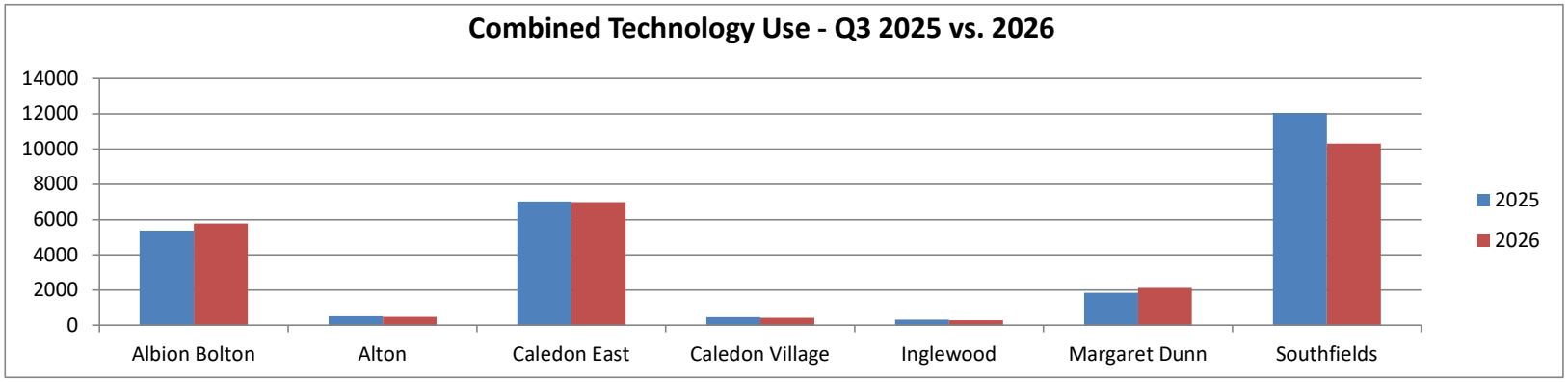
	July			August			September			Q3 Total			YTD Total		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Albion Bolton	1201	1438	19.7%	1105	1210	9.5%	1310	1250	-4.6%	3616	3898	7.8%	13483	13520	0.3%
Alton	88	59	-33.0%	73	36	-50.7%	75	71	-5.3%	236	166	-29.7%	915	600	-34.4%
Caledon East	1527	1644	7.7%	1714	1430	-16.6%	1508	1467	-2.7%	4749	4541	-4.4%	15737	16427	4.4%
Caledon Village	109	89	-18.3%	104	113	8.7%	71	74	4.2%	284	276	-2.8%	1037	727	-29.9%
Inglewood	58	44	-24.1%	56	44	-21.4%	52	44	-15.4%	166	132	-20.5%	601	481	-20.0%
Margaret Dunn	321	323	0.6%	318	334	5.0%	327	387	18.3%	966	1044	8.1%	2946	3122	6.0%
Southfields	3453	2590	-25.0%	3513	2429	-30.9%	2554	2343	-8.3%	9520	7362	-22.7%	30078	23059	-23.3%
Total	6757	6187	-8.4%	6883	5596	-18.7%	5897	5636	-4.4%	19537	17419	-10.8%	64797	57936	-10.6%

ChromeBooks

	July			August			September			Q3 Total			YTD Total		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Albion Bolton	10	3	-70.0%	2	9	350.0%	7	20	185.7%	19	32	68.4%	83	105	26.5%
Caledon East	10	20	100.0%	7	7	0.0%	8	11	37.5%	25	38	52.0%	139	123	-11.5%
Margaret Dunn	8	11	37.5%	10	12	20.0%	8	29	262.5%	26	52	100.0%	48	135	181.3%
Southfields	34	42	23.5%	18	67	272.2%	59	56	-5.1%	111	165	48.6%	270	346	28.1%
Total	62	76	22.6%	37	95	156.8%	82	116	41.5%	181	287	58.6%	540	709	31.3%

Maker Bookings

	July			August			September			Q3 Total			YTD Total		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Albion Bolton	16	16	0.0%	27	13	-51.9%	16	10	-37.5%	59	39	-33.9%	140	174	24.3%
Caledon East	42	50	19.0%	73	77	5.5%	70	70	0.0%	185	197	6.5%	577	648	12.3%
Margaret Dunn	50	40	-20.0%	71	56	-21.1%	64	54	-15.6%	185	150	-18.9%	471	450	-4.5%
Total	108	106	-1.9%	171	146	-14.6%	150	134	-10.7%	429	386	-10.0%	1048	1272	21.4%


Combined Technology Use - Q3 2025 vs. 2026
14000
12000
10000
8000
6000
4000
2000
0
Albion Bolton
Alton
Caledon East
Caledon Village
Inglewood
Margaret Dunn
Southfields
2025
2026

