Agenda
Library Board

April 7, 2022
6:45 pm
Video Conference
Click the following link:
https://www.youtube.com/channel/UCzuUpFqxcEl8OG-dOYKteFQ

Pages

1. CALL TO ORDER

2. DECLARATION OF PECUNIARY INTEREST

3. AMENDMENTS AND APPROVAL OF AGENDA

RECOMMENDATION
That the agenda for the April 7, 2022 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 though 5.5 be approved as presented.

5.1. Acceptance of Minutes

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5.2. Monthly Reports

5.2.1. CEO Report- April 6

5.2.2. ALPP Monthly Report- April 7

5.3. Library Statistics

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5.4. Financial Report

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5.5. Correspondence

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6. NEW AND UNFINISHED BUSINESS

6.1. Pyramid Recreation Centre Pickup Report 16

6.2. Mercury Theatre Report 24

6.3. Strategic Plan- Next Steps 26

6.4. Policies for Review and Approval

6.4.1. OP-15 Accessibility Policy 40

6.4.2. BL-02 Loan Periods and Fees for Service 42

7. ROUNDTABLE DISCUSSION

7.1. Friends of the Library Report

7.1.1. FOL Book Sale

7.1.2. Friends of the Library Dinner Theatre

7.2. Vera Symons Memorial Installation

8. UPCOMING MEETINGS

9. ADJOURNMENT

RECOMMENDATION

That the April 7, 2022 regular meeting of the St. Marys Public Library Board be adjourned at _____ pm.

Minutes

Library Board

March 3, 2022
6:45 pm
Video Conference
Click the following link:
https://www.youtube.com/channel/UCzuUpFqxcEl8OG-dOYKteFQ

Member Present	Mayor Strathdee, Councillor Craigmile, Councillor Edney, Lynda Hodgins, Melinda Zurbrigg, Reg Quinton, Joyce Vivian
Member Absent	Barbara Tuer, Cole Atlin
Staff Present	Rebecca Webb, Staff Liaison, Sarah Andrews, Library CEO

1. CALL TO ORDER

The March 3, 2022 Regular Meeting of the St. Marys Public Library Board was called to order at 6:49 pm by Board member R. Quinton.

2. DECLARATION OF PECUNIARY INTEREST

None declared.

3. AMENDMENTS AND APPROVAL OF AGENDA

Moved By Lynda Hodgins
Seconded By Joyce Vivian

That the agenda for the March 3, 2022 regular meeting of the St. Marys Public Library Board be approved as presented.

Carried

4. DELEGATIONS

None present.

5. CONSENT AGENDA

Moved By Councillor Craigmile
Seconded By Joyce Vivian

That consent agenda items 5.1 though 5.4 be approved as presented.

Carried

5.1 Acceptance of Minutes

5.1.1 Minutes of the February 3, 2022 Regular Meeting

5.2 CEO Report

CEO S. Andrews gave a verbal update about operations in the Library and the CEO Monthly Library Report including the annual project report.

5.2.1 Monthly Library Report

5.2.2 ALPP Report

5.3 Library Statistics

5.3.1 Statistics Infographic

5.3.2 Statistics Graphs

5.4 Financial Report

5.4.1 Library Financial Report

5.4.2 ALPP Financial Report

6. NEW AND UNFINISHED BUSINESS

6.1 Board Evaluation Discussion

The Board deferred the Board Evaluation Discussion to the next regular Board meeting.

6.2 Mercury Theatre Project

CEO S. Andrews updated the Board on the purchase of the Mercury Theatre project.

7. ROUNDTABLE DISCUSSION

7.1 Friends of the Library Report

8. UPCOMING MEETINGS

The next regular meeting of the St. Marys Public Library Board will take place on April 7, 2022 at 6:45pm.

9. ADJOURNMENT

Moved By Lynda Hodgins
Seconded By Reg Quinton

That the March 3, 2022 regular meeting of the St. Marys Public Library Board be adjourned at 7:36pm.

Carried

_____

Chair

_____

Board Secretary

INFORMATIONAL REPORT

To:	Chair and Members of the Board
Prepared by:	Sarah Andrews, Library CEO
Date of Meeting:	7 April 2022
Subject:	**March 2022 Monthly Report**

PURPOSE

The purpose of this report is to provide the Board with information on Library projects and events for March 2022.

REPORT

Library Operations

We are navigating the changes to provincial regulations well at the Library. March 14 saw the revocation letters of instruction requiring mandatory vaccination policies. Town policy remains in effect. March 21 saw the removal of masking requirements in our library space for both vaccinated staff and all members of the public. However, it appears that most staff are continuing to wear them for now. March 21 also marked the end of all regulatory requirements for businesses removed, including passive screening, safety plans etc. Our signage encouraging patrons to screen at the door before entering have been removed.

Staffing

We were busy this month completing interviews for the Adult Learning Instructor (2 candidates), The Summer Reading Coordinator (1 candidate) and the Summer Reading Assistant (2 candidates). We had some vibrant, insightful and engaging candidates and we look forward to filling these positions soon.

March 4th also saw the completion of all staff performance appraisals. Each performance appraisal consists of a co-completed form in which staff are ranked for their success in meeting targets and expectations, as well as an in-person or online one-on-one meeting to review the form and discuss goals for the upcoming year.

Finally, we hired a Page this month, and the successful candidate was Rebecca Cousins, who also works for us in the capacity of Casual Library Assistant. She shared with us that this new role is really assisting her in getting to know the library layout and collection, which will benefit her role as a Casual.

Town ERP

I participated in the Town's review of three proposals from vendors who provided live demos of their enterprise resource planning (ERP) software. This will allow many elements of Town and Library software to speak to each other and work well together. I participated with an eye to effective customer service options. The three demos were evaluated and will help with the decision on a final product to purchase.

INFORMATIONAL REPORT

To:	Chair and Members of the Board
Prepared by:	Sarah Andrews, Library CEO
Date of Meeting:	7 April 2022
Subject:	**Adult Learning Monthly Report**

PURPOSE

To present the Library Board with an overview of service of the Adult Learning Program, Perth. This report is prepared by our Adult Learning Coordinator, Nicole Carradine.

Click here to enter text.

REPORT

General Updates

We are now fully back to in-person learning. I am finding most Learners prefer to make appointments, but Learners have all been told that drop-ins are welcome. There have been some changes made to the St. Marys office. There are now distinct study areas that Learners can use simultaneously and still maintain physical distance.

Performance

PERFORMANCE INDICATOR	TARGET	ACTUAL	% OF TARGET
Customer Satisfaction	90%	100%	111%
Service Coordination	50%	67%	133%
Suitability	30%	26%	87%
Progress	60%	63%	105%
Learners Served	79	42	53%
SERVICE QUALITY	6.00	6.15	103%

*Statistics were updated by Ministry on March 7th, 2022. Year-end statistics will be available April 4, 2022

In March we registered two additional Learners, therefore we are closing out the 2021/22 funding year with a total of **44** registered Learners. I spoke to our Ministry Consultant, and she assured me that although this is a statistic we will need to work on during the next fiscal year, the one they weigh most heavily is our Service Quality number. The Service Quality Number is based on a calculation of

all the performance indicators. The target for that is 6.00 and when it was last calculated, at the beginning of March, we were sitting at 6.15 which she expressed was not just above target, but “very good”.

The pandemic has affected our numbers substantially, this is a trend that has been felt by other small, community-based literacy programs as well. The inability to do small-group sessions, the various lockdowns and CERB/CRB are some of the reasons we stopped seeing intakes at the rate we were seeing in previous years. That being said, we are already taking proactive action and I have spent my first few weeks in this role setting aside time to focus on brainstorming ways to ensure that we make our target moving forward, chatting with our Learning Network Coordinator, Heather Robinet from QUILL as well as additional service provider colleagues, Town marketing staff and with Sarah to plan some next steps.

