## INNISFIL PUBLIC LIBRARY BOARD **MEETING AGENDA** Monday, May 15, 2023 – 8:00 p.m. Lakeshore Library - Community Room

- 1. Call to Order
  - Land Acknowledgement Statement
- 2. Approval of Agenda

(copy & motion)

[Motion #2023. - THAT the agenda of the May 15, 2023 meeting be approved as presented.]

- Declaration of Interest 3. None at time of agenda creation
- 4. Delegations to the Board None at time of agenda creation
- 5. Consent Agenda

(motion)

a) Approval of Previous Minutes

(copy)

Recommendation

THAT the April 17, 2023 Board Meeting Minutes be approved as presented.

b) Correspondence

(copy)

Recommendation

THAT Correspondence Items 5b.01.01 to 5b.10.01 for May 15, 2023 be received.

c) CEO Report

(copy)

**Recommendation** 

THAT the CEO Report 5c.01.01 for April 2023 be received.

## **Consent Recommendation**

[Motion #2023. - THAT the consent agenda items 5 a) to 5 c), and the recommendations contained therein be approved as presented.]

- 6. **Business Arising** 
  - **Truth & Reconciliation Committee** 
    - Membership
  - **CEO Evaluation Committee** b)
    - Recruitment

- 7. Reports
  - a) Municipal Council Report

(copy & information sharing)

b) Library Board Report

(information sharing)

- c) Board Committee Reports
  - Finance Committee Report

(copy & motion)

[Motion #2023. That the Finance Committee Report LIB-03-2023 regarding the 2023 Q1 Update dated May 15, 2023 be received.]

d) Health & Safety Update

(copy & motion)

[Motion #2023. THAT the minutes of the JHSC April 20, 2023 meeting be received.]

e) Q1 2023 Collections Report LIB-04-2023

(copy & motion)

[Motion #2023. THAT the Q1 2023 Collections Report LIB-04-2023 be received.]

f) Economic & Social Value of the Innisfil ideaLAB & Library Report LIB-05-2023 (copy & motion)

[Motion #2023. THAT the Economic & Social Value of the Innisfil ideaLAB & Library Report LIB-05-2023 be received.]

8. Policy

a) **EMPLOYMENT –** Mileage Policy #E-2023-11

(copy & motion)

[Motion #2023. THAT the EMPLOYMENT – Mileage Policy #E-2023-11 be approved as presented.]

b) **OPERATING & TECHNOLOGY –** Canada's Anti-Spam Legislation (CASL) Compliance Policy #2023-12

(copy & motion)

[Motion #2023. THAT the OPERATING & TECHNOLOGY – Canada's Anti-Spam Legislation (CASL) Compliance Policy #2023-12 be approved as presented.]

c) OPERATING & TECHNOLOGY – Rules of Conduct Policy #2023-13

(copy & motion)

## [Motion #2023. THAT the OPERATING & TECHNOLOGY – Rules of Conduct Policy #2023-13 be approved as presented.]

- 9. Strategic Issues
  None at time of agenda creation
- 10. New Business

  None at time of agenda creation
- 11. Comments and Announcements
  - a) Calendar of Events
    <a href="https://innisfil.bibliocommons.com/events/search/index">https://innisfil.bibliocommons.com/events/search/index</a>

(link)

- 12. In Camera
  No in camera at time of agenda creation
- 13. Adjournment

[Motion #2023. - THAT the meeting be adjourned]

## **CORRESPONDENCE LIST for May 15, 2023**

5b.01.01	April 24, 2023, Innisfil Mayor, Lynn Dollin, Letter of appreciation for the Library's participation in Winter Weekends	(copy)
5b.02.01	April 19, 2023, Orillia.com, article entitled Springwater Library Postpones Presentation Over Safety Concerns, written by Nikki Cole	(copy)
5b.03.01	April 19, 2023, Simcoe.com, article entitled Springwater Public Library's Drag Queen Story Time Presentation Cancelled Due to 'Safety Concerns', written by Brett Glover	(copy)
5b.04.01	April 21, 2023, CBC News, article entitled Libraries Are In The Political Crosshairs As They Fight Back Against U.S. Book Bans, written by Nick Logan	(copy)
5b.05.01	Federation of Ontario Public Libraries (FOPL), 2023 report entitled Truth & Reconciliation Plan	(copy)
5b.06.01	December 14, 2022, Harvard Business Review, article entitled ChatGPT is a Tipping Point for AI, written by Ethan Mollick	(copy)
5b.07.01	January 17, 2023, npr, article entitled This 22-Year-Old is Trying to Save Us From ChatGPT Before it Changes Writing Forever	(copy)
5b.08.01	April 20, 2023, <i>The Guardian</i> , article entitled <i>Third of UK Librarians</i> Asked to Censor or Remove Books, Research Reveals, written by Sarah Shaffi	(copy)
5b.09.01	Card to IPL Board from Susan Baues	(copy)
5b.10.01	Toronto Star, April 29, 2023, article entitled Expansion of Library Hours is great Policy, written by Emma Teitel	(copy)

# INNISFIL PUBLIC LIBRARY BOARD MEETING MINUTES Monday, April 17, 2023 – 7:00 p.m. Innisfil ideaLAB & Library - Lakeshore Branch

In Attendance: Anne Smith, Rob Nicol, Councillor Jennifer Richardson, Barb

Baguley, Sue Bennett, Rhonda Flanagan, Cynthia Gordon,

Raj Grover

Staff in Attendance: Erin Scuccimarri, Susan Baues, Jennifer Miyasaki, Mandy

Pethick

Regrets: Councillor Robert Saunders

### 1. CALL TO ORDER

• The meeting was called to order at 6:58 p.m.

Land Acknowledgement Statement was delivered by the Board Chair

## 2. APPROVAL OF AGENDA

Motion #2023.29

**Moved by:** Jennifer Richardson

Seconded by: Sue Bennett

THAT the agenda of the April 17, 2023, meeting be approved as presented.

CARRIED.

#### 3. DISCLOSURES OF INTEREST

There were no disclosures of interest.

### 4. DELEGATIONS TO THE BOARD

- a) *Misinformation and the Threat to Democracy*, Beatrice Wayne, Research Manager, Samara Center for Democracy
  - Beatrice Wayne shared a presentation with the Board, followed by a Q&A
  - A list of resources will be shared with the Board
  - Mandy Pethick provided further information about current and planned initiatives at the Library to combat mis/dis/mal information including helping patrons become media-literate

#### 5. CONSENT AGENDA

- The CEO highlighted items in the CEO Report; Non-fiction for teens was relocated to the Young Adult collection including materials related to physical and mental health.
- HackLAB programs for youth have an excellent uptake; MakerKids was so popular there was a waitlist triple the size of the class
- The Deputy CEO commented on the findings from the 2021 census and the Simcoe County Local Immigration Partnership. There has been a dramatic increase in residents whose first language is not English; using these demographics and statistics helps the Library shape its programming and services.

### Motion #2023.30

Moved by: Sue Bennett
Seconded by: Rhonda Flanagan

THAT the consent agenda items 5 a) to 5 d), and the recommendations contained therein be approved as presented.

CARRIED.

#### 6. BUSINESS ARISING

No business arising

### 7. REPORTS

- a) Municipal Council Report
  - A report was shared with the package
  - The CEO highlighted the appendices relevant to the Community Benefits Charge Strategy report, and the related open house taking place on April 19, 2023 at 6:30 pm

## b) Library Board Report

- Chair Smith led a round table discussion with attendees; items shared included:
  - Lions Club eyeglasses drive collected 8000 pairs of eyeglasses to send to those in need
  - Rotary is hosting a harvest dinner at the Lakeshore branch on September 16, 2023
  - Seedy Saturdays are well attended
  - o RVH staff looking at ways to use 3D printers as a medical resource
- It was also noted that this will be the Deputy CEO's last Board meeting, as she is retiring this month

- c) Board Committee Reports
  - Finance Committee
    - o The Committee met on April 5, 2023
    - Rob Nicol was appointed Finance Committee Chair
    - The Committee proposed moving to a quarterly model for financial reporting

## Motion #2023.31

Moved by: Raj Grover Seconded by: Sue Bennett

THAT the operating and capital financial reports included in the IPL monthly Board agenda package, change to a quarterly reporting model; and FURTHER THAT the Finance Committee will meet and review the financials quarterly, prior to inclusion in the subsequent IPL Board agenda package.

CARRIED.

d) Health & Safety Update

## Motion #2023.32

Moved by: Jennifer Richardson Seconded by: Cynthia Gordon

THAT the minutes of the JHSC March 16, 2023 meeting be received.

CARRIED.

## 8. POLICY

a) **EMPLOYMENT –** Reporting Absenteeism & Lateness Policy #E-2023-08

## Motion #2023.33

Moved by: Raj Grover Seconded by: Rob Nicol

THAT the EMPLOYMENT – Reporting Absenteeism & Lateness Policy #E-2023-08 be approved as presented.

CARRIED.

b) **EMPLOYMENT –** Self Funded Leave Policy #E-2023-09

## Motion #2023.34

Moved by: Rhonda Flanagan Seconded by: Sue Bennett

THAT the EMPLOYMENT – Self Funded Leave Policy #E-2023-09 be approved as presented.

CARRIED.

c) OPERATING & TECHNOLOGY - Collection Management Policy #2023-10

## Motion #2023.35

Moved by: Barb Baguley
Seconded by: Cynthia Gordon

THAT the OPERATING & TECHNOLOGY – Collection Management Policy #2023-10 be approved as presented.

CARRIED.

### 9. STRATEGIC ISSUES

There were no Strategic Issues to discuss this month.

### **10. NEW BUSINESS**

No new business

## 11. COMMENTS AND ANNOUNCMENTS

- a) Calendar of Events
  - Link to Library offerings was provided in the agenda.
  - Annual Presentation to Council date is May 10, 2023

### 12. IN CAMERA

No In Camera

## 13. ADJOURNMENT

Motion #2023.36

Moved by: Barb Baguley

THAT the meeting be adjourned at 8:35 p.m.

CARRIED.

## DATE OF THE NEXT MEETING

The next Library Board meeting will be held on
Monday, May 15, 2023 at 7:00 p.m.
Innisfil Public Library & ideaLAB – Lakeshore Branch – Community Room

Anne Smith, Board Chair	Erin Scuccimarri, Secretary



## OFFICE OF THE MAYOR

April 24, 2023

Erin Scuccimarri Innisfil ideaLAB & Library Via email (escuccimarri@innisfil.ca)

Dear Erin,

On behalf of Council, I want to thank Innisfil ideaLAB & Library for taking part in this year's Winter Weekends events.

We received great feedback about all of the winter activities that were scheduled throughout January and February. Your participation definitely increased the fun and excitement.

We really hope that your Winter Weekends event was a success, and we look forward to having you participate again next year. We would specifically like to send a shout out to Wendy for her creativity and planning skills! We appreciate your support.

Yours very truly,

Mayor Lynn Dollin <a href="mailto:ldolllin@innisfil.ca">ldolllin@innisfil.ca</a>

705.436.3740 ext.1101



# Springwater library postpones presentation over safety concerns

Nikki Cole

Apr 19, 2023 7:45 PM



Springwater Mayor Jennifer Coughlin is shown in this file photo. | Image supplied

Listen to this article 00:04:41

A presentation by Springwater Public Library staff updating council on its programming — including plans for a drag queen storytime — has been postponed due to "safety issues," according to the library's social media post earlier today.

Library CEO Jodie Player Delgado said the presentation was meant to serve as a regular update to council and the public on the efforts of library staff. Topics in the presentation included information included the number of patrons who have come through the doors of the three branches so far in 2023, the success of its recent March break programs, the introduction a new seed library for patrons, and the launch of drag storytime.

"We had heard there was some opposition for that (drag storytime) from a member of council at one point, and then we received multiple unpleasant phone calls. We wanted to make sure that our library staff, patrons and everybody is safe, so we decided to pull the presentation out of an abundance of caution," she said.

Player Delgado confirmed some calls were harassing in nature and the OPP is investigating, adding several protocols have been put in place to ensure employee safety.

A spokesperson with the OPP confirmed Huronia West OPP has received a complaint and is currently investigating, but noted there were no further updates at this time.

Springwater Township Mayor Jennifer Coughlin said she's also been fielding calls and emails from people voicing their anger over the event, and said she's dismayed by the fact library staff felt the need to withdraw their presentation.

"I believe in an inclusive Springwater where diversity is not only welcome but celebrated. There is no room for hate, bullying or creating fear in this township," she said.

Coughlin said she was "disheartened" by what has occurred.

"You'd like to think it's not going to happen here," she said, adding after the protests in Midland, she reached out to its mayor, Bill Gordon, to learn how the situation was handled there.

Given the reaction to <u>similar events</u> in other communities — including protests outside of the <u>Midland Public Library</u> last month and in <u>Orillia</u> last summer — Player Delgado said she's not surprised by the negative behaviour of some people.

"I am not surprised by some of the reaction, no, based on what's been happening at other places. (It is) just sad that we do have to deal with it and that some members of our community do not feel seen," she said.

"As a mom, the fact that we have to put things in place so people feel safe in their own home, in their own township, in their own library and in their own administration building ... it's sad," she said.

"I would like to think the world is a better place than it was last year or the year before — and we will continue to make it a better place — but just when you think you're there, you get these phone calls from people. It's broad bullying provincewide. I don't want to say I am surprised because we have to be prepared, but it's just sad that we have to be prepared for this."

Despite the threats and the postponing the presentation, Player Delgado said the library still intends on continuing to provide inclusive programming.

"The library is open for all and we are just going to ensure we can provide a safe environment for everybody," she said.

The drag storytime is a new program set to be launched by the library, confirmed Player Delgado, after the events planned in 2020 were cancelled due to the pandemic.

"It's important to provide inclusive programming to everybody in the community. We do have a 2SLGBTQ+ population in Springwater ... and we want to ensure that all of the members of Springwater feel represented, seen and safe," she said.

The hope, she said, is to regroup and go back at a later date to present an update to council.

"I would love to go back and present all of Springwater library's programs equally. Right now, I think many of our wonderful programs are getting overshadowed and I would like to celebrate all of our staff and all of the great programs that we do," she said.

Coughlin said she plans on attending the drag storytime with her three daughters when the time comes.

"It's important. I don't know who my children are going to be when they're older, but I really need them to know that they are themselves and I will love them no matter who they are," she said.

A date had not yet been set for the drag storytime, but the intention is to move forward with the event.

"I am not planning on cancelling at the moment," said Player Delgado.

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## About the Author: Nikki Cole

Nikki Cole has been a community issues reporter for BarrieToday since February, 2021 **Read more** 

 $https://www.simcoe.com/news/springwater-public-librarys-drag-queen-story-time-presentation-cancelled-due-to-safety-concerns/article\_0c2b17dd-f567-5ea3-8c43-be9f957510a9.html\\$ 

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NEWS

## Springwater Public Library's drag queen story time presentation cancelled due to 'safety concerns'

Presentation was expected at council meeting Wednesday evening, as part of regular library update

By Brett Glover Barrie Advance

Apr 19, 2023

Article was updated Apr 19, 2023



Auntie Plum, also known as Shawn Laven, entertained children at the Orillia Public Library in June 2022. This Drag Queen story time event was greeted by a mix of enthusiastic support and angry opposition. - Metroland file photo





Springwater Public Library postponed a presentation to council Wednesday evening (April 19), due to safety concerns.

Library staff were to present details of upcoming drag queen story times at one of its branches, as part of a regular update to township council, but had to postpone the event after safety concerns were raised.

Simcoe.com reached out to library CEO Jodie Delgado, but has yet to receive a response.

**ARTICLE CONTINUES BELOW** 

A comment on a Barrie Pride Facebook post of support from Delgado indicated the presentation was postponed for now.

"Due to safety concerns, the Library presentation at the Township of Springwater Council meeting tonight has been postponed. Thank-you for all your support. Please email letters of support to info-library[at]springwater.ca," Delgado commented.

A Township of Springwater spokesperson says the library opted to postpone its presentation this evening, but couldn't confirm whether any township staff have received threats related to the drag queen story times.

Meanwhile, Huronia West OPP confirms it is investigating reports of a phone call made to the library, the nature of which is as yet unknown.

#### **ARTICLE CONTINUES BELOW**

The OPP declined to provide further comment, stressing this is a very early-stages investigation.

But, Barrie Pride did provide a statement to Simcoe.com.

"It is on each Pride family to decide how to keep their family safe in co-operation with the local authorities and the many community Allies that have shown solidarity against hate and violence of any kind," the emailed statement reads. "Ultimately, this uneducated fear-based reactionary discrimination will become a thing of the past as we declare no more and educate everyone we can."

Drag queen story times have been highly politicized in recent months, with protests at these events reported across the country.

A new date for the library's presentation hasn't been announced.



#### **Brett Glover**

Brett Glover is a journalist with the Barrie Advance. He can be reached at **bglover@metroland.com.Follow** him on **Twitter** - https://twitter.com/BrettJGlover

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## World

## Libraries are in the political crosshairs as they fight back against U.S. book bans

Canadians should keep an eye on efforts to remove books from libraries south of the border, experts say

Nick Logan · CBC News · Posted: Apr 21, 2023 4:00 AM EDT | Last Updated: April 21



Residents of Llano County, Texas hold a protests in support of local libraries on April 13, as county leaders held a special meeting to consider shutting their public library system rather than follow a federal judge's

order to return books to the shelves on themes ranging from teen sexuality to bigotry. (Aaron E. Martinez/Austin American-Statesman/The Associated Press)

## comments



Libraries in the U.S. are on a new front line in a heated political battle over diversity and inclusion, not only contending with efforts to restrict books but also facing threats to their funding and operations.

State aid for all public libraries in Missouri <u>remains in limbo</u> amid a legal dispute over a policy that has seen a range of books pulled from school library shelves.

Officials in Llano County, Texas, considered closing public libraries rather than abiding by a court order to return banned books to the shelves, before backing down last week.

And, residents of a township in Michigan <u>voted against a tax levy</u> last fall to fund one of the community's only public libraries for the next 10 years, over the inclusion of LGBTQ books for young people in its collection.

It's all happening as lawmakers in Republican-led states put forward laws restricting transgender health care, drag performances and school curriculums related to race and LGBTQ issues. Those who monitor censorship see efforts to prohibit what books libraries can display and how they can operate as an assault on both diversity and democratic society.

- How the parental rights movement resurged in response to trans inclusivity in classrooms
- Twitter drops policy against misgendering, deadnaming transgender people

Jonathan Friedman, director of free expression programs and education at PEN America, said attempts to "impose a narrow ideological world view" and to create an environment in libraries where certain identities and experiences are censored is "totally inconsistent with the idea of what a public library is supposed to be."

"Everyone should be able to go to a library and find books that represent their own identities that, you know, families want for their children to be able to read," he said.



Several jurisdictions across the U.S. have already placed restrictions on which books can be accessed in school libraries, but some state and local officials are taking steps that could limit content in public libraries and even threatening to curtail funding if librarians don't abide by their rules. (Kevin Dietsch/Getty Images)

## Missouri vs. its libraries

Missouri became a flash point when the Republican-controlled House moved to withhold \$4.5 million US for public libraries from the state budget because of an American Civil Liberties Union (ACLU) lawsuit challenging the constitutionality of a bill that prohibited "explicit sexual material" from school libraries. The ACLU said the decision was "retaliation" for the court case.

The Senate Budget Committee voted to return that funding to the budget plan on Wednesday, but it will still have to be approved by both levels of government and it's unclear whether the entire amount of aid will be restored in the end.

Kimberley Moeller, the president-elect of the Missouri Library Association, one of the organizations involved in the ACLU lawsuit, said any cuts to funding will affect all libraries' abilities to purchase books and resources, but rural libraries will suffer more than those in bigger cities with larger tax bases.



Kimberly Moeller, the president-elect of the Missouri Library Association, said there is vague language in a state House rule that could mean a wide interpretation of what is considered 'obscene' or inappropriate for minors. (Submitted by Kimberly Moeller)

Another rule, introduced in the House by Secretary of State Jay Ashcroft last October, was specifically aimed at public libraries, requiring them to certify they have clear policies that limit "obscene" materials from being accessed by minors or they could face cuts to their funding.

Ashcroft, whose office is responsible for distributing library funding, told CBC News parents should have a say in what their children can access in libraries and they should be able to challenge materials they find questionable. He insists it's not an effort to censor or ban books.

"I assume no library is going to say, 'If anybody complains, regardless of how ridiculous the complaint is, we're going to burn the book,'" he said.

He feels that "just like most television" programs" there should be a means to let parents know if there is material they may not want to allow their children to access on their own.

- Children's book by Quebec author on gender, identity targeted by complaints in U.S. town
- Trans people already fighting for rights in Tennessee have a new fear in the wake of a tragedy

Moeller said most libraries already have collection development policies in place that would prevent sexually explicit materials from being a part of their collections — especially when it comes to children's sections or school libraries — and there are already ways for the public to challenge books for review.

But she and other librarians question who defines what is "obscene" or inappropriate for children.

While there are some state guidelines in that regard, Moeller said the language of the Senate bill and the House rule are "so vague that it means that someone under 18 couldn't walk into the library without a parent."

In her view, a parent allowing their child to have a library card means that child has permission to access what the library has to offer.

## LISTEN | The fight for libraries, 'the heart' of democratic freedom:





Ideas 53:59

The Librarian Who Won't Stay Quiet

Libraries are under literal attack in Ukraine, and ideological attack amid North America's culture wars. Oxford librarian and author Richard Ovenden is not about to stay quiet about it. He argues that libraries defend our democratic freedoms, and deserve our defence in return.

## The challenge of book challenges

According to Moeller, the demands for book removals are not only increasing, she said, they appear to be part of an organized effort.

She said people are submitting entire lists that are circulating online, sometimes containing more than 160 titles at a time, without being able to fully justify why any one book should be banned because they haven't actually read the works in their entirety.

American groups such as No Left Turn in Education and Moms For Liberty have compiled long lists of literary works that should be challenged because they deem them unsuitable for minors for various reasons. Titles on Moms for Liberty's list, for example, include Toni Morrison's *The Bluest Eye*, Margaret Atwood's *The Handmaid's Tale*, *Milk and Honey* by Canadian poet Rupi Kaur, and Khaled Hosseini's acclaimed novel *The Kite Runner*.

But generally speaking, Moeller said, the books that are being targeted are most often ones about LGBTQ issues, gender identity and racism. In some cases, it's also books that have some amount of sexual content — including books about sexual education — but not what libraries would consider obscene or pornographic.

## LISTEN | How U.S. librarians are fighting back against book bans, threats to funding:





The Current 24:31

American librarians fight calls to defund public libraries

a movement in the United States that started with book bans has shifted to a call to defund public libraries. We discuss how librarians are fighting back with Katie Hill Earnhart, the library director of The Cape Giradeau Public Library in the state of Missouri; Mary Grahame, youth services librarian at Ferndale Area district Library, just north of Detroit; and Jonathan Friedman, the director of free expression and education programs for PEN America.

## Censorship by any other name

University of British Columbia associate professor Florian Gassner explained there's a long history of governments censoring books and other content without actually admitting to censorship.

He described it as "regulation by raised eyebrow," in which governments don't outright ban specific materials but put rules in place that allow parents or community members to decide what is or isn't appropriate, with penalties if the library doesn't comply.



Florian Gassner, an associate professor in the University of B.C.'s Department of Central, Eastern and Northern European Studies, has researched censorship in Europe and North America. (UBC)

When it comes to protecting kids from inappropriate content, Gassner said book bans and library restrictions may not be all that practical as children can easily access graphic material by many other means, including smartphones.

He said the situation speaks more to "a rift" in society and how people position themselves on certain issues, but that it's "very dangerous and highly symbolic to start chipping away at our cultural archive" and the trove of information and ideas that libraries hold.

PEN America's Friedman sees it as "inherently repressive." He sees efforts to limit ideas and expression as "trending away from democracy" and the "very principles that have formed the bedrock" of how Americans view their own society.

## Meanwhile in Canada

Gassner said Canadians would be wise to be "vigilant" about the attempts to ban books and put restrictions on libraries.

"Much of what happens in Canada is an aftermath of what happens in the United States," he said.

But according to Wendy Wright, chair of the Canadian Federation of Library Associations' Intellectual Freedom Committee and the director of the public library in Smithers, B.C., the political climate in the U.S. is already having an effect on libraries in this country, some of which have been the target of protests over the hosting of family-friendly drag story hour events.



Wendy Wright, a librarian in Smithers, B.C., servers as the chair of the Canadian Federation of Library Associations' Intellectual Freedom Committee. (Submitted by Wendy Wright)

She pointed to recent instances in Manitoba in which local councils have been approached by protesters demanding public libraries be forced to remove certain books or have their funding taken away.

There was also an incident in Chilliwack, B.C., in February, when the <u>RCMP</u> was called to investigate an unsubstantiated allegation that books in school libraries contained child pornography.

- Safety concerns in P.E.I.'s transgender community as anti-trans sentiment surges
- Drag Queen Story Time supporters shout down protesters in Coquitlam, B.C.

Wright believes it signals a "cultural shift" more than anything because libraries aren't doing anything different than they've ever done before in offering a wide range of books, services and programs to a diverse population with different perspectives.

"A truly great library has something in it to offend everyone," she said, adding librarians will defend maintaining collections of books across a spectrum of views – even those of the people currently fighting against libraries.







A country divided: Transgender rights in the U.S.

27 days ago | 23:05

Mar. 28, 2023 | Hundreds of bills targeting transgender people and their rights have been introduced in the United States. Andrew Chang is joined by an activist tracking it all. Then, a mom and her trans son explain why they won't leave their state.

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**PLAN** 



FOPL, as a provincial federation, made up of Ontario library system members, has the opportunity to be a leader in Truth and Reconciliation work within our provincial library system. This document outlines areas where FOPL can be a catalyst for change and disruptor of current mores. Additionally, this document will provide a shortlist of efforts our library members may wish to address in their own systems.



# TRUTH & RECONCILIATION PLAN

In 2015 the Truth and Reconciliation Commission published their 94 Calls to Action. While this document did not have libraries as their intended audience, libraries and associations across the country have been struggling to find ways to provide meaningful mechanisms to support these calls.

The FOPL Truth and Reconciliation Plan considers the 94 Calls to Action from a library service lens, and provides recommendations to our Member Libraries. Additionally, the FOPL Board has used this same lens to determine how we can be a leader in advocacy and in supporting our members in their reconciliation efforts.

## FOPL RECONCILIATION ACTION PLAN 2022 & 2023

03

Action	Status
Prepare a Strategic Plan and Annual Workplans with a focus on Indigenous librarianship needs.	
Establish a FOPL Indigenous Acknowledgement Statement and open all meetings with the statement.	<b>Completed</b> Updated March 2023
Establish the Indigenous Library Partners Working Group who will continue to address ongoing needs which support public libraries on-reserve, Indigenous librarians, and public library systems work around Indigenous matters and truth and reconciliation.	Est. September 2021 Work ongoing
Hold member caucus meetings where FNPL CEOs can express the needs and concerns, informing the advocacy initiatives of FOPL.	<b>Semi-Annually</b> Most recently March 2023
Advocate for the provincial government to properly fund our current public libraries on reserve so each CEO receives a full-time living wage through provincial funding.	Began with the 2023-24 Provincial Budget
Advocate for Indigenous communities to have equal access to libraries in Ontario.	Little NHL March 2023
When developing materials for reserve communities, use Indigenous languages where appropriate. [Calls 13, 14]	In 2023 Budget
Provide an in-service for member libraries on UNDRIP and how the best practices and principles can be incorporated in public libraries. [Call 43]	Planned Fall 2023
Provide in-servicing for member libraries on reconciliation activities. [Call 57]	<b>Fall 2022</b> Available on website
Provide member libraries with resources on reconciliation activities including info graphics, Book reviews, etc. [Calls 63, 80]	Planned June 2023 Blog
Be an active member of National Indigenous Knowledge & Language Alliance (NIKLA).	Joined 2022 Ongoing membership
Endorse the CFLA Truth & Reconciliation Committee Report.	Completed

## RECOMMENDED ACTIVITIES BASED ON THE CALLS TO ACTION

## **CALL TO ACTION 10**

We call on the federal government to draft new Aboriginal education legislation with the full participation and informed consent of Aboriginal peoples. The new legislation would include a commitment to sufficient funding and would incorporate the following principles:

i. Providing sufficient funding to close identified educational achievement gaps within one generation. ii. Improving education attainment levels and success rates. iii. Developing culturally appropriate curricula. iv. Protecting the right to Aboriginal languages, including the teaching of Aboriginal languages as credit courses. v. Enabling parental and community responsibility, control, and accountability, similar to what parents enjoy in public school systems. vi. Enabling parents to fully participate in the education of their children. vii. Respecting and honouring Treaty relationships.



## **FOPL**

Provide in servicing for members.



## **Member Libraries**

1. Support local community education with resources and curriculum materials available in the public library. 2. If available, open local history collections content to educators through edukits.





We call upon the federal government to acknowledge that Aboriginal rights include Aboriginal language rights.



## **FOPL**

When developing materials for reserve communities, use Indigenous languages where appropriate.



## **Member Libraries**

1. Provide multi-language collections. 2. Support community entities to provide Indigenous language programs onsite.

## **CALL TO ACTION 14**

We call upon the federal government to enact an Aboriginal Languages Act that incorporates the following principles:

i. Aboriginal languages are a fundamental and valued element of Canadian culture and society, and there is an urgency to preserve them. ii. Aboriginal language rights are reinforced by the Treaties. iii. The federal government has a responsibility to provide sufficient funds for Aboriginal-language revitalization and preservation. iv. The preservation, revitalization, and strengthening of Aboriginal languages and cultures are best managed by Aboriginal people and communities. v. Funding for Aboriginal language initiatives must reflect the diversity of Aboriginal languages.

## **FOPL**

When developing materials for reserve communities, use Indigenous languages where appropriate.



## **Member Libraries**

1. Provide multi-language collections. 2. Support community entities to provide Indigenous language programs onsite. 3. Provide information to the community on UNDRIP and treaties, with a focus on local communities.





We call upon federal, provincial, territorial, and municipal governments to fully adopt and implement the United Nations Declaration on the Rights of Indigenous Peoples as the framework for reconciliation.



## **FOPL**

Provide an in-service in 2023 on UNDRIP and how the best practices and principles can be incorporated in public libraries.



## **Member Libraries**

1. Include UNDRIP best practices and principles in library planning and programming. 2. Adopt an Indigenous Acknowledgement Statement which addresses treaty, ceded/unceded and traditional territory where the library is located.



We call upon the Council of Ministers of Education, Canada to maintain an annual commitment to Aboriginal education issues, including: i. Developing and implementing Kindergarten to Grade Twelve curriculum and learning resources on Aboriginal peoples 07

in Canadian history, and the history and legacy of residential schools. ii. Sharing information and best practices on teaching curriculum related to residential schools and Aboriginal history. iii. Building student capacity for intercultural understanding, empathy, and mutual respect. iv. Identifying teacher-training needs relating to the above.



## **FOPL**

Provide in-servicing for member libraries on reconciliation activities.



## **Member Libraries**

1. Provide accurate collections which can support curriculum and personal education and awareness of contemporary and historical Indigenous communities and legacy issues. 2. Provide curriculum supports. 3. Provide programs that support for intercultural understanding, empathy, mutual respect, and understanding of historical issues. 4. Invite Indigenous speakers, elders, storytellers, authors, etc to hold events, workshops or speaker series.

## **CALL TO ACTION 67**

We call upon the federal government to provide funding to the Canadian Museums Association to undertake, in collaboration with Aboriginal peoples, a national review of museum policies and best practices to determine the level of compliance with the United Nations Declaration on the Rights of Indigenous Peoples and to make recommendations.

## **FOPL**

Provide in servicing for members.



## **Member Libraries**

1. For GLAM sites, work with museum associations to advance museum practices surrounding Indigenous content.







We call upon provincial, territorial, municipal, and community archives to work collaboratively with the National Centre for Truth and Reconciliation to identify and collect copies of all records relevant to the history and legacy of the residential school system, and to provide these to the National Centre for Truth and Reconciliation.



## **FOPL**

Provide in servicing for members on integrated and decolonized collections.



## **Member Libraries**

As a public sector representing our local community histories, collect, make available, and support the local research needs of those participating in personal research pertaining to residential school systems and truth and reconciliation.

## **CALL TO ACTION 80**

We call upon the federal government, in collaboration with Aboriginal peoples, to establish, as a statutory holiday, a National Day for Truth and Reconciliation to honour Survivors, their families, and communities, and ensure that public commemoration of the history and legacy of residential schools remains a vital component of the reconciliation process.

## **FOPL**

Provide resources to libraries for Reconciliation Day including infographics, Book reviews, etc.



## **Member Libraries**

Commemorate, celebrate, program, and conduct programs pertaining to truth and reconciliation, both on the National Day of Reconciliation and throughout the year.





### **CALL TO ACTION 93**

We call upon the federal government, in collaboration with the national Aboriginal organizations, to revise the information kit for newcomers to Canada and its citizenship test to reflect a more inclusive history of the diverse Aboriginal peoples of Canada, including information about the Treaties and the history of residential schools.



#### **FOPL**

As a National Indigenous Knowledge & Language Alliance (NIKLA) Institutional Member, promote the activities of NIKLA's Respectful Terminology Platform Project.



#### **Member Libraries**

When providing newcomer collections and resources, ensure Indigenous materials are part of those resources or cross cataloged in a way that will be easily found by newcomers.



In 2022 the Indigenous Libraries Partnership Working Group began to look at the role FOPL could take in Truth and Reconciliation within our provincial library systems. The culminating efforts are this document, approved by the Board February 2023.

#### Members:

- Feather Maracle (Chair), Six Nations Public Library
- Kelly Bernstein, County of Brant Public Library
- Kathleen Copegog, Beausoleil First Nations Public Library
- Kathy Fisher, Ottawa Public Library
- Alicia Subnaik Kilgour, Niagara Falls Public Library
- Dr. Sabrina Redwing Saunders, The Blue Mountains Public Library
- Aly Veliji, Toronto Public Library



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#### Harvard Business Review

#### **AI And Machine Learning**

## **ChatGPT Is a Tipping Point for Al**

by Ethan Mollick

December 14, 2022



Tetiana Lazunova/Getty Images

**Summary.** We're hitting a tipping point for artificial intelligence: With ChatGPT and other AI models that can communicate in plain English, write and revise text, and write code, the technology is suddenly becoming more useful to a broader population of people. This... **more** 

Less than two weeks ago, OpenAI released ChatGPT, a powerful new chatbot that can communicate in plain English using an updated version of its AI system. While versions of GPT have been around for a while, this model has crossed a threshold: It's

genuinely useful for a wide range of tasks, from creating software to generating business ideas to writing a wedding toast. While previous generations of the system could technically do these things, the quality of the outputs was much lower than that produced by an average human. The new model is much better, often startlingly so.



To hear more, download Noa app for iPhone or Android.

Put simply: This is a *very* big deal. The businesses that understand the significance of this change — and act on it first — will be at a considerable advantage. Especially as ChatGPT is just the first of many similar chatbots that will soon be available, and they are increasing in capacity exponentially every year.

At first glance, ChatGPT might seem like a clever toy. On a technical level, it doesn't work differently than previous AI systems, it's just better at what it does. Since its release, Twitter has been flooded with examples of people using it to strange and absurd ends: writing weight-loss plans and children's books, and offering advice on how to remove a peanut butter sandwich from a VCR in the style of the King James Bible.

There are other reasons to be skeptical besides the unusual use cases. Most pointedly, despite years of hype, AI notoriously only sort of works in most applications outside of data analysis. It's pretty good at steering cars, but sometimes it rams into another vehicle. Mostly, it provides good answers to queries, but sometimes it seems to make up the results entirely.

But a deeper exploration reveals much more potential. And the more you look, the more you see what has changed with this model — and why it seems like a tipping point.

ChatGPT, now open to everyone, has made an important transition. Until now, AI has primarily been aimed at problems where failure is expensive, not at tasks where occasional failure is cheap and acceptable — or even ones in which experts can easily separate failed cases from successful ones. A car that occasionally gets into accidents is intolerable. But an AI artist that draws some great pictures, but also some bad ones, is perfectly acceptable. Applying AI to the creative and expressive tasks (writing marketing copy) rather than dangerous and repetitive ones (driving a forklift) opens a new world of applications.

What are those applications, and why do they matter so much?

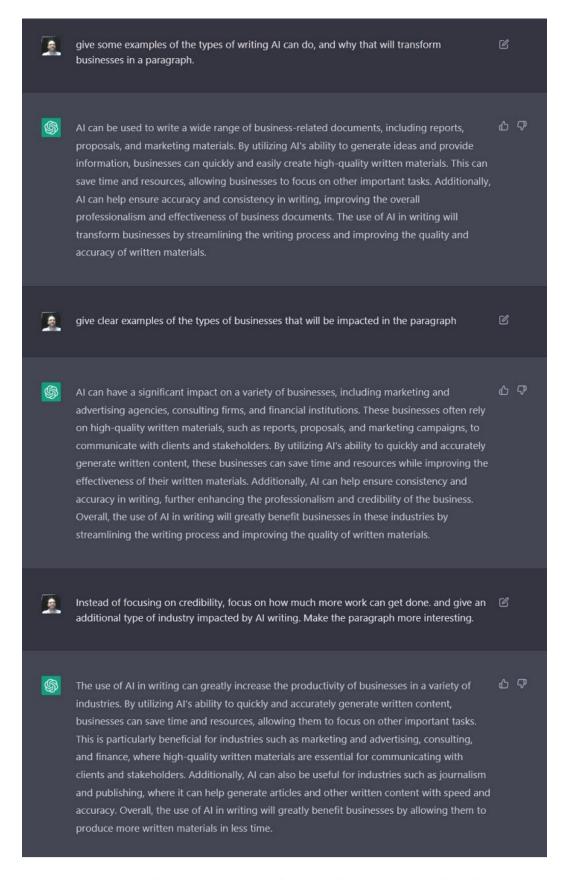
First, not only can this AI produce paragraphs of solidly written English (or French, or Mandarin, or whatever language you choose) with a high degree of sophistication, it can also create blocks of computer code on command. To give you an idea of what this looks like, I introduced my undergraduate entrepreneurship students to the new AI system, and before I was done talking, one of my students had used it to create the code for a startup prototype using code libraries they had never seen before. They completed a four-hour project in less than an hour.

This is a major change. Massive increases in speed have been seen in a randomized trial of AI code tools. One good programmer can now legitimately do what not so long ago was the work of many, and people who have never programmed will soon be able to create workable code as well.

Second, it has an incredible capacity to perform different kinds of writing with more significant implications than might be initially apparent. The use of AI in writing can greatly increase the productivity of businesses in a variety of industries. By utilizing AI's ability to quickly and accurately generate written content, businesses can save time and resources, allowing them to focus on other important tasks. This is particularly beneficial for industries such as marketing and advertising, consulting, and

finance, where high-quality written materials are essential for communicating with clients and stakeholders. Additionally, AI can also be useful for industries such as journalism and publishing, where it can help generate articles and other written content with speed and accuracy. Overall, the use of AI in writing will greatly benefit businesses by allowing them to produce more written materials in less time.

An AI wrote the previous paragraph. It also actively revised it in response to my criticism to improve the material. (See the image for details). In tests of whether it could make other parts of my job as a professor easier, it took seconds to write a reasonable course syllabus, class assignments, grading criteria, even lecture notes that could be potentially useful with some editing.



This highlights the third major change that happened with this release: the possibility of human-machine hybrid work. Instead of prompting an AI and hoping for a good result, humans can now guide AIs and correct mistakes. (Despite what my AI writing partner claims above, it's not *always* accurate.) This means

experts will be able to fill in the gaps of the AI's capability, even as the AI becomes more helpful to the expert. This sort of interaction has led to increases in performance of players of Go, one of the world's oldest and most complex games, who have learned from the AIs that mastered the sport, and become unprecedentedly better players themselves.

A final reason why this will be transformative: The limits of the current language model are completely unknown. Using the public mode, people have used ChatGPT to do basic consulting reports, write lectures, produce code that generates novel art, generate ideas, and much more. Using specialized data, it's possible to build each customer their own customized AI that predicts what they need, responds to them personally, and remembers all their interactions. This isn't science fiction. It is entirely doable with the technology just released.

The problems of AI remain very real, however. For one, it is a consummate bullshitter, and I mean that in a technical sense. Bullshit is convincing-sounding nonsense, devoid of truth, and AI is very good at creating it. You can ask it to describe how we know dinosaurs had a civilization, and it will happily make up a whole set of facts explaining, quite convincingly, exactly that. It is no replacement for Google. It literally does not know what it doesn't know, because it is, in fact, not an entity at all, but rather a complex algorithm generating meaningful sentences.

It also can't explain what it does or how it does it, making the results of AI inexplicable. That means that systems can have biases and that unethical action is possible, hard to detect, and hard to stop. When ChatGPT was released, you couldn't ask it to tell you how to rob a bank, but you could ask it to write a one-act play about how to rob a bank, or explain it for "educational purposes," or to write a program explaining how to rob a bank, and it would happily do those things. These issues will become more acute as these tools spread.

But these disadvantages are much more prevalent outside of the creative, analytical, and writing-based work that AI is now capable of. A writer can easily edit badly written sentences that may appear in AI articles, a human programmer can spot errors in AI code, and an analyst can check the results of AI conclusions. This leads us, ultimately, to why this is so disruptive. The writer no longer needs to write the articles alone, the programmer to code on their own, or the analyst to approach the data themselves. The work is a new kind of collaboration that did not exist last month. One person can do the work of many, and that is even without the additional capabilities that AI provides.

This is why the world has suddenly changed. The traditional boundaries of jobs have suddenly shifted. Machines can now do tasks that could only be done by highly trained humans. Some valuable skills are no longer useful, and new skills will take their place. And no one really knows what any of this means yet. And keep in mind: This is just one of *many* models like this that are in the works, from both companies you know, like Google, and others you may not.

So, after reading this article, I hope you immediately start experimenting with AI (for free, here) and start high-level discussions about the implications: for your company, your industry, and the rest of the world. Integrating AI into our work — and our lives — will bring sweeping changes. Right now, we're just scratching the surface of what those might be.

## **EM**

**Ethan Mollick** is an associate professor of management at The Wharton School of the University of Pennsylvania.

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# This 22-year-old is trying to save us from ChatGPT before it changes writing forever

January 17, 2023 · 6:30 AM ET

By Greg Rosalsky, Emma Peaslee



While many Americans were nursing hangovers on New Year's Day, 22-year-old Edward Tian was working feverishly on a new app to combat misuse of a powerful, new artificial intelligence tool called ChatGPT.

Given the buzz it's created, there's a good chance you've heard about ChatGPT. It's an interactive chatbot powered by machine learning. The technology has basically devoured the entire Internet, reading the collective works of humanity and learning patterns in language that it can recreate. All you have to do is give it a prompt, and ChatGPT can do an endless array of things: write a story in a particular style, answer a question, explain a concept, compose an email — write a college essay — and it will spit out coherent, seemingly human-written text in seconds.

The technology is both awesome — and terrifying.

"I think we're absolutely at an inflection point," Tian says. "This technology is incredible. I do believe it's the future. But, at the same time, it's like we're opening Pandora's Box. And we need safeguards to adopt it responsibly."

Tian is a senior at Princeton University, where he majors in computer science and minors in journalism. Before his recent foray into the limelight, Tian's biggest plans were graduating college and getting his wisdom teeth pulled. Now he's fielding calls from venture capital firms, education leaders, and global media outlets.

Over the last couple years, Tian has been studying an AI system called GPT-3, a predecessor to ChatGPT that was less user-friendly and largely inaccessible to the general public because it was behind a paywall. As part of his studies this fall semester, Tian researched how to detect text written by the AI system while working at Princeton's Natural Language Processing Lab.

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Then, as the semester was coming to a close. OpenAI, the company behind GPT-3 and to enhance your viewing, listening and user experience, personalize content, others white ones, seeden seed that GPT sort properties in the personalize content, others white ones, seeden seed that GPT sort properties in the personalize content, on the sort of the personalize content, on the seed that GPT sort properties in the personalize content, on the seed that GPT sort properties in the personalize content, on the seed that GPT sort properties in the seed that the personal seed in the seed it since, interacting with the technology has been like sponsorship, analytics, and other vendors or service providers. You may gettistight problem to the seemed like science fiction.

Despite having studied AI, Tian, like the rest of us, was gobsmacked by the power of ChatGPT. He and his friends used it to write poems and raps about each other. "And it was like: 'Wow, these results are pretty good,'" Tian says. It seemed like everyone on campus was talking about how remarkable this new technology was. Sure, the text it generates is pretty formulaic and not always accurate. But it also feels like the beginning of a revolution.

For many users of the new technology, wonderment quickly turned to alarm. How many jobs will this kill? Will this empower nefarious actors and further corrupt our public discourse? How will this disrupt our education system? What is the point of learning to write essays at school when AI — which is expected to get exponentially better in the near future — can do that for us?

Stephen Marche, writing in *The Atlantic* last month, declared "The College Essay Is Dead." He paints ChatGPT and the AI revolution as part of an existential crisis for the humanities. "The essay, in particular the undergraduate essay, has been the center of humanistic pedagogy for generations," Marche writes. "It is the way we teach children

how to research, think, and write. That entire tradition is about to be disrupted from By clicking "Accept All Cookies" or continuing, you agree to the use of cookies,

the graduad Mark and storage technologies, and information about your device to enhance your viewing, listening and user experience, personalize content, personalize messages from NPR's sponsors, provide social media features,

Edward vs The Machine ation is shared with social media,

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After the fall seffer and a few and the holidays. He hung out with his family. He watched Netflix. But he couldn't shake thoughts about the monumental challenges confronting humanity due to rapidly advancing AI.

And then he had an idea. What if he applied what he had learned at school over the last couple years to help the public identify whether something has been written by a machine?

Tian already had the know-how and even the software on his laptop to create such a program. Ironically, this software, called GitHub Co-Pilot, is powered by GPT-3. With its assistance, Tian was able to create a new app within three days. It's a testament to the power of this technology to make us more productive.

On January 2nd, Tian released his app. He named it GPTZero. It basically uses ChatGPT against itself, checking whether "there's zero involvement or a lot of involvement" of the AI system in creating a given text.

When Tian went to bed that night, he didn't expect much for his app. "When I put this out there, I just thought maybe a few dozen people at best might try it," Tian says. "I was not expecting what happened."

When Tian woke up, his phone had blown up. He saw countless texts and DMs from jobnizety places of the countless texts and DMs from places of the places of

## **Fighting The Hallmarkization Of Everything**

Tian says he has a couple primary motivations for creating GPTZero. The first is transparency. "Humans deserve to know when something is written by a human or written by a machine," he says.

Along these lines, one obvious application for GPTZero is to help teachers identify whether their students are plagiarizing their essays from ChatGPT. "Teachers from all over the world are worried about this," Tian says.

Some in the technology world, however, are not quite sold that copying and pasting what ChatGPT spits out is even a problem. "'ChatGPT plagiarism,' is a complete non-issue," tweeted Marc Andreessen, a venture capitalist and Internet pioneer, earlier this month. "If you can't out-write a machine, what are you doing writing?"

Elon Musk, one of the original co-founders of OpenAI, recently tweeted, "It's a new world. Goodbye homework!" in response to reports that schools were imposing strict new measures against ChatGPT plagiarism.

Of course, these are just flippant tweets. But it really does feel like we've entered a new world where we're being forced to re-evaluate our education system and even the value — or at least the method — of teaching kids how to write.

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it's freed our minds to concentrate on other matters. Or you might consider it a kind of de-evolution, a dumbing down of our mental abilities. Don't lose your cell phone!

Now humanity faces the prospect of an even greater dependence on machines. It's possible we're heading towards a world where an even larger swath of the populace loses their ability to write well. It's a world in which all of our written communication might become like a Hallmark card, written without our own creativity, personality, ideas, emotions, or idiosyncrasies. Call it the Hallmarkization of everything.

But at least when we give people Hallmark cards, people know we're giving them Hallmark cards. If you use ChatGPT to write your friend a congratulations or an apology, they might not even know it was written by a machine.

Which brings us to the other purpose that Tian envisions for his app: to identify and incentivize originality in human writing. "We're losing that individuality if we stop teaching writing at schools," Tian says. "Human writing can be so beautiful, and there are aspects of it that computers should never co-opt. And it feels like that might be at risk if everybody is using ChatGPT to write."

Tian is no Luddite. He isn't trying to stop AI in its tracks. He believes that's impossible, and, he says, he opposes blanket bans against use of ChatGPT, like the one recently announced by New York City public schools. Students, he believes, will use the technology anyway. And, he says, it's important they're able to learn how to use it. They need to be aware of the technological changes that are sweeping our world. "It doesn't make sense that we go into that future blindly," he says. "Instead, you need to build the safeguards to enter that future."

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As for his plans after college, Tian says, the excitement — and clear demand — for his new app has convinced him that he should concentrate on making it a better, more accurate product. "If you're a teacher or an educator, our team — which right now is just me and my best friend from college, who just joined yesterday — we would love to talk to you," Tian says.

So if you encounter some text that you suspect may be written by a machine, maybe run it through Tian's new app? You can find it at GPTZero.me.

#### **Editor's Note**

Jan. 18, 2023

We updated this article to be more in line with our naming standards.

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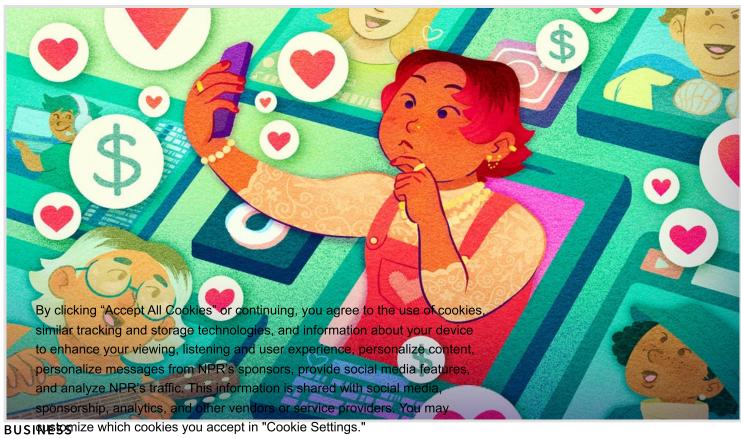
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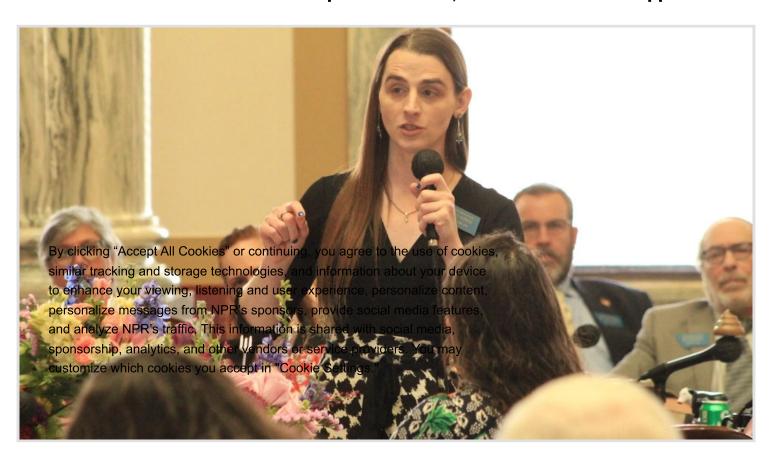
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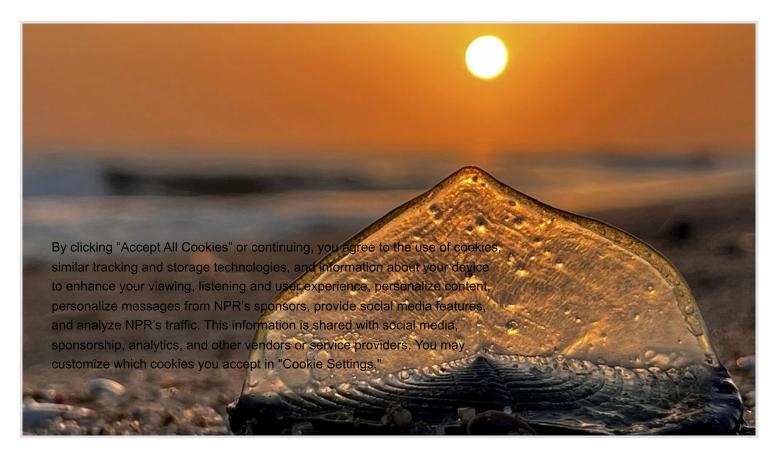
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**Books** 

## Third of UK librarians asked to censor or remove books, research reveals

A survey by Cilip shows members of the public using increasingly threatening behaviour about the removal of books on empire, race and LGBTQ+ themes

#### Sarah Shaffi

Thu 20 Apr 2023 10.24 BST

Librarians are increasingly being asked to censor or remove books, and have also faced threats in discussions about the removal of books.

Research carried out by the Chartered Institute of Library and Information Professionals (Cilip), the UK's library and information association, found that a third of librarians had been asked by members of the public to censor or remove books, indicating that such incidences "had increased significantly in recent years", according to Cilip's chief executive, Nick Poole. The most targeted books involve empire, race and LGBTQ+ themes.

Some 82% of librarians said they were concerned about the increase in such requests. In response to the survey findings and increased number of requests for removal, Cilip is in the process of updating the national guidance for librarians in managing stock, spaces, events and activities.



☐ Fun Home: A Family Tragicomic by Alison Bechdel was targeted by Senator Rick Brattin. Photograph: Joe Martinez/the Guardian

Books have increasingly been at the forefront of the so-called culture wars. Librarians in the US have found themselves in regular conflict with rightwing readers over book stock; Republican state senator Rick Brattin is behind a law in Missouri criminalising anybody who makes visually explicit materials available at a school, citing books such as Alison Bechdel's graphic novel memoir Fun Home, as well as classics such as Toni Morrison's Song of Solomon, when asked for examples of sexually explicit materials. Some Utah school libraries now require permission slips for

students to borrow books covering LGBTQ+ themes, while Republicans and the far right have targeted <u>drag story</u> hours.

Meanwhile in the UK, there has been debate around books that have had language changed, including the removal of the N-word and the term "Oriental" from Agatha Christie's Poirot and Miss Marple novels, and the removal of the N-word and references to the ethnicity of minor characters in Ian Fleming's James Bond novels.

Cilip and <u>Libraries</u> Connected, a charity that represents public libraries, said librarians are aware of discussions taking place around outdated language in books, and this is affecting their jobs in different ways.

"Some of the public debate is reaching librarians," Poole said. "We've heard reports of requests to remove materials that deal with race and empire and Britain's colonial heritage."

"We've even had a round table with some librarians who've received personal threats of violence around their work on decolonising collections, or balancing that historical perspective in their collections. Part of our job is to maintain book stock that tells the whole of that story and to be unafraid in telling that story," he added. "No librarian should ever be in fear of their wellbeing or safety as a result of doing their job for the public."

## 

Poole said the other big area where librarians had received requests for removals was books with LGBTQ+ themes or characters. Isobel Hunter, chief executive of Libraries Connected, said that while some library managers have told

the group they have had very few requests for the removal of titles, they have been receiving a large number of freedom of information requests, primarily from media organisations.

The result, she said, is that librarians are having to take time away from their primary job to answer these requests. "There is no such thing as censorship in public libraries," said Hunter. "We don't know of any libraries that have trigger warnings."

Lucy Banks, reading development manager at Libraries Unlimited, a charity that manages libraries in Devon and Torbay, said: "We don't censor, and we're pleased to have that role within society as a hub of trusted information.

"We're not getting the complaints but we are aware of those wider conversations, and indeed, they do sometimes crop up in the library," she added. "We're really supportive of everyone's rights, regardless of background, lifestyle, gender or age - we see it as our fundamental job to make our libraries as warm and welcoming for as many people as possible."

Cilip's updated guidance for librarians on how to deal with requests for the removal of books is due to be released publicly in May. "We want to get past this period of culture war and politics and really focus on the job in hand," said Poole. "It continues to be true that it just takes a spark in a children's book to inspire a young person to go on and do something brilliant, and that's what we want to focus on doing."

... as 2023 gathers pace, and you're joining us from Canada, we have a small favour to ask. A new year means new opportunities, and we're hoping this year gives rise to some much-needed stability and progress. Whatever happens, the Guardian will be there, providing clarity and fearless, independent reporting from around the world, 24/7.

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Unlike many others, we have no billionaire owner, meaning we can fearlessly chase the truth and report it with integrity. 2023 will be no different; we will work with trademark determination and passion to bring you journalism

that's always free from commercial or political interference. No one edits our editor or diverts our attention from what's most important.

With your support, we'll continue to keep Guardian journalism open and free for everyone to read. When access to information is made equal, greater numbers of people can understand global events and their impact on people and communities. Together, we can demand better from the powerful and fight for democracy.

Whether you give a little or a lot, your funding is vital in powering our reporting for years to come. **If you can,** please support us on a monthly basis from just CA\$2. It takes less than a minute to set up, and you can rest assured that you're making a big impact every single month in support of open, independent journalism. Thank you.





Innisfil Public Library Board

As I approach my retirement date, I wanted to take this opportunity to express my gratitude for your support, unflagging confidence and leadership. I am sencerely grateful for the incredible opportunity to work for an organization that values innovation, community, as well as compassion and equity. Your passion and dedication influence every aspect of the work we do. I have been motivated to challenge myself for over 30 yrs in various roles, as a result of the successive Boards' belief in the Library's need to serve the community. It has been a provided to work for this organization and am very provide to have played a small part in its success.

I will be looking forward to seeing what the future Rolds but I have no doubt that it will be bught - all the best - Susan.

Rescue

Lake Simcoe

Coalition

The Rescue Lake Simcoe Coalition is a lake-wide member-based organization representing 26 groups in the Lake Simcoe Watershed. We provide leadership and inspire people to take action to protect Lake Simcoe.

www.rescuelakesimcoe.com

3 Boats, Pastel by Richard Vandermeer Chosen for 2021 Auction Fundraiser For Rescue Lake Simcoe Coalition

"BEAUTIFUL WATERS"

Card reproduction with kind permission of the artist.

5b.10.01

# Facilities are a free source of entertainment or a place for users of all ages to unwind

Toronto Star · 29 Apr 2023 · IN7 · EMMA TEITEL EMMA TEITEL IS A TORONTO-BASED COLUMNIST AND MEMBER OF THE STAR'S EDITORIAL BOARD. @EMMAROSETEITEL

Unless you're in a rush to read Prince Harry's memoir, "Spare," (there are currently 1,914 holds on the book), the Toronto Public Library has something for everyone.



During a time of severe sticker shock, it is a sticker free sanctuary: a free source of entertainment, a free place to unwind, a free place to job hunt online, and if you don't mind letting your kid wreak havoc in the DVD section, a free source of child care. (It's even free when you break the rules; the library permanently removed late fees last year).

My local branch in Southwest Scarborough was and remains a Godsend. When my now two-year-old daughter was born at the height of the pandemic, I thought my fate was sealed: that for the next five years I'd be reading the same 20 picture books I owned on repeat — eight of them didactic board books about social justice gifted to us by well meaning friends (a note to heterosexuals buying gifts for queer couples expecting a baby: the gays — and their offspring — enjoy "Goodnight Moon" just like you do).

But then I had an epiphany that changed my life forever: I remembered that the public library existed and within its realm the ability to put practically any book I could ever want to read on hold for pickup at my local branch.

As such, our house is now home to a never-ending rotation of dozens of library picture books on all manner of subjects from thunderstorms to matzoh-eatingmice. And the library itself is a second home to my daughter when it's raining or when we have an hour to kill before dinnertime. Aside from garbage collection, and transit, the public library is the city service my family relies on most in our daily lives.

All of which is to say, I'm thrilled that at least two of the mayoral candidates in Toronto's June by election have announced plans to increase services at city libraries.

If he wins, Toronto mayoral candidate Josh Matlow has promised to "increase access to the Toronto Public Library and its vital services by opening all 100 branches on Sundays.

The same goes for candidate Mitzie Hunter, who has vouched to extend library service on Sundays and enhance library programs for youth.

Currently, only some libraries operate on Sundays for a handful of hours in the afternoon. This is a travesty. As anyone who has visited a Toronto library can tell you, it isn't just a place to sign out books. It's an internet café for seniors, a story circle for toddlers, a study space for teens, an English language school for newcomers, and a venue for community

programming all wrapped into one. According to the library itself, in 2021, nearly 1.2 million people were registered cardholders, and 10 million holds were placed at all 100 branches and on the website.

Data collected prior to last year's municipal election revealed that cost of living and inflation was a top-of-mind issue for Toronto voters.

Even with those hyped up strong mayor powers, Toronto's new mayor will not be able to lower the price of lettuce or single-handedly solve the housing crisis. But he or she should be able to improve the services we rely on almost everyday. Surely increased funding to a free service would be a huge benefit to Torontonians — those with kids in particular — struggling financially right now. Amid endless talks about the root causes of crime, surely increased funding to an already wellestablished community safety net would be a wise move.

My hope is that every mayoral candidate makes a pledge to increase library funding and access (at the very least they should donate a couple copies of Prince Harry's "Spare" to their local branch).

My fear, however, is that in their quest to pursue shiny new things (a new science centre at Ontario Place for example) candidates will fail to improve on the vital services we already have.

As anyone who has visited a Toronto library can tell you, it isn't just a place to sign out books. It's an internet café for seniors, a story circle for toddlers, a study space for teens, an English language school for newcomers, and a venue for community programming all wrapped into one

2 of 2





#### COMMITMENT TO UNLEARNING & DECOLONIZATION

#### Beyond Land Acknowledgements

Over the course of nine weeks throughout March and April, three members of Library staff - Manager of Engagement & Community Development, Collection Services Librarian, and Special Collections Librarian - participated in an online micro-credential course entitled "Beyond GLAM Land Acknowledgments: Activating Decolonization and Indigenization in Galleries, Libraries, Archives, and Museums" offered by the School of Continuing Studies at OCAD University. This course focused on: learning from Indigenous experts about using appropriate terminologies, how to decolonize texts and labels, developing strategies to decolonize institutional practices, and developing a better understanding of the implications of the Truth & Reconciliation Commission of Canada and United Nations Declaration on the Rights of Indigenous Peoples on databases, research, and collections. Moving forward, staff will work towards incorporating the principles of decolonization and indigenization into the Library's practices, programming, and physical spaces to reflect our commitment to reconciliation with Canada's Indigenous peoples.

#### CELEBRATE BLACK EXCELLENCE

#### Lewis.theArtist and UPlift Black

Collaborating with local non-profit UPlift Black, we have dedicated one of our art display walls in the Lakeshore branch to celebrate local Black artists. Using a graffiti style mixed with the technology of the HackLAB <a href="Lewis.theArtist">Lewis.theArtist</a> created a dynamic backdrop around the theme "Black Joy is Black Excellence". In the coming months, art by local Black artists and members of UPlift Black's Black Artist Collective will be displayed in the Library.







# Open UP opportunities to strengthen connection & engagement with our community

#### LIBRARY ON THE LOOSE: OUTREACH

#### Silver Birch Battle of the Books

We were thrilled to host the Silver Birch Battle of the Books in person again for the first time since 2019. The event involved students in grades 3 to 6 reading a selection of five to twenty books from the Forest of Reading. For the Battle of the Books, teams of students competed to answer questions about the content, authors, and titles of the Silver Birch books using the Kahoot! Interactive platform. Kempentfelt Bay School participated with seven students, two teachers, and several family members who cheered on their teams.

Running the Kahoot! on the stage screen allowed the audience to see how the teams were doing and react with an "ohh" or "ahh" as the standings changed throughout the battle. At the end of the event, the students, teachers, and parents expressed gratitude and said they had a lot of fun.





5c.01.01 CEO's Report for April 2023

#### Visiting Child Care Centres

April was a busy month for our *Library on the Loose* outreach programming, which involved visits to several local child care centres in Innisfil. Our children's programmers provided 30-minute storytimes to the community and visited multiple classes at Bouncing Ball Cooperative Nursery School, Quiet Waters Montessori Academy, Innisfil Montessori Academy, YMCA Stay and Play, and Preschool Canada Eh to Zed. The children and teachers at the child care centres were always excited to see our staff and join in with songs, stories, and dancing. After the visits, each child got to take home a colouring sheet with Library information as well. This was a fantastic way to connect with the community and share the resources that the library can offer to our community partners and families in Innisfil.

#### **Volunteer Appreciation**

The Volunteer Appreciation Afternoon Tea was held at Innisfil's Town Hall on Saturday to celebrate local volunteers during National Volunteer Week. The event treated volunteers to a variety of cookies and scones, as well as tea, while they mingled with friends. Barrie-Innisfil MP John Brassard, MPP Andrea Khanjin, members of Town Council, and Library Board members Chair Anne Smith, Sue Bennett, and Councillor Jennifer Richardson were also in attendance.

The event was an excellent opportunity to acknowledge the contribution of volunteers in Innisfil, thank them for their valuable service to the community, and celebrate and appreciate the hard work and dedication of these volunteers and their impact on the community. We appreciate and acknowledge the dedication of our Library volunteers who help build and tend our gardens and

deliver Library materials to Innisfil resident through our Home Library Service.





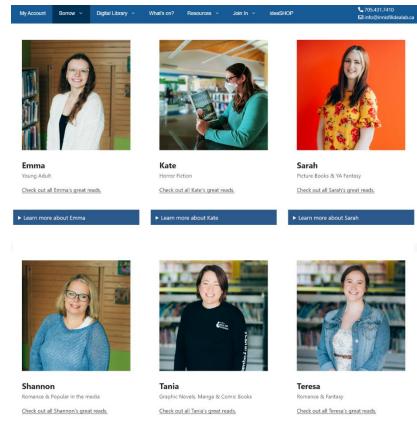
5c.01.01 CEO's Report for April 2023



#### TRY SOMETHING NEW

#### Your Next Great Read

We have developed a new online readers' advisory service called Your Next Great Read, Customers can submit requests for reading recommendations online, choosing which of the Library's Subject Specialists they would like to hear from. This initiative highlights two of the Library's greatest assets: our collections and our staff! By linking staff interests to reading recommendations, in-branch displays, and online promotion through our website, social media, and newsletter, Library customers are more likely to discover and use more library resources. The dedicated webpage links to staff profiles in Bibliocommons, our online catalogue, and allows customers to explore the collection further through book lists and reviews created by staff. Find Your Next Great Read today!



#### PRESSREADER IN THE CATALOGUE

The entire collection of PressReader's digital magazines and newspapers is now available to search in the catalogue. Customers can access these digital publications in multiple languages, including the Toronto Star, National Geographic and Maclean's. They can be found by filtering search results by online magazines and newspapers, providing an easy way for customers to access these amazing resources and to improve discoverability of this convenient, multilingual resource.



#### CREATIVE MAKING & DISCOVERY

#### **Code Jams**

In today's digital age, coding has become an essential skill that can benefit children in a variety of ways. Code Jams, a weekly coding program, is designed to promote problem-solving skills, creativity and innovation. During the weekly sessions, participants learn about a wide range of coding software, such as Micro:Bit and MakeCode Arcade. Using these platforms, they are able to design and create their own arcade games, as well as use a micro:bit controller to learn to code lights, temperature and movements. This six week program, although originally designed for participants ages 10 - 14, has become a multi-generational program with adult participants also joining in to learn to code. As interest in this program continues to grow, the Library Staff decided to offer a second session this summer based out of the Cookstown Branch to offer new and exciting opportunities to members of the community who may not be able to get to the Lakeshore Branch.

#### PREPARING FOR SPRING

#### Innisfil's Seedy Saturday

The 6th annual Innisfil Seedy Saturday was held at the Lakeshore Branch, and both visitors and exhibitors had a positive experience enjoying the offerings and the format of the event. A highlight of the day was the presentation by renowned author and native plant specialist Lorraine Johnson. Her talk was highly anticipated, with an at-capacity audience. Second to that, the Innisfil Seed Library, in its 8th year, was a popular destination for visitors looking for free seeds to borrow and grow, with 95% selecting the seed library as one of the things they liked most about the event.



Library Staff prepared a special seedy storytime.





The Library Teams participated, hosting a full crowd at their morning storytime, and the HackLAB had many visitors through the doors to make an Upcycle Self-Watering Seed Starter pot. This project turned old 2-liter plastic bottles into seed starter pots that will automatically draw moisture up from their water reservoir to keep the potting mix damp and plants happy. The blend of free offerings and activities with vendors was well-balanced, allowing everyone to enjoy the day. The Library also showcased borrowable gardening tools from the Library of Things, and the event collected a substantial amount of food for the Troy Scott Fridges.

Innisfil Seedy Saturday was an excellent opportunity for people to connect, learn, and share their love of gardening and sustainability.

"What a lovely event!
Well done, I'm excited
and inspired to work on
my garden and try some
new seeds."

"It is a pleasure spending time with other people who are passionate about gardening and sustainability. Thank you!"

"I was duly impressed with the selection of tables there and the crowd that attended." "We are very lucky to have a dedicated group like this in Innisfil."



#### LIFELONG LEARNING

#### Building Community with Crafting for Humanity

We have seen increased engagement with our already well regarded Crafting for Humanity program. All April dates were fully registered, and for the Chunky Baby Bear Beanies session there were 9 registrants on the waitlist—more than enough to run a whole second session! There is a significant impact for program participants who visit the Library seeking interpersonal connections.

There was a range of crafting experience in the group, and everyone shared the different crafts they enjoyed while we crocheted our earwarmers. One of the ladies mentioned that she was looking for more social activities, and a Staff member recommended Crafting for Humanity and helped her sign up. She hadn't crocheted in a while, so between me and another more experienced crafter we got her started on this project. A few in the group mentioned that they are part of the knitting group that gets together at Lakeshore on Thursdays, and exchanged contact info with our new participants and invited them to come out on Thursdays as well, as they all help each other with their different yarn projects. One of the ladies also shared that she has been looking for a new quilting group since COVID shut down her last one, and a few of the others said they would love to have a quilting group that could meet at the library starting in the fall.

### Children's Programs

Preschool programs continue to be in high demand for the April/May session, with full registration in each age category. The library is currently running two of each program (Baby Bookworms, Fun For Ones, Time for Twos, Ready Set School) each week, taking place in each of the three branches, as well as drop in family storytimes Wednesdays at the Cookstown branch, Fridays at the Stroud branch, and Saturdays at the Lakeshore branch. Waitlists for these registered preschool programs varies between 2-10 families on each list, and we encourage families on the waitlist to attend drop in storytimes and the EarlyON programs. Families not only attend these programs for the early literacy benefits, but also the community building, social skills, and connecting with other families in Innisfil. We often hear caregivers sharing struggles and accomplishments with each other, and planning other meetups and activities with friends discovered at library programs.

#### Sociable Seniors

An engaging two-part program was developed for Sociable Seniors that involved creating miniature bookshelves. During the first session, each participant was provided with an empty cigar box that was then transformed into a tiny bookshelf using scrapbooking "wallpaper" and stickers. The participants were fascinated by the endless possibilities that this craft offered, with themes ranging from travel and music to fairy tales. They spent the entire hour and a half creating their bookshelves, engrossed in the collage aspect of the craft. The activity also sparked great conversations among the participants about the benefits of getting out and engaging in such activities for mental health. One participant even expressed how much her participation in different library and community programs has enriched her life, allowing her to make new friends and enjoy life to the fullest.

During the second week of the program, participants focused on installing shelves and placing miniature items onto their bookshelves. The participants were eager to adorn their structures with a variety of miniature items, such as tiny plants, flowers, teacups, saucers, and little furniture. One participant even created a whimsical witch theme for her shelf, with her books hanging from the bottom of the shelf as if by magic. The activity concluded with expressions of gratitude from the participants, with one sending a follow-up email thanking the program

coordinator for an "awesome craft" that she "absolutely loved it."





#### STAFF DEVELOPMENT & TRAINING

#### **Evergreen Conference**

The Technical Services Librarian attended the virtual session of the International Evergreen Conference held from April 26-29. The conference featured presenters from the Evergreen development community, other library systems and consortia who use Evergreen, and affiliate vendors who support Evergreen. Topics included new and upcoming developments in Evergreen; current best practices and feature utilization; staff and patron account security and privacy; and developments in other software affiliated with Evergreen. The conference provided an opportunity for the Library to gain valuable insights into the operations of other library systems; learn more about the benefits of belonging to an open-source community; and plan for future Evergreen development at the Library

#### Canadian Public Library Collection Management Group

The Manager of Collection Services joined the Canadian Public Library Collection Management Group, which was organized in March of this year to help librarians across the country communicate on a variety of collections-related topics. The Group has an online chat group, and meets on a monthly basis. Members include librarians from all sizes of public libraries, ranging from small ones serving populations under 20 000, up to the largest ones in the country, including Toronto, Ottawa, Calgary, and Edmonton public libraries.

### **APPENDIX A:**

# Level UP! Communications Insights

### **Media Outreach & Social Media Response**

DATE PUBLISHED	NEWS OUTLET	TITLE
Apr. 3, 2023	Innisfil Today  Barrie Today	'Incredible event': Seedy Saturday in Innisfil kicks off spring
Apr. 4, 2023	Simcoe.com	5 Things to do at Innisfil ideaLAB and Library this month
April 20, 2023	FM92	Help the Planet this Earth Day
Apr. 22, 2023	Barrie 360	Celebrate Earth Day in Innisfil
Apr. 24, 2023	Barrie Today	'Small changes can go a long way': Innisfil celebrates Earth Day
Apr. 28, 2023	Innisfil Today	Spring Smile Cookie campaign to support area libraries

### Facebook Insights (April 1 to 30, 2022)

FOLLOWERS	# OF POSTS	TOTAL ENGAGEMENT	TOTAL IMPRESSIONS
3,711 (Followers) 3,081 Page Likes	61 during this period	618 engagements (459 reactions, 38 shares, 121 comments)	Posts earned 11K impressions over this period (number of times our posts have entered a person's screen)
Гор Organic Post (I Date April 11, 2023		n):	
Innisfil Idealab 8 Published by Ashlet	<b>c Library</b> ⁄ Garcia	10:14 AM · <b>③</b>	***
		Day! We want to kr r pets name?	now:
2,137 People reached	294 Engagements	– Boo:	st unavailable
<b>()</b> 11			73 comments

#### Twitter Insights (April 1 to 30, 2022)

FOLLOWERS	# OF TWEETS	TOTAL ENGAGEMENT	TWEET IMPRESSIONS
1,541	34 during this period	41 engagements (26 likes, 4 retweets, 8 quote tweets, 3 replies)	6.5K impressions over this period (number of times users saw our tweets)
		22 Mentions	

Top Organic Post (based on reach):
Top Tweet earned 748 impressions

Top Tweet earned 748 impressions

This year, Tim Horton's annual Smile Cookie Campaign begins on Monday, May 1 until May 7: innisfilidealab.ca/smile-cookie/

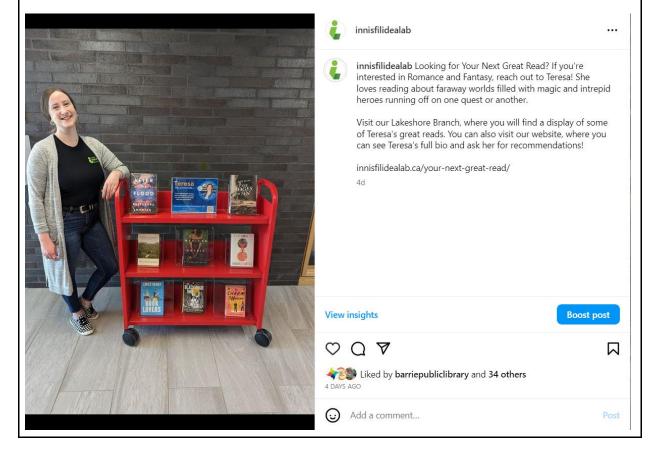
Support your local libraries; proceeds to be shared between the #Cookstown Branch of the @InnisfilideaLAB and the Thornton Branch of the @EssaLibrary pic.twitter.com/qiF5vuwJn6

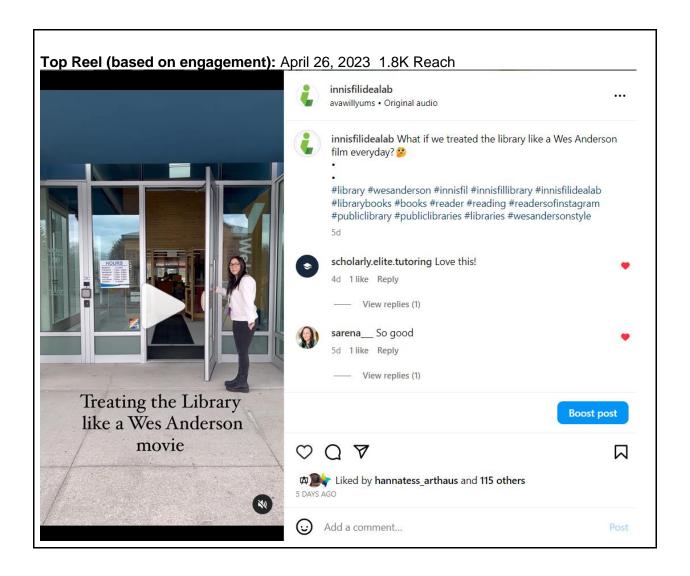


### Instagram Insights (April 1 to 30, 2022)

FOLLOWERS	# OF POSTS	TOTAL LIKES & REACH	TOTAL COMMENTS
1,900	42 during this period	2,993 accounts reached.	20 comments in total on content posted during this period
		854 likes.	

### Top Post (based on engagement): April 28, 2023 500 Reach





### Municipal Council Report

#### April 4, 2023 Facilities Master Plan Open House

- Watch the meeting.
- Members of the public were invited to attend the kick off open house for the Town's facilities Master Plan. The facility master plan is in its early stages and expect to see additional reports and consultations.

#### **April 12, 2023 Council Meeting**

- Watch the meeting.
- Dave Ritchie of the Simcoe County Federation of Agriculture delivered an introductory presentation to Council. <u>2023.04.12 SCFA Presentation</u>
- Lakehead University delivered an informational presentation on the importance and impact of the post-secondary institution as well as its partnership with Georgian College to the region. Download the <u>2023.04.12 Lakehead University Presentation</u>. Dr. Linda Rodenburg, Interim Orillia Principal Lakehead University, indicated they had been in prior talks (pre-pandemic) to conduct engagement in Innisfil with the ideaLAB & Library and indicated an interest in reinitiating that opportunity.
- Highlights include:
  - 41 % increase in university degree level program enrolment since 2016
  - 94% of students experience at least one barrier to education
  - o 54% of students are the first in their family to attend postsecondary
  - o 24% of students originate from rural and remote communities
  - o 58% of domestic undergrad students are receiving some form of financial aid
- A delegation by Procyon Wildlife Rehabilitation and Education Centre was received, seeking support for a wildlife assistance program. <u>2023.04.12 Procyon Wildlife</u> Rehabilitation
- A new traffic calming strategy was adopted <u>DSR-052-23 Traffic Calming Strategy</u> <u>Report and Policy Update</u>. During development of the strategy, best practices, findings from other jurisdictions, and public input were used to develop:
  - A traffic calming Design Guide
  - A revised Traffic Calming Policy
  - A prioritized Traffic Calming Program and a methodology for prioritization of warranted works as these are identified in future years.
- Two additional reports for action were adopted related to traffic safety:
  - o DSR-054-23 Red Light Camera Program Pdf
  - o DSR-053-23 Automated Speed Enforcement Part 2 Pdf
- Council received an Accessibility Status Report
- Council received the 2022 Year End Update KPIs and Metrics

### Municipal Council Report

#### April 19, 2023 Special Council Public Meeting Community Benefits Charge

 Members of the public were invited to attend a special council meeting and to learn more about the <u>Community Benefits Charges Strategy</u>.

#### **April 26, 2023 Council Meeting**

- Watch the meeting.
- Council received a presentation from Staff regarding the <u>Land and Lake Plans PKS105</u> that combine the Lake Enjoyment Strategy and the Parks and Recreation Master Plans.
- Staff were authorized to implement the <u>Community Benefits Charges (CBC) Strategy &</u>
   By-law
- <u>2023 Final Tax Levy By-law</u> being a by-law to approve the Final Tax Levy By-law, was adopted.
- A number of zoning by-law amendments were considered during this meeting.
- Council received an Integrated Sustainability Master Plan Update
- Council received a Giant Rocking Horse Update.

#### **News from the Community**

- 'Natural choice': South Simcoe police swear in new deputy chief Barrie Today
- South Simcoe Police swear in newest deputy chief Simcoe.com
- 'Small changes can go a long way': Innisfil celebrates Earth Day Barrie Today
- Celebrate Earth Day in Innisfil Barrie 360
- Innisfil looking for feedback on 'land and lake plan' Barrie Today
- Innisfil could rewrite ward boundaries with resident help Simcoe.com
- 'Incredible event': Seedy Saturday in Innisfil kicks off spring Barrie Today
- Town of Innisfil holding facilities master plan open house, evaluating town arenas, community centres – Simcoe.com
- Innisfil partnership developing volunteer database (simcoe.com)
   Innisfil holding facilities master plan open house April 4 (simcoe.com)
- Comforts of home: Rotary club hosts Habitat for Humanity Huronia Innisfil News (innisfiltoday.ca)
- Speed cameras proposed for Barrie and Innisfil to curb aggressive driving | CTV News
- New speed-camera program could be 'game-changer' in Innisfil Barrie News (barrietoday.com)
- South Simcoe Police Service unveils new text messaging system (barrie360.com)
- South Simcoe police launch texting service for victims, callers Barrie News (barrietoday.com)
- Innisfil receiving over \$545,000 for Cookstown street repairs (barrie360.com)



#### INNISFIL PUBLIC COMMITTEE REPORT

STAFF REPORT NO.: LIB-03-2023

**DATE:** May 15, 2023

TO: Innisfil Public Library Board

FROM: Finance Committee

**SUBJECT:** 2023 Q1 Operating & Capital Update

#### **RECOMMENDATION:**

That Committee Report LIB-03-2023 regarding the 2023 Q1 Update dated May 15, 2023 be received.

#### Background:

On February 8, 2023, through Staff Report DSR-018-23, Town Council approved the Library Board's 2023 Operating Budget in the amount of \$3,741,817, and the 2023 Capital Budget in the amount of \$350,915. Finalized Operating and Capital results to March 31, 2023, are included in this report.

#### Financial Results - Operating

The Operating budget provides for expenses that cover day-to-day expenditures and activities including utilities, insurance, staff wages and benefits, program supplies, collections, and facility maintenance. It includes revenues expected to be received from fees, room rentals, grants, and other miscellaneous sources, as well as the contribution from the Town of Innisfil.

As of March 31, 2022, the total operating budget was at 18% of total budgeted revenues, and 21% of total budgeted expenses.

Appendix A provides a detailed financial report of the Q1 Operating Results.

#### Overview of Revenues

Registration & Facility Fees: Hall rentals are trending higher at 62% of total budgeted amount; registration fees are on target.

User Fees & Licenses: Trending slightly lower at 20% of budget.

Grants: In Q1 there was a carry-over of Provincial grant funding from 2022 and a new Federal Grant for 2023 related to the Community Volunteer Income Tax Program.

\*Note – The only grant the Library has a budget for is the Provincial Operating Grant, which is a set amount each year and is typically received in Q3.

#### **Overview of Expenditures**

Wages & Benefits: Trending slightly lower at 22% of budgeted amount due to employee leaves and gapping dollars from unfilled positions.

Materials & Supplies: Trending lower at 16% of budgeted amount mostly due to transactions that typically occur later in the calendar year.

\*Note – Public Relations is typically over-spent and is offset by miscellaneous revenues.

Other Expenditures: Utilities slightly higher than budgeted; Contracts lower due to transactions that typically occur later in the calendar year; Rents & financials are on track.

Facility Related expenses: All facility expenditures are on track, with a larger variance at the Churchill location due to inactivity and snow removal fees (to be charged in Q2). Overall, the cost of natural gas was trending higher than normal, likely due to the colder than normal weather in Q1.

#### Financial Results - Capital

The 2023 approved capital budget consists of funding requests for planned capital expenditures expected to occur in the upcoming years that are required to undertake or complete capital initiatives. In addition to the 2023 approved capital projects, the Library Board has carried over projects approved in previous years.

 Year to date spending for capital projects is \$14,061, related to projects LIB44, LIB5 and LIB67.

- Planned spending for Q2 is \$140,000, with the opening of projects LIB4, LIB52 and LIB68 and completion of LIB39.
- Deferred projects due to staffing resources, coordination and alignment to other plans/activities/partners include LIB37, LIB45, LIB65, LIB66.
- LIB42 deferred to 2025.

Appendix B provides a detailed financial report of the Q1 Capital Results.

#### **Financial Consideration:**

Since it is early in the year, it is difficult to forecast how the year will unfold and the resulting financial impacts. Staff will continue to monitor the operating financial results to ensure that the year-end results are in-line with the approved budget. We do however recognize that the budget estimates are developed with the best information known at the time, and that there are numerous factors that can impact the final results. Accordingly, Staff will employ cost mitigating strategies when required, and will keep the Library Board's Finance Committee and the Library Board informed of progress through the financial quarterly reports.

#### Conclusion:

This report provides information to the Library Board regarding the operating and capital activities that occurred during the first quarter of 2023.

#### **PREPARED BY:**

Erin Scuccimarri, CEO

#### **APPROVED BY:**

Finance Committee: Anne Smith, Rob Nicol, Sue Bennett & Rhonda Flanagan

## **Appendix A - Q1 2023 Operating Results**

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	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
Library Operating			
Library Fleet			
Total Library Fleet		0%	3,545
Library Administration			
Revenue			
Registration & Facility Fees			
Facility Rental			
4438 Hall Rental	-6,204	62%	-10,000
Total Facility Rental	-6,204	62%	-10,000
Registration Fees			
4464 Programming	-6,187	27%	-23,000
Total Registration Fees	-6,187	27%	-23,000
Total Registration & Facility Fees	-12,391	38%	-33,000
User Fees, Licences and Fines			
User Fees			
4447 Misc. Revenue	-4,486	15%	-30,000
4490 Photocopy Etc.	-2,879	38%	-7,500
4491 Books	-1,080	39%	-2,800
4492 ideaSHOP sales	-24	1%	-2,000
Total User Fees	-8,469	20%	-42,300
Total User Fees, Licences and Fines	-8,469	20%	-42,300
Other			
Government Grants			
4100 Grants - Ontario	-1,503	3%	-45,921
4200 Grants - Federal	-1,000	0%	
Total Government Grants	-2,503	5%	-45,921
Other Revenue			
4760 Donations	-138		
Total Other Revenue	-138		
Total Other	-2,641	6%	-45,922
Total Revenue	-23,501	19%	-121,222
Expenditures			
Wages & Benefits			
Total Wages & Benefits	683,043	22%	3,074,294
Materials & Supplies			
Facility/Park Maintenance			
7080 Cleaning Supplies	1,063	12%	9,000
Total Facility/Park Maintenance	1,063	12%	9,000
Advertising & Publicity			
7020 Advertising & Publicity	85	1%	8,865
Total Advertising & Publicity	85	1%	8,865
Clothing			



Linay			
	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
5210 Clothing/PPE		0%	67!
Total Clothing		0%	675
Education, Seminars & Memberships			
5230 Education & Development	4,340	22%	20,00
7300 Prof. Dues & Memberships	505	17%	2,993
Total Education, Seminars & Memberships	4,845	21%	22,99
Equipment Maintenance			
7140 Equipment Maintenance	3,007	137%	2,20
Total Equipment Maintenance	3,007	137%	2,20
Office, Printing & Postage			
7360 Office Supplies	2,668	29%	9,29
7400 Photocopy	937	9%	10,00
7440 Postage	221	22%	1,00
7460 Printing		0%	7,24
Total Office, Printing & Postage	3,826	14%	27,53
Materials			
7029 Electronic Collections	8,645	8%	108,52
7041 Physical Collections	28,591	22%	132,00
7280 Material	5,044	23%	22,00
7283 Technology Supplies	5,638	29%	19,50
7284 ideaSHOP Supplies		0%	50
Total Materials	47,918	17%	282,52
Other Expenses			
5120 Board&Committee /Non-payroll		0%	4,00
7320 Mileage	1,944	20%	9,85
7389 Culture Engagement	1,173	4%	32,50
7470 Programming - Children	3,312	23%	14,26
7545 Project Expense	2,564	0%	
Total Other Expenses	8,993	15%	60,61
Public Relations			
7485 Public Relations	4,089	54%	7,50
Total Public Relations	4,089	54%	7,50
Software Maintenance and Licencing			
7580 Software Annual Maint. Fees	1,057	2%	50,75
Total Software Maintenance and Licencing	1,057	2%	50,75
Total Materials & Supplies	74,883	16%	472,66
Utilities			
Telephone and Utilities			
7600 Telephone	1,489	42%	3,50
Total Telephone and Utilities	1,489	42%	3,50
Total Utilities	1,489		3,50
Contracted Services			,



Listar)			
	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
Audit Fees			
8080 Audit	1,323	25%	5,241
Total Audit Fees	1,323	25%	5,241
Contracts			
8250 Contracts - Labour			3,133
8290 Contracts			10,888
Total Contracts		0%	14,021
Total Contracted Services	1,323	7%	19,262
Rents & Financial			
Service Charges			
9110 Debit/Visa Charges	914	20%	4,481
Total Service Charges	914	20%	4,481
Total Rents & Financial	914	20%	4,481
Total Expenditures	761,652	21%	3,574,212
Total Library Administration	738,151	21%	3,452,990
Stroud Branch			
Expenditures			
Materials & Supplies			
Facility/Park Maintenance			
7180 Facility/Parks Maintenance	139	3%	4,550
Total Facility/Park Maintenance	139	3%	4,550
Insurance			
7220 Insurance	492	26%	1,926
Total Insurance	492	26%	1,926
Total Materials & Supplies	631	10%	6,476
Utilities			<u> </u>
Telephone and Utilities			
7600 Telephone	116	6%	1,855
Total Telephone and Utilities	116	6%	1,855
Total Utilities	116	6%	1,855
Contracted Services			
Cleaning Contract			
8185 Cleaning Contract	2,035	23%	8,990
Total Cleaning Contract	2,035	23%	8,990
Total Contracted Services	2,035	23%	8,990
Internal Recoveries/Transfers			
Internal Rental Expenditure(Revenue)			
9610 Facility rental expenditures(I	6,572	25%	26,300
Total Internal Rental Expenditure(Revenue)	6,572	25%	26,300
Total Internal Recoveries/Transfers	6,572	25	26,300
Total Expenditures	9,354	21%	43,620
Total Stroud Branch	9,354	21%	43,620



Lina	1		
	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
Churchill Branch			
Expenditures			
Materials & Supplies			
Facility/Park Maintenance			
7180 Facility/Parks Maintenance	361	14%	2,50
Total Facility/Park Maintenance	361	14%	2,50
Insurance			
7220 Insurance	741	24%	3,14
Total Insurance	741	24%	3,14
Total Materials & Supplies	1,102	20%	5,64
Utilities			
Telephone and Utilities			
7660 Utilities - Hydro	244	15%	1,63
7680 Utilities - Natural Gas	577	38%	1,50
7700 Utilities - Water/Sewer	81	22%	37
Total Telephone and Utilities	902	26%	3,50
Total Utilities	902	26%	3,50
Contracted Services			
Contracts			
8325 Contracts - Grass Cutting		0%	99
8850 Snow Removal		0%	3,72
Total Contracts		0%	4,71
Total Contracted Services		0%	4,71
Internal Recoveries/Transfers			
Internal Transfers			
9681 Snow Clearing - Expenditures		0%	2,50
Total Internal Transfers		0%	2,50
Total Internal Recoveries/Transfers		0%	2,50
Total Expenditures	2,004	12%	16,36
Total Churchill Branch	2,004	12%	16,36
Cookstown Branch			
Expenditures			
Materials & Supplies			
Facility/Park Maintenance			
7180 Facility/Parks Maintenance	471	2%	20,01
Total Facility/Park Maintenance	471	2%	20,01
Insurance			
7220 Insurance	3,281	21%	15,59
Total Insurance	3,281	21%	15,59
Total Materials & Supplies	3,752	11%	35,61
Utilities			
Telephone and Utilities			



,	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
7600 Telephone	232	12%	2,000
7660 Utilities - Hydro	7,549	26%	28,500
7680 Utilities - Natural Gas	769	31%	2,500
7700 Utilities - Water/Sewer	473	22%	2,138
Total Telephone and Utilities	9,023	26%	35,138
Total Utilities	9,023	26%	35,138
Contracted Services			
Cleaning Contract			
8185 Cleaning Contract	2,544	19%	13,395
Total Cleaning Contract	2,544	19%	13,395
Contracts			
8850 Snow Removal	6,157	52%	11,942
Total Contracts	6,157	52%	11,942
Total Contracted Services	8,701	34%	25,337
Internal Recoveries/Transfers	3,701	3170	23,337
Internal Rental Expenditure(Revenue)			
9600 Facility rental revenue(Intern	-7,247	25%	-29,000
Total Internal Rental Expenditure(Revenue)	-7,247	25%	-29,000
Total Expenditures	104,765	43%	246,192
Total Cookstown Branch	14,229	21%	67,088
Lakeshore Branch	,		<u>,                                      </u>
Expenditures			
Materials & Supplies			
Facility/Park Maintenance			
7180 Facility/Parks Maintenance	3,375	11%	30,535
Total Facility/Park Maintenance	3,375	11%	30,535
Insurance	,		<u> </u>
7220 Insurance	6,757	21%	32,632
Total Insurance	6,757	21%	32,632
Total Materials & Supplies	10,132	16%	63,167
Utilities			<u> </u>
Telephone and Utilities			
7600 Telephone	292	8%	3,700
7660 Utilities - Hydro	6,687	19%	35,495
7680 Utilities - Natural Gas	6,196	48%	12,795
7700 Utilities - Water/Sewer	843	20%	4,290
Total Telephone and Utilities	14,018	25%	56,280
Total Utilities	14,018	25%	56,280
Contracted Services			,
Cleaning Contract			
8185 Cleaning Contract	2,564	15%	17,335
Total Cleaning Contract	2,564	15%	17,335

## **☆☆** Innisfil

•			
	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
Contracts			
8325 Contracts - Grass Cutting			1,000
8850 Snow Removal	10,532	52%	20,427
Total Contracts	10,532	49%	21,427
Total Contracted Services	13,096	34%	38,762
Total Expenditures	37,246	24%	158,209
Total Lakeshore Branch	37,246	24%	158,209
Total Library Operating	800,984	21%	3,741,817
Total Library	800,984	21%	3,741,817

## **Appendix B - Q1 2023 Capital Results**



# Corporation of the Texas of Install Budget to Actual Variance Report - Capital for the period Ended March 2023 Library

	Carryover	2023	Total	Actual	Expenditure
	from Prior	Budget	Approved	Spent to	Still to
	Years	Approved	Budget	Date	Occur
Library					
LIB4 RFID		50,000	50,000		50,000
LIB5 Electronic Equipment - All Branches	34,948	80,915	115,863	1,976	113,887
LIB37 Cookstown Facility Assessment & Repairs	112,298		112,298		112,298
LIB39 Job Evaluation/Job Description/Pay Equity	7,185		7,185		7,185
LIB42 Design / Preparation for ideaLAB & Library with Recreational Component in Lefroy	550,000		550,000		550,000
LIB44 Organizational Review	40,000		40,000	10,120	29,880
LIB45 Updated Needs Assessment Study	40,000		40,000		40,000
LIB52 Replacement Furnishings	19,458	30,000	49,458		49,458
LIB65 Marketing Kiosks	99,993		99,993		99,993
LIB66 Mobile Outreach Unit (InnMotion)	78,000		78,000		78,000
LIB68 Movable Meeting Space		90,000	90,000		90,000
LIB67 Space Planning		100,000	100,000	1,965	98,035
Total Library	981,882	350,915	1,332,797	14,061	1,318,736



#### **JHSC Meeting Agenda**

MEETING DATE: Thursday, April 20, 2023

**TIME:** 1:00PM

**LOCATION:** Ops Meeting Room 2 and Teams

CO-CHAIRS: Management Co-Chair – Eric Chudzinski; Worker Co-Chair Richard Rivet

MINUTES: Jennifer Miyasaki

ATTENDANCE Nick Ayers, Eric Chudzinski, Jennifer Miyasaki, Richard Rivet, Jennifer Sheremeto,

Sierra Warren, Kristi Williams

**REGRETS** Ken Schuyler, Paul Tomaszewski

Item	Agenda Item	Lead	Item Details	ACTION & NOTES
1.	Call Meeting to Order	Co-Chair	- Time – opened	- Meeting started at 1:08 p.m.
2.	Approval of Previous Minutes	Co-Chair	2023.03.16 JHSC Meeting Agenda Minutes Draft.pdf (Desktop, Web, Mobile)	<ul> <li>Richard R. motioned to approve the minutes of the previous meeting.</li> <li>Seconded by Jennifer M.</li> <li>All in favour; Motion Carried.</li> </ul>
3.	JHSC members	Co-Chair	02.09.23 JHSC Members February 2023 (Desktop, Web, Mobile)	- No changes
4.	Workplace Inspections WHIMIS LOTO	Co-Chair	Roundtable discussions	Richard – Minor infractions which were corrected immediately; new housekeeping system for minor issues working well.  Jennifer M – All locations were inspected on April 3; Eric was present for the inspections; several small deficiencies were noted and have since been resolved and reflected in MOAR.  Nick – Inspected facilities – no major issues; Eric participated in the inspected and took photos and notes  Paul – Absent  Kristi – Inspected Town Hall, minor hazards noted and corrected; staff reported issues with potholes (tripping

				hazards) and snow falling onto people from roof. Will look into further.
				Rizzardo will be inspected next week
				Also noted housekeeping issues at Town Hall (vacuuming not being done)
				Sierra - Inspected Churchill Community Center, Knock School and EcDev; some minor issues noted at Knock; Churchill had some areas blocked but are now clear; EcDev had some issues with fire extinguishers and emergency exits being blocked. Will be corrected. Jen S. will shadow Sierra on next month's inspections and proposed taking on other inspection locations in the future.
				Eric – General comments and review of common inspection findings; electrical panel clearance was a common infraction in several locations; clearance of 1m as per electrical code, and it has to be accessible (no debris on the floor, blocking path to panel); ensure there is no exposed wiring – should have a cover/door; WHMIS – products have to be properly labeled and stored. WHMIS label requirements were updated – some products have the old labels – need to ensure current labels are on bottles/products; cleaning products with consumer labelling are fine; Fire Extinguishers – inspected monthly; and third party inspects annually; ensure fire extinguishers and pull station are not blocked.
5.	SOP's Corporate Policies	Co-Chair	Any updates for discussion?	Ongoing; more SOPs than originally anticipated to be updated. Eric will set aside dedicated time to complete this task with operations.
6.	Workplace Incidents & Accidents	Co-Chair	Report on last month's accidents (March 2023)	Some slips/trips/fall reported; another injury occurred involving an employee pulling a plow pin - no medical aid was required; sidewalk plow hit a parked car, no injuries, minor damaged to vehicle; Zamboni hit rink door at Stroud arena, no injuries
7.	Rudget 9	Co-Chair	Budget (status update)      Member Certifications	Within budget (\$2,128 remaining unplanned)     Kristi completed Part 1 on April 18 <sup>th</sup> ; Sierra
	<u>Budget &amp;</u> <u>Training</u>	55 J.i.a.ii	Certifications	registered for Part 1 May 9-11; Jen S. registered for refresher July 20 <sup>th</sup> ; Still need to register Kristi and Sierra for Part 2 and refresher for Ken.

	Т	1	r. =	
8.	JHSC		1. Terms of Reference	1. Terms of reference suggest that minutes are circulated to committee within one week after meeting but not posted on Yammer until approved at following meeting; seeking clarity on procedure/amend TOR to reflect process; update TOR to include New Co-Chair; ACTION: Eric and Jen M will take offline to review and decide on appropriate action(s).  2. Invite has been sent and Yammer post done;
0.	Other Business	All Members	2. JHSC BBQ (status update)	Invite has been sent and Yammer post done;     Jen M. will send out a reminder of the BBQ with the draft minutes.
			3. Day of Mourning (April 28 <sup>th</sup> )	<ol> <li>Day of Mourning is on April 28<sup>th;</sup> a day to reflect on workers who have died or have been seriously injured, and to the family/friends/colleagues who were affected. Communications will be issued next week</li> </ol>
9.	ACTION ITEMS Follow up	Co-Chair	Review of Action items from March 16, 2023, meeting minutes.	<ul> <li>ACTION: Jennifer M create a document collection (complete)</li> <li>ACTION: Nick and Eric to work with Parks/Facilities Managers to determine inspection requirements for natural gas failsafe/detector - will be added to Natural Gas Maker inspection annually (complete)</li> <li>ACTION: Nick and Eric to work with Parks/Facilities Managers to determine purpose and requirements for CO/CO2 detectors at the IRC. – sensors require upgrading; sensors will be inspected every 6 months – keep this action open until some sensors are replaced</li> <li>ACTION: Send inspection feedback to Eric to amend inspection forms in MOAR to be more site specific (complete)</li> <li>ACTION: Eric to determine if new OHSA Books are needed (current copies are 2022 version) – best practice to update – will purchase new books (complete)</li> <li>ACTION: Jen S and Sierra will contact our partners to coordinate participation in JHSC BBQ (Fire Services, CAO) (complete)</li> </ul>
10.	Close Meeting	Co-Chair	- Time enter of meeting closed.	- Meeting closed at 2:15.p.m.



#### INNISFIL PUBLIC LIBRARY STAFF REPORT

STAFF REPORT NO.: LIB-04-2023

DATE: May 15, 2023

TO: INNISFIL PUBLIC LIBRARY BOARD

FROM: Mandy Pethick,

Manager, Collections Services and Library Services

SUBJECT: Q1 Collections Report

#### RECOMMENDATION

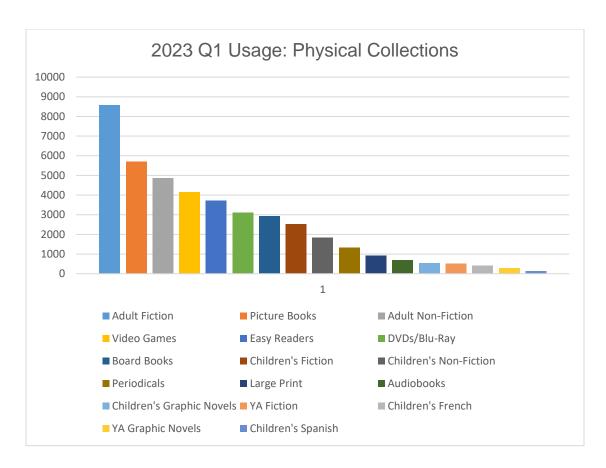
THAT Staff Report LIB-04-2023 Q1 Collections Report dated May 15, 2023 be received as information.

#### **DESCRIPTION**

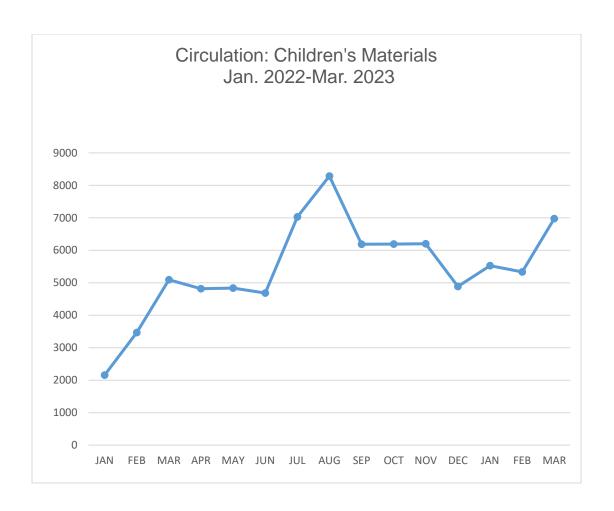
This report provides an overview of major changes to collection services, and an assessment of the usage rates of the Library's physical and digital collections for the first quarter of 2023 (January-March, inclusive), using the same period in 2022 as a comparator.

#### PHYSICAL COLLECTIONS

Use of the Library's physical collections overall was 19% higher in the first quarter of the year. With the exception of the Young Adult (YA) collection, the increase is evident across all book collections, as well as DVDs, at varying rates. The lower use of the YA collection (-30%) reflects a correction following increased usage in 2022 after it was moved to a more prominent location in the Lakeshore Branch, drawing more attention from readers who may not have found it previously. While this may appear to be a significant decline, it is still 18% higher than Q1 of 2019, prior to the pandemic. This shows that making changes to our spaces and relocating collections draws attention and results in an increase in borrowing.



Use of the children's collections overall is trending up, a continuation of the pattern seen throughout the entirety of 2022. Circulation for Q1 of 2022 was 10 719, compared with 17 838 in the same quarter in 2023. The auto-renewal feature in the Library's system, Evergreen, was implemented in March of 2022, which accounts for some of the increase. Even when renewals are factored into the equation, there was still an increase of approximately 26% in the use of children's materials. Compared with pre-pandemic usage, there is a 20% increase in this area.



#### **DIGITAL COLLECTIONS**

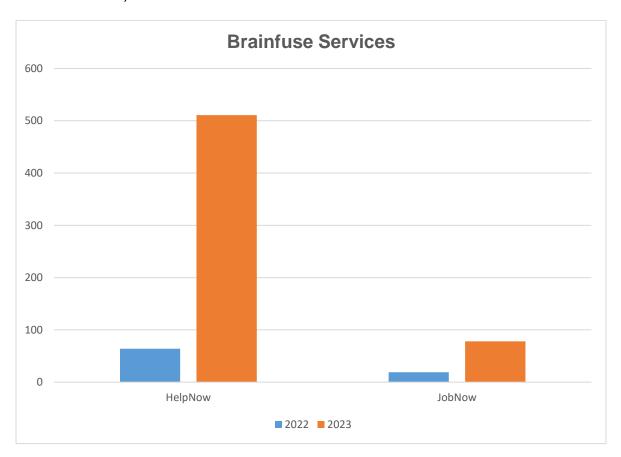
In contrast with the increase in use of the physical collections, there was a slight reduction in the use of the Library's Digital Collection, - 4%. This is at least in part due to the difference in the status of the pandemic. In early 2022, there was still a number of restrictions in place and some people were reluctant to go to public locations, and were more likely to seek out digital alternatives to print materials. The Library's final pandemic-related closure happened in January of 2022. This created a significant barrier for those borrowing materials, and many turned to our digital collections resulting in higher usage.

While use of Digital Collections was down overall, a few services were more popular this year. Use of the Library's eAudio books, through the Cloud Library service, was 9% higher.

Two services were substantially more popular in 2023: HelpNow, and JobNow. Both services are part of the Brainfuse suite.

HelpNow provides on demand, anytime, anywhere e-learning for all ages, including: one-on-one tutoring, a writing lab, practice tests, and many more features. Use was more than 5 times higher in Q1 of 2023, with 511 uses (compared with 78 in Q1 2022).

JobNow is an online service designed to support job seekers. JobNow features live online coaches who can assist in resume/cover letter preparation and help people prepare for job interviews. Use was 2.34 times higher this year with 64 uses (compared with 19 in 2022).



The popularity of both services is a continuation of the increased usage seen in the fall, following a promotional campaign organized by the Communications Team. This demonstrates the lasting impact of promotions and the value in investing the resources to ensure the public is aware of Library services.

The second quarter of 2023 will provide more insight into use of digital collections as the 2022 reference will better reflect typical conditions and customer behaviours.

#### **NEW RESOURCES**

As a result of the dissolution of the Simcoe County Library Cooperative, the physical World Languages Collections was removed at the end of 2022, (it was provided as a rotating collection, being changed out quarterly). In order to continue to provide access to books in languages other than English, the Collection Services Librarian worked with our ebook vendor, Cloud Library, to add content in the following languages: Russian, Spanish, French, Portuguese, and Tamil. These languages were selected based on the

2021 Census data for Innisfil. Staff will analyze the use of these multi-lingual resources and make changes as needed to address the unique needs of our residents.

The Library added <u>LinkedIn Learning</u> to our roster of digital services in April 2023, a service provided by the County of Simcoe. LinkedIn Learning provides access to over 16 000 courses and tutorials that range from a few minutes to several hours in length. Courses cover a variety of topics, including art, design, web development, business, and productivity software (MS Office and others), and are available in seven languages. Expert instructors make it easy to learn, and searchable transcripts help you review and answer questions. LinkedIn Learning replaces two e-learning services the Library previously subscribed to independently, and offers a much larger range of content.



### INNISFIL PUBLIC LIBRARY STAFF REPORT

STAFF REPORT NO.: LIB-05-2023

DATE: May 15, 2023

TO: INNISFIL PUBLIC LIBRARY BOARD

FROM: Erin Scuccimarri, CEO

SUBJECT: The Economic & Social Value of Innisfil ideaLAB & Library

\_\_\_\_\_\_

### RECOMMENDATION

THAT Staff Report LIB-05-2023 The Economic & Social Value of Innisfil ideaLAB & Library dated May 15, 2023 be received as information.

### **BACKGROUND**

In the fall of 2022, Brightsail Research, a consulting firm specializing in public libraries, was engaged to conduct a return on investment study for the Innisfil ideaLAB & Library. The consultants presented their findings to the Innisfil Public Library Board on March 20, 2023. The final report detailing methodology and findings of the study are available for review and are attached in **Appendix A**.

This is the first economic impact study conducted for the Innisfil ideaLAB & Library. Library Staff have made recommendations on how this information can be used and identified areas for future study.

### ANALYSIS/CONSIDERATION

### **Findings**

The study noted that the Library delivers a 544% return on investment. The study was completed using a cost benefit analysis, an approach that is used to determine "value-formoney" and "return on investment" in many public sectors. Total economic impact is the sum of:

- *direct spending* (that is the Library budget for facilities, staffing, and resources);
- a calculation of a direct benefit, that equates a service with a market value; and
- *indirect benefits* calculated using an economic multiplier. For example, a single dollar paid to a staff member is then redistributed in the local economy.

Together these three elements provide an estimate on the total impact on the economy. For 2022:

- Direct spending of the Library was \$3.8 million
- Direct benefits (a market value of collections, programs, reference, research and technology access, for example) was \$9.2 million
- Indirect benefits, value created from library spending was over \$7 million

Resulting in a total economic impact in excess of \$20 million.

### **Advocacy Tools**

The study results provide concrete evidence of the value that the library brings to the community. The study demonstrates that the library is not just a cultural institution, but also a sound investment that generates a high return on investment for taxpayers. The findings of the Economic Impact Study can be used to justify funding requests to stakeholders, including government officials, donors, and patrons.

### **Opportunities**

During the research and collection of statistics that informed this study, Staff discovered additional areas for improved data collection. Staff will be working to implement additional metric collection to improve the accuracy of future economic impact studies. Three areas of interest identified so far include:

- Measuring partner activities: the Library hosts numerous social services and community organizations that deliver services or programs to Innisfil residents. Staff have implemented a plan for shared data collection to better understand the use of Library spaces for these purposes;
- Measuring the impact of Makerspaces: our current statistic collections model for use of HackLAB and MediaLAB spaces requires improvement to better capture individual uses of the space outside of planned, staff-led programs;
- Identifying new metrics for social impact: Staff are investigating ways that other Libraries and industries measure the social impact of Library services.

Staff continue to evaluate our statistics collection methods, look for opportunities for improvements to ensure we are able to deliver the most accurate picture of Library services to the community.

### CONCLUSION

The Economic & Social Value of Innisfil ideaLAB & Library provides concrete evidence of the value that the library brings to the community. By demonstrating that the Library is a sound investment that generates a high return on investment for taxpayers. Using an evidence-based approach Library Staff and Board can make a strong case for continued or increased funding to support library operations and services.

The findings of the economic impact study can be used to support strategic planning efforts and guide decision-making by providing data-driven insights into the Library's operations and services. By identifying areas of greatest impact to the community, Staff and Board can prioritize investments in services that provide the greatest social and economic benefit to residents. This approach can help ensure that the library is delivering services that align with the community's needs and priorities.

This study is another tool for Library administration that can be used to ensure that the Library continues to deliver high-quality services that are valued by the community and that support the Library's mission and goals.

## Appendix A



# The Economic & Social Value of Innisfil ideaLAB & Library

Final Report

April 2023



Prepared by

Kimberly Silk, Principal Rahul Sabu Joseph, Associate Brightsail Research Brightsail.com Brightsail Research is a boutique consulting firm dedicated to improving society through libraries.

We work with libraries across North America to help them clarify their goals and empower them to use data to inform decision-making, support advocacy, and communicate impact.

We value and believe that libraries are an essential public good and have an important role in sustaining democracy.

Our core values – professionalism, social responsibility, and accountability – informs our professional practice.

We are committed to building evaluation capacity in the library sector and encourage libraries to integrate program evaluation processes into daily practice. To this end, we provide clients with the tools and training to "connect the dots" between library activities and community outcomes.

The land on which Brightsail Research has its headquarters in Toronto, Canada has, for thousands of years, been the traditional land of the Huron-Wendat, the Seneca, and most recently, the Mississaugas of the Credit River. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.



http://brightsail.com

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## Introduction

Publicly funded memory institutions – galleries, libraries, archives, and museums -continue to be asked to demonstrate their economic value, and to increase efficiency
with public resources. It is not a uniquely Canadian condition; in her bibliography of
international library impact studies, Roswitha Poll (Poll, 2018) lists 140 studies assessing
the financial value of libraries.

The results of the Innisfil ideaLAB & Library's economic and social impact study demonstrates that the programs and services provided by the Innisfil ideaLAB & Library deliver a strong Return on Investment and make a significant social contribution to the Town of Innisfil.

## Methodology

This study uses two methodologies to measure the economic and social contributions Innisfil ideaLAB & Library makes to the Town of Innisfil.

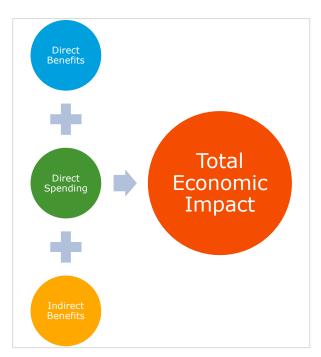
## **Economic Impact**

The economic impact of the Innisfil ideaLAB & Library is calculated using cost-benefit analysis (CBA), which shows whether the benefits of an activity exceed its costs. The CBA approach is used extensively in North America to determine "value-for-money" and "return on investment" (ROI) in public expenditures many public sectors, including education, healthcare, and libraries.

Total economic impact is the sum of 3 elements:

### 1. Direct Benefits

Direct benefits are activities that accrue to an individual or organization and can be reliably estimated. This analysis measured the monetary value of library programs and services – including collections use, programs, reference & database services, technology use, and space use – against the market cost of replacement for those services. For each program and service, usage data provided by the Innisfil ideaLAB & Library were multiplied by conservative market values for comparable programs and services provided by other organizations.



## 2. Direct Spending

Direct spending is the money allocated to the institution and then spent on operations, capital, material, wages, and other expenses. In effect, this money flows through the institution.

### 3. Indirect Benefits

The final element of total economic impact is indirect benefits. These benefits are the result of multiplier effects on direct spending; for example, a dollar paid to a contractor for a branch renovation is then re-spent in the community. The single dollar creates additional benefits across the community. Economic multipliers are used to calculate the indirect effects of expenditures on the economy. National and provincial multipliers from Statistics Canada range from 1.4 to 2.0.

Taken together, these three elements provide an estimate of the total impact on the economy.

### **Return on Investment**

Return on Investment (ROI) is calculated by taking the total economic benefits – the sum of direct benefits and indirect benefits – to the Town of Innisfil and dividing them by the cost to provide the service (direct spending).

Direct Benefits + Indirect Benefits

Library Spending

= Return on Investment

## **Social Impact**

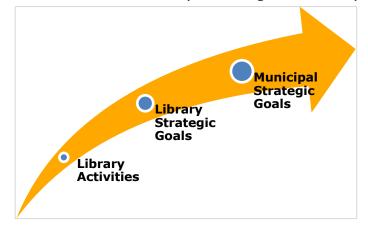
Measuring the value of library programs and services in economic terms only tells part of the story. Public libraries are committed to improving the quality of life in their communities by delivering programs and services that support multiple kinds of literacy, life-long learning, and foster community engagement and participation.

Measuring social impact requires using a framework to provide structure for setting targets and measure progress towards those targets. This study uses two authoritative social impact frameworks to demonstrate how the Innisfil ideaLAB & Library contributes to making Innisfil a better place for residents.

## **Strategic Alignment Framework**

At the local level, public libraries demonstrate their social value by showing how library

activities contribute to the goals of the governments to which they belong. Demonstrating the connection between library activities and municipal goals can improve the library-municipality relationship and build advocacy with government stakeholders.



### **United Nations Sustainable Development Goals Framework**

The United Nations Sustainable Development Goals (UN SDGs) were designed by the United Nations to be a "blueprint to achieve a better and more sustainable future for all." The 17 UN SDGs were adopted by all United Nations Member States - including Canada - in 2015 as a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.

Libraries are key partners in this global work. Achieving all



the Goals depends on libraries and the services they provide. The International Federation of Library Associations (IFLA) has been actively involved with the creation and promotion of the UN 2030 SDGs. They have advocated for the inclusion of access to information, safeguarding of cultural heritage, universal literacy, and access to information and communication technologies in the framework.

Libraries play a significant role in helping to provide knowledge, understanding, and resources to our communities. By providing information at the local level, libraries provide resources, skills, and tangible ways to achieve the goals of the SDGs.

The American Library Association (ALA) collaborated with IFLA to develop tools, support, and guidance to help libraries demonstrate how they contribute to the UN SDGs. Doing this work and connecting it to the SDGs makes it easier to advocate for libraries at the local, regional, and provincial level.

## **Data Used in this Study**

Brightsail Research collaborated with the Innisfil ideaLAB & Library over a five-month period to gather and analyze data and information on budgets, spending, meeting room use, and on the volume of programs and services provided by the Innisfil ideaLAB and Library to the residents of Innisfil. The Innisfil ideaLAB & Library provided data, including performance measurements that are publicly reported annually, as well as additional information gathered specifically for this report. All data are from 2022.

### The Value of Collections

Some library economic value studies apply a 20% discount to the value of collections to account for the difference between borrowing and owning an item. Other studies do not apply this discount since the borrower is receiving 100% of the value of the item during the lending period. This study uses 100% of collection value.

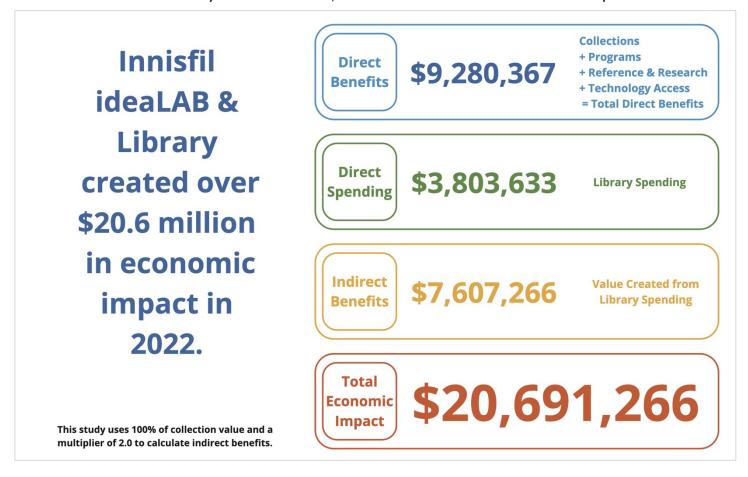
## **Calculating Indirect Benefits**

Economic multipliers are used to calculate the indirect effects of expenditures on the economy. National and provincial multipliers from Statistics Canada range from 1.4 to 2.0. This study uses a multiplier of 2.0 to calculate the indirect benefits.

## **Findings**

## **Total Economic Impact**

Innisfil ideaLAB & Library creates over \$20.6 million in total economic impact.



### **Return on Investment**

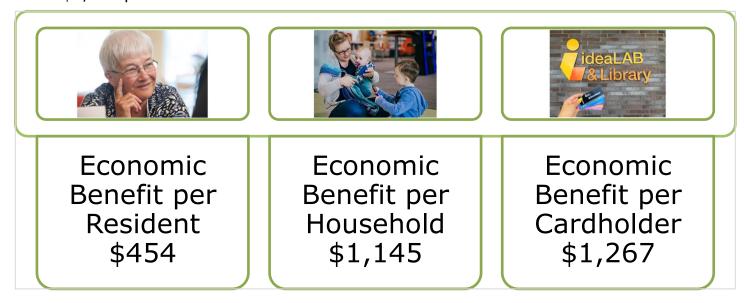
Every \$1 invested Innisfil ideaLAB & Library produces \$5.44 of economic value.



## **Economic Benefit per Resident, per Household, and per Cardholder**

Innisfil ideaLAB & Library delivers value at multiple levels:

- \$454 per resident
- \$1,145 per household
- \$1,267 per cardholder.



## Innisfil ideaLAB & Library's Economic Impact Compares Favourably

Library	Study Year	Census Population	# Branches	Return on \$1 Invested
Toronto Public Library	2013	2,615,060	98	\$5.63
Halton Hills Public Library	2014	59,008	2	\$3.96
Milton Public Library	2014	84,362	2	\$5.67
Pickering Public Library	2014	88,721	3	\$5.85
Stratford Public Library	2015	30,886	1	\$5.63
Kawartha Lakes Public Library	2015	73,214	15	\$7.05
London Public Library	2015	366,151	16	\$6.68
Ottawa Public Library	2016	883,391	33	\$5.17
Newmarket Public Library	2016	79,978	1	\$7.85
Markham Public Library	2017	301,709	8	\$5.97
Bradford West Gwillimbury	2018	35,325	1	\$4.65
Woodstock Public Library	2018	40,404	1	\$7.20
Innisfil ideaLAB & Library	2023	45,537	3	\$5.44

### **Economic Value: Direct Benefits**

This study analysed the five main categories of Innisfil ideaLAB and Library programs and services:

- Collection Use Books, periodicals, audio books, CDs, DVDs, Blu-rays, video games, digital materials, and items in the Library of Things.
- Programs For children, teens, adults, and seniors to support literacy, culture, workforce development, and lifelong learning.
- Space Used by the community for meetings and collaboration.
- Reference & Database Services To support career development, eLearning, personal research, and business development.
- Technology Access to computer technology and the Internet to support career development, eLearning, personal research, and business development.

Innisfil ideaLAB & Library programs and services delivered an economic benefit of \$9,280,367 in 2022.

Direct Benefits						
Collection Use	Volume	Т	otal Value			
Circulation	228,035	\$	4,206,857			
In-house Use	213,000	\$	4,473,000			
TOTAL COLLECTION USE	441,035	\$	8,679,857			
Programs	# of Attendees	T	otal Value			
All Programs	15,170	\$	170,575.00			
TOTAL PROGRAMS	15,170	\$	170,575.00			
Space Use	# of Bookings	T	otal Value			
All Bookings	596	\$	17,782.25			
TOTAL SPACE USE	596	\$	17,782.25			
Reference & Database Services	Amount	T	otal Value			
Total Reference Queries	4,161	\$	62,415			
eLearning Usage	2,112	\$	8,448			
Licensed Web Databases Searches	6,359	\$	158,975			
TOTAL REFERENCE & DB	12,632	\$	229,838			
Technology Access	# of sessions*	Т	otal Value			
Total Workstation Usage & Wi-Fi Usage	72,926	\$	182,315			
TOTAL TECHNOLOGY ACCESS	72,926	\$	182,315			
Total Direct Benefits		\$	9,280,367			

<sup>\*</sup>A single technology session is 60 minutes.

### **Collection Use**

Market values for circulated items are derived from retail prices sourced from Amazon.ca and Indigo Books & Music. Since items range in price depending on format and audience, conservative values are used. This study uses 100% of collection value.

Circulated items delivered an economic benefit of \$4,206,857 in 2022.

	Circulated Co	ollection Use	
	Loans	Retail Value	Total Value
Books-Adult	52,381	\$23.72	\$ 1,242,477
Books-Young Adult	4,569	\$24.99	\$ 114,179
Books-Children	63,850	\$15.00	\$ 957,750
TOTAL BOOKS	120,800		\$ 2,314,407
Periodicals	4,697	\$8.00	\$ 37,576
TOTAL PERIODICALS	4,697		\$ 37,576
Audiobooks-Adult	2,499	\$14.49	\$ 36,211
Audiobooks-Children	72	\$20.00	\$ 1,440
TOTAL AUDIOBOOKS	2,571		\$ 37,651
Adult - Video - DVDs/CD	12,238	\$16.99	\$ 207,924
Children's - Video - DVDs/CD	5,000	\$19.89	\$ 99,450
Adult - Video - Blu-ray	1,518	\$19.30	\$ 29,297
Children's - Video - Blu-ray	272	\$13.00	\$ 3,536
TOTAL VIDEOS	19,028		\$ 340,207
Video Games	5,276	\$55.00	\$ 290,180
TOTAL VIDEO GAMES	5,276		\$ 290,180
Digital - eBooks	39,596	\$12.50	\$ 494,950
Digital - eVideo	2,669	\$5.00	\$ 13,345
Digital - eAudiobooks	17,953	\$30.00	\$ 538,590
Digital - eMagazines	15,070	\$5.00	\$ 75,350
TOTAL DIGITAL	75,288		\$ 1,122,235
LOT-Assistive Technology	49	\$18.00	\$ 882
LOT-Coding and Robots	101	\$70.00	\$ 7,070
LOT-Digital Media Lab	17	\$50.00	\$ 850
LOT-Games	244	\$40.00	\$ 9,760
LOT-Lendable Tech	111	\$450.00	\$ 49,950
LOT-Outdoor & Leisure	156	\$40.00	\$ 6,240
LOT-Toys and Instruments	241	\$30.00	\$ 7,230
LOT-hackLAB Kits	2,027	\$10.00	\$ 20,270
TOTAL LIBRARY OF THINGS	2,946		\$ 102,252
<b>Total Circulation</b>	228,035		\$ 4,206,857

### **In-house Use of Materials**

In-house use is the use of items in the library without them having to check them out. Market values for items used in-house are derived from retail prices sourced from Amazon.ca and Indigo Books & Music. Since items range in price depending on format and audience, conservative values are used. This study uses 100% of collection value.

Items used in-house delivered an economic benefit of \$4,473,000 in 2022.

In-House Collection Use					
	In-House Use Retail Value Total Value				
Total in-house materials used	213,000	\$21.00	\$	4,473,000	

### **Programs**

Market values for programs are derived from comparable market prices sourced from comparable programs offered in Innisfil, and in Barrie when a comparable program isn't available in Innisfil. As each item had a price range, in each case the conservative value is used.

Programs provided an economic benefit of \$170,575 in 2022.

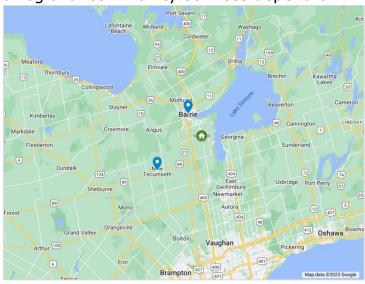
Programs							
	# of Attendees Market Value						
Preschool Programs	5,636	\$	15.00	\$	84,540		
Children's Programs	3,280	\$	8.00	\$	26,240		
Teen Programs	610	\$	5.50	\$	3,355		
Adult/Senior Programs	5,644	\$	10.00	\$	56,440		
Total Programs	15,170			\$	170,575		

### **Space Use**

Innisfil has a modestly sized town centre and, as a result, there are few places for people to meet. A wide range of local and regional community services depend on

partnerships with Innisfil ideaLAB & Library to deliver their services locally. Some partners pay the rental fee, some pay a reduced fee, and some use the space free of charge. Longterm partners include:

- Victorian Order of Nurses (VON)
- EarlyON Child & Family Centres
- Canadian Mental Health Association (CMHA)
- Youth Haven
- YMCA Settlement Services
- John Howard Society
- Elizabeth Fry Society
- Public Health
- Elections Ontario/Canada



In 2022, local and regional community partners used the Innisfil ideaLAB & Library's meeting spaces 596 times, a value of \$17,782.

In addition, when local and regional community partners used the library's meeting space, Innisfil residents save time and reduce mileage costs.

- \$13.87 per trip to Barrie
- \$22.44 per trip to Alliston

The dollar value of space use and the time and mileage saved does not include the value of the service being delivered by partners using the space.

### **Reference Services & Database Use**

Innisfil ideaLAB & Library staff provide expert research and reference services on-site, by email and over the phone. For the purposes of valuating the average reference question, assume each reference question requires 10 minutes to understand, research, and provide the answer, equal to a value of \$15.

The value of licensed reference databases and eLearning resources is based on the consumer pricing posted on these services' websites for annual subscriptions. The value of \$4 per eLearning session and \$25 per search is consistent with comparable studies consulted for this report.

Reference services and database use provided an economic benefit of \$229,838 in 2022.

Reference Services & Database Use						
	Use Market Value Total Valu					
In-House Reference Usage	4,161	\$	15.00	\$	62,415	
eLearning Usage	2,112	\$	4.00	\$	8,448	
# of searches in licensed databases	6,359	\$	25.00	\$	158,975	
Total Reference Services	12,632			\$	229,838	

### **Technology Access**

In 2022, Innisfil ideaLAB & Library visitors logged a total of 3,178 computer workstation sessions and 69,748 Wi-Fi sessions, with each session lasting just under one hour. Based on market research looking at the cost of a cup of coffee in local café with Internet access, assume a market value of \$2.50 per hour.

Technology access provided an economic benefit of \$182,315 in 2022.

Technology Access						
# of sessions Market Value Total Value						
Workstation usage	3,178	\$	2.50	\$	7,945	
Wi-Fi Usage	69,748	\$	2.50	\$	174,370	
Total Technology Access	72,926			\$	182,315	

## **Economic Value: Direct Spending and Indirect Benefits**

Determining the economic impact of an institution includes the analysis of direct and indirect benefits generated in the economy as a result of the institution's activities. Direct spending includes items such as institutional spending and wages, which directly affect the local economy. Indirect benefits, also known as the multiplier effect, include the re-spending of dollars within the local economy, which increases the total value of the direct spending.

Innisfil ideaLAB & Library stimulates the local economy through direct spending on goods and services and staff wages, which then result in indirect re-spending of dollars in the local economy. Direct and indirect benefits include money spent on:

- Library operations
- Library capital
- Library employment
- Library materials

Innisfil ideaLAB & Library provided the data for the capital and operating expenditures used in this analysis to calculate the direct spending. This study uses a multiplier of 2.0 to calculate the indirect benefits.

### **Library Operations Spending**

Operations spending (spending on items other than library materials, salaries, wages, and benefits) offer a benefit to the area which it serves. Contractors employ residents, contribute to the economy, pay taxes, as well as create an induced benefit to the businesses those employees frequent. Calculation of geography was done by office location of vendor.

Innisfil ideaLAB & Library spends the majority of its operational budget within Simcoe County. The expenditures below exclude salaries and library materials.

Operations Spending by Location						
Direct Spend % share Multiplier 2.0						
Simcoe County	\$ 246,779	82.6%	\$ 493,559			
Rest of Ontario	\$ 35,398	11.8%	\$ 70,796			
Canada	\$ 1,931	0.6%	\$ 3,862			
International	\$ 14,803	5.0%	\$ 29,606			

## **Library Capital Spending**

Library capital spending includes buildings and renovations and investment in new technology. The majority (65%) of Innisfil ideaLAB & Library's capital budget is spent within Ontario.

Capital Spending by Location					
	Direct Spend % share Multiplier 2.0				
Simcoe County	\$	12,416	8%	\$	24,833
Rest of Ontario	\$	85,424	57%	\$	170,849
Canada	\$	4,967	3%	\$	9,933
International	\$	47,182	32%	\$	94,364

### **Library Employment Spending**

Annual salary costs include full time and part time wages and benefit costs. The majority of Innisfil ideaLAB & Library employees live in the Town of Innisfil, and all employees live in Simcoe County. Wage impacts are multiplied as staff purchase goods and services within the community, providing revenue to those businesses and employees.

Library Employment Spending					
	Anı	nual Salaries	М	ultiplier 2.0	
Total Salaries - All Employees	\$	2,867,739	\$	5,735,478	

### **Library Materials Spending**

Innisfil ideaLAB & Library spends almost 20% of its library materials budget within Simcoe County, and the majority within Ontario. We applied a multiplier of 2.0 to demonstrate economic impact.

Materials Spending by Location						
	Direct Spend % share Multiplier 2.0					
Simcoe County	\$ 92,718	19%	\$ 185,435			
Rest of Ontario	\$ 268,393	55%	\$ 536,786			
Canada	\$ 14,640	3%	\$ 29,279			
International	\$ 112,237	23%	\$ 224,474			

## **Social Value: Strategic Alignment**

The Town of Innisfil's Community Strategic Plan Innovative Innisfil 2030 (Town of Innisfil, 2021) focuses on three strategic priorities:

- Plan for and manage growth, actively engage residents, attract, and support business, and promote economic prosperity.
- Ensure that opportunities exist for residents, businesses, and organizations to connect physically, socially, culturally, and digitally.
- Embrace the principles of sustainability to actively protect, maintain, and enhance the environment, assets, and amenities that the community depends on.

Innisfil ideaLAB & Library is a key partner that contributes to achieving the Town's strategic priorities.



### For example, the Library:

- Attracts and promotes economic prosperity by offering free access to the Internet, a wide range of online learning opportunities, and technology to support emerging entrepreneurