



Agenda
Library Board

April 8, 2021

6:45 pm

Video Conference

Click the following link:

<https://www.youtube.com/channel/UCzuUpFqxcEI8OG-dOYKteFQ>

Pages

1. **CALL TO ORDER**

2. **DECLARATION OF PECUNIARY INTEREST**

3. **AMENDMENTS AND APPROVAL OF AGENDA**

RECOMMENDATION

That the agenda for the MONTH DAY, YEAR regular meeting of the St. Marys Public Library Board be approved as presented.

4. **DELEGATIONS**

5. **CONSENT AGENDA**

RECOMMENDATION

That consent agenda items 5.1 through 5.5.1 be approved as presented.

5.1. **Acceptance of Minutes**

5.1.1. **Minutes of the March 4, 2021 meeting**

3

5.2. **CEO Report**

5.2.1. **CEO Report- Library- April 2021**

7

5.2.2. **CEO Report- Adult Learning- April 2021**

10

5.3. **Library Statistics**

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5.4.	Financial Report	
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5.5.	Articles of Interest	
5.5.1.	CBC News- "Canadian libraries increasingly scrapping late fees to boost accessto services"	19

6. ROUNDTABLE DISCUSSION

6.1. Friends of the Library Report

7. UPCOMING MEETINGS

8. ADJOURNMENT

RECOMMENDATION

That the DATE regular meeting of the St. Marys Public Library Board be adjourned at _____ pm.



Minutes

Library Board

March 4, 2021

6:45 pm

Video Conference

Click the following link:

<https://www.youtube.com/channel/UCzuUpFqxcEI8OG-dOYKteFQ>

Member Present Mayor Strathdee, Councillor Craigmile, Councillor Edney,
Barbara Tuer, Cole Atlin, Melinda Zurbrigg, Reg Quinton, Joyce
Vivian

Member Absent Lynda Hodgins

Staff Present Rebecca Webb, Staff Liaison, Sarah Andrews, Library CEO

1. CALL TO ORDER

Meeting was called to order at 6:47pm by Board Chair C. Atlin.

2. DECLARATION OF PECUNIARY INTEREST

None declared.

3. AMENDMENTS AND APPROVAL OF AGENDA

Moved By Reg Quinton

Seconded By Councillor Edney

That the agenda for the March 4th, 2021 regular meeting of the St. Marys Public Library Board be approved as presented.

Carried

4. DELEGATIONS

None present.

5. CONSENT AGENDA

Moved By Reg Quinton

Seconded By Councillor Craigmile

That consent agenda items 5.1 through 5.5 be accepted as presented.

Carried

5.1 Acceptance of Minutes

5.1.1 Minutes of the January Meeting

The Chair noted that 5.1.1 acceptance of the January Meeting minutes was tabled at the February 4th regular meeting and is now being lifted for considering as part of the consent agenda.

5.1.2 Minutes of the February Meeting

5.2 CEO Report

5.2.1 Monthly Library CEO Report (March)

5.2.2 Monthly Adult Learning CEO Report (March)

5.3 Library Statistics

5.3.1 Monthly Statistics Charts (January in Review)

5.3.2 Monthly Statistics Infographic (January in Review)

5.3.3 Annual Statistics (2020 in Review)

5.4 Financial Report

5.4.1 Library General Ledger 2020 Budget vs. Actuals

5.4.2 Adult Learning General Ledger 2020 Budget vs Actuals

5.5 Correspondence

5.5.1 Perth South Council re: Contracted Services

6. NEW AND UNFINISHED BUSINESS

6.1 Meeting Norms- Verbal Update

Members of the Board discussed meeting norms for the purposes of the Board meetings.

6.2 Mission Vision and Values Policy

Moved By Barbara Tuer

Seconded By Joyce Vivian

That the St. Marys Public Library formally undertake a review of the Mission Vision and Values with and that the Board provide direction to Library CEO and staff to solicit feedback from Stakeholders from now until the September Board meeting.

Carried

6.3 PCIN Van Update

6.4 Library Basement

Moved By Reg Quinton

Seconded By Melinda Zurbrigg

THAT LIB 05-2021 Library Basement Report report be received; and

THAT The Library Board approve the exploration by the CEO and Town Staff to find solutions for the Library building's basement to make the space dry and useable.

Carried

7. ROUNDTABLE DISCUSSION

7.1 Friends of the Library Report- Verbal Update

The Friends of the Library are continuing to meet monthly. They continue to hand out welcome packages to newcomers.

7.2 Memorial Donation- Verbal Information

A memorial donation was made on behalf of Marlene Macke, a long time Library patron. Board Chair C. Atlin acknowledged that the donation is appreciated and Marlene will be missed in the Library.

7.3 COVID Vaccine Support- Verbal Information

The Library will be providing support to a Town initiative that provides support to community members booking vaccine appointments.

8. UPCOMING MEETINGS

The next meeting of the St. Marys Public Library Board will take place April 8th at 6:45pm.

9. ADJOURNMENT

Moved By Reg Quinton

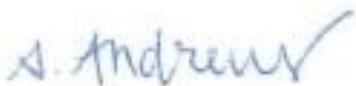
Seconded By Joyce Vivian

That the March 4th, 2021 meeting of the St. Marys Public Library Board be adjourned at 8:36pm.

Carried



Chair, Cole Atlin



Board Secretary, Sarah Andrews



MONTHLY REPORT

To: Chair and Members of the Board
From: Sarah Andrews, Library CEO
Date of Meeting: 8 April 2021
Subject: March Monthly Report

PURPOSE

The purpose of this report is to provide the Board with information on library activities for the Month of March 2021.

DEPARTMENTAL HIGHLIGHTS

Visits

The Library has been busy with 50-60 patrons coming in each day to the Library. We have also been busy preparing deliveries for senior and personal residences. We have not had any requests to bring items out to patron's vehicles this month.

COVID PPE Compliance

We continue to follow Town protocols around mask wearing, sanitizing, and screening and tracing all visitors. We have had a couple of patrons challenge the wearing of masks in the library but once it was explained that they would not be present without one, they accepted one from staff and wore them. One patron had to be reminded to fully cover their face while using the computers.

Vaccination Support

We continue to assist with answering vaccination phone calls and helping people make their appointments.

Performance Appraisals

The staff have been busy completing their annual performance appraisals and meeting with me to discuss and celebrate their past year and set goals for the upcoming year. Everyone has done a commendable job managing the challenges COVID has presented and continuously working as a supportive team.

Service Club Presentation

As part of the Service Club Meeting with Town and Council Representatives on March 25th I had the opportunity to introduce myself and talk a little bit about what the Library was focusing on for 2021. I mentioned our focus on the following:

- Community Literacy and access to materials in print, audio and digital formats;
- Digital content to access from home (magazines, movies, newspapers, videos, employment support databases, hobbies and art inspiration);
- Virtual programming;
- Items to lessen isolation and that we will even deliver those items to people's homes in town.

- Equity of access to technology, including the ability to borrow WiFi hotspots, laptops (soon!) and Victory Readers;
- Access to our MakerSpace by appointment including our 3D printer, sewing machines, green screen and videography equipment and other crafting equipment;
- Hosting more events outside over the warmer months including storytimes, films, and other fun programming if restrictions allow;

I mentioned that we do all this with wonderful support from the Friends of the Library, the Town, Service Clubs and private donors. It was a wonderful opportunity to share with the groups and perhaps to tweak their interest in working with us.

We have a quite a few projects in the works for the next few months.

Public Phone

We have decided to further support the wellness initiatives in Town by providing access to a new public phone in the Library, installed over by the book chute. We are going to be spreading the word that it is there through our Town and community supports. Hopefully this will assist people who are in need. We have had several requests from people in the last month needing access to a phone to connect with their ODSB workers in Stratford, check on their job application submission to an employer or to confirm something with a family member. We are going to trials this for the rest of the summer. We are also wondering about providing a small amount of money to the Variety Store to provide free phone calls on their phone when we are closed. We are considering acquiring either through the Town or a donor/service club a fifty dollar donation to try this for the summer.

Summer Students

We have applied for two students for this summer through the Canada Summer Grants funding. Our hope is that one student can provide the summer reading program support as in past years while the other focuses on providing technology support to adults in the community.

Storywalk Grant Application

We have applied as part of a larger Town grant application for funding to install story walks in three locations in Town – one along the Grand Trunk trail, one in Cadzow Park and one in the green space outside the library. This would cover the cost and installation of weather resistant posts which will hold picture book pages which tell the story as you walk. It will also cover the cost of installing 2-3 books each year.

Kayaks, Tennis & Pickle Ball Rackets

We are adding to our non-traditional items for loan this year with tennis rackets, pickle ball rackets and tennis balls! We are also part of a Town initiative to loan kayaks at the Flats. Kelly Deeks and Andrea Macko are working to have a shed built and installed to house equipment, while the Library will loan the key to access it. More information will follow as this idea is developed. Fishing Rods will be available again this summer as well.

Webinars

Staff have been working through their training webinars in the Ryan Dowd training package we purchased this year. I have attended two interesting webinars this month. The first was “Rethinking How We Measure the Impact of Libraries” detailed the work that the Burlington Library has done to determine their user population. The second was “Food Access at Your Library”, which explored options that libraries can explore to support the foodbanks and snack programs in their towns and cities. I hope they explore that with our local providers.

Meeting with Cody Cunningham

I met with Cody, our new Community Development and Support worker in St. Marys to discuss ways we can work together to support the Town. We are exploring the option of Cody having a set time that he available to the community in the library for drop-in times. We will provide him with a spot where he can also hold a private meeting if that is required while he is here. He is excited about the prospect and thinks we are a natural fit!

Memorandum of Understanding with the Town

I have completed my meetings with Town Directors and will shortly be forwarding the draft to the Policy Sub Committee for their review and input. This will be on the May agenda for the Library Board.

Staff Meeting

We are set to have our first 2021 Staff Meeting virtually on April 28th. It would be great if a representative of the Board would like to bring greetings and check in with the staff for a few minutes. The agenda will also include a review of summer plans and a COVID update.

Adult Learning

Adam's Monthly report is attached. The ALPP Committee met this week to review the program and to discuss plans for 2021/22 year. We have secured funding again this year from the Ministry and received the requested increase form Stratford to help with a third day in the City. We will also be exploring some additional funding from the Ministry to support that as well.

Staff are receiving an orientation to the IT services. This will be one more way to integrate them as Town staff. We are also seeking approval to purchase new laptops for them to use so they can work remotely as needed.

REVIEWED BY

Recommended by the Department



Sarah Andrews
CEO Library Services



MONTHLY REPORT

To: Chair and Members of the Board

From: Sarah Andrews, Library CEO

Date of Meeting: 8 April 2021

Subject: ALPP Program Update – March 2021

DEPARTMENTAL HIGHLIGHTS

Successes

The program added 4 new learners in February, taking our total number of learners served this year to 50 which represents 63% of our YTD target (79). This is a great achievement considering the current climate, particularly when you consider some LBS programs have struggled to serve even 10 learners.

In terms of Service Quality, the program now holds a **6.21** rating against a target of **6.00** (104% YTD), owing to gains across all four key areas, including a huge gain of +39% in learner progress. This new Service Quality rating is a marked improvement on last month’s rating of 5.21 – so huge thank you to Nicole and Stephanie on their data management and work!

February 2021

Core Measure	Perf. Commitment	Actual	% of YTD of Target
Customer Satisfaction	90%	94%	105%
Service Coordination	50%	52%	105%
Suitability	30%	27%	89%
Learner Progress	60%	48%	80%

March 2021

Core Measure	Perf. Commitment	Actual	% of YTD of Target
Customer Satisfaction	90%	96%	107% +2
Service Coordination	50%	56%	112% +7
Suitability	30%	28%	92% +3
Learner Progress	60%	71%	119% +39

Opportunities

1. To maintain these improvements and continue to observe best practice an end of year caseload review will be held on the week commencing March 29th, 2021.
2. New curricula relating to Zoom, Teams, and Google Docs will be rolled out for the new academic year, starting with the completion of the 'How to Use Zoom' within the next two weeks. Marketing of our new 'Digital Skills Training' will subsequently follow.

Other

CEL Relocation – the ALPP will be visiting the Stratford Centre for Employment and Learning (CEL) on 3/9/2021 with a view to moving into a space there. We will report back on its' suitability and any associated costs in due time.

New learner list – a reminder of the new learner lists for us to all use centrally. The current list doesn't reflect reporting needs, i.e., CaMS activity status, and by having it stored centrally Sarah can also access it easier for reporting to the library board or council. This will be rolled out via the shared drive within the next two weeks.

New Ministry Agreement

Finally, our new agreement for 2021/22 is ready for review and signing. This will be submitted by the end of the week with no changes to funding amount. As such, existing targets and measures will remain for the new year.

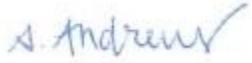
Thank you for all of your efforts once again, we are shaping up to finish strongly despite such a challenging year – an amazing testimony to your passion and dedication!

My sincere thanks,

Adam

REVIEWED BY

Recommended by the Department



Sarah Andrews
CEO Library Services

February in Review

St. Marys Public Library
April 8, 2021



703

VISITORS TO THE
LIBRARY

283
WIFI USERS



AVE. SESSION
TIME (MIN)
220



9737

Database
Searches

1924

E-BOOKS
CHECKED OUT



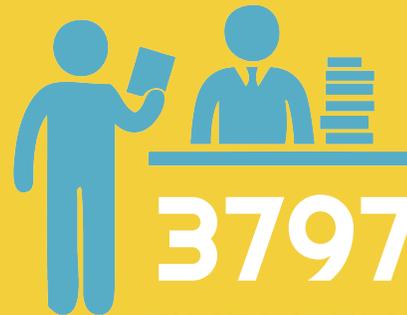
11

ONLINE
PROGRAMS
OFFERED



586

PROGRAM
VIEWS +
ATTENDANCE



3797

TIMES ITEMS
WERE CHECKED OUT



1341

FACEBOOK
FOLLOWERS



3100

Bibliocommons
Sessions

2016

ACTIVE
PATRONS



22

NEW PATRONS (YTD)



7302

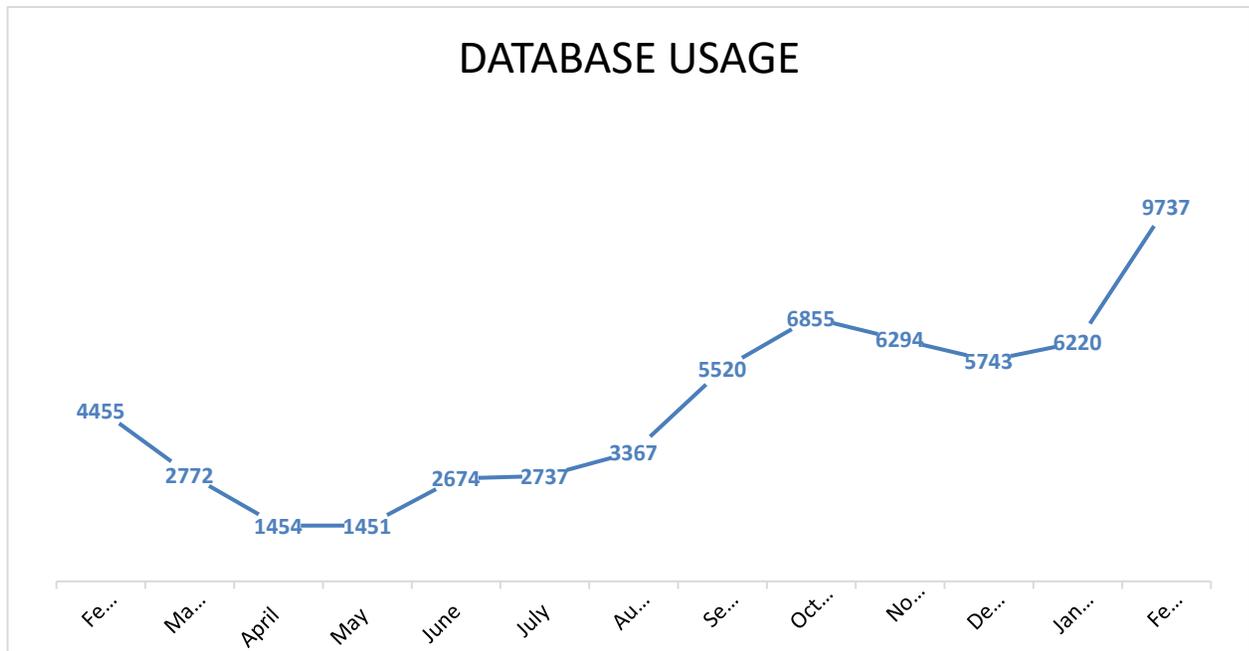
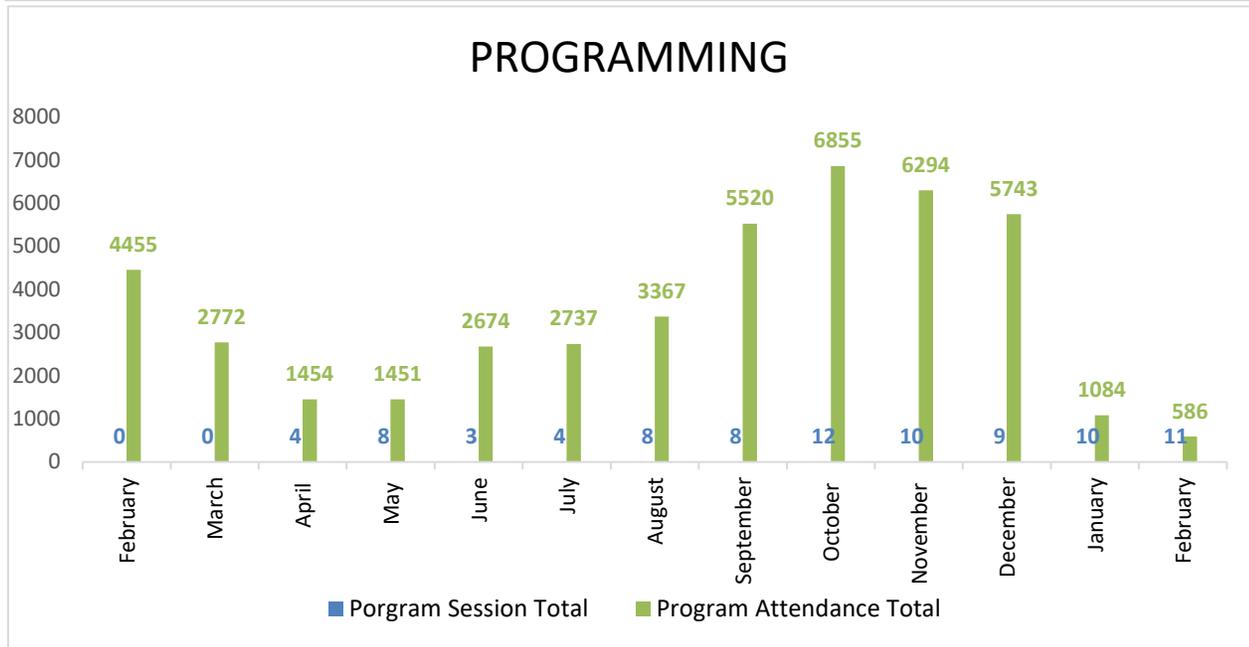
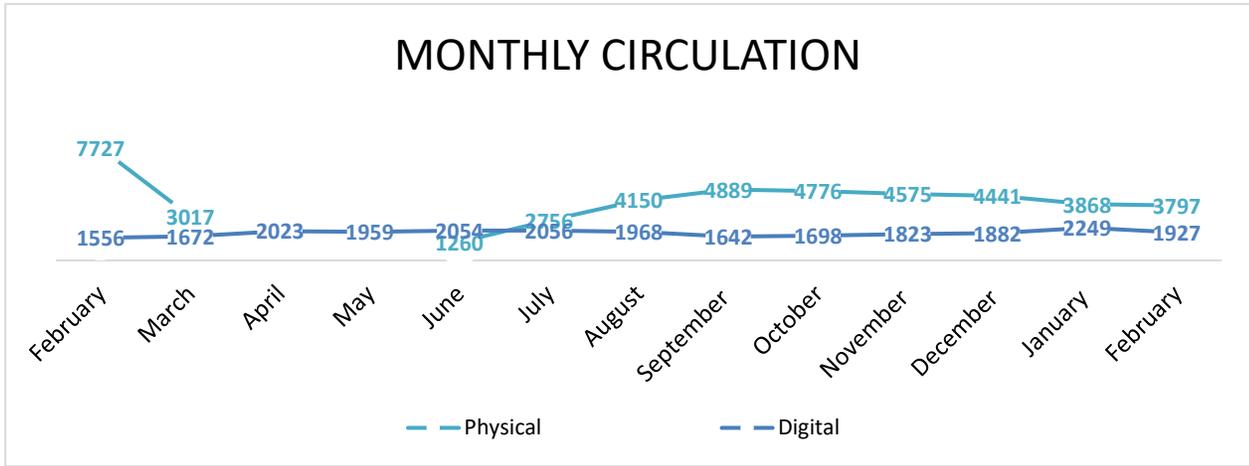
WEBSITE VISITS



St Marys Public Library

15 Church St. N., PO Box 700
St. Marys, Ontario N4X 1B4 | 519-284-3346
www.stmaryspubliclibrary.ca

February in Review



Library Budget vs Actual YTD, 2021		
	2021 Actuals	2021 Budget
01 GENERAL FUND		
7410 LIBRARY		
01-7410-4160 ONTARIO SPECIFIC GRAN	(3,970.00)	(10,830.00)
01-7410-4170 CANADA SPECIFIC GRAN	(1,828.62)	(5,000.00)
01-7410-4200 REVENUE - OTHER MUNI	(10,000.00)	(65,650.00)
01-7410-4210 FEES/SERVICE CHARGES	-	-
01-7410-4215 MEMBERSHIP FEES	-	-
01-7410-4218 PROGRAM REVENUE	-	-
01-7410-4221 PHOTO COPY REVENUE	(182.25)	(1,000.00)
01-7410-4405 FINES - OTHER	(25.75)	(6,600.00)
01-7410-4505 DONATIONS	(191.60)	(1,200.00)
01-7410-4550 OTHER REVENUE	(23.00)	(800.00)
01-7410-4555 REVENUE - FRIENDS OF T	(1,874.95)	(720.00)
01-7410-5005 SALARIES/WAGES	35,345.08	-
01-7410-5006 OVERTIME	-	-
01-7410-5010 PART TIME WAGES	29,360.30	-
01-7410-5015 CPP/EI	4,561.10	-
01-7410-5016 GROUP BENEFITS	4,756.96	-
01-7410-5017 EHT	1,266.77	-
01-7410-5018 WSIB	1,505.77	-
01-7410-5019 OMERS	4,947.86	-
01-7410-5050 BOARD REMUNERATION	-	1,000.00
01-7410-5100 OFFICE SUPPLIES	830.88	4,500.00
01-7410-5105 OFFICE EQUIPMENT	3,424.95	3,500.00
01-7410-5110 TRAVEL/MILEAGE	-	2,323.00
01-7410-5120 MEMBERSHIPS	198.12	700.00
01-7410-5121 MEMBERSHIP - PCIN	-	29,494.00
01-7410-5130 PROFESSIONAL DEVELOP	649.77	3,500.00
01-7410-5135 MEETING EXPENSES	-	500.00
01-7410-5155 ADVERTISING	-	1,000.00

Library Budget vs Actual YTD, 2021		
	2021 Actuals	2021 Budget
01-7410-5175 COURIER/FREIGHT CHAR	32.06	2,000.00
01-7410-5260 TRAINING	503.84	2,000.00
01-7410-5310 CONTRACTED SERVICES	8,883.70	17,423.00
01-7410-5610 PROGRAM EXPENSES	1,395.42	3,000.00
01-7410-5701 ELECTRONIC SERVICES	250.00	7,550.00
01-7410-5705 MAGAZINES & NEWSPAP	308.84	3,822.00
01-7410-5813 REPAIRS/MAINT - COMPI	814.90	3,000.00
01-7410-5990 MATERIALS & SUPPLIES	-	-
01-7410-5991 MATERIALS & SUPPLIES T	-	-
01-7410-5995 FOL MATERIALS AND SUP	335.85	-
01-7410-6200 PROFESSIONAL FEES	-	600.00
01-7410-7100 BANK CHARGES	31.42	500.00
01-7410-8520 TRANSFER TO RESERVE	-	2,656.00
01-7410-8993 INTERNAL CHARGES IT	1,424.56	16,642.00
TOTAL 7410 LIBRARY	82,731.98	13,910.00
TOTAL 01 GENERAL FUND	82,731.98	13,910.00
32 LIBRARY TRUST FUND	-	-
TOTAL LIBRARY	82,731.98	13,910.00

Adult Learning Budget vs. Actual, Financial Report 2021		
	2021 Actuals	2021 Budget
01 GENERAL FUND		
7500 ADULT LEARNING		
01-7500-4160 ONTARIO SPECIFIC GRAN	(10,655.00)	(135,112.00)
01-7500-4550 OTHER REVENUE	(13,932.00)	(13,932.00)
01-7500-4562 CONTRIBUTION FROM RI	-	-
01-7500-5005 SALARIES/WAGES	-	-
01-7500-5006 OVERTIME	-	-
01-7500-5010 PART TIME WAGES	20,920.26	106,622.00
01-7500-5015 CPP/EI	1,493.10	-
01-7500-5016 GROUP BENEFITS	750.00	-
01-7500-5017 EHT	407.95	-
01-7500-5018 WSIB	484.26	-
01-7500-5019 OMERS	681.64	-
01-7500-5100 OFFICE SUPPLIES	-	2,000.00
01-7500-5105 OFFICE EQUIPMENT	-	1,500.00
01-7500-5110 TRAVEL/MILEAGE	-	250.00
01-7500-5120 MEMBERSHIPS	50.00	250.00
01-7500-5130 PROFESSIONAL DEVELOP	-	250.00
01-7500-5155 ADVERTISING	-	3,000.00
01-7500-5170 COMMUNICATIONS	214.24	1,000.00
01-7500-5262 TRAINING SUPPORT	-	500.00
01-7500-5302 HYDRO	258.99	2,222.00
01-7500-5305 JANITORIAL SUPPLIES	648.96	2,121.00
01-7500-5700 BOOK PURCHASES	-	-
01-7500-5990 MATERIALS & SUPPLIES	-	500.00
01-7500-6200 PROFESSIONAL FEES	-	1,000.00
01-7500-7300 RENT	1,888.92	8,038.00
01-7500-8520 TRANSFER TO RESERVE	-	-
01-7500-8993 INTERNAL CHARGES IT	-	3,240.00
TOTAL 7500 ADULT LEARNING	3,211.32	(16,551.00)

Adult Learning Budget vs. Actual, Financial Report 2021		
	2021 Actuals	2021 Budget
TOTAL 01 GENERAL FUND	3,211.32	(16,551.00)
TOTAL ADULT LEARNING	3,211.32	(16,551.00)

British Columbia

Canadian libraries increasingly scrapping late fees to boost access to services

Libraries say late fees do more harm than good and don't bring in that much revenue

[Maryse Zeidler](#) · CBC News · Posted: Feb 21, 2021 1:00 AM PT | Last Updated: February 21



Librarians say it doesn't take much for patrons to get blocked from borrowing more books when their late fees stack up. (Ben Nelms/CBC)

Amanda Chow has been borrowing books from her local public library in Richmond, B.C., in Metro Vancouver for nearly four decades.

Despite her lifelong passion for reading, Chow, 44, occasionally amasses late fees.

"Sometimes I just forget to return a book," she said.

The last time Chow paid her fines, they totalled \$3. If that amount had reached \$5, her account would have been frozen and she would no longer be able to borrow the one or two books she reads each month.

Luckily for Chow, who works as a technical communicator, late fees aren't enough of a financial burden to keep her away. But for many library patrons, they are.



Amanda Chow has been borrowing books from her local library in Metro Vancouver for nearly 40 years, but even she still struggles with bringing books back on time. (Submitted by Amanda Chow)

That's why last week the Richmond Public Library joined a [growing number of public libraries across Canada](#) that have entirely eliminated late fees.

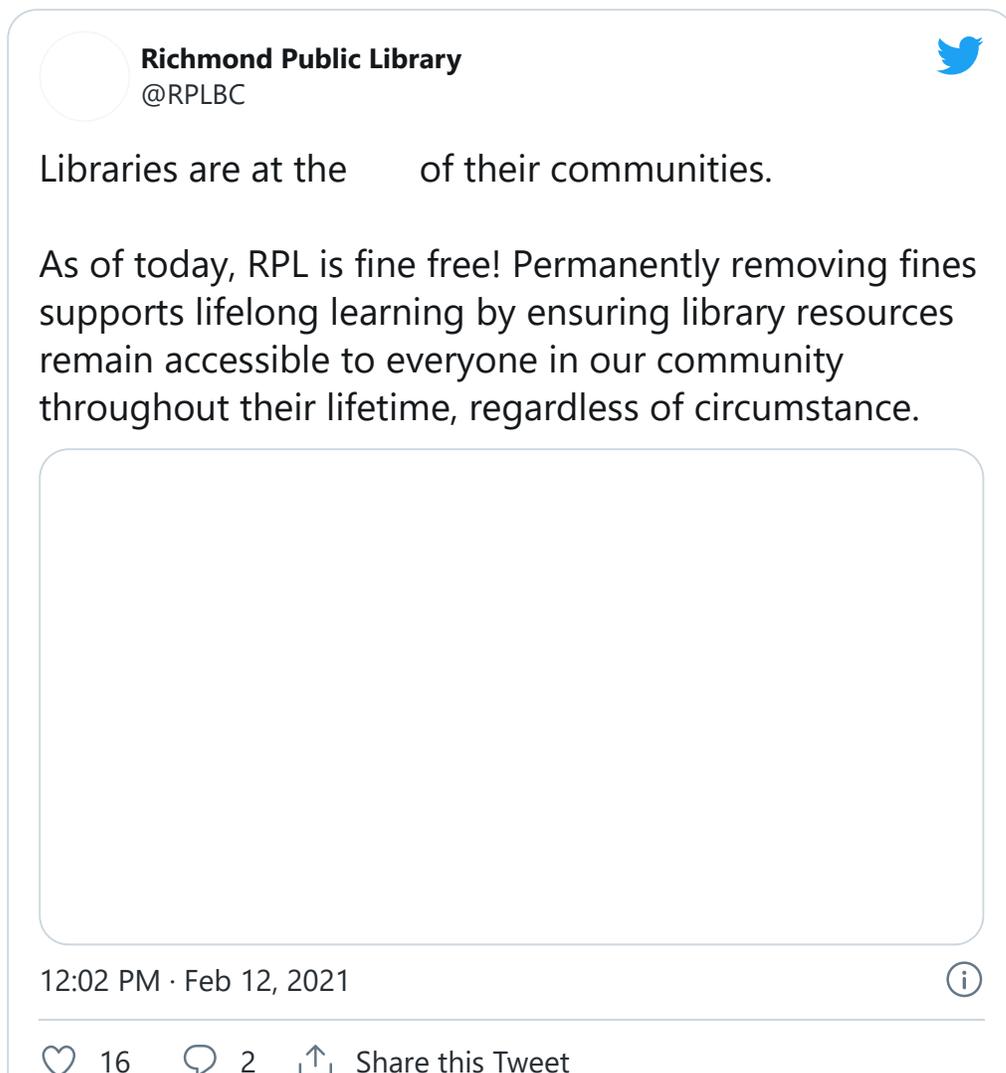
Long considered a tool to encourage patrons to return materials on time, in the past few years hundreds of public libraries have decided that late fees do more harm than good by pushing away low-income and disadvantaged readers.

In the past few years, nearly 300 libraries across Canada have recently eliminated late fees, many of them in Quebec. Recent converts include public libraries in Burnaby, B.C., Lethbridge, Alta., Kingston, Ont., and Winnipeg.

- [Libraries welcome temporary e-book pricing, licensing changes from publishers](#)

"When we see families checking out 40 books at a time, all it takes is one day and they can hit that fine threshold," said Susan Walters, chief librarian at the Richmond Public Library.

"People are busy. They're leading busy lives and it can accumulate so quickly."



Thousands locked out

Of the Richmond library's 111,000 cardholders, more than 7,500 of them couldn't borrow books because they hadn't paid their fines.

The library will still charge patrons a fine if they don't pick up materials placed on hold for them. And if they don't return the material back within 21 days of its due date, cardholders will be charged a replacement fee.

But even then, patrons will still be able to speak with a staff member to see about waiving those costs if they can't pay. Walters says most people do return the material eventually.



Many libraries across Canada suspended late fees during the pandemic because their services were limited or some people could no longer access them. (Ben Nelms/CBC)

The Vancouver Public Library currently doesn't charge late fees for children's materials. This week the Toronto Public Library worked with city council to bring in the same policy. Both libraries say they're working toward eliminating late fees entirely.

Currently, the Ontario Library Association is lobbying the provincial government for more funding in the next budget to offset lost revenues from implementing fine-free policies and to help public libraries make these policies permanent.

- [Q&A Why the Ottawa Public Library is closing the chapter on late fees](#)
- [No more late fees at Kitchener Public Library](#)

1% of most budgets

Walters says late fees usually represent about one per cent of a library's budget. The Richmond library found a way to shuffle around the \$140,000 the late fees brought in from other parts of its budget. In Vancouver, late fees bring in about \$650,000.

Todd Kyle, chair of the Canadian Federation of Library Associations and CEO of the Brampton Library in Ontario, says late fees can be a significant source of income for libraries that have taken a financial hit during the pandemic.

"The actual revenues that we generate through our services are quite limited," he said.





The Vancouver Public Library doesn't charge late fees on children's books, and it says it's looking into eliminating late fees entirely. (Ben Nelms/CBC)

Room rentals, events, printing and photocopying have all been wiped out because of pandemic restrictions, and for some libraries municipal funding has been frozen or stalled, Kyle said.

But he says most libraries eliminated late fees during the pandemic anyway because services weren't available or some patrons couldn't access them. The pandemic, combined with the ongoing broader trend, pushed many libraries to eliminate late fees as a permanent policy, he said.

"The COVID crisis has sort of brought to our attention the incredible amount of ways in which, for some people, there's barriers between them and participating in things like library service," he said.

- ['It's no longer about the vanity press': self-publishing gains respect — and sales](#)

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