Funding and Ministry Updates
At the beginning of the month we received word from the Ministry that our targets and funding for the upcoming fiscal year will remain the same as it was in 2020/21 and 2021/22. I don’t imagine the same will be said next year which is one of the reasons why it is important that we push forward and think creatively about how to get people in the door.

Referrals and Intake
Although there has been a significant uptick in the Learners willing to come into the office for in-person sessions we have not received as many referrals from other programs as we would have liked this month. That’s not to be completely unexpected as most agencies are focused on other areas of business this time of year. I have and will continue to spend time reaching out to other service providers to let them know that we are here and ready to support their clients as needed.

One of the Coordinators I spoke with was Erin from the Centre for Employment and Learning in Stratford. We discussed the possibility of ALPP supporting some of her students who could use some one-on-one work (the structure of their program does not allow for one-on-one sessions; individuals are required to self-direct their learning). After that conversation, we immediately saw referrals come in from them. Unfortunately, they won’t count towards this year’s goal, but are among those that will for next year.

I was also connected with the HR department of the Durisol factory in Mitchell by our Learning Network Coordinator, Heather Robinet. They are looking into using a LBS provider to assess and upgrade their employees as they move up within the employment structure of Durisol. Our discussion is still preliminary; however, it has been very productive and I am hopeful that we can set up programming with them that can be mirrored to other businesses within the manufacturing industry.

In March we also received confirmation that Conestoga will be going back into their pre-pandemic location, and we are anticipating re-establishing a learning space there as well. Conestoga’s return to in-person in Stratford will hopefully result in an increase of referrals. Pre-pandemic, they were our largest source of Learners. Sarah and I are meeting with staff in Stratford April 12th.

Programming
Another area of focus this month has been programming for the upcoming year. I am working on bringing back some previously well-received group sessions including *Digital Tech Fridays* and

Money Matters as well as developing new offerings that both fulfill our mandates and support members of the community.

Advertising
We are currently talking to the St. Marys Independent about a different approach to advertising with them. Ideally, we would like to sponsor a puzzle or word game. The hope being that an interactive ad may stick in the reader's mind more than the traditional ads that we have been doing for the last couple of years.

We are hoping to also utilize social media more than we have in the past but are still brainstorming the best and most sustainable way to do that. The Town's Marketing Department is being very helpful in this regard.

Staffing
We are reposting the instructor position. Hopefully by the time you are receiving this report we will have be close to hiring a strong candidate. In the meantime, I have been able to continue to meet with Learners in St. Marys and remotely with those in Stratford.

