



BWG Public Library Board – Regular Meeting Agenda

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

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, May 15, 2023, agenda.”

Moved by:

Seconded by:

Result:

3 Declaration of Conflict of Interest—

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

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— Corporate Services Department

9 New Business

- 9.1 2023-05-01 Annual Survey

Recommendation:

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

Moved by:

Seconded by:

Result:

- 9.2 2023-05-02 Intranet Presentation

Recommendation:

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





Moved by:

Seconded by:

Result:

9.3 2023-05-03 Friends of the Library Update—D. McDowell

Recommendation:

“THAT The Bradford West Gwillimbury Public Library Board receive the report 2023-05-03 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, June 19, 2023 @ 7pm.

14 Upcoming Events

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

1 Call to Order

The Presiding Chair calls the meeting to order at: 7:01pm

2 Confirmation and Adoption of Agenda

Motion:

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

Moved by: D. Sheeler

Seconded by: C. Duhaney

Result: Carried.

3 Declaration of Conflict of Interest—

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

Staff welcomed guests to the Board meeting. Accountants provided an overview of the 2022 fiscal year, providing details of the audit, surplus, and capital account.

The accountants fielded questions from the Board of Directors related to the financial audit, the Library’s fiscal health, and margins for improvements going forward.

Motion:



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

Moved by: D. McDowell

Seconded by: J. Giordano

Result: Carried.

7:19pm Sue and Natalie left the meeting.

5 Confirmation of Consent Agenda

5.1 Regular Meeting Minutes of Monday, March 20th, 2023

5.2 CEO Report

5.3 Community Engagement Report

5.4 Corporate Services Report

5.5 Cultural Services Report

5.6 Public Services Report

Motion:

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

Staff fielded questions for reports 5.2 CEO Report, 3.3 Community Engagement, 5.6 Public Services.

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 printed.”

Staff fielded questions on the financial report specific to the grants received and outstanding for 2023. A request for Staff report on service levels pre-pandemic and post pandemic was requested to provide a stronger picture of the Library’s services.

Moved by: C. Duhaney

Seconded by: D. Sheeler

Result: Carried.

7 Correspondence—None

8 Board Training— Community Engagement Department Overview





Staff presented a high overview of the Community Engagement Department, which included function, goals, and focus for 2023. Staff fielded questions from the Board of Directors on elements within the department including program development and outreach.

9 New Business

9.1 2023-04-01 Budget Update

Motion:

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

Staff presented the Report outlining likely overages for this year’s budget. Staff fielded questions on the specific expected overages for contracted services accounts. The Board of Directors discussed creating a capital reserve line that would be funded annually as part of the budget process for capital repairs.

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

The Board provided instructions through the following motion to include in discussions with the Finance Committee.

Motion:

“THAT the Bradford West Gwillimbury Public Library Board Financial Committee explore the option of a self-funded special financial levy for Capital Expenses.”

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

9.2 2023-04-02 Business Continuity Plan

Motion:

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

Staff provided an overview of the Business Continuity Plan and fielded questions from the Board.

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

9.3 2023-04-03 Library Service Levels





Motion:

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

Staff provided an update and reasoning behind the report, fielding questions from the Board related to next steps and accreditation.

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

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

Motion:

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

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

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

10 Policy Review and Approvals—None

11 Board Committees—No Updates

12 Closed Session

Motion:

“THAT the Bradford West Gwillimbury Public Library Board move into a session that is closed to the public in accordance with the Public Libraries Act, Section 16.1(4)(D) Labour relations or employee negotiations at **8:24pm.**”

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

5 Minute Recess occurred at 8:25pm

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

12.2 Employee negotiations and Labour Relations

Motion:

“THAT the Bradford West Gwillimbury Public Library Board rise from a session that is closed to the public in accordance with the Public Libraries Act, Section 16.1(4)(D) Labour relations or employee negotiations at 9:41 pm.”





Moved by: D. McDowell

Seconded by: J. Giordano

Result: Carried.

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

14 Upcoming Events

D. McDowell outlined the Community Clean Up Week: April 17-23

15 Adjournment

Motion:

“THAT this regular meeting of the Bradford West Gwillimbury Public Library Board adjourns at 9:45 pm.”

Moved by: J. Giordano

Seconded by: D. McDowell

Result: Carried.





To: Library Board

Prepared by: Matthew Corbett, CEO

Date: May 15, 2023

Subject: CEO Report

1. **Staff Development**

Staff attended a governance workshop on April 22nd. There were three sessions put on for Library CEOs and Library Boards on advocacy, conducting meetings, and board governance 101. The session handouts were provided.

Departmental training for Public Service is under way for the new recruits.

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.

Staff are finishing the recruitment process for one permanent Local History Assistant, one contract Local History Assitant (made possible by the Young Canada Works Grant), and one Community Engagement Facilitator.

6. **General Updates**





CEO continues to work through the bargaining process to develop the first CA with the Union. Presentation of the monetary component of the CA occurred on May 2nd, and at the time of writing this report, the bargaining team awaits the Unions response.

CEO is finalizing the soft launch of the Library intranet. This will 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.

Staff finalized the Core Values. These are located on the intranet which will be rolled out to Staff in the coming weeks. These values will be attached to another project the CEO is working on under pillar 3 of the Strategic Goals/Pillars, and will present an update to the Board at a later meeting.

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. It is the goal that the Library will go through and be successful on the Accreditation Guidelines for 2024 Awards Ceremony at the OLA SuperConference. Staff are currently identifying the policy requirements outstanding as the first component of this task.

The window that was broken by rocks has been replaced. Installation took place at the end of April. Additionally, the hot water heater replacement is scheduled for May 4, 2023. It is anticipated the work will be completed on that day.

7. Action Items/CEO List

- a. Planning/implementing shelving installation project—In progress
- b. Intranet development—In Progress
- c. 2024-26 Budget Development—In progress
- d. Master Plan—In progress
- e. Board Orientation—In progress
- 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: May 5, 2023
Subject: Community Engagement 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 Community Engagement department.

Report

A – April Outcomes

The new April program session kicked off on April 11. We are offering several new programs this session, based on patron feedback. We have a new storytime designed for children who prefer quiet voices and low lights, in particular those on the autism spectrum, or with ADHD. We have a new drop in monthly program for adults 18 to 30. We've added two new adult book clubs, and a series designed for adults interested in bolstering their resiliency through self-care.

Our CVITP tax clinics wrapped up at the end of April. A full report will be available for next month's Board meeting.





April Outcomes cont'd Strategic Pillar: Become Community Led		
Objective	Sub-department	April Activities
Anti-Poverty Initiative	Outreach	Community Volunteer Income Tax Program: <ul style="list-style-type: none"> - Managing appointments - Tax clinic complete April 29
Greater connection with stakeholders within the community	Outreach	Connecting with teachers to set up building tours and outreach opportunities
		Café outreach
		Business Network outreach
	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: <ul style="list-style-type: none"> - SMDHU - SMCD SB
	Outreach	Bookings of the Calder Room this month: <ul style="list-style-type: none"> - Matthew's House - CMHA York Simcoe - YouthCall - YMCA - BWGPL CVITP Bookings of the Café this month <ul style="list-style-type: none"> - Metrolinx





April Outcomes cont'd

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

Objective	Sub-department	April Activities
Provide activities for our Community	Programming	Spring Program session began April 11
Website Revitalization	Communications and Marketing	Working on bringing website up to date and building homepage as destination
Develop programs based on evidence of community needs	Programming	Introduction of programs for children on the autism spectrum and for new adults, along with new book clubs for adults
Strengthening relationships with community partners	Programming	Program discussions with volunteers and community organizations for programs for new parents and seniors
Use Social Media and local press to connect with community	Communications and Marketing	Increased frequency of posts on social media (Instagram, Facebook, and TikTok); weekly press releases and Natasha's Nook column
Build program offerings in support of Literacy	Programming	Ongoing programs/outreach for children, teens and adults
Build program offerings in support of Mental Health/Self Care	Programming and Outreach	

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

Objective	Sub-department	April Activities
Workplace Development	All	Ongoing onboarding of 4 new staff members
Training for library workers		Manager was a presenter at OPLA's RA in a Day conference





B - Looking Forward for 2023

Q2		
Objective	Sub-department	Activities
Provide programs that support literacy, learning, and personal growth	Programming	April-May Program Session 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
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 Launch CRM to all departments
Research for evidence-based decision-making		Analysis of Master Plan Survey data
Demonstrate value of Library card to our newest members		New cardholders Advocacy campaign developed
Research to better understand community needs	Communications and Marketing	Market Segmentation project
Inform Community about the Library		Website refresh continues
Build literacy foundation for preschoolers		Development of advocacy campaign for Early Literacy
Workplace development		Hire 3 rd Community Engagement Facilitator, Summer Programmer and Summer Program Assistant
	All	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

	April	
	Number of Activities	Number of Attendees
Children's Programs		
Babytimes	8	249
Storytimes	14	434
Tween Book Club	1	1
PA Day LEGO	1	55
Reading Buddies	4	58
French Homework Club	1	1
Total	29	798
Adult Programs		
Knit Happens	2	14
Next Chapter Café	1	4
Book Clubs - Hybrid	2	17
Self-Care Toolkit	1	5
Ontario Caregivers Organization - Hybrid Presented by The Ontario Caregivers Organization	1	1
<i>Peace by Chocolate</i> Matinée for Canadian National Film Day	1	8
Women's Friendship Café for Farsi Speakers In Partnership with the YMCA	1	15
Bradford Women's + Group In partnership	1	20
Total	10	84
Teen Programs and Volunteer Opportunities		
Study Break: Brain Games	1	3
Reading Buddies	4	57
Total	5	60
Overall Total		
	44	942





Outreach		
	April	
	Number of Activities	Number of Attendees
CVITP tax returns submitted	9	108
cloudLibrary in the Café	1	20
Class Visit to the Library	1	20
BNI Business Elite meeting	1	25
Calder Room Bookings	7	
Donation box	1	
Café Bookings	1	

Communications Highlights

Social Media Performance				
	Facebook		Instagram	
	April		April	
Measure	Number	% change from last month	Number	% change from last month
Posts	85	8.6%↓	60	13% ↓
Stories	33	100%↑	57	17.4%↓
Reach	5,945	26.2% ↓	2,033	23%↓
Visits	2,165	33%↓	593	31.8%↓
New Facebook Likes/Instagram Follows/Followers on TikTok	14	17.6% ↓	47	24.2%↓





	TikTok	
	April	
Measure	Number	% Change from last month
Posts	4	60%↓
Video Views	2,513	10.3%↓
Profile Views	34	39.3%↓
Likes	169	23.4% ↑
Comments	1	85.7%↓
Shares	4	55.5%↓

Enewsletter Performance	April
Email newsletters	12,606*
Open Rate	50.41%
Total Clicks	576
Click Rate	4.58%
Mobile	8.05%
Desktop	91.95%

*Totals for BWG Newsletter, Bestseller List

Most clicked links:

Link	Clicks
Children Programs	137
CloudLibrary Website	62
Seed Library and Gardening Book List	56
CloudLibrary BWGPL page	54





To: Library Board
Prepared by: Nina Cunniff
 Deputy CEO & Manager of Cultural Services
Date: May 15, 2023
Subject: Corporate Services Report for April

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	Launched decodable book collection for children with dyslexia
	SEED Library -42 varieties of seeds -packed up 250 more envelopes for distribution
	Acquired and set up OWL device to allow combined in-person and zoom meetings
	Official transition from Libby/Overdrive to cloudLibrary -created additional training documents to help staff with troubleshooting cloudLibrary -cloudLibrary usage increased by 65% -provided assistance to borrowers transitioning between platforms
Develop Infrastructure	Moved Playaway collection out from behind Service Desk to increase awareness and improve accessibility
	Ordered new shelving to expand multilingual collections for adults and





	children, and to move paperbacks to regular shelving
	Completed Multi-Factor-Authorization implementation for MS 365 for all bradford.library.on.ca tenant users
	Unplanned replacement of hot water tank and glass window
	Critical patching on Laptops, iMacs, and Desktops including MS Office, browser, and ADOBE updates.
	Updated SQL Server for the Access To Memory (AtoM) Local History database
Build a culture of excellence	Began transitioning contracted cleaning services from daily to 3 times a week and in-house cleaning
	Rebuilt two laptops and one desktop for staff use and set up MS 365 for 4 new staff
	iMacs updated to MAC OS Ventura
	Completed Provincial Annual Survey
	Completed Google Analytics migration for archives.bradford.library.on.ca

Section 2 — Upcoming Month's Activities

Strategic Pillar	Activity
Become community led	Prepare Butterflyway garden kits for distribution (second year)
	Developing new collection of sensory support kits for children on the spectrum
	Acquire and set up one new AIO (All-In-One computer) for public use
	Beginning major evaluation and rejuvenation of juvenile non-fiction collection
Develop Infrastructure	Working with Town's leisure facilities to create lifejacket lending program
	Testing and implementing ILS upgrade – delayed due to staff shortages
	Working with local high school co-op students to repair charging station





	Continue transition to LED lights – delayed due to changes in contracted cleaning services
Build a culture of excellence	Evaluate changes in cleaning and maintenance of building
	Acquire and set up two new desktops for staff use
	Hire second facilities custodian
	Rebuild desktops and set up MS 365 for two new incoming 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
	Continue to develop ARPs with vendors for print and non-print material
	Create Collection Development Plan, including plan for Library of Things
	Develop building maintenance plan
	Develop Technology Plan
	Review collection and shelving organization to improve accessibility
	Seek out new non-book collections to meet the needs of community

Section 4 — Statistics

Collection

- Added 735 print items
- Added 85 non-print items (DVDs, Games, etc.)
- Deleted 138 items
- Cleared 764 records as part of project to remove eBooks and eAudiobooks from the catalogue
- Received and processed 36 ILLO/Purchase requests
- 507 seed packs from the Seed Library have been distributed





To: Library Board
Prepared by: David di Giovanni, Manager of Cultural Services
Date: May 5th 2023
Subject: Cultural 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 April 2023, the Cultural Services Department supported the programming of two public events: a Free Henna Tattoo event led by the Ahmadiyya Muslim Women’s Association in celebration of Eid-al-Fitr, and Celebrate VAISAKHI and Sikh Heritage Month in BWG led by United Sikhs. We published the first edition of database of South Simcoe WWI Veterans led by local volunteer researchers. We confirmed membership of the internal EDI Committee and have scheduled our first meeting.

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. First Indigenous-led planning committee meeting took place - Financial and Leadership Opportunities
2. Worked with a number of local faith groups on Main Floor Display Case showcasing holy days in April (Ahmadiyya Muslim Women’s Association, Jewish Bradford, BWG Baha’i group, United Sikhs, Great Compassion Bodhi Prajna Temple, Hindu Forum Canada) –Showcase Opportunities
3. Supported local research group in migrating data for and uploading first edition of “Jan Coward’s World War I Database:” a database of over 1100 veterans with ties to South Simcoe (edition one contained 65 of these veterans) – Research, Showcase, and Leadership Opportunities
4. Partnered with Ahmadiyya Muslim Women’s Association on Free Henna Tattoo event; - Showcase and Leadership Opportunities





5. Outreach conducted for May's display in Main Floor Display case to Simcoe South Asian Association (Asian Heritage Month) – Showcase Opportunities
6. Outreach conducted for Red Dress Day / National Day of Awareness for Missing and Murdered Indigenous Women and Girls to Rise UP BWG – Showcase Opportunities
7. Supported 5 Local History requests – Research Opportunities
8. Changed artwork on walls (two walls in partnership with South Simcoe Arts Council, one wall with an independent artist) – Showcase Opportunities
9. Built partnership with Fierte Simcoe Pride to pilot “Pride Socials” in library for six months beginning in June – Leadership Opportunities
10. Met with Unknown Neighbours (supporting migrant workers in BWG) to identify potential summer partnership opportunities – Leadership Opportunities
11. Was guest speaker at BWG Local History Association April meeting under theme of “Working Together” on ways to build partnerships between Library and LHA – 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. Partnered with United Sikhs to produce “Celebrate VAISAKHI and Sikh Heritage Month in BWG” – Becoming a Presenter
2. Interviewed with CTV News Barrie 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. Engaged in hiring for Local History Assistant – Indigenous research
2. Continue DEI terminology education – Growing employee understanding of EDI
3. Internal committee has been recruited and first internal EDI meeting has been set for May 5th – Equity Audit recommendations
4. Began plans to post Library Land Acknowledgment within library and on website with support of Community Engagement Department – Stepping towards reconciliation





5. To prepare quarterly Equity Audit Board Progress Report at June board meeting

Part B – Short-Term Upcoming Objectives

We will be celebrating Asian Heritage Month in May with a professional dance event and are partnering with Simcoe South Asian Association on the Display Case. 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. For Pride, we are creating a “Picture 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 (1850 – 1930);
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 sizable 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)



Q2/3 – 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)

Apr	BWG Genealogy Group - Afternoon	5-Apr-23	4	BWG
	BWG Genealogy Group	13-Apr-23	7	BWG
	BWG Local History Association March meeting	15-Apr-23	21	BWG
	BWG Music and Poetry Circle	16-Apr-23	12	Russ and Meade
	Free Henna Tattoos	17-Apr and 18-Apr	135	Ahmadiyya Muslim Women's Association
	Sikh Heritage Event	26-Apr	30	Untied Sikhs Canada Chapter





To: Library Board
Prepared by: Andrea Ciurria, Manager of Public Services
Date: May 15, 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 April 2023, the Public Services Department developed a plan and process for the Creative Lab. This included a plan to provide access to various equipment and services. On the Information Specialist side of the department, Staff created book displays to support and promote initiatives from Community Engagement and Cultural Services. This included displays celebrating Black culture, authors, and storytelling. Future reports will provide the Board with a chart updating the last months outcomes based on the Strategic Pillars/Goals.

Part B – Short-Term Upcoming Objectives

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

Objective (Strategic Pillar)	Department Pillar	Activities
Improve library system usability. Focus on patron-centered services. Focus on inclusivity	Customer Service	Focus on developing user-centered customer service, reference services and readers advisory including: Displays: Earth Day; Poetry Month; Romance E-newsletters: Best Sellers Inter Library Loans:





		30 books Shipped and 39 books received
Enhance Technology for the BWG Community and BWG PL Staff	Infrastructure Support	<p>The Creative Lab continued offering appointments for the digitization station during April. Following an article in Natasha's Nook in Bradford Today, we received many requests for appointments and help. Most of the available appointment times are booked and we often book several weeks in advance.</p> <p>The Creative Lab launched 3D printing in late April. Library card holders can submit files to be printed and pick them up from the service desk once completed. This service is run on a cost recovery basis.</p> <p>The Creative Lab staff are continually learning, training and upgrading skills on all the technologies available in the Lab.</p> <p>Information Services Staff focused on learning 3D printing, Tinkercad and reviewing digitization skills.</p> <p>Wendy has been working on Cricut skills and Adobe Creative Cloud.</p> <p>Digitization station hours: 47.5 Help appointments: 10 Staff training (formal): 5 hours Digitization station hours:</p>
Develop a workplace that provides excellent service to the BWG Community	Public Service	<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.</p> <p>Trauma Informed Public Service and De-escalation training opportunity has been made</p>





