



BWG Public Library Board – Regular Meeting Agenda

Meeting date	Monday, June 19, 2023@ 7:00 pm
Location	Zima Room
Meeting #	2023-06
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, June 19, 2023, agenda.”

Moved by:

Seconded by:

Result:

3 Declaration of Conflict of Interest—

4 Special Presentations/Welcome Guests— Daniel Comerford + Brock James, LGA Architects & Stephen Abram, Lighthouse Consulting

5 Confirmation of Consent Agenda

- 5.1 Regular Meeting Minutes of Monday, May 15th, 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— None

9 New Business

9.1 2023-06-01 Equity Audit Update

Recommendation:

“THAT The Bradford West Gwillimbury Public Library Board receive report 2023-06-01 Equity Audit Update for information.”

Moved by:

Seconded by:

Result:

9.2 2023-06-02 CVIPT 2023 Report

Recommendation:

“THAT The Bradford West Gwillimbury Public Library Board receive the 2023-06-02 CVITP 2023 Report for information.”

Moved by:

Seconded by:

Result:

9.3 2023-06-03 Accreditation Update

Recommendation:

“THAT The Bradford West Gwillimbury Public Library Board receive the 2023-06-03 Accreditation Update for information.”

Moved by:

Seconded by:

Result:





9.4 2023-06-04 Friends of the Library Update—D. McDowell

Recommendation:

“THAT The Bradford West Gwillimbury Public Library Board receive the report 2023-06-04 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—None

13 Next Meeting—Monday, September 18, 2023 @ 7pm.

14 Upcoming Events/Reminders—August 15/16

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, May 15, 2023@ 7:00 pm
Location	Zima Room
Meeting #	2023-05
Members	CHAIR: Licinio Miguelo VICE CHAIR: Cheraldean Duhaney FOL Liaison: Dillon McDowell Diana Sheeler Joseph Giordano
	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	OLS TRUSTEE: Jen Turner, Ferguson Mobbs

1 Call to Order

The Presiding Chair calls the meeting to order at 7:04pm.

2 Confirmation and Adoption of Agenda

Motion:

“THAT the Bradford West Gwillimbury Public Library Board receive and adopt the Monday, May 15, 2023, agenda.”

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

3 Declaration of Conflict of Interest— None.

4 Special Presentations/Welcome Guests—None

5 Confirmation of Consent Agenda

- 5.1 Regular Meeting Minutes of Monday, April 17th, 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 to 5.6 inclusive.”

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

6 Financial Report

6.1 Monthly Financial Report

Motion:

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

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

7 Correspondence—None

8 Board Training— Corporate Services Department

Staff presented an overview of the Corporate Services Department as a whole, and included high level overview of the 3 pillars of the department. Collections, I.T and Facility.

Staff presented current projects ongoing (cleaning up the catalogue, Replacing fluorescent lights with LEDs, Etc.) and the 2023 initiatives (Formal DEI analysis of collection, development of Library of Things, etc.)

Staff fielded questions from the Board of Directors on elements within the department including shelving revamp and Library of Things.

9 New Business

9.1 2023-05-01 Annual Survey

Motion:

“THAT The Bradford West Gwillimbury Public Library Board receive report 2023-05-01 Annual Survey for information.”

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





Staff informed the Board the Annual Survey was submitted as part of the Ontario public Library Grant requirements. Staff presented highlights from the document including circulation statistics and foot traffic in the building for the previous year. Staff fielded questions from the Board regarding the report.

9.1 2023-05-02 Intranet Presentation

Motion:

“THAT The Bradford West Gwillimbury Public Library Board receive the 2023-05-02 Intranet Presentation.”

Moved by: D. McDowell Seconded by: J. Giordano Result: Carried.

Staff presented the new internal intranet project to the Board of Directors. The intranet provides connection and information on corporate core values, departmental news, website, social media etc.

Staff fielded questions from the Board of Directors pertaining to the Intranet Sharepoint site and its functions.

9.2 2023-05-03 Friends of the Library Update—D. McDowell

Motion:

“THAT The Bradford West Gwillimbury Public Library Board receive the report 2023-05-03 Friends of the Library Update for information.”

Board member D. McDowell presented updates from the previous Friends of the Library meeting.

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

- 10 Policy Review and Approvals—None
- 11 Board Committees—No Updates
- 12 Closed Session—None
- 13 Next Meeting—Monday, June 19, 2023 @ 7pm.
- 14 Upcoming Events
- 15 Adjournment





Motion:

“THAT this regular meeting of the Bradford West Gwillimbury Public Library Board adjourns at 8:12pm.”

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





To: Library Board
Prepared by: Matthew Corbett, CEO
Date: June 19, 2023
Subject: CEO Report

1. **Staff Development**

Managers are currently training and providing resources to staff in their department as part of the onboarding process. Staff are looking into training opportunities for the staff training closure day which will be sometime in the fall. More information will be provided to the Board at a future meeting.

2. **Grant Applications**

No new grant applications were submitted. The Young Canada Works grant has been accepted, and Staff are working through the hiring and report writing components for next steps.

No news on whether or not the Library was successful for the TD Grant for Cultural Services

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

- Staff continue working on recommendations from the first Equity Audit.
- Staff attend the Municipality's DEI working group monthly, contributing DEI initiatives the Library is working on
- Staff held the first in-house working group in May and finalized the Terms of Reference

4. **Master Plan**

Staff are awaiting the first draft of the Master Plan for review. Once reviewed, a presentation to the Board will occur.

5. **Hiring and Openings**

Staff continue to recruit a facilities custodian, as well as the Information Service Specialist.

6. **General Updates**

CEO continues to work through the bargaining process to develop the first CA with the Union. The next bargaining date is June 21. At the request from CUPE Local 905, a provincially appointed Conciliation Officer will be present on June 21.

CEO launched the Library intranet to the Staff. The Board may recall from the last meeting the intention is to be a repository for staff to access information relevant to their departments.





The goal is to have one localized repository where staff can go for information, documents, or resources to assist with operations. While there has been some hiccoughs with rollout, Staff now have access and are able to access these resources from one spot. Staff were also introduced to the final versions of the Core Values.

In May, the CEO was accepted to the Local Immigration Partnership Board. As background, the Local Immigration Partnerships (LIPs) are community-wide, multi-sectoral partnerships working to strengthen a community's capacity to welcome immigrants and improve integration outcomes through enhanced economic, social, political, and civic participation. LIPs provide a collaborative framework for the development and implementation of sustainable local and regional solutions for successful integration of newcomers to Ontario, and locally Simcoe County. As a member, the CEO will provide support and engage with the community stakeholders to foster support and enhanced services for newcomers and communities.

The Library underwent an entire re-keying of the facility. The process began on May 24 and concluded on May 26th. The Library key system has been reduced from 6 various keys to 3, and 63 door locks were replaced. A new system was implemented for contractor keys, and a stronger tracking system was implemented by the Administrative Department. A bill has been provided to procurement, as it is anticipated the previous cleaning contractors will cover a majority of the bill.

CEO continues to work 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. A report is presented to the Board in this June Board package.

Unfortunately, there has been an additional 2 windows that have been damaged by rocks in the Teen Area of the Library. The replacement of these two windows, along with the one replaced in April will total approximately \$14,000. Staff are working with Procurement and Clerks office to explore additional video surveillance cameras on the west side of the Library. This will be included in the Capital Budget request for the next budget cycle.

Staff are finalizing the Automatic Material Handling Unit RFQ. The process began in early May and it is anticipated the contract will be awarded in the coming weeks. Once awarded, Staff will work through the contract and delivery deadlines. It is anticipated the AMHU will be in place by Q3 of this year.

7. **Action Items/CEO List**

- a. Planning/implementing shelving installation project—In progress





- b. Intranet development—Complete; Rollout implemented
- c. 2024-26 Budget Development—In progress
- d. Master Plan—In progress
- e. Board Orientation—Ongoing
- f. County Review—Awaiting County response
- g. Friends of the Library, Constitution Development and Campaign initiative—Constitution completed; Website presence and marketing TBD
- h. Union Collective Bargaining—In progress
- i. Library-Town MOU—On Pause
- j. Policy Review and Planning—In progress with Policy Committee
- k. Grant applications—Report back in progress (awaiting Master Plan completion)
- l. Equity and Inclusion Recommendations—Part 1 in progress
- m. Hiring—in progress
- n. Accreditation—In preliminary progress (assessment in progress)
- o. Records Retention Program—In progress
- p. Strategic Plan, Goals—Business plan implementation in progress
- q. Analysis of Social Media strategy/engagement—Early stages
- r. Accessibility Plan—In preliminary progress
- s. Corporate Core Values—Completed
- t. 2023 Strategic Scorecard—In progress (developed in November 2023)
- u. Branding Project—On Pause
- v. Capital Budget Procurement—In progress





To: Library Board
Prepared by: Elizabeth Campbell, Manager of Community Engagement
Date: June 5, 2023
Subject: Community Engagement Report – May 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 – May Outcomes

The Library played host to the visits of 18 school groups in May. These were almost all primary classes, along with two Grade 12 classes.

We were invited to take part in several outreach visits to local schools for their Welcome to Kindergarten events. We also took part in the Academy for Newcomers presented by the South Simcoe Police. This event introduced 25 newcomers to Canada to life in Bradford, and to the various public and social service agencies serving the community.

At the end of May we wrapped up the spring programming. We launched several new programs this session. Some of our new programs found their audience, e.g. Puzzlemania, while others were underutilized e.g. Sensory Storytime and New Adult Drop In. We are looking at the attendance numbers for these new programs, and tweaking our promotions to better reach our target audiences.





May Outcomes cont'd Strategic Pillar: Become Community Led		
Objective	Sub-department	April Activities
Greater connection with stakeholders within the community	Outreach	Visits to the Library from local schools
		Attendance at events held at local schools
		Police Academy for Newcomers
		Farmers' Market booth
	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	Discussions with Social Services agencies/Library partners: - YMCA
	Outreach	Bookings of the Calder Room this month: - Matthew's House - CMHA York Simcoe - YouthCall - YMCA





May Outcomes cont'd

Strategic Pillar: **Develop Infrastructure to Support Community Endeavours**

Objective	Sub-department	May Activities
Provide activities for our Community	Programming	Spring Program session wound up May 31
Strengthening relationships with community partners	Programming	Program discussions with volunteers and community organizations for newcomer youth

Strategic Pillar: **Build a Culture of Excellence**

Objective	Sub-department	May Activities
Workplace Development	All	Ongoing onboarding of 4 new staff members
		Hiring finalized for 3 new staff members





B - Looking Forward for 2023

Q2		
Objective	Sub-department	Activities
Provide programs that support literacy, learning, and personal growth	Programming	April-May Program Session June Program Session, Summer Program Session
Provide programs that support literacy, learning, and personal growth		Summer Reading Launch Special June programs for seniors, Drag Queen Storytime
Work with local schools to build students' awareness of the Library	Outreach	Host school tours from April to June
Build literacy foundation for preschoolers	Outreach	Participate in Kindergarten Orientations at local schools
Extend infrastructure into the community		Farmers Market Outreach
Design systems to support workflow		Launch of Homebound Service
Research for evidence-based decision-making		Launch CRM to all departments
Demonstrate value of Library card to our newest members		Analysis of Master Plan Survey data
Research to better understand community needs	Communications and Marketing	New cardholders Advocacy campaign developed
Inform Community about the Library		Market Segmentation project
Build literacy foundation for preschoolers		Website refresh continues
Workplace development		Development of advocacy campaign for Early Literacy
	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

	May	
	Number of Activities	Number of Attendees
Children's Programs		
Babytimes	12	501
Storytimes	19	751
Tween Book Club	1	1
Plasticine Pictures: Barbara Reid	1	8
Reading Buddies	3	45
French Homework Club	4	5
Total	40	1,311
Adult Programs		
Knit Happens	2	11
Next Chapter Café	1	3
Book Clubs - Hybrid	2	11
Self-Care Toolkit	2	13
Puzzlemania	1	22
Adult Board Game Night	1	3
Women's Friendship Café for Farsi Speakers In Partnership with the YMCA	1	5
Bradford Women's + Group In partnership	1	15
Total	11	83
Teen Programs and Volunteer Opportunities		
Book Reviews	1	10
Reading Buddies	3	37
Total	4	47
Overall Total	55	1,441





Outreach		
	May	
	Number of Activities	Number of Interactions or Attendees
Class Visits to the Library	18	330
Visits to schools	5	94
Police Academy for Newcomers	1	25
Farmers' Market	2	43
Total Outreach	26	492
Calder Room Bookings	9	

Communications Highlights

Social Media Performance				
	Facebook		Instagram	
	May		May	
Measure	Number	% change from last month	Number	% change from last month
Posts	88	1.1%↑	48	23.8% ↓
Stories	26	100%↑	84	42.4%↑
Reach	13,988	130.5%↑	1,850	13.6%↓
Visits	1,845	17.8%↓	426	30.4%↓
New Facebook Likes/Instagram Follows/Followers on TikTok	7	50% ↓	46	6.1%↓