February in Review

St. Marys Public Library
April 7, 2022

1684
VISITORS TO THE LIBRARY

9
PROGRAMS OFFERED

40
PROGRAM VIEWS + ATTENDANCE

3714
Database Searches

1934
E-BOOKS CHECKED OUT

8808
TIMES ITEMS WERE CHECKED OUT

1456
FACEBOOK FOLLOWERS

18,138
WEBSITE VISITS

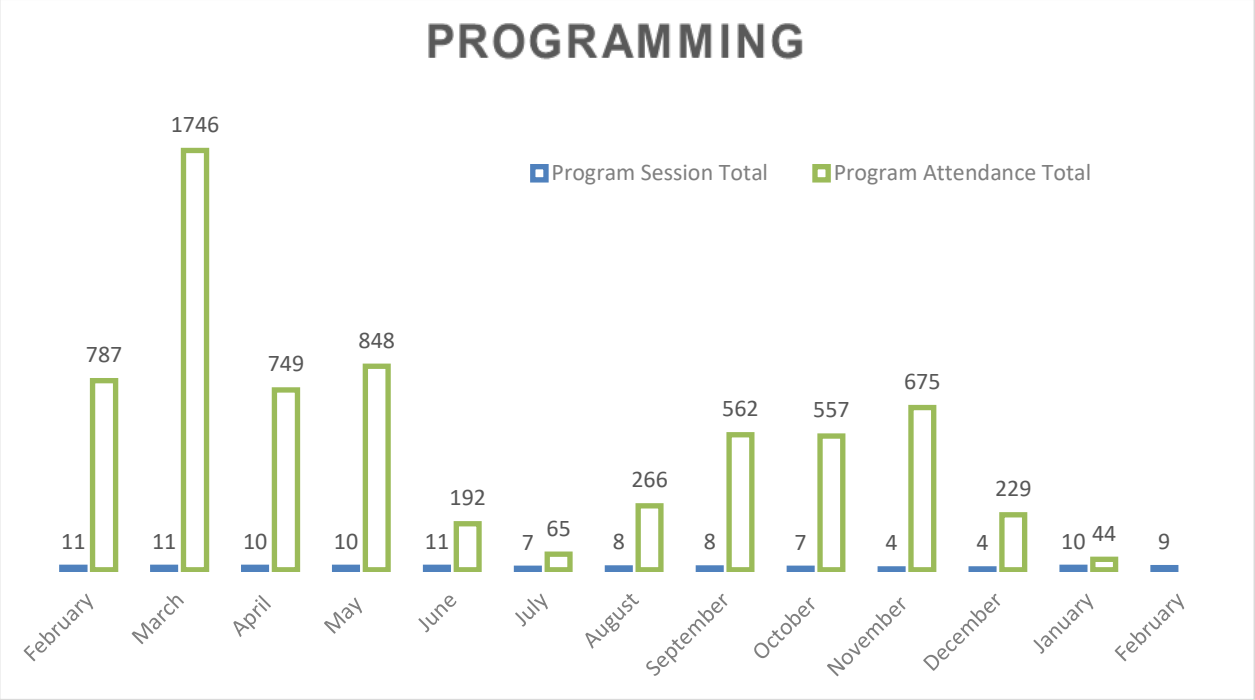
Bibliocommons Sessions
2700

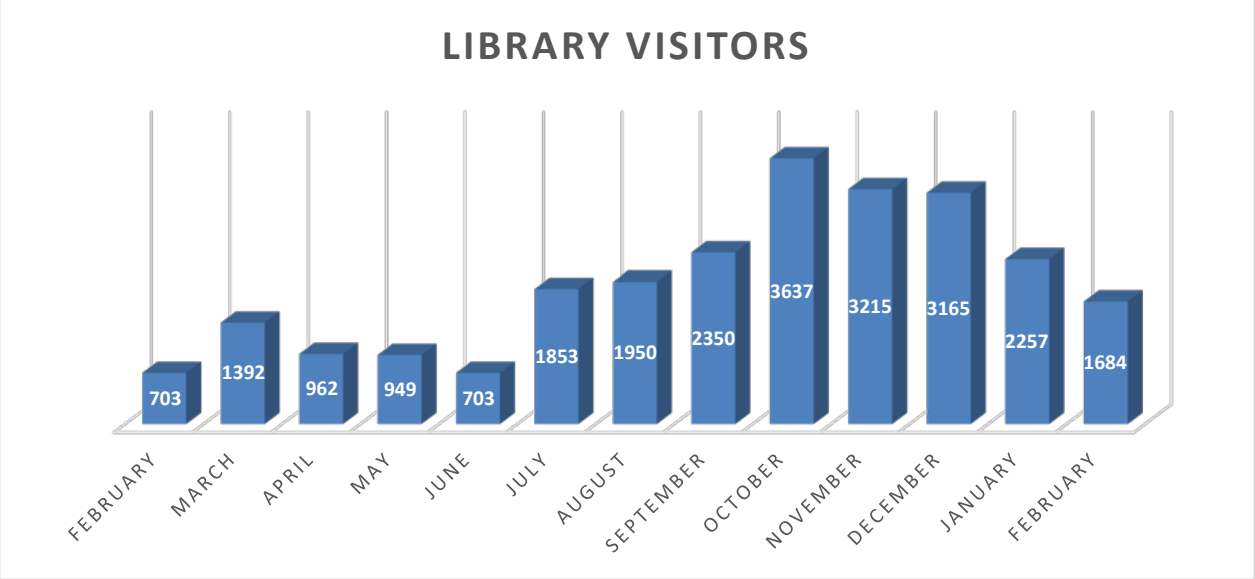
1630
ACTIVE PATRONS

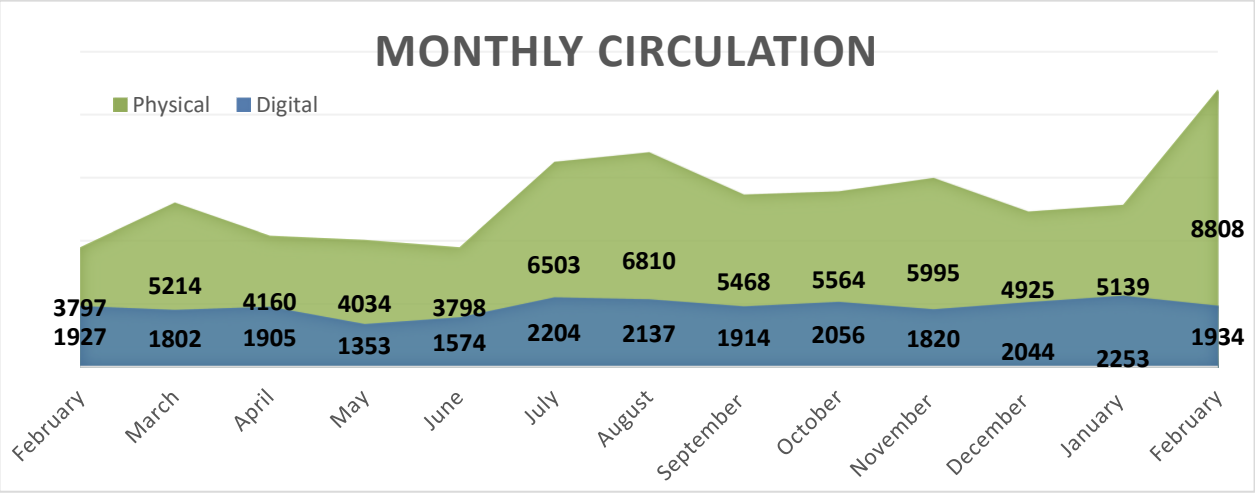
43
NEW PATRONS (YTD)

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







ST. MARYS

Operating Budget vs. Actual - Groupings
2022

LIBRARY

	2022	**2022**	$	
			Variance	% of Annual
	YTD Actuals	**YTD Budget**	Fav (Unfav)	Budget Used
REVENUE				
DONATIONS	(5,949)	**(1,200)**	4,749	496%
FEES, CHARGES & PROGRAM REVENUE	(1,161)	**(2,000)**	(839)	58%
GRANTS	-	**(15,830)**	(15,830)	-
REVENUE FROM MUNICIPALITIES	-	**(67,620)**	(67,620)	-
TOTAL REVENUE	(7,110)	**(86,650)**	(79,540)	8%
EXPENSE				
ADVERTISING, MARKETING & PROMOTION	-	**1,500**	1,500	-
CONFERENCES, SEMINARS & TRAINING	-	**5,610**	5,610	-
CONTRACTED SERVICES	99	**17,772**	17,673	1%
MATERIALS & SERVICES	8,187	**113,330**	105,143	7%
PROFESSIONAL FEES	-	**612**	612	-
PROGRAM EXPENSE	613	**3,060**	2,447	20%
REPAIRS & MAINTENANCE	-	**3,060**	3,060	-
SALARIES, WAGES & BENEFITS	68,025	**459,221**	391,196	15%
SUPPLIES	778	**8,160**	7,382	10%
INTERNAL EXPENSE	-	**15,594**	15,594	-
TOTAL EXPENSE	77,702	**627,919**	550,217	12%
RESERVE TRANSFERS				
TRANSFER TO (FROM) RESERVES	-	**2,664**	2,664	-
TOTAL RESERVE TRANSFERS	-	**2,664**	2,664	-
TOTAL	**70,592**	**543,933**	**473,341**	**13%**

ST. MARYS

Operating Budget vs. Actual - Groupings
2022

ADULT LEARNING

	2022	**2022**	$ Variance	% of Annual
	YTD Actuals	**YTD Budget**	Fav (Unfav)	Budget Used
REVENUE				
FEES, CHARGES & PROGRAM REVENUE	-	**(14,350)**	(14,350)	-
GRANTS	(31,970)	**(145,268)**	(113,298)	22%
TOTAL REVENUE	(31,970)	**(159,618)**	(127,648)	20%
EXPENSE				
ADVERTISING, MARKETING & PROMOTION	-	**3,060**	3,060	-
COMMUNICATIONS	-	**1,020**	1,020	-
CONFERENCES, SEMINARS & TRAINING	-	**750**	750	-
MATERIALS & SERVICES				
01-7500-5110 TRAVEL/MILEAGE	63	**250**	187	25%
01-7500-5120 MEMBERSHIPS	113	**250**	137	45%
01-7500-5990 MATERIALS & SUPPLIES	-	**500**	500	-
01-7500-7300 RENT	4,323	**9,000**	4,677	48%
TOTAL MATERIALS & SERVICES	4,499	**10,000**	5,501	45%
PROFESSIONAL FEES	-	**1,000**	1,000	-
SALARIES, WAGES & BENEFITS	23,411	**138,839**	115,428	17%
SUPPLIES				
01-7500-5100 OFFICE SUPPLIES	646	**3,500**	2,854	18%
01-7500-5305 JANITORIAL SUPPLIES	-	**2,121**	2,121	-
TOTAL SUPPLIES	646	**5,621**	4,975	11%
UTILITIES				
UI2 HYDRO	-	**2,222**	2,222	-
TOTAL UTILITIES	-	**2,222**	2,222	-
INTERNAL EXPENSE	-	**3,556**	3,556	-
TOTAL EXPENSE	28,556	**166,068**	137,512	17%
RESERVE TRANSFERS				
TRANSFER TO (FROM) RESERVES	-	**(4,000)**	(4,000)	-
TOTAL RESERVE TRANSFERS	-	**(4,000)**	(4,000)	-
TOTAL	**(3,414)**	**2,450**	**5,864**	**(139%)**

PCIN The PERTH COUNTY INFORMATION NETWORK

PRESS RELEASE

FOR IMMEDIATE RLEASE: MARCH 31, 2022

CONTACT: KENDRA ROTH
TELEPHONE: 519-595-8395
EMAIL: KROTH@PCIN.ON.CA
WEBSITE: WWW.PERTHCOUNTYLIBRARIES.CA

Perth County Libraries Are Going Fine Free

Removing fines allows the Library to be free and accessible to all

In March 2020, as the pandemic began, the five library systems in Perth County suspended late fees on all library materials. Now as things are returning to normal, the Perth County Information Network is happy to announce that all member libraries will continue to be Fine Free on the majority of library materials, indefinitely. Furthermore, existing late fees on borrower cards have been forgiven. This new procedure will go into effect on April 4, 2022.

“Late fines can discourage people from using the Library and we wanted to continue to make libraries in Perth County accessible and inclusive for all,” says Kendra Roth, Management Chair of PCIN. “Our hope is anyone who was not using their local Library because of an outstanding fine will feel welcome to visit once again.”

PCIN consists of the North Perth, Perth East, St. Marys, Stratford and West Perth Public Libraries. All five libraries are committed to providing equal access to every member of the community and eliminating fines offers cardholders a fresh start to rediscover all that their library has to offer. By eliminating most late fines, the libraries are removing barriers and making access easy, equitable and enjoyable for everyone. Existing fines for overdue items have been forgiven to ensure that everyone can start a new chapter at their now fine-free libraries. Fees for lost or damaged items will remain on users account.