		<p>unavailable by the hosting organization at this time. New opportunities are being explored.</p> <p>4 Customer Service Staff are being trained.</p> <p>Following a 3-month review, new procedures for study room use have been approved and rolled out in an effort to provide more equitable and convenient use to all our users.</p> <p>Information Services staff completed training through:</p> <ul style="list-style-type: none">• OLA conference attendance (reports to come)• Penguin Random House Training• RA (Readers Advisory) in a day
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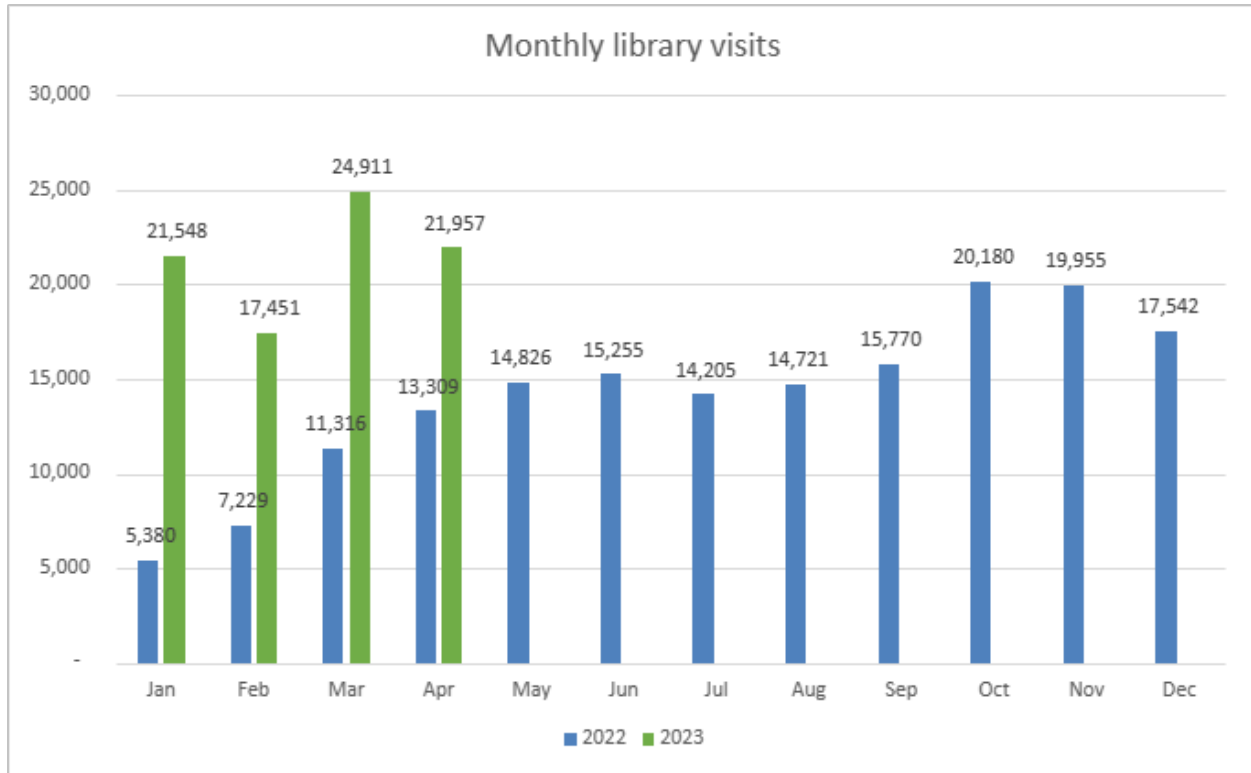
Summary

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

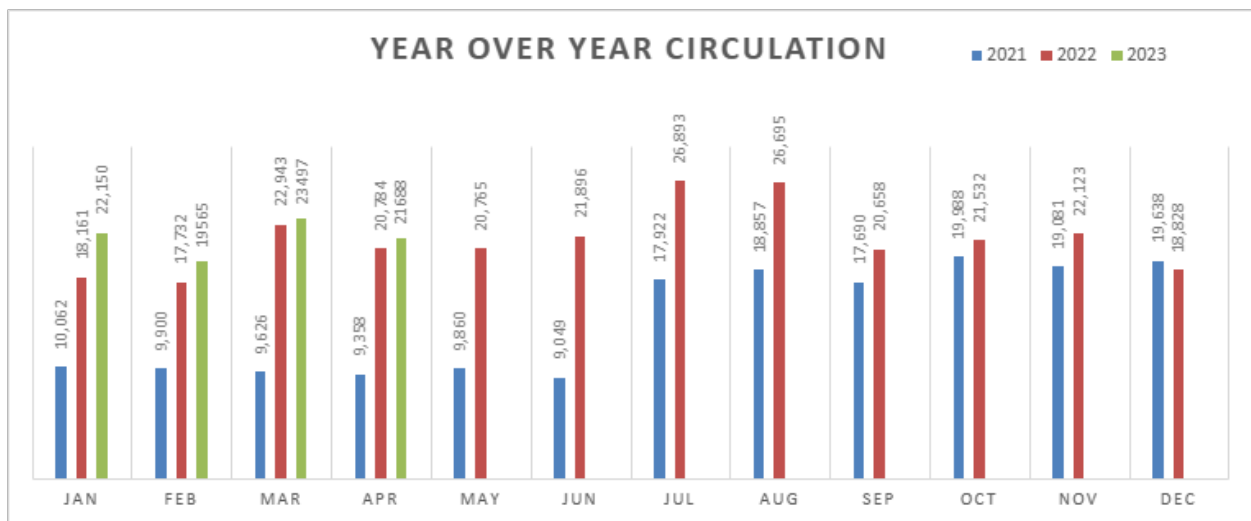




Appendix A – Statistics from March 2023

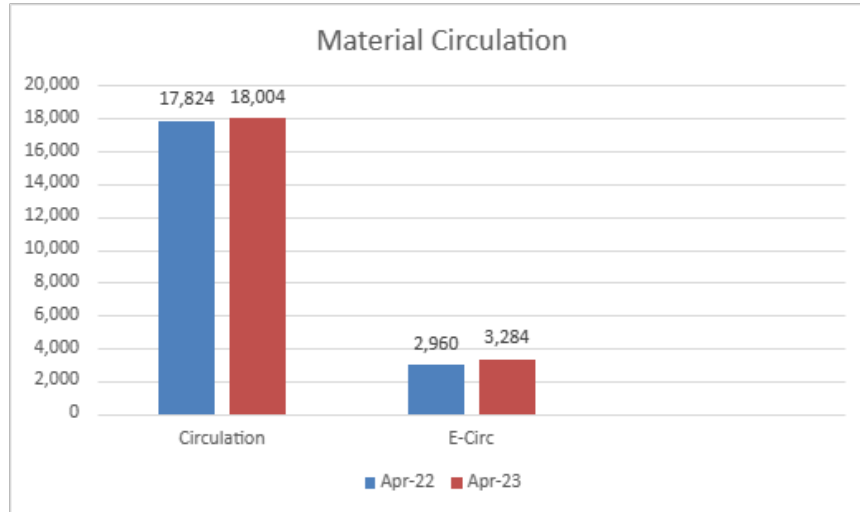


Library Visitation has been increasing significantly through 2023.
242 New members joined in April.