	TikTok	
	May	
Measure	Number	% Change from last month
Posts	3	25%↓
Video Views	1,849	40.41%↓
Profile Views	23	30.3%↓
Likes	86	57.8%↓
Comments	0	100%↓
Shares	4	33.3%↑

Enewsletter Performance	May
Email newsletters	12,639*
Open Rate	50.81%
Total Clicks	677
Click Rate	5.34%
Mobile	8.9%
Desktop	91.1%

*Totals for BWG Newsletter, Bestseller List, Psychological Thrillers

Most clicked links:

Link	Clicks
Seed Library	223
Children's Programs	114
Seed Library Order Form	63
Creative Lab Page	37





To: Library Board
Prepared by: Nina Cunniff
 Deputy CEO & Manager of Cultural Services
Date: June 19, 2023
Subject: Corporate Services Report for May

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	Acquired new collection for Library of Things: Sensory Support Kits from Autism Canada
	Completed enrollment process for Apple Mobile Device Management (MDM), so iPads can be managed while on loan
	SEED Library: Packed up 150 more envelopes for distribution
	Begun preparing Butterflyway Garden Kits
	Participated in AAC (Accessibility Advisory Committee) event for Accessibility Week
Develop Infrastructure	Finished last ARP for this year. Now, it will be a case of managing, evaluating and adjusting as needed.
	Finalized order for new shelving to expand multilingual collections for adults and children, and to move paperbacks to regular shelving





	Dealing with liability issues for lifejacket lending program in partnership with the Leisure Services
	Acquired 3 new Dell All-in-ones for public use and 3 new desktops for staff
	ESXi 7.0 Update 3 testing complete – some hosts (based on FreeBSD will need to migrate to Ubuntu/Debian Linux) – working on migration strategy
	Verified media PC for CE group for digital display. (Videos for Front Café)
Build a culture of excellence	Worked with Ricoh to resolve connectivity issue between one of our public printers and the Service Dashboard
	Completed desktop build for new Community Engagement staff
	Worked with custodian to develop cleaning efficiencies
	Testing new version of Porteus desktop for OPACs
	Updated documentation with respect to Backup Procedures and processes

Section 2 – Upcoming Month’s Activities

Strategic Pillar	Activity
Become community led	Butterflyway garden kits are being distributed in the second week of June. Kathy Howitt (Butterflyway Ranger) will assist in promotion and distribution.
	Prepare new collection of Sensory Support Kits for children on the spectrum
	Set up 4 new AIOs (All-In-One computers) for public use
	Prepare new collection of 10 laptops for home use lending including updates and verification





Develop Infrastructure	Launch lifejacket lending program in partnership with Town
	Testing and implementing ILS upgrade – delayed due to staff shortages
	Install new charging station
	Test new version of Porteus desktop for OPACs
	Continue transition to LED lights
Build a culture of excellence	Investigate RICOH issues with USB printing
	Investigate further efficiencies for cleaning and maintaining facility
	Hire second facilities custodian
	Coordinate collection maintenance with Public Service staff
	Evaluate tech budget for remainder of year and prioritize acquisitions

Section 3 – 2023 Business Plan

Strategic Pillar	Activity
Become community led Develop Infrastructure Build a culture of excellence	Create Accessibility Plan
	Develop and carry out Collection Maintenance Plan
	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
	Seek out new non-book collections to meet the needs of community
	Prepare Technology Budget for 2024

Section 4 – Statistics





Collection

- Added 518 print items
- Added 51 non-print items (audio books, DVDs, Games, etc.)
- Deleted 779 items as part of the collection maintenance plan
- Cleared 1179 records as part of project to remove eBooks and eAudiobooks from the catalogue
- Received and processed 43 ILLO/Purchase requests
- 482 seed packs from the Seed Library have been distributed for the month, mostly in the first two weeks.





To: Library Board
Prepared by: David di Giovanni, Manager of Cultural Services
Date: June 5th, 2023
Subject: Cultural Services Report – May 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 April 2023, the Cultural Services Department supported the programming of one public event, hosting Little Pear Garden dance company in celebration of Asian Heritage Month. We also hosted two displays: a display of red dresses for National Day of Awareness for Missing and Murdered Indigenous Women, and display spotlighting South Asian culture. We began the onboarding of a part-time local history assistant. The internal EDI committee met for the first time at the beginning of the month, and came up with five recommendations: two which have been implemented.

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)

1. Indigenous-led planning committee continues and itinerary set for National Indigenous People’s Day event - Financial and Leadership Opportunities
2. Partnered with RiseUP BWG on Red Dress Display and South Asian Association of Simcoe County for South Asian Heritage display in display case–Showcase Opportunities
3. Engaged two local trans youth artists to display artwork outside Zima Room in alignment with Pride Month; - Showcase Opportunities
4. Supported 7 Local History requests – Research Opportunities



5. Put up BWG Pride Wall by sorter soliciting photos from community members showcasing Pride – Showcase Opportunities
6. Built partnership with group formerly known as Unknown Neighbours to partner on event supporting local migrant workers in June – Leadership Opportunities
7. Built partnership with Ukrainian Community of Bradford to support their drop-in programs in exchange for display celebrating Ukrainian Heritage in September – Leadership and Showcase Opportunities
8. Met with BWG Diversity Action Group to discuss support for annual “Multicultural Festival in July – Financial and Leadership Opportunities
9. Met with Bradford chapter lead for Ekal Vidyalaya Foundation of Canada to discuss support and partnership for event celebrating Indian Independence Day in August; - 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. Hosted Little Pear Garden, a Chinese-Canadian dance company to celebrate Asian Heritage Month with free event– Becoming a Presenter
2. Interviewed with CBC Ontario Morning with regards to Library’s role in publishing of “Jan Coward’s World War One database” – Becoming a Presenter

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. Onboarded Local History Assistant and beginning Indigenous histories of BWG research for June display case - Indigenous research
2. Continue DEI terminology education – Growing employee understanding of EDI
3. Internal DEI committee met, identified terms of reference and made a number of recommendations– Equity Audit recommendations





4. Committee recommendation to add an Equity Statement to the Library website (based on Library's policy) was approved and added – EDI Audits
5. Committee recommendation to add list of languages staff speak at the front desk was approved and information is presently being collected – EDI Audits
6. Partnering with Town to support visibility of Library's BWG Pride Wall – Culturally relevant displays, Growing EDI competence/confidence with staff
7. Drafted matrix for social media 'sharing' and 'posting' of community events aligned with Equity Audit recommendations to be adjusted / approved by Community Engagement Department – Equity Audit recommendations
8. While gender transition policy is under review through the Town, drafted best practices and guidelines for management regarding transitioning employees in the workplace to be approved and shared – Equity Audit recommendations

Part B – Short-Term Upcoming Objectives

For National Indigenous People's Day (Jun 21) we will be planning an event with music and dance on the Library Lawn led by the Indigenous planning committee. Our display case will also spotlight Indigenous Histories of BWG. For Pride, we are creating a "BWG Pride Wall" at the front of the library and recruiting patrons to share photos of love and support around 2SLGBTQ+ people in their lives. We are beginning plans for CultureDays in September.

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)

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; Continue partnerships with community groups on culturally-relevant events;

Q4 – Use information on Indigenous-led planning committee to propose a committee in advance of Black History Month; Draft 2024 calendar of events/exhibitions





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)

Q3 – Partner with Municipality on summer programming (Indigenous People’s Day, Canadian Multiculturalism Day, other summer events); Partner with Community Engagement Dept for CultureDays programming in September; Plan for artistic/cultural events for Latin Heritage Month;

Q4 – Begin draft of Public Art policy and Artist in Residence program; Begin to build relationship with Economic Development office for 2024 events;

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)

Q3 – Integrate Reconciliation recommendations from Ontario Federation of Public Libraries into Equity Audit Workplan;

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; Support integration of Equity Audit recommendations, including one’s specific to job applications, audit of collection/displays, and training; Continue to grow research on historical and contemporary equity-seeking groups in BWG.

Q4 – Have draft EDI Workplan from EDI committee including new internal recommendations; Solidify EDI training plan for staff;

Summary

Alongside beginning to take action on the goals outlined in the Cultural Services Business Plan, 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. As we approach the first full year of this department this summer, we seek to use the learning from this year to draft a proposed 2024 calendar for Cultural Services.





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

May	Little Pear Garden Dance Company	7-May-23	4	
	BWG Genealogy Group - Afternoon	8-May-23	4	BWGGG
	BWG Genealogy Group	11-May-23	5	BWGGG
	BWG Local History Association March meeting	13-May-23	40	BWGPLLHA
	BWG Music and Poetry Circle	14-May-23	12	Russ and Meade

Note: We were disappointed in the low turnout for the Little Pear Garden event. Marketing and promotions were of a similar scale to previous Cultural Services events with much higher turnout. While the weather on the day of the event could have played a factor, we’ve also identified other factors to improve turnout at a similar event next year (partnering with a community group to support outreach, posting in culturally-relevant shops/restaurants, delaying events specific to culturally-relevant months later in the month to grow visibility/interest).





To: Library Board
Prepared by: Andrea Ciurria, Manager of Public Services
Date: June 10, 2023
Subject: Public Services Report – April 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 May 2023, the Public Services Department rolled out 3D printing and continued activities with the digitization station. On the Information Specialist side of the department, Staff created book displays to support and promote initiatives from Community Engagement and Cultural Services. These included displays celebrating Asian and Jewish Heritage month. Future reports will provide the Board with a chart updating the last month's outcomes based on the Strategic Pillars/Goals.

Part B – Short-Term Upcoming Objectives

Staff are working on several upcoming objectives to support the Strategic Pillars/Goals. The chart below provides the Board with updates on future tasks to be completed within the year 2023. 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: Jewish Heritage Month; Asian Heritage Month; All Kinds of Mommies; Get outside! (Parks passes/backpacks/outdoor activities). E-newsletters: Psychological Thriller





		<p>Inter Library Loans: 64 books Shipped and 64 books received</p>
<p>Enhance Technology for the BWG Community and BWG PL Staff</p>	<p>Infrastructure Support</p>	<p>The 3D printer launched the beginning of May for public use. The Digitization Station remains fully booked.</p> <p>Digitization station hours: 46 Help appointments: 3 3D Printing minutes: 300min</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>Department Procedure Binder work continues and has extended into the intranet system work.</p> <p>Trauma Informed Public Service and De-escalation training opportunity has been made unavailable by the hosting organization at this time. New opportunities are being explored.</p>

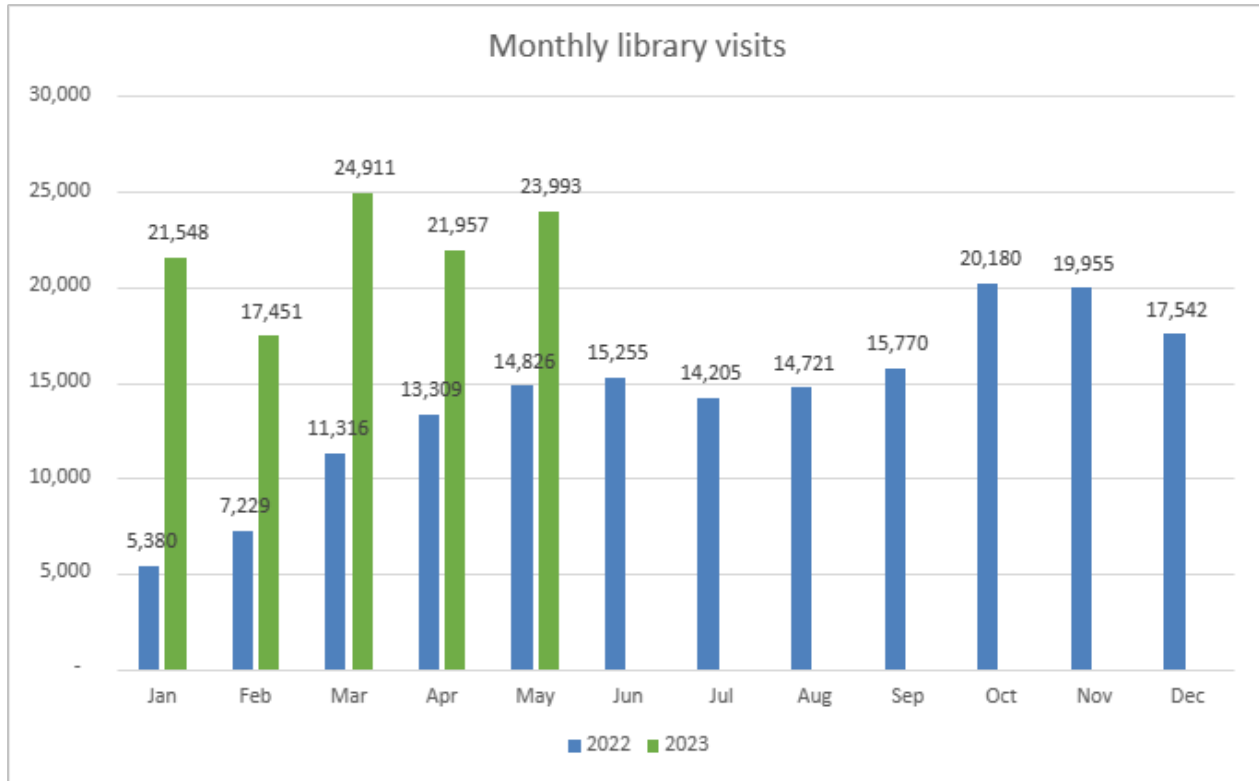
Summary

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.

