



BWG Public Library Board – Regular Meeting Agenda

Meeting date	Monday, April 17, 2023@ 7:00 pm
Location	Zima Room
Meeting #	2023-04
Members	CHAIR: Licinio Miguelo VICE CHAIR: Cheraldean Duhaney OLS TRUSTEE: Jen Turner FOL Liaison: Dillon McDowell Diana Sheeler Joseph Giordano Ferguson Mobbs
	Matthew Corbett, CEO Destiny Lackie, Recording Secretary Nina Cunniff, Deputy CEO and Manager of Corporate Services Andrea Ciurria, Manager of Public Services Elizabeth Campbell, Manager of Community Engagement David Di Giovanni, Manager of Cultural Services
Regrets/Absent	

1 Call to Order

The Presiding Chair calls the meeting to order at

2 Confirmation and Adoption of Agenda

Recommendation:

“THAT the Bradford West Gwillimbury Public Library Board receive and adopt the Monday, April 17, 2023, agenda.”

Moved by:

Seconded by:

Result:

3 Declaration of Conflict of Interest—

4 Special Presentations/Welcome Guests—Nathalie Carrier, Deputy Treasurer; Sue Bragg, BakerTilly Accounting

Recommendation:

“THAT the Bradford West Gwillimbury Public Library Board receive the Financial Audit as printed.”

Moved by:

Seconded by:

Result:





5 Confirmation of Consent Agenda

- 5.1 Regular Meeting Minutes of Monday, March 20th, 2023
- 5.2 CEO Report
- 5.3 Community Engagement Report
- 5.4 Corporate Services Report
- 5.5 Cultural Services Report
- 5.6 Public Services Report

Recommendation:

“THAT the Bradford West Gwillimbury Public Library Board receive the Consent Agenda 5.1 to 5.6 inclusive.”

Moved by:

Seconded by:

Result:

6 Financial Report

- 6.1 Monthly Financial Report

Recommendation:

“THAT the Bradford West Gwillimbury Public Library Board receive the Financial Report as printed.”

Moved by:

Seconded by:

Result:

7 Correspondence—None

8 Board Training— Community Engagement Department Overview, Corporate Services Department Overview

9 New Business

- 9.1 2023-04-01 Budget Update

Recommendation:

“THAT The Bradford West Gwillimbury Public Library Board receive report 2023-04-01 Budget Update for information.”

Moved by:

Seconded by:

Result:

- 9.2 2023-04-02 Business Continuity Plan

Recommendation:





“THAT The Bradford West Gwillimbury Public Library Board receive the 2023-04-02 Business Continuity Plan as presented.”

Moved by:

Seconded by:

Result:

9.3 2023-04-03 Library Service Levels

Recommendation:

“THAT The Bradford West Gwillimbury Public Library Board receive the report 2023-04-03 Library Service Levels Update for information.”

Moved by:

Seconded by:

Result:

9.4 2023-03-04 Friends of the Library Update—D. McDowell

Recommendation:

“THAT The Bradford West Gwillimbury Public Library Board receive the report 2023-03-04 Friends of the Library Update for information.”

Moved by:

Seconded by:

Result:

10 Policy Review and Approvals—None

11 Board Committees—No Updates

12 Closed Session

Recommendation:

“THAT the Bradford West Gwillimbury Public Library Board move into a session that is closed to the public in accordance with the Public Libraries Act, Section 16.1(4)(D) Labour relations or employee negotiations at ___pm.”

Moved by:

Seconded by:

Result:

12.1 Minutes from March 8, 2023 and March 20, 2023

12.2 Employee negotiations and Labour Relations

Recommendation:

“THAT the Bradford West Gwillimbury Public Library Board rise from a session that is closed to the public in accordance with the Public Libraries Act, Section 16.1(4)(D) Labour relations or employee negotiations at ____pm.”





Moved by:

Seconded by:

Result:

13 Next Meeting—Monday, May 15, 2023 @ 7pm.

14 Upcoming Events

Community Clean Up Week: April 17-23—Dillon McDowell

15 Adjournment

Recommendation:

“THAT this regular meeting of the Bradford West Gwillimbury Public Library Board adjourns at _____ pm.”

Moved by:

Seconded by:

Result:





BWG Public Library Board – Regular Meeting Minutes

Meeting date	Monday, March 20, 2023@ 7:00 pm
Location	Zima Room
Meeting #	2023-03 March
Members	CHAIR: Licinio Miguelo VICE CHAIR: Cheraldean Duhaney OLS TRUSTEE: Jen Turner FOL Liaison: Dillon McDowell Diana Sheeler Joseph Giordano
	Matthew Corbett, CEO Destiny Lackie, Recording Secretary Andrea Ciurria, Manager of Public Services Elizabeth Campbell, Manager of Community Engagement David Di Giovanni, Manager of Cultural Services
Regrets/Absent	Ferguson Mobbs and Nina Cunniff, Deputy CEO and Manager of Corporate Services

1 Call to Order

The Presiding Chair calls the meeting to order at: 7:02pm

2 Confirmation and Adoption of Agenda

Motion:

“THAT the Bradford West Gwillimbury Public Library Board receive and adopt the Monday, March 20, 2023, agenda.”

Moved by: D. Sheeler Seconded by: J. Giordano Result: CARRIED.

3 Declaration of Conflict of Interest— Conflict was noted for CEO Report under Community Fridge by Board Member McDowell.

4 Special Presentations/Welcome Guests—None

5 Confirmation of Consent Agenda

- 5.1 Regular Meeting Minutes of Monday, February 13th, 2023
- 5.2 CEO Report
- 5.3 Community Engagement Report
- 5.4 Corporate Services Report
- 5.5 Cultural Services Report
- 5.6 Public Services Report



MOTION:

“THAT the Bradford West Gwillimbury Public Library Board receive the Consent Agenda 5.1 and 5.3 5.6 inclusive.”

Staff fielded questions from the Board on the Cultural Services Report. Board member Giordano requested consideration for the Library to participate in a celebration of a community member for Junior Easter Seals award recognition.

Moved by: D. McDowell Seconded by: C. Duhaney Result: CARRIED.

MOTION:

“THAT the Bradford West Gwillimbury Public Library Board receive the Consent Agenda item 5.2 CEO Report”

Staff presented the report with additional information on training and development and fielded questions on the community fridge.

Moved by: J. Turner Seconded by: D. Sheeler Result: CARRIED.

6 Financial Report

6.1 Monthly Financial Report

MOTION:

“THAT the Bradford West Gwillimbury Public Library Board receive the Financial Report as printed.”

Staff fielded questions on the Financial Report

Moved by: C. Duhaney Seconded by: D. McDowell Result: CARRIED.

7 Correspondence—None

8 Board Training— Cultural Services Department Overview, Public Services Department Overview

Staff presented an overview of the Cultural Services Department. Staff fielded questions from the Board of Directors related to cultural space, DEI, community inclusion and program development, as well as stakeholder engagement.



Staff presented an overview for the Public Services Department. Staff fielded questions related to Customer Service including online resources and teaching tools, creative lab technologies, and information services. The Board further shared stories of great customer service experience at the Library.

9 New Business

9.1 2023-03-01 Equity Audit Progress Report

MOTION:

“THAT The Bradford West Gwillimbury Public Library Board receive report 2023-03-01 Equity Audit Progress for information.”

Staff presented the report and fielded questions from the Board. Suggestions were made on potential policy inclusions. The Board inquired about the hiring practices and how diverse candidates are reached.

Moved by: D. McDowell Seconded by: D. Sheeler Result: CARRIED.

9.2 2023-03-02 Cultural Services Business Plan

MOTION:

“THAT The Bradford West Gwillimbury Public Library Board receive and endorse the 2023-03-02 Cultural Service Business Plan as presented.”

Staff presented the Business plan and fielded questions from the Board.

Moved by: D. Sheeler Seconded by: C. Duhaney Result: CARRIED.

9.3 2023-03-03 Budget Update

MOTION:

“THAT The Bradford West Gwillimbury Public Library Board receive the report 2023-03-03 Budget Update for information and request the CEO to monitor impacts to the service level from the downloaded services resulting from the Simcoe County Cooperative reduction.

Staff presented the Budget Update and fielded questions. A recorded vote was requested.

Moved by: J. Giordano Seconded by: C. Duhaney Result: CARRIED.





Staff outlined the process for recorded vote, and requested Board members to state In Favour or Opposed to the motion.

Matthew calling recorded vote.

J. Giordano: Opposed
D. McDowell: In Favour
D. Sheeler: In Favour
L. Miguelo: In Favour
C. Duhaney: In Favour
J. Turner: In Favour

Result: Carried 5 votes In Favour to 1 vote Opposed.

9.4 2023-03-04 Friends of the Library Update—D. McDowell

MOTION:

“THAT The Bradford West Gwillimbury Public Library Board receive the report 2023-03-04 Friends of the Library Update for information.”

Board Member D. McDowell provided an update from the Friends of the Library Meeting.

Moved by: D. McDowell Seconded by: D. Sheeler Result: CARRIED.

10 Policy Review and Approvals

MOTION:

“THAT The Bradford West Gwillimbury Public Library Board approve and enact the updated Bylaw, BL-03 Meetings of the Board dated March 20, 2023”

The Policy Committee presented the updated policy and fielded questions.

Moved by: J. Turner Seconded by: D. McDowell Result: CARRIED.

11 Board Committees—No Updates

12 Closed Session

MOTION:





“THAT the Bradford West Gwillimbury Public Library Board move into a session that is closed to the public in accordance with the Public Libraries Act, Section 16.1(4)(D) Labour relations or employee negotiations at 5:35 pm.”

Moved by: D. McDowell

Seconded by: J. Turner

Result: CARRIED.

12.1 Employee negotiations

MOTION:

“THAT the Bradford West Gwillimbury Public Library Board rise from a session that is closed to the public in accordance with the Public Libraries Act, Section 16.1(4)(D) Labour relations or employee negotiations at 6:30 pm.”

Moved by: D. McDowell

Seconded by: D. Sheeler

Result: CARRIED.

13 Next Meeting—Monday, April 17, 2023 @ 7pm.

14 Upcoming Events

15 Adjournment

MOTION:

“THAT this regular meeting of the Bradford West Gwillimbury Public Library Board adjourns at 8:16pm.”

