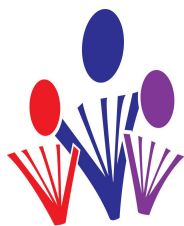


LIBRARY BOARD
Regular Meeting
Monday, March 29, 2021 – 4:30 P.M.
ONLINE – ZIA ZOOM
AGENDA



1. Call to Order
 - 1.1 Excused Absence
2. Declaration of Conflict of Interest
3. Approval of Agenda
4. Approval of the Minutes
 - 4.1 February 22, 2021 Regular Board Meeting Minutes
 - 4.2 Matters arising from the February 22, 2021 Regular Board Meeting Minutes
5. Consent Agenda
 - 5.1 Friends Report – February 2021
 - 5.2 Correspondence
 - 5.2.1 In-coming: NONE
 - 5.2.2 Out-going: NONE
 - 5.3 Information Items
 - 5.3.1 AAO Conference
 - 5.4 Adoption of Declaration of Conflict of Interest Form
 - 5.5 OLS Board
6. Items Removed from Consent
7. Financials
 - 7.1 Financial Committee Report
 - 7.2 Monthly Expenditure Report – February 2021
 - 7.3 January 2021 Financial Reports
 - 7.4 Fines Free Report
8. Facilities
 - 8.1 Facilities Committee Report
 - 8.2 Terms of Reference
9. Policy Committee
 - 9.1 Policy Committee Report
 - 9.2 200-10 Exam Proctoring Policy
 - 9.3 300-02 Access to Information and Protection of Privacy Policy
 - 9.4 300-03 Collection Development Policy
 - 9.5 300-08 Visiting Library Service Policy
 - 9.6 300-16 Public Art Policy
 - 9.7 400-02 Lieu Time Policy – Management and Administrative Staff
 - 9.8 400-18 Scent Free Workplace Policy
10. Sign Translations (Verbal Report)
11. Revised Annual Report

- 12 Board Development
 - 12.1 OLA Superconference Reports
 - 12.1.1 J. van Haaften's Report
 - 12.2 Board Self-Reflection Survey Results
 - 12.3 Dalhousie Board Self-Evaluation Questionnaire Tool
 - 12.4 Board Orientation Slide Deck
- 13 Strategic Planning (Verbal Report)
- 14 New Business
- 15 Resolved that the members of the Sault Ste. Marie Public Library Board move into Closed Session pursuant to the Public Libraries Act, Section 16.4 Closed Meetings, as the subject matter being considered is: Personal matters about an identifiable individual; Labour relations or employee negotiations Further be it resolved that should the said Closed Session be adjourned, the Board may reconvene in Closed Session to continue to discuss the same matter without the need for further authorizing resolution. Be it further resolved that the following individuals be permitted to attend: M. MacDonald, R. Chan
- 16 Report of the Closed Session
- 17 Next Board meeting Monday April 26, 2021
- 18 Adjournment

**Sault Ste. Marie Public Library
Library Board
REGULAR MEETING
Monday, February 22, 2021 – 4:30 P.M.
ONLINE – VIA ZOOM**



Board Members Present:

Ashlee Gerard
Wayne Greco
Elspeth Belair

Jami van Haaften
Sara McCleary
Kevin Harrison

Mike Olejnik
Erin Ferlaino
Frances Ryan

Library: Matthew MacDonald, Rosanne Chan

Media: None

Guest: None

1. Call to Order

W. Greco called the meeting to order at 5:06 p.m.

1.1 Excused Absence

No excused absences.

2. Declaration of Conflict of Interest

No conflicts declared.

3. Approval of Agenda

MOTION:

The Sault Ste. Marie Public Library Board approves the agenda of the February 22, 2021 meeting as amended:

Item 5.2.1 be removed.

Moved: A. Gerard

Seconded: E. Belair

CARRIED

4. Approval of the Minutes

4.1 January 18, 2021 Regular Board Meeting Minutes

MOTION:

The Sault Ste. Marie Public Library Board approves the minutes of the January 18, 2021 meeting as presented.

Moved: J. van Haaften

Seconded: F. Ryan

CARRIED

4.2 Matters arising from the January 18, 2021 Minutes

NONE

5. Consent Agenda

5.1 Friends Report - NONE

5.2 Correspondence

5.2.1 In-coming: NONE

5.2.2 Out-going: NONE

5.3 Information Items

5.3.1 Art Book

5.3.2 Freedom to Read Week

MOTION:

The Sault Ste. Marie Public Library Board approves the **consent agenda** of the February 22, 2021 meeting as amended:

Item 5.2.1 be removed.

Moved: A. Gerard

Seconded: F. Ryan

CARRIED

6. Items Removed from Consent

Item 5.2.1 was removed as it will be addressed in item 11.

7. Financials

7.1 Financials Committee Report

K. Harrison reviewed the minutes from the February 18, 2021 Financials Committee meeting and outlined the committee's recommendations.

W. Greco informed that committee meetings are open to the public. As such, Board members may attend all other committee meetings, and more specifically, ask any questions about the Library's finances.

MOTION:

The Sault Ste. Marie Public Library Board accept the report of the Financials Committee.

Moved: E. Belair

Seconded: J. van Haaften

CARRIED

7.2 Monthly Expenditure Report – December 2020

The Board accepted the monthly expenditure report for December 2020 as recommended by the Financials Committee.

MOTION:

The Sault Ste. Marie Public Library Board approve that the expenditures for the month of December 2020, which include wages, benefits and RBC VISA in the amount of \$287,272.91 be confirmed paid.

Moved: K. Harrison

Seconded: E. Ferlaino

CARRIED

7.3 Monthly Expenditure Report - January 2021

The Board accepted the monthly expenditure report for January 2021 as recommended by the Financials Committee.

MOTION:

The Sault Ste. Marie Public Library Board approves that the expenditures for the month of January 2021, which include wages, benefits and RBC VISA in the amount of \$305,585.15 be confirmed paid.

Moved: W. Greco

Seconded: K. Harrison

CARRIED

7.4 December 2020 Financial Reports

The Board accepted the December 2020 financial reports as recommended by the Financials Committee.

MOTION:

The Sault Ste. Marie Public Library Board accepts the financial reports ending December 31, 2020 as presented.

Moved: A. Gerard

Seconded: E. Belair

CARRIED

7.5 Management Wage Increase

The Board accepted the management wage increase as recommended by the Financials Committee.

MOTION:

Resolved that the Management wage increase is reflective of the full-time union collective bargaining increase.

Moved: M. Olejnik

Seconded: A. Gerard

CARRIED

8. Facilities Committee – No Report

9. Policy Committee

9.1 Policy Committee Report

F. Ryan reviewed the minutes from the Policy Committee meeting held on January 27, 2021 and outlined the committee's recommendations to approve the following revised policies:

- The Policy Committee's Terms of Reference;
- Enhanced Research Policy #200-07;
- Travel and Expenses Policy #200-08;
- Business Continuity Plan Policy #300-10;
- Human Rights Policy; Anti-Harassment/Discrimination/Violence Policy #400-09;
- Board Member Recognition Policy #400-12; and
- Board Orientation Outline.

A. Gerard asked that she be removed from Regrets in the Policy Committee meeting minutes since she was not sent an invitation to attend the meeting.

MOTION:

The Sault Ste. Marie Public Library Board accept the report of the Policy Committee as amended:

Remove A. Gerard from Regrets.

Moved: F. Ryan

Seconded: E. Ferlaino

CARRIED

9.2 Policy Committee Terms of Reference

The Board accepted the Terms of Reference as recommended by the Policy Committee.

MOTION:

The Sault Ste. Marie Public Library Board approves the Terms of Reference – Policy Committee as presented.

Moved: F. Ryan

Seconded: S. McCleary

CARRIED

9.3 200-07 Enhanced Research Policy

Renewed.

9.4 200-08 Travel and Expenses Policy

Revised.

9.5 300-10 Business Continuity Plan Policy

Revised.

9.6 400-09 Human Rights Policy; Anti-Harassment/Discrimination/Violence

Renewed.

9.7 400-12 Board Member Recognition Policy

Revised.

The Board accepted the renewal and revisions to the policies as recommended by the Policy Committee.

MOTION:

The Sault Ste. Marie Public Library Board approves the revisions to the policies as presented.

Moved: F. Ryan

Seconded: E. Ferlaino

CARRIED

9.8 Board Orientation Outline

Item was deferred.

10. Library Operations

M. MacDonald informed the Board that the Library and the Friends of the Library bookstore reopened today to the public from its second provincial lockdown on December 26, 2020. The Library will continue with the same operations, services and hours that it previously offered in the fall of 2020 at both locations. Curbside service would also still be available.

11. Ontario Library Service Board

M. MacDonald informed the Board that the newly amalgamated Ontario Library Services (OLS) Board is seeking representation from the Library Board. As such,

consideration was put forth to the Library Board to nominate one of its members to the OLS Board. Board members advised that the correspondence from OLS was not included in the Board package and that it be sent to all members for consideration.

W. Greco advised that any member interested in being nominated to send their name to M. MacDonald by the end of the week. The Board will hold an election if more than one person is interested.

12. Board Development

12.1 AODA Training (Discussion)

W. Greco informed that AODA training is mandatory for all members. M. MacDonald will advise who is not in compliance and will forward a link to the on-line module for completion. Once completed, members send their certificate of completion to M. MacDonald as proof of completion. M. MacDonald advised that he will research whether the training must be renewed by members who may have completed the training elsewhere or through another workplace.

12.2 Cut to the Chase

J. van Haaften informed the Board that library board development should be a part of a board's life cycle. Cut to the Chase is a reference guide that members can refer to on library board governance in Ontario and the fundamental responsibilities for achieving effective leadership and sound governance.

12.3 LearnHQ Year 1: Governance Roles and Responsibilities (Discussion)

J. van Haaften advised that in LearnHQ, The Governance Hub is an online collection of governance tools and resources organized around a 4-year life cycle of public library boards. As part of public library board development, the Board should complete this training. In addition, they should plan on completing Years 1 to 3 by the end of the year since the Board is currently in the third year of its life cycle.

The Board agreed that to complete this training, Board Development days would be incorporated into the Board meeting schedule from March 2021 to January 2022. W. Greco recommended that J. van-haaften, F. Ryan and E. Belair plan out the training material for the Board Development days.

A. Gerard advised that the Board Orientation Outline and Presentation Package developed for the Board is separate from Board Orientation in Year 1 of The Governance Hub training. She will continue to work on the package and bring it back to the Policy Committee when completed.

12.4 OLA Superconference Reports

W. Greco provided a report on the sessions he attended at the virtual OLA Superconference. He asked that other members provide their reports as well to share what they have learned.

12.5 Board Self-Reflection Survey (Discussion)

W. Greco informed that a Board Self-Reflection survey has not been completed in a long time. He recommended that another survey be completed since it is a good report card; that is, the survey would be reflective of how the Board is doing and what the Board could do better in the future. A. Gerard advised that the survey should be completed anonymously.

13. New Business

NONE

Moved into Closed Session at 6:20 p.m.

14. Closed Session

MOTION:

The members of the Sault Ste. Marie Public Library Board move into Closed Session pursuant to the Public Libraries Act, Section 16.4 Closed Meetings, as the subject matter being considered is: Personal matters about an identifiable individual; Labour relations or employee negotiations. Further be it resolved that should the said Closed Session be adjourned, the Board may reconvene in Closed Session to continue to discuss the same matter without the need for further authorizing resolution. Be it further resolved that the following person(s) be permitted to attend: M. MacDonald and R. Chan.

Moved: E. Ferlaino

Seconded: F. Ryan

CARRIED

A. Gerard exited the meeting at 6:28 p.m.

R. Chan exited the meeting at 6:50 p.m.

Returned to Open Session at 7:00 p.m.

15. Report of the Closed Session

NONE

16. Board Meeting

16.1 Meeting Schedule

The Board decided to move the meetings one week later in the month to give Management and Board members more preparation time after the mid-monthly Financials Committee meetings. The dates to meet are outlined in the Motion below.

MOTION:

The Sault Ste. Marie Public Library Board approve the Board meeting schedule from March 2021 to January 2022 as presented:

March 29, 2021	September 27, 2021
April 26, 2021	October 25, 2021 (Board Development)
May 31, 2021 (Board Development)	November 29, 2021
June 28, 2021	December (optional)
July (optional)	January 24, 2022
August (optional)	February 28, 2022 (AGM)

Moved: E. Ferlaino

Seconded: S. McCleary

CARRIED

17. Adjournment

MOTION

The Sault Ste. Marie Public Library Board move to adjourn the February 22, 2021 meeting at 7:05 p.m.

Moved: F. Ryan

Seconded: E. Belair

CARRIED

Chairperson, Library Board

2021 FRIENDS INCOME

MONTH	BOOKSALE TABLE	FRIENDS BOOKSTORE	ON-LINE SALES	MONTHLY TOTALS
JANUARY	\$ -	\$ -		\$ -
FEBRUARY	\$ 6.00	\$ 534.15		\$ 540.15
MARCH				\$ -
1st Quarter Totals	\$ 6.00	\$ 534.15	\$ -	\$ 540.15
APRIL				\$ -
MAY				
JUNE				\$ -
2nd Quarter Totals	\$ -	\$ -	\$ -	\$ -
JULY				\$ -
AUGUST		\$ -		\$ -
SEPTEMBER		\$ -		\$ -
3rd Quarter Totals	\$ -	\$ -	\$ -	\$ -
OCTOBER				\$ -
NOVEMBER				\$ -
DECEMBER				\$ -
4th Quarter Totals	\$ -	\$ -	\$ -	\$ -
TOTALS Year To Date	\$ 6.00	\$ 534.15	\$ -	\$ 540.15
	DATE	LIBRARY	FRIENDS	TOTAL
1st Quarter Totals	JAN-MARCH	\$ 6.00	\$ 534.15	\$ 540.15
2nd Quarter Totals	APR-JUNE	\$ -	\$ -	\$ -
3rd Quarter Totals	JULY-SEPT	\$ -	\$ -	\$ -
4th Quarter Totals	OCT-DEC	\$ -	\$ -	\$ -
Annual Total				
Seedy Saturday				
Special Event Totals				
Rotary Sale				\$ -
Grand Total		\$ 540.15	\$ -	\$ 540.15

GOVERNMENT LOCKDOWN
LOCKDOWN LIFTED FEB 22



Sault Ste. Marie Public Library

"One stop....endless possibilities"

AGENDA ITEM: 5.3

TO: LIBRARY BOARD
FROM: MATTHEW MACDONALD, CEO
SUBJECT: INFORMATION ITEMS
DATE: MARCH 29, 2021

5.3.1 AAO CONFERENCE

K. Meraglia, the Library's Archive Technician, is participating in the Archive Association of Ontario's 2021 conference scheduled for May 11 to 14, 2021. K. Meraglia will be presenting a video developed to showcase the Library's new archive facility and highlight some of the collections contained within.



Respectfully submitted,
Matthew MacDonald, Chief Executive Officer



Sault Ste. Marie Public Library

"One stop....endless possibilities"

AGENDA ITEM: 5.4

TO: LIBRARY BOARD
FROM: MATTHEW MACDONALD, CEO
SUBJECT: DECLARATION OF CONFLICT OF INTEREST FORM
DATE: MARCH 29, 2021

PURPOSE

As per the Municipal Conflict of Interest Act, Board members must declare a conflict of interest if they have any pecuniary interest in a matter or is the partner of someone who does. This motion is presented for the proper record keeping of said declarations.

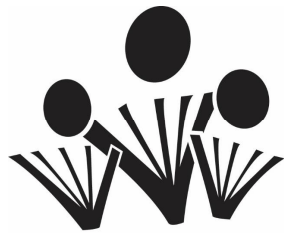
RESOLVED THAT

The Sault Ste. Marie Public Library Board require all members declaring a conflict of interest to sign the Declaration of Conflict of Interest Form and that all signed forms be retained in the Board Files.

MOVED BY:

SECONDED:

Respectfully submitted,
Matthew MacDonald, Chief Executive Officer



Sault Ste. Marie Public Library

Declaration of Interest – Municipal Conflict of Interest Act

Meeting Date: _____

I, _____ declare a potential (deemed / direct / indirect) pecuniary interest on Board Agenda No. _____

Item Title: _____

for the following reason:

Signature

Name

Municipal Conflict of Interest Act

Indirect pecuniary interest

2 For the purposes of this Act, a member has an indirect pecuniary interest in any matter in which the council or local board, as the case may be, is concerned, if,

(a) the member or his or her nominee,

(i) is a shareholder in, or a director or senior officer of, a corporation that does not offer its securities to the public,

(ii) has a controlling interest in or is a director or senior officer of, a corporation that offers its securities to the public, or

(iii) is a member of a body,

that has a pecuniary interest in the matter; or

(b) the member is a partner of a person or is in the employment of a person or body that has a pecuniary interest in the matter. R.S.O. 1990, c. M.50, s. 2.

Interest of certain persons deemed that of member

3 For the purposes of this Act, the pecuniary interest, direct or indirect, of a parent or the spouse or any child of the member shall, if known to the member, be deemed to be also the pecuniary interest of the member. R.S.O. 1990, c. M.50, s. 3; 1999, c. 6, s. 41 (2); 2005, c. 5, s. 45 (3).



Sault Ste. Marie Public Library

"One stop....endless possibilities"

AGENDA ITEM: 5.5

TO: LIBRARY BOARD
FROM: MATTHEW MACDONALD, CEO
SUBJECT: OLS BOARD
DATE: MARCH 29, 2021

RESOLVED THAT

The Sault Ste. Marie Public Library Board nominates J. Van Haaften to the Ontario Library Services Board Assembly.