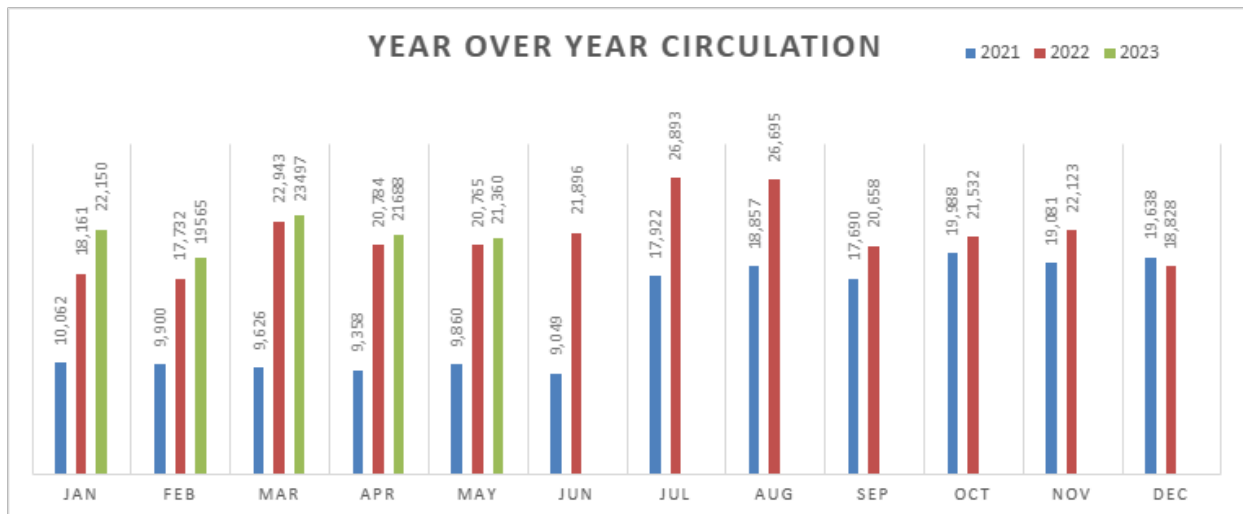


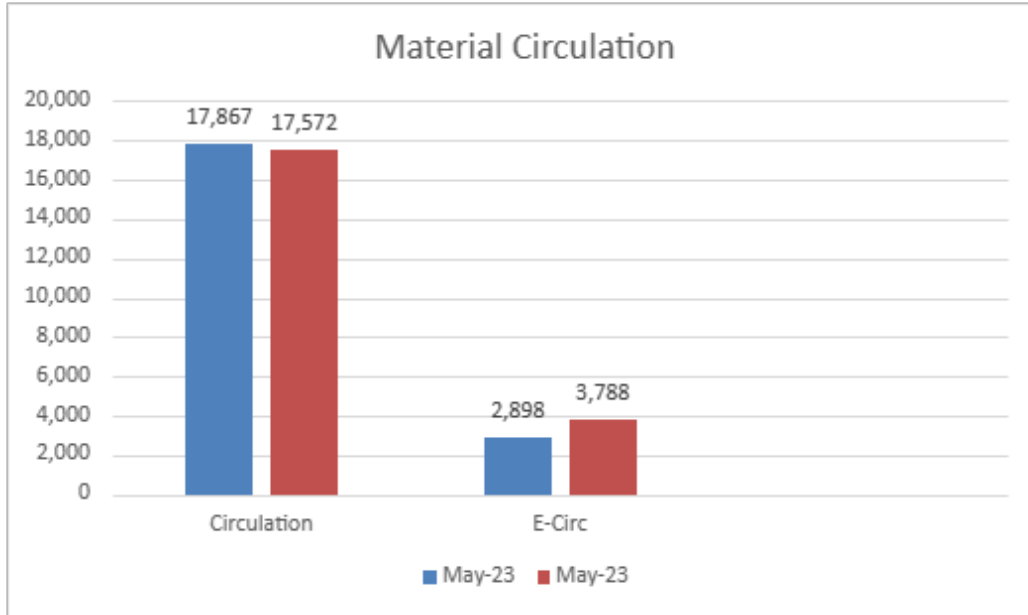


Appendix A – Statistics from March 2023



Library Visitation has been increasing significantly through 2023.
291 New members joined in May.





Computer use in the library remains high with 1,323 Public computers.

accessed WIFI was accessed 5,047 times by the community.

Overall, we are seeing a good Covid recovery in our services.



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	28,770	13,770	91.80%
0170 - Cost Recovered	15,000	28,770	13,770	91.80%
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	9	9	100.00%
0160 - Donations	0	9	9	100.00%
Transfer from reserves	18,000	0	(18,000)	-100.00%
0923 - Transfer from Municipal Services	18,000	0	(18,000)	-100.00%
User fees	12,000	8,141	(3,860)	-32.16%
0110 - Rent, concessions	12,000	8,131	(3,870)	-32.25%
0182 - Registration	0	0	0	0.00%
0191 - Sales	0	10	10	100.00%
Total Revenue	72,332	38,075	(34,257)	-47.36%
Expense:				
Advertising & Promotions	6,000	118	(5,882)	-98.03%
3045 - Advertising & promotions	6,000	118	(5,882)	-98.03%
Bank/Processing Fees	700	215	(485)	-69.28%
4010 - Finance/Bank Charges	700	215	(485)	-69.28%
Communications	6,620	2,453	(4,167)	-62.95%
3030 - Telephone & Communication	6,620	2,453	(4,167)	-62.95%
Contractual Services	115,100	106,794	(8,306)	-7.22%
3300 - Contracted services	101,100	85,525	(15,576)	-15.41%
3302 - Janitorial cont. services	0	15,712	15,712	100.00%
3335 - Software annual maintenance	11,500	5,557	(5,943)	-51.68%
3340 - Winter Maintenance	2,500	0	(2,500)	-100.00%
Insurance	61,357	28,166	(33,191)	-54.09%
3055 - Insurance Premiums	61,357	28,166	(33,191)	-54.09%
Material & Supplies	404,162	163,222	(240,940)	-59.61%
3000 - Materials & supplies	27,000	6,839	(20,161)	-74.67%
3002 - Cleaning Supplies	15,000	1,875	(13,125)	-87.50%
3005 - Office Supplies	5,000	0	(5,000)	-100.00%
3006 - Program Supplies	19,000	6,588	(12,412)	-65.33%

Actual vs Budget Year To Date by Department:

3040 - Public Relations	3,000	414	(2,586)	-86.19%
3110 - Library Books	335,162	147,506	(187,656)	-55.99%
Mileage, Conference & Training	25,000	10,112	(14,888)	-59.55%
3010 - Professional Development	13,500	3,868	(9,632)	-71.35%
3015 - Membership	6,000	5,288	(712)	-11.86%
3020 - Mileage, Meals and Travel	5,500	956	(4,544)	-82.62%
Postage & Courier	6,000	3,449	(2,551)	-42.52%
3035 - Postage & Courier	6,000	3,449	(2,551)	-42.52%
Professional Services	16,360	42,531	26,171	159.97%
3305 - Consulting Fees	1,200	4,520	3,320	276.65%
3310 - Auditing	5,160	0	(5,160)	-100.00%
3320 - Legal Fees	10,000	38,011	28,011	280.11%
Repairs & Maintenance	26,000	14,497	(11,503)	-44.24%
3100 - Repairs & Maintenance	12,000	773	(11,227)	-93.56%
3101 - Computer hardware maintenance	14,000	13,723	(277)	-1.98%
Salaries & Benefits	2,208,307	822,581	(1,385,726)	-62.75%
1000 - Full-time wages	1,217,218	448,200	(769,018)	-63.18%
1005 - Part-time wages	586,452	212,635	(373,817)	-63.74%
1015 - Sick time	4,000	0	(4,000)	-100.00%
1020 - Vacation	27,213	0	(27,213)	-100.00%
1030 - Benefits	373,424	161,747	(211,678)	-56.69%
Subscriptions	0	0	0	0.00%
3050 - Subscription & publications	0	0	0	0.00%
Utilities	72,400	17,326	(55,074)	-76.07%
3085 - Hydro	54,000	9,256	(44,744)	-82.86%
3090 - Heating	14,000	7,154	(6,846)	-48.90%
3095 - Water/Sewer	4,400	916	(3,484)	-79.18%
Total Expense	2,948,006	1,211,465	(1,736,541)	-58.91%
Net Total	(2,875,674)	(1,173,390)	1,702,284	59.20%



To: Library Board
Prepared by: David Di Giovanni, Manager of Cultural Services; Matthew Corbett, CEO
Date: June 19th 2023
Subject: **2023-06-1 Equity Audit Update**

Purpose

This report is presented to the Library Board to provide an update on the status of our Equity Audit workplan.

Report

Consultation with Tana Turner Consultants began in October 2020 the ultimate goal of assessing the workplace to create an inclusive organization that not only strives for diverse representation among its employees but also embraces, values, and capitalizes on this rich diversity as a source of strength, innovation, and creativity. The process was broken into two separate reports: Equity Audit Part 1 and Equity Audit Part 2.

Staff worked with the Human Resources Department in a relationship building and collaborative approach to address policies and practices that were highlighted in the Library (and which had implications on municipal practices). In a joint initiative, all Human Resources policies for both the Library and the Municipality were updated to include elements outlined in Equity Audit 1. Staff have also been part of a Diversity Inclusion Action Plan working group to help push some of the initiatives and recommendations from both Library and Municipal equity recommendations.

In October 2022, Library CEO and Manager of Cultural Services worked together to create an Equity Audit Workplan as a way of identifying a road-map for assessing our status in achieving the recommendations made in the Library's Equity Audit, and as a planning tool in our aspiration to implement as many of the recommendations as we can. This culminated in a status report in March 2023. The following information provides a status report on the Equity Audit recommendations, including present and future actions.

Status	Report One	Report Two	Percentage
Recommendation addressed	1.2, 1.3, 1.4, 1.5, 1.7, 1.6, 1.8, 1.9, 1.10, 1.11, 1.12, 1.13, 1.14, 1.15, 1.16, 1.17, 1.18, 1.19, 1.20, 1.21, 1.22,	2.2, 2.5, 2.6, 2.9, 2.10, 2.14, 2.15, 2.16, 2.17, 2.18, 2.20, 2.21, 2.22, 2.25, 2.28, 2.32	67%



	1.23, 1.24, 1.25, 1.28, 1.29, 1.30, 1.31, 1.32, 1.33, 1.34, 1.35, 1.36, 1.38, 1.41, 1.42, 1.44, 1.45, 1.46, 1.47, 1.48, 1.52, 1.54, 1.58, 1.59, 1.60,		
Recommendation addressed and ongoing action in progress	1.1, 1.26, 1.27, 1.61, 1.43, 1.49, 1.50, 1.51, 1.53, 1.56, 1.57, 1.61	2.1, 2.3, 2.4, 2.23, 2.24, 2.27	18%
Future action required	1.37, 1.39, 1.40, 1.55,	2.7, 2.8, 2.11, 2.12, 2.13, 2.19, 2.26, 2.29, 2.30, 2.31	15%

Present Recommendations being addressed

Number	Recommendation summary	Action
1.26	Policy to be developed to support transitioning employees	Draft policy sent to Town's HR department; Draft guidelines for managers sent to CEO—in consultation
1.43, 1.49, 1.50, 1.51, 1.53	Assessing EDI competency in candidates and diversifying talent pool	Draft recruitment checklist for managers covering job posting best practices, interview question checklist, reference check questions
1.55, 1.56	Providing training to staff on accommodations and harassment	Sharepoint will include policies; CEO working on an Employee Handbook
1.61	Share equity report and resulting action plan	Reports shared with staff; EDI Sharepoint being established
2.3, 2.4, 2.24	Promote diversity of Town on Library social media	Draft posting/sharing matrix sent to Community Engagement
2.19	Developing procedures to ensure books, displays, promotions reflect diversity	Will be drafting an EDI Audit matrix through internal committee

Future Action Status

Number	Recommendation summary	Action required
1.1	Recognizing importance of EDI in upcoming strategic plan	Action geared toward next strat plan; EDI added as a staff core value in 2023
1.27	Policy review process continually integrates EDI	Board policy committee to determine how new policies are filtered through EDI; potential development of policy EDI matrix
1.37	Equivalent combination of education and years of work	Pending Collective Agreement



	experience be considered for certain positions that do not require specific degree	
1.39	Candidates are given questions prior to the interview	Pending Collective Agreement
1.40	Library seeks out managers from diverse racial groups to sit on interview panels where appropriate	Action piloted for Mngr of Cultural Services role; continual process of addressing this to be determined
1.57	Managers obtain training regarding respectful work environments	Training does occur, and more specific training will be required pending the collective agreement
2.1	Strat plan recognize diversity of town and implications for library policies and services	Action geared toward next strat plan; Service Delivery Review and Master plan both recognized importance of changing diversity in Town
2.7, 2.8	Updates to staff code of conduct policy	Pending next policy review
2.11	Programming policy be updated	Pending next policy review
2.12	Partnership policy to be updated	Pending next policy review
2.13	Social media policy to be updated	Pending next policy review
2.26	Training provided for staff on interacting with youth	Youth Outreach plan to be developed
2.27	Sufficient funds allocated for staff professional development	Pending commitment and budget process
2.29	Video tour of library to be offered	To be determined
2.30	Illustrated map of library to be made accessible	Pending Mater Plan recommendations
2.31	Directional signage to be included	Pending Master Plan recommendations

Financial Implications

There are no financial implications to this report.