Over 99% of the PCIN library collection will be Fine Free. Fine Free materials include print books, audio books, magazines, music cds, most DVDs, as well as video and board games. More specialized collections such as Xpress books and DVDs, book club kits, wireless hotspots, technology devices, maker kits, park passes, and overdue materials from other libraries will continue to have late fees applied.

Under this new policy, borrowers are still encouraged to return their materials on time. Materials will continue to have their regular loan period and will be automatically renewed up to three times, if the item is not on hold. Libraries will continue to send reminders to customers when items are past due. Long overdue items will be billed and starting May 2022, a material recovery service will assist in the retrieval of lost materials.

Moving Fine Free has been a trend across Canada that has seen hundreds of public libraries remove late fines. Overdue fines were originally introduced as a motivator for customers to return materials in a

timely manner. Libraries that have been Fine Free for some time have seen a significant increase in circulation and library card renewals after eliminating fines.

PCIN libraries have seen a decline in the revenue from overdue fines over the past decade, in part to the ability to renew materials easily online as well as the increased use of digital collections such e-books and e-audiobooks. If customers wish to support their library financially they are encouraged to make a monetary donation by contacting their local library.

About the Perth County Information Network:

The Perth County Information Network (PCIN) is a computerized library network that enables the residents of Perth County to have access to the resources of all of the participating libraries. PCIN members include: North Perth Public Library, Perth East Public Library, St. Marys Public Library, Stratford Public Library, and West Perth Public Library.

ONTARIO CANADA
ST. MARYS

FORMAL REPORT

To:	Chair and Members of the Board
Prepared by:	Sarah Andrews, Library CEO
Date of Meeting:	7 April 2022
Subject:	**"Pyramid Pickup" Proposal**

PURPOSE

To present the Library Board with a proposal to provide an automated service kiosk at the Pyramid Centre to provide library lending services onsite.

RECOMMENDATION

THAT the Library Board review the attached report and;

THAT the Library Board approve moving forward with this project in 2022.

BACKGROUND

While the library was temporarily located at the Pyramid Centre during the 2019 renovation, we saw services accessed by existing and new patrons who use the pyramid space regularly. Upon our return to the Church St. N location, not all of those patrons followed us back. The Pyramid Centre sees hundreds and sometimes close to a thousand people through its doors each day.

REPORT

An automated service kiosk would allow patrons to browse a curated collection of materials in person, place and pick up holds, borrow and return materials. The kiosk is accessible by library card and PIN number, that can hold around 250 items in a variety of formats from books, DVDs, pictures books, and even MiFis, including items on hold which a patron has requested.

Access to a unit at the Pyramid Centre will also extend the hours that the community can access library collections. The Pyramid Centre hours vary through the week, but would generally mean an increase in access of 28 hours a week over and above what Church St. offers. We are currently not open Sundays so a kiosk allows an additional day of access each week throughout the year. A "Pyramid Pickup" kiosk would be an ideal way to situate library collections in a busy space in St. Marys. It would increase awareness and use of our collection, widen our audience to whom the library is valued, and continue to increase our relevance to many more community members.

Further, it demonstrates we understand individuals and families are busy, and that we are willing to bring services to where they are.

The unit which offers the widest range of services to patrons (holds pickup, in person browsing and borrowing, and returning items) is available through a sole source vendor, Convergent Library Technologies.

A video of the kiosk is action is available to view at

FINANCIAL IMPLICATIONS

The unit itself, shipping and installation, as well as the purchase of RFID equipment and supplies would be covered by the Modernization Funding. The cost of the unit is about $41,000 plus shipping.

The Annual Service Fee would begin in Year Two, and would be $3,500, with a potential annual increase in Year 3 (See vendor letter). I would like to absorb this annual fee for Year 3 into the Collections budget. The boost in circulation of items in the box to PRC patrons will be a significant benefit to the library and will outweigh the small cut to the Collections budget. Perhaps for Year Three and forward we could look at a sponsorship opportunity to cover the annual increase to the fee should their be one.

The Town's IT Department would need to ensure that data was available at the physical location of the unit. part of our annual Town service charge

The PCIN staff will need to ensure that the Library's ILS connects with the unit. This will generate a cost that becomes part of our annual PCIN service charge.

OTHERS CONSULTED

Lindsay Brock, CEO Middlesex County Library. They purchase a unit for the Adelaide Metcalfe Municipal Building.

ATTACHMENTS

The quote from the sole source vendor is attached.

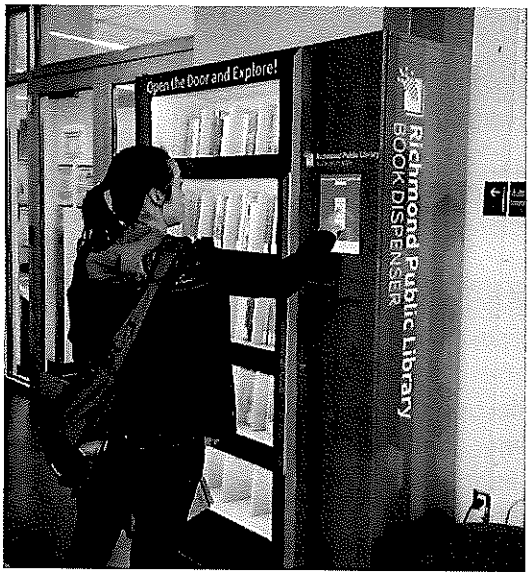
Convergent
Library Technologies

March 16, 2022

Sarah Andrews
St. Marys Public Library
15 Church St. N.
St. Marys, Ontario
N4X 1B4

Dear Sarah,

Thank you for the conversation yesterday. It was lovely to meet you by phone and learn about your goals for extending the Library's presence to the Pyramid Recreation Centre. Online it looks like a fantastic municipal facility and a natural fit for a kiosk outreach service.



This NovelBranch located at the Hamilton Community Centre in Richmond, BC, is a white kiosk that is beautifully branded with a full graphic wrap.

NovelBranch is an excellent way to meet the literacy and recreational needs of the members of your community who use the Rec Centre, while simultaneously showcasing the library's brand and commitment to inclusivity, outreach and growing membership.

Browse 'n Borrow & Return too!

As we discussed, **NovelBranch** functions as a mini-Library giving library patrons easy access to a browsing collection, allowing them to check-in and check-out items all at the same time. It communicates with your ILS in real-time through SIP2, ensuring that circulation status information is updated instantly. The default barcode scanner will scan all relevant library symbologies so you can rest assured your current patron cards will work just fine.

Holds Pick up

Some customers during the pandemic expanded NovelBranch's use to be that of also a smart holds pick up shelf, where on-hold items may be placed in labelled bags and positioned on a shelf (just as they would in the Library) in the kiosk for a patron to retrieve. The reserve item is then checked out just as it would if the patron collected it from the Holds shelf in the Library and checked out at a self-check machine. Again, during the pandemic, some customers have sourced temporary return bins to place near the kiosk and directional signage to instruct patrons to return all items to the bin instead of to NovelBranch directly in order that they can follow local health protocols in place for returned items.

NovelBranch includes a touchscreen and receipt printer. It requires standard power and an internet connection for ILS communication. Your material will be accommodated across five shelves, where each shelf is 1-metre (3.2 feet) wide. The exterior offers you an excellent opportunity to ensure your brand is fully promoted on

screen, as well as on the front and sides of the unit itself. The unit stands 6 feet tall, is almost 4 ½ feet wide and 18 inches deep, with almost 20 square feet of branding space. It can be installed almost anywhere.

NovelBranch uses RFID technology to facilitate circulation transactions. Items in the unit are given an RFID tag and this functions very much like a barcode does: it provides the necessary item identifier information when read by the RFID technology of the unit to theNovelBranch software which in turn connects in real time to your integrated library system (ILS). You do not need to be an "RFID Library" to use NovelBranch, all you need to worry about is RFID tagging the unique collection you are selecting to go into NovelBranch - and we've included a Starter Kit in the pricing below to ensure you have what you need to do this.