MOVED BY:

SECONDED:

Respectfully submitted,
Matthew MacDonald, Chief Executive Officer

Sault Ste. Marie Public Library
Finance Committee
REGULAR MEETING
Thursday, March 18, 2021 – 4:30 P.M.
Virtual Via Zoom

Board Committee Members Present:

Wayne Greco	
Elspeth Belair	Erin Ferlaine
Kevin Harrison	Rosanne Chan
Matthew MacDonald	Jami Van Haaften

Ashlee Gerard joined the meeting at 4:30
Kevin Harrison left the meeting at 5:05

1. Call to order 4:35

2. Declaration of Conflict of Interest

No conflict is declared.

3. Approval of agenda

The committee approves the agenda as presented.

4. Approval of the Minutes

4.1 February 18, 2021 Finance Committee Meeting Minutes

Item 9 – numbers are confirmed

Minutes from February Committee Meeting February 18, 2021 were accepted as read.

4.2 Matters arising from the February 18, 2021 Finance Committee Meeting Minutes

4.2.1 Year 2020 Surplus

Operations income and expenses in 2020 resulted in a surplus, but there are other things that are not factored in. We paid some 2021 expenses in advance, budget deficit for 2021, and increases costs that came up afterwards, cash not available for operational spending (restricted) funds).

We are able to address some 2021 budget deficiencies that we were not aware of.

We need the surplus and we are fiscally responsible in using the surplus.

5. Monthly Expenditure Report for February 2021

We recommend a motion to approve the expenditures for the month of February 2021, which include wages, benefits and RBC Visa in the amount of \$178,140.32 be confirmed paid.

6. Financial Results as at January 31, 2021

Discussion centered around the presentation of cost centres and what should be presented to the Board. The Finance Committee commends Management for the clarity of the reports and the financial picture presented.

Following discussion, the committee recommends a motion to approve the Financial Results as of Jan. 31, 2021 to the March 29th Board meeting.

7. Fines Free Report and Resources

7.1 SSMPL Fines Free Report 2021

Matthew presented his report.

The committee makes a recommend that the Board support option #3.

7.2 Fines Free Resources

8. 2021 Fines & Fees Schedule

Defer to following Board meeting in April.

9. Finance Committee Meeting Schedule

Next Finance Committee meeting will be April 15th.

10. New Business

None

11. Adjournment

Meeting adjourned 6:02 p.m.

Motions

Motion to accept the Finance Committee report March 2021.

Motion to accept the February 2021 monthly expenditure report.

Motion to accept the January 2021 financial results as of January 31, 2021.

Recommendation to go with option #3 fines and fees.



Sault Ste. Marie Public Library

Resolution #: _____

Moved by: _____

Carried
or
Denied

Seconded by: _____

Cheque Register

February 4, 2021	2,616.24
February 11, 2021	24,470.74
February 18, 2021	53,871.54
February 25, 2021	5,001.84

Subtotal \$85,960.36

EFT from Bank Statements

Wages	90,335.38
RBC Visa 2/18/2021	1,675.83
Other	168.75
Subtotal	<u>\$92,179.96</u>

Total **\$178,140.32**

RESOLVED THAT:

The expenditures for the month of February 2021, which include wages, benefits and RBC Visa in the amount of \$178,140.32 be confirmed paid.

CHAIR - LIBRARY BOARD

DATE

CEO - MATTHEW MACDONALD

DATE

SSM LIBRARY
Summary of All Units
For the One Month Ending Sunday, January 31, 2021

Department	Actual	Budget	Percentage to Date
REVENUE			
Grants	(\$704,607.25)	(\$3,216,371.00)	22%
Fines	(55.00)	(\$19,500.00)	0%
Concessions		(\$2,000.00)	0%
Sales		(\$50,850.00)	0%
Donations	(2,376.68)	(\$43,000.00)	6%
Other income	(385.27)	(\$33,800.00)	1%
Change in future employee benefits			0%
Surplus, prior year			0%
	<u>(707,424.20)</u>	<u>(\$3,365,521.00)</u>	<u>21%</u>
EXPENDITURES			
Salaries and benefits	159,260.80	\$2,541,400.00	6%
Future employee benefits			0%
Books and periodicals	10,191.75	\$199,581.00	5%
Utilities		\$95,000.00	0%
Office expenditures	4,723.02	\$129,500.00	4%
Operating expenditures	43,503.43	\$360,486.00	12%
Equipment purchases		\$53,500.00	0%
Depreciation			0%
Default			0%
	<u>217,679.00</u>	<u>\$3,379,467.00</u>	<u>6%</u>
(Surplus)/Deficit	(489,745.20)	\$13,946.00	(3,512%)

SSM LIBRARY
LIBRARY ADMINISTRATION
For the One Month Ending Sunday, January 31, 2021

Department	Actual	Budget	Percentage to Date
REVENUE			
Grants	(\$704,607.25)	(\$3,216,371.00)	22%
Fines			
Concessions			
Sales		(\$37,000.00)	0%
Donations	(2,376.68)	(\$19,000.00)	13%
Other income	(385.27)	(\$25,000.00)	2%
Change in future employee benefits			
Surplus, prior year			
	<u>(707,369.20)</u>	<u>(\$3,297,371.00)</u>	<u>21%</u>
EXPENDITURES			
Salaries and benefits	52,502.06	\$784,511.00	7%
Future employee benefits			
Books and periodicals		\$1,000.00	0%
Utilities			
Office expenditures	2,723.30	\$86,950.00	3%
Operating expenditures	(72.89)	\$10,200.00	(1%)
Equipment purchases		\$51,000.00	0%
Depreciation			
Default			
	<u>55,152.47</u>	<u>\$933,661.00</u>	<u>6%</u>
(Surplus)/Deficit	(652,216.73)	(\$2,363,710.00)	28%

SSM LIBRARY
LIBRARY MAIN BRANCH
For the One Month Ending Sunday, January 31, 2021

Department	Actual	Budget	Percentage to Date
REVENUE			
Grants			
Fines	(55.00)	(\$17,000.00)	0%
Concessions			
Sales		(\$13,050.00)	0%
Donations			
Other income		(\$6,000.00)	0%
Change in future employee benefits			
Surplus, prior year			
	<u>(55.00)</u>	<u>(\$36,050.00)</u>	<u>0%</u>
EXPENDITURES			
Salaries and benefits	86,334.67	\$1,474,792.00	6%
Future employee benefits			
Books and periodicals	9,105.61	\$134,750.00	7%
Utilities		\$95,000.00	0%
Office expenditures	1,318.50	\$32,850.00	4%
Operating expenditures	26,812.56	\$138,300.00	19%
Equipment purchases		\$2,500.00	0%
Depreciation			
Default			
	<u>123,571.34</u>	<u>\$1,878,192.00</u>	<u>7%</u>
(Surplus)/Deficit	123,516.34	\$1,842,142.00	7%

SSM LIBRARY
LIBRARY NORTH BRANCH
For the One Month Ending Sunday, January 31, 2021

Department	Actual	Budget	Percentage to Date
REVENUE			
Grants			
Fines		(\$2,500.00)	0%
Concessions			
Sales		(\$800.00)	0%
Donations		(\$24,000.00)	0%
Other income		(\$2,800.00)	0%
Change in future employee benefits			
Surplus, prior year			
		(\$30,100.00)	0%
EXPENDITURES			
Salaries and benefits	20,424.07	\$282,097.00	7%
Future employee benefits			
Books and periodicals	1,086.14	\$63,831.00	2%
Utilities			
Office expenditures	681.22	\$9,700.00	7%
Operating expenditures	16,763.76	\$209,986.00	8%
Equipment purchases			
Depreciation			
Default			
	38,955.19	\$565,614.00	7%
(Surplus)/Deficit	38,955.19	\$535,514.00	7%

SSM LIBRARY
LIBRARY CONCESSION
For the One Month Ending Sunday, January 31, 2021

Department	Actual	Budget	Percentage to Date
REVENUE			
Grants			
Fines			
Concessions		(\$2,000.00)	0%
Sales			
Donations			
Other income			
Change in future employee benefits			
Surplus, prior year			
		(\$2,000.00)	0%
EXPENDITURES			
Salaries and benefits			
Future employee benefits			
Books and periodicals			
Utilities			
Office expenditures			
Operating expenditures		\$2,000.00	0%
Equipment purchases			
Depreciation			
Default			
		\$2,000.00	0%
(Surplus)/Deficit		\$0.00	0%



Sault Ste. Marie Public Library

Fines Free Report

Date: March 18, 2021

To: Finance Committee

From: M. MacDonald, CEO & R. Chan, Business Administrator

SUMMARY

Over the last few years there has been a movement across North America to eliminate fines for some or all classes of library materials. They were originally introduced as a motivator for customers to return materials in a timely manner. However, research has shown that fines do not improve the returns rate of materials and, as an unintended consequence, disproportionately affect vulnerable users of the libraries, including low-income residents and families with children.

This report has been prepared to inform the Board's finance committee about the Sault Ste. Marie Public Library's overdue fines, and to put forth for consideration, the elimination of some or all of those fines.

CURRENT FINES

The Library suspended charging fines on overdue materials on March 17, 2020 when it was first forced to shut down due to the COVID-19 pandemic.

Fines vary depending on the material and there is a maximum limit per item. The following table contains information on the Library's fines structure in 2019.

Item	Loan Period	Fine Amount Per Day	Maximum Fine Amount Per Item
Adult Books and Audio Material	3 weeks	\$0.25	\$10.00
Children's Books and Audio Material	3 weeks	\$0.10	\$2.50
Blu-Rays and DVDs	1 week	\$1.00	\$10.00
Express Reads	1 week	\$1.00	\$10.00
Magazines	3 weeks	\$0.25	\$5.00
Video Games	1 week	\$2.00	\$10.00

Based on 2019 data, the Library collected over \$15,000 in fines for the year.

The Board should note that there are already several groups for which it does not charge overdue fines. These groups include Seniors (ages 60 years and older) and Visiting Library Service patrons. The principle behind exempting these groups is that they are considered vulnerable and often have fixed incomes that are very limited. By this reasoning, children and youth could easily qualify as exempted groups for overdue fines.

The Board should also consider that there are also many vulnerable groups that exist in the 18 to 59 years old age bracket. These include but are not limited to disability, minorities, and those with low social-economic status. The Board cannot easily separate these groups without discriminating one or the other. The most fair solution would be to eliminate fines altogether (with some exceptions).

TOTAL OUTSTANDING FINES

The following table shows the current outstanding fines and fines that have not been resolved dating back to 2011.

Fine Code	Fine	Total Amount Per Fine Code
ARNPU	Arrived Hold Not Picked Up	\$643.85
CARD	Card Fee	\$633.95
D	Damaged	\$38.90
HOLD	Hold Fee	\$5.00
L	Lost	\$84,087.16
MISC	Miscellaneous Fee	\$199.95
OT	Other	\$20,842.00
OV	Overdue Items	\$35,738.89
PRO	Processing Fee	\$0.00
RF	Rental Fee	\$0.00
RW	Rental Renewal Fee	\$0.00
Total		\$142,189.70

The majority of money owed to the Library is from lost materials, representing 59% of the outstanding total. Overdue items represent 25%. Other, which represents 15%, is a combination of lost materials that have been sent to the Credit Bureau as well as a number of miscellaneous charges.

Should the Board decide to eliminate overdue fines, more than \$35,000 will be forgiven.

POSITIVE BENEFITS

Better Service to Patrons

The elimination of fines will reduce its inequitable impact on lower-income households. Fines are a barrier to access, which disproportionately affects those individuals in low social economical, marginalized and minority populations.

Better Use of Resources

The elimination of fines is likely to optimize staff time and increase efficiency. Time and effort used to enforce the rules will go towards other more productive projects.

Increase in Material Returns

Research shows that once fines have been eliminated, many libraries began seeing items returned that were considered lost.

Returning Patrons

Along with those returned materials were return patrons who avoided the library because of blocked library privileges and/or embarrassment over owing the library money but being unable to afford the payments.

The following chart illustrates the number of patrons with blocked accounts who would be reinstated should Library fines be eliminated.

<u>Borrower Type</u>	<u>Before Fine Free</u>			<u>After Fine Free</u>			<u>Difference</u>		
	<u>Centennial</u>	<u>North</u>	<u>Total</u>	<u>Centennial</u>	<u>North</u>	<u>Total</u>	<u>Centennial</u>	<u>North</u>	<u>Total</u>
Adult	506	5	511	267	4	271	239	1	240
Juvenile & Youth	190	0	190	102	0	102	88	0	88
Senior	28	2	30	28	2	30	0	0	0
Credit Bureau	409	4	413	390	4	394	19	0	19
Other	43	2	45	35	2	37	8	0	8
Total	1,176	13	1,189	822	12	834	354	1	355

Good Public Relations

Eliminating fines, especially during a time of economic downturn and uncertainty, will likely increase the public's appreciation of the public library. It will demonstrate that the Library is a champion of fair and equitable access and services.

Less Concern over Borrowing Limits

Studies have also shown that patrons are willing to borrow more materials when there is no punitive action taken when items are returned late. This results in an increase of circulation and the number of unique borrowers.

NEGATIVE OUTCOMES

Loss in Revenue

Undeniably, the elimination of overdue fines will have a negative impact on the library's budget as revenue will decrease and there are no expected reductions to expenditures. Overall, there could be more than a \$15,000 cost.

Delays in Materials Being Returned

One concern is that without the financial punitive incentive to return materials on time that many people will return their materials later than they would have. The belief is that this will create longer wait times for materials and impact collection development as there is a copy/holds ration for popular materials.

This can be mitigated by reducing the periods when materials are considered lost. The Manager of Digital Literacy recommends that the Board adjust the Long overdue period from 60 days to 28 days and the Lost: long overdue period from 120 days to 90 days. This will prompt notices to be sent sooner to the public to return materials, otherwise the items will be declared lost and be sent to the credit bureau. He also recommends that the Library activate auto renewals which are currently not activated. Each patron is entitled up to 5 renewals except when there is a reserve on materials by other patrons.

Council Perception

The Board cannot be sure how council might react to learning that the Library is eliminating fines. Some councilors may applaud the initiative. Others may question why the Library would eliminate a revenue stream, especially after being denied a 0.5% increase to the budget at the last budget deliberations. Whatever the Board decides will likely influence their decisions at the next budget deliberations.

OVERDUE FINE ELIMINATION OPTIONS

1. Children's and Youth Materials Only

Eliminating fines on children's and youth materials will result in a reduction of approximately \$6,300 income annually.

**Optional: Including the Parenting Collection (\$225 income annually)*

Messaging: To help support the education and personal growth of our community's youth, the Library Board has decided to permanently eliminate overdue fines on all children's and youth collections. Parents and caregivers no longer have to worry about rushing to return a child's favorite story or about borrowing too many books home because of "what if I bring them back late?" Fill your home with books and never lack for a bedtime story again.

2. Books Only

Eliminating fines on the Books and Audiobooks only will result in a reduction of approximately \$5,600 income annually.

Messaging: In the spirit of supporting literacy and learning, the Library Board has decided to eliminate overdue fines on all books including audiobooks. Patrons can now read without worry of return dates

and charges to their account. Other library materials, including but not limited to DVDs, and music are still subject to fines.

3. All Materials with Exceptions

Eliminating fines on all materials will result in a reduction of approximately \$15,000 income annually.

Exceptions include Express Reads, Interlibrary Loans and Specialty Collections.

Messaging: It is with great pleasure the Board, while celebrating the Library's 125th anniversary, is announcing that it is eliminating overdue fines on library materials. Over \$35,000 worth of fines will be forgiven. The Sault Ste. Marie Public Library, in its continuing efforts to eliminate barriers, is joining hundreds of other libraries across Canada and the United States in saying no to fines and declaring we are free to all.

4. Reinstate Fines after the COVID-19 Pandemic

Reinstating Fines

Messaging: Effective [DATE], the Library will be reinstating fines for overdue materials. It is the Board's sincere hope that elimination of overdue fines during the pandemic has helped many individuals and families in our community. Library staff, the Board, and the public are all looking forward to the Library returning to normal business operations.

RESOURCES

Canadian libraries increasingly scrapping late fees to boost access to services

<https://www.cbc.ca/news/canada/british-columbia/libraries-late-fees-1.5919483>

Libraries across Canada are eliminating late fees to help ensure their services are equitable for all

https://www.theglobeandmail.com/canada/article-libraries-across-canada-are-eliminating-late-fees-to-help-ensure-their/?utm_source=Shared+Article+Sent+to+User&utm_medium=E-mail:+Newsletters+/-E-Blasts+/-etc.&utm_campaign=Shared+Web+Article+Links

Vaughan's Public Library First in GTA to go Fine-Free

<https://tinyurl.com/y4l52uxa>

Calgary Public Library's Fine Free Press Release

<https://tinyurl.com/y4ovv7u9>

Overdue Fines: Advantages, Disadvantages, and How Eliminating Them, Can Benefit Public Libraries

<https://ischool.syr.edu/wp-content/uploads/2020/06/Overdue-Fines-Advantages-Disadvantages-and-How-Eliminating-Them-Can-Benefit-Public-Libraries.pdf>

Facilities Committee Meeting

Monday, March 22, 2021

4:30 pm

Present: M. MacDonald, W. Greco, M. Olejnik, S. McCleary, K. Harrison

Regrets: none

1. Mike Olejnik was appointed Committee Chair.
2. Sara McCleary was appointed Committee Secretary.
3. Matthew provided Terms of Reference based on those of other committees. Of note is the need for the Committee to develop a Facilities Management Plan to facilitate decision making about building repairs and maintenance. The Terms of Reference was accepted by the committee without changes.
4. Matthew provided a report explaining primary sources of funding for Library facilities maintenance.
5. The City has provided an Asset Management document that outlines the condition of the building and its components, along with recommendations for when to be repaired/replaced. The document will be used to create the Facilities Management Plan, and needs to be updated (by committee and/or staff) when repairs are completed.