Summary

Staff have provided the Board with a comprehensive and detailed breakdown of the Equity Audit and Business Plan. Overall, the Library has addressed 67% of the overall Equity Audits and is working on 18%. There are 15% of the overall recommendations that require action.

Next Steps

Staff will continue through the Equity Audit action plan with the goal of addressing each recommendation by 2024. As noted, some action items require additional action. The creation of an internal DEI committee will support with the integration of some of these recommendations. We will report on the status of the Equity Audit quarterly.

Recommendation



THAT the Bradford West Gwillimbury Public Library Board receive the 2023-06-01 Equity Audit Progress Report for Information.”



To: Library Board

Prepared by: Elizabeth Campbell, Manager of Community Engagement; Matthew Corbett, CEO

Date: June 19, 2023

Subject: 2023-06-02 CVITP 2023 Report

Purpose

This report discusses the Community Volunteer Income Tax Program (CVITP) provided by the Library in 2023. This report is provided for information purposes.

Background

The Canada Revenue Agency (CRA) sponsors the CVITP, to enable community organizations to run free tax clinics, staffed by volunteer tax preparers. These clinics serve those with simple tax situations and modest income.

The provision of free tax preparation is a significant aid for those with low/no income. Annual filing of taxes is required for those receiving benefits such as Ontario Disability Support Program, but the cost to pay for tax preparation can present a hardship for those with low income.

Through enabling these community members to file their taxes for free, the CVITP functions as a poverty reducing service.

Every year, we hear from our clients how much they value the program. We start to get phone calls to book appointments in early January. Many clients have been using our clinics for years.

The CRA provides screening for volunteers, online training in simple tax preparation, and tax software for community organizations to administer the CVITP. A small grant is sometimes made available from CRA, generally after tax season.

The Library has been operating a CVITP clinic for a number of years. Our role is to liaise with CRA; recruit volunteers; qualify clients and book appointments; provide space and technology for the appointments; and provide support for the volunteers. The process begins in December and concludes around the tax filing deadline in April or early May. The most crucial aspect of the process is the recruitment of reliable volunteers.

In past years, the BWGPL CVITP has been overseen by the Adult Services Librarian. It is a massive undertaking for one person. In addition to the logistics of the program, there is considerable emotional labour required to support the needs of the vulnerable population which uses the service. It is a high stakes service for those who need it.





For this past year, the new Community Engagement team took on CVITP, and responsibility was shared by three people.

Report for 2022 Tax season

Liaison with the CRA

We work with a dedicated CVITP and Benefits Outreach Officer from the CRA office which covers the Barrie area. In addition to providing a framework for the tax clinics, CRA provides regular webinars for various aspects of tax planning, with an emphasis on seniors, newcomers, and common yet confusing tax situations. We found our contact this year to be very helpful as our Community Engagement team worked through the process for the first time.

Recruiting volunteers

CRA provides a portal on their website for people interested in volunteering. The volunteers must apply through CRA, and the Agency vets them for the tax preparing roles. This process of vetting can take several weeks and requires several steps for the volunteers.

This year we had six people begin the volunteer application process, with three of them completing it. Two of the six dropped out due to scheduling constraints, and one because of frustration with the application process.

Our three final volunteers were very competent and generous with their time. Our two new volunteers were CPAs (although not tax specialists) and the third has been helping us with CVITP for many years, and works for the CRA.

Qualifying clients and booking appointments

The CRA allows only those people with simple tax situations and modest income to use CVITP. Their eligibility requirements can be found [here on their website](#). When booking appointments, we are careful to review these requirements with the clients. A non-simple tax situation presents the possibility of improper filing, as the volunteers are not trained beyond the simple situations. For the client's sake, our tax clinic should not submit non-simple returns. To prevent this, we ask many questions while booking.

However, our clients are not tax experts and are often not aware of whether their situations are simple or not. As well, there is discomfort for some in talking about their income at the booking stage. Booking appointments requires a delicate touch and much compassion.

For the most part, clients do follow through with their appointments. This year we made reminder calls to all clients a few days before their appointments. Nevertheless, we had fourteen clients skip or miss their appointments. This is frustrating for the volunteers who then have to fill





time until their next appointment arrives. Given that we always have more requests for appointments than we have appointment times, it is also a lost opportunity to serve clients.

Providing space and technology to run the clinics

This year we used the Calder Room (our dedicated social services space) to host our clinics. This worked very well. The location is close to the Service Desk and Library entrance, and the room is private, yet visible.

Our clinics run by appointments, lasting approximately 45 minutes. This is most convenient for clients and volunteers.

We provided a laptop and printer. The CRA provides access to tax software, and we installed software for the last 10 years of returns. (Sometimes clients have multiple years to submit at once.)

Supporting our volunteers

CRA requires that the returns are prepared and submitted by volunteers. Our program depends on the generosity of community members who offer their time to serve our clients. Making things as easy as possible for the volunteers is a large part of our job every year as the clinics get going.

Financial Implications

To run the program, the Library supplies a laptop, printer, space, and some office supplies such as envelopes, paper and printer toner. The largest cost is in staff time: recruiting and supporting volunteers; booking and confirming appointments; and supporting clients both eligible and ineligible for the program. This year our two Community Engagement Facilitators invested approximately one third of their time (about 20 hours a week in total) from January to the end of April in learning about the program, connecting with clients, supporting volunteers, and maintaining records.

Based on the number of returns filed in 2022, we have applied for a grant from the CRA. It has not yet been approved. We expect it to be around \$500.

Summary

The CVITP is a highly valued service in our community, for people with low income. The Library oversees and administers free tax clinics for those who are eligible. This enables our clients to save money on tax preparation, receive their annual benefits, and/or receive tax refunds. Tax returns are prepared by trained volunteers. The program requires considerable staff time to administer. Recruitment of volunteers is the greatest challenge and is crucial for the success of the program.





Relationship to Library Strategic Plan

Provision of the CVITP by the Library falls under the pillar of becoming a community-led organization. The program serves clients from BWG and beyond, many of whom are not regular Library users. We are one of the few community organizations in our area to provide this service.

Recommendation

THAT the Bradford West Gwillimbury Public Library Board receive the report 2023-06-02 CVITP 2023 Report for information.





Appendix

CVITP Statistics for recent years		
Year	Number of Returns Filed	Number of Volunteers
2023	166	3
2022	138	2
2021	96	3
2020	115	1
2019	313	3 est.

Additional Reading

[Case Study - Leeds & Grenville Reducing Poverty Through Tax Filing.pdf \(tamarackcommunity.ca\)](#)





To: Library Board
Prepared by: Matthew Corbett, CEO
Date: June 19, 2023
Subject: 2023-06-03 Accreditation Plan

Purpose

This report provides the Board with information regarding and a plan regarding the accreditation process. It will provide some background knowledge on the benefits of accreditation and reasons behind staff moving forward on it.

Background

As part of the CEO's workplan and as part of the Library's Strategic Goals/Business plan, Staff committed to undergoing the accreditation process based on the Ontario Public Library Guidelines for Accreditation. There are a multitude of benefits for undergoing the accreditation process. This report provides key information and perspectives on the importance of accreditation. Staff believe the accreditation process is of importance not only to be a leader within the Library community, but also to ensure the Library is functioning and providing services that are at or above the industry standards for public libraries, as determined by library governing bodies and recognized by the Ministry of Heritage, Sport, Tourism and Culture Industries.

Report

Accreditation Perspectives

Accreditation serves as a powerful quality assurance mechanism for library organizations. It establishes a framework that ensures libraries meet or exceed predefined industry standards. These standards encompass various aspects, including the quality of services, the depth and breadth of collections, the accessibility of resources, and the professionalism of staff. By adhering to these standards, accredited libraries demonstrate their commitment to providing exceptional experiences for their patrons. Accreditation instills confidence in users, affirming that they can rely on the library organization to deliver reliable and high-quality services.

As a benchmarking tool, accreditation provides library organizations with vital information against which we are able to evaluate performance and progress against the industry standards. Through that comparison we are provided insights into our strengths as well as areas for



improvement. This self-assessment process enables libraries to identify gaps and implement targeted strategies for enhancement.

Accreditation promotes accountability and transparency within library organizations. It requires libraries to undergo a rigorous self-assessment process, maintain comprehensive documentation, and participate in external evaluations conducted by independent experts. Through this process, libraries ensure that their operations align with professional standards and ethical guidelines.

Accreditation holds libraries accountable for responsible resource management, ethical decision-making, and the protection of intellectual freedom. The transparency associated with accreditation builds trust among patrons, funders, and stakeholders, who can have confidence in the integrity and reliability of an accredited library organization.

Leadership within the Library Community

Accreditation enhances the reputation and credibility of a library organization within the library community and beyond. Accredited libraries are recognized as institutions that have met rigorous industry standards and have demonstrated their commitment to excellence. This recognition leads to increased trust among patrons, funders, and partnering institutions.

Accredited libraries are seen as reliable sources of information, services, and resources. They become trusted partners for collaborative projects, research initiatives, and community engagement. The recognition earned through accreditation can open doors to funding opportunities with community stakeholders, develop partnerships, and enable our library to provide increased support to the wider community.

Library organizations often wield significant influence in shaping library policies and practices. Through their accreditation status, libraries establish themselves as leaders and experts within the field, and are able to share resources that help elevate other Library organizations. This recognition can position them to actively contribute to decision-making processes at local, regional, and national levels, as they are often enhancing processes and building on the accreditation guidelines.

Additionally, accredited library organizations serve as leaders of continuous improvement within the library community. Through a commitment to accreditation, we embrace innovation, adapt to emerging technologies, and implement best practices. Accredited libraries are often early adopters of new trends, such as digitization, data management, or emerging service models. By leading the way in implementing these advancements, they inspire other libraries to follow suit, ultimately raising the overall standards and quality of library services. Accredited libraries become repositories of knowledge and experience, sharing their successes and failures to benefit the broader library community.

Current Progress



Over the past few months, Staff have conducted assessments based on the Ontario Public Library Guidelines for Accreditation (Appendix B). The guidelines are broken into **XX** areas:

1. Governance & Administration
2. Planning Documents & Processes
3. Policies
4. Personnel & HR
5. General
6. Collections & Services
7. Physical & Facilities

Our initial score, based on the self assessment, is a reasonable and good score, with the Library meeting ~144 out of 178 areas of completion. The outstanding 34 areas will be included in the last 6 months of the CEO's operational plan for completion. There are a few policies, documents, collections, and facilities areas that the Library must firm up prior to undergoing a formalized accreditation.

Responsibilities and Processes

The CEO and Administrative Coordinator are currently developing a strategic process that will ensure the final pieces are completed. Once that process is finalized, the department-specific tasks will be incorporated into the individual department planning process. The Administration department will be tracking the progress and compiling the documentation required for accreditation, with a target date of November 2023 to undergo the formalized evaluation. This will provide ample time for any last minute adjustments to the documents, following the evaluation. While Staff are not anticipating any challenges following the accreditation evaluation, a buffer is provided just in case.

During the next few Board meetings (September and October), any documentation requiring Board approval or review shall be provided to ensure the November target is met. This will likely include policy reviews and a few document/plan endorsements.

Financial Implications

There are no financial implications associated with this report.

Summary

Staff have provided the Board with a report that outlines general background and reasoning behind undergoing the accreditation process. Staff have further provided the accreditation guidelines, along with areas of which the Library will be working on over the remainder of Q2, Q3 and into Q4. These areas are included in the audit sections Governance Administration, Planning Documentations and Processes, Policy, General, Collection and Physical Facilities.



Finally, Staff have provided a tentative date for evaluation of November 2023.

Next Steps

Staff are developing an internal workplan to address outstanding areas of the Accreditation guidelines that are incomplete or non-existent. As documents, policies, or evaluation criteria require Board approval or endorsements, Staff will provide follow-up reports in September and October.

Recommendation

THAT the Bradford West Gwillimbury Public Library Board receive the report 2023-06-03 Accreditation Report for information.

Benefits of Accreditation for Ontario Libraries

“Our public library is really busy.” “Administratively, our library does not seem to be very well-run.” “The library simply does not have enough books.”

Comments such as these have been spoken from time to time across Ontario, but often such comments have no context. Is the library really that busy, by comparison to other public libraries serving a similar population? Perhaps the library does not have policies and procedures in place to properly run the library? How many books should be in the library?

To help create that context, the Ontario Public Library Guidelines Monitoring and Accreditation Council has developed a set of guidelines which represent “best practice” for Ontario public libraries. First published in 1987, the *Ontario Public Library Guidelines* is now in its sixth edition. The guidelines can be used for self-evaluation or as a developmental tool, but the library could also choose to participate in a more formal accreditation process. In the accreditation process, a team of two auditors visits the library to evaluate it against the specific guidelines. If the audit measures are reached, the library would then be recommended to the council and, once approved, become an accredited library, a recognized achievement within the Ontario public library community.

Accreditation Process

The *Ontario Public Library Guidelines* contains 166 separate statements, each of which requires a “yes” or “no” response. The library must review each

statement and decide whether it meets that guideline. If the library was using the tool for self-evaluation, the library would want to have as many “yes” responses as possible. However, if a library wishes to be considered for the formal accreditation process, a library must have an overall score of 90 percent of responses being “yes.” In addition, of the 166 guidelines, 76 are mandatory, in that the library must have answered a “yes” to each of those mandatory guidelines.

The topic of “planning” provides an example of the statements. The preamble to this section is, “Planning ensures that: the library responds to the legitimate needs of the community; continuity of service is maintained regardless of changes in personnel; the library is able to respond effectively to change; community funds are spent in an effective and responsible manner; and the library board and staff share a common understanding of what the library is trying to achieve.” Following the preamble, there are eight statements to which the library would answer “yes” or “no,” including these four statements, all of which are mandatory:

- ▶ 1.3.1 – **Planning policy** – The library board has established and adopted written policy which defines its role and responsibilities with respect to planning.
- ▶ 1.3.3 – **Consultation of users** – Library users are consulted regularly concerning library service (e.g., by means of surveys, focus groups, formal and informal interviews, open houses, suggestion box, website,

etc.). An analysis of public comments and suggestions is carried out at least once a year and the results used in the planning of library service.

- ▶ 1.3.4 – **Planning document** – The board has developed a formal planning document, which includes at least some of the following items as: mission and vision statements, values, goals and objectives, strategic directions, and action plans.
- ▶ 1.3.8 – **Performance measurement indicators and statistics** – Data is systematically gathered, electronically or otherwise, to provide real-time information about how well the library is meeting its mission, goals, and objectives in both the framework of traditional library services and programs, as well as new, innovative, technologically-centred approaches. This information is used in developing, implementing and assessing the library’s plans, and in reports to the community, council, and government (e.g., for the completion of grant or funding requests, working strategic, business or operational planning activities, typical week survey, or the annual survey of public libraries, etc.).



PEGGY MALCOLM has worked for the Southern Ontario Library Service since 1991, both as a Library Consultant and Writer for EXCEL, their library education program. She is the SOLS representative on the Ontario Public Library Guidelines Monitoring and Accreditation Council. She can be reached at 1-866-380-9767 or <pmalcolm@sols.org>.

In the formal process, if the library is able to demonstrate that they fulfill 90 percent of the guidelines, and all of the mandatory ones, then they are eligible for accreditation for a five-year period.

Benefits of Accreditation

Using the *Ontario Public Library Guidelines* is one way of indicating to the community, and to the funding bodies, that the library is meeting province-wide norms. The preamble to the guidelines provides the most powerful benefit of accreditation; that is, “All Ontarians, regardless of where in Ontario they live and work, have a right to public library service that meets basic, widely accepted norms of library practice and service. The guidelines offer a method for libraries throughout the province to meet basic service levels and to continue to grow to meet the ever-changing needs of their communities.”

Within this context, other benefits of using the guidelines, and of the accreditation process, include the following:

Evaluation of local library service and direction for development

The guidelines facilitate an organized, objective approach to the evaluation of local library service. The guidelines ensure that a local evaluation process is fair and comprehensive, concentrating unduly neither on strengths nor weaknesses, but giving direction to and assistance with a review of the whole spectrum of services and operations.

Improved accountability

As a result of implementing the guidelines process, the library is assisted in demonstrating the quality and value of library service currently being offered to the public, and so improves accountability to the taxpayer. By adhering to a province-wide set of service expectations, the individual library is in a better

position to benefit from cooperation and sharing arrangements with other libraries in a province-wide library system, thereby demonstrating a commitment to maximizing the local tax dollar.

Assistance in the planning process

By using the guidelines, the library gains an understanding of those matters that require attention and upgrading, and those that are considered appropriately developed or superior in their function. From this assessment of the adequacy of current service delivery, the board and administration are able to consider appropriate directions for development of the library and formalize these into an organized plan.

Consistency of service across Ontario

Regardless of geographic location or size, a public library that meets the requirements of the guidelines is assured that it is equipped to contribute to the Ontario-wide public library infrastructure, to the greater benefit of its users and community.

Enhancement of the library's position in the community and with funding bodies

The guidelines, and the plans developed as a result of their application, assist boards in providing justification for securing municipal and other funding to implement the plans. Libraries achieving accreditation through the program reap the benefits of an enhanced profile and reputation in their communities and demonstrate to their funding bodies that tax dollars invested in the public library are dollars well-spent.

Accreditation in Ontario

While many Ontario public libraries have used the tool for self-assessment, 35 public libraries have completed the formal accreditation process, ranging

from the small community of Terrace Bay to Barrie, and from Six Nations Public Library to the County of Prince Edward and County of Brant.

Jennifer LaChappelle of Clearview Public Library, who used the *Ontario Public Library Guidelines* as a planning tool while reviewing facilities, acknowledged the following: “The data that these guidelines provided have proven invaluable. The board particularly appreciated the fact that the guidelines relate to ‘Ontario’ public libraries. I would not hesitate to recommend the guidelines as a sound resource for public libraries in Ontario, not only for the purpose of accreditation, but for ongoing planning for services and space.”

Haldimand County Library, with six branches, has completed the accreditation process twice. Of the experience, CEO Deb Jackson noted, “I would encourage every public library to make use of the accreditation guidelines. At the very least, they provide a solid foundation for the process of internal quality review. For us, especially as a system that experienced the usual post-amalgamation upheavals, the accreditation process has been a morale boosting opportunity to highlight capabilities and accomplishments. After a successful audit, we are able to talk credibly about teamwork and perseverance and vision.”

The *Ontario Public Library Guidelines* provide a voluntary, self-regulated process, designed to analyze the state of development of a public library and enable it to plan for, attain, and maintain consistently strong levels of service. Accreditation can demonstrate that the library is using public money effectively and is a good place to invest, and ultimately allows the library to be recognized by fellow libraries as a leader in the field. Further information is available at <www.ontariopubliclibraryguidelines.ca>. MW

as published in

Municipal World

CANADA'S MUNICIPAL MAGAZINE – SINCE 1891

1-888-368-6125

www.municipalworld.com

Appendix B--Self-Assessment

LEVEL - On Site Observations <small>[One form per branch/location]</small>		Status (Y/N) Yes = 1 / No = 0 (whether you have the item or not)			Assessment 0 = no review, 1 = minor review, 4 = major review					
Mandatory	N/A	CEO Notes	Auditor Notes	Links / See Also References	General Notes					
Section 1: Organization of the Governing Body - Preamble - To function effectively, a governing body requires a formal framework, including officers and rules for meetings. Such a structure provides an organized way to conduct business.										
1.1	Governing Body - The library has a governing body which is constituted in accordance with the provisions of, and operates in conformity with, current Ontario public library legislation.	M	y							BL-01-05
1.2	Officers - The governing body has appointed a chair, secretary, and treasurer and employs a CEO who provides CEO duties solely dedicated to the library for no fewer than 20hrs/week (of a 35-hour work week).	M	y							BL-01
1.3	Meetings - The governing body conducts formally scheduled, regular meetings at least seven times per year. These are advertised within the library and/or online to ensure meetings are open to the public, unless parts or all of a meeting are closed in accordance with legislation.	M	y							BL-03 https://bradford.library.on.ca/iguana/www.main.cls?url=administration
1.4	Record - The governing body keeps a written record of the proceedings of its meetings and ensures it is available to the public.	M	y							BL-05; Online minutes (https://bradford.library.on.ca/iguana/www.main.cls?url=administration)
1.5	Terms of Reference - The governing body has established written terms of reference for its officers and committees (for example: for the chair, secretary, treasurer, standing and ad hoc committees).	M	y							BL-01, 02
1.6	Bylaws - The governing body maintains procedural bylaws which address its responsibilities, organization, meetings, finances, and amendment of bylaws.	M	y							BL-01-05
Section 2: Development of Policy - Preamble - Policy is the governing body's most effective tool in ensuring continuity of governance and consistent library service. Policies help to define library programs, provide direction for future action, clarify strategic goals, and ensure that the library's philosophy or mission is implemented. Policies are only considered official when they are in written form, approved by the designated authority and reviewed (and revised if necessary) at regular intervals .										
2.1	Written Policy Process - Written policies are available to guide all areas of library operations and services and are approved by the governing body as required by legislation and governance policy.	M	y							Policy Framework Document, Policy Tracking, AP-00-001
2.2	Distribution - Up-to-date copies of policies are readily available to all governing members, employees, and the public in a variety of formats, including accessible formats.	M	y							BL-03
2.3	Review - The governing body has a schedule to review all policies within a 4-year period.	M	y							Policy Framework Document, Policy Tracking, AP-00-001
Section 3: Governing Body's Role in Planning - Preamble - Planning ensures that: the library responds to the legitimate needs of the community; continuity of service is maintained regardless of changes in personnel; the library is able to respond effectively to change; community funds are spent in an effective & responsible manner; and the library's governing body & staff share a common understanding of what the library is trying to achieve.										
3.1	Review of Plans - The governing body regularly reviews the library's plans on a fixed timeline or schedule (e.g. standing agenda item(s) on the monthly agenda, scheduled special review or advisory meetings or other special meetings or retreats for the purpose of discussing and tracking planning activities).		y							Special meetings, Master Plan, Strategic Plan, Equity Audits
3.2	Report to Public - The governing body regularly reports to the community on the library's progress in fulfilling its plans (e.g. Newsletters, Town Halls, Community Information Nights, Reports to Council).		y							Newsletters https://www.libraryaware.com/518/Subscribers/Subscribe
Section 4: Finances - Preamble - The governing body has a responsibility to secure sufficient funds to carry out its plans for library service. Accountable to the local Council, the province and the community it represents, the governing body undertakes to ensure that the allotted funds are spent in a way that best meets the needs of the community and that is in accordance with the budget.										
4.1	Budget - The governing body, in co-operation with the CEO, prepares and approves an annual operating budget for the library.	M	y							Financial Section of Board package, Finance Committee
4.2	Financial Records - The governing body ensures the library's finances are maintained in the fashion outlined by applicable legislation, advised accounting practices and approved policy.	M	y							Financial Section of Board package, Finance Department
4.3	Financial Reports - The financial records are received and reviewed by the governing body.	M	y							Monthly
4.4	Financial Reports to Funders - The governing body ensures that full and accurate financial and/or post-project reports are completed on-time and as required by any funder.	M	y							Annual Survey, Simcoe County Grant, Canada Summer Jobs

Item to be created
Item requires major review

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	Mandatory	N/A	CEO Notes										
Section 7: Planning													
7.1	Planning Policy - The governing body maintains written policy which defines its role and responsibilities with respect to planning. The Planning Policy should consider the mandatory technology and accessibility plans, as well as other non-mandatory plans identified within this document.	M											
7.2	Community Analysis - A range of community-related information with possible implications for library service, including demographic data, is analyzed at least once every four years.	M										SSDR, Equity Audit, Master Plan (Awaiting document),	
7.3	Community Consultation - Community members are consulted regularly concerning library service (e.g. by means of surveys, focus groups, formal and informal interviews, open houses, suggestion box, website, social media, etc).	M										Same as above (surveys are present in the documents); informal surveys, Chat is provided on website, social media is also available	
7.4	Assessment of Service Hours - The open hours of the library reflect the needs of its community and include evenings and/or weekends. During the last four years the library has assessed how well its open hours match community need. Where there are multiple branches, each branch's hours are tailored to its surrounding community.	M										Library Service Hours Report (2 of them)	
7.5	Performance Measurement Informs Planning - Data from performance measurements (e.g. circulation statistics, program attendance/evaluations, usage rates, etc.) has been used to inform planning documents.	M										ROI, Cultural Business Plan, Business Continuity Plan, Service Level Document, Circ Stats, Annual Review/Strategic ScoreCard	
7.6	Planning Document - The governing body and library staff have developed and approved a formal planning document which guides the library's overall direction and includes at least some of the following items: mission and vision statements, values, goals and objectives, strategic directions and action plans which are current and actively reviewed to track progress of the document. (e.g. Strategic Plan, Business Plan, Operational Plan, Official Plan, etc.).	M										ScoreCard, Strategic Pillars, Strat Plan Update, Cultural Services Business Plan, Department Board updates (strategic priorities), Service Levels, Operating Hours Report	
7.7	Facility Planning - The governing body strives to provide adequate and inviting space for the collections, library staff to carry out their duties, and publics' use of library equipment, resources, and services. It has undertaken a planning process at least every 4 years which has examined the library's space requirements, addressing any inadequacies.											Master Plan exercise (Feasibility and Master Planning), SSDR	
7.8	Asset Management Planning - The governing body maintains or participates in an asset management process which examines the library's infrastructure and maintenance. The asset management process may be managed by the municipality or the library and could include dedicated asset management plans, building condition assessments, or master plans. Note: this guideline can be met by an attestation of maintaining or participating in an asset management process.											Technology Plan, Asset Management Report	
7.9	Participation in Local Planning - The library has representative(s) who participate proactively in local and/or county government planning processes.											County Review Folder	
Section 8: Planning for Library Collections													
8.1	Content and Size of the Physical Collection - The library has methods that accurately measure collection size, content, and use to meet community needs. (Materials may be owned by the individual library or shared with a group of libraries in a materials pool).											PROFILE INFO The library currently holds ___ volumes per capita in its physical collection-(see <i>Introduction & Resource materials Appendix 2</i>)	Annual Survey, CollectionHQ report
8.2	Content and Size of E-Collection - The library has methods that accurately measure collection size, content, and use to meet community needs. (Materials may be owned by individual library or shared with a group of libraries in a materials pool).												Annual Survey, CollectionHQ report
8.3	Inventory - An inventory of the library's collection is carried out on a regular basis and is completed at least once every five years. This ensures that the catalogue accurately reflects the contents of the collection.												Annual Survey, CollectionHQ report
8.4	Collection Plan - The library system has established a written collection development plan reflecting collection priorities. The plan includes long and short-term collection profiles, as well as a buying plan for physical, shared, and electronic collections. As informed by Guidelines 8.1 and 8.2.												
8.5	Collection Maintenance Procedures - Concise written procedures are in place for the acquisition and withdrawal of materials within the library's entire collection. These procedures reflect known authoritative standards and practices such as the CREW guidelines and utilize established or known functions within the library's automated system to access reports on the number of items entering and/or leaving the collection.												
Section 9: Planning for Services													
9.1	Service Level - Each library system must determine the service level, the nature of its services, and what will be offered to the public. The library produces updated profiling documentation pertaining to the level of service at any and all locations (e.g. number of hours open, types of materials, electronic infrastructure, and types of services). Where there are multiple branch libraries, the hours and services offered in each of these libraries should be based on the needs and characteristics of the local community it is meant to serve.												Service level report
9.2	Gap Analysis of Service - The library utilizes data collected and library trends in planning for improved service models and gap analysis. An analysis of public comments, suggestions, and industry trends is carried out at least every 4 years and the results are used in the planning of library service.												Master Plan, Strategic Plan, Equity Audit, Cultural Plan

Item to be created
Item requires ma or review

LEVEL - On Site Observations [One form per branch/location]		Status (Y/N)			Assessment			General Notes	
		Mandatory	Yes = 1 / No = 0 (whether you have the item or not)	N/A	CEO Notes	Auditor Notes	Links / See Also References	General Notes	
Section 12: Safety, Security & Emergencies									
12.1	Safety, Security and Emergencies Policy - The governing body is responsible for providing a safe and secure environment for library staff and for members of the public who use public library services. The library maintains a policy that addresses safety, security, and emergency issues.	M		Not Sure				HR-06? Security Clearance Checks AP-02	
12.2	Working Alone - The library maintains policy pertaining to staff and volunteers who work alone in the library or other designated sites (as required by the OHSA).	M		Not Sure					
12.3	Workplace Violence - The library maintains policy that adheres to relevant provincial and/or federal legislation on workplace violence and sexual violence (as required by the OHSA).	M	y					AP-03 Violence, Harassment, and Discrimination	
12.4	Workplace Harassment - The library maintains policy that adheres to relevant provincial and/or federal legislation on harassment and sexual harassment (as required by the OHSA).	M	y					AP-03 Violence, Harassment, and Discrimination	
12.5	Public Code of Conduct - The library maintains policy that informs members of the public regarding reasonable behaviour when accessing library services and sets out consequences when these behaviours are not met.			Not Sure					
Section 13: Collection & Circulation									
13.1	Collection Policy - The library maintains a policy concerning the library's collection which includes the responsibility for collection development and selection; selection criteria; weeding; disposition of gifts; complaints about the collection; and organization of the collection.	M	y					OP-07 Collection Development Policy	
13.2	Intellectual Freedom - The library's collection development policy includes an Intellectual Freedom statement which could be one developed by a recognized library association or developed by the library itself.	M						OP-07 Collection Development Policy	Confirm in Policy
13.3	Circulation Policy - The governing body maintains policy governing the circulation of library materials which includes who may borrow materials; what may be borrowed; loan periods; overdue loans and penalties; renewal of loans; reserving of loans; lost or damaged materials; and circulation records.	M	y					OP-10 Membership and Borrowing Policy; Fee Schedule**	
13.4	Privacy and Access to Personal Information Policy - The library maintains a policy which addresses the retention, security, release, and storage of patron information in various formats according to applicable federal and provincial legislation. The policy should include how requests for information from individuals, law enforcement and other authorities are to be addressed by library staff <i>(related procedures are in 18.7)</i> .	M	y					* Note - MFIPPA Privacy that applies specifically to the public library. OP-03 Privacy and Confidentiality Policy	
Section 14: Service Policies									
14.1	Reference and Information Policy - The library maintains a policy governing the provision of reference and information service, which includes: members of the staff who are responsible for providing reference and information service; accessibility of information for persons with disabilities; limits to assistance provided; how telephone, fax, online, email and other electronic requests are handled; timeliness and accuracy of responses; how the reference collection is maintained and by whom; how unanswered questions are dealt with; when users are referred to other agencies; and what statistics and other records are kept.	M		Not Sure					
14.2	Accessibility for Ontarians with Disabilities Library Statement - The library has established a statement outlining their commitment to meet the accessibility needs of persons with disabilities. (as required by AODA Regulations)	M	y					AP-01 Accessibility Policy	
14.3	Children's Services Policy - The library maintains a policy governing the provision of children's services, which addresses issues such as: supervision; unattended children; accessibility for children with disabilities; access to the adult collection; the library's relationship with local schools; and an endorsement of Ontario Library Association's Children's Rights in the Public Library statement.		y					OP-13 Unattended Children Policy	
14.4	Teen and/or YA Policy - The library maintains a policy governing the provision of teen / YA services, which addresses issues such as: accessibility for young adults with disabilities, the library's relationship with local schools and an endorsement of OLA's Teens' Rights in the Public Library statement.			Not Sure					
14.5	Programming Policy - The library maintains policies and/or procedures which address issues such as: what types of programs are to be provided to what parts of the community; who is responsible for developing and running programs; how partners interact with the library; and whether charges should be made for participating in programs.	M	y					OP-12 Programming Policy	
14.6	Community Information Policy - The library maintains a policy to address the provision of community information.		y					OP-14? Displays and Community Info Policy	
14.7	Local History Policy - The library maintains a policy inclusive of its community and territory history that includes: inclusive types of local history materials collected; genealogy collections and their circulation status; geographic area covered; techniques or methods used for materials preservation or digitization; and public access of the materials in the collection or archived by the library or library partners in the community. Policy should recognize that some collection material may have a historical colonial perspective. Local history collections should be developed to recognize all peoples who live or have lived in the library's community and territory. They should reflect respect for, and reconciliation, with Indigenous people. <i>The above is recommended as a dedicated Local History Policy. The subject may also be addressed in other policies when the library is a local history partner and a First Nation, municipal, county archives or other heritage organization is the main source of local history material.</i>		y	N/A				OP-08 Local History and Special Collections Policy *also, OP-14 Displays and community information policy?	
14.8	Public Meeting Room Policy - The library maintains a policy which includes: accessibility; who is eligible to use the facility; the rules and regulations; the respective responsibilities of the users and the library; fees, if any; booking; cleanup; liability. If your library does not provide meeting space, you may receive a 'not applicable' here.		y	N/A				OP-09 Room Rental Policy	
14.9	Resource Sharing Policy - The library maintains a policy which addresses: lending of materials to other libraries, including the type of materials it is prepared to lend and the length of time for which materials will be lent.		y					OP-10 Membership and Borrowing Policy; Fee Schedule**	ILLO

Item to be created

Item requires major review

Confirm in Policy

ILLO

<p>14.10 Indigenous Awareness and Reconciliation - The public library recognizes and embraces the principles of Truth and Reconciliation with Ontario's diverse Indigenous population. The library engages in meaningful dialogue with Indigenous people and First Nation bands. In cases where local Indigenous people and First Nation bands prefer to engage in dialogue with the municipality and not the library, the library stays informed and is available as a supportive resource and partner. Resources available to the public library include meaningful dialogue with Indigenous people and First Nation bands as well as resources and strategies developed by the Canadian and International library community. The library sector acknowledges its need to recognize and embrace the principles of Truth and Reconciliation with Ontario's diverse Indigenous populations.</p> <p>Subject to the frameworks developed by the library sector, as updated and inclusive of dialogue with Indigenous people, three elements should be included in each Library's policy documents.</p> <p>1) a statement that endorses a Respect and Land Acknowledgement Declaration for original Indigenous peoples;</p> <p>2) a collection development policy statement that addresses the value of Indigenous collection materials and enables Indigenous authors and content creators to be included and highlighted;</p> <p>3) a policy statement that highlights the provision of library services for Indigenous people and that can include plans or policies to partner with Indigenous people and their communities</p> <p><i>The above is recommended as a dedicated Indigenous Awareness and Reconciliation policy. It can also be included in other policies. Recommended resources to inform this policy includes input and reports from The Indigenous Task Group of the Ontario Library Association, the Truth and Reconciliation Committee of the Canadian Federation of Library Associations and ongoing meaningful dialogue with Indigenous people and First Nation bands.</i></p> <p style="text-align: right;">Public Libraries in First Nation communities will receive an N/A for this guideline.</p>	M	Y											<p>OP-02 Respect and Acknowledgement Declaration Policy</p> <p>OP-08/OP-07</p>
<p>14.11 Equity, Diversity and Inclusion (EDI) - The library recognizes and embraces the diverse nature of every Ontario community. The library endorses a statement on EDI that includes:</p> <p>1) assessing the barriers to accessing its services through an inclusion lens;</p> <p>2) creating a collection development policy statement regarding the inclusion of diverse materials that enables a broad range of authors, content creators, and experiences to be included and highlighted;</p> <p>3) the provision of library services of a diverse nature.</p> <p><i>The above is recommended as a dedicated Equity, Diversity and Inclusion Policy. It can also be included in other policies or plans.</i></p>	M	Y											AP-04
<p>15.1 Free Access to Public Computers Policy - The library has established and adopted a policy that addresses criteria rules and regulations for free public access to library devices and/or computers.</p>	M	Y											OP-06 Internet Access Policy
<p>15.2 Acceptable Use of the Library's Electronic Systems - The library has established and adopted a policy which defines acceptable use of the internet, software, and application. This policy will address issues such as downloading, copyright infringement, and illegal activities be they on library infrastructure or personal devices.</p>	M	Y											<p>OP-06 Internet Access/AP-06 Internet Email Computer Usage Policy</p>
<p>15.3 Internet Filtering and Content Control - The library has formally addressed via a written statement on its position on filtering and content control via online and internet resources in the library. This statement is made available to the public to inform them of library policy. (This does not include spam filters or other security measures).</p>	M	Y											OP-06 Internet Access
<p>15.4 Staff Use of Technology - The library has established and adopted a policy on staff and volunteer use of technology. This will include descriptions of both staff expectations and personal use of library equipment and resources.</p>		Y											<p>AP-06</p>

AP-06 is NOT approved YET

Not yet approved

The above is recommended as a dedicated Equity, Diversity and Inclusion Policy. It can also be included in other policies or plans.

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Section 16: Human Resources															
16.1	Personnel Policy - The library maintains written personnel management policies which address: responsibility for personnel issues; the hiring process; hours of work; salaries, wages and benefits; holidays, vacation and leave; performance evaluation; training and development; grievances; resignation and dismissal; retirement; and personnel records. (Such policies may be in the form of a municipal policy or collective agreement that the governing body has adopted.)	M													HR 00-001a
16.2	Distribution of Policy - Every employee of the library has access to a copy of the personnel policy and/or collective agreement.	M													Intranet screenshot
16.3	Job Descriptions - Job descriptions are reviewed annually and updated as required (e.g. as part of the performance evaluation process).	M													SSDR (all JDs reviewed and implemented October 2022)
16.4	Salary Scales - A current salary scale/pay grid has been established for each job category and is readily available to staff.	M													Salary Grid attached (CA also attached)
16.5	Paid Staff - The governing body employs one or more permanent paid staff.	M													PROFILE The library's current FTE per capita is _____ (see <i>Introduction & Resource materials Appendix 2</i>)
16.6	Administrative Hours - To meet administrative, management, and service preparation duties, applicable staff are provided with paid time outside of hours devoted to working with the public.														Built into Management and Administrative Coordinator Job contracts/job offers.
16.7	Volunteers Policy - The library maintains policies which address: types of tasks to be performed, differentiation of paid and unpaid tasks (in the case of collective agreements), enlistment of volunteers, retention of volunteers, and how volunteers fit into the overall operation of the library.	M													
Section 17: Evaluation and Training															
17.1	Performance Appraisal - Performance evaluation is a formal opportunity for employees and supervisors to review and evaluate the employee's work performance. A formal, written, performance evaluation of each employee is carried out on a regular and ongoing basis (e.g. - annual basis). <i>Libraries with only one employee, who is also the CEO, will receive an N/A.</i>	M	y	N/A											AP-05 Performance Review Policy
17.2	Evaluation of CEO - A formal process is in place for reviewing the performance of the chief executive officer on a regular basis (at least once each year).	M													See Performance Appraisal Document
17.3	Level of Training - The person managing the library services has completed, or currently undertaking, formal library education which is appropriate to the needs of the community and to the complexity of the library operation and will be from one of the following: 1. Master of Library & Information Science (MLIS) or equivalent 2. College Diploma in Library Techniques 3. Excel Certification 4. Advancing Public Library Leadership (APLL)	M													Part of the JD-CEO has MLIS + 3/4 of EMBA
17.4	Continuing Education and Training - The library encourages continuing education and training for its staff and makes provision for all training expenses in its policy, its long-range plan, and in its budget to an amount not less than 1% of its total wages and benefits.														Provisions for training exist. Budget for training, Conferences and mileage is 25,000 or 1.14% of the total wages and benefits
17.5	Reference and Information Service - Designated library staff receive training to provide answers to queries and requests for information posed by library users.	M													2 JDs cover this
17.6	Staff Training in Technology Use - Library staff receive training in how to use library equipment and software applications and to assist the public in how to use equipment, applications, complete troubleshooting, and assess and report technology problems. Additionally, staff receive training in implementing technology policies and related procedures (e.g. privacy and access to information; business continuity).	M													Andrea to provide context/procedure
17.7	Technical Support - The library has access to an IT professional that can provide skilled technical support for installing, maintaining and repairing library technology.														See JD
17.8	AODA Customer Service - All staff have completed the specific customer service training required under the Accessibility for Ontarians with Disabilities (AODA) legislation.	M													Matthew to Confirm
17.9	Truth & Reconciliation Training - In line with Call to Action #57, provide staff training in such areas as Reconciliation activities, awareness, and knowledge.	M													Mandatory training for all hires
Section 18: Staff Procedures															
18.1	Workplace Violence - The library has procedures which reflect site specific legislative compliant details, regarding workplace violence in the library or other designated sites. (e.g. opening and closing the library, working alone, domestic or external violence coming into the workplace, sexual violence, emergency situations).	M													See AP-03 & AP-03-001
18.2	Workplace Harassment - The library has a program that adheres to relevant provincial and/or federal legislation on harassment (including sexual harassment).														See AP-03 & AP-03-001
18.3	Privacy and Access to Information - The library has procedures in place for the collection, access, use and disposal of personal data in various formats that adheres to relevant provincial and/or federal legislation on privacy and access to information. (Relevant policy is found at 13.4)	M													See OP-03, OP-04, OP-06 Matthew to develop MFIPPA processes for website

item to be created
 item requires major review

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		Mandatory	Yes = 1 / No = 0 (whether you have the item or not)	N/A	CEO Notes	Auditor Notes	0 = no review, 1 = minor review, 4 = major review		
Section 19: Library									
19.1	Distance - Persons in the community are required to travel less than forty-five (45) minutes to the nearest stationary, mobile, or multi-branch public library service point.		Y						- 2.5 KM from GO Station - Library 7 min drive, 12 min public transportation, 33 minute walk 10km from Deerhurst (outskirts of BWG) to Library, 11min drive, 33 min public transportation. (GO) - 8km from Bond Head to Library. 10min drive, 31min public transportation (GO) (*See maps in folder)
19.2	Phone Number - The library has at least one line dedicated to telephone use, with a number listed under the library's name.	M	Y						Main line listed on a Google Search. Also on the website with the CS extension 6100.
19.3	Information about Library Programs - Information about library programs, services, rules and hours is made easily available to residents in print and on the library's web site, in the appropriate language(s). Some examples of information provision could include print material(s), links from other appropriate web sites or social media, or that of the municipality or First Nation band, including regular articles or advertisements in the local media.		Y				https://www.bradfordtoday.ca/local-news/public-library-marks-asian-heritage-month-with-dance-workshop-6906820		Programs listed on website and social media. Also have print outs and social media posts (Photos in File) Cultural events also promoted on Local News Site Bradford today. (see link)
Section 20: Access to Services									
20.1	Materials Delivery Service - The library provides materials on an organized and regular basis to self-identified residents of the community who are unable to travel to the library (e.g. the housebound, residents of institutions such as prisons or nursing homes).								Matthew to confirm with Elizabeth on Homebound and Outreach processes
20.2	Remote Access to Library Services - When developing or reviewing collections and services, the library considers the needs of people (often with disabilities) who are unable to make regular visits to the library, and who rely on remote access to the library through the Internet (e.g. electronic collections; provision of online forms; online and telephone reference services).								Matthew to confirm with Nina on Collection Development process/Policy/Procedure
Section 21: Collection Management									
21.1	Acquisitions - The library adds new materials to its collection at a rate and in formats that are sufficient to maintain a reasonable level of currency, accuracy and accessibility.	M	Y						Automatic Release Plans (ARP's) & use budgeted funds to maintain a current collection
21.2	Withdrawals - A regular and on-going program of removing unreliable, out-of-date, and worn out items is carried out to: maintain the accuracy, currency and relevance of the contents of the collection; and to control the overall size of the collection.		Y						Use CollectionHQ (Annual Subscription) to analyze collections that haven't circulated and also use their evaluation tool to evaluate "outdated" items. Also use VSmart to analyze dates.
21.3	Holds - The library offers a "reserves or holds" service, whereby library members may request to be notified of the availability of materials which are on loan to other members or are in the process of being prepared for public use.		Y						Reservable Collection on many items. We offer holds and the option to place reservations on items that are not yet in the collection, but on order or on items that are currently out by another patron. (The section that is not reservable are on QuickReads etc. this is to balance out the access to materials to all patrons)
21.4	Integrated Library System - The library has an ILS with remote searchability.	M	Y						VSmart - Staff Iguana - Patrons
21.5	Bibliographic Records - The library has procedures and schedules for adding and modifying records.		Y						Catalogue Specialist on Staff
21.6	ILS Records - The library has procedures and schedules for purging outdated records such as missing materials, and members who have been inactive for two years or more.		Y						Borrowers are purged once a year and catalogue records have a Monthly status report and then we search the items to confirm anything is missing, long overdue etc. before we purge.
21.7	Online Collection - The library has an online collection of books and other materials which may be borrowed / downloaded by registered members for a specified period.		Y				https://bradford.library.on.ca/iguana/www.main.cls?url=atoz		Lote Online - Multi-Lingual books for children CloudLibrary - Books PressReader - Magazines/Newspapers TumbleBooks - Children's Books + Assorted databases of varying topics/interests. Accessible from our website.
Section 22: Co-operation and Partnerships									
22.1	Community Partnerships - The library has established partnerships with other organizations in the community in order to coordinate resources and actions, thereby jointly improving service to the community (e.g. with schools, literacy programs, chambers of commerce, heritage groups, government offices, and advocate groups).								See OP-11, OP-11-001a, OP-11-001b David and Elizabeth to provide sample partnership agreements/community agreements
22.2	Library Sector Partnerships - To strengthen and enhance service to its users, the library participates with library and information organizations beyond its own community; for example, by being an active member in regional, cooperative organizations (e.g. the Federation of Ontario Public Libraries, the Ontario Library Consortium, the Information Network for Ontario), and by participating in Ontario Library Service and Ontario Library Association committees.								CEO member of FOPL Board, CEO member of LIP (Simcoe County Local Immigration Partnership Council), NG+1, Simcoe County CEOs group Elizabeth and Andrea OLS & Information Network for Ontario
22.3	Partnerships Beyond your Community - The library partners with organizations beyond its own community to provide training for its staff, or to enhance the library's efficiency in service delivery, library promotion, programming, administration, and communications. For example, several Ontario projects have demonstrated that diverse technology projects can become cost-effective through partnership (e.g. regional health and wellness strategy partner; regional newcomer partner).								LIP, NG+1, Art Councils David and Elizabeth to confirm additional
22.4	Interlibrary Loan Service - The library will borrow materials from other libraries (e.g. interlibrary loan service) through the province-wide resource-sharing system, INFO. The library promotes this service (e.g. through appropriate signage, brochures, information on the library website etc.).	M	Y						Inter-Library Loan (ILLO) Book request form info shared and promoted to Patrons on the Website. (Photo in file)
22.5	Participation in INFO - The library has made all or part of its physical collection available for loan to other libraries through participation in the Information Network for Ontario (INFO).								To confirm

Item to be created
 Item requires major review

22.6	Cost Savings and Efficiencies through Cooperation - The library can demonstrate it participates in a cooperative or consortium to maximize buying power and cost-savings measures. Examples include participation in Overdrive, ILS consortium, OLC, PCIN, contracting services for HR, etc.							SSDR (NG+1 Press Reader, OLS–Database Consortium)
Section 23: Library Website and Web-based Services								
23.1	Library Website - The library has its own website or has web pages within the municipality's website; and has the ability to alter content on this site. The website has been designed according to a clear plan which follows appropriate web protocols and/or standards. Website visitors can navigate easily to the information or function they require. Where the library's website is part of the municipality's website, the library pages are conveniently signposted from the site's landing page.	M	y				https://bradford.library.on.ca/jguana/www.main.cls?surl=BWGDEV	
23.2	Accessible Website - In addition to legislated requirements, the library website is regularly assessed for its ability to meet appropriate standards for access by people with a disability.							Option to enlarge text on website. (Photo in file)
23.3	Webpages for Specific Access - The library has sections of the website for the virtual library.		y					Digital Resources Tab
23.4	Library Information - The website includes up-to-date information about the library, such as library services, locations, programs, hours, telephone/email, membership, governance body information, contact information, policies relevant to public library use and library forms (e.g. membership forms, user agreements for Internet use, etc.).	M	y					Elizabeth to confirm out of date content has been removed
23.5	Library Collections - The website has up-to-date information about the library's collections. It may have information on the various collections in the library, highlights about new titles, and information on the electronic databases/e-resources as well as links to reading guides.							Elizabeth and Nina to confirm
23.6	Social Media - The library has included links to the library's social media accounts on its website.		y					Instagram and Facebook linked from Website
23.7	Alternate Communication Techniques - The library provides alternate communication methods for the public to communicate with staff (e.g. SMS, text, blog, Facebook messenger, etc.).		y					Phone number listed on website, general email listed and an option on PureChat. Facebook and Instagram are also other ways of communicating with the Community.
23.8	Security - The library takes appropriate measures for protecting computer equipment, networks, applications and data from theft, corruption, and unauthorized access. This includes data backup practices, access protocols to data, and the presence of up-to-date firewalls and virus protection.	M						IT process handled both internally and through the County Matthew to confirm Tech Plan identifies this. Matthew to confirm from County the process

LEVEL - On Site Observations <small>(One form per branch/location)</small>		Status (Y/N) Yes = 1 / No = 0 (whether you have the item or not)			Assessment 0 = no review, 1 = minor review, 4 = major review		Auditor Notes	Links / See Also References	General Notes
Mandatory	N/A	CEO Notes							
Section 24: Collections									
24.1	Lending Collection - The library makes available to the public a physical collection of books and other library materials which may be borrowed by registered members for a specified period of time.								OP-10
24.2	Labeling - Items in the collection are labeled in a way that is consistent and facilitates ease of access by the public and staff (e.g. with labeling that indicates: the location of the item on the shelf, including classification code; target audience -adult, young adult, juvenile, pre-reader; in the case of fiction, genre; format -large print; and language).								OP-07-001 (Matthew to confirm) Destiny to gather a few photos
24.3	Arrangement - Items in the physical collection are arranged in a logical and well-ordered sequence, allowing for convenient browsing and quick retrieval by the public and staff.								Destiny to gather photos Matthew to provide context
24.4	Reference Resources - The library provides current vetted and authoritative materials dedicated to information retrieval by library users and staff in the appropriate language(s). These materials can be in physical and/or online format (e.g. The Canadian Encyclopedia).	M							Nina to confirm, provide list of these materials for the file
24.5	Advisory Aids - For the convenience and guidance of all users, and in the language(s) appropriate to the community, the library promotes fiction and other creative works by individual authors and creators, or on themes which it believes will be of particular or current interest (e.g. through the use of materials lists, special displays, links or bookmarks to web content, etc.).								Andrea to provide examples for the file
24.6	Children's Materials - The library provides materials which are designated primarily for use by children or their caregivers.								Nina to provide any specialized materials OUTSIDE of picturebooks Destiny to capture some photos of these materials for the file
24.7	Early Literacy - The library has collections and programs to support the development of early literacy and learning.								Nina to provide a list of TYPES, Elizabeth to provide programming examples/program list
24.8	Teen / YA Materials - The library provides materials which are designated primarily for use by teens / YA and designed to appeal to the changing reading levels, interests and information needs of this group.								Destiny to gather photos Matthew to provide context
24.9	Collections: Language - Where appropriate, the library provides a collection of library materials which is designated primarily for use by linguistic, cultural and newcomer groups within the community.								Nina to provide list of different language materials for file
24.10	Alternative formats - The library provides materials in alternative formats (e.g. large print publications, talking books, closed-captioning and descriptive videos), ensuring access to its services and resources for all users. The library supplies access to library publications such as governance body minutes, brochures, or other documents in alternate formats on request.								Nina to provide list of different language materials for file
Section 25: Services									
25.1	General Public (a) - The library offers reference and information services to the general public.	M							See JDs
25.2	General Public (b) - The library offers readers advisory services to the general public.	M							See JDs
25.3	General Public (c) - The library offers community information referral services to the public.	M							Elizabeth to provide info on Calder room
25.4	General Public (d) - The library offers programming to the general public.	M							Elizabeth to provide Program link; Program Plan to confirm this, service level document further confirms as does budget
25.5	Seniors - The library offers programs and services for seniors in the community.								Elizabeth to provide Program link; Destiny to confirm
25.6	Teens - The library offers programs and services for teens in the community.								Elizabeth to provide Program link; Destiny to confirm
25.7	Children - The library offers programs and services for children in the community.								Elizabeth to provide Program link; Program Plan to confirm this, service level document further confirms as does budget
25.8	2SLGBTQIA+ - The library offers specialized programs and services for 2SLGBTQIA+ individuals and groups in the community.								David/Elizabeth to provide examples
25.9	Optional (a) - The library offers specialized programs or service for cultural/ linguistic groups in the community (other than English or French).		N/A						Do not score - open comments
25.10	Optional (b) - The library offers language materials for cultural/linguistic groups in the community (other than the official languages of English or French).		N/A						Do not score - open comments
25.11	Optional (c) - The library offers specialized programs or service for newcomers in the community.		N/A						Do not score - open comments

Item to be created

Item requires major review

25.12	Optional (d) - The library offers specialized programs or service for socio-economically disadvantaged groups in the community (e.g. job search, homeless, ESL).			N/A					Do not score - open comments
Section 26: Technology Services									
26.1	Internet Connectivity - The library is connected to the Internet with a minimum bandwidth (upload/download speeds) as set by the CRTC standards. Or If not meeting the above standard, provide evidence that the library is connected to the Internet with the best speed/bandwidth available in the community.	M							Chris to confirm., Tech plan to include (if not already included)
26.2	Public Internet Access - The library provides free use of the Internet to meet the needs of their community and guests.	M							OP-06 section 3.2
26.3	Wireless Networks - The library has Wi-Fi for public and staff access.								OP-06 section 3.2
26.4	Software Applications for Public Use - The library provides software to the public, such as word processing, spreadsheet, presentation software, etc.								Chris to provide a list for the file
26.5	Training of Users - The library ensures that users have access to training in the basic use of the computers in the library, how to use the public online catalogue and member services, and how to make effective use of web sites and electronic information resources.								Andrea to provide the process
26.6	Software Applications for Staff Use - The library has office or web applications for staff use such as word-processing, spreadsheets. It may have additional applications that contribute to the library's administrative efficiency (e.g. financial, desktop publishing, training software).								Office 365 for all staff, includes all MS processes, Teams, Sharepoint
26.7	E-mail - Staff have access to a library (or municipal, band, county, etc.) e-mail system for the purposes of sending and receiving work-related emails, responding to information requests and enquiries, or other communication needs.	M							Part of Office 365 package

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	Mandatory	N/A	CEO Notes	Auditor Notes				
Section 27: Looking at the Exterior								
27.1 Minimum Hours - The main library service outlet is open to the public at least 20 hours per week. In the case of multi-branch library systems, branches are open a minimum of 12 hours per week.	M	y					Library Website	Library hours posted on our website. Link provided and screenshot in folder also Google Search
27.2 Visibility of Signage - Library buildings are clearly identified by exterior signs which are highly visible from the street and in the appropriate language(s).								
27.3 Posting of Hours - Library hours are posted and visible from the exterior of the service outlet.								Andrea to confirm updated hours have been added
27.4 Directional Signs - The library provides signage indicating the presence and location of the public library in the community (e.g. signs on main community thoroughfares); OR Provides proof indicating they have made a request to the government responsible for the road signage to have these signs placed in the community.								Matthew to confirm this
27.5 Parking - Adequate and convenient parking is available at or near the branch including AODA standard parking space(s).		y						Ample parking space and 5 handicap parking spaces. (Photos in file)
27.6 Return of Materials - The library provides an identifiable location for the secure return of library materials during regular service hours and when the library is closed (e.g. book drop).	M	y						Book Return Slots located at the front front entrance of the Library (Outside) Labelled: BOOK RETURN, AUDIO-VISUAL RETURN and CHILDREN'S BOOK RETURN . Another return slot is located inside the library near the main entrance/self checkout which is attached to our automatic sorter. (Photos in file)
Section 28: Spaces Within the Library								
28.1 Areas of the Library - Distinct areas of the library are designated or readily adaptable for various services and functions (e.g. adult services, children's services, library staff work and rest, storage, etc.).								Master Plan, Photos, Layout diagrams (Matthew to discuss with evaluators, Destiny to add to file)
28.2 Physical Layout - The physical layout of the library is organized in a way that is systematic, easy to navigate, and convenient for users.								Master Plan, Photos, Layout diagrams (Matthew to discuss with evaluators, Destiny to add to file)
28.3 Interior Signage - Areas of the library, specific services and parts of the collection are clearly identified by appropriate signage, in language(s) used by major linguistic groups in the community.								
28.4 Adult and Teen Shelving - Materials in open stacks should be stored at heights appropriate to their primary users. At least 75% of the materials in collections are stored in such a way that the bases of the tallest books are at the following height: - Adult and Teen: Maximum Height 60 inches or less Note: recommendation to maintain the bottom of the lowest shelf no less than 8 inches from the floor OR angled to maximize readability.								Matthew & Destiny to provide photo with tape measurements
28.5 Children's Shelving - Materials in open stacks should be stored at heights appropriate to their primary users. At least 75% of the materials in collections are stored in such a way that the base of the tallest books are at the following height: - Children's: Maximum Height 48 inches or less								Matthew & Destiny to provide photo with tape measurements
28.6 Shelving Capacity - The amount of shelving is sufficient to store and display most materials without overcrowding.								Matthew & Destiny to provide photo with tape measurements
28.7 Accessible Workstation Furniture - Convenient access to the library equipment is provided for all, with suitable adjustable workstation heights provided for those with disabilities and also for children.								Matthew and Nina to discuss
28.8 Furniture - The library provides furniture that is appropriate for the target user (e.g. child sized tables and chairs are provided in the children's area) or function (e.g. computer, maker space, etc.)								Destiny to gather photos
28.9 Climate Control - The library provides climate control for the comfort, and safety of the public and staff, and for the protection of assets.								HVAC info + Contractor reports - Matthew to provide
28.10 Interior Lighting - Lighting levels are adequate in all areas (e.g. in collection areas, general reading and staff areas, computer stations, reading tables) - please see "Aids to Measurement".								Matthew and Destiny to provide examples
28.11 Environmental Awareness - Wherever possible, the library adopts visible practices (e.g. recycling, double sided printing, battery recycling, diverting withdrawals from landfill, LEED initiatives) that adhere to sustainable guidelines.								Matthew to provide reports and LED project; LEEDS gold standard building
28.12 User Space (Seating) - The library provides seating for use of library services and materials by the public on library premises. (e.g. - leisure reading, computer use, as well as table space and/or carrels for study purposes and consultation of library materials).								PROFILE The library's current user capacity is _____ user spaces. (see Introduction & Resource materials Appendix 2)
Section 29: Access Within the Library								
29.1 Public Washroom(s) - Washroom(s) are available for public use.	M	y						1 male 1 female washroom in the Cafe, 1 male and 1 female washroom upstairs. 1 male and 1 female washroom near the childrens area + 1 single Family washroom that is accessible and gender neutral.
29.2 Accessible Washrooms(s) - The library has a washroom that provides barrier-free features (including but not limited to hands-free entry, grab bars, change tables, hands-free water and soap, and adequate turning radius for an assistive device).		y						Destiny to gather photos for file
29.3 Gender Neutral Washrooms - Gender-neutral washroom(s) are available for public use.		y						1 single, Gender Neutral washroom
29.4 Entrance - The library provides an accessible entrance.		y						Large area with motion sensed sliding doors
29.5 Aisles - Space between book stacks is no less than 36 inches.								Matthew + Destiny to provide measurements examples
29.6 Clear access - Access to user areas and library materials is clear and unobstructed.								Matthew + Destiny to provide measurements examples
29.7 Assistive Technology - The library provides assistive technology (e.g. magnification devices or software, keyboards with raised letters, large screen monitors, screen reading software, etc.).								Nina to provide list of materials for the file

Item to be created

Item requires major review

Matthew and Nina to finalize

29.8	Multiple-Floor Structures - Where the public area of the library/branch occupies more than one level, wheelchair access is provided between levels. For staff, a work accommodation has been provided for a multistory facility.			N/A					Destiny to provide Elevator photo AND Matthew+ Destiny to provide measurements of some shelves
Section 30: Safety Considerations Within the Library									
30.1	Emergency Procedures – Each library location has distinct onsite specific written emergency procedures in place (e.g. Physical plant emergencies, health emergencies, pandemics, evacuation plans, bomb threats, evacuation procedures to assist people with disabilities, muster stations).	M	Y						Emergency codes and responses printed and located near the staff room (Photos in File)
30.2	Emergency Equipment & Facilities - The library provides emergency equipment in accordance with appropriate legislation (e.g. smoke and fire alarms; emergency lighting; as well as evacuation routes; fire extinguishers; Automated External Defibrillator (AED); emergency first aid supplies).	M	Y						Eye wash stations located at both staff kitchens (upstairs and downstairs) Defibrillator located near the front desk. Fire Extinguishers at many points of building, checked periodically.
30.3	Supervision - All areas of the library open to the public are supervised by library staff, with clear lines of sight or measures to address structural or facility challenges which can include video supervision, mirrors or roving staff procedures viewable from all staff work areas.								Andrea to provide procedure/process
30.4	Exterior Lighting - The library entrance, staff entrance, and parking area are clearly illuminated at night.								Matthew to take photos at dark
30.5	Emergency Procedures Training - Staff have been trained on the site-specific emergency procedures in order to protect themselves and patrons. (e.g. medical emergency, weather closures, lock down, bomb threats, missing child, emergency evacuations, and evacuation procedures to assist people with disabilities).								See emergencies binder file--Matthew to add to file