An error was found in the excel calculations for e-resources and our circulation is better than previously reported. Cloud library is seeing greater use. Overall, we had at 4% growth in Circulation over April 2022, and we have 9% overall growth in the first four months. Databases are seeing good overall use with 14,285 uses in April.



11% growth in E-resources over April 2022.

Computer use in the library remains high with 1,228 Public computers accessed, an 109% increase over last April.

WiFi was accessed 5,703 times by the community, a 325% increase over April 2022.

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	19,115	4,115	27.43%
0170 - Cost Recovered	15,000	19,115	4,115	27.43%
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 DCA R. F.	18,000	0	(18,000)	-100.00%
User fees	12,000	7,108	(4,892)	-40.76%
0110 - Rent, concessions	12,000	7,166	(4,834)	-40.28%
0182 - Registration	0	0	0	0.00%
0191 - Sales	0	(58)	(58)	-100.00%
Total Revenue	72,332	27,388	(44,944)	-62.14%
Expense:				
Advertising & Promotions	6,000	118	(5,882)	-98.03%
3045 - Advertising & promotions	6,000	118	(5,882)	-98.03%
Bank/Processing Fees	700	145	(555)	-79.33%
4010 - Finance/Bank Charges	700	145	(555)	-79.33%
Communications	6,620	1,862	(4,758)	-71.88%
3030 - Telephone & Communication	6,620	1,862	(4,758)	-71.88%
Contractual Services	115,100	68,650	(46,450)	-40.36%
3300 - Contracted services	101,100	35,377	(65,723)	-65.01%
3302 - Janitorial cont. services	0	13,015	13,015	100.00%
3335 - Software annual maintenance	11,500	20,257	8,757	76.15%
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	114,702	(289,460)	-71.62%
3000 - Materials & supplies	27,000	5,644	(21,356)	-79.10%
3002 - Cleaning Supplies	15,000	340	(14,660)	-97.74%
3005 - Office Supplies	5,000	0	(5,000)	-100.00%

Actual vs Budget Year To Date by Department:

3006 - Program Supplies	19,000	4,221	(14,779)	-77.79%
3040 - Public Relations	3,000	139	(2,861)	-95.36%
3110 - Library Books	335,162	104,359	(230,803)	-68.86%
Mileage, Conference & Training	25,000	17,682	(7,318)	-29.27%
3010 - Professional Development	13,500	3,306	(10,194)	-75.51%
3015 - Membership	6,000	13,605	7,605	126.75%
3020 - Mileage, Meals and Travel Expenses	5,500	771	(4,729)	-85.98%
Postage & Courier	6,000	2,532	(3,468)	-57.80%
3035 - Postage & Courier	6,000	2,532	(3,468)	-57.80%
Professional Services	16,360	24,786	8,426	51.50%
3305 - Consulting Fees	1,200	4,313	3,113	259.40%
3310 - Auditing	5,160	0	(5,160)	-100.00%
3320 - Legal Fees	10,000	20,473	10,473	104.73%
Repairs & Maintenance	26,000	4,056	(21,944)	-84.40%
3100 - Repairs & Maintenance	12,000	186	(11,814)	-98.45%
3101 - Computer hardware maintenance	14,000	3,870	(10,130)	-72.36%
Salaries & Benefits	2,208,307	588,834	(1,619,473)	-73.34%
1000 - Full-time wages	1,217,218	324,866	(892,351)	-73.31%
1005 - Part-time wages	586,452	148,830	(437,622)	-74.62%
1015 - Sick time	4,000	0	(4,000)	-100.00%
1020 - Vacation	27,213	0	(27,213)	-100.00%
1030 - Benefits	373,424	115,139	(258,286)	-69.17%
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	868,859	(2,079,147)	-70.53%
Net Total	(2,875,674)	(841,472)	2,034,202	70.74%

LIBSTAT102 – FULL SURVEY VERIFICATION REPORT

Bradford West Gwillimbury Town(L0086)

Submission Period: Annual Public Library Statistics 2022

ANNUAL SURVEY OF PUBLIC LIBRARIES – GENERAL INFORMATION

A1.0 Identification

A1.1 Legal Name: L0086 - Bradford West Gwillimbury Town
A1.2 Period for which this survey applies: Calendar Year
A1.3 Ontario Library Service (OLS) Region: Southern Ontario Library Service
A1.4 Type of Library Service: Public or Union Library
A1.5 Mailing Address: 425 Holland Street West
A1.6 City/ Town: Bradford
A1.7 Province: Ontario
A1.8 Postal Code: L3Z0J2
A1.9 Street Address (if different from mailing address):
A1.10 City/Town:
A1.11 Province:
A1.12 Postal Code:
A1.13 Web Site Address: www.bradford.library.on.ca
A1.14 No. of Active Library Cardholders

A2.0 Current Library CEO, Municipal Clerk, Local Services Board Chair, or person with signing or operational authority for the First Nation Public Library

A2.1 First Name: Matthew
A2.2 Last Name: Corbett
A2.3 Telephone Number: (905) 775-3328
A2.4 Fax Number: () -
A2.5 Email Address: mcorbett@bradford.library.on.ca

A3.0 Contact Person for information on this survey (if person named above is not contact person)

A3.1 First Name:
A3.2 Last Name:
A3.3 Telephone Number:
A3.4 Fax Number:
A3.5 Email Address:

Comments:

ANNUAL SURVEY OF PUBLIC LIBRARIES – FINANCIAL INFORMATION

B1.0 Net Balance brought forward from previous year

B1.1 Surplus Deficit Nil

B2.0 Operating Revenues

B2.1 Provincial Operating Funding. Does not include project revenue.

B2.1.1 Public Library Operating Grant (PLOG)

B2.1.2 Pay Equity Grant

B2.1.3 First Nation Salary Supplement Grant

B2.1.4 Total Provincial Operating Funding

B2.2 Local Operating Funding (e.g. Municipality or Band local operating funding)

B2.3 Contract Revenue (funds from other municipalities, neighbouring public library boards, Local Services Boards or First Nation Bands that contract for library services). Specify name of contracting organization and amount received from each.

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B2.4 Project Grants

Please select from the drop down list below:

<input style="width: 95%; height: 20px;" type="text" value=""/>	
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Other Project Grant	CRA	500
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Other Project Grant	International Dyslexia Association Ontario	500
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Other Project Grant	Ontario Library Services	150
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Other Project Grant	Simcoe County Grant	4050
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Other Project Grant		
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B2.4.1 Total Project Grants

B2.5 Donations (monies donated by outside bodies, e.g. Friends groups, trust funds etc.)

B2.6 Self Generated Revenue (e.g. fines, fees, sales/fundraising, room rentals, cafe revenue, etc.)

B2.7 Debt Services and Reserve Fund Revenues

B2.8 Other (Specify any other source of funds not included above and indicate the amount received from each funding source listed, e.g. Connectivity)

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B2.9 Total Operating Revenues

B3.0 Capital Revenues (funds for land, building construction/renovation or furniture or new automation systems)

B3.1 Provincial

B3.2 Federal

B3.3 Local

B3.4 Other (specify any other source of funds not included above and indicate the amount received from each)

funding source listed; report each funding source on a separate line)

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B3.5 Total Capital Revenues 0

B4.0 Operating Expenditures

B4.1 Materials Expenditures

B4.1.1 General (Include all physical items that are not electronic, e.g. books, periodicals, etc.) 208535

B4.1.2 Electronic (e.g. electronic subscriptions and other databases, downloadable media, gaming software, Playaway, DVDs, and e-resources) 86611

B4.2 Staffing (Total funds spent on all staff)

B4.2.1 Total funds (not including employee benefits) 1420273

B4.2.2 Employee Benefits 292009

B4.3 Staff Training (Total funds spent on staff training, including travel and accommodation) 15105

B4.4 Facilities/Utilities (Costs related to library facility operation, e.g. insurance, rent, lighting, maintenance, etc.) 263398

B4.5 Telecommunication costs

B4.5.1 Telephone and Fax 6138

B4.5.2 Dedicated Internet Connectivity Costs (e.g. wireless, ISDN, dedicated lines.)

B4.6 Computer Services (Total spent on computer equipment and related expenses, e.g. computer maintenance contracts, etc., new automated systems, etc.) 37857

B4.7 Debt Charges and Transfers to Reserve Funds 305493

B4.8 Funds returned to government sources

B4.9 Contract payments made to library board for library services (Specify the library board(s) and amount given to each board; report each payment on a separate line)

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B4.10 Other (specify all other expenditures not reported above and indicate the amount spent for each expenditure listed; report each item on a separate line)

Advertising and promotions	5248
Auditing	4681
Bank fees	845
Consulting fees	33381
Materials and supplies	25887
Office supplies	2576
Postage and courier	5325
Processing and cataloging	38721
Program supplies	13421
Public relations	2876

B5.0 Total Operating Expenditures 2768380

B6.0 Total Capital Expenditures (funds expended on land, building construction/renovation or furniture)

Comments:

ANNUAL SURVEY OF PUBLIC LIBRARIES - LIBRARY SYSTEM HOLDINGS

C0.0 Circulating and Reference				English	French	Other
C0.1 Print Titles Held				80802	3449	2802
C0.2 Print Volumes Held				86597	3505	2893
C0.3 Non-Print Resources						
C0.3.1 CD and DVD Titles				16244	103	227
C0.3.2 CD and DVD Copies				17046	107	228
C0.3.5 E-Book Titles				37943	603	2587
C0.3.6 E-Book Copies				39457	605	2590
C0.3.7 E-Audio Book Titles				3843	46	85
C0.3.8 E-Audio Book Copies				3953	47	88
C0.4 Special Collections - Original Format				15000		
C0.5 Special Collections - Digital Format				21100		
C3.0 Periodicals, Databases and Downloadable Items				English	French	Other
C3.1 Print Periodical Titles Held				0	0	0
C3.2 Information Resources						
C3.2.0 Databases and Database Subscriptions				20		
C3.2.4 No. of Individual Electronic Periodicals Titles				7164	24	9
C4.0 Streaming and/or Subscription Services						
C4.1 Does your library offer Downloading and Streaming services:				<input checked="" type="radio"/> Yes <input type="radio"/> No		
C4.2 If yes, how many				2		
C4.3 Indicate which Downloading and Streaming services are available at your library				<input type="text" value="Kanopy"/> <input type="text" value="PressReader"/> <input type="text" value=""/> Other <input type="text" value=""/>		
C5.0 E-Learning Services						
C5.1 If you provide e-learning services (e.g. Gale Courses, Learning express), please state how many:				5		
C5.1.1 Please select the E-Learning services you provide access to from the drop-down menu:				<input type="text" value="Learning Express"/> <input type="text" value="Mango Languages"/> <input type="text" value="Brainfuse"/> <input type="text" value="LinkedIn Learning"/> <input type="text" value=""/> Other <input type="text" value="Computer School"/> Other <input type="text" value=""/>		
C5.2 How many cardholders took e-learning courses?				661		

C5.3 How many e-learning courses were taken in total by cardholders?

7512

C6.0 Non-traditional Collections

C6.1 If you have non-traditional circulating library collections (e.g. fishing gear, recreation equipment, musical instruments, seed gardens etc.) please list them in the write-in field below:

Light therapy lamps, ReaderPens, WiFi hotspots, Nature backpacks, Tech Kits, Seed Garden, Butterflyway Garden Kits, Park Passes

Comments:

ANNUAL SURVEY OF PUBLIC LIBRARIES – LIBRARY SYSTEM STAFFING

D1.0 How many hours per week in your library constitute a full time position (must be at least 32.5 hours)?

D1.1 Full Time Staff (i.e staff working 35 hrs per week or full time equivalent e.g. 32.5)

Job Class	No. of People
Librarians	<input type="text" value="6"/>
Library Technicians	<input type="text" value="3"/>
EXCEL Graduates	<input type="text"/>
Other Specialized Professional Staff	<input type="text"/>
Other Staff	<input type="text" value="6"/>
Volunteers	<input type="text"/>

D1.2 Part Time Staff (i.e staff working less than 35 hours or full time equivalent (e.g. 32.5))

Job Class	No. of People	Total hours worked per week for each job class
Librarians	<input type="text"/>	<input type="text"/>
Library Technicians	<input type="text" value="5"/>	<input type="text" value="24.00"/>
EXCEL Graduates	<input type="text"/>	<input type="text"/>
Other Specialized Professional Staff	<input type="text"/>	<input type="text"/>
Other Staff	<input type="text" value="19"/>	<input type="text" value="20.00"/>
Volunteers	<input type="text" value="23"/>	<input type="text" value="2.00"/>

D1.3 Students, Co-op Students, and Interns hired for a specific length of time

Please provide the total number of students, co-op students, and interns that your library hired on a summer, term or semester basis:

Comments:

ANNUAL SURVEY OF PUBLIC LIBRARIES - LIBRARY SYSTEM FACILITIES

E1.0 Public Access Workstations		No.	
E1.1 Total No. of Public Access Workstations available in your library		6	
Of the total number given above, state how many:			
E1.1.1 Provide Internet access		4	
E1.1.2 Provide OPAC and/or ILS Access		2	
E1.1.4 Total number of lending laptops, netbooks, and tablets (e.g. iPads)		6	
E1.2 E-readers			
E2.0 Library Automation and Connectivity		No.	
E2.1 Does your library have an automated catalogue system?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
E2.2 (if above is "Yes", please specify system used)	<div style="border: 1px solid black; padding: 5px; min-height: 80px;"> V-Smart </div>		
E2.3 Does your library provide wireless Internet connection?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
E2.4 Does your library have a 3D Printer(s)	<input checked="" type="radio"/> Yes <input type="radio"/> No		
E2.5 If yes state how many:		1	
E2.6 Does your library have a Maker Space, mobile Maker Space, Digital Media Lab, Digital Learning Centre, Self-Publishing Centre, Recording Studio etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No		
E2.7 If yes state how many:		1	
E2.8 Circulating Wireless Hot Spots			
If your library provides circulating wireless hot spot devices, please state how many:		16	
E3.0 Facilities and Hours of Operation		No. of Service Points	Total Weekly hours of operation for all service points
E3.1 Main Library		1	63.50
E3.2 Branches open 12 hours per week or more			
E3.3 Branches open less than 12 hours per week			
E3.4 Bookmobile stop locations			
E3.5 Deposit Stations and Kiosks (refer to criteria)			
E3.6 No. of Bookmobiles owned by your library board			

E4.0 Facility Rentals and Bookings**No.**

E4.1 If your library rents or books meeting rooms or other parts of your library or libraries to outside organizations, please state the number of times it did so in the survey year.

146

E5.0 Pop-up Libraries**No.**

E5.1 If your library has one or more pop-up libraries, how many times did this service pop-up for use during the survey year?

E6.0 Extended Services and Facilities

E6.1 If your library has pop-up libraries, study halls, hold lockers, and other facilities that are open to the public complementing or open beyond regular library operating hours, please describe the activities and how they are used in the space provided:

E7.0 Total Square Footage**No.**

E7.1 In the space provided, please provide the total, combined square footage of all the facilities in your library system:

40000

Comments:

ANNUAL SURVEY OF PUBLIC LIBRARIES - LIBRARY SYSTEM ACTIVITIES

F1.0 Total Annual Circulation (Actual Annual Circulation of Physical Material)	222771
F1.1 Total Annual E-Book Downloads / Borrows (Actual Annual Direct Circulation)	18118
F1.2 Total Annual E-Audio Book Downloads / Borrows (Actual Annual Direct Circulation)	7450
F1.3 Total Annual Music Downloads / Borrows (Actual Annual Direct Circulation)	
F1.4 Total Annual Video Downloads / Borrows (Actual Annual Direct Circulation)	2383
F1.5 Total Annual E-Magazine Downloads / Borrows (Actual Annual Direct Circulation)	7630

F2.0 Annual Programs **Totals**

F2.1 No. of programs held annually	534
F2.2 Annual program attendance	14056

F2.3 Program types. Please list all that apply **Number of programs** **Number of attendees**

Early literacy and Early learning	185	6818
Other Children's programming	73	4308
Summer Reading	23	1198
Homework help	6	149
Class instruction at a library or school	7	246
Teen programming	34	376
Newcomer focus	1	30
Careers, job help / skills		
Business Development		
Community Development	2	160
Technology, social media and computer literacy		
Maker space, Digital media lab, Self-publishing		
Genealogy, local history, Doors Open		
Adult learning (not covered elsewhere)	15	197
Seniors programming	9	77
Culture Days, poetry and story readings, art shows	5	48
First Nations Public Library Week		
First Nation Communities Reads		
Indigenous language training and retention		
Ontario Public Library Week / Canadian Library Month		
Book Clubs	14	151
Other	160	298

F2.4 Service visits provided to residence-bound residents and people-at-risk

F2.4.1 If you provide service visits to residence-bound people or people-at-risk (including group home, nursing homes or individual residences), please state the number of annual visits:	
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F3.0 Annual Inter-Library Loan Activity "(ILLO)" **Totals**

F3.1 Requests Made and Items Borrowed

F3.1.1 No. of requests made to other libraries 581

F3.1.2 No. of items being borrowed 359

F3.2 Requests Received and Items Lent

F3.2.1 No. of requests received from other libraries 1735

F3.2.2 No. of items lent 578

G1.0 Typical Week Data**Totals****G1.1 Circulation**

G1.1.1 All circulation except E-books, downloadable audio books, music and video 4284

G1.1.2 All circulation for E-books, downloadable audio books, music and video 890

G1.1.3 Total circulation of all library materials 5174

G1.2 In Library Materials Use

G1.2.1 Total In Library Materials Use 933

G1.3 Electronic Information Resources, and Wireless Use

G1.3.1 No. of people using library workstations 233

G1.3.2 No. of times electronic databases are accessed by library users 1749

G1.3.3 No. of people using public library wireless connection 659

G1.3.4 No. of people using Maker Spaces, Digital Media labs, Self-Publishing Centres

G1.4 Reference, Information Provision and Instruction

G1.4.1 No. of standard reference transactions 278

G1.4.2 No. of electronic reference transactions 10

G1.4.3 No. of Reader's Advisory transactions 15

G1.4.4 No. of Information Communication Technology, software and social media support requests 130

G1.4.5 Average staff time in minutes per Information Communication Technology, software and social media support request: 4

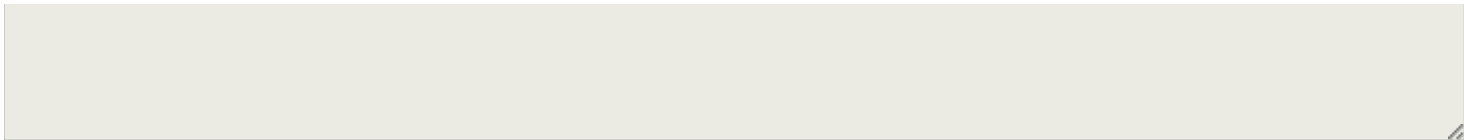
G1.4.6 Number of times accessible material, equipment or devices are requested

G1.5 Library Visits

G1.5.1 No. of visits to the library made in person 3263

G1.5.2 No. of electronic visits to the library website 2355

Comments:



ANNUAL SURVEY OF PUBLIC LIBRARIES – PARTNERSHIPS AND INITIATIVES

H1.1 Consortia and Co-operative Purchasing

H1.1. Please select from the drop down list below, types of consortia your library participates in on a regular basis. Name the consortia in the field next to selected type.

Types of Consortia	Name of Consortia
Books	Library Services Centre
Books	Simcoe County Cooperative Library
E-books	PULSE (Simcoe County) Cooperative Libr
Databases and Other Downloadable Services	SOLS
Databases and Other Downloadable Services	Simcoe County Cooperative Library
Databases and Other Downloadable Services	York-Simcoe
Computer software	Techsoup
Connectivity	SCAN
Corporate Discount Programs	eWay with the Town of Bradford West Gwi
Municipal and Local government	Town of Bradford West Gwillimbury for phc
Other Types of Consortia	

H1.1.2 Reciprocal borrowing agreements, and policies where there are no non-resident user fees

Please list any libraries with which you have such agreements in place or briefly describe your policy:

Newmarket,
King Township,
Innisfil,
New Tecumseth,
East Gwillimbury

H1.1.3 Accessibility Initiatives

H1.1.3.1 Accessibility-specific equipment (such as Daisy readers) that your library provides

2 DAISY Readers
10 ReaderPens

H1.1.3.2 Accessibility training for staff that was delivered in the reporting year

Ongoing training for staff about CELA

H1.1.3.3 Accessibility accomplishments, for example accessibility improvements to the library, any updates to accessibility policies or procedures your library made, etc.

The accessibility policy was reviewed and revised

H1.1.3.4 Active library patron participation in CELA (Centre for Equitable Library Access) and / or NNELS (National Network for Equitable Library Service).

16 card holders borrowed 1103 audiobooks, 3 etexts, and 699 newspapers through CELA

H1.1.3.5 Ongoing accessible collections and services that your library provides.

Deposit collection from CNIB

H1.2 Friends of the Library and Foundations

H1.2.1 Is your library associated with a Friends organization or other charitable group? Yes No

H1.2.2 If Yes, provide number of Friends organizations your public library works with.

H1.2.3 Is your library associated with a Foundation? Yes No

H1.2.4 If Yes, provide number of Foundations your public library works with.

H1.3 Social Media

H1.3.1 Does your library make use of and participate in social media? Yes No

H1.3.2 If Yes, select all that apply from the drop down list below:

Facebook

Instagram

Other Social Media

H1.4 Cultural Partnerships and activities

H1.4.1 Do you have any active cultural partnerships? Yes No

H1.4.2 If Yes, how many?

H1.4.3 If Yes, select partners from the drop down list below:

Art galleries

Ethno-cultural and Newcomer Service Organizations

Other Cultural Partners

H1.4.4 Please give examples of your activities in the field below (e.g. art gallery, museum or other institution as part of mandate or building etc.).

Partnership with local arts council for public display of works by local artists. Partnership with local ethnocultural group for displays and events. Sponsor and participated in CONTACT Newcomers Meet and Greet.

H1.5 Education Sector Partnerships

H1.5.1 Do you have any Education Sector Partnerships?

Yes

No

H1.5.2 If Yes, how many?

1

H1.5.3 If Yes, select partners from the drop down list below:

School boards, including local schools and local education authorities

Other Education Sector Partners

H1.5.4 Please provide highlights or examples of your library's partnerships with the Education sector:

Partnered with Simcoe Muskoka Catholic School Board to offer small group tutoring to students

H1.6 Significant achievements

H1.6.1 Please list any special achievements for your library in the past Survey year in the field below (e.g. updated integrated system implemented, networking, new programs provided, fundraising, new library building or renovation completed, new partnership including any not covered elsewhere in Section H, municipal cultural plan completed, other achievements etc. that have a positive impact on your community).

Finished Strategic Service Delivery Review
Developed Cultural Plan
Began Feasibility and Master Planning Exercise
Library sponsored free social services satellite office space to 3 agencies
Library hosted community engagement team from Metrolinx for outreach sessions to the community

H1.7 Government Services

H1.7.1 Does your library participate in federal, provincial or municipal government service partnerships?

Yes

No

H1.7.2 If Yes, please select any government service partnership that you participate in, from the drop down list below:

Municipal services (e.g. licences)

Health

Other government Service Partnerships CRA (Federal Government)

Other government Service Partnerships

H1.7.3 Please provide highlights or examples of your library's partnerships with government, including municipal, provincial, and federal governments:

We support all municipal services
We provide parking and room booking for vaccination clinics
We partner with the CRA to provide CVITP (community Income Tax Program)

H1.8 Capital Projects

H1.8.1 Does your library currently have any approved capital project plans scheduled for completion in the next two years?

Yes

No

H1.8.2 Please outline your projects in the field below. Provide year the project is planned for.

Capital Project	Year commencing	Square footage (if applicable)	Total Project Cost
Branding	2024		
Website redesign	2024		

H1.8.2 If your library has planned but not yet funded future capital projects (beyond those planned for completion in the next two years reported in H1.8.1 and H1.8.2 above) please provide information on them. Information as available and estimates are acceptable.

Capital Project	Year commencing	Square footage (if applicable)	Total Project Cost
Branch expansion			
Furniture replacement			
Kiosks			

H1.8.3 Does your library currently have any immediate technology needs (within 2 years)? Yes No

H1.8.4 Please outline your technology needs in the field below.

Technology Needs	Total Project Cost		
BAS upgrade	15000		
Computer station upgrades	15000		
Laptop kiosk enhancement/expansion	10000		
Server maintenance	10000		

H1.9 Business and Economic Sector Partnerships

H1.9.1 Does your library have any active business and economic sector partnerships? Yes No
(e.g. Chamber of Commerce, Business Improvement Area (BIA) or other)?

H1.9.2 If Yes, please select business and economic sector partnerships from the drop down list below:

Other Business and Economic Sector Partnerships

H1.9.3 Please provide highlights or examples of your library's partnerships with the business and economic sector:

H2.0 Measuring The Results of Library Services

H2.1 Please Fill In:

We have data from Equity Audits, Strategic Plans, Strategic Service Delivery Review, Master Plan and Feasibility Study to assist with measuring the results of the overall Library



Comments:

A large, empty rectangular grey box with a thin black border, intended for entering comments. It occupies the upper portion of the page below the 'Comments:' label.