Matthew will update the document to include optional/cosmetic repairs.
6. Standing water has been found under the raised floor at the administration offices. Matthew has been in touch with insurance, City's legal department, health and safety reps, and local businesses to cost out repairs. Right now, focus is on drying out the area and determining where water is coming from. Will be getting a report back on presence of asbestos and/or mold; if present, could be very costly fix. Might soon require admin staff to work from home to accommodate work to be done to fix issue. Initial report from insurance suggests it will not be covered.
7. Matthew had been hoping to address asbestos issue – it remains in several parts of the building, especially four corners where public could actually physically touch it. Now, due to other issues, budget not there for abatement/encapsulating, but Committee will keep it in mind.

Matthew to add asbestos abatement/encapsulating to the Asset Management document.
8. Next meeting April 19 at 4:30 pm.

Meeting adjourned at 5:58 pm.



Facilities Committee

Terms of Reference

Membership

The Facilities Committee shall be composed of three to five voting Board members. The Library Board Chairperson, shall serve as an ex-officio member of the Facilities Committee per Sault Ste. Marie Public Library Board By-law 10.1.4. Staff supports will be appointed by the CEO. A majority of the members appointed to the committee shall constitute quorum.

Committee Officials

Per Part Eight of the By-laws, the Facilities Committee must select a Chairperson from among its members at its first meeting.

Meetings

The Facilities Committee shall meet no less than three times per year. Additional meetings may be authorized by the Chair at the request of Committee members, the Board, or the CEO. The committee will establish an annual work plan and meeting schedule. Meetings may be either in person or electronically. Agendas and minutes shall be prepared and provided at a minimum of twenty-four hours in advance of the meeting.

Functions of the Facilities Committee

To create, review, and annually update a Library facilities management plan on behalf of the Board. To also recommend and report to the Board on major capital expenses related to library facilities.

To review facility related Request for Proposals and Tenders and make recommendations to the Board for awarding contracts in excess of \$10,000. The Committee shall ensure that all Request for Proposals adhere to 200-01 Purchasing and Procurement Policy.

To prepare reports to City Council for the use of the Library's Capital Reserve for Board Approved projects.

To review and make recommendations on any proposed or pending acquisition or disposition of land by the Board. To review and make recommendations on any proposed, pending or existing leases by the Board of land and/or commercial space.

Annually review and recommend changes to the Terms of Reference.
Establish an annual work plan and meeting schedule.

Reporting

The Chair of the Facilities committee or designate shall report to the Board and where applicable, present recommendations to the Board for its approval.

Policy Committee Meeting

March 9, 2021

4:30 p.m.

Present: Frances Ryan, Jami van Haaften, Mike Olejnik, Wayne Greco, Erin Ferlaine and Matthew MacDonald.

Sara McCleary attempted to connect but because Matthew was sharing his screen, he didn't see her in the waiting room.

The following policies were approved

- Access to Information and Protection of Privacy Policy
- Exam Proctoring Policy
- Collection Development Policy
- Visiting Library Service
- Public Art Policy
- Lieu Time Policy – Management/Non-union staff
- Scent Free Workplace Policy

The following policy was deferred.

- Volunteer Program Policy

It was decided during our next Policy Committee meeting we will review the Friends of the Library Policy and look at both policies at the same time.

Board assessment tool: During our last Policy Committee meeting, in which we approved the Committee's Terms of Reference, Jami offered to look into process for assessing the performance and operation of the Board, follow up with Frances, and bring suggestions back to the next Policy Committee meeting.

Jami and Frances recommend the use of the [Dalhousie Board Self-Evaluation Questionnaire](#) tool.

The Committee agreed to bring the tool forward to the March meeting of the Board, under the Board Development Agenda item. There was agreement this is a good practice to do annually as an evaluation of the Board as a whole, which is different from the Trustee self-assessment survey we all completed in February.

Next Meeting
April 6 at 4:30

Motion to adjourn at 6:06 p.m. by Erin.

Title:	Exam Proctoring Policy	Policy Number: 200-10
Policy Type:	Business/Financial	
Approval By:	Resolution Number 2017-06-19	
Approval Date:	June 19, 2017	
Effective Date:	June 19, 2017	
Revised Dates:	March 2021, June 2017	
Review Date:	June 2023	

PURPOSE:

This policy provides guidelines for the provision of proctoring services from the Library.

SCOPE:

This policy applies to all requests for proctoring services provided by the Library.

DEFINITIONS:

Exam proctoring – to watch over students taking an exam to ensure guidelines provided by the issuing institution are followed.

Invigilate – a term used by some post-secondary institutions to designate exam proctoring.

POLICY STATEMENT:

The Library provides exam proctoring services at the James L. McIntyre Centennial Library for a fee as listed in the Fines and Fees Schedule. Procedures for proctoring services are laid out in Appendix 1.

APPENDIX 1: Exam Proctoring Procedures

- Exams shall be proctored at the James L. McIntyre Centennial Library during administrative business hours.
- The student must submit payment prior to beginning the exam unless other payment arrangements have been made with the examining institution or company.
- The exam proctoring fee does not include material or courier costs.
- Provision of the service will be subject to availability of staff and resources.
- It is the responsibility of the student to contact the Library directly to inquire about the availability of proctor's services. The specific date, time and place of the exam must be confirmed at least three weeks in advance.
- The examination package must be sent from the issuing institution directly to the Library one week prior to the exam date. Written guidelines for exams must be included in the examination package provided by the issuing institution.
- The Library will not accommodate an exam if it cannot meet operational conditions outlined by the institution.
- It is the student's responsibility to ensure that the service provided by the Library meets the requirements of the institution or company and to ensure that exams are received in time for the scheduled appointment.
- The Library will endeavor to provide a distraction-free space, but does not guarantee that the student will be monitored continuously by the invigilator.
- The Library will not be liable for any missing items, papers, samples or other documents related to the exam.
- The Library will not accommodate an exam that requires specialized procedures such as the downloading of software to library computers.
- The student must provide their own supplies (including technology) required to take the exam.
- The Library will not provide reminders or notifications for an approved exam. It is the responsibility of the student to arrive fifteen (15) minutes prior to the start of the exam.
- The Library is not responsible for unforeseen interruptions of the exam due to evacuation of the building, loss of power, Internet services or other computer problems.

Title:	Access to Information and Protection of Privacy Policy	
Policy Type:	Operational	Policy Number: 300-02
Approval By:	Resolution Number RB 2013-04-13	
Approval Date:	April 15, 2013	
Effective Date:	April 15, 2013	
Revised Dates:	March 28, 2021; May 15, 2017	
Review Date:	May 2023	

PURPOSE:

This policy ensures the Library compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and its regulations, notwithstanding the specific applications outlined in this policy.

SCOPE:

This policy applies to all services and operations of the Sault Ste. Marie Public Library Board, staff and volunteers.

DEFINITIONS:

Disclosure - revealing information intended to remain confidential.

General records - information organized and capable of being retrieved.

Individuals - members of the public, about whom the Library retains "personal information".

Personal information - recorded or unrecorded information about an identifiable individual, including but not limited to:

- (a) race, national or ethnic origin, religion, age, sex, gender, sexual orientation or marital or family status of the individual
- (b) the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved
- (c) any identifying number, symbol or other particular assigned to the individual
- (d) address, email, telephone number, fingerprints or blood type of the individual
- (e) personal opinions or views of the individual except if they relate to another individual
- (f) correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence
- (g) views or opinions of another individual about the individual

(h) the individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual

Personal information bank - a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular assigned.

Record - any record of information, and includes:

(a) correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine readable record, any other documentary material, regardless of physical form or characteristics or any copy thereof

(b) subject to the regulations, any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution

POLICY STATEMENT:

The Library will make information about the Library available to the public and protect the privacy of all individuals' personal information in its custody or control in keeping with the access and privacy provisions of MFIPPA and other applicable legislation.

1. Access to Information

- (a) Library Board agendas and minutes, annual reports, policies and a variety of other information will routinely be made a matter of public record through the Library's website and through Library publications
- (b) access to general records about Library operations will be provided to the public, subject to the provisions of MFIPPA
- (c) access to recorded personal information about a particular individual will be provided to that individual, upon verification of identity and subject to the exemptions outlined in MFIPPA
- (d) payment of a fee may be required and is done in accordance with MFIPPA regulations
- (e) requests for access to general records and recorded personal information shall be filled only by the authorization of the CEO

2. Protection of Privacy: Users

Collection and Use of Information:

(a) The Library will not collect any personal information about individuals without obtaining their consent to do so, subject to the exceptions as contained in MFIPPA. Personal information that is collected will be limited to what is necessary for the proper administration of the library and the provision of services and programs.

(b) The Library will provide the following information to the individual when personal information is being collected on behalf of the Library:

- I. legal authority
- II. principle purpose or purposes for use
- III. title, business address and telephone number of an official from the Library who can answer questions

(c) Individuals shall be informed of the reasons for collecting personal information at or before the time of collection.

(d) Personal information may only be obtained from the individual to whom the record relates, as required in MFIPPA, unless the individual authorizes another manner of collection.

(e) A parent or guardian may supply information about a child under 16 years of age, in his or her custody.

(f) The Library will take reasonable steps to ensure that the personal information on the records held by the Library is accurate and up to date.

(g) The Library will maintain a personal information bank index of all personal information banks in the custody or under the control of the Library, as set forth in MFIPPA.

Disclosure of Information:

Notwithstanding the specific applications of MFIPPA cited in this policy, the Sault Ste. Marie Public Library Board is subject to all requirements of disclosure in the MFIPPA.

(a) The Library will not disclose personal information, under its custody or control, related to an individual to any third party without obtaining consent to do so, subject to certain exemptions as provided in MFIPPA. Situations where the Library will disclose this information include the following:

- I. The Library will disclose personal information to a parent or guardian of a child, under 16 years of age, whose names are recorded on the child's patron record.
- II. The Library will disclose relevant personal information about the individual enrolled in the Visiting Library Services, to an authorized support person/family member, or staff of long term care facilities, for the purposes of service delivery, authorized by the individual on the application form.
- III. The Library may release relevant personal information to a company acting on its behalf for the collection of Library property or unpaid fines or fees.
- IV. The Library will release information to the Children's Aid Society, under the authority of the Child, Youth and Family Services Act, which states that a person who believes, on reasonable grounds, that a child under 16 is at risk of harm, must report this suspicion to the Children's Aid Society immediately, directly and on an ongoing basis.

(b) The Library shall require any contracted service provider that may have access to personal information (e, g. integrated library system provider) to sign a confidentiality agreement.

Retention of Records:

(a) The Library will not retain any personal information, such as information related to items borrowed or requested by an individual, or pertaining to an individual's on-line activity, longer than is necessary for the provision of library services and programs.

3. Accountability

The CEO is responsible for implementing this policy.

RELATED POLICIES

300-05 Membership Policy
300-08 Visiting Library Service Policy
300-11 Records Management Policy
300-24 Use of Video Surveillance Policy

Title:	Collection Development Policy	
Policy Type:	Operational	Policy Number: 300-03
Approval By:	Resolution Number RB 2004-04-19	
Approval Date:	April 19, 2004	
Effective Date:	April 19, 2004	
Revised Dates:	March 2021; May 27, 2013; May 15, 2017	
Review Date:	May 2023	

PURPOSE:

This policy describes the criteria by which all library materials (regardless of format) are selected and deaccessioned.

SCOPE:

This policy applies to all materials selected, maintained and de-selected in all Library locations including on-line resources.

This policy does not apply to archival materials and records.

DEFINITIONS:

Deaccession – the process of permanently removing items, both physical and electronic from the Library's collections.

Intellectual Freedom – the right of every individual to both seek and receive information from all points of view and without restriction. It provides for free access to all expressions of ideas through which any and all sides of a question, cause or movement may be explored.

Personal enrichment - the means for individuals to enrich themselves through recreational, cultural, informational and educational material and services which individuals can access at their own choosing.

Policy STATEMENT:

The Library supports the fundamental beliefs of universal access, intellectual freedom, personal enrichment, and preservation of the community's heritage to:

- facilitate access to all expressions of knowledge, creativity, experience and intellectual activity
- provide a wide range of resources to meet individual and community needs for information, education, recreation and personal development
- select materials which represent all sides of an issue
- develop collections of materials in a variety of formats, accessible for all patrons
- collect materials for all ages and levels of comprehension
- provide materials for specialized collections
- emphasize the inclusion of Canadian materials

Library materials will be selected and retained on the basis of their value for the interest, information, and enlightenment of all the people of the community.

Factors that will be considered in adding to or removing materials from the library collection will include, but not necessarily be restricted to: present collection composition, collection development goals and objectives, interest, demand, timeliness, audience, recommendations by critics or reviewers, significance of subject, authority or significance of author, diversity of viewpoint, effective expression, physical condition, suitability of format for library use, Canadian content, and limitation of budget and facilities.

Items need not meet all of the factors to be included in the Library collection.

Selection is vested in the CEO through direction to appropriate staff.

Staff will be responsive to the public's suggestion of titles and subjects to be included in the library collection. These suggestions will be considered in light of the Library's collection development policy. Staff will advise the patron of the decision on those recommendations in a timely manner.

Donations are accepted as outright gifts at the discretion of Library staff, following the same selection and deaccession standards applied to purchases.

The Library is not a library of historical record, except in the area of archives and local history. To maintain an active collection of value to the community, materials will be withdrawn from the collection on a regular and systematic basis. Factors taken into consideration in deaccession include, but may not necessarily be restricted to: physical condition, outdated contents, waning interest, balance of the collection, and space limitations.

The Board believes that using library materials is an individual private matter. One is free to select or to reject materials for oneself, but one cannot restrict the freedom of others to do the same. The Board, Management and Staff do not stand in the place of the parent/guardian in guidance or direction of the reading or viewing by minor children, which is the sole responsibility of the parent/guardian.

The Board recognizes that some materials may be regarded as controversial, whether because of bias, frankness of language, political or religious expression, or moral implication. Selection will be made on the evaluation of the publication's literary merit, authenticity, presentation, topical interest, and use by the intended audience. The primary aim of materials selection is to establish a balanced collection that adequately represents various points of view on many subjects.

No library materials shall be included nor excluded simply because of the race, nationality, political, religious, social, or moral views of the author.

A library patron questioning materials in the collection is encouraged to formally state an opinion by completing a *Reconsideration of Library Materials* form.

The library will be organized and maintained to facilitate access. There will be no prejudicial labeling, sequestering or alteration of materials.

The Sault Ste Marie Public Library Board recognizes the Canadian Charter of Rights and Freedom and the Ontario Library Association Statement on the Intellectual Rights of the Individual.

The ideas and opinions found in the Library's collection are not advocated nor endorsed by the Library Board or staff.

Appendix 1: Reconsideration of Library Materials Form

☐ Book ☐ DVD ☐ Periodical _____

☐ CD ☐ Audio Book Other _____

Title: _____

Author: _____

Publisher: _____ Year Published: _____

Requestor's Name: _____

Address: _____

Telephone #: _____

Are you representing yourself? ☐

Or

Are you representing an organization? ☐

To what do you object? Please be specific. Cite pages.

Did you read the entire work? Yes ☐ No ☐

If not, what parts did you read?

What do you feel might be the result of reading this work?

For what age group would you recommend this work?

What do you believe is the theme of this work?

Are you aware of judgments of this work by literary critics?

What would like your Library to do about this work?

- ☐ Return it to the department for reevaluation
☐ Other (explain below)

What would you recommend in its place?

Signature: _____ Date: _____

Title:	Visiting Library Service Policy	Policy Number: 300-08
Policy Type:	Operational	
Approval By:	Resolution Number RB 2007-03-19	
Approval Date:	March 19, 2007	
Effective Date:	March 19, 2007	
Revised Dates:	March 2021; June 19, 2017; May 27, 2013;	
Review Date:	June 2023	

PURPOSE:

This policy details the Library's Visiting Library Service.

DEFINITIONS:

Visiting library service – the selection and delivery of Library materials to eligible residents of the City of Sault Ste. Marie who, for reasons of restricted vision or mobility, or long-term injury or illness, are unable to use regular Library facilities.

POLICY STATEMENT:

The Visiting Library Service is administered by staff under the supervision of the Manager of Public Services.

Patrons wishing to enroll in the Visiting Library Service must complete an application form and selection form (see Appendix 1 and 2). The Library staff responsible for implementing the Visiting Library Service will then contact the patron to verify application information and initiate the service.

Upon registration, a special Library account will be created for the patron and their library card will be kept on file at the Library.

Visiting Library patrons do not accrue fines for material returned late. Visiting Library patrons are still responsible for materials that are not returned. Fees for lost materials will be waived upon return of the items.

Materials are selected by Library staff based on the patron's personal reading profile (See Appendix 2).

Patrons are able to borrow all library materials that are designated as circulating.

The Visiting Library Service will deliver material to the patron's residence on a regular basis. Materials are to be returned on the date of the next delivery.

To suspend the Visiting Library Service for any reason, patrons must inform the Visiting Library Service.

To renew Library materials patrons must notify the Visiting Library Service one week in advance of the next delivery. Renewals may not always be possible because of

requests from other patrons. If this is the case, the material must be returned on the original due date.

Two volunteers or a staff and volunteer will deliver materials. Visiting Library Service volunteers are guided by the Volunteer Program Policy.

RELATED POLICIES

200-08 Travel and Expense Policy

300-17 Volunteer Program Policy

Appendix 1: Application for Visiting Library Service VLS

Application for VISITING LIBRARY SERVICE - VLS

Surname	First Name	Initial
----------------	-------------------	----------------

Address	Postal Code	Telephone #
----------------	--------------------	--------------------

DATE (YYYY/MM/DD)	Email (optional)
--------------------------	-------------------------

Family member/friend who may be contacted if we are unable to reach you:

Name	Relationship	Telephone #
-------------	---------------------	--------------------

Signature of Borrower/Caregiver

I have read and agree to the terms and conditions for the Visiting Library Service.

Appendix 2: Library Material Selection Form

Please check off the types of **GENRES** that you like.