Moved by: J. Giordano

Seconded by: D. McDowell

Result: CARRIED.





To: Library Board
Prepared by: Matthew Corbett, CEO
Date: April 17, 2023
Subject: CEO Report

1. **Staff Development**

Staff continue to work with stakeholders to provide trauma informed de-escalation training for staff. This is a person-centred strategy and prevention tool for difficult behaviour that will help staff to understand escalation cycles and help to mitigate risk when working with public. This training and resources support goal 3 of the Strategic Pillars.

2. **Grant Applications**

The CEO applied to the Young Canada Works Grant for 1 position. The grant was approved and accepted on April 11, 2023.

An application for the TD Grant for Cultural Services was submitted on February 15th and is pending approval/rejection. The grant application typically takes three to four months before notification is provided to applicants. Staff will provide the Board with a report on this grant, and the details of the project, pending approval from TD Bank.

3. **Diversity, Equity and Inclusion Updates**

- Staff have been working through recommendations from the first Equity Audit.
- An updated list will be provided to the Board, along with an overview likely at the March meeting
- Staff attend the Municipality's DEI working group monthly, contributing DEI initiatives the Library is working on
- Staff are developing an in-house working group with Terms of Reference. Rollout likely will be soon

4. **Master Plan**

The Master Plan and Feasibility Study continues to make progress. Staff met with the Consultants on April 6th and conducted a walkthrough of the Library and Finance department. Consultants are expecting to have a draft report provided in the next 4 to 6 weeks, pending finalization of the preliminary space redesign.

5. **Hiring and Openings**





Staff continue to recruit for a facilities custodian, as well as filling the vacant positions within the Library. Positions Staff are recruiting for include: Information Service Specialist, Local History Assistant, Community Engagement Facilitator, & Facility Custodian.

Staff are finalizing the Customer Service Specialists recruitment and will likely have those in place by end of April.

6. **General Updates**

CEO continues to work through the bargaining process to develop the first CA with the Union.

Staff has opted in to a 3 day per week night cleaning contract for the duration of 2023. As the Library continues to see challenges with recruiting for this position, and to ensure coverage is maintained each day, the CEO authorized the cleaning for 3 days each week.

CEO is working with Staff to create corporate core values. These values will be attached to another project the CEO is working on under pillar 3 of the Strategic Goals/Pillars. Staff meetings took place in the first two weeks of April.

CEO is working through the Accreditation Guidelines put out by the Federation of Ontario Public Libraries and the Ontario Library Association to determine the outstanding work to achieve accreditation for 2023. It is the goal that the Library will go through and be successful on the Accreditation Guidelines for 2024 Awards Ceremony at the OLA SuperConference.

Staff are beginning work on the Accessibility Plan

7. **Action Items/CEO List**

- a. Library 2023 Budget—Finalized, presented to Council, to be ratified by Board
- b. Master Plan—In progress
- c. Board Orientation—In progress
- d. County Review—Awaiting County response
- e. Friends of the Library, Constitution Development and Campaign initiative—Constitution completed; Website presence and marketing TBD
- f. Union Collective Bargaining—In progress
- g. Library-Town MOU—On Pause
- h. Policy Review and Planning—In progress with Policy Committee
- i. Grant applications—Report back in progress (awaiting Master Plan completion)
- j. Equity and Inclusion Recommendations—Part 1 in progress
- k. Hiring—in progress





- l. Accreditation—In preliminary progress (assessment in progress)
- m. Records Retention Program—In progress
- n. Strategic Plan, Goals—Business plan implementation in progress
- o. Analysis of Social Media strategy/engagement—Early stages
- p. Accessibility Plan—In preliminary progress
- q. Corporate Core Values—In progress
- r. 2023 Strategic Scorecard—Preliminary planning
- s. Branding Project—Preliminary progress
- t. Capital Budget Procurement—In progress





To: Library Board
Prepared by: Elizabeth Campbell, Manager of Community Engagement
Date: April 6, 2023
Subject: Community Engagement Report – March 2023

Purpose

The purpose of this report is to provide an overview of last month's progress and share upcoming priorities related to the Library's strategic pillars and objectives for the Community Engagement department.

Report

A – March Outcomes

March has been a busy month for the department. Our March Break programs were extremely successful, and popular beyond our expectations. We've been having meetings and conversations with several potential new partners this month. Our tax clinics are fully booked until the end of April. Our space dedicated to Social Services agencies has also been well-used this month, between our tax clinics and 5 social services agencies.





March Outcomes cont'd Strategic Pillar: Become Community Led		
Objective	Sub-department	March Activities
Anti-Poverty Initiative	Outreach	Community Volunteer Income Tax Program: <ul style="list-style-type: none"> - training volunteers - Tax clinic open Mar 1
Greater connection with stakeholders within the community	Outreach	Connecting with teachers to set up building tours and outreach opportunities Two sessions of outreach in the Library café; greeting patrons and promoting our new ebook resource cloudLibrary
	Community Engagement	Asset Mapping and development of CRM Manager is Community Safety and Wellbeing Local Table member
Establish relationships with Social Service Agencies and Community Partners	Outreach	Connections with Social Services agencies/Library partners: <ul style="list-style-type: none"> - YMCA of Simcoe Muskoka - SMDHU - SMCDSB - Achev
	Outreach	Bookings of the Calder Room this month: <ul style="list-style-type: none"> - Matthew's House - CMHA York Simcoe - YouthCall - Elizabeth Fry Society - YMCA - BWGPL CVITP Bookings of the Café this month <ul style="list-style-type: none"> - SMDHU





March Outcomes cont'd
Strategic Pillar: Develop Infrastructure to Support Community Endeavours

Objective	Sub-department	March Activities
Provide activities for our Community	All	March Break Programs
Website Revitalization	Communications and Marketing	Working on bringing website up to date and building homepage as destination
Strengthening relationships with community partners	Programming	Program discussions with volunteers and community organizations for programs for all ages
Use Social Media and local press to connect with community	Communications and Marketing	Increased frequency of posts on social media (Instagram, Facebook, and TikTok); weekly press releases and Natasha's Nook column
Build program offerings in support of Literacy	Programming	Ongoing programs/outreach for children, teens and adults
Build program offerings in support of Mental Health/Self Care	Programming and Outreach	

Strategic Pillar: Build a Culture of Excellence

Objective	Sub-department	March Activities
Workplace Development	All	Ongoing onboarding of 4 new staff members
		CEF interviews
Training for library workers		Manager is member of OPLA committee planning national Readers Advisory conference





B - Looking Forward for 2023

Q2		
Objective	Sub-department	Activities
Provide programs that support literacy, learning, and personal growth	Programming	April-May Program Session
Develop programs based on evidence of community needs		Introduction of programs for children on the autism spectrum and for new adults, along with new book clubs for adults
Provide programs that support literacy, learning, and personal growth		Summer Reading Launch
		Special June programs for seniors, Drag Queen Storytime
Anti-poverty Initiative	Outreach	CVITP tax clinics until April 30
Work with local schools to build students' awareness of the Library		Host school tours from April to June
Build literacy foundation for preschoolers		Participate in Kindergarten Orientations at local schools
Extend infrastructure into the community		Farmers Market Outreach
Design systems to support workflow		Launch of Homebound Service
		Launch CRM to all departments
Research for evidence-based decision-making		Analysis of Master Plan Survey data
Demonstrate value of Library card to our newest members	Communications and Marketing	New cardholders Advocacy campaign developed
Research to better understand community needs		Market Segmentation project
Inform Community about the Library		Website refresh continues
Build literacy foundation for preschoolers		Development of advocacy campaign for Early Literacy
Workplace development	All	Hire 3 rd Community Engagement Facilitator, Summer Programmer and Summer Program Assistant
		Onboarding continues





Q3		
Objective	Sub-department	Activities
Provide programs that support literacy, learning, and personal growth	Programming	Summer programs and reading clubs
		Book Club Summit
		Culture Days and Ontario Public Library Week
	Programming and Outreach	Simcoe Reads
Design systems to support workflow	Programming	Develop comprehensive annual program plan
Extend infrastructure into the community	Outreach	Parks and Library Lawn Outreach
		Carrotfest
Design systems to support workflow	Communications and Marketing	Develop comprehensive annual marketing plan

Q4		
Objective	Sub-department	Activities
Provide programs that support literacy, learning, and personal growth	Programming	Two Fall program sessions
Research to better understand community needs	Programming and Outreach	Develop evidence-based tools for program/outreach evaluation
Extend infrastructure into the community	Outreach	Pumpkinfest, and other Town events
Work with local schools to build students' awareness of the Library		Host school tours
Clarify communications with branding and templates that reflect BWGPL&CC for now and the future	Communications and Marketing	Rebranding project
Research to better understand community needs	Communications and Marketing	Evaluation methods reviewed and developed

C – Summary

The CE Department is actively working on several different fronts, most notably developing literacy-related programming and outreach, enhancing our marketing, researching our community, and onboarding new staff.