NovelBranch - Per Unit	
NovelBranch, basic white.	**$34,297**
Professional Services: Configuration, system parameterization and training, all provided remotely.	**INCLUDED**
RFID Equipment – Tagging the NovelBranch Collection	
Because your Library currently only uses barcodes to circulate items, you'll need our RFID Starter Kit. This kit will equip one staff station with everything needed to RFID tag the collection that will be curated for NovelBranch (includes tag conversion software, RFID reader, 2000 RFID book tags, and remote services for software configuration and training).	**$3050**
NovelBranch Options (Per Unit)	
Note re: full graphic wraps: *White is recommended for full graphic wraps (pictured above on page 1 is a white kiosk with custom graphic wrap).* *Premium and Custom Colours are recommended for reinforcing brand/corporate colours and when applying vinyl cut graphics. Note: due to supply chain and delivery delays, we are only stocking white units in our warehouse (Barrie).*	
Premium Colours: Red, Orange, Blue, Lemon (adds multiple weeks to delivery time)	**$500**
Custom Colours: must provide RAL or RGB and closest match will be emailed for approval. (adds multiple weeks to delivery time)	**$1500**
Vinyl Graphic of your logo (max. 12" x 12", 4- color; .PNG or .PSD formatted file) – which we'll affix above screen.	**$100**
Magnetic stripe card reader (incl. cost of reader, replaces standard barcode).	**$1200**
Custom card reader (incl. cost of reader, replaces standard barcode). Subject to review for compliance, and may be subject to change.	**$1200**
RFID Options	
Additional Staff RFID Station (software & reader)	**$1597**
Additional RFID book tags, 10,000 (minimum order quantity)	**$1750**

I've included as a separate document with this message, detailed measurements and schematics of the unit, as well as a document that gives you a short visual tour highlighting several customer installations.

NovelBranch kiosks at the Halifax International Airport, temporarily located in the Main Atrium for their launch.

If you would like additional information about our other kiosk products, such as our indoor/outdoor Hold Pick up Lockers ("Holds-To-Go") or TekLender (our technology and asset lending lockers), please let me know.

We are also proud to represent a full line of automated return options powered by Lyngsoe Systems. From simple conveyor drop boxes, to our smart return shelves, to sorters ranging in size from 3-bins on up, we would be pleased to speak with you about how you can achieve higher transactions rates handled by technology, so that staff can focus on doing what they do best: liaising with people and providing transformative activities.

And lastly, if you are considering extending library hours, but are thinking about doing it unstaffed, then speak with us. We will soon be offering to Canadian organizations a Self-Service Library technology package, powered by Lyngsoe Systems Self-Operated Library solution.

All prices are in Canadian dollars and are provided for budgetary purposes. When you are close to a decision will finalize the package and any options you wish to purchase in a formal quote for your approval. We look forward to working with you!

Sincerely,

Allison Standen

Allison Standen
Convergent Library Technologies
Allison@CLibTech.com |1-866-213-8880 x113 | CLibTech.com

The Launch of our NovelBranch and Holds Pick-up Locker systems in the Centennial Arena in Virgil, an outreach location for Niagara-on-the-Lake Public Library. Pictured above from left to right is Madeleine Lefebvre, former Board Chair, Allison Standen, Convergent Library Technologies, and Cathy Simpson, Library CEO.

1. **The information contained in this proposal, including all pricing and specifications are to remain confidential** and may not be distributed to any outside individual, institution or company without prior written permission from Convergent Library Technologies Inc. All Intellectual Property provided by Convergent Library Technologies in relation to this proposal remains with Convergent Library Technologies including but not limited to product supplied, or developed in response to customer request(s).
2. **All prices are in Canadian dollars, taxes, duties, shipping excluded.** Prices are valid for 30 days unless otherwise specified and thereafter are subject to change without notice.
3. **Payment Terms**: Project will be invoiced in three milestones as follows: Milestone 1 (Deposit) = 65% of project due with receipt of PO; Milestone 2 = 25% of project upon delivery, Milestone 3 = 10% is due thirty days after delivery.
4. **Travel: Due to COVID-19 we are only delivering onsite service for essential work.** We will work to do all final assembly and configuration of kiosks at our Barrie facility, enabling us to deliver as close to a "plug and play" unit(s) as possible, which then does not require an onsite visit. Where required and deemed essential, travel costs for onsite service for customers in Zone 1 (within 1 hour of Toronto) is included; but travel costs for customers outside Zone 1 are extra; the costs can be provided as a capped amount.
5. **Shipping/Handling is extra. FOB Barrie.** Delivery of units will require a loading dock. If a loading dock is not available and a delivery truck with lift gate is required, please note that an additional fee may apply. The NovelBranch unit will arrive crated measuring approx. 82" x 40" x 63", and weighs approx. 850 lbs in weight. The Library will need to use an appropriate moving dolly to transit the crate from loading dock to installation space. The Library is responsible for storing crates and packing materials in the event that NovelBranch's final destination is different from its ship to location. It is recommended that whenever being moved between locations that the units be transported in their specially designed crates. Disposal of the crates and all packing material is the Library's responsibility.
   Once received, the Library accepts responsibility for the units. Upon receipt of delivery, it is the Library's responsibility to identify and document any damage to shipping containers. Uncrating and unpacking procedures will be part of the pre-install review and are not be undertaken by the Library until fully confirmed and directed by your Implementation Coordinator.
   Standard shipping is to loading dock (or curbside if a loading dock isn't available). Premium shipping for inside delivery, uncrating and crate removal may be available (dependent on geography). Please discuss with your Sales Rep.
6. **Annual maintenance cost** is $3270 per unit starting in year two. Annual maintenance costs are subject to an increase each subsequent year starting in year three. All products come with a 1-year warranty. Warranty period starts upon receipt of delivery. All products must be installed within 60 days of delivery date unless otherwise agreed to. After the first 12 months the annual maintenance agreement would be applied, the cost of which covers software license fees, software support by phone, email and via remote access through TeamViewer. It includes all updates and upgrades relevant to the application used. Standard service hours are 9:00-5:00 Eastern Standard Time, excluding holidays.
7. **Connection to the ILS:** Any interfaces to the Integrated Library System (ILS) required for the purpose of patron authentication against the Library's patron database may necessitate additional software licenses and/or services from the ILS supplier, the costs of which are not part of this proposal.
8. **Anchoring at Location:** *The location must permit NovelBranch to be securely anchored to a solid structure*. As with shelving in the library or other furniture, *NovelBranch must be attached securely at the top to a permanent structure such as a wall or window frame immediately after its arrival at any location*.

FORMAL REPORT

To:	Chair and Members of the Board
Prepared by:	Sarah Andrews, Library CEO
Date of Meeting:	7 April 2022
Subject:	**Library and Adult Learning Ideas for the Mercury Theatre**

PURPOSE

To present the Library Board with some ideas for the use of space in the Mercury Theatre by Library and Adult Learning services.

RECOMMENDATION

THAT the Library Board accept this report;

THAT the Library Board appoint a Board representative to sit on the Planning Committee and;

THAT the Library Board approve a list of ideas to go forward to the Committee through our representative.

BACKGROUND

The Mercury Theatre was purchased this Spring by the Town of St. Marys with the intention of renovating the space to use for Town Services. An invitation is going out to Town Directors and to Service providers to propose uses of the space to further advance the work we do. The Library and Adult Learning have the ability to put forward suggested uses for the space and be present on the Planning Committee to be established in the Spring of 2022. This report begins the Board's conversation about this project and represents Library and Adult Learning staff's brainstorming of options to start the process.

REPORT

As identified in the Library's Space and Needs Report compiled by Stephen Abrams in 2016, it was identified that the Library currently has useable space of approximately 5,300 square feet (1,000 square feet basement, 4,300 useable square feet first and upper floor). Based on population and usage, the current need for space is closer to 9,000 square feet. As the community grows, the 20-year space need projection is approximately 10,500 square feet.