- | | |
|---|--|
| <input type="checkbox"/> Christian Fiction | <input type="checkbox"/> Nonfiction _____ |
| <input type="checkbox"/> Cozy Mystery | <input type="checkbox"/> Science Fiction |
| <input type="checkbox"/> Gentle Reads | <input type="checkbox"/> Suspense/Thriller |
| <input type="checkbox"/> Historical Fiction | <input type="checkbox"/> Romance |
| <input type="checkbox"/> Mysteries | <input type="checkbox"/> Western |

Favourite Authors: _____

The Library has several **MAGAZINES** available. Please check any that you would be interested in receiving.

- | | |
|---|---|
| <input type="checkbox"/> Good Times | <input type="checkbox"/> Bunte (German) |
| <input type="checkbox"/> People | <input type="checkbox"/> Gente (Italian) |
| <input type="checkbox"/> Prevention | <input type="checkbox"/> Kodin (Finnish) |
| <input type="checkbox"/> Readers Digest | <input type="checkbox"/> Selection (French) |
| <input type="checkbox"/> Readers Digest (Large Print) | |
| <input type="checkbox"/> Other: _____ | |

Please indicate the **TYPE & QUANTITY** of material you are interested in receiving:

ie. 1-Large Print Books, 2-Book on CD, 3-Described DVDs, etc.

Large Print Books _____
Regular Print Books _____
Magazines _____

Soft Cover Books _____
No Preference _____

AUDIOBOOKS — Books on CD _____

Daisy Books _____

MOVIES — Described DVDs _____

Regular DVD _____

Blu-Ray _____

OTHER — Music CDs _____

Video Games _____

Title:	Public Art Policy	Policy Number: 300-16
Policy Type:	Operational	
Approval By:	Resolution Number RB 2013-04	
Approval Date:	April 2013	
Effective Date:	April 2013	
Revised Dates:	March 28 2023; June 19, 2017	
Review Date:	June 2023	

PURPOSE:

This policy establishes the criteria for the acceptance of donations of public art to the Library.

SCOPE:

This policy covers acquisition of public art that is intended to become the property of the Library and is housed in Library-owned facilities or within Library-leased facilities.

This policy does not apply to temporary art exhibits.

DEFINITIONS:

Public art - may include artistic creations in any medium, whether fixed or freestanding, including but not limited to murals, paintings, textile works, stained glass, sculptures, distinct and unique hard and soft landscaping components, special engineering or architectural features of existing capital projects, intended to be freely accessible to the general public in a significant public interior area in the Library or in a visible accessible external location.

Donated art - existing artwork given to the Library in the form of a bequest, a gift, or a sponsored acquisition and subject to the terms and conditions of this policy.

Commissioned art - artwork created exclusively for display at a Library-owned facility or within a Library-leased facility.

POLICY STATEMENT:

The Library may commission or accept donations of public art to be the property of the Sault Ste. Marie Public Library Board. The Public Art should:

- enrich the Library experience for the enjoyment of all;
- enhance the Library environment as public space;
- serve as an expression of the Library's Vision, Mission and Values;
- be a visual resource, complementing the Library's collections, services and programs; and
- exemplify the Library's role as a significant cultural institution in the City of Sault Ste. Marie

Ownership

Donated and commissioned art shall become the property of the Library. The Library shall respect the authorship and the integrity of the public art.

Criteria for Selection

General selection criteria for works of public art to be donated include:

- created by a professional artist and be an original work;
- relevant to Sault Ste. Marie;
- executed in mediums approved for housing and maintenance;
- suitable to be viewed by the public of all ages, considering the public nature of the Library as a community meeting place;
- demonstrating respect for both freedom of expression and human dignity;
- consistent with the laws of Canada and Ontario;
- consideration of unusual display requirements that may impact the access to public space, and
- safety of the work of art, public and staff.

Acquisition Process

Public art may be acquired through donation or be commissioned by the CEO and/or the Library Board.

The CEO or designate will act for the Library in the acceptance of public art, in accordance with the policies of the Board, including the Financial Management for Fund Development Policy and the Procurement Policy.

Donated Public Art

The Library must be satisfied that any public art work to be donated is not stolen or otherwise illegally acquired or collected. The acquisition of public art work that has been in foreign countries will comply with all Canadian and international law requirements.

The acceptance of a donation of public art requires Library Board approval.

Donated public art works must be accompanied by:

- warranty of good legal title;
- a good record of provenance and must be authenticated, if required;
- a statement of current market value, completed by a certified appraiser;
- information related to maintenance/conservation requirements; and
- information about the artist.

Donations must be free and clear of conditions and restrictions imposed by the donor regarding the Library's use of the public art, unless otherwise negotiated through contractual agreement.

The Library reserves the right to refuse any donation of public art.

Site Selection

The Library retains the right to determine, in consultation with the donor or artist, the site for the public art to be displayed in Library facilities or Library-leased facilities.

Sites selected for public display of art must be publicly accessible, in a way consistent with the Accessibility for Ontarians with Disabilities Act, during regular Library operating hours.

The site must be in a visible area and may be integrated into the buildings.

The CEO in consultation with the Board, will make final determination of the site.

Maintenance Costs

Wherever possible, donated public art will include a funding donation for the maintenance and conservation/restoration of the work being donated, the amount of which will be negotiated as part of the contractual agreement.

Maintenance costs for public art will be funded outside the operating budget.

The cost of any additional insurance against damage or theft or any other liabilities required for the public art will be funded from outside the operating budget.

Charitable Receipts

Donations of public art will be considered as Gifts-in-Kind for the purposes of issuing tax receipts under the terms of the Financial Management for Fund Development Policy.

Commissioned Art

When commissioning art staff will adhere to 200-01 Purchasing and Procurement Policy. Any art project in excess of \$2,500 requires a Request for Proposal. When awarding the commission to an artist, the Library shall consider the following:

- The artist's portfolio;
- That the proposed art meets the Library's criteria
- References;
- The merit of the design;
- The time schedule in which the artwork can be completed
- If the artwork is suitable for the space it is intended
- Cost of production of the artwork;

Disposition

The Library reserves the right to dispose of any public art, unless otherwise negotiated through a written contractual agreement.

The Library will do everything reasonable to notify the donor or artist or the artist's estate when the decision is made to dispose of the public art.

The disposed public art may be moved, sold, returned to the artist, donated to another institution or destroyed, unless otherwise negotiated through a written contractual agreement with the donor.

In all cases, the rights of the artist will be upheld in accordance with the Canadian Copyright Act and other legislated requirements.

Criteria for the decision to dispose of public art includes, but is not limited to the:

- condition of the work and/or cost of maintenance;
- art does not meet the terms of the policy;
- current location of the art is not suitable or available.

Any monies received through the sale of the public art will be placed in Library accounts.

No member of the Sault Ste. Marie Public Library Board, its employees or volunteers, or their representatives or immediate families may be given, sold, or otherwise knowingly obtain disposed public art. The disposition of public art requires Library Board approval.

Contractual Agreement Development

The CEO will negotiate contractual agreements with donors for donated public art. The CEO will set the terms and create contractual agreements with artists for commissioned artworks.

Inventory

An inventory of all public art will be maintained containing all information on installation, maintenance schedule, correspondence, and contractual agreements.

Records for all commissioned and donated art shall be retained within the Library's archives.

Accountabilities

Accountability for the acquisition, development of contractual agreements, maintenance and management of public art, owned by the Library, is vested in the office of the CEO.

Accountability for the application of this policy resides with the Board.

RELATED POLICIES

200-01 Purchasing and Procurement Policy

200-03 Financial Management for Fund Development Policy

200-05 Library Sponsorship Policy

Title:	Lieu Time Policy – Management/Non-Union Staff	
Policy Type:	Human Resources	Policy Number: 400-02
Approval By:	Resolution number RB 2014-04-18	
Approval Date:	April 18, 2014	
Revised Dates:	March 2021; April 2016; April 2014	
Review Date:	April 2023	

PURPOSE:

This policy outlines the hours of work and lieu time for management/non-union staff.

POLICY STATEMENT:

Management and non-union positions are contract positions with the Board wherein, the compensation package reflects that performance of duties may be required outside the hours of operation.

When circumstances require, the management and non-union staff will adjust their hours to accommodate programs, meetings or events outside core hours of operation. Staff will achieve this by working a split shift or by beginning the shift in keeping with the anticipated hours of work, as mutually agreed upon with the immediate supervisor.

In exceptional circumstances where accommodation cannot be made prior to events, lieu time will be granted on a straight time basis at a time mutually agreeable to the employee and immediate supervisor, providing that the core hours of operation are covered.

Lieu time cannot be claimed for any period of less than 30 minutes.

Any lieu time will be taken before the year's end, at the discretion of the CEO. Lieu time will not be paid out.

Title:	Scent Free Workplace Policy	Policy Number: 400-18
Policy Type:	Human Resources	
Approval By:	Resolution Number RB 2013-02-25	
Approval Date:	February 25, 2013	
Effective Date:	February 25, 2013	
Revised Dates:	March 28, 2021; April 24, 2017;	
Review Date:	April 2023	

PURPOSE:

This policy provides guidelines for all staff and volunteers regarding the use and wearing of fragrances, scents, scented products or scented personal products at work.

SCOPE:

This policy applies to all employees, visitors, contractors, and volunteers.

DEFINITIONS:

Scented personal products - includes but not limited to body spray, deodorant, hairspray, lotions, scented soaps or hand sanitizers, and perfume.

Scented products - includes but not limited to incense, scented candles and fragrance diffusers.

POLICY STATEMENT:

The Board provides a healthy work environment to avoid discomfort for those with sensitivities or allergies. Employees, visitors, contractors, and volunteers shall refrain from wearing scented personal products or bringing scented products into the workplace.

Notice will be posted in all work areas and service points asking everyone to be respectful to this issue.



Sault Ste. Marie
Public Library

www.ssmpl.ca

"One stop....endless possibilities"



ANNUAL REPORT 2020

Year In Review

1

2020 was not what we had expected. It was a year of strife, uncertainty and unrest. Even as the year came to an end we found ourselves still in the middle of a once in a generation pandemic that altered the way we work, behave and interact. The Library did what would have been unthinkable only a year prior. It closed its doors and barred the public from entering. These actions were taken for the greater public health. To combat this virus, everyone needed to do their small part.

Though the doors to the library were closed to safeguard our community members' physical health, what of their mental and spiritual health? For this we remained open and welcoming. The doors may have been temporarily closed but our online portals always remained open. The use of our online resources increased significantly over the year. We found new and inventive ways to reach out to the community through the Library's social media. We established a new lending service, Curbside Pickup, so we could get books safely into peoples' hands while working within the restrictions put in place by the Ontario Government and local health unit.

What this year has shown us is that we are resilient. Both we as a people and also the library as an institution. We have proven that we are able to innovate and adapt.

2021 marks the 125th anniversary of the Sault Ste. Marie Public Library. This means our library had endured a pandemic over 100 years ago, various changes in the community's industry and demographics, economic recessions, the rapid change of technology, and the emergence of the internet age. We shall endure this pandemic and the many other challenges that lay ahead.

I want to say that I am proud of the library staff for all they have done over this last year. They took on an incredible challenge and despite the many difficulties the pandemic had caused, they were able to achieve many successes as you will see in this Annual Report.

Lastly, I want to remind everyone that the library is here for the community and will continue to serve you through good times and bad. We remain a pillar of literacy, information, and culture in Sault Ste. Marie.

We wish you all well in the coming year and I hope to see you again soon among the stacks.



Matthew MacDonald, CEO

Our Vision

Our Library enriches lives, is a community hub that provides access to information and technology and supports and encourages personal growth and creativity.

Our Mission

One stop... endless possibilities

Our Values

Acceptance
Caring
Community
Hospitality
Respect
Stewardship

The following pillars support the vision and mission of the Sault Ste. Marie Public Library

Financial Management
People
Community
Products
Environment



Message From the Board Chair

Libraries store the energy that fuels the imagination. They open up windows to the world and inspire us to explore and achieve, and contribute to improving our quality of life. Libraries change lives for the better.

- Sidney Sheldon

On behalf of the Board of Directors of the SSM Public Library, I extend thanks to the many people who have contributed to the success of the Library during the chaos of COVID. Despite the lockdowns, staff is to be applauded for finding innovative ways of doing business and providing service to the community. The library's success is also due to the extremely important contributions of our extensive volunteer community. We look forward to welcoming them back to the library community. The Friends were on track toward a highly successful year. As soon as it is possible, they'll be available to receive your donations and help with purchases. It is truly my favourite place to acquire new reading material! It would be remiss to not acknowledge our city council. Their continued support in recognizing the value and the service of the library is critical to its success. No other community initiative gives such a high return on tax dollars. There is no Fake News at the library. We're a trusted source of information on all topics. Explore the abundance of resources available at the Library to expand your horizons and interests. Take advantage of the Library's extremely experienced staff to help in your quest for truth and knowledge. There were many exciting events this year, including the successful opening of the North Branch and the dedicated archive space. Our community has a rich and fascinating history that can be explored through the 'Oral Histories' or the archives. The archives grew exponentially with the addition of the stories from the Sault Star. Take the time to explore the collection of oral histories, of past and present community leaders. You will not be disappointed. We look forward to providing continued service to the community. Please take advantage of the James L. Macintyre Centennial Public Library and the North Branch. We are here in your continued quest for knowledge.

"One stop...endless possibilities"

SSM Public Library

Thank you

Wayne Greco
Board Chair



LEADER IN ACCESSIBILITY AWARD 2019

In early 2020, the Sault Ste. Marie Public Library was honoured to receive the Chamber of Commerce's Award for being a Leader in Accessibility for 2019.

BOARD OF DIRECTORS 2019-2022

Wayne Greco - Chairperson
Luke Dufour (resigned December 2020)
Erin Ferlaino
Ashlee Gerard - Vice Chair
Jami van Haaften

Kevin Harrison
Sara McCleary
Mike Olejnik (joined January 2021)
Frances Ryan
Matthew MacDonald, Chief Executive Officer

Timeline 2020

Korah Branch closed and January was spent cleaning and moving out of the building.

From **January to March 13th, 2020** the library had normal operations including in-person programming.



May 10, 2020 - Launch of the first Online Story Time by the Children's staff members.

May 19 - Staff members were brought into the library on a rotating schedule to start pulling holds, preparing for curbside pickup service and answering telephone reference questions.

May 25 - Launch of curbside pick-up service.

JANUARY

FEBRUARY

MARCH

APRIL

MAY

JUNE

March 13, 2020 - Based on escalating cases of COVID-19 within the province, the decision was made to suspend all in-person programming, Visiting Library Service and ILLO.

March 16th - Library Board announced closure of the library to the public on March 17th at 5 p.m.

March 17th - Ontario declared a State of Emergency and implementation of a Lockdown which immediately closed all libraries.

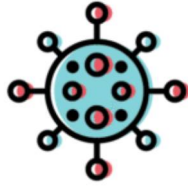
March & April - Full-time staff worked from home doing online training, responding to online submission questions and creating online content to be published on our social media platforms.



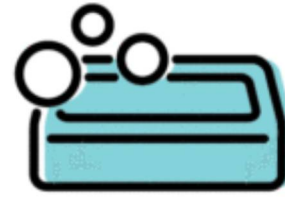


July/August 2020

Launched online summer reading programs for Children, Teens & Adults.



September 25 - October 25th, 2020 - Launched a virtual edition of Culture Days using the library's YouTube channel.



November, 2020 - Annual Paper Festival transitioned to Take Away Craft Kits for both adults and children.

November 17th - North Branch opened its doors to the public on reduced operating hours.

JULY

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER

August 17, 2020 - Centennial Library opened its doors to the public for reduced operating hours. In-person visits resulted in a marked decrease in curbside pickups.

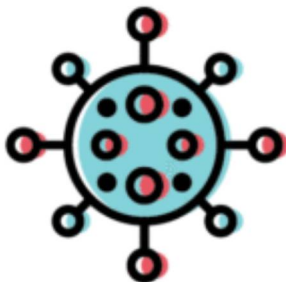
August 17 - Resumed ILLO services.

October 18-24th, 2020 Ontario Public Library Week. Launched a virtual edition of Author Palooza.



December 26, 2020 - Ontario declared a second State of Emergency and Lockdown orders. All libraries closed to public.

December 29th - Curbside pickup service resumed at both Centennial Library and North Branch.





How Did the Library Adapt?

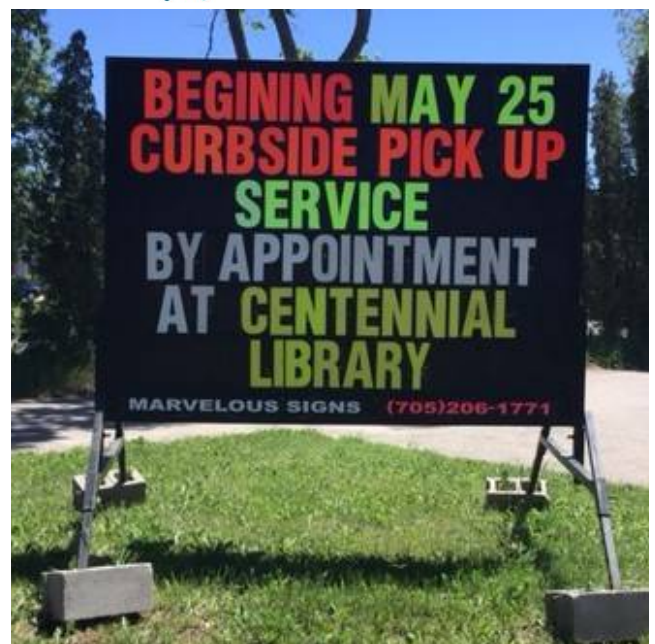
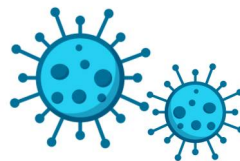
- In-person programming was replaced by online videos posted to the library's YouTube Channel and promoted through Social Media platforms.
- Staff created online contests and programming to engage with our community.
- Patrons coming into the library to browse and select their library materials was replaced by curbside pickup until limited access was permitted in mid-August.
- Reference & Information Service transitioned to fully online submission questions and telephone reference service during lockdown.
- Greater emphasis placed on the promotion of online resources including eBooks, Audiobooks, databases and home access to

For the first two and half months of 2020, Sault Ste. Marie Public Library experienced a normal year of in-person programming and visits by patrons to select their materials and use resources on-site.



On the morning of March 17th, 2020, the province of Ontario issued a State of Emergency and Lockdown Order to be implemented immediately in response to the rapidly worsening COVID-19 pandemic that was spreading across the province. This forced an immediate closure of all public buildings including libraries suspending regular library service, including in-person visits and programming.

For library staff, 2020 rapidly became a year of trying out new ideas, learning new skills and adapting how library service could be delivered within the community during a pandemic.



Behind the Scenes in Circulation

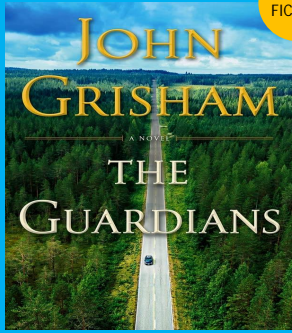


Piles of books!!

Circulation Staff were kept busy pulling holds and preparing packages for patrons to pick up through Curbside Pickup.

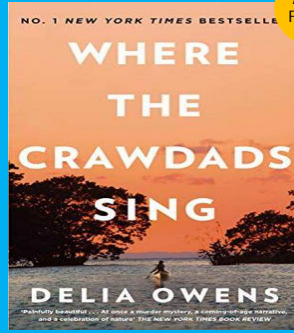
Top Trends 2020

BOOKS



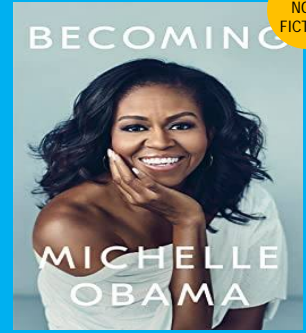
ADULT FICTION

The Guardians
John Grisham



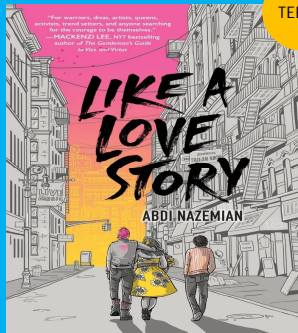
ADULT FICTION

Where the Crawdads Sing
Delia Owens



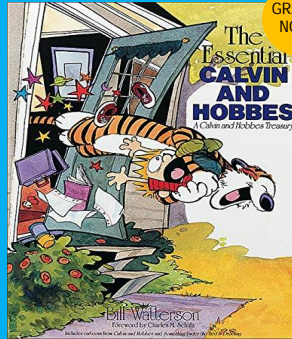
ADULT NON FICTION

Becoming
Michelle Obama



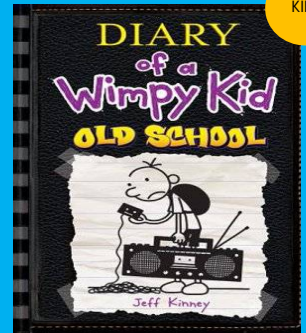
TEENS

Like a Love Story
Abdi Nazemian



GRAPHIC NOVEL

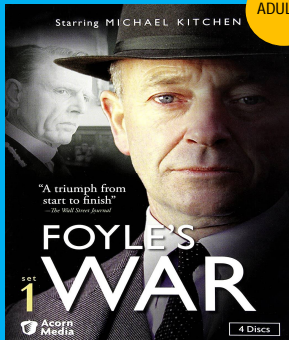
The Essential Calvin & Hobbes: A Calvin and Hobbes Treasury
Bill Watterson



KIDS

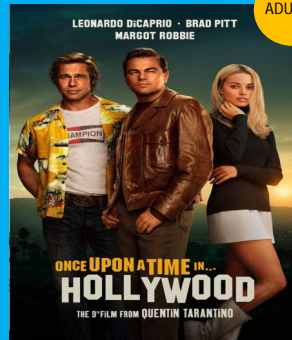
Diary of a Wimpy Kid Old School
Jeff Kinney

DVDS



ADULTS

Foyle's War - Set 1



ADULTS

Once Upon A Time in Hollywood



KIDS

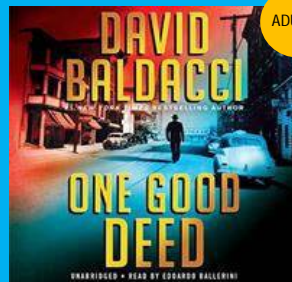
Frozen

BOOKS ON CD



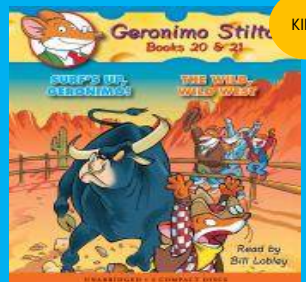
ADULTS

A Midwinter's Tail
Sophie Kelly



ADULTS

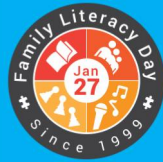
One Good Deed
David Baldacci



KIDS

Geronimo Stilton Books 20 & 21
Geronimo Stilton

Family Literacy Day with the Soo Greyhounds



In January of each year we celebrate Family Literacy Day. In a partnership with the Soo Greyhounds, the aim of this program is to raise awareness of the importance of literacy in a child's development. We are thrilled to have members of the Soo Greyhounds come and interact with the children in reading, crafts and games.



100 Children & 52 Adults Attended



Bon Soo Chess Night

The adult and children's chess programs held a joint event on February 4th, 2020 and welcomed Mr. Bon Soo as a special visitor.

60 People Attended

Bon Soo Story Time

Mr. Bon Soo returned to the library on February 8th, 2020 to participate in the always popular Bon Soo Story Time. Children love to see Mr. Bon Soo in person and be able to give him a big hug!

101 Children and 100 Adults participated.



Reader's Advisory



Surprise Reads for Kids

The Children's Department implemented a new reader's advisory program in the fall of 2020 in response to the reduced access to the library for children during the pandemic. Children (and parents) were invited to register for the program and staff select 3 books for each child on a monthly schedule which parents/caregivers can then pick up either through curbside pickup or inside the library, when possible.

115 children are registered for Surprise Reads

Once the pandemic closures in mid-March began, all in-person library programming was suspended indefinitely. As the lockdown period continued, it soon became obvious that alternative ways to deliver programming to our patrons needed to be developed. One of the library's goals for the development of our online programming was to find ways to increase patron engagement as well as promote library resources that people could access while they were under the "Stay at Home" order. In April 2020 library staff began creating online content.

A new YouTube channel was established for Sault Ste. Marie Public Library and links were posted to our social media platforms to promote the online content.



3,506 views of YouTube videos
7,353 impressions on YouTube
128.3 hours were spent watching videos on YouTube

In the fall of 2020, Daniel Lance was hired under a short term Young Canada's Works grant. Using his background in film studies, we have appreciated his skills in the filming and editing of our online storytimes.



Online Story Times for Children

During the pandemic, book publishers temporarily loosened copyright access to their books so that they could be used in online story times, with some restrictions in place.

Children's staff immediately began developing and filming story times. On Sunday, May 10th, 2020 the first online story time was published and a minimum of 2 story times per week were posted throughout the year.

Craft Kits

Craft kits (with all required supplies included) were assembled by staff so that they could be picked up and taken home as an activity. This proved to be popular with our patrons.

The Children's Department put kits together for the TD Summer Reading Club program and Public Library month in October.

In late November craft kits were assembled for both adults and children to celebrate our annual Paper Festival.

From May to December, 88 online story times were published with 2400 views!

391 kits for Children
87 kits for Adults (Paper Festival)



Online Craft/Activity Videos for Children and Adults

Staff developed how-to videos on a variety of topics including simple crafts for children featuring materials easily found in their homes, demonstration of a Rube Goldberg challenge in partnership with Science North, as well as videos on the popular past-time of baking with sourdough while promoting eBooks on the topics.

Online Tutorials

While not being able to host in-person workshops and programs, staff developed some online tutorials with step-by-step instructions on how to navigate online resources including:

- How to Place a Hold Online
- Tips for Holding Online Book Clubs
- Tips for Using Online Databases

Online videos promoting library materials and collections

- How to Conduct a Family Book Chat
- New Book Promotion videos

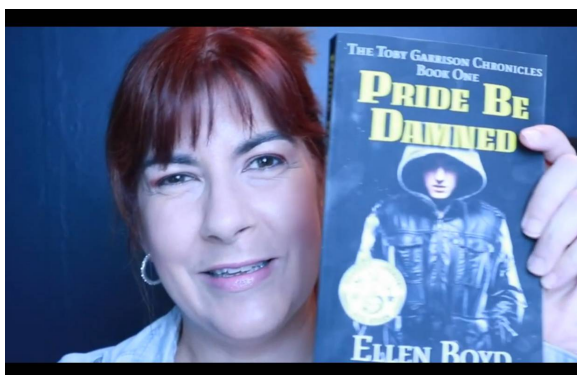
Video & Email Challenges to Entertain and Engage Patrons

- Easter Egg Hunt on our website
- Gardening (series of 5 videos)
- Search and Find Challenges
- Fun Facts Friday
- Photography (series of 3 videos)
- Online Lego Programs
- Online Reading Programs

Author Palooza – Virtual Edition

Eight local authors were invited to submit or be filmed doing a short segment answering questions about their books and their writing process. All videos were posted on a Playlist on the library's YouTube channel and promoted individually through social media platforms with great results.

8 videos with 303 views





153 Radon Detection Kits circulated in 2020

Digital Radon Detection Kit Launch

The Library was pleased to partner with the Lung Association to make Digital Radon Detection Kits available to the public. With the addition of these kits to the library's collection, they could be borrowed with a valid library card making them easily accessible for the public.

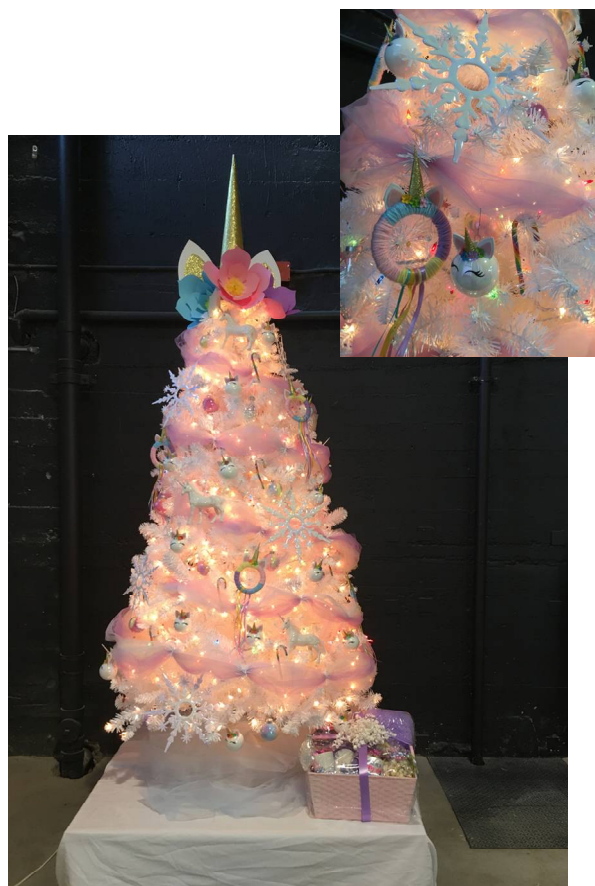
Kits are placed in homes in order to test for radon levels. There was an overwhelming response to the launch of these kits.



Lung Association Festival of Trees

In an annual tradition that became virtual in 2020, the library decorated a tree for the Lung Association Festival of Trees featuring a themed tree and gift basket that is part of their silent auction.

The Circulation department chose the theme of "Sparkle and Joy", a unicorn themed tree this year and once again did an amazing job with their hand-made ornaments.



Culture Days Festival

Our very popular Culture Day celebration of arts and culture in our communities became a month-long virtual event in 2020, instead of the usual 3-day weekend event. Sault Ste. Marie Public Library partnered with our local participating organizations, including the Ermatinger Clergue National Historic Site, the Art Gallery of Algoma, the Sault Ste. Marie Museum and others to post most events online.

A hub was created on the Culture Days website and all organizations posted links to their online events under the Sault Ste. Marie hub and were featured from September 25th to October 25th, 2020.

A playlist was created on our YouTube channel and displayed all of our Culture Day content in one place. A promotional video was put together featuring a lot of the photos that had been taken at the 2019 Culture Day events. This video was shared with the other organizations so that it could be used as part of the pre-promotion.

19 videos
144 views



Community (cont'd)

Improved Wayfinding

Bilingual signs (English/French) were installed throughout the James L. McIntyre Centennial Library at the end of 2020, replacing outdated unilingual ones.

This initiative was funded by a Francophone Community Grant from the Minister of Francophone Affairs. The grant totaling \$9,848 was also used to purchase two bilingual multimedia computers for children as well as French books and ebooks.



Environment
12

ARCHIVES

Throughout 2020, a lot of activity has been going on behind the scenes in the Archives.

The support of the community in building the Archive collection is an important factor in its growth. In 2020, despite the extensive period of lockdown, 887 items were added to the Archive collection. The largest of these collections was LACAC (Local Architectural Conservation Advisory Committee) files from Chris Tossell with about 700 items, including photographs and slides of local buildings. This is an important addition to the Archive collection that documents some of the older homes and buildings in the city that were investigated to determine if they should be given a historical preservation designation.

Sault Star Archives

In late October of 2020, the Library was contacted by the Sault Star with an offer to donate the Sault Star archives, which included photographs, newspaper clippings, city directories as well as other local history material to the public library. The Sault Star had been given a month to vacate their building so the move had to be organized, materials packed and moved on a very quick timeline. During the first week of November, Archive and Reference staff members were able to start packing the collection and with the assistance of Ergo Office Plus the collection was moved on November 16th and 17th. Due to the size of the collection, it was split between the North Branch Archives and the Centennial Library Local History collection.

Scanning of the collection was begun immediately and by the end of 2020, 2,289 items had been scanned, mostly photographs and negatives.

Archive Digitization

One of the ongoing objectives is the digitization of the contents of the Archives so that more of the materials will be available online.

One of the collections that is in the process of being digitized is the Algoma Central Railway Survey Journals, a series of small leather-bound notebooks that the surveyors used to record their notes prior to the construction of the Algoma Central Railway.

25 Survey Journals Scanned



Oral History



The Oral History of Sault Ste. Marie project (a sub-committee of Living History Algoma) contributed four new oral histories to the archive collection in 2020 for the following individuals: Bob Cooper, Kay Snell-MacKay, Jean Lajambe and Glorya Nanne. These interviews are recorded to capture the memories and stories of our citizens and preserve them for future generations.



Digital Creator Sault Ste. Marie is a unique space that offers teens and others structured programming as well as open studio access, allowing for opportunities to learn, be inspired, or work independently. Participants can access technology and develop their skills in various digital media including photography, videography, art & design, animation and more.

It has been an important part of the Centennial Library for the past several years and during this time the space has provided an opportunity to engage the youth and give them a safe space to interact with each other.

The Digital Creator Lab was open until March 16th, 2020, when the provincial State of Emergency was announced and it was forced to close.

Once it has been deemed safe to resume in-person programming again, we look forward to re-opening this space.



Between September 19th, 2019
and March 11th, 2020
74% of the visitors were
between the ages of
11 and 19 years old

69% male ; 27% female
3% other

2020 marked the 30th anniversary of the formation of the Friends of the Sault Ste. Marie Public Library however due to COVID-19, planned celebrations had to be postponed.

After a very successful first quarter, the Friends of the Library Book Store closed in mid-March and remained closed to the public until September 15th, 2020. They were able to provide "front-line workers" to staff the Bookstore in the fall. Thanks to all who masked-up! During 2020 the Bookstore got a much deserved refurbishing as well. Even with less than six months of shortened hours, the Friends still made over \$13,000!

During the time that the Bookstore was closed, the Friends were able to provide free books to the community at "pop-up Little Free Libraries" around town, including at the Roberta Bondar Tent, Bellevue Park and the community plaza at the corner of Albert and Gore Street.

We have a core group of great volunteers ready to get back to work as soon as it is safe.



1,300
VOLUNTEER HOURS
IN BOOKSTORE



6 LIBRARY COURIERS
VOLUNTEERED 41 HOURS
on VLS Deliveries and
Inter-branch deliveries

In Person - Circulation

133,154
Total Circulation



60,117

Jan. 1-Mar. 16, 2020



20,097
Library Card
Holders



3,751

Curbside Appointments
=18,495 Items Checked Out



Over **24,994**
DVD & Blu-Ray Check Outs

Curbside Checkouts/Renewals
18,495

Circulation with reduced hours
(Aug. 17- Dec. 23, 2020)
54,542

Digital Media Service Added

In February 2020, Hoopla, a digital media service was added to the library's collection and made available to our patrons. Just in time for the lockdown, this new service allowed patrons to borrow movies, music, audiobooks, ebooks and TV shows that could be viewed on a computer, tablet or phone. A unique feature of this streaming service is no waiting for holds! All materials can be streamed immediately or downloaded to a device to be viewed later.

Electronic Resources – Circulation



Overdrive Audiobooks Borrowed
25,419

Hoopla Audiobooks Borrowed
952

Overdrive eBooks Borrowed
63,335

Hoopla eBooks & Comics
1553

Overdrive eVideos Borrowed
76

Hoopla Media
(including videos/music/television)
1197

Total Overdrive and Hoopla Circulation 92,532



COVID-19 made its impact felt in different ways. Visits to the library's online catalogue, website and social media platforms increased in 2020.



5,537

Public Computer Bookings



WiFi Access **59,459**



243,357

Library Website Visits



785,271

Library Online Catalogue
Page Views

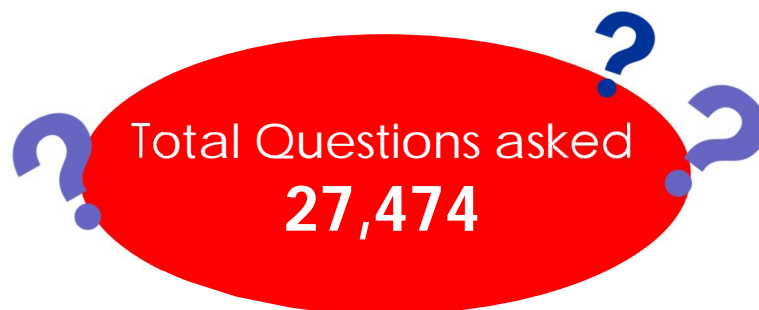


1,022,367

Social Media Impressions

25%
increase

10,255
Database Searches
Conducted



873

Interlibrary Loan items
borrowed for our patrons

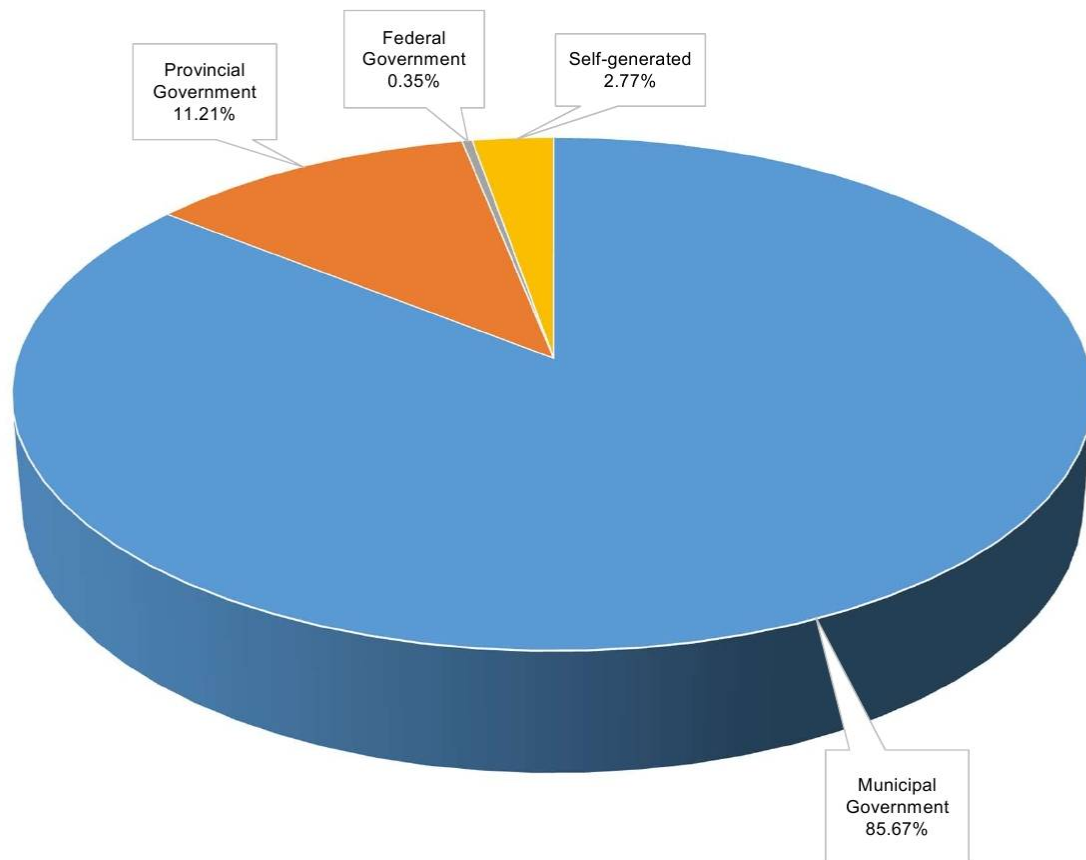
384

Interlibrary Loan items
loaned to other libraries

Year @ a Glance

16

Sources of Funding 2020

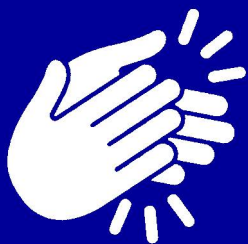


Meet our Business Administrator **Rosanne Chan**, MTax BBA

We welcomed Rosanne Chan to the Sault Ste. Marie Public Library as the new Business Administrator.

With a Master of Taxation (University of Waterloo) and Bachelor of Business Administration (Honours) Specialization in Accounting (Laurentian University), Rosanne was a tax accountant for seventeen years at BDO Canada LLP in Sault Ste. Marie, Ontario before assuming the role of Business Administrator in June 2020. She was born and raised in the Soo and while growing up, helped her parents operate the "Peacock Gardens Restaurant & Tavern" on Queen Street East until their retirement in 2001.

Rosanne Chan, MTax, BBA
Business Administrator



The Sault Ste. Marie Public Library is very proud of its staff and especially their efforts in ensuring that the residents of our community have a wonderful library experience. During 2020 we had a number of long-time staff who made the decision to retire. We thank them for their collective years of service to the public library and wish them well in their retirement.



Helena Huopalainen - Manager of Community Engagement

Helena began working at the library as a student page at the Centennial Library during high school and was eventually hired full-time in the Circulation Department. In 2014 she was offered a position in Management as the brand new Manager of Community Engagement. Her enthusiasm for libraries and love for people made this job a perfect fit for her. She entered retirement at the end of February 2020 after 40 full time years at the library.



Sandra Gaines - Reference Technician

Sandra was employed as a student page at the Centennial Library during high school. She later returned to work at the Centennial Library, starting in the Circulation Department, then the Children's Department before moving into the Technical Services Department as the Acquisitions Clerk. She completed her career at the library in the Reference & Information Department. After 31 full-time years at the library, Sandra retired at the end of June 2020.



Beverly Budd - Cataloguing Technician

Bev worked in the Technical Services Department for 26 years and was one of the staff responsible for cataloguing the materials that come into the library in order for patrons to be able to borrow them. Bev retired in September 2020 and returned to her home on the East Coast.

Myra Mlynarczyk a part-time staff member retired on January 13, 2020.

Staff Retirements



Sault Ste. Marie
Public Library
www.ssmpl.ca

JAMES L. MCINTYRE CENTENNIAL LIBRARY

50 East Street, Sault Ste. Marie, ON P6A 3C3

Administration 705-759-5242

Reference 705-759-5236

Circulation 705-759-5271

Children's 705-759-5241

NORTH BRANCH

232C Northern Avenue, Sault Ste. Marie, ON P6B 4H6

Main Desk 705-759-5248

Archives 705-759-5447

The Accidental Library Marketer: Ten Things You Need to Promote Your Library When the World Keeps Changing	<p>An amazing presentation from EBSCO – my favourite session from the conference!</p> <p>Blog - SuperLibraryMarketing.com</p> <p>Tie your marketing to your library’s overall strategy</p> <p>Set measurable goals.</p> <p>Mind the Marketing Rule of 7.</p> <p>Repurpose messages to get the most mileage out of your marketing</p> <p>Promote your collection</p> <p>Send more email</p> <p>Follow best practices for social media.</p> <p>Make time for data analysis.</p> <p>Experiment</p> <p>Use your tools and stay on top of trends</p>
Update from Overdrive...	<p>SORA – The Student Reading App – extended access to students in your community</p> <p>Huron Superior is registered</p> <p>Algoma District School Board is not</p>
Behind the Smile: The Emotional Labour of Public Library Work	<p>Look up policy on workplace violence and ask about training and support</p> <p>Where do we go from here – emotional labour training - self-care techniques – have to acknowledge and talk about challenges</p> <p>Conflict - not just dealing with a different customer</p> <p>Training</p> <ul style="list-style-type: none"> - emotional labour strategies - Emotional Intelligence - Deep Acting - Mindfulness

Recognizing Library Value – Supporting Community and Economic Recovery

I am interested in the cultural mapping project

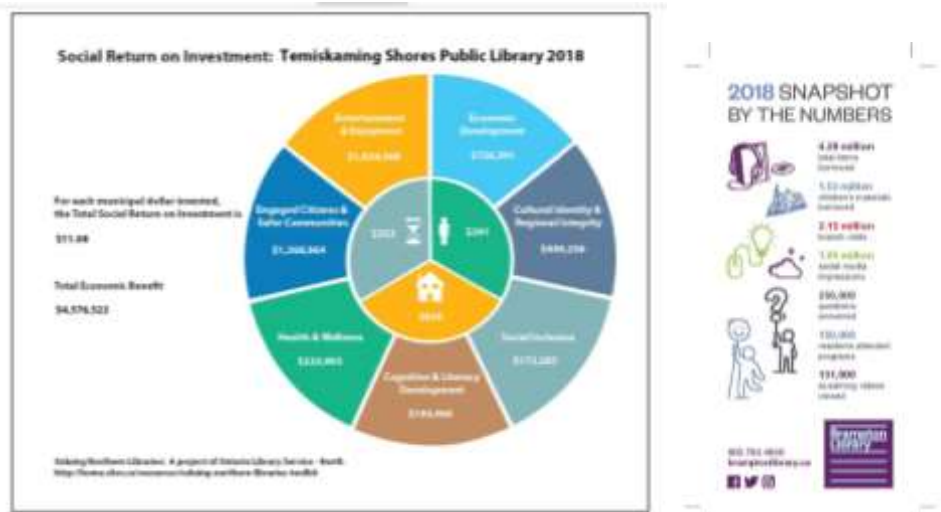
[Huron County Cultural Mapping Report 2012](#)

Like detail on contribution to team



What's your Data? Choosing, analyzing, and using your library data for advocacy and decision-making

Some good examples here to collect qualitative and quantitative data, measure impact of programming and demonstrate social return on investment



Measure – collection development metric
 - Percentage of circulation related to Percentage of shelf space

<div>OLITA Tech Talk</div>	<div>Copyright education modules – resource for staff training https://sites.library.ualberta.ca/copyright/</div> <div><div><div>Overview of OUC</div><div><div><div>Level 1 Modules</div><div><div>Introduction to Copyright</div><div>OUC: An Introduction</div></div><div>Level 2 Modules</div><div><div>Creating and Sharing Materials: Foundations, Theory and Context</div><div>Using Materials</div></div></div><div><div>Level 3 Modules</div><div><div>Fair Dealing</div><div>History of Copyright</div><div>Images</div><div>Including Third Party Content in Your Work</div><div>Indigenous Knowledge, Cultural Expression and Copyright</div><div>Attainment</div><div>Moral Rights</div><div>Open Licensing and Creative Commons</div><div>Other Types of IP</div><div>Theoretical Foundations for Copyright</div></div></div><div><div>Level 4 Modules</div><div><div>Applying Fair Dealing</div><div>Assess Permissions and Transactional Licenses</div><div>Berne and TRIPS Agreements</div><div>Collective Licensing Agencies and the Copyright Board</div><div>Educational Institutions: Policies and Practices</div><div>Freedom Open and Creative Commons Content</div><div>Interlibrary Loan and Controlled Digital Lending</div><div>Universal Library Resources</div></div></div><div><div>Level 4 Modules</div><div><div>Masses and Copyright</div><div>Photocopying in the Library</div><div>Public Domain</div><div>Publishing Agreements</div><div>Technological Protection Measures (Digital Locks)</div></div></div><div><div>Level 5 Modules</div><div><div>Access Copyright's Tools</div><div>Alberta (Education) v. Access Copyright</div><div>CDPA: LSIUC</div><div>Narveson v. Bay City</div><div>Section 3: Copyright in Works</div><div>Section 13: Ownership of Copyright</div><div>Section 28: Fair Dealing</div><div>Sections 29.4 – 30.03: Educational Institution Exceptions</div><div>Section 41: Technological Protection Measures</div><div>SCCM v. Bell</div></div></div></div></div></div>
<div>Spotlight: How to Pivot Your Library Services Online While Keeping Accessibility Top of Mind</div>	<div>Website accessibility</div> <div>Current AODA legislation requires new sites to be compliant to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA as of January 1, 2021.</div> <div>The WCAG defines four main principles</div> <div>Perceivable– reading of content</div> <div>Operable– navigating the site</div> <div>Understandable– intuitive site content and structure</div> <div>Robust– compatible with a variety of browsers and assistive technologies</div> <div>Another good example to measure program impact</div> <div>Key Performance Indicators for online storytelling</div> <div><div><div>- costs</div><div>- person hours</div><div>- attendance</div><div>- feedback</div></div></div>
<div>Copyright Update</div> <div>Margaret Ann Wilkinson</div>	<div>One of my favourite OLA speakers</div> <div>Find out how CUSMA free trade agreement impacts copyright, new amendment to Canadian law exempting library workers from liability, and also review recent legal hearings relating to issues of fair dealing and Internet Service Providers</div>

OLBA Boot Camp: CEO Performance Appraisal	<p>Look to year Three of the Governance Hub in LearnHQ to find policies, guidelines and background information</p> <p>Documentation - We need a checklist that comes out of the Strategic Plan/Action Plan</p> <p>Also review policy document in relation to SOLS guidelines – need CEO/ board partnership policy</p>
Municipal boards	<p>2019 governance audit Sudbury - transitioning board to meet Public library Act requirements Governance Audit of the Greater Sudbury Public Library</p> <p>Parry Sound video on website present to counsel 3 to 4 times a year Use You Tube channel to play videos of library events and news https://www.youtube.com/watch?v=vQ-UTuIPPVw&feature=emb_logo</p> <p>Discussion about Board/Council communication and education, how Board members are recruited and selected.</p>
OLBA AGM	<p>Could we have a standing item on every agenda to receive incoming OLBA news and documents and discuss member benefits such as upcoming webinars?</p> <p>Upcoming Webinars</p> <p>March 25 3:30</p> <p>April 8 at 3:30</p>
Could we enrol in this program?	<p>1000 books before kindergarten program https://1000booksbeforekindergarten.org/</p>

The Next Generation of hoopla digital

Update from Overdrive...Libby, New Content, Best Practices and More

SORA – The Student Reading App – extended access to students in your community

Huron Superior is registered
Algoma District School Board is not

Keynote: Anna Maria Tremonti

Clever link from The Wizard of Oz story (courage, intellect and heart) to the shared librarianship and journalism characteristics of story telling, research, enabling and learning new things. Overall hopeful message to be resilient and make use of technology to enable and enhance your services.

Virtual Volunteering

Three speakers look at online volunteer programs - Recruitment tips and examples of programs

Spotlight: Dr. Evan Adams

- Family stories of two eyed indigenous and western
- smoke signals film
- Adjust and not deny reality social context and dichotomy
- Two eyes two points of view
- What we see and what we learn
- Unwanted knowledge
- Looking forward and back at the same time hallowed history/great features
- Reconciliation - acceptance at birth at what has come to pass is a process

Behind the Smile: The Emotional Labour of Public Library Work

Look up policy on workplace violence and ask about training and support
Where do we go from here – emotional labour training - self-care techniques
– have to acknowledge and talk about challenges

Stress has the workplace hazards

Conflict - not just dealing with a different customer
Training

- emotional labour strategies
- Emotional Intelligence
- Deep Acting
- Mindfulness

Recognizing Library Value – Supporting Community and Economic Recovery

Take a keen interest in what your partner does. Reciprocity comes later.

Redeployed staff during COVID – greater need - diverting activities away from library work

Libraries and economic development - people and businesses in community
[asset map](#)

Huron County Cultural Mapping Report 2012



Attributes

- trusted entity
- Safe and equal
- Boots on ground knowledge

Tips

- get to know senior leaders
- talk about your work
- find common goals
- build community connections

What's your Data? Choosing, analyzing, and using your library data for advocacy and decision-making

Pick a metric

Be consistent over time

Methodology

Some data is about user experience

How the library is choosing to promote

*what the library has control over - direct impact

Example of new users – can promote and social media – can't control how many they watch or for how long

Survey questions outcome based

- circle by mail to participants or add to social media messages line

Qualitative data - customer experience not numeric

- text based
- add context to numerical data
- Text Mining
- Identify trends

Methods - Challenges to Collecting and Analyzing Data

Timiskaming Shores - 1200 people

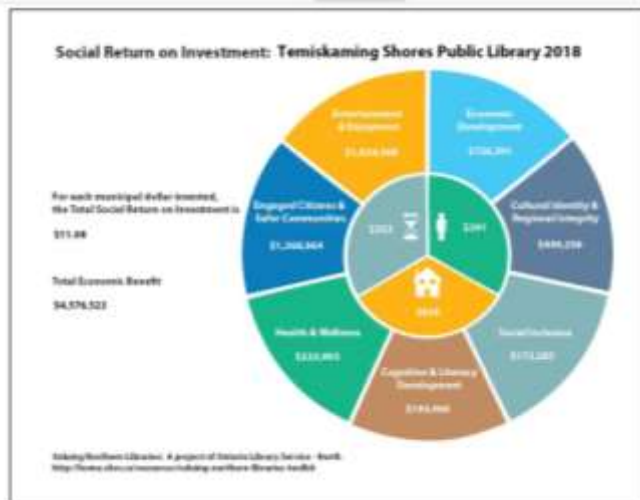
2018 Survey

Online & Mailed

White boards in library

308 Responses over 4 Weeks

Social return on investment



Brampton – bookmark using numbers from annual report



Measure

- Percentage of circulation related to Percentage of shelf space

Library and Archives Canada Update

Interested to hear update on services and priorities and the plans for the new joint library facility

The One About Community Connections

- Asset mapping - commonalities and service gaps
- Focussed on immigrant community
 - o EDI (early development instrument) scores 0 – 6 years of age
 - o social isolation
 - o Parenting skills
 - o Access to health information and community resources
 - o literacy

OLITA Tech Talk

Copyright education modules - <https://sites.library.ualberta.ca/copyright/>



Spotlight: How to Pivot Your Library Services Online While Keeping Accessibility Top of Mind

Website accessibility

Current AODA legislation requires new sites to be compliant to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA as of January 1, 2021.

The WCAG defines four main principles

Perceivable– reading of content

Operable– navigating the site

Understandable– intuitive site content and structure

Robust– compatible with a variety of browsers and assistive technologies

Example – Key Performance Indicators for online storytelling

- costs
- person hours
- attendance
- feedback

Copyright Update

Margaret Ann Wilkinson

CUSMA free trade agreement

- Canada has amended their copyright law to exempt library staff from copyright infringement action related to rights management information
- Period of protection for works
Copyright and Related Rights requires Canada to move longer periods of copyright protection...The period of protection for "works" must generally become "life + 70" Canada must make this change by January 1, 2023

York University v Access Copyright, 2020 FCA 77 – now on appeal to the Supreme Court of Canada

- Definition of "fair dealing" in this and two other cases cited by Wilkinson

Libraries often are (or are part of) Internet Service Providers under the Copyright Act

- If a copyright holder or representative sends a notice to the ISP library, claiming infringement by any user of the library's system and posting claimed infringing content, the library must pass on the notice to the user
- Courts can issue orders requiring an ISP (in the case, Teksavvy) to block users' access to a website even before a trial is completed

OLBA Boot Camp: Opening Remarks & CEO Performance Appraisal

Best practice CEO appraisal process

Process - year long
Strategies – positive, collaborative, successful
Importance
Principles that should guide process
Experience
Overview

- 1 write a policy – SOLS sample – Board/CEO partnership
- 2 logistics who, timing, consistent form
- 3 action plan
- 4 undertaking appraisal
- 5 finalized - now what

Look to Year Three of the Governance Hub in LearnHQ to find policies, guidelines and background information

Documentation - We need a checklist that comes out of the Strategic Plan/Action Plan

Also review policy document in relation to SOLS guidelines – need CEO/board partnership policy

OLBA Boot Camp: Municipal Boards for Libraries: Making Them Work Effectively

2019 governance audit Sudbury - transitioning board to meet Public library Act requirements

[Governance Audit of the Greater Sudbury Public Library](#)

Parry Sound video on website present to counsel 3 to 4 times a year
Use You Tube channel to play videos of library events and news https://www.youtube.com/watch?v=vQ-UTuIPPVw&feature=emb_logo

Discussion about Board/Council communication and education, how Board members are recruited and selected.

OLBA Boot Camp: What is Keeping Your CFO Up At Night?

Recapping minimum and maximum expenses to keep operating
Reserve funds - allocated funding - goal variance
Difference between reserves and reserve fund
Speaker - goodcasting.com website

OLBA Boot Camp: Pandemic Town Hall Discussion: How Libraries are Responding Quickly to the Community's Changing Needs

OLBA Boot Camp: Leaving No One Behind: Ensuring Representation and Accessibility on Your Board

Inclusion

Thunder Bay

Power of policies - behavior

Intention

impact

Thunder bay has indigenous advisory Council

Do we have a service level agreement with Garden River, Rankin, Batchewana and Prince Township?

The Accidental Library Marketer: Ten Things You Need to Promote Your Library When the World Keeps Changing

Blog - SuperLibraryMarketing.com

Tie your marketing to your library's overall strategy

- Plan
- focal point of everything you do
- Set goals
- Define your audience
- Get direction
- Everyone working towards the same goal
- Efficient consistent

Set measurable goals.

- Define what you are going to do
- Be specific
- Of the promotions we are doing right now what is the audience responding to
- Example – increase use of ebook collection by 10%

Mind the Marketing Rule of 7.

- Take an average of 7 exposures to get people to act on it
- Constant
- Frequent
- Build trust

Repurpose messages to get the most mileage out of your marketing

- Recycle existing content
- Reformat for different mediums
- Break message down into pieces and distribute among multiple platforms

Promote your collection

- Physical and digital
- New books
- Traffic to website
- Genres specific
- Age specific

- Readers advisory
- Non book – downloadable magazines – build awareness

Send more email

- Effective
- 61%
- Subject line most important part
- Focus on sentiment and use emotional words
- Short and simple
- Text conversationally
- Get to the point
- Drive users to your website or catalogue
- Use image to inspire
- Positive action words or call to action buttons – download read
- Segment your audience – more effective
- Measure – open rate and click through rate
- Data – how long they watched – follower growth – engagement – start a spreadsheet – measure growth
- Emails – holds, checkouts and digital usage
- Open and click thru rates – people took an action – engaged
- Likes, shares - engagement growth
- Clicks to website – how they interacted
- 3) Action – are people doing something?
-

Follow best practices for social media.

- Interact with non cardholders
- Talk to our community
- Facebook -= daily 11 a.,m. not weekends or evenings after 5 p.m.
- Instagram – post to feed twice week – post to stories daily – active during weekday – not evenings – active on weekends – use hashtags
- Twitter – active all the time – use hashtags – as much as you want – best time is Friday a.m. – tag partners for wider audience
- LinkedIn – collection items – career and self help – services – clubs – exhibits – most active during weekday
- Pinterest – best time to post is in evening – collection marketing – platform and search media combined – crafts - new books and reading lists tied directly to catalogue

Make time for data analysis.

- Make sure you are using your time wisely
- Getting the most out of your marketing
- Document results of every promotion you do
- Be able to adjust your promotion and adjust
- Measure number of views (on demand videos – how many are live and how many later)
- Demographic info – location age gender
- Hold checkouts usages for digital – measure before you promote and after
- Track open click through rate
- 1) Show growth in engagements
- 2) Traffic to website

Experiment

- Improve customer experience
- Use audience response data to argue for change

Use your tools and stay on top of trends

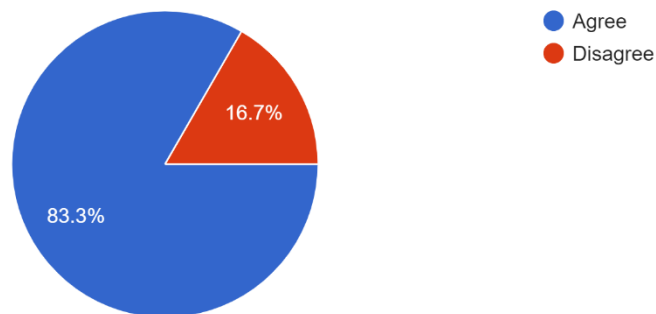
- Social media today – website
- Social media examiner – shows and podcasts
- **Handout**
- Total anarchy – gold standard for email newsletters

SSMPL BOARD REFLECTION SURVEY RESULTS

February 2021

I rarely miss a scheduled board meeting.

12 responses



If you disagree, why? What can be done to support this? 3 responses

I have missed more than I'd like in the past, but recently I've made it to most or all meetings.

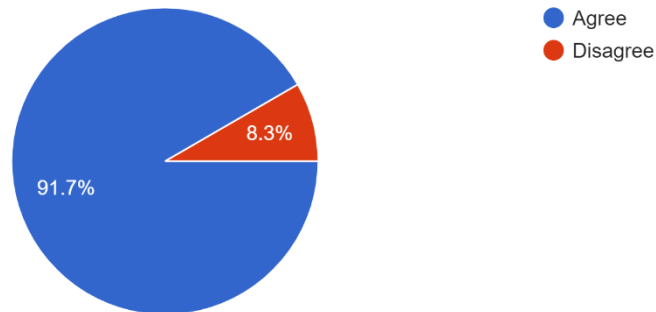
Being able to join via Zoom helps.

I appreciate that board meetings are determined in advance therefore I am able to make most meetings. Additionally, being able to join virtually has increased accessibility.

Unfortunately I think it's just life - work commitments come up unexpectedly as do children's things.

I am prepared for all meetings.

12 responses



If you disagree, why? What can be done to support this? 3 responses

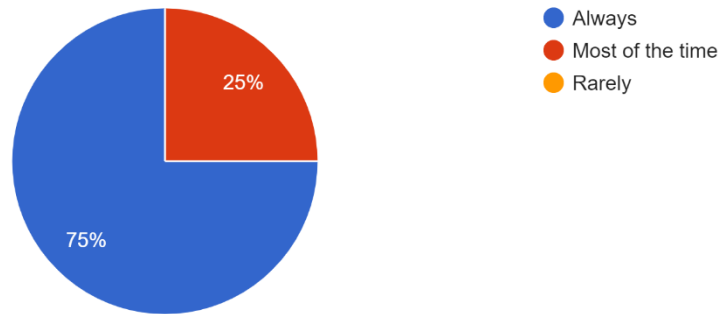
However I can be more prepared, I sometimes don't have all the information items read coming in, but I always have reviewed financial and ceo information

Unfortunately, I feel I don't always have time to review the board package in detail and in some cases have been able to follow through on or provide material promised to the board.

I think I am however only giving the weekend to look over everything can sometimes be difficult, weekends are for family and I would appreciate more time to look at our info.

I read all documents and reports prior to voting on issues.

12 responses



What can be done to support this? 7 responses

I enjoy getting the paper copy rather than reading off my screen.

Sometimes consent items slip by and occasionally previous meeting minutes slip by

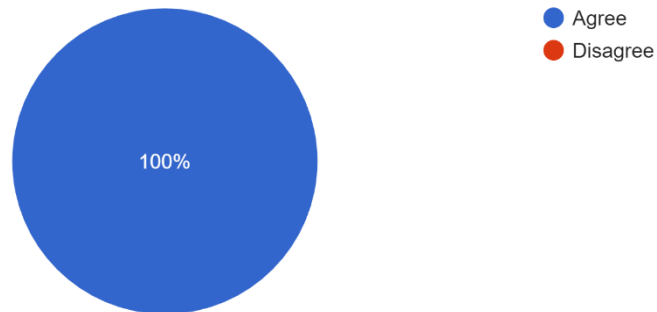
Sometimes I don't have a chance to go through the agenda as thoroughly as I'd like prior to the meeting. Going forward, if we are to be receiving the packages earlier, this shouldn't be an issue.

I do feel I pay attention to the agenda and am able to focus on voting items. I think the conversation helps as well.

Admittedly sometimes it's a skim but I look at everything - if we had more time with it then it would be easier to read it in depth.

I respect and support all Board decisions even if I do not agree.

12 responses

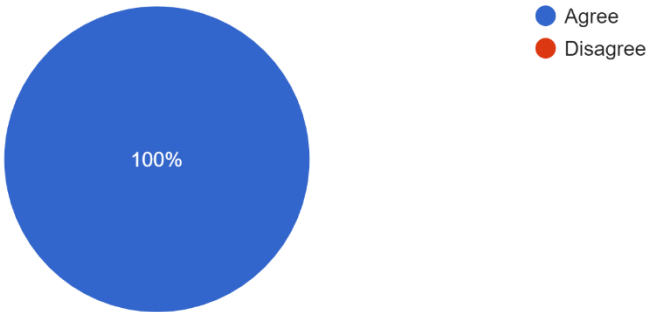


If you disagree, why? What can be done to support this?4 responses

Respect yes, support no. Still think the Korah Branch should remain open.
Encourage others to put their disagreements in the arguments so that people hear the reasons, if there is an important item that you feel strongly about and need more time to formulate your arguments, ask the board chair for additional time or possibly a defer.

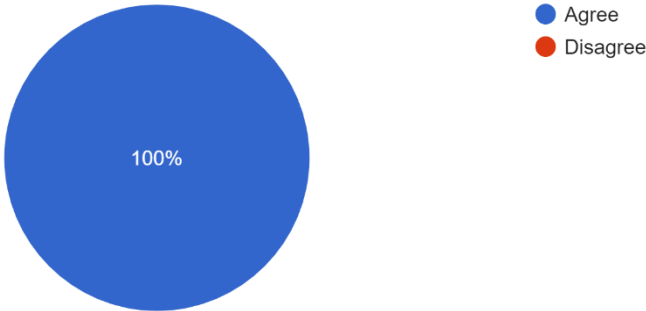
I use my individual abilities and skills to enhance the board's overall performance.

12 responses



I understand that I have an obligation to act in the best interest of the library at all times.

12 responses

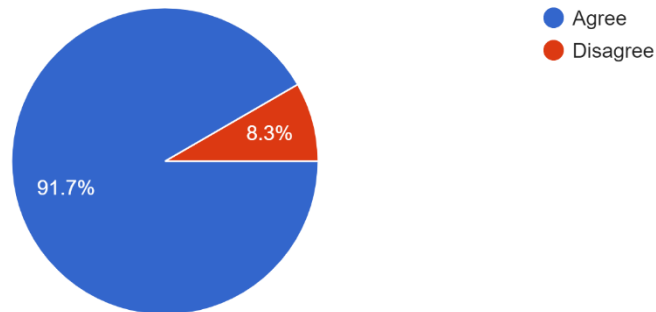


If you disagree, why? What can be done to support this?1 response

Although it seems fairly straight forward, this is a good item to include in orientation.

I freely offer my opinions during any deliberations.

12 responses



If you disagree, why? What can be done to support this? 2 responses

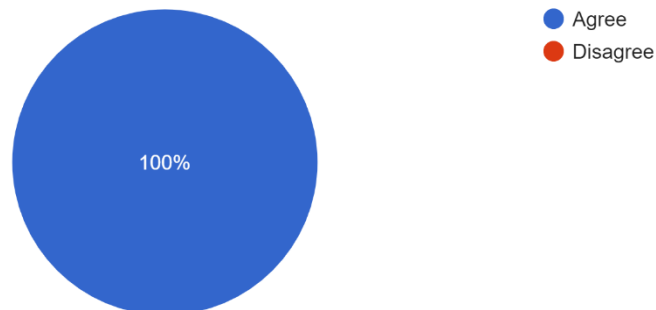
We now have a board that is more cooperative.

We need to ensure that all voices have been heard. At times, we may power through too quickly.

Overall, I think our meetings are well managed, even virtually.

I welcome and consider the opinions and perspectives of others.

12 responses

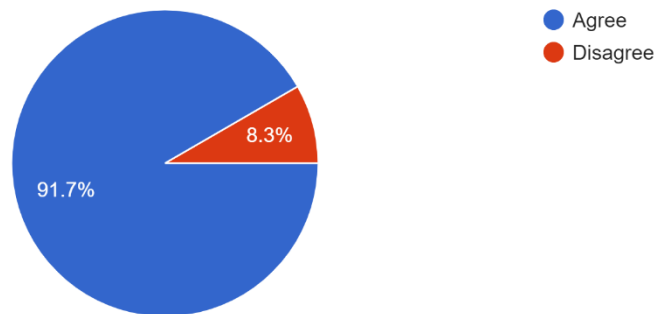


If you disagree, why? What can be done to support this? 1 response

I think this is very important to the information/decision making for the board.

I do not attempt to exert individual authority over the CEO or staff.

12 responses



If you disagree, why? What can be done to support this? 4 responses

If this is happening please alert the board

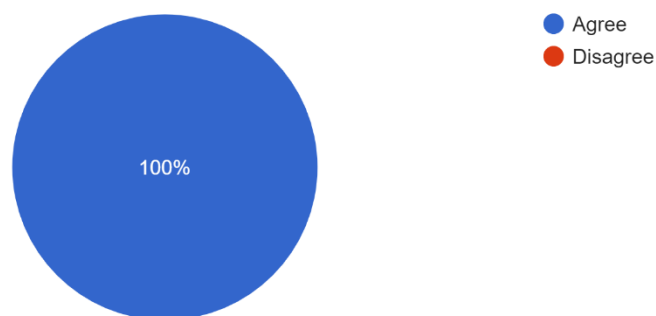
In the Covid crisis I have contacted a staff member with a suggestion of contact to Library patrons as other Libraries have accomplished and received press news.

I have in the past few months offered suggestions.

I am keenly aware of my role as it relates to the operations of the library. It is vitally important all communication is directed through the chair/at board meetings and never directly to staff.

I do not attempt to represent the board without being authorized to do so.

12 responses

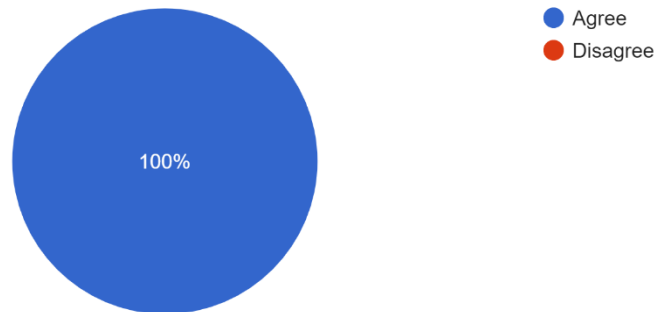


If you disagree, why? What can be done to support this? 1 response

again, if this is happening please alert the board

I respect the confidential nature of items discussed in camera.

12 responses

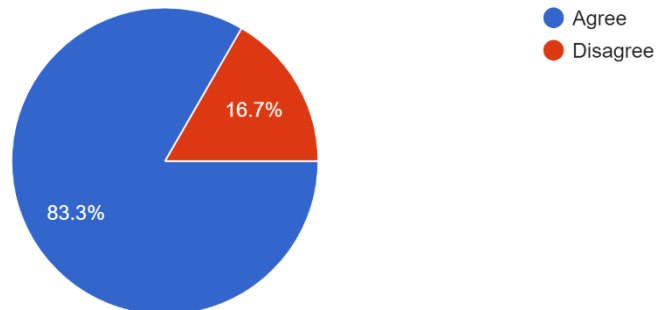


If you disagree, why? What can be done to support this?1 response

If the confidentiality of closed session is breached it is grounds for removal

I understand the requirements of the Public Libraries Act and Regulation.