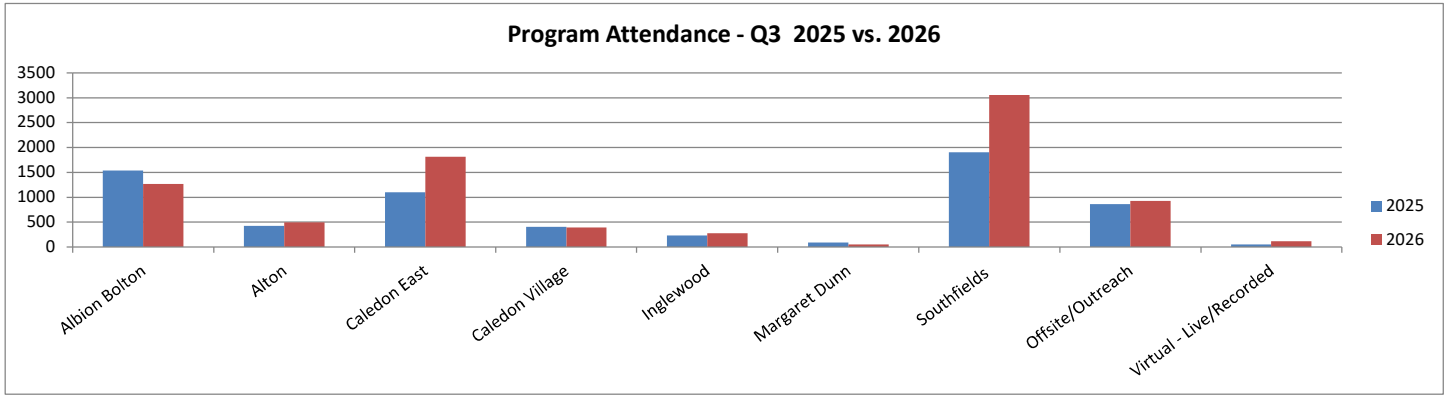
Digital Resource and eBook Usage - Q3

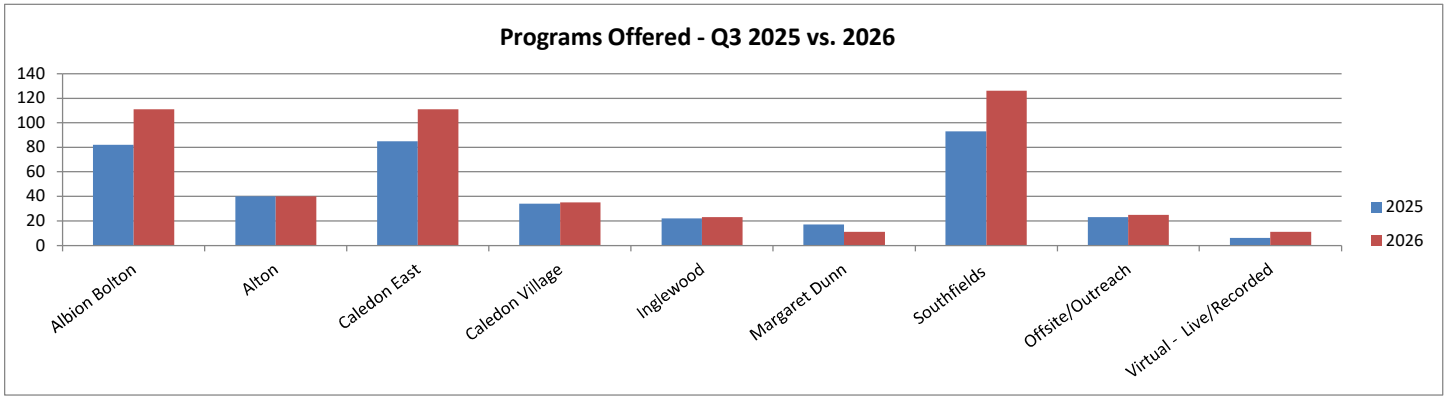
	July			August			September			Q3 Total			YTD Total		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Digital Items Borrowed															
Overdrive-eBooks	3172	2813	-11.3%	3091	2764	-10.6%	2934	2546	-13.2%	9197	8123	-11.7%	27552	24410	-11.4%
Overdrive - eAudio	2072	2241	8.2%	2036	2378	16.8%	1999	2191	9.6%	6107	6810	11.5%	17589	19476	10.7%
Overdrive - Magazines	1768	1889	6.8%	1846	1906	3.3%	1995	1840	-7.8%	5609	5635	0.5%	16398	17320	5.6%
Hoopla - eBooks	851	882	3.6%	782	935	19.6%	811	898	10.7%	2444	2715	11.1%	8740	8128	-7.0%
Hoopla - eAudio	1624	1661	2.3%	1466	1704	16.2%	1587	1697	6.9%	4677	5062	8.2%	13699	15993	16.7%
Hoopla - Video	245	291	18.8%	209	273	30.6%	223	274	22.9%	677	838	23.8%	2373	2290	-3.5%
Hoopla - Music	60	55	-8.3%	63	71	12.7%	92	77	-16.3%	215	203	-5.6%	660	618	-6.4%
Hoopla Binge Pass	20	18	-10.0%	27	15	-44.4%	25	32	28.0%	72	65	-9.7%	185	206	11.4%
Kanopy	283	233	-17.7%	420	347	-17.4%	327	674	106.1%	1030	1254	21.7%	2608	3751	43.8%
EBSCO **	13	0	-100.0%	1	0	-100.0%	8	0	-100.0%	22	0	-100.0%	72	0	-100.0%
Proquest Public Library Complete***	0	18	-	0	21	-	0	53	-	0	92	-	0	125	-
Total Borrowed	10108	10101	-0.1%	9941	10414	4.8%	10001	10282	2.8%	30050	30797	2.5%	89876	92317	2.7%
Digital Resources Accessed															
PressReader	2637	4672	77.2%	2551	3600	41.1%	2869	3230	12.6%	8057	11502	42.8%	23276	31795	36.6%
Ancestry	2	27	1250.0%	0	9	-	0	1	-	2	37	1750.0%	124	52	-58.1%
Tumble Books Premier	20	10	-50.0%	5	15	200.0%	0	1	-	25	26	4.0%	194	104	-46.4%
Consumer Reports	203	286	40.9%	317	379	19.6%	148	178	20.3%	668	843	26.2%	2250	2569	14.2%
Gale Databases **	2	1	-50.0%	5	0	-100.0%	9	0	-	16	1	-93.8%	93	8	-91.4%
Novelist	498	228	-54.2%	249	142	-43.0%	389	94	-100.0%	1136	370	-67.4%	2849	1702	-40.3%
EBSCO (databases)	0	20	-	0	21	-	0	183	-	0	224	-	634	1700	168.1%
Gale Courses	36	37	2.8%	10	22	120.0%	27	20	-25.9%	73	79	8.2%	216	284	31.5%
Mango Languages	78	151	93.6%	106	144	35.8%	151	88	-41.7%	335	383	14.3%	628	1455	131.7%
Niche Academy	966	283	-70.7%	860	355	-58.7%	944	331	-64.9%	2770	969	-65.0%	6051	3620	-40.2%
Road to the IELTS	40	115	187.5%	58	53	-8.6%	49	77	57.1%	147	245	66.7%	674	659	-2.2%
Brainfuse	221	1003	353.8%	46	276	500.0%	662	594	-10.3%	929	1873	101.6%	4075	3550	-12.9%
LinkedIn **	0	0	-	0	0	-	0	0	-	0	0	-	55	0	-100.0%
LOTE	591	22	-96.3%	1173	17	-98.6%	381	6	-98.4%	2145	45	-97.9%	2443	648	-73.5%
Globe and Mail Historical Newspaper**	187	42	-77.5%	1	19	1800.0%	0	48	-	188	109	-42.0%	735	390	-46.9%
Toronto Historical Newspaper	129	232	79.8%	171	148	-13.5%	84	72	-14.3%	384	452	17.7%	1305	1617	23.9%
Udemy *	81	94	16.0%	97	122	25.8%	74	0	-100.0%	252	216	-14.3%	635	1011	59.2%
Britannica Library *	80	12	-85.0%	46	15	-67.4%	40	80	100.0%	166	107	-35.5%	477	408	-14.5%
World Almanac Intermediate *	12	13	8.3%	9	8	-11.1%	8	9	12.5%	29	30	3.4%	102	54	-47.1%
Artistworks ***	0	10	-	0	5	-	0	9	-	0	24	-	0	24	-
Pronunciator ***	0		-	0		-	0		-	0	0	-	0	0	-
Total Accessed	5783	7258	25.5%	5704	5350	-6.2%	5835	5021	-14.0%	17322	17535	1.2%	46816	51650	10.3%
Total Usage	15891	17359	9.2%	15645	15764	0.8%	15836	15303	-3.4%	47372	48332	2.0%	136692	143967	5.3%

* New in 2025 ** discontinued subscription *** New in 2026

Programming by Branch - Q3

	July			August			September			Q3 Total			YTD		
	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change	2025	2026	% Change
Program Attendance															
Albion Bolton	690	677	-1.9%	711	395	-44.4%	135	193	43.0%	1536	1265	-17.6%	2940	2662	-9.5%
Alton	169	293	73.4%	190	127	-33.2%	64	74	15.6%	423	494	16.8%	1171	1085	-7.3%
Caledon East	533	669	25.5%	435	480	10.3%	130	666	412.3%	1098	1815	65.3%	3064	3977	29.8%
Caledon Village	198	227	14.6%	155	118	-23.9%	53	48	-9.4%	406	393	-3.2%	879	809	-8.0%
Inglewood	116	169	45.7%	94	19	-79.8%	17	84	394.1%	227	272	19.8%	478	716	49.8%
Margaret Dunn	40	16	-60.0%	35	29	-17.1%	16	7	-56.3%	91	52	-42.9%	167	168	0.6%
Southfields	804	1331	65.5%	736	1032	40.2%	365	696	90.7%	1905	3059	60.6%	4654	6349	36.4%
Offsite/Outreach	179	132	-26.3%	394	491	24.6%	291	300	3.1%	864	923	6.8%	3315	4148	25.1%
Virtual - Live/Recorded	43	49	14.0%	2	34	1600.0%	2	31	1450.0%	47	114	142.6%	121	217	79.3%
Total	2772	3563	28.5%	2752	2725	-1.0%	1073	2099	95.6%	6597	8387	27.1%	16789	20131	19.9%
Contests & Activities (Participants)	468	2466	426.9%	347	1610	364.0%	434	565	30.2%	1249	4641	271.6%	3816	12372	224.2%
Grand Total	3240	6029	86.1%	3099	4335	39.9%	1507	2664	76.8%	7846	13028	66.0%	20605	32503	57.7%
Number of Programs															
Albion Bolton	34	42	23.5%	32	37	15.6%	16	32	100.0%	82	111	35.4%	280	321	14.6%
Alton	17	13	-23.5%	14	12	-14.3%	9	15	66.7%	40	40	0.0%	155	102	-34.2%
Caledon East	37	41	10.8%	32	37	15.6%	16	33	106.3%	85	111	30.6%	286	343	19.9%
Caledon Village	14	13	-7.1%	13	10	-23.1%	7	12	71.4%	34	35	2.9%	115	81	-29.6%
Inglewood	10	9	-10.0%	9	5	-44.4%	3	9	200.0%	22	23	4.5%	74	60	-18.9%
Margaret Dunn	6	2	-66.7%	6	5	-16.7%	5	4	-20.0%	17	11	-35.3%	35	50	42.9%
Southfields	27	46	70.4%	33	47	42.4%	33	33	0.0%	93	126	35.5%	315	364	15.6%
Offsite/Outreach	7	8	14.3%	7	9	28.6%	9	8	-11.1%	23	25	8.7%	100	119	19.0%
Virtual - Live/Recorded	3	6	100.0%	1	4	300.0%	2	1	-50.0%	6	11	83.3%	14	17	21.4%
Total	155	180	16.1%	147	166	12.9%	100	147	47.0%	402	493	22.6%	1374	1457	6.0%
Contests & Activities (Number)	12	11	-8.3%	7	9	28.6%	16	6	-62.5%	35	26	-25.7%	78	106	35.9%
Grand Total	167	191	14.4%	154	175	13.6%	116	153	31.9%	437	519	18.8%	1452	1563	7.6%
# of Volunteers	52	53	1.9%	36	36	0.0%	3	15	400.0%	91	104	14.3%	91	104	14.3%
Volunteer Hours	104	111	6.7%	72	226	213.9%	12	52	333.3%	188	389	106.9%	289	462	59.9%