To address the community needs and ensure the Library's success in the present and future, three key points were identified in the Space Needs Study:

- To comply with accessibility requirements and maintain collection and services the library requires more usable floor space for programs, storage, and workspace.

- There is pent-up demand for programs for youth, adults, and seniors.
- The presence of SMPL as an anchor tenant in the downtown is crucial to a revitalized downtown.

Similarly, Adult Learning faces some challenges with it's rented space on Wellington St. They currently sub-let space from Partners in Employment (PIE). Over the last few years PIE has made it known that the lease for the space may end. Also, when PIE is not open it limits access to Adult Learning clients to the building. Finally, PIE is facing some potential funding issues and may be reassessing its use of space at that location. If PIE proceeds with this, a new space for Adult Learning would need to be found.

The Mercury Theatre space could allow the Library and Adult Learning some benefits of additional space. This space could become the home to:

- A Maker Space, housing our technology and providing workspace for makers to create
- A programming room
- Performance Space with seating for 50-75
- A mini recording studio room, housing technology for the community to use
- Study rooms (2)
- An accessible meeting room
- Small music practice room
- General bookable space for the community to work in, study in, meetup in
- Adult Learning classroom and two office to house the ALPP program
- Washrooms
- Staff room for all building partners to share
- Offices for library staff
- Friends of the Library Book Shop, and additional storage for book donations
- A "business incubator model" for renting short and long-term space for upcoming info and tech small businesses

FINANCIAL IMPLICATIONS

While the cost of renovations will remain outside of the library's budget, we will be required to assist with the cost of furniture and equipment to be housed in the spaces, with some equipment being relocated from the library.

The basement is currently not useable space as there are various leaks throughout the year. Also, the building's lift does not reach the basement, which really renders the space inaccessible by the public. Spending funds to ensure the basement is dry and accessible by elevator would add that 1,000 square feet as useable space.

FORMAL REPORT

To:	Chair and Members of the Board
Prepared by:	Sarah Andrews, Library CEO
Date of Meeting:	7 April 2022
Subject:	**Next Steps for 2022-2025 Strategic Plan**

PURPOSE

To present the Library Board with the current draft of the Mission, Vision and Values statements and to review next steps for the Strategic Plan's development.

RECOMMENDATION

THAT The Board approve a final version of the Mission, Vision and Values Statements;

THAT The Board Provide the CEO with direction on how best to assist the Board in completing the Strategic Plan.

BACKGROUND

The Library Board's current strategic plan ended in 2017 and work on an updated plan was marred by the pandemic. Last summer the Board undertook a community survey to father feedback on Mission, Vision and Value statements as well as what strategic directions the community would like to see. The Board has reviewed the survey feedback and will include this in the next strategic plan.

REPORT

The survey results were strongly in favour of keeping things as they were (91% for Mission, 69% for Vision). However, 30% suggested we shorten the vision statement. In addition to this, the community indicated that some additions to the Vision should be made:

ANSWER CHOICES	RESPONSES	
Represent and welcome diversity	66.90%	95
Creativity and innovation	50.00%	71
Be a strong community resource that shares information, ideas, knowledge, resources and expertise	77.46%	110
Work to strengthen our community	47.18%	67
Support "building back better" after COVID-19 pandemic	47.18%	67
I would not add any of these values	3.52%	5

With that in mind, I recommend to the Board these small revisions and inclusions into the existing statements:

MISSION, VISION AND VALUES

1. **Mission**

The Library provides free and equitable access to library services~~.The Library and preserves~~ and promotes universal access to a broad range of knowledge, experience, information and ideas in a welcoming and supportive environment. New technologies extend access to global information beyond the Library walls.

2. **Vision**

~~The~~ Our Library encourages the spirit of exploration, the joy of reading and the pursuit of knowledge for people of all ages and backgrounds, beginning with the very young.

~~At the cornerstone of our communities,~~ Our Library connects people to each other, to their communities, and to their hopes and dreams.

~~The~~ Our Library treasures the past and works to create a future that is full of possibilities.

~~The~~ Our Library is a strong community resource that promotes and enriches the democratic, cultural, educational and economic life and represents and welcomes the diversity of our ~~diverse and evolving~~ municipalities.

3. **Values**

Stewardship and Accountability: Managing our resources effectively and responsibly toward a sustainable future.

Creativity: Encouraging innovation.

Accessibility: Ensuring equitable and fair access to services, information and facilities.

Respect and Integrity: Valuing individual needs, experiences and differences and conducting ourselves in an ethical and professional manner.

Community Relations: Providing quality services that meet the needs of the greater Community.

Intellectual Freedom: Encouraging the free exchange of information and ideas.

Literacy and Lifelong Learning: Enriching lives through the joys of reading and continuous learning.

The Board may wish to two new values to our list:

- Environmental Stewardship: Making wise decisions on services and operations which lessen our environmental impact.

St. Marys Public Library

Strategic Plan 2014-2017

Executive Summary

In 2013, the St. Marys Public Library Board began a project to create a strategic plan for optimal public library service to the Town of St. Marys, Perth South, and our surrounding area.

The Board, wanting to ensure a community driven library invited the community and other stakeholders to share what was needed for the library to best serve the needs of our community.

Several forums were held for members of the library's service community, the Board, and staff. Information was also gathered through online and paper surveys distributed in and out of the library throughout the service community.

Careful analysis of all the information gathered from stakeholders, review of current strategic directions and plans of the Town and community, and expanding possibilities of potential library services resulted in the creation of the St. Marys Public Library Strategic Plan 2014-2017 with four key areas of focus identified.

In focusing on Community Connections, we build on a "together we are stronger" attitude and will seek out and develop collaborative relationships with organizations and groups within our wider community.

In focusing on Library Collections, we seek to provide our community with the diverse, interesting and well used collection they need. We will keep up to date on emerging trends in publishing and formats of providing entertainment, literacy, and knowledge to our community.

In focusing on the Library as a Comfortable Place to Visit, we will work to provide a welcoming and accessible gathering place that is built upon the values of maintaining our heritage building and institution now and for the future.

In focusing on the Sustainable Future of the Library, we will use careful planning and advocacy to relay the continuing value and relevancy of the library as both community place and community service.

This is a plan of action that will be regularly reviewed and revised as appropriate with all of our progress being reported openly and widely to our whole community.

St. Marys and Surrounding Community
Forums in St. Marys in 2013including invited members from surrounding community (i.e. Perth South)
Surveys distributed online and at various locations within the community.
St. Marys Library Staff
Staff visioning session in 2013
Staff survey in 2013
Staff comments on draft plan
St. Marys Public Library Strategic Plan
2014-2017
St. Marys Library Board
Facilitated Board planning session in 2013.
Analysis of all data gathered from all stakeholders in 2014
Town of St. Marys
Review of existing Town planning documents to ensure alignment.
Consultation with staff through community forums

Mission, Vision, and Values Statement

1. Definitions

"Library" shall mean The St. Marys Public Library
"Board" shall mean the Library Board of the St. Marys Public Library
"CEO" shall mean the Chief Executive Officer of the St. Marys Public Library

2. Mission

St. Marys Public Library provides free and equitable access to library services.

St. Marys Public Library preserves and promotes universal access to a broad range of knowledge, experience, information and ideas in a welcoming and supportive environment. New technologies extend access to global information beyond the Library walls.

3. Vision

The St. Marys Public Library encourages the spirit of exploration, the joy of reading and the pursuit of knowledge for people of all ages and backgrounds, beginning with the very young.

As the cornerstone of our community, our Library is a gathering place that connects people to each other, to their community, and to their hopes and dreams.

The Library treasures the past and works to build a sustainable future that is full of possibilities.

The Library promotes and enriches the democratic, cultural, educational and economic life of our diverse and evolving municipalities.