12 responses



If you disagree, why? What can be done to support this?3 responses

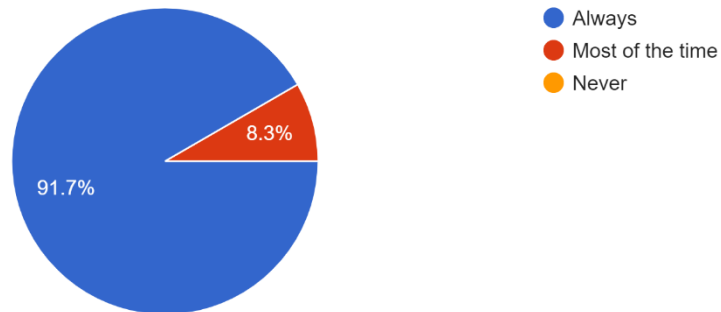
A review of this should be part of board training days

I need to review this again.

I am learning as I go through my time on the board however I don't believe I was given info and support at the beginning to help with this.

I support the chair in promoting effective meetings.

12 responses

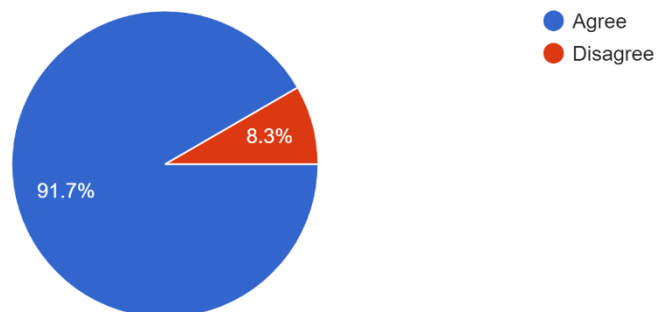


What can be done to support this?1 response

Overall, I feel the chair does an excellent job. At times, it is important we not rush through items to ensure everyone is heard. I appreciate the board working to improve efficiency within meetings.

I have a clear understanding of my role.

12 responses

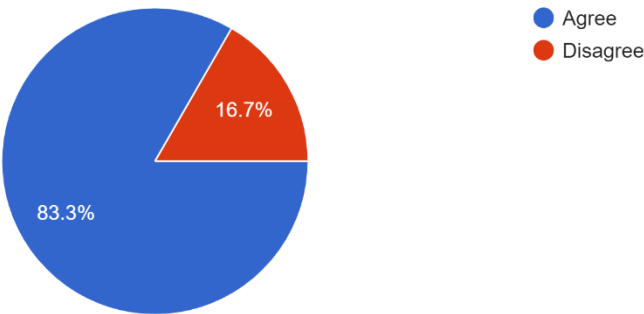


If you disagree, why? What can be done to support this?1 response

I think I do but because I don't feel like I had a lot of info and support at the beginning I am not truly sure if my role.

I am careful to focus only on board issues and leave the running of the library to the CEO.

12 responses



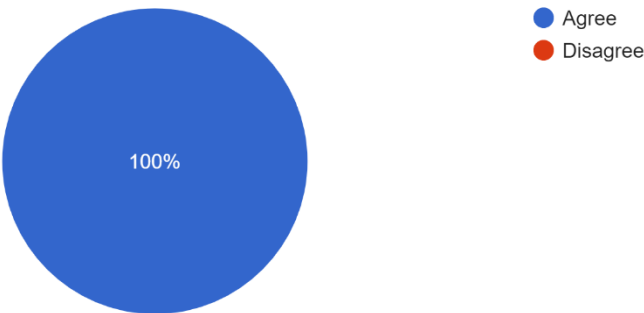
If you disagree, why? What can be done to support this?

3 responses

This should be a topic of discussion at board days as well as we want to support the ceo and the operation, and if the ceo feels like the board is over stepping please let the board know
Sometimes one must question the CEO as he is new in the position and still requires some guidance.
In the past I have questioned some actions .

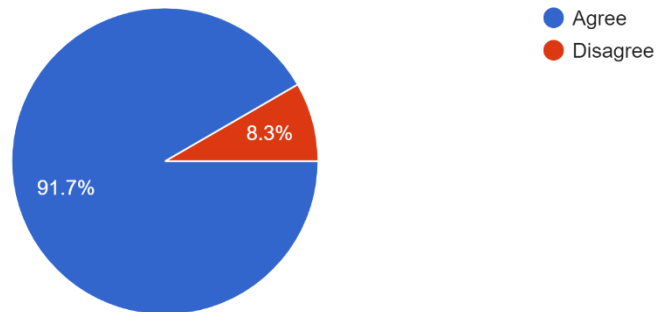
I am able to provide feedback in discussion in a constructive manner

12 responses



I believe that I am seen as a strong advocate of the best possible library service.

12 responses

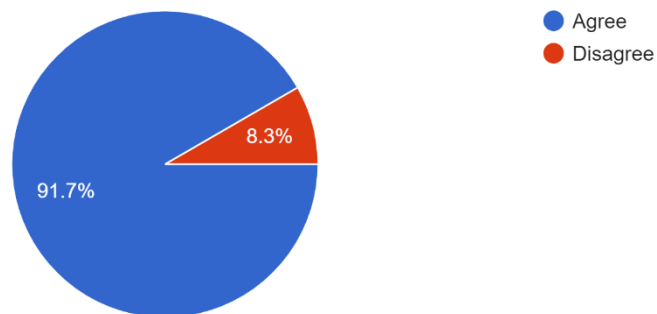


If you disagree, why? What can be done to support this?1 response

In the past I did not have full co operation of the board.The board is gradually coming around to work together.

I am committed to the library's mission.

12 responses

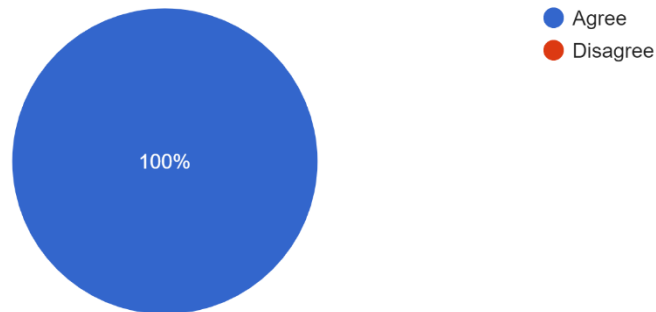


If you disagree, why? What can be done to support this?2 responses

I believe that the library mission vision values and strategic plan should be revised and promoted
I'm not entirely sure I know our mission. Perhaps something we can start each meeting with?

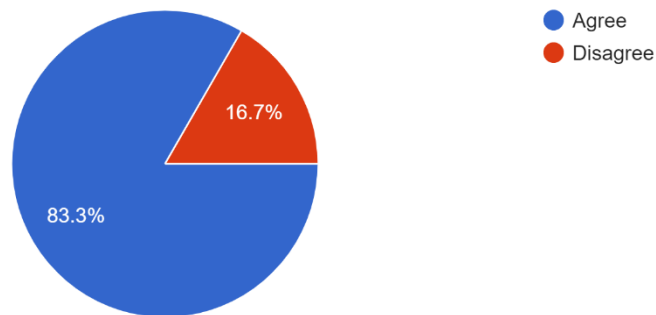
I support the library in a variety of ways (e.g., attend events, give resources).

12 responses



I understand the library's financial issues and implications.

12 responses



If you disagree, why? What can be done to support this? 3 responses

Rosanne has been very helpful to the library and board to improve the boards understanding and deal with financial issues. We are becoming more effective every month due to this improvement.

I think we continue to learn a lot about the library's finances. I feel personally and as a board we have come a long way thanks to Matthew's dedication to having a clear picture and Rosanne's HARD WORK.

Im working on it



Board Self-Evaluation Questionnaire

A Tool for Improving the Governance Practices
of Non-Profit Organizations

❖ User Guidelines ❖

Board Self-Evaluation Questionnaire

Guidelines on How Best to Use This Tool

- This tool is designed to be used as an annual board evaluation. It seeks to help a board answer the question: *what are we as a board now doing well and what can be do better?*
- The tool is designed for organizations large enough to employ staff, those with someone in an executive director or CEO role. The concept though, and many of the questions too, may also be of value to all volunteer organizations.
- Section D on the **Performance of Individual Directors** provides an opportunity for board members to personally reflect on their own performance. This portion of the questionnaire, once completed, should be retained by each board member, although board members may feel comfortable sharing their overall rating for this section at the bottom of the page or what one of the criteria identified they most want to improve upon
- Section E, seeks to provide **Feedback to the Chair of the Board**. This page, once completed may be separated from the others, collected, and then passed to the chair. This section is optional; the chair may wish to conduct a separate process for soliciting advice and feedback at another time.
- The rating scale at the bottom of each page (“My Overall Rating”) asks that board members add up the total of the numbers circled on the page. This number is intended as a rough interpretation of the results of each section. The range of numbers will change with the number of questions asked and answered in the section.
- **We would encourage boards to use this as a source of ideas to inform the development of their own board self-evaluation tool.** Your board can complete this assessment as an “experiment” and then develop a customized version based this experience.
- Remember that this tool is best used to stimulate reflection and discussion; it is not a scientific survey instrument that has been tested on a large number of boards and for which there are average results.
- Boards might well consider bringing in an **independent person** (a management student perhaps) to conduct the evaluation and compile, summarize and report on the results. This will insure that individual responses are kept confidential and may result in more honest answers. If you choose to do this then completed copies of Section D could be passed on for that person to compile.
- Ask that board members complete the questionnaire at home before bringing it to a meeting. The space for a board member’s name on the front cover is meant for

distributing the questionnaire rather than for collecting it and compiling the results. Directors may want to hand back only Sections A, B, C and E.

- Consider evaluating other things such as the effectiveness of committees or board “follow-through”. Avoid questions that compare individual board member performance; keep the focus on the whole board.
- If your board relies on an **Executive Committee** which meets between full board meetings, a separate section might be needed to assess its relationship to the board (to be answered by everyone), its relationship to the Executive Director and the conduct of Executive Committee meetings. Questions for such a section could be drawn from the other sections.
- Section C on the **Board’s Relationship with the Executive Director** is **not** intended as an evaluation of the Executive Director but rather an evaluation of the quality of the board’s relationship with the Executive Director as judged both by the board and by the Executive Director. The items evaluated here should focus on matters that the board can change about its performance.
- Version III gives a bit more attention than previous versions (see Sections A and B) to the board’s awareness of, and interaction with external stakeholders. A stakeholder analysis exercise is one boards should undertake on a regular basis. There are lots of tools online to help design one.
- Board evaluation can be done at any time of the year and should be put on the board’s annual agenda. It may be best not to schedule it at the same time of the year that the board is conducting an evaluation of the Executive Director or preparing for the AGM.

There are many board self-assessment or evaluation tools available online, some less detailed than this one, which organizations may prefer. These guidelines are for Version III of this questionnaire. Versions I and II have been tested by several organizations and suggestions for improvements from this exercise have been incorporated here. The changes are few. If you are adapting this for your own use we would appreciate crediting us as a resource. We would also welcome receiving your feedback and/or a copy of your own version. Send comments to grant.macdonald@dal.ca



SAULT STE. MARIE PUBLIC LIBRARY BOARD ORIENTATION



INTRODUCTION & WELCOME

PURPOSE

The purpose of board orientation is to review:

- the legislative framework for public libraries
- the roles and responsibilities of the board and CEO
- governance and the operations of the board
- core library services

THE PUBLIC LIBRARIES ACT

- The Public Libraries Act is provincial legislation that governs the establishment and operations of public libraries in Ontario. It is important for board members to be aware of the areas of the Act that stipulate the operations of the board, the powers of the board, and the legislated requirements for the provision of library services. The Act includes specific directions for the first meeting of the library board.
- The actual legislation runs to about 20 pages. A document which help people to gain an understanding of the legislation is Public Libraries Act - Questions and Answers for Public Libraries

THE PUBLIC LIBRARIES ACT: HIGHLIGHTS

- The first meeting of a board in a new term shall be called by the chief executive officer if authorized by by-law of the municipal council or if no by-law has been passed by the clerk of the appointing council (Section 14(1))
- • A board shall elect one of its members as chair at its first meeting in a new term (Section 14(3))



ROLE OF THE BOARD

- The *Act* directs the library board to provide a comprehensive and efficient public library service that reflects the unique needs of its community.



ROLE OF THE BOARD: BEST PRACTICE

- Cultivate a strong, mutually empowering partnership with the CEO, rooted in trust and respect.
- Spend time getting to know each other and developing a sense of shared purpose.
- Establish clear expectations for formal and informal communication between the board and the CEO.
- Identify continuous learning as important board work.



ROLE OF THE BOARD: BEST PRACTICE

- Stay focused on governance work and trust operations to the CEO.
- Cultivate a strong collaborative relationship with municipal council as the primary funder.
- Create meeting agendas that balance oversight and accountability with futuristic discussions of strategy and direction.
- Come to board meetings prepared and ready to engage as active participants.



ROLE OF THE BOARD: BEST PRACTICE

- Incorporate board education into every board meeting.
- Incorporate policy review into every board meeting.
- Encourage dissent and multiple perspectives as important avenues to good decisions.
- Make decisions based on reliable information from different sources, after having fully explored all options.



ROLE OF THE BOARD: BEST PRACTICE

- Follow a collaborative process for evaluating the performance of the CEO annually.
- Monitor, on a regular basis, the library's progress toward its vision and strategic directions.
- Evaluate the board's own performance and create a plan to make improvements where needed.

ROLE OF THE BOARD: HIGHLIGHTS

- The board is the legal authority for the library and is responsible for the organization's highest level of decision-making
- The board is accountable for establishing the library's vision and mission and setting the rate of progress in achieving these
- The board carries out its governance function by developing and monitoring policy and delegating authority to the CEO

THE BOARD & CEO – SHARED LEADERSHIP

- The board directs the work of the CEO through decisions made at board meetings, policies, official plans, and the budget; and,
- The CEO manages the staff, the day-to-day operations of the library and serves as a professional advisor to the board.

Board-CEO/Director of Public Libraries
Linkage Policy

THE BOARD & CEO – SHARED LEADERSHIP: LEGAL ISSUES

LEGAL ISSUES	Board Responsibilities	CEO Responsibilities
Existing local and provincial laws	Knows local and provincial laws	Knows local and provincial laws
New legislation affecting libraries	Responds to new legislation	Responds to new legislation
Library records	Ensures records are kept and protected in compliance with privacy legislation Approves annual reports for Government of Ontario	Keeps complete and accurate records re finance, personnel, inventory, insurance, annual statistics, membership Prepares, submits annual reports to Government of Ontario
Accountability	Municipal/County council and Government of Ontario	Board
Board meetings	Attends/participates in all Appoints a board Secretary	Attends/participates in all If the CEO is the Secretary, records and maintains minutes of all meetings Reports regularly on all areas of responsibility



THE BOARD & CEO – SHARED LEADERSHIP: COMMUNITY DEVELOPMENT

COMMUNITY DEVELOPMENT	Board Responsibilities	CEO Responsibilities
Understanding the community	Understands local issues, the implication of community demographics and the contributions of community groups Identifies community needs and concerns	Understands local issues, the implication of community demographics and the contributions of community groups Identifies community needs and concerns
Community relationship-building	Builds a strong and communicative relationship with municipal council Maintains a dialogue with the community Is aware of the municipal planning context Develops strategic partnerships with community groups and leaders Demonstrates accountability to the community	Builds solid relationships with municipal staff Promotes library services in the community Forges relationships with community groups and leaders
Library's role in the community	Establishes the library as an essential community service Builds community pride in the library Advocates library's role in the community	Establishes the library as an essential community service Builds community pride in the library Advocates library's role in the community

THE BOARD & CEO – SHARED LEADERSHIP: POLICY DEVELOPMENT

POLICY DEVELOPMENT	Board Responsibilities	CEO Responsibilities
Library policy	Analyzes CEO policy recommendations Debates policy issues and implications Approves policy Reviews and revises policies as necessary	Recommends policies Advises board on policy development framework and format Provides information sources and policy examples Establishes procedures for implementing policies Interprets policies and procedures to library staff and public Maintains policy manual and ensures its accessibility

THE BOARD & CEO – SHARED LEADERSHIP: PLANNING

PLANNING	Board Responsibilities	CEO Responsibilities
Community needs for library service	Assesses needs	Assists board to assess and understand needs Carries out a formal assessment as necessary
Mission and overall direction	Defines mission and overall direction	Analyzes library strengths and weaknesses
Library goals and objectives	Develops and approves	Advises board and facilitates in development
Plan for meeting goals and objectives	Approves plan	Recommends programs, services and activities Formulates plan Administers library in accordance with plan
Monitoring and evaluation	Evaluates library performance annually or more often if appropriate Revises plan accordingly	Provides necessary data to demonstrate progress Participates in ongoing evaluation Adjusts plan accordingly

DUTIES & RESPONSIBILITIES OF INDIVIDUAL BOARD MEMBERS

- The duties and responsibilities of municipal councilors on the board are the same as those of other board members;
- Board members prepare for all board meetings and use meetings productively;
- Board members offer opinions on issues that are subject to board discussion and show respect for the opinions of others; and,
- Board members assume no authority to make decisions outside of board meetings.

Rules of Conduct Policy



INTRODUCTION TO LIBRARY SERVICES

- Mission, Vision, Values
- Library Services & Programs
- Planning

OUR MISSION, VISION & VALUES

Mission

- One stop, endless possibilities.

Vision

- Our Library enriches lives is a community hub that provides access to information and technology and supports and encourages personal growth, creativity.

Values

- Respect
- Hospitality
- Caring
- Acceptance
- Stewardship
- Communication



NEXT STEPS

RESOURCES FOR REVIEW

- 10 Things You Need to Know (as a new library board member)
- Public Libraries Act
- Public Libraries Act Q & A
- SSMPL Board By-Laws
- Governance Policies
- Cut to the Chase
- Strategic Plan
- Annual Report
- *Board Calendar*
- *Library Budget*
- *Board Member Info*