Programs Offered - Q3 2025 vs. 2026
140
120
100
80
60
40
20
0
Albion Bolton
Alton
Caledon East
Caledon Village
Inglewood
Margaret Dunn
Southfields
Offsite/Outreach
Virtual - Live/Recorded
2025
2026

Attachment 6-D

Strategic Actions Update

October 2026

Community Connections

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

Programs for children, tweens & families:

- Afterschool Club: Eco crafts & Fun
- Melted Crayon Jewellery for Tweens
- Story Time Adventures with Caledon Fire & Emergency Services
- Tween Club Books & Beyond: Spooky Craft
- Write Your Own Spooky Story with Allison Bothley

Programs for teens and adults included:

- Coffee & Crafting Club for Teens & Adults: Rock Painting
- Dungeons & Dragons: One Shot Wonder
- Irish Instrumental Music Session with musician and CPL staff member - Jay Peterson
- Learn to Dungeon Master: I have an idea!
- Teen Cafe: Make a Pizza Pie
- Seniors Social Circles:
  - Creative Writing Workshop with local author Uzma Aziz
  - Fall Wreaths
- Speaker Series events:
  - Asha Frost - You Are the Medicine (in recognition of National Day of Truth & Reconciliation)
  - Charge Ahead - Exploring Electric Vehicles, could an EV save you money? with Kenneth Bokor
  - From Curiosity to Confidence: Practical AI (ChatGPT) Skills for Everyday Life with Richard Khan
  - The Long Journey Home with local author Helen Notzl

Culture Days @ CPL: between September 18 and October 4th, Library staff celebrated Culture Days across all of its branches offering the ever popular Tiny Art, Big Community program that invited budding artists of all ages to paint a small canvas and display it for a community-wide art exhibit. Library staff collaborated with the Town of Caledon participating in Culture Days events, festivities and activities across Caledon including, the Caledon Creative Arts Festival and CultureFest.

In partnership news, library staff coordinated with the Region of Peel's Health Division to host a series of six family health programs geared for new moms and caregivers at the Albion Bolton and Southfields Village branches.

Maker Programming

- CPL Makers: AI and Making
- CPL Makers: Cricut Craft Social and Sew-cial Club programs
- CPL Makers: Tween 3D Design

The Mobile Makerspace launched at the Alton Branch, bringing hands-on maker technology and creative learning directly to the village branch. 15 people explored the new equipment, alongside representatives from Brampton and Caledon Community Foundation, whose generous support made the initiative possible. The enthusiastic response demonstrates the value of expanding access to technology across Caledon's smaller communities.

The new Bambu P2S 3D printers launched in Caledon East and Valleywood, expanding the Studios' 3D printing capacity with faster, more user-friendly technology. These printers have already generated strong customer interest and bookings within their first few days of launch, demonstrating continued demand for accessible maker technology in Caledon.

Library staff attended the following community events to raise awareness of CPL's services:

Christ Church - Library 101 presentation
Tony Pontes PS Open House
Town of Caledon Corporate presentations

Library staff partnered with Husky to deliver two Lunch & Learn sessions for its staff, providing an opportunity to introduce library services and resources. Both sessions were well received with 70 Husky staff members registering for library cards.

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 and contributed to the following learning opportunities over the past month:

Advocacy That Works: Build the Relationships Before You Need Them
AI in Libraries: Get the Scoop, Beat the Fear, Make it Work for You (and Your Patrons)
Bill 28: A Loud Warning from Alberta We Ignore at Our Peril
Creating Inclusive Libraries for Deaf Patrons: Panel Discussion
Dos and Don'ts of MOUs between Library Boards and Municipalities
EBSCO Accessibility Conformance: Product Updates and Status
Envoy Connect: an Accessible and Affordable Audiobook Player
Erosion of Local Governance : a FOPL Info Session
How to Make a MakerFest
Mastering Difficult Conversations
Refusal as instruction: talking to patrons about AI
The potential and peril of generative AI

The Library's Annual Staff Forum was hosted on September 25, bringing together employees from across all departments and branches for a day of learning, collaboration, and connection. The agenda included a reflection on the evolution of libraries over the past several decades, a keynote session on the Dimensions of Neurodiversity by Kim Van Ryan, and a hands-on water weaving activity led by Indigenous artist and Water Walker Bree Leggett. The day concluded with a fun and engaging team scavenger hunt that challenged staff to apply and strengthen their library knowledge and skills.

Informed Service Development

The following new items were added to the Library of Things:

Passes to Theatre Orangeville

STEAM (Science, Technology, Engineering, Arts, Mathematics) kits, supporting STEAM literacy for children

A self-checkout station was rolled out to customers in Southfields Village. As CPL's busiest branch, the addition of self-checkout will help reduce wait times, provide customers with an alternative borrowing option during busy periods, and offer a more private, independent checkout experience. Customer feedback to date has been positive.

An Accessibility Survey was launched to better understand the needs and interests of community members relating to the accessibility of the branch environment, services and programming. The survey will be live for 6 weeks.

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

"Great library! Staff were extremely helpful. The only reason why it's 4 stars instead of 5 is that there is no signage where the library is in the new community complex." - Google review for Caledon East Branch

" I think there should be more space upstairs for art" - Comment form - Albion Bolton Branch

"Such a cute library, love that it's so close by within the community. Alot of various resources, books, and more. The librarians are very kind, and helpful. Love visiting this library!" - Google review - Margaret Dunn Valleywood Collaboration Studio

"The library is so exciting! I didn't know you guys have so many things! The makerspace is so amazing!" - In branch comment - Caledon East Branch

Intellectual Freedom & Civic Dialogue

Intellectual Freedom Connect & Consider sessions (lunch and learns) for staff have been launched. Staff are asked to attend half hour virtual sessions to learn about and discuss current trends, events, books etc. related to intellectual freedom. This is in direct alignment with our Strategic Plan and strategic actions.

Ongoing intellectual freedom training is being rolled out for all new staff and those staffers who were not able to attend the training initially offered in 2024.

In partnership with the Caledon Chamber of Commerce and the Peel Metamorphosis Network, the Library coordinated and co-hosted three All Candidates Meetings in the lead up to the municipal election. The three meetings featured 26 candidates and drew a total audience of 725 residents, reflecting strong community interest and engagement in the upcoming municipal election. The strong turnout demonstrates the value of providing these opportunities and the important role libraries play in supporting an informed and engaged community.

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

Culture Days are underway in Caledon - Just Sayin' Caledon
Make an Informed Decision | Caledon Citizen
Caledon library hosting municipal candidate meetings
Caledon Trailway Book Committee announces final gift, donating over $66,000 to the Town for Trailway enhancements since 2020 - Just Sayin' Caledon
Caledon's Culture Days returns Thursday for two weeks of family fun | Caledon Citizen
Three upcoming election debates in Caledon courtesy of Caledon Public Library, Caledon Chamber of Commerce and Metamorphosis Network - Just Sayin' Caledon
All 5 Caledon mayoral candidates reject strong mayor powers
Caledon Votes 2026: Candidates for Wards 4, 5 and 6 share ideas at community debate | Caledon Citizen
Community groups host final candidates meeting ahead of election | Caledon Citizen

Attachment 8-A

CEO/Chief Librarian's Report

Prepared by Colleen Lipp
October 2026

Advocacy and Governance

Memorandum of Understanding (MOU) – Status Update

The Library's development of the first draft of a Memorandum of Understanding (MOU) was prompted by the growing need for a comprehensive document that reflects all aspects of the Library's relationship with the municipality. This requirement was made more urgent by the Town's decision to begin charging the Library for Human Resources and Finance services and the inclusion of the following language within a 2026 Council budget resolution:

> That a Memorandum of Understanding be drafted for consideration by Council and the Library Board, confirming the services provided to the Library and the manner in which the costs of said services are calculated.

The Library has not been engaged in discussions regarding the agreement since the initial draft was provided to the Town in May 2026. However, Town staff assigned to this work have recently advised that they continue to review the matter internally and that consultation with affected service areas are underway as a means of better understanding operational requirements and clarifying the relevant roles and responsibility. They have advised that project timelines have been impacted by summer vacations, election-year priories and the 2027 budget process but that consultation with the Office of the CAO and the Leadership Team is ongoing.

Library Services

Performance Measures and Statistics Overview

Comprehensive performance measures and statistics for the third quarter of 2026 are included as Attachment 6-C of the Consent Agenda. Items of note include the following:

- All key performance measures saw increases year-to-date compared to the similar period in 2025. This includes active library membership (+6.2%), branch visits (+6.5%), total items borrowed and used in branch (+4.0%), overall digital material use (+5.3%) and participation in library programs and activities (+57.7%).
- Overall demand for physical materials was buoyed by an increase in use of materials within the branch (+7.0%), not surprising given the continued increase in those using library spaces.
- This correlation between branch visits and materials use is highlighted by corresponding declines in both visits and items borrowed at the Alton and Caledon Village Branches.

Increases in visits were seen at all remaining branches, with items borrowed also increasing, with the exception of a small decline in Caledon East.

- Increased costs and the budget impact of procuring physical and digital formats are evidenced through the ongoing reduction in new physical materials added (-8.3%).
- Growth in program attendance (+19.9%) exceeds the increase in program offerings (+6.0%), with the majority of participants attending programs in Southfields (31.5%) or engaging with Library staff during their outreach efforts (20.6%). Numbers in Caledon East were favourably impacted by the 360 residents who attended the mayoral all-candidates meeting on September 24.
- Usage measures for the recently added digital language learning resource, Pronunciator, are not yet available and are not reflected in the provided totals. These measures will be retroactively added once available.

Southfields Village Branch – Self-Check Station

Further leveraging the technology already available at the Inglewood Branch, a new self-check unit has been installed in Southfields Village. The service desk remains the primary point of contact for customers and this new hardware is not intended to replace interactions with staff. Rather, the self-check station provides an alternative for customers who prefer to check out independently or are looking for a quicker checkout during busier periods or when staff are engaged in more complex interactions with other customers. The unit has been located in close proximity to the service desk, so that staff can easily offer assistance as customers learn to make use of this new option.

This solution is a stop-gap measure to meet immediate service expectations but does not negate the need for future investment in a comprehensive and system-wide RFID and/or self-check solution, as identified in the Development Charge study and within the Library's capital budget forecast.

Ontario Library Consortium (OLC) Contract Renewals

As a member of the Ontario Library Consortium (OLC), Caledon will be reaching the end of its current contracts for the Integrated Library System (ILS) with SirsiDynix and the pubic-facing catalogue with BiblioCommons on December 31, 2026. While a new 5-year contract has already been signed with BiblioCommons, work to finalize the terms of a new contract with SirsiDynix is ongoing. While it is expected that the resulting contract may prompt a slight reduction in costs for 2027, this will be offset by an increase in membership fees payable to the OLC. It should also be noted that, as the consortium's cost sharing is based on population, the publication of the 2026 census will also result in Caledon assuming a larger proportion of overall consortium costs from 2028 onward.

Caledon Village Branch Renovation – Design-Build Procurement Update

A preferred proponent has been identified through the formal procurement process to retain a Design-Build contractor for the renovation of the Caledon Village Branch. Pending some minor items to be clarified and negotiated and consultations with references, it is anticipated that a contract will be formalized before the end of October. Initial deliverables will include preliminary site investigations and assessments and development of a functional program, in advance of schematic design and costings. A focus on value engineering will ensure that the design and materials selections can be realized within the available budget.

It is anticipated that the final design will be presented to the Board early in 2027, concurrently with the branch closing in preparation for construction.

Recommended Motion

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

Attachment 8-B

Date: October 19, 2026

To: Caledon Public Library Board

From: Leah Rucchetto, Director, Public Service

Subject: Exclusion, Appeals and Reinstatement Policy Report

Recommendation:

That the Caledon Public Library Board review the Exclusions, Appeals, and Reinstatement Policy for approval and adoption

Background

Everyone is welcome at the Caledon Public Library. Creating a welcoming and safe environment for all customers and staff is supported by providing clear expectations for customer conduct at the Library and transparency about the steps that will follow when those expectations are not met. The *Caledon Public Library Public Code of Conduct Policy (CPL-16-11)* reinforces to members of the public that Caledon Public Library strives to be a welcoming and safe environment. The policy clarifies the guidelines for behaviours that are expected, and those that are unacceptable. It speaks only at a high level to the steps that staff will follow if there are contraventions of the Public Code of Conduct.

The new Exclusion, Appeals and Reinstatement Policy expands upon the details in the Public Code of Conduct Policy, particularly as related to the violation of the Public Code of Conduct which supports the effective and transparent application of the potential consequences outlined Public Code of Conduct.

The Exclusion, Appeals and Reinstatement Policy provides details about:

- Steps that staff will take following a Public Code of Conduct violation;
- Specific consequences associated with violations of the Public Code of Conduct; and,
- Information about the appeal and reinstatement processes.

The creation of this new policy has also prompted minor recommended revisions to the Public Code of Conduct. As noted in the attached, this includes reference to the proposed new policy and removal of reference to the appeal process.

It is recommended that going forward the Exclusion, Appeals, and Reinstatement Policy be reviewed on the same schedule as the Public Code of Conduct. Pending Board approval, both policies will next be reviewed in May 2028.

The revised policy, once approved, will be shared with staff, posted on the Library's website and made available in print upon request. As the Library operates within Town of Caledon facilities the policy will also be shared with Town of Caledon staff.

Financial Implication

None.

Recommended Motion

That the Caledon Public Library Board approve and adopt the newly drafted Exclusions, Appeals, and Reinstatement Policy; and

That the Caledon Public Library Board approve and adopt the resulting revisions to the Public Code of Conduct

Title	Exclusions, Appeals and Reinstatement Policy
Policy Number	CPL-26-37
Policy Type	Operational
Approval Date	[approval date] 2026
Review Date	May 2028
Notes	

Purpose

Caledon Public Library ("the Library") is committed to maintaining a welcoming and safe environment in our physical and virtual branches, where everyone is treated with respect and courtesy. To that end the Caledon Public Library has adopted the Public Code of Conduct (CPL-16-11) (the "Code') to ensure the safety, protection and enjoyment of all those using the Library. The Public Code of Conduct will be courteously but firmly enforced by all library staff.

The following document outlines the procedures that staff will follow should members of the public fail to meet the expectations laid out in the Public Code of Conduct.

This policy should be read in conjunction with the Public Code of Conduct.

Definitions

"Appeal" means the process of requesting a review of an exclusion.

"Exclusion" means a member of the public is not allowed to enter any Library location or to be on Library property at any time for any reason during a specified time period.

"Expel" means to remove a person from the Library property.

"Library Property" means all leased or owned property of the Caledon Public Library.

"Library Privileges" includes all use of Library services including those for which a Library card is required or by contacting the Library in person, by phone, email or web service.

"Mitigating Factors" means factors that impact the severity of the exclusion or the culpability of the act and may influence the length of exclusion including but not limited to, the individual's age, mental and physical ability, or the circumstances of the incident.

"Reinstatement" is when an exclusion from the Library ends and Library privileges are restored.

Guidelines

Everyone is welcome at the Caledon Public Library. The Public Code of Conduct exists to ensure the safety, protection and enjoyment of all those using the library. When possible, the first response to a violation of the Public Code of Conduct will be a conversation with the customer to clarify expectations. Staff will inform the customer how they have violated the Public Code of

Conduct, and how to adjust their behaviour so that they can continue to the use the Library.

Should it be required, customers may be asked to leave the Library for the remainder of the day, so that they may return when their behaviour is aligned with the Public Code of Conduct. Minors may be given a letter requesting that their guardians speak with library staff. Excluding a customer from the Library is required if the customer has demonstrated repeated disregard for the Public Code of Conduct, or particularly inappropriate, egregious, dangerous, or illegal behaviour.

1.0 General Information

When a violation of the Code occurs, the Caledon Public Library has discretion in determining whether a person will be excluded from using library services and the duration of the exclusion. Each situation is unique and the specifics of the violation will be reviewed to determine the length of exclusion. Violations that are more severe in nature will result in longer-term exclusions.

- An exclusion may apply to the branch where the violation occurred or all of Caledon Public Library's locations and online services. Blocks will be placed on library cards, where applicable, for the duration of the exclusion.
- Any person who has been excluded from the Library has a right to appeal (see Section 8).
- The Library is committed to reviewing the Code and Policy and its application to support fair and equitable access for all.

Exclusions

In general, the length of the exclusion will match the severity of the violation of the Public Code of Conduct. The following exclusions are laid out as guidelines, however, the specifics of each situation will be taken into consideration when determining the appropriate exclusion length.

Exclusion Periods

Any Library staff may issue a one (1) day, two (2) week, or three (3) month exclusion for the disregard of the Public Code of Conduct.

- Staff will inform the person of how they violated the Library's Public Code of Conduct;
- The person will be expelled from the Library location;
- The incident and name of the person, if known, shall be recorded in an Incident Log Report;
- For exclusions of longer than one day an exclusion letter will be issued to the person and recorded. It will include:
    a) The period of exclusion;
    b) The reason(s) for the exclusion;
    c) A notification concerning the right to appeal and information on the appeals process (see Appendix A), and;

    d) The date of reinstatement of library privileges.
- Information about the exclusion may be provided to the police.

The Director, Public Service or designate may issue a six (6) month exclusion for a continued, blatant disregard for the Library's Public Code of Conduct or any serious incident. These include but are not limited to violence, vandalism and theft.

- Staff will inform the person of how they violated the Library's Public Code of Conduct;
- The person will be expelled from the library location;
- A written statement of exclusion will be issued to the person and recorded. It will include:
    a) The period of exclusion;
    b) The reason(s) for the exclusion;
    c) A notification concerning the right to appeal and information on the appeals process (see Appendix A) and;
    d) The date of reinstatement of Library privileges.
- Information about the exclusion will be provided to the police.

The CEO/Chief Librarian or designate may issue a permanent exclusion for a persistent, blatant disregard for the Library's Public Code of Conduct or for any serious incident. These include but are not limited to offences related to the Criminal Code of Canada.

- Staff shall inform the person of how they violated the Library's Public Code of Conduct and contact the police.
- A letter will be issued to the person informing of the exclusion and recorded. It will include:
    a) The period of the exclusion;
    b) The reason(s) for the exclusion;
    c) A notification concerning the right to appeal and information on the appeals process;
- Information about the exclusion will be provided to the police.

Parents or Guardians of minors will be required to be present at appeals and reinstatement meetings.

2.0 Minor Violations – Branch Specific

2.1. Leave for the Day

A person may be asked to leave for the day if disregard for the Code continues after they have been informed of a minor violation and been given the opportunity to change their behaviour.

Violations that may result in a request to leave for the day include, but are not limited to:

- Misuse of library facilities, materials or furniture;
- Excessive noise and disruptive behaviours;
- Canvassing or soliciting;

- Refusal to comply with a reasonable request from Library Staff.

2.2. Two-Week Suspension

A two-week suspension may be issued for repeated minor violations of the Code as outlined in Section 2.1, or for Policy violations such as, but not limited to:

- Repeated minor violations such as but not limited to; excessive noise and disruptive behaviours; refusal to comply with Library Staff;
- Cutting, tearing, defacing, breaking or damaging library materials;
- Violating the Acceptable IT Use Policy, including but not limited to; viewing of harmful or inappropriate internet content;
- Directing insulting language or profanity to Library Staff or customers.

3.0 Major Violations – System-Wide

3.1. Three-Month Suspension

A three-month suspension may be issued for repeated minor violations of the Policy where a two-week suspension has previously been issued.

A three-month suspension will be issued for policy violations such as, but not limited to:

- Harassment, malicious damage to library or staff property or equipment;
- Use of discriminatory language;
- Safety concerns, such as tampering with safety equipment or refusal to keep emergency exits or aisles clear;
- Theft of property or equipment belonging to the Library, staff or customers;
- Unauthorized recording of other customers or vulnerable people (e.g., children).

3.2. Six-Month Suspension

A six-month suspension may be issued for repeated violations of the Code where a three-month suspension has previously been issued.

A six-month suspension will be issued for policy violations such as, but not limited to:

- Attempted physical assault or aggressive movement;
- Threatening violence (verbal or gesture);
- Masturbation, indecent exposure or other sexual activity;
- Sexual harassment;
- Preparing, selling or using alcohol, cannabis or illegal substances on library premises;
- Use of library computers for illegal activities.

3.3. Indefinite Suspension

An indefinite suspension may be issued for repeated major violations of the Code where a six-month suspension has previously been issued.

An indefinite suspension will be issued for major violations of the Policy that include, but are not limited to:

- Physical assault;
- Sexual assault;
- Threatening violence with a weapon.

4.0 Exclusion Letter

When a violation of the Code results in a suspension of library privileges, staff will inform the person of how they violated the Code and will inform them that they are excluded from the premises of the Library according to the guidelines listed above.

An exclusion letter will be created and provided to the person. The notice will include:

- The period of exclusion and the date they can return to the Library;
- A notification that they have the right to appeal and information on the appeals process;
- Notice that there may be a further review of the incident and additional action may be taken, including a possible extension of the suspension;

Refusal to accept an exclusion letter or a lack of awareness of an exclusion letter does not nullify the validity of the exclusion.

5.0 Record Keeping and Reporting

Any violation of the Code that results in someone being asked to leave the Library will be recorded in an internal log. The log may include relevant personal information of the parties involved for the purpose of any necessary follow-up actions and for identification (e.g. name, contact, description).

Depending on the severity of the Code violation, Police reports may be filed, and copies of exclusion letters be shared, as appropriate.

6.0 Excluded Customers in the Library

If excluded customers re-enter the Library, staff will ask them to leave. If they refuse, Library Staff will call Ontario Provincial Police (OPP). All trespassing will be noted in an incident report.

7.0 Right to Appeal

A person has the right to appeal each exclusion once during the period of exclusion using the appeal process described below.

Appeals should be in writing, using the Request for Reinstatement of Library Privileges form (available on the Library website), or by writing a letter or e-mail with the following information:

- Name;
- Contact information;
- Location and date of the exclusion;

- Reason for the appeal.

In exceptional circumstances, appeals may be made via telephone call. A person's library privileges shall not be reinstated during the appeal process. Decisions on appeals will be made and communicated by the CEO/Chief Librarian or designate within 30 days from the date of receipt. The decision of the CEO/Chief Librarian shall be final.

The Library uses the following criteria when determining whether to grant an appeal or the reinstatement of Library privileges:

a) The safety of the public and Library Staff and the circumstances surrounding the exclusion;
b) The past behaviour of the person making the application for appeal or request for reinstatement;
c) The person's reasons for appealing his or her exclusion or seeking reinstatement, as well as other mitigating factors;
d) Where applicable, whether the person has reimbursed the Library for all expenses incurred as a result of the person's actions;
e) Whether the exclusion procedures were applied in accordance with the provisions of this Policy.

8.0 Reinstatement of Library Privileges

For most violations of the Code, a person who has committed a violation resulting in an exclusion will be informed of the date they can return to the premises. Some violations, such as physical or sexual assault, or threatening violence with a weapon, will result in an indefinite suspension.

8.1. Suspension of 6-months or Less

A person who has been served an exclusion letter a two (2) week or three (3) month or six (6) month period may return to the premises on or after their specified return date.

Upon their return, the Library staff may remind the individual of relevant rules and expectations.

8.2. Indefinite Suspensions

A person who has been served an indefinite exclusion for major and/or repeated serious violations of the Policy must apply to the CEO/Chief Librarian for reinstatement of library privileges.

Reinstatement requests will only be considered after a minimum of six months has passed since the exclusion letter was issued.

Reinstatement requests should be submitted in writing, using the CPL Request for Reinstatement of Library Privileges form (available on the Library website), or by writing a letter or e-mail that contains the following information:

- Name;
- Contact information;
- Location and date of the suspension;
- Reasons for requesting reinstatement;
- In exceptional circumstances, reinstatement requests may be made via a scheduled telephone call.
- Decisions on reinstatement requests will be made and communicated by the Chief Librarian/CEO or designate within 30 days from the date of receipt.

9.0 Appeal and Reinstatement Criteria

Only one appeal will be considered during the term of the suspension. The Library uses the following criteria when determining whether to grant an appeal or to reinstate library privileges:

- The safety of the public and Library staff and the circumstances surrounding the exclusion;
- The past behaviour of the person making the application for appeal or reinstatement;
- The person's reasons for appealing his or her exclusion or seeking reinstatement, as well as other mitigating factors;
- Where applicable, whether the person has reimbursed the Library for all expenses incurred as a result of the person's actions;
- Whether the exclusion procedures were applied in accordance with the provisions of this Policy.

10.0 Suspension Violations and Extensions

The Chief Librarian/CEO or designate may extend an exclusion period if an individual continues to attempt re-entry during the period of exclusion, after having been made aware of their exclusion. The length of the extension will depend on the frequency of re-entry attempts and whether additional Policy violations occurred during the re-entry attempt(s). An updated, written exclusion letter will be issued when an exclusion is extended.

The Chief Librarian/CEO may extend the exclusion period for an indefinite period and/or refuse to reinstate the library privileges of a person requesting reinstatement.

Related Policies

- CPL-15-02 Internet and Technology Acceptable Use Policy
- CPL-16-04 Operating Policy
- CPL-16-11 Public Code of Conduct

APPENDIX A

Request for Reinstatement of Library Privileges

To appeal an exclusion or request reinstatement of Library privileges complete the form below and submit to the CEO | Chief Librarian, by mail at 150 Queen Street, Bolton, ON, L7E 1E3 or by email at ceo@caledon.library.on.ca.

Caledon Public Library uses the following criteria when determining whether to grant an appeal or the reinstatement of Library privileges:

a) The safety of the public and Library staff and the circumstances surrounding the exclusion;
b) The past behaviour of the person making the application for appeal or reinstatement;
c) The person's reasons for appealing his or her exclusion or seeking reinstatement, as well as other mitigating factors;
d) Where applicable, whether the person has reimbursed the Library for all expenses incurred as a result of the person's actions;
e) Whether the exclusion procedures were applied in accordance with the provisions of this Policy.

Reason (select one)

☐ Appeal an Exclusion
☐ Request Reinstatement of Library Privileges after 12 months
☐ Appeal a Denial of Reinstatement of Library Privileges after 12 months

Contact Information

*First Name:
*Last Name:
*Address:
*Phone number:
Email:
Library Card Number:

*Mandatory Fields

Location and date of the exclusion

Location:
Date:

Reason for the appeal/request for reinstatement (attach additional pages to form if needed)

Signature:
Date:

Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and will be used, disclosed, and retained only as necessary for the administration of Library services, programs, or activities, and for purposes consistent with that authority.

Questions regarding the collection, use, disclosure, or retention of personal information may be directed to the Office of the CEO and Chief Librarian, Caledon Public Library at 905-857-1400 or ceo@caledon.library.on.ca

Title	Public Code of Conduct
Policy Number	CPL-16-11
Policy Type	Operational
Approval Date	[approval date] 2026
Review Date	May 2028
Notes	Originally adopted April 18-2016. Amended April 16-2018, May 11-2020 and May 16-2022, May 13-2024, and May 25-2026.

Purpose

Everyone is welcome at the Library. This Code of Conduct has been adopted to ensure the safety, protection and enjoyment of all those using the Library. The policy will be courteously but firmly enforced by all library staff. The Library is committed to maintaining a safe, supportive and welcoming environment in our physical and virtual branches, where everyone is treated with respect and courtesy.

Guidelines

To provide the best possible experience, everyone visiting a library branch or participating in a library program, either onsite or online, must:

- Treat each other and library staff courteously;
- Respect each other's privacy;
- Respect library property; and,
- Abide by library policies and guidelines.

When visiting a library branch, everyone is also expected to:

- Attend to and supervise children in their care as outlined in the Library's related policy regarding *the Rights and Safety of Children and Teens in the Library (CPL-16-08)*.
- Attend to personal belongings.
- Dress appropriately for a public environment, including wearing shoes and shirts at all times. Clothing must not display content or language that is offensive, discriminatory or may create an unsafe or unwelcoming environment for others.
- Refrain from placing shoes, bare feet or wet swimwear on library furniture.
- Refrain from consuming food or drink near or while using library computers, maker technologies, portable devices or peripherals.
- Abide by any health and safety protocols or directives issued by Public Health authorities.
- As a security measure, visitors may be required to make available for inspection all bags and carrying cases.

Animals are welcome in the Library only if they are either:

- A Registered Service animal at work; or,
- Participating in a library program organized to accommodate them.

Unacceptable behaviours and possible consequences include, but are not limited to:

- Behaviour (including conduct or language) that is disruptive, abusive, harassing, discriminating or threatening to library customers or staff. Anyone engaged in unacceptable behaviour will be asked to leave the building or online forum.
- Violation of the guidelines referenced within the *Caledon Public Library Social Media Policy (CPL-17-19)*.
- Inappropriate use of library technologies including infringement of the *Library's Internet and Technology Acceptable Use Policy (CPL-15-02)*.
    - "The Library's computers, maker and media technologies and other devices and/or connections to the Internet may not be used to access, transmit or create material which violates any Canadian federal or provincial law or for any illegal, obscene or offensive purposes including but not limited to accessing, viewing or disseminating of violent or pornographic images, hate literature, cyber bullying or for the printing, sharing or distribution of copyrighted material (including articles and software) in violation of copyright laws."
- Stealing or damaging Library property; this will result in cancellation of Library privileges and may be subject to prosecution.
- Acting inappropriately while under the influence of intoxicants or illegal substances.
- Smoking or vaping anywhere in or around the Library and surrounding municipal property. (Regional By-law 49-2019)
- The use and/or storage of skates, roller blades, skateboards, bicycles and scooters in the Library.
- Photographing, filming or videotaping without prior approval from the CEO/Chief Librarian or designate.

Contravention of Policy

The Caledon Public Library Board reserves the right to remove the privileges of any library user found in contravention of the Caledon Public Library Board's policies.

The *Caledon Public Library Exclusions, Appeals and Reinstatement Policy (CPL-26-37)* outlines the procedures that Library Staff will follow should members of the public fail to meet the expectations of this Public Code of Conduct, as well as a process for appealing a resulting exclusion. ~~Failure to comply with this *Code of Conduct* or other library policies may result in consequences deemed by library staff to be appropriate to the behaviour.~~ Consequences may include: a warning; a directive to vacate the premises; suspension of library privileges; ~~prohibition~~ exclusion from the library facilities ~~by way of issuing a Notice of Trespass~~; and/or laying of criminal charges. Members of the public may also be held responsible for the cost of

repairing or replacing any library property damaged as a result of behaviour or activities that are in contravention of this policy.

~~**Appeal Process:**~~

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

~~Office of the CEO and Chief Librarian~~
~~Caledon Public Library,~~
~~150 Queen Street South~~
~~Bolton, ON L7E 1E3~~
~~Email: ceo@caledon.library.on.ca~~

Related Documents:

- **The Regional Municipality of Peel By-Law Number 49-2019,** A by-law to prohibit Smoking and Vaping in Outdoor Public Places and Workplaces
- CPL-15-02 Caledon Public Library Internet and Technology Acceptable Use Policy
- CPL-16-08 Caledon Public Library Rights and Safety of Children and Teens in the Library
- CPL-17-19 Caledon Public Library Social Media Policy
- CPL-26-37 Caledon Public Library Exclusions, Appeals and Reinstatement Policy

Attachment 8-C

Date: October 19, 2026

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian

Subject: Public Complaint Handling Policy Report

Recommendation:

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

Background

Caledon Public Library's Public Complaint Handling Policy was first adopted by the Board in October 2016 and has since been revised as per the Board's bi-annual policy review schedule. Its initial creation was prompted by the full rollout of the *Public Sector and MPP Accountability and Transparency Act, 2014* on January 1, 2016. This legislation prompted the adoption of an official Public Complaint Handling Policy by the Town of Caledon.

At the time, the Town's document explicitly stated that the policy does not apply to "complaints or inquiries regarding outside Boards and Agencies", a fulsome complaint management process was documented within this dedicated Library policy. Confirmation of the continued application of the Town's original policy has been requested from the Town Clerk, as a Frivolous, Vexatious or Unreasonable Requests or Complaints Policy was adopted by Council in August 2026.

Revisions recommended at this time include the use of inclusive language and reference to relevant library policies, including the newly drafted Caledon Public Library Exclusions, Appeals, and Reinstatement Policy (CPL-26-37).

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

Financial Implication

None.

Recommended Motion

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

Title	Public Complaint Handling Policy
Policy Number	CPL-16-15
Policy Type	Operational
Approval Date	[approval date] 2026
Review Date	[review date] 2028
Notes	Originally adopted October 17-2016. Amended October 15-2018, October-19, 2020, October 17-2022, and October 18-2024.

Purpose

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

This policy **does not** apply to:

- Feedback
- Suggestions
- Inquiries
- Compliments
- Requests for service
- Requests for reconsiderations of library materials, programs or displays
- Anonymous complaints

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

Definitions

For the purposes of this policy:

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

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

- A failure to do something agreed to do;
- A failure to observe policies or procedures;
- An error made by an employee, contractor, or volunteer of the Library;
- Unfair or discourteous actions/statements made by an employee, contractor, or volunteer of the Library;

- Issues related to access to services; timeliness of service; or quality of service.

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

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

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

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

"Library" refers to the Caledon Public Library;

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

Guidelines

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

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

Requests for reconsideration of library materials shall be submitted and addressed as per the process confirmed in the following policies:

- *Caledon Public Library Collection Development Policy (CPL-16-12).*
- *Caledon Public Library Art Exhibit, Display and Community Information Policy (CPL-16-16)*
- *Caledon Public Library Programming Policy (CPL-18-25)*

Step 1: Senior Staff Review

- Complaints which cannot be resolved immediately, will be reviewed and responded to in the following escalating authority order until the complainant believes his/her complaint has been adequately addressed. Any of these steps may be omitted as appropriate. This list does not preclude other staff with sufficient capacity to respond to or resolve the complaint on an immediate basis.

- ~~A Manager On Call or~~ The Person In Charge during Library opening hours;
- The Manager On Call
- The Supervisor, Manager or Director responsible for the area subject to the complaint;
- The CEO/Chief Librarian or designate.

- The responding staff member will advise the complainant of the following, as applicable:
  - ~~His or her~~ Their name and contact information;
  - An outline of actions the Library will take with the intent of resolving the complaint;
  - Any required actions to be taken on the part of the complainant;
  - Estimated timeframes associated with the actions to resolve the complaint.

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

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

Step 2: Library Board Review

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

- The Board as a body will hear the complaint and review the response of the CEO/Chief Librarian or designate for the following purposes:
  - Opportunities to make recommendations to the CEO/Chief Librarian or designate on the matter;
  - Opportunities for amendments to Board policy;
  - Opportunities for further refinement of customer complaint management.

  The Board may not overturn staff decisions unless a finding is made that existing policy was not followed correctly.

- The Board's review will be presented verbally to the complainant at the meeting and recorded in minutes. Should further review or investigation be deemed necessary, the Board will advise the complainant and ensure that ~~he/she is~~ they are informed of any future Board meetings or actions on the matter.

- The Board's review is considered the final appeal of the complaint.

- Where a complainant makes direct contact with a Board member when initiating a complaint, the Board member should refer the complainant to the CEO/Chief Librarian. A Board member may not interfere in the handling of a specific case by approaching individual staff members. Concerns about the management of a case should be conveyed to the CEO/Chief Librarian. The CEO/Chief Librarian may inform the concerned Board member about the action taken in the case or authorize a Director, Manager or Supervisor to communicate the information directly to the Board member.

Threats, Intimidation

- Staff should immediately report to a Supervisor, Manager, Director or the CEO/Chief Librarian:
    - Any implied or explicit threats made against the safety of the staff member or the safety of others in the course of handling the complaint;
    - Any intimidation behaviour in the course of handling the complaint, which may be established by a variety of circumstances that may include:
        - the content, tone and language of a person's correspondence, especially if the language used is insulting, offensive or abusive; or,
        - unsubstantiated, derogatory or inflammatory allegations against Library staff.
- Harassment, discrimination, threats or matters of a similar nature will be dealt with through the *Caledon Public Library Public Code of Conduct (CPL-16-11),* the *Caledon Public Library Exclusions, Appeals and Reinstatement Policy (CPL-26-37)*, and the *Caledon Public Library Personnel Policy (CPL-19-09)*.

Potentially Frivolous or Vexatious Complaints

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

Responsibilities of Employees

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

Feedback

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

Office of the CEO and Chief Librarian
Caledon Public Library
150 Queen St S.
Bolton, ON L7E 1E3
905.857.1400 X 215
ceo@caledon.library.on.ca

Related Documents

- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56
- The Ontario Human Rights Code, R.S.O. 1990, c. H.19
- Public Libraries Act, R.S.O. 1990, c. P.44
- CPL-15-01 Caledon Public Library Privacy Policy
- CPL-16-01 Caledon Public Library Board By-Laws
- CPL-16-09 Caledon Public Library Personnel Policy
- CPL-16-11 Caledon Public Library Public Code of Conduct
- CPL-16-12 Caledon Public Library Collection Development Policy
- CPL-16-16 Caledon Public Library Art Exhibit, Display and Community Information Policy
- CPL-18-25 Caledon Public Library Programming Policy
- CPL-26-37 Caledon Public Library Exclusions, Appeals and Reinstatement Policy

Attachment 8-D

Date: October 19, 2026

To: Caledon Public Library Board

From: Colleen Lipp, CEO | Chief Librarian

Subject: 2027 Library Board Meeting Schedule

Recommendation:

That the Caledon Public Library Board review the proposed schedule of 2027 Library Board meetings for recommendation and approval.

Background

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

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

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

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

It is again suggested 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 2027 generally aligns with the terms of the By-Laws with exceptions noted where relevant.

Month	Date	Time	Location	Comments
January	Mon. Jan. 18, 2027	6 PM	Southfields Village Branch	
February	No meeting. The third Monday in February is Family Day. Individual meetings will be scheduled with newly appointment Board Members throughout the month.			
March	Mon. Mar. 15, 2027	6 PM	Albion Bolton Branch	
April	Mon. Apr. 19, 2027	6 PM	Southfields Village Branch	
May	Mon. May 17, 2027	6 PM	Albion Bolton Branch	
June	Mon. June 21, 2027	6 PM	Southfields Village Branch	
July	No meeting			
August	Mon. Aug. 30, 2027	6 PM	Albion Bolton Branch	Rescheduled from August 23rd to avoid conflicting with AMO
September	Mon. Sept. 20, 2027	6 PM	Southfields Village Branch	
October	Mon. Oct. 18, 2027	6 PM	Albion Bolton Branch	
November	Mon. Nov. 15, 2027	6 PM	Southfields Village Branch	
December	Mon. Dec. 20, 2027	6 PM	Albion Bolton Branch	
January 2028	Mon. Jan. 17, 2028	6 PM	Southfields Village Branch	

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

Pending Board approval, this schedule will 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. This schedule will also be shared for consideration and adoption at the first meeting of the new term.

Financial Implication

None.

Recommended Motion

That the Caledon Public Library Board receive and adopt the proposed schedule of Board meetings for 2027, in advance of further consideration of this schedule by the newly appointed 2027-2030 Board at the first meeting of the new term.

Attachment 11-A

CALEDON PUBLIC LIBRARY BOARD: ANNUAL AGENDA/WORK PLAN 2026/27

Updated October 19, 2026

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)
December 2025	✓ OLA Board Attendance Confirmation ✓ Internet and Technology Acceptable Use Policy ✓ Inclement Weather and Unscheduled Closure Policy ✓ Records Management and Retention Policy Review – deferred from November ✓ Room Usage Policy Review – deferred from November	✓ Board Assessment Results ✓ Drafted policies	✓ OLA Conference Registration ✓ Meeting of Advocacy/Fundraising Committee
January 2026	✓ Privacy Policy Review ✓ Operational Policy Review ✓ Planning Policy Review ✓ AI Policy - New ✓ 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 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 ✓ 2025 Annual Report ✓ OLA Super Conference Key Takeaways	✓ 2025 Strategic Scoresheet ✓ Draft annual report ✓ Drafted policies	✓ Meeting evaluation ✓ Sharing of OLA/webinar Takeaways ✓ Meeting of Advocacy/Fundraising Committee ✓ Meeting of CEO Assessment Committee
April 2026	✓ Fundraising and Gift Acceptance Policy Review ✓ The Library and Political Elections Policy Review ✓ Board-CEO Partnership Policy Review ✓ Valuing Ontario Libraries Toolkit (VOLT) ✓ Review of quarterly statistics – Q1	✓ Drafted annual Report ✓ 2026 Q1 Statistics Report ✓ Drafted policies ✓ VOLT results ✓ Proposed CEO PA document	✓ Presentation of Annual Report to Council

	✓ Revisions to CEO/Chief Librarian Performance Appraisal Document		
May 2026	✓ Personnel Policy Review ✓ Disconnecting from Work Policy Review ✓ Remote Work Policy Review ✓ Succession and Leadership Planning Policy ✓ Board Code of Conduct Review ✓ Public Code of Conduct Review ✓ Employee Code of Conduct – NEW	✓ Drafted policies	✓ Presentation of VOLT findings to Council
June 2026	✓ Annual CEO/Chief Librarian Performance Appraisal ✓ Collection Development Policy Review ✓ Programming Policy Review ✓ Volunteer Policy Review ✓ Makerspace Interim Service Review Report ✓ Audited Financial Report	✓ Mid-year procurement update ✓ Mid-year reserves update ✓ Drafted policy ✓ Drafted report ✓ Financial documents ✓ CEO to provide goals for coming term – July 2026 to June 2027	✓ Meeting evaluation ✓ Meeting of CEO Assessment Committee ✓ Meeting of Advocacy/Fundraising Committee
July 2026	• No scheduled meeting		✓ Meeting of Advocacy/Fundraising Committee
August 2026	✓ 2027 Budget Proposal ✓ Review of quarterly statistics – Q2	✓ 2026 Q2 Statistics Report ✓ Draft 2027 budget	✓ Finance committee meeting to review draft budget ✓ Election Advocacy – candidate packages
September 2026	✓ Accessibility Policy Review ✓ Diversity and Inclusion Policy Review ✓ Trustee Position Description Review	✓ Drafted policies ✓ Drafted position description	✓ Meeting of Advocacy/Fundraising Committee ✓ Staff Forum
October 2026	• Review of quarterly statistics – Q3 • Public Complaint Handling Policy Review • Exclusions, Appeals and Reinstatement Policy - NEW • Schedule of Board Meetings – 2027	• Drafted policies • 2026 Q3 Statistics Report	• Meeting evaluation

November 2026	• Annual Board Assessment • Town of Caledon Health and Safety Policy Statement Report • Art Exhibit, Display and Community Information Policy Review • Reserves Policy Review • Employee Benefit Review Recommendations • Board Term Legacy Document	• Assessment criteria and questions • Drafted policies	• OLS Board Assembly Meeting • Completion of Assessment Questionnaire • Board Panel Discussions to inform applicants to new term
December 2026	• No scheduled meeting		• Meeting of CEO Assessment Committee • Meeting of Advocacy/Fundraising Committee
January 2027	• Mid-year CEO/Chief Librarian Performance Appraisal • AI Policy Review	• Board Assessment Results • Completed appraisal • 2026 Q4 and Year End Statistics Report • 2026 Procurement Update • 2026 Reserves Update	• OLA Boot Camp Registration for new term
February 2027	• No scheduled meeting		
March 2027	• Anticipated first meeting of new term • Board orientation – Session 1 of 4 • Schedule of Board Meetings – 2027	• Drafted meeting schedule	• Nomination and selection of Chair and Vice Chair • Year End Variance Review – 2026
April 2027	• Board orientation – Session 2 of 4 • Review of Quarterly Statistics – Q1 • Review of Annual Report 2026 • 2026 Year End Strategic Assessment and Evaluation Report • Advocacy Policy Review • Staff Engagement Results	• 2023 Q1 Statistics Report • Drafted policies and reports • Annual Report • Staff Survey Analysis • Assessment and Evaluation Report	• Nomination and selection committee members • Meeting evaluation – deferred from March

May 2027	• Board orientation – Session 3 of 4 • Bed Bug Containment and Prevention Policy Review • Video Surveillance Policy Review	• Drafted policies	• Meeting of CEO Assessment Committee
June 2027	• Board orientation – Session 4 of 4 • Social Media Policy Review • CEO Annual Performance Evaluation	• Drafted policy • Mid-year procurement update • Mid-year donation reserves update • CEO to provide goals for coming term	• Meeting of Advocacy/Fundraising Committee • Meeting evaluation