Program and Outreach Highlights

	March	
	Number of Activities	Number of Attendees
Children's Programs		
Babytimes	2	81
Storytimes	4	321
Tween Book Club	1	10
Drop-in Sensory Bins	1	60
Meet our Emergency Responders	1	220
Magic Show	1	125
Zootek	2	202
UNO	1	15
Family Board Games	1	20
Drop-in LEGO	1	63
Applefun Puppetry Puppet Show	1	107
Sing with Russ	2	122
Parent and Child Journaling	1	17
Scavenger Hunts	2	420
Reading Buddies	1	15
Small Group Tutoring Presented in partnership with the Simcoe Muskoka Catholic District School Board	3	60
Total	24	1858
Adult Programs		
Knit Happens	2	13
Next Chapter Café	1	5
Book Club	1	6
Ontario Caregivers Organization - Virtual Presented by The Ontario Caregivers Organization	1	1
Total	5	25
Teen Programs and Volunteer Opportunities		
Design a colouring page	1	45
March Break Volunteering	3	12





	Reading Buddies	2	30
	Total	6	87
	Overall Total	35	1970
Outreach			
	CVITP tax returns submitted	7	60
	cloudLibrary in the Café	2	49
	Calder Room Bookings	17	
	Donation box	1	
	Café Bookings	1	

Communications Highlights

Social Media Performance				
	Facebook		Instagram	
	March		March	
Measure	Number	% change from last month	Number	% change from last month
Posts	93	13.4% ↑	69	9.5% ↑
Stories	17	100% ↑	69	86.5% ↑
Reach	8,061	10% ↑	2,641	46.6% ↑
Visits	3,233	37.9% ↑	870	64.2% ↑
New Facebook Likes/Instagram Follows/Followers on TikTok	17	112.5% ↑	62	29.2% ↑





	TikTok	
	March	
Measure	Number	% Change from last month
Posts	10	0%
Video Views	3,628	24.02% ↓
Profile Views	59	22.37% ↓
Likes	233	28.53% ↓
Comments	8	100% ↑
Shares	10	33.33% ↓

Enewsletter Performance	March
Email newsletters	12,672*
Open Rate	51.84%
Total Clicks	942
Click Rate	7.4%
Mobile	8.33%
Desktop	91.67%

*Totals for BWG Newsletter, Books for Kids & Tweens, and Psychological Thrillers Book List

Most clicked links:

Link	Clicks
March Break Schedule	418
CloudLibrary	95
Niche Newsletters	89
Children's Storytime Schedule	45





To: Library Board
Prepared by: Nina Cunniff
 Deputy CEO & Manager of Cultural Services
Date: March , 2023
Subject: Corporate Services Report for March

Purpose

The purpose of this report is to provide an overview of the previous month’s activities and upcoming activities for this month related to the Library’s strategic pillars and objectives for the Corporate Services Department.

Report

Section 1 — Previous Month’s Activities

Strategic Pillar	Activity
Become community led	Persian Heritage Month display of books & DVDs Caregivers book display & booklist to coincide with National Caregivers Day and library programs for caregivers
	Finished preparations for Seed Library including developing new processes for distribution. Launched 2023 Seed Library on March 8 along with a Book Display and Booklists for adults and children
	Created new popular reads shelf in cloudLibrary
	Continued to alert/educate staff and patrons regarding Overdrive/Libby discontinuation in April. Created more user-friendly instruction handouts about cloudLibrary for Kobo & other eReader users.
Develop Infrastructure	Teamed with Town’s Leisure Centre to support students studying to be lifeguards





	Evaluated microphone system in Zima room, established new procedures and posted instructions for use. Also, installed battery tester to reduce e-waste
	Working with Leisure Centre and SMDHU to address smoking/vaping in library
	Reviewed collection and shelving reorganization plan with consultant to improve accessibility
	Increase visibility of Light Therapy Lamps and Readerpens from behind Service Desk to increase awareness and improve accessibility
Build a culture of excellence	Completed 25% transition to LED lights
	Reviewing and revising loan policies to improve accessibility
	Custodian completed mandated First Aid and CPR training
	Network wiring completed for staff in blue room

Section 2 — Upcoming Month’s Activities

Strategic Pillar	Activity
Become community led	Evaluating ILLO requests to improve collection ARPs
	Purchase and set up recharging station for Library visitors to use - delayed as station was found to be broken on arrival
Develop Infrastructure	Work with Town’s leisure facilities to create lifejacket lending program
	Finish testing and implement ILS upgrade – delayed due to staff shortages
	Initiate plan for collection and shelving reorganization to improve accessibility
	Move Playaway collection out from behind Service Desk to increase awareness and improve accessibility
Build a culture of excellence	Continue transition to LED lights
	Begin transition from contracted cleaning services to in-house cleaning





	Finalize transition to cloudLibrary
	Complete Provincial Annual Survey

Section 3 — 2023 Business Plan

Strategic Pillar	Activity
Become community led Develop Infrastructure Build a culture of excellence	Create Accessibility Plan
	Continue to develop ARPs with vendors for print and non-print material
	Create Collection Development Plan, including plan for Library of Things
	Develop building maintenance plan
	Develop Technology Plan
	Review collection and shelving organization to improve accessibility

Section 4 — Statistics

Collection

- Added 379 print items
- Added 52 non-print items (DVDs, Games, etc.)
- Deleted 413 items
- Cleared 2,861 records as part of project to remove eBooks and eAudiobooks from the catalogue
- Completed status report backlog (approx. 207 items) up to and including Dec 2022
- Cleared all items from damaged shelf
- Received and processed 39 ILLO/Purchase requests
- 315 seed packs from the Seed Library have been distributed





To: Library Board
Prepared by: David di Giovanni, Manager of Cultural Services
Date: April 6th 2023
Subject: Cultural Services Report – March 2023

Purpose

The purpose of this report is to provide an overview of last month’s progress and share upcoming priorities related to the Library’s strategic pillars and objectives for the Cultural Services Department.

Report

Part A—Last Month Outcomes

In March 2023, the Cultural Services Department supported the programming of two public events: a Ramadan exhibition and an event celebrating Nowruz. The Main Floor Display partnered with the Barrie Persian Association to commemorate Persian Heritage Month. The Cultural Services Business Plan was approved by the Library Board. The following outcomes for the Cultural Services department will now be filtered through the three goals articulated in the business plan.

<p>Goal One: The Cultural Services Department grows capacity for arts, culture, and heritage in BWG by offering financial, professional development, showcase, research and leadership opportunities for local artists, individuals, and cultural groups. (Community-led)</p>
<ol style="list-style-type: none"> 1. Engaging local Indigenous residents to join Indigenous-led planning committee with honoraria provided - Financial and Leadership Opportunities 2. Partnered with Barrie Persian Association on March Display case (Persian Heritage Month) – Showcase and Leadership Opportunities 3. Supported display of Women’s Institute scrapbooks in Local History Display Case aligned with Women’s History Month – Showcase Opportunities 4. Partnered with Ahmadiyya Muslim Women’s Association on Ramadhan Exhibition; - Showcase and Leadership Opportunities 5. Outreach conducted for April’s “Holy Book” display in Main Floor Display case to Ahmadiyya Muslim Women’s Association, BWG Baha’i Group, Jewish Bradford, Hindu Forum Canada, Great Compassion Bodhi Prajna Temple, Deputy Mayor Sandhu; - Showcase Opportunities



6. Meeting with Ukrainian Association of Bradford on potential partnership; - Showcase and Leadership Opportunities
7. Engaging with Simcoe South Asian Association for May Display Case; - Showcase and Leadership Opportunities
8. Supported 4 Local History requests – Research Opportunities
9. Supporting local volunteers creating edition one of South Simcoe World War I personnel database to be shared on BWG digital archive – Research, Showcase, and Leadership Opportunities

Goal 2: The Cultural Services Department grows tourism to and within Bradford West Gwillimbury by supporting and producing unique arts, culture, and heritage events, programs, and exhibitions for all ages. (Enhanced Infrastructure)

1. Support Town's involvement of #ITSTARTS campaign through participating in flag-raising, promotions, and hosting of campaign in Library atrium – Leveraging partnership with Municipality
2. Produced “Celebrate Nowruz” event: first Library-led Nowruz celebration—partnering with local group Barrie Persian Association; Successful event with 120-150 attendees, 80-90% identifying as BWG residents – Becoming a Producer

Goal 3: The Cultural Services Department strengthens the Library's role as a leader in promoting reconciliation with Indigenous communities, as well as inclusion and belonging within the community of Bradford West Gwillimbury. (Culture of Excellence)

1. Added local historic Black settler information to Local History display – You Are Local History Campaign
2. Preparing for hiring of Local History Assistant to support local Indigenous research – Indigenous Research
3. Continue weekly DEI terminology education – Growing employee understanding of EDI
4. Recruitment for internal DEI committee – Equity Audit recommendations
5. Participated in Canadian Centre for Diversity and Inclusion conference – Growing employee understanding of EDI
6. Prepared EDI Audit Update for Board 2023 – Equity Audit recommendations

Part B – Short-Term Upcoming Objectives





We will be celebrating Asian Heritage Month in May with a professional dance event and are partnering with Simcoe South Asian Association on the Display Case. We are also be preparing for larger community-engaged events in preparation for June (Indigenous Heritage Month, Pride Month, and Canadian Multiculturalism Day).

<p>Goal One: The Cultural Services Department grows capacity for arts, culture, and heritage in BWG by offering financial, professional development, showcase, research and leadership opportunities for local artists, individuals, and cultural groups. (Community-led)</p>
<p>Q2 – Continue to grow relationships with cultural groups and build partnership to support culturally relevant displays and events (Asian Heritage Month, Indigenous Heritage Month, Pride, Latin Heritage Month); Pilot Indigenous-led planning committee as planning model for potential future celebrations;</p> <p>Q3 – Plan for CultureDays Arts Summit (September); Continue applying for sponsorship opportunities to support payment of fees for artists and cultural groups; Grow open hours for Local History room to support more research; Launch digitized Bradford newspapers (1850 – 1930);</p>
<p>Goal 2: The Cultural Services Department grows tourism to and within Bradford West Gwillimbury by supporting and producing unique arts, culture, and heritage events, programs, and exhibitions for all ages. (Enhanced Infrastructure)</p>
<p>Q2 – Begin planning with Municipality on Canadian Multiculturalism Day, Indigenous Heritage Month, and potential summer outdoor events; Continue regular changes to artwork on walls;</p> <p>Q3 – Partner with Community Engagement Dept for sizable CultureDays programming in September; Plan for artistic/cultural events for Latin Heritage Month;</p>
<p>Goal 3: The Cultural Services Department strengthens the Library’s role as a leader in promoting reconciliation with Indigenous communities, as well as inclusion and belonging within the community of Bradford West Gwillimbury. (Culture of Excellence)</p>
<p>Q2- Begin internal EDI committee; Hiring of Local History Assistant to grow local Indigenous research; Continue working on Equity Audit recommendations; Join Town’s EDI Committee; Promote Library as space to host Town’s DEI Working Group events for Town Staff; Continue regular sharing of Library DEI-related events and resources;</p> <p>Q2/3 – Integrate Reconciliation recommendations from Ontario Federation of Public Libraries into Equity Audit Workplan;</p> <p>Q3 - Increase Library staff attendance and engagement in Town’s DEI Working Group events; Work with Community Engagement Department and CEO on Equity Audit recommendations related to signage and marketing/promotions; Q2/3 - Support integration of Equity Audit recommendations, including one’s specific to job applications, audit of collection/displays, and</p>





training; Continue to grow research on historical and contemporary equity-seeking groups in BWG.

Summary

The Cultural Services Department is at the early stages of its development and has recently received approval of the Cultural Services Business Plan. Alongside beginning to take action on the goals, the priority continues to be growing relationships with local artists and cultural groups, growing and leveraging resources through the Town as well as potential funders, and continuing to make progress on the Equity Audit Recommendations.

Appendix A – Attendance at Cultural Services Events/Activities (Mar 2023)

March	BWG Genealogy Group - Afternoon	8-Mar-23	4	BWG GGG
	BWG Genealogy Group	9-Mar-23	4	BWG GGG
	BWG Local History Association March meeting	11-Mar-23	42	BWG PLLHA
	BWG Music and Poetry Circle	19-Mar-23	19	Russ and Meade
	Ramadhan Exhibition	22-Mar-23	30	Ahmadiyya Muslim Women's Association
	Celebrate Nowruz in BWG	26-Mar-23	120	Library with Barrie Persian Association





To: Library Board
Prepared by: Andrea Ciurria, Manager of Public Services
Date: April 11, 2023
Subject: **Public Services Report – March 2023**

Purpose

The purpose of this report is to provide an overview of last month’s progress and share upcoming priorities related to the Library’s strategic pillars and objectives for the Cultural Services Department.

Report

Part A—Last Month Outcomes

In February 2023, the Public Services Department developed a plan and process for the Creative Lab. This included a plan to provide access to various equipment and services. On the Information Specialist side of the department, Staff created book displays to support and promote initiatives from Community Engagement and Cultural Services. This included displays celebrating Black culture, authors, and storytelling. Future reports will provide the Board with a chart updating the last months outcomes based on the Strategic Pillars/Goals.

Part B – Short-Term Upcoming Objectives

Staff are working on a number of upcoming objectives to support the Strategic Pillars/Goals. The below chart provides the Board with updates on future tasks, to be completed within the 2023 year. As projects are completed, Staff will update/review, and expand the departmental tasks.

Objective (Strategic Pillar)	Department Pillar	Activities
Improve library system usability. Focus on patron-centered services. Focus on inclusivity	Customer Service	Focus on developing user-centered customer service, reference services and readers advisory including: Displays -Muslim voices for kids/adults -Nowruz -Ramadan for kids -Funny books for March Break -Gardening (Seed Library)





		<p>-Caregivers Non-Fiction -New in Movies -Oscar Winners through history E-newsletters -Psychological Thriller Booklist Kids and Tween Booklists Inter Library Loans: 78 books Shipped and 60 books received</p>
<p>Enhance Technology for the BWG Community and BWG PL Staff</p>	<p>Infrastructure Support</p>	<p>Digitization station hours: 26</p> <p>Help appointments: 8</p> <p>Creative Lab Tours (public): 8</p> <p>Creative Lab Staff conducted a Robotics Program during March break for 9-11 years and their families using LEGO Boost. The feedback was very positive, and 50 participants attended over 2 days.</p>
<p>Develop a workplace that provides excellent service to the BWG Community</p>	<p>Public Service</p>	<p>Ongoing training with Customer Service Staff following the Strategic Service Delivery Review to support new job descriptions and the organization's strategic direction.</p> <p>Build on User Experience and build resiliency across staff.</p> <p>Customer Service Guidelines for working with difficult patrons have been created to support staff and community members in the library during peak times.</p> <p>Department Procedure Binder work continues.</p> <p>Trauma Informed Public Service and De-escalation training continues to be investigated.</p> <p>All vacant (4) Customer Service Positions have been filled.</p> <p>Internal posting for Information Services has closed. Review process to begin soon.</p>



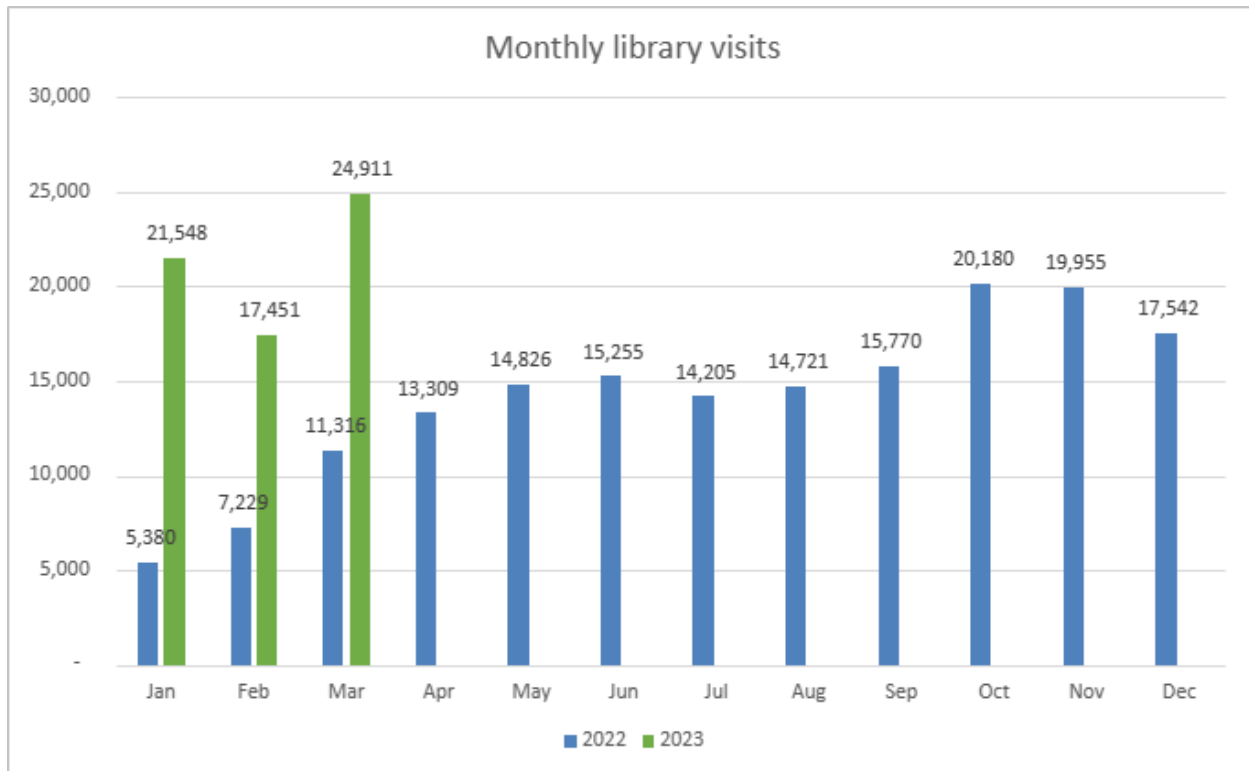


		Health and Safety Committee has begun work on Psychological Safety Standard
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Summary

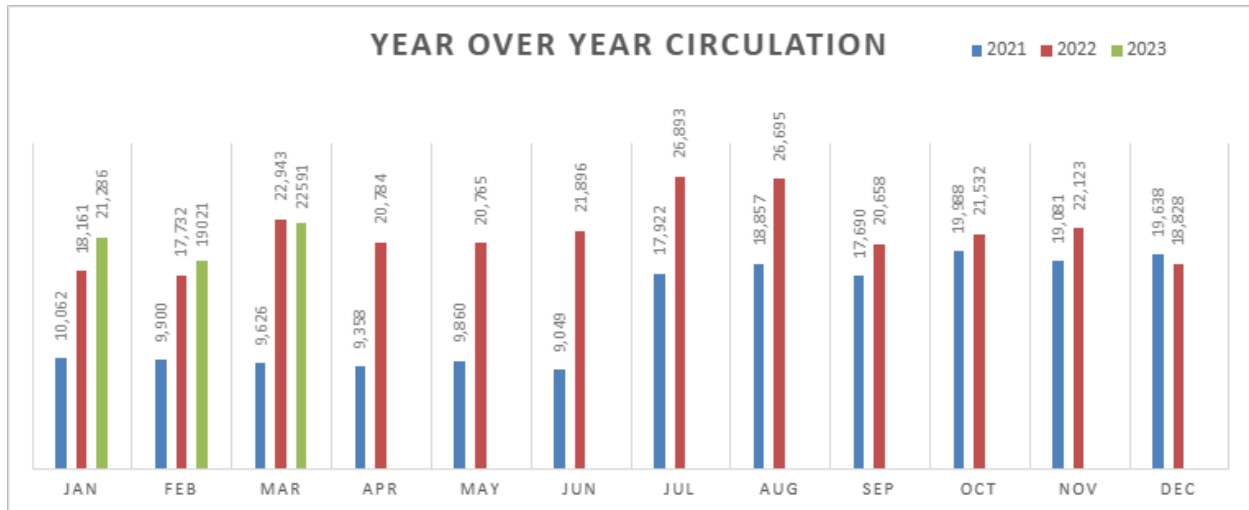
The Public Services Department is focusing on developing the department and expanding staff resiliency to ensure strong customer service to the community and expanding the Creative Lab services to the BWG Community while supporting initiatives from Cultural Services, Community Engagement and Corporate Services.

Appendix A – Statistics from March 2023

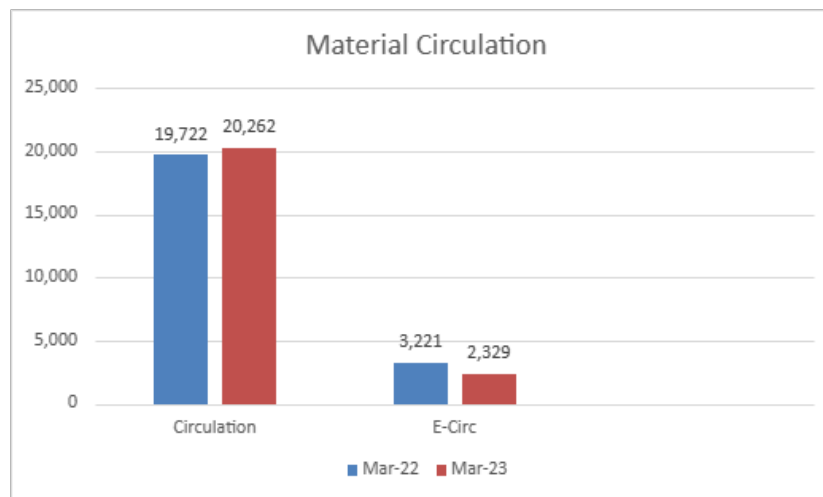


Library Visitation has been increasing significantly through 2023. Alongside that, memberships are also up with 264 new members in March and a 64% overall increase in membership registration from 2022 in this first quarter.





In March there was a 1.5% drop in overall circulation. This can be attributed to the drop in e-resource use we saw in March. This may have reflected the pending shift from Libby to Cloud Library. Overall, we are at the 7% circulation increase in the first quarter of 2023.



E-resource highlights include Magazine circulation at 1,369, and a 105% increase over March 2022 and a 43% increase over February 2023.

Computer use in the library is also on the rise, demonstrating good public use of the newly expanded public computer area. In March we had 1,413 Public computers accessed. A 31% increase from February and a 174% increase over last March.

Wifi was accessed 4,485 times by the community, a 220% increase over March 2022.



Actual vs Budget Year To Date by Department:

Department: 5000 - Library

Reporting Period: January, 2023 To December, 2023 (12 Months)

Fund: - 05 - Library; Department: 5000 - Library; Object: All; Activity: All

	Budget	YTD Actual Cost	Variance Over/Under	Percentage Variance
Revenue:				
Cost Recovered	15,000	12,562	(2,438)	-16.25%
0170 - Cost Recovered	15,000	12,562	(2,438)	-16.25%
Fines	0	0	0	0.00%
0130 - Fines	0	0	0	0.00%
Grants	27,332	1,156	(26,176)	-95.77%
0210 - Ontario conditional grants	27,332	1,156	(26,176)	-95.77%
Other revenues	0	4	4	100.00%
0160 - Donations	0	4	4	100.00%
Transfer from reserves	18,000	0	(18,000)	-100.00%
0923 - Transfer from Municipal Services DCA R. F.	18,000	0	(18,000)	-100.00%
User fees	12,000	5,938	(6,062)	-50.52%
0110 - Rent, concessions	12,000	5,933	(6,067)	-50.56%
0182 - Registration	0	0	0	0.00%
0191 - Sales	0	5	5	100.00%
Total Revenue	72,332	19,660	(52,672)	-72.82%
Expense:				
Advertising & Promotions	6,000	60	(5,940)	-99.00%
3045 - Advertising & promotions	6,000	60	(5,940)	-99.00%
Bank/Processing Fees	700	74	(626)	-89.36%
4010 - Finance/Bank Charges	700	74	(626)	-89.36%
Communications	6,620	1,295	(5,325)	-80.44%
3030 - Telephone & Communication	6,620	1,295	(5,325)	-80.44%
Contractual Services	115,100	45,965	(69,135)	-60.07%
3300 - Contracted services	101,100	32,331	(68,769)	-68.02%
3302 - Janitorial cont. services	0	12,816	12,816	100.00%
3335 - Software annual maintenance	11,500	818	(10,682)	-92.88%
3340 - Winter Maintenance	2,500	0	(2,500)	-100.00%
Insurance	61,357	57	(61,300)	-99.91%
3055 - Insurance Premiums	61,357	57	(61,300)	-99.91%
Material & Supplies	404,162	83,726	(320,436)	-79.28%
3000 - Materials & supplies	27,000	2,497	(24,503)	-90.75%
3002 - Cleaning Supplies	15,000	0	(15,000)	-100.00%
3005 - Office Supplies	5,000	0	(5,000)	-100.00%
3006 - Program Supplies	19,000	2,818	(16,182)	-85.17%

Actual vs Budget Year To Date by Department:

3040 - Public Relations	3,000	139	(2,861)	-95.36%
3110 - Library Books	335,162	78,270	(256,892)	-76.65%
Mileage, Conference & Training	25,000	6,539	(18,461)	-73.84%
3010 - Professional Development	13,500	3,306	(10,194)	-75.51%
3015 - Membership	6,000	2,746	(3,254)	-54.23%
3020 - Mileage, Meals and Travel	5,500	488	(5,012)	-91.13%
Postage & Courier	6,000	1,768	(4,232)	-70.54%
3035 - Postage & Courier	6,000	1,768	(4,232)	-70.54%
Professional Services	16,360	14,158	(2,202)	-13.46%
3305 - Consulting Fees	1,200	4,263	3,063	255.23%
3310 - Auditing	5,160	0	(5,160)	-100.00%
3320 - Legal Fees	10,000	9,895	(105)	-1.05%
Repairs & Maintenance	26,000	722	(25,278)	-97.22%
3100 - Repairs & Maintenance	12,000	102	(11,898)	-99.15%
3101 - Computer hardware	14,000	620	(13,380)	-95.57%
Salaries & Benefits	2,208,307	435,627	(1,772,680)	-80.27%
1000 - Full-time wages	1,217,218	242,395	(974,823)	-80.09%
1005 - Part-time wages	586,452	109,008	(477,444)	-81.41%
1015 - Sick time	4,000	0	(4,000)	-100.00%
1020 - Vacation	27,213	0	(27,213)	-100.00%
1030 - Benefits	373,424	84,225	(289,200)	-77.45%
Subscriptions	0	0	0	0.00%
3050 - Subscription & publications	0	0	0	0.00%
Utilities	72,400	9,496	(62,904)	-86.88%
3085 - Hydro	54,000	4,029	(49,971)	-92.54%
3090 - Heating	14,000	5,467	(8,533)	-60.95%
3095 - Water/Sewer	4,400	0	(4,400)	-100.00%
Total Expense	2,948,006	599,487	(2,348,519)	-79.66%
Net Total	(2,875,674)	(579,827)	2,295,847	79.84%



To: Library Board
Prepared by: Matthew Corbett, CEO
Date: April 6, 2023
Subject: 2023-02-02 Budget Report—Update

Purpose

This report is presented to the Library Board to provide an update on the current budget and to make the Board aware of potential overages in the budget for 2023.

Background

The Library Board receives the 2023 budget updates monthly, with information provided through the general ledger. While this is a high-level overview that is standard practice, when there are known overages that are potentially to impact the budget, Staff will typically present an update to the Board.

For greater clarity and background, the Library Board approved the 2023 budget as presented at its March 2023 regular meeting of the Board. Since then there have been some challenges and unexpected expenses that could not be forecasted.

Report

As noted above, there are impacts that will potentially result in general ledger account line overages by the end of 2023.

Contracted Services

Hot Water Heater/Tank

Near the end of March, there were some challenges with the Hot Water Heater/Tank. Initially spotted by management, there was an issue with the gas line into the building. A gas fitter was called to replace some valves and conduct general maintenance to the line. Unfortunately and unexpectedly, the water tank itself was malfunctioning and ended up having a substantial leak and overflow. This was accompanied by a burst water line into the tank and is resulting in the tank itself having to be completely replaced. Staff are working with facilities to obtain quotes, and it is potentially going to impact the budget by \$20,000-25,000.

Custom Window



On Tuesday, March 28, 2023 one of the Library's windows facing the west was smashed. Individuals outside threw rocks which caused the glass to shatter. A local glass shop is working on a quote for the installation of the double-panned glass which has been used to repair and install glass in the Library and Leisure Centre in the past. It is unknown at this time what the cost to replace the glass will be.

Corridor Door Installation

Staff authorized the purchase and installation of two doors and frames on the second floor of the Library, near the administration offices. After receiving a health and safety concern, and through a health and safety mitigation strategy investigations with the Human Resources department, it was determined this was the best solution to address the concern long-term. As such, Staff authorized the two doors and frames to be installed. This will remove all public from the corridors indefinitely and prevent the health and safety concerns brought forward, while complying with fire code. The cost for this project 15,968 +HST.

Legal

As the Board will notice, the General Ledger account line 3320 is nearing over expenditure. The Board may also recall this line was created and funded in this year's budget for the first time due to increased legal requirements related to labour relations. The current bulk of expenditures is related to developing the first collective agreement and was not adequately projectable for the 2023 Budget. As a result, it is unclear what the final overage for 2023 on this GL line will be, but there will be an overage in the legal account.

Financial Implications

There will potentially be overages in the 2023 Operating Budget for the Library. The two account lines that will potentially see these overages will be Contracted Services and Legal, due to uncontrollable and unplanned emergencies and situations. The specific overage is unknown at this time, however Staff will continue to monitor and report to the Board. While an overage could be noticed in the 2023's operating budget, these overages will be mitigated using reserve funding in the 2024 budget. As such, these overages will not impact the municipal tax base or the Library's operating budget in 2024.

Summary

As noted above, there will potentially be an overage in the Contracted Services and Legal lines of the Library's budget. While it is unknown exactly what the overages will be, Staff are providing a report to the Board that outlines the uncontrollable situations that are leading to these increases. Significantly, the overages in the operating budget will be offset by the Library's reserve account in 2024.



Next Steps

Staff will continue to monitor the Budget and apprise the Board of any future overages or impacts to the Operating and Capital budgets.

Recommendation

THAT the Bradford West Gwillimbury Public Library Board receive the 2023-04-01 Budget Report—Update for information.”

Bradford West Gwillimbury Public Library Business Continuity Plan

Prepared by Matthew Corbett

April 2023

Enrich • Empower • Engage





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Business Continuity Plan

Introduction

The Business Continuity Plan provides guidelines to aid in the continuing operation of some or all the Library's functions should there be a major emergency. In the event of an emergency situation or disruption of Library operations which interferes with Bradford West Gwillimbury Public Library Board's ("BWGPLB") ability to conduct business, this plan is to be used by the responsible individuals to coordinate the business recovery of library service. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery.

Definitions

Business Continuity means the uninterrupted availability of all key resources supporting essential business functions.

Business Continuity Plan ("BCP") means a collection of procedures and information that directs decisions and actions in the event of a business interruption, emergency or disaster and supports an orderly return to business operations

Business Continuity Coordinator is the Chief Executive Officer of the Bradford West Gwillimbury Public Library, or his/her designate.

Business Continuity Committee will be comprised of the Business Continuity Coordinator (CEO), the Deputy Chief Executive Officer, Borrower and Technical Services Manager, Information Services Librarian and the Community Engagement Coordinator.

Board Chair refers to the spokesperson and representative of the Board.

The Board refers to the group of appointed members of the governing body of the Bradford West Gwillimbury Public Library.

Scope

The Business Continuity Plan applies to all situations where Library facilities, assets, employees, volunteers, contractors, services and patrons are affected as a result of a business disruption. Ensuring that a plan is in place is imperative for the Library to be prepared to provide the best possible services during an emergency situation.

Considerations made in the design of this plan include: staff being unable to report to work, businesses, social organizations or schools being required to close by order of local public health officials, and other public health measures that may include limiting or canceling social and public gatherings, requiring quarantines and/or other social distancing measures. Other situations such as a natural disaster or damage to a library building could necessitate activation of the BCP.

It is important to ensure that core business activities of the Library can be maintained for several weeks or months with limited staff due to a pandemic, natural disaster or other type of emergency. During a





pandemic, it is expected that services will be delayed, and employees may be absent due to the closure of the facility, illness, or reduced service level requirements.

Responsibilities

The Business Continuity Coordinator (CEO) is responsible for:

1. Ensuring the Business Continuity Plan is updated, as applicable, including all appendices to the plan.
2. Coordinating changes and communicating to the Business Continuity Committee when certain changes require them to update their plans.
3. Updating the Library Board Chair of the activation of this plan.

The Board Chair is responsible for:

1. Consulting with the Business Continuity Coordinator once the activation of the Business Continuity Plan has occurred.
2. Gather specific details and information to adequately inform the Board.
3. Work in tandem with the Business Continuity Coordinator to develop correspondence with the Board.
4. Gather all questions, comments, or concerns from members of the Board to discuss with the Business Continuity Coordinator.
5. Call Board meeting(s) as required/needed.

The Business Continuity Committee is responsible for:

1. Periodically reviewing the adequacy and appropriateness of its Business Continuity strategy.
2. Assessing the impact on the Business Continuity Plan of additions or changes to existing business functions, BWGPL procedures, Board Policies, equipment, and facilities requirements.
3. Keeping recovery team personnel assignments current, taking into account promotions, transfers, and terminations.
4. Communicating all plan changes to the Business Continuity Coordinator (CEO) to ensure all relevant procedures and documentation can be updated accordingly.

The Management team is responsible for ensuring the workability of the Business Continuity Plan. The Management team should ensure that the personnel who would carry out the Business Continuity Plan are sufficiently aware of the plan's details. This may be accomplished in a number of ways including; training, practice exercises, participation in tests, and awareness programs conducted by the Business Continuity Committee.

To ensure responsible dissemination of information to the community and to the staff, and in order to complement our local municipality's communication effort, the library will consult with various departments of the Town for consistent messaging, public education and to ensure relevant policies, practices and documentations are maintained. While the Bradford West Gwillimbury library plays a





separate role in the community, it is important to build and maintain partnerships with the Town of Bradford West Gwillimbury in order to ensure consistency of messaging as well as a cohesive feel to the policies, practices and documentations within the Town and the Library.

Activation of the Business Continuity Plan

The Business Continuity Plan will be activated by the Business Continuity Coordinator, who will subsequently advise the Board of Directors accordingly.

The responsibility to activate the Business Continuity Plan lies with: Primary: Business Continuity Coordinator (CEO)

Secondary: Manager of Corporate Services and Deputy Chief Executive Officer

If the above people are not available, then the plan may be activated by two of the three Managers: Manager of Public Services, Manager of Community Engagement, and/or Manager of Cultural Services.

Meetings will be set up daily/weekly with the Business Continuity Committee depending on the severity or nature of the situation. This will be the primary mode of communication outside of regular email updates/check ins.

Objectives of the Library's Business Continuity Plan

The following criteria must be considered in the event of an emergency

1. Employee Protection Measures
2. Library Core Services to the Public
3. Essential Services to Employees
4. Critical Business Functions

Employee Protection Measures

Bradford West Gwillimbury Public Library is committed to the health and safety of its employees, and will endeavour to take every step necessary to ensure this commitment is upheld. Depending on the circumstances and severity of the emergency, in addition to mandates communicated by local Health Authorities and/or Emergency Measures, the Library will uphold its responsibility, legislatively and compassionately, to provide employees with a safe and healthy environment during a pandemic or disaster.

Staff members should ensure that they are familiar with the Leave Entitlements as set out in the Bradford West Gwillimbury Public Library HR Policies. The Business Continuity Committee will ensure these policies and practices are current and easily accessible for staff.

Other protection measures may include:

- a. the provision of Personal Protective Equipment (PPE) as required;
- b. the reduction or canceling of programs that put staff or general public in harms way;
- c. the reduction or changes in service levels
- d. closures or reduction of hours (for the Library and/or Staff)





Responsibility for this task lies with:

Primary: Business Continuity Coordinator (CEO)

Secondary: Manager of Corporate Services and Deputy Chief Executive Officer

Tertiary: Senior Management

Library Core Services to the Public

During an emergency, the Library must follow directives from local health organizations, the Government and the Ministry to ensure the safety of employees and the general public, which may mean cancelling programs or closing the facility. The following is a general outline of the core services, what may be cancelled, and by whom the decisions will be made.

Facility and Programs

In the event of a city-wide or province-wide Public Health Emergency, defined by the Health Protection Act as ‘an imminent and serious threat to the public health that is posed by a dangerous disease or health hazard’, the Library will cancel all programming.

Due to staff illness, government regulations related to pandemics, or any situation where the Library has reduced staffing, the Library may have to operate with reduced hours or be closed. Closures will be undertaken by the CEO, who will update the Board Chair or, if unavailable, the Vice Chair. Should either the Chair or Vice Chair be unavailable, the CEO must inform the entire Board of the decision, and reason for the closure, immediately.

Every effort will be made to keep libraries open. As with management rights, Staff shifts may change, including but not limited to individuals working longer hours or shifts different than originally scheduled due to closures and staff sickness.

If staffing shortages cause the closure of Library, staff will make every effort to ensure core services are offered digitally.

If directed by the health authority to close immediately, the Business Continuity Coordinator (CEO) will close the facility. If the order allows, management staff/limited staff may still be required to report to work, whether at the Library or from home, and will be assigned tasks to be completed while the library remains closed.

Cancellation of programs and/or closure of the facility, and reassignment of staff can only be undertaken with permission from the Business Continuity Coordinator.

Responsibility for this task lies with:

Primary: Business Continuity Coordinator (CEO)

Secondary: Manager of Corporate Services and Deputy Chief Executive Officer

Tertiary: Senior Management

Public Services





In the event of a closure, all efforts will be made to ensure digital borrowing is available to the public. Temporary cards may be issued through the library website, and will be available to all members of the Bradford West Gwillimbury community and the reciprocal borrowing agreement catchments.

Information Services and Chat

In the event of a prolonged closure, reference and information services may be offered through the Library Chat function located on the Library website. If staff are available, live chat may be an option; however, this is not guaranteed. Staff will respond to chat and email questions, though timelines may be delayed depending on the closure situation and staffing composition.

Acquisitions and Bibliographic Services

It is expected that there will be a reduction in the volume of new items received for processing and the ability of other library systems to fill Interlibrary Loan requests. Staff may be asked to fill other positions as necessary to maintain operations of the Library. If the Library is ordered to be closed to the public, staff may be reassigned or permitted to work from home, or in some cases may be temporarily laid off.

Responsibility for this assignment lies with:

Primary: Business Continuity Coordinator (CEO)

Secondary: Manager of Corporate Services and Deputy Chief Executive Officer

Tertiary: Senior Management

Homebound Delivery and Visiting Library Services

Homebound and Visiting Library Services may have to be temporarily suspended, and will be assessed based on the situation which activates the BCP.

Materials Holds

The Library will be flexible about materials holds and overdue books if items cannot be returned due to illness or natural disaster.

It is possible that holds for items may not be filled should there be a general breakdown of services. When regular hours and services resume every effort will be made to process holds and requests in as timely a manner as possible.

Responsibility to suspend Homebound & Visiting Library Service lies with:

Primary: Business Continuity Coordinator (CEO)

Secondary: Manager of Corporate Services and Deputy Chief Executive Officer

Tertiary: Senior Management

Room Bookings

Room bookings may be cancelled or altered depending on the situation. In the event this occurs, room bookings will be refunded to anyone (person, group, organization) that has paid for a room rental.





Responsibility to suspend Room Bookings lies with:

Primarily: Business Continuity Coordinator (CEO)

Secondary: Manager of Corporate Services and Deputy Chief Executive Officer

Tertiary: Administrative Coordinator

Essential Services to Employees

Three essential services have been identified as critical to Library employees are:

Payroll

Payroll is identified as essential to the Library as the Library is responsible for continuing to pay employees who are working. In the event of layoffs, the Business Continuity Coordinator is responsible for informing staff and preparing the legislatively required documentation, in consultation with the Town of Bradford West Gwillimbury's Human Resources department. Responsibility for this task lies with:

Primary: Business Continuity Coordinator (CEO)

Secondary: Manager of Corporate Services and Deputy Chief Executive Officer

Tertiary: Senior Management

The Library uses "Pearl Time" through the Town of Bradford West Gwillimbury's HR department for payroll. Payroll can be submitted remotely through a VPN accessible by Management of the Library. Laptop computers equipped with VPN software will be available for the above staff to use offsite to process payroll, if necessary. In the event management are unable to submit timesheets through Pearl Time, the Business Continuity Coordinator will submit via email or phone to the Payroll and Benefits Specialist at the Town of Bradford West Gwillimbury.

Systems Administration

Systems Administration is identified as essential to the Library because during an emergency, the Library has to have a means of communication, which systems administration provides.

Responsibility for this task lies with:

Primary: Business Continuity Coordinator (CEO) / Manager of Corporate Services and Deputy Chief Executive Officer

Secondary: IT Specialist

The Bradford West Gwillimbury Public Library has an IT Specialist dedicated to the Library systems. The position is responsible for the Library's servers, as well as email, VPN access and telecommunications.

The Library's website is hosted onsite on Library servers in-house and remotely.

Equipment may be provided to staff to perform duties offsite, if required.





Internal Communications

Staff will be able to access up-to-date information from our cloud-based service offered through Teams and Office 365, as well as from the public website and social media. It is the responsibility of each manager to ascertain if staff under their direction have internet and computer access outside of work for the purposes of work/library business communications.

As staff have the ability to access their work email remotely, it is the responsibility of staff members to ensure they are familiar with accessing their work email remotely.

Responsibility for updating the Library's cloud-based access lies with:

Primary: IT Specialist

Secondary: Business Continuity Coordinator

Tertiary: Business Continuity Committee

Telephone

The main switchboard number 905-775-3328 x6100 should continue to be answered, if possible, so that employees can receive information about the Library, payroll, sick leave, and other issues of importance at that time. The switchboard phone message can be updated from a remote location if necessary.

Responsibility for updating the switchboard voice mail message lies with:

Primary: Library IT Specialist

Secondary: Town of Bradford West Gwillimbury IT

Tertiary: Business Continuity Coordinator / Manager of Corporate Services and Deputy Chief Executive Officer

If the above people are not available, then a member of the Business Continuity Committee will assume these responsibilities.

Employee's home phone number and/or cell phone number is available to each Manager. It is the responsibility of each employee to ensure that the Library has up-to-date contact information for them and each staff person should have contact information for their immediate manager or supervisor.

External Website and Social Media

Should libraries need to close, both the Library's website and the Library social media accounts will be essential communication tools to both employees and the public. Staff responsible for updating the website, may be required to work remotely if necessary. Laptops will be provided as determined.

Responsibility for updating the library website lies with:

Primary: Marketing and Communications Coordinator

Secondary: Business Continuity Coordinator (CEO) and Manager of Community Engagement





Tertiary: Business Continuity Committee

Media Relations

In the event the Business Continuity Plan is activated, all media relations including contact with the local newspaper (print and virtual) and social media platforms will be the responsibility of the Marketing and Communications Coordinator in direct consultation with the Business Continuity Coordinator (CEO). The Marketing and Communications Coordinator will be the point of contact for all media connections, and will work with the Business Continuity Coordinator drafting appropriate messaging. The Business Continuity Coordinator will keep the Board Chair informed of any media coverage, and will consult on an as needed basis for governance-based information/content. In the event the Business Continuity Coordinator and/or the Community Engagement Coordinator are unreachable, Manager of Community Engagement and the Manager of Corporate Services and Deputy Chief Executive Officer will be the primary contacts. Consultation must be done with the Town of Bradford West Gwillimbury's media contact in the event both the Business Continuity Coordinator and the Marketing and Communications Coordinator are unreachable.

Responsibility for updating the library website lies with:

Primary: Marketing and Communications Coordinator / Business Continuity Coordinator

Secondary: Manager of Corporate Services and Deputy Chief Executive Officer / Manager of Community Engagement

Tertiary: Business Continuity Committee

Critical Business Functions

The following are critical business functions of the Board:

1. Library Governance and Standard Business Operations
2. Board Meetings and Board Communications
3. Access to and analysis of Operating Funds
4. Policy Development/Implementation
5. Legislative Requirements
6. Advocacy
7. Duty to be Informed

The following are critical Operational business functions:

1. Purchasing Approval/Analysis
2. Media Relations
3. Liaise with Town SMT/Emergency Control Group
4. Scheduling and Payroll
5. Employee Health and Safety (JHSC)
6. Core Library Services (see Library Core Services to the Public)
7. Assessment of Service levels/Service impacts
8. Develop short term emergency strategy (specific to activation of BCP)





9. Securing & Monitoring Closed building (including security of building and dropbox)
10. Responding to public inquiries

Emergency Procedures

In the event of an emergency, the Business Continuity Plan will be reviewed in conjunction with the Emergency Procedures Binder. This plan, along with the binder, will be reviewed annually to ensure both are current and maintained in accordance to updated legislation requirements, or best practices, and will be modified accordingly.

Document History

Approved:	January 2021
Created:	December 2020
Reviewed:	April 2023



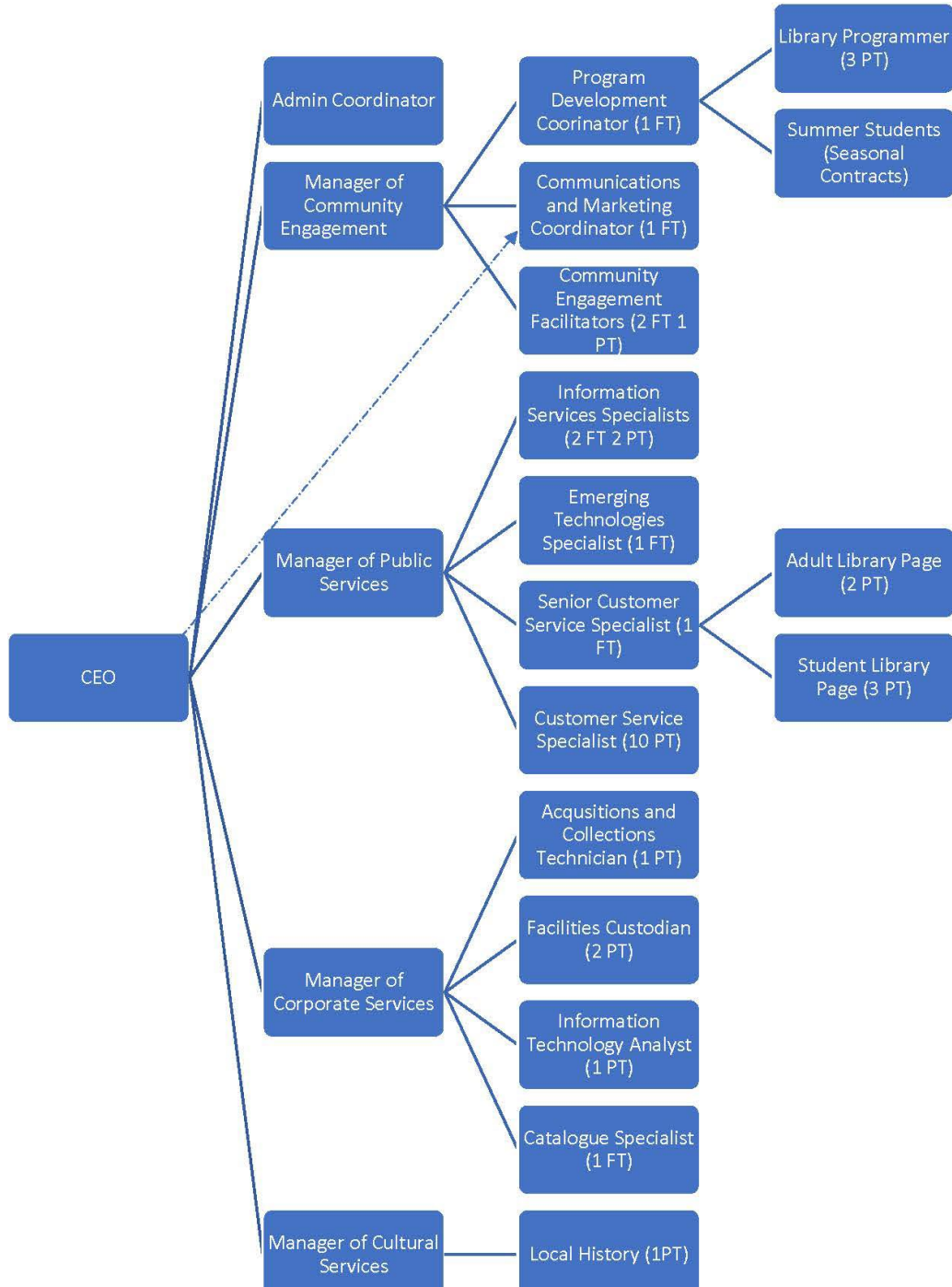


Appendix A: Emergency Codes and Responses

Code	Example	Signal	Building/Department Procedure	All Clear	
YELLOW	Fire Gas Leak Explosion Chemical Spill IN the Building	CODE YELLOW	EVACUATE THE BUILDING IMMEDIATELY -if safe to do so, close doors behind you -leave the building through the closest exit -proceed to the designated gathering area as directed by staff -department heads will conduct a head count and alert the Person in Charge, who will notify Fire Services if anyone is missing or known to be left in the Library	"The Building is secure"	
RED	HOLD & SECURE Armed person Violent incident OUTSIDE the building LOCKDOWN	CODE RED	HOLD & SECURE -lock all exterior doors -move away from windows and close blinds, turn off lights -stay in the building until police have given the all clear -do not let anyone from outside the building in - listen to staff for further direction	LOCKDOWN -lock all exterior doors -seek a safe place to hide, stay out of sight and low to the floor -secure your hiding spot by locking the door and moving furniture in front of the door -communication devices should be silenced or turned off -stay hidden until police tell you it is safe to leave	"The Building is secure"
BLACK	Bomb Threat or Suspicious Package	CODE BLACK	SEARCH & EVACUATE -turn off cell phones and electronic devices. Leave doors open. -prepare to evacuate -evacuate, on instructions to do so, taking personal belonging from your area -sweep the building, if possible -follow identified safe exit routes and go to the designated gathering area as directed by staff -staff and visitors shall remain together and wait for further instructions	"The Building is secure"	
WHITE	Severe Weather Ex. Lightning Storm, Tornado	CODE WHITE	TAKE SHELTER -stay away from any windows, outside walls and doors -move to a room in the interior of the building such as Borrower Services, 2nd floor public washrooms, or the basement -crouch on the floor with heads tucked to knees, with your hands covering your head and neck with your head facing the interior wall -remain where you are until the all clear is given	"The Building is secure"	
BLUE	External Event External Chemical Leak, Explosion	CODE BLUE	TAKE SHELTER -listen to staff for instructions -close all blinds and stay away from windows and outside walls -go to the 2nd floor public washrooms -place a piece of clothing along the base of the door and over the floor vents -remain in place of refuge until all clear is given by Fire Services or staff	"The Building is secure"	

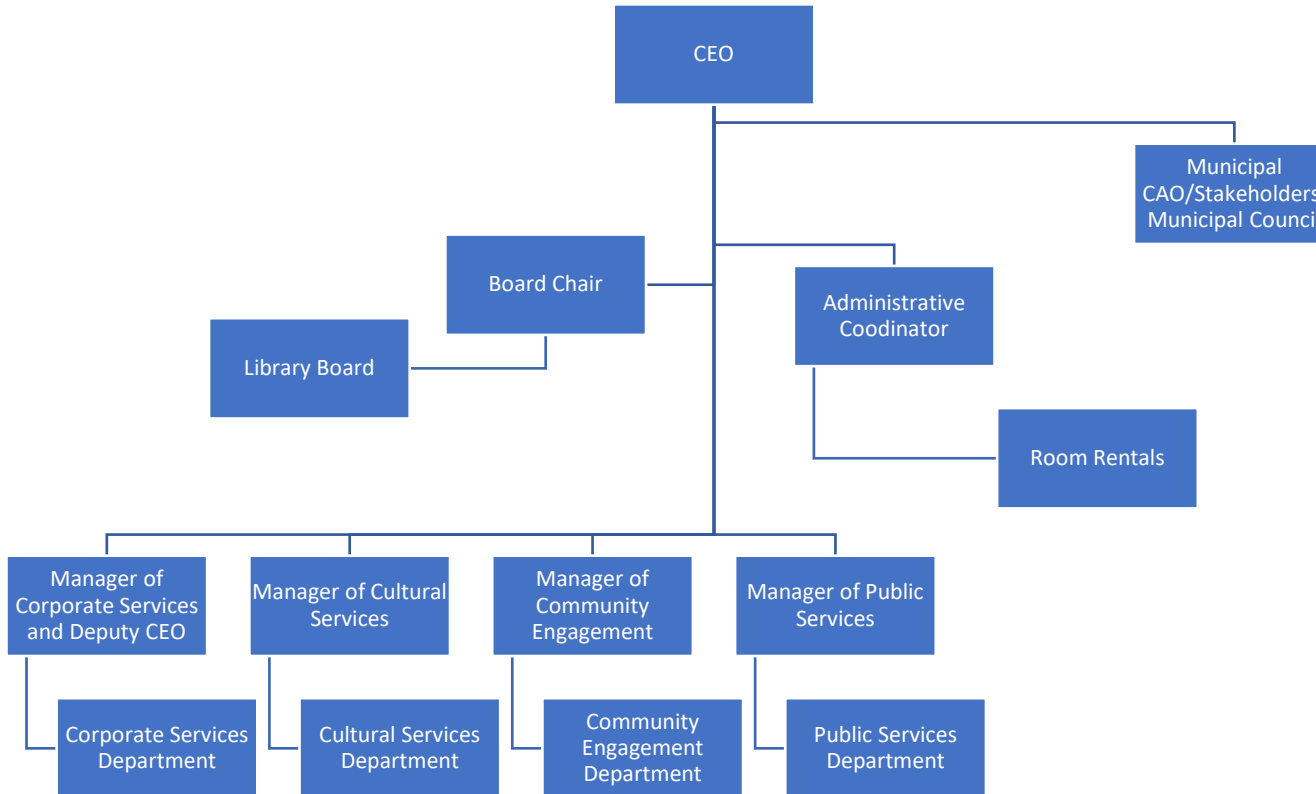


Appendix B: BWGPL Organization Chart





Appendix C—Staff Phone Tree



****Management may reach out to department staff to assist with phone tree contacts****



Appendix D: Staff Contacts

Document is in-house and will be available to management as needed. It is not part of the official document





Appendix E: Board Contacts

Document is internal and will reside with CEO/Board Chair and is not part of the official document.



**Bradford West Gwillimbury Public Library
Service Level Document**

Prepared by Matthew Corbett

April 2023

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Library Service Level

Introduction

The Service Level Document provides general guidelines of the current service for the Library, and will be updated as operational or governance changes are made. This document is to be read in conjunction with the Ontario Public Libraries Act. Authority over the service level resides with the Library Board. Pursuant to section 20 (a) of The Act, the Board “shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs”. Such will include standard service levels, hours of operation, strategic priorities, and financial oversight all of which may be modified through Library Board motions.

This is to be read in conjunction with the Business Continuity Plan to aid in the continuing operation of some or all the Library’s functions should there be a major emergency. It should also be read alongside the Technology Plan, Technology Asset Management Plan and any other plan that the Library develops relating to service.

Finally, this document does not provide the minutia details of the day-to-day services, but rather a high overview of some of the services the Library offers.

Population

The current population of Bradford West Gwillimbury and area is 44,125. The Library is located at 425 Holland Street, and is the only branch serving Bradford and its catchment area. From 2016 to 2021, the Town has increased 21.39% and is projected to double its size between 2021 and 2051.

Library Service Level Details

Catchment and Reciprocal Agreements

Currently, the Bradford West Gwillimbury Public Library serves Bradford (including Bond Head) and area. There are service agreements in place with New Tecumseth, King City, East Gwillimbury, Newmarket and Innisfil.

Space

The Library’s space is a welcoming, safe and positive space for the community to access during regular operating hours. The Library’s space serves as a warming and cooling station for the Municipality. The building is 40,000 square feet and is considered a small to medium sized Library. Within the physical space of the Library, there are stacks of reading materials broken into reader age: Children, Young Adult, Adult Fiction, Children’s Nonfiction, Young Adult Nonfiction, Adult Nonfiction, DVD/Blue Rays (Childrens and Adults), Video Games, Books on Tape, and Library of Things. These are all housed on the first and second floors of the Library.

In addition to reading materials, the Library also has seating (both casual and study table-styled seating), computers, a creative lab, a local history space, meeting and study rooms, as well as programming space. The following chart provides detailed information on the Library’s physical space, and includes data on the membership, circulation, internet access and seating.

Branch Size	40,000 sq ft
Population served	44,125 direct population, catchment unknown
ARUPLO Definition of Library	Urban Branch, 35,000+**
Hours of Operation	63.5 Hours
Physical Collections Size	110,771
Electronic Collection Size	4,913
Public Internet Access Stations/Laptop	15
Seating	197***
Circulation (January 2022-December 2022)	261,084
Memberships	19,045

**the Bradford West Gwillimbury Public Library is considered a Small-Medium Library as a general rule of thumb. The Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO) definition provides an overview of how the Library’s space-planning and service point planning, at a minimum, and provides a general overview of service levels, standards, and requirements, based on population size and community make-up.

***The seating does not include the creative lab, programming, or meeting rooms, but does include the study rooms.

Community Makeup: Age Characteristics, Languages

As per the Statistics Canada data, the following chart breaks down the Age Characteristics of the community (2021).

Age	Total
0 to 14	9185
15-29	7190
30-44	10025
45-59	8540
60-74	5730
75-89	1915
90+	295

Of the official languages spoken by individuals within the community, 32,545 speak one of the official languages of Canada (English or French) at home, while 7,605 speak one or more non-official languages. Understanding the language make-up of the community enables the Library to develop a collection that is representative of community needs. The information collected from [Statistics Canada](#) will help support and develop collections based on community languages.

Collections

As noted, the collection size is 110, 771 (as of 2023) and is comprised of physical and electronic circulating materials. The Library has a diverse collection of materials and resources, and is constantly expanding technological access through computers, WiFi, creative technologies, and eResources. The Library offers a number of eResources through the website that support education, reading, research, culture, and fun. As of 2023, the Library currently offers:

Program Spaces

The Library offers a wide variety of programs for all age levels and across a wide spectrum of topics and interests. It is therefore vital that the Library has access to dedicated, flexible program spaces.

The Bradford West Gwillimbury Public Library has three main programming spaces: The Zima Room, the Board Room, and the Green Room. Each of these spaces are used for Library-run and community-led programs and are primarily offered during the Library's open hours. There is additional flex space allocated for specific department programs in the atrium, café, and southwestern corner of the building. Each of these spaces are used typically for cultural events, or large-scale programs. Finally, the Library uses the Calder Room as a community services hub, attracting essential social services professionals to use that room to support the Bradford and area community.

Public Services

Frontline services are provided to the community through the service desk, the roaming librarian model, creative lab, local history room, website, social media, virtual programming, and through back-of-house or behind the scenes services including Inter Library Loan. The Public Services department is the first physical contact point for the community with the Library, including but not limited to: circulation of materials, reference and readers advisory, technological assistance, and customer service/service desk interactions. The first digital connection for community members is the Website and/or Social Media (Facebook and Instagram)

Community-Led and Outreach

Community-led is a philosophical model and strategic initiative of the Library, its Board, and the Staff. The Library is committed to developing programs and services that meet the community's needs through listening, interacting, and mining information from the greater community. To do so, the Community Engagement and Cultural Services Departments focus efforts on developing services that are barrier-free, community driven, and responsive to diverse and inclusive practices.

Cultural Services

The Library has a Cultural Services department committed to developing services and programs in the Arts and Culture, Local History and Heritage, and through Equity, Diversity and Inclusion**. The focus is to develop a department that is community-engaged, responsive, and embracing leadership in culturally relevant ways that grow and strengthen interaction with Bradford West Gwillimbury's arts, culture, and heritage. The Cultural Services department is committed to developing community displays, space for partnerships with community groups, and support the education and celebration of events and times of commemorations. This is done through programs, events, and collaborative initiatives with community, corporate and internal stakeholder groups.

**Equity, Diversity, and Inclusion is further applied to all facets of the library, including community engagement, collection development and public services. The Cultural Services assists with applications in each department, and with EDI audits/recommendations.

Contact

The main switchboard number 905-775-3328 x 6100, is accessible to all public and staff. The Library phones are answered during open library hours.

The Library's website features a chat function on the main page (Bradford.library.on.ca) in the bottom right corner of the website which is answered during staff working hours. Staff attempt to respond within 48 hours of receiving a chat.

Social media is another method of contact. The links to the Library's socials pages are found under the contact us banner at the bottom of the Library's website.

Related Documents

1. Business Continuity Plan, 2023
2. Technology Plan, 2020-2024
3. Technology Asset Management Plan, 2020-2024
4. Cultural Business Plan

Document History

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