4. Values

Stewardship and accountability: Managing our resources effectively and responsibly toward a sustainable future

Creativity: Encouraging innovation

Accessibility: Ensuring equitable and fair access to services, information and facilities

Respect and integrity: Valuing individual needs, experiences and differences, and conducting ourselves in an ethical and professional manner

Community relations: Providing quality services that meet the needs of the greater community

Intellectual Freedom: Encouraging the free exchange of information and ideas

Literacy and lifelong learning: Enriching lives through the joys of reading and continuous learning

Teamwork: Fostering a work culture that advocates cooperation, communication, respect, and training.

St. Marys Public Library Strategic Plan 2014-2017

Based on extensive community, staff, Board, and other stakeholder input, the St. Marys Public Library Strategic Plan outlines the key objectives and priorities of the library from 2014-2017. The library uses this plan to help ensure that library services are meeting the evolving needs of our community.

1. Community Connections

The Library actively seeks to collaborate with Municipal partners and other local agencies and organizations to provide the best possible programming and services to the community.

1.1. Target Audiences Include

- Our community
- Cultural Groups
- Educational Institutions
- Municipal Staff
- Service Groups

1.2. Potential Partners Include

- Adult Learning Programs of Perth
- Canadian Baseball Hall of Fame
- Friends of the Library
- Municipalities of St. Marys and Perth County
- Perth County Information Network
- Pyramid Recreation Centre
- Service Groups
- Non-profit agencies

1.3. Goals

1. The library is known as an active partner and collaborator in providing exceptional service and programs in all corners of the community.

2. The library is acknowledged as a responsible service provider that compliments rather than competes with the many other community groups offering recreational, educational and cultural services to the St. Marys community.
3. The library is sought out as a reliable partner who will bring relevant library resources to community events and groups.
4. Library staffing levels are sufficient to deliver the services required to our community.

1.4. Strategies

1. Staffing levels and training needs are evaluated and adjusted annually prior to budget preparation to ensure an efficient staff to service ratio is maintained.
2. Library staff are trained and empowered to seek out partnerships in the community to develop and present new and exciting programs and events in and out of the library.
3. Library staff are trained and empowered to plan and make presentations to community agencies and organizations regarding relevant collections and services offered by the library.
4. Library staff are trained and empowered to plan special events, create displays and exhibits, and create digital resources.

1.5. Measures of success

Community perceptions

- Number of people who indicate on a survey that they are aware of the library's partnerships and outreach in the community.
- Number of people attending joint or partnership events and programs who provide a positive evaluation.
- Percent of people surveyed who respond that the library's community outreach is very good or excellent.
- Program specific evaluation metrics.

Units of service delivered.

- Number of programs and events presented.
- Number of presentations given at local partner sites.
- Number of exhibits and displays presented in partnership with local partners.
- Social network analysis to determine the Library's integration and relationships with local partners.

2. Library Collections

The library provides a diverse, interesting and well used collection of library materials in a variety of formats for use in and out of the library that serves the needs of its community.

2.1. Target Audiences Include

- Children
- Teens
- Adults
- Seniors

2.2. Goals

1. As a general purpose public library our collection encourages the spirit of exploration, the joy of reading, and the pursuit of knowledge for people of all ages and backgrounds.
2. The community is aware of the expanded availability of materials outside of the local physical collection such as through the library's membership in the Perth County Information Network, reciprocal systems, as well as through Interlibrary Loan.
3. The community is empowered to make comments and recommendations regarding the library's physical and electronic collections.
4. The library's physical and electronic collections are recognized as exceptional within the limitations of the available space within the library building.
5. The collections budget is regularly analyzed to ensure that physical and virtual collections are being funded and maintained in accordance with the evolving needs of our users.

2.3. Strategies

1. Staff are trained and empowered to develop the collections based on patron feedback and library policy.
2. Prior to each year's budget discussions, the CEO reviews how well the collection is meeting the needs of the community and passes on any relevant recommendations to the Board regarding changes to collections budget.
3. Easy to use digital and paper suggestion forms are readily available for community use to comment and make recommendations.
4. Benefits of the library's membership in the Perth County Information Network are clearly defined and marketed to the community.
    a. Users have access to clear training and guides to make full use of the local, regional, and interlibrary loan services.

5. Staff are trained and empowered to market the library's collection to the community through in-library displays and paper and digital lists, programs, reviews and other promotions.

2.4. Measures of success

Community perceptions

- Number of people who use available suggestion and recommendation forms.
- Percent of people surveyed who respond that the library's collection is very good or excellent.

Units of service delivered.

- Number of visits to the library website
- Number of patrons using online databases
- Number of "in-library" material uses during a "typical week survey"
- Use of special collections.
- Number of collection based displays and promotions.
- Number of active patrons.
- Circulation statistics.

3. Space / Facility – The library is a comfortable place to visit.

The community will have a safe and welcoming physical space to meet and interact with others, or to sit quietly and read. Visitors will have open and accessible virtual spaces that support networking.

3.1. Target Audiences Include

- All guests in the library

3.2. Potential Partners

- Friends of the Library
- Local Businesses
- Service Clubs
- Town of St. Marys Facilities
- Town of St. Marys Heritage Committee
- Town of St. Marys Tourism

3.3. Goals

1) The beauty, history and heritage of our historical Carnegie Library is appreciated and always a major factor in any plans or decisions regarding the Library building.
2) The library meets or exceeds accessibility legislation so as to be a welcoming and useable space for all members of its community.
3) The library building is able to serve its community into the future through sustainable planning and accountability.
4) The library's virtual services, and the technology required to support them are kept up to date. Funding is continually sought and made available to maintain, and upgrade as required, the library's online presence and services to our users.

3.4. Strategies

1) Evaluate current uses of the library space and determine strategies of maximizing space for collections, programming, and community needs.
2) Explore funding options including grants, donations, and Municipal sources to meet accessibility and other upgrade needs.
3) Sustainable and environmentally friendly procedures and materials are employed wherever possible (recycling, materials, etc.)

3.5. Measures of Success

Number and perception of users

- Number of users surveyed who rate the accessibility and usability of the library building as very good or excellent.

Units of service delivered.

- Number of relevant grants applied for.
- Number of relevant grants awarded.
- Library is compliant with all relevant accessibility legislation.
- Library maintains its status as an Accredited Ontario Public Library.
- Library maintains its status as a heritage building.

4. Sustainable Future of the Library

Through careful planning and advocacy, the relevancy of the library is maintained, developed, and marketed to stakeholders in such ways as to ensure a long and sustainable future of the library.

4.1. Targeted Audiences Include

- Funding stakeholders
- Community members

4.2. Potential Partners

- Friends of the Library
- Fund-granting organizations
- Local Businesses
- Town of St. Marys Council
- Town of St. Marys Heritage Committee
- Town of St. Marys Staff
- Service groups

4.3. Goals

1) The library is acknowledged by community members and stakeholders as a valuable community resource with a viable future.
2) The library is acknowledged as an up to date, important, and relevant institution providing a much needed service to the community.
3) The library is a key partner in realizing community goals and strategic plans.

4.4. Strategies

1) Library staff are trained and empowered to create and disseminate creative and effective marketing materials outlining the up to date and sustainable services provided by the library.
2) Library staff and Board are trained and empowered to actively advocate for the library in a variety of ways both in and out of the library.
3) Library CEO and Board work together to create long term financial and service plans for the library.
4) Continue to work with the Town of St. Marys and other Municipal partners to ensure sufficient operating and capital budgets to support core services.
5) Meet with service clubs and other local funders to share information about community needs and potential projects requiring funding.

6) Work with the Friends of the Library to encourage fundraising for specific projects.
7) Enhance our reporting to the community on our progress in implementing our strategic objectives that support our community's goals and strategic plans.

4.5. Measures of success

Community perceptions

- Number of people who indicate on a survey that the library is a valuable resource to the community.
- Number of people who indicate on a survey that the library is an up to date and relevant institution.

Units of service delivery

- Number of successfully completed projects for the betterment of the library and library services.
- Number of active cardholders.
- Number of guests in the library.
- Monitoring progress toward achieving the strategies of the plan through regular reporting by the CEO to the Board and Council.

St. Marys Public Library

Policy Type: **Operational Policy**

Policy Number: **OP-15**

Policy Title: **Accessibility Policy**

Policy Approval Date:

Policy Review Date:

1. Objective

1.1 The Library is committed to providing library services, collections, technology and spaces in ways that are accessible to persons with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act (ODA) and the Accessibility for Ontarians with Disabilities Act (AODA). This policy should be read in conjunction with the policies of Town of St. Marys on accessibility and the Act and its regulations.

2. Principles

2.1 The Library welcomes people with disabilities and encourages them to use Library services.

2.2 The Library will make all reasonable efforts to provide access to Library services for people with disabilities in a way that respects their rights to dignity, independence, and inclusion.

2.3 This commitment is consistent with the Library's mission to deliver services in a welcoming and supportive environment and with the Library's core values of equity and respect demonstrating accessibility and fairness in the treatment of all individuals and valuing individual needs, experiences and differences.

2.4 The Library will establish policies, practices and procedures which support the accessibility standards established under the AODA on customer service, information and communication, employment and the built environment.

3. Directives on Service

3.1 Library policies will be applied in a way that considers the needs of people with disabilities and respects the principles of dignity, independence, and inclusion.

3.2 Library staff and volunteers will communicate with people with disabilities in a way that takes their needs into consideration.

3.3 The Library welcomes feedback and makes information available to all users on how to provide feedback. Feedback is accepted by the Library in a variety of formats.

3.4 Staff assistance is available to support all users, including people with disabilities, in providing feedback. In keeping with the Library's mission of providing free and equitable access in a welcoming and supportive environment, the Library will:

a) Provide services in a timely manner that respects the dignity and independence of people with disabilities and provides them with an equal opportunity to learn about, use, and benefit from Library services, and

b) Include services for people with disabilities.

3.5 The Library understands that equitable access sometimes requires different treatment including separate or specialized services. However, such services will be offered in a way that respects the dignity and full participation of people with disabilities.

3.6 The Library welcomes service animals that are needed to assist people with disabilities.

3.7 The Library welcomes any support person required by a person with a disability. When admission fees are charged for Library programs or services, admission fees will be waived for a support person, or advance notice will be given of any admission fees that a support person must pay, for example for food or supplies provided to the support person.

3.8 The Library may require a person with a disability to be accompanied by a support person when on the premises. Before making a decision to require a support person, the Library will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

3.9 The Library will make reasonable efforts to facilitate the use of assistive devices that enable people with disabilities to use the Library's services. The Library offers a range of assistive devices to help meet the reading needs of people with disabilities. The Library also recognizes that accessibility can be achieved and provided in different ways.

3.10 The Library will provide notice of service disruptions which include the reason for the disruption, how long the disruption will last and a description of available alternatives, if any. In the event of an unplanned disruption, notice will be provided as quickly as possible.

4. Training and Documentation

4.1 The Library will ensure training of staff, volunteers, and contractors who interact with the public, to meet the needs of people with disabilities. This includes the training and documentation requirements in the AODA and its regulations.

4.2 The Library will document its policies, practices and procedures as required by the Customer Service Standard. Members of the public will be notified of the availability of this documentation which will be available in a variety of formats.

5. Related Documents

Circulation and Services Policy
Rules of Conduct Policy
Safety and Emergencies Policy
Town of St. Marys Accessibility Policy
Accessibility for Ontarians with Disabilities Act
Ontario Human Rights Code

6. History

Date of Latest Board Approval: October 2016
Date(s) of Revision(s): October 2012*
Date of next scheduled review: 2026
* This policy was passed at the December 2012 Board meeting to ratify the change in format. The next scheduled review date was not altered.

St. Marys Public Library

Policy Type: **By-Law**

Policy Number: **BL-02**

Policy Title: **Loan Periods and Fees for Service**

Policy Approval Date: April 2022

1. Objective

1.1 The St. Marys Public Library exists to serve the community and is based on the fundamental concept of sharing resources. While the St. Marys Public Library is bound by legislation in the *Public Libraries Act*, R.S.O. 1990, c. P44, the St. Marys Public Library Board makes rules for the use of library materials, charges for certain services in the library, and imposes fines.

2. Policy Statement

2.1 To encourage prompt return of its materials, the St. Marys Public Library Board outlines in this policy the fees associated with all late materials; and

2.2 This policy outlines additional fees enforced by the St. Marys Public Library Board.

3. Library Materials (Fines)

Effective January 2022, the Library will be removing fines on late materials. However, if material is lost, patrons will be billed for the replacement cost of materials as well as any costs accrued in the retrieval of materials back to the library through UMS.

4. Fees and Service Charges

4.1 The St. Marys Public Library Fees are associated with services outside of the scope of the Public Libraries Act. They include the following:

Item	Fee($)
Non-Resident Card	7.00/month
Replacement Library Card	2.00
Damaged Materials	5.00 or replacement cost, depending on severity of damage
Lamination	Letter size 2.00 Legal size 3.00 ½ Letter size 1.75 Menu size 4.00

Printing	0.10 per page (black and white)
	0.25 per page (colour)
Fax (local) Includes HST	1.00 first page
	0.25 additional pages
Fax (Long Distance) Includes HST	3.00 first page
	1.00 additional pages
Fax (Receiving) Includes HST	0.25 per page
Scanning and sending via email	No charge
LCS Digital Projector	25.00 per day
Portable Projector Screen	10.00 per day
Portable Easel (no paper)	5.00 per day
Buffing CDs/DVDs	2.00 per disc
Exam Proctoring	50.00 per exam
Meeting Room Rental (Not-for-profit)	Cost ($) per hour
Upstairs	No charge
Meeting Room Rental (For Profit)	Cost($) per hour
Upstairs	20.00
MakerSpace Materials	Cost($)
Standard Vinyl (6” x24” piece)	1.00 per piece
Heat Transfer Vinyl (6” x15” piece)	4.00 per piece
Cardstock (12” x12” sheet)	0.50 per piece
Button (2” diameter)	0.25 per piece

5. Loan Periods

Print Materials	Loan Period	Auto Renew	Hold Period	Fine Rate
Regular Books	21 days	Yes	5 days	-
Xpress Books	7 days	No	-	2.00
Reference	21 days	No	-	-
Magazines	7 days	Yes	5 days	-
ILLO	21 days	No	7 days	1.00
Book Club Kits	42 days	No	7 days	1.00
AV Materials				
Books on CD	21 days	Yes	5 days	-
DVDs	7 days	Yes	5 days	-
Xpress DVDs	2 days	No	-	2.00
Books & CD Kits	21 days	Yes	5 days	-
CNIB	21 days	Yes	5 days	-
Special Formats				
Hotspots	7 days	No	3 days	1.00
Laptop Kits	7 days	No	3 days	1.00
Game Boards	14 days	Yes	5 days	-
Video Games	7 days	Yes	5 days	-
SAD Lamps	7 days	No	5 days	-
Tennis Rackets	7 days	No	5 days	-

6. Notice Schedule

	Special Collections*	Remainder of Collection
PreOverdues	3	3
First Overdue Notice	2	7
Final Overdue Notice	7	14
Billing Notice	7	14
Total Days Before Lost	16	35

* Special Collections: Hotspots, ILLO, MakerKits, Guest Passes, Xpress Collections, Book Club Kits, Laptops

7. Related Documents

Public Libraries Act, R.S.O. 1990, c. P44
OP-02 Circulation Policy, St. Marys Public Library Policy

8. History

Date of Latest Board Approval:
Date(s) of Revision(s): December 2021 – Removal of fines and lowering of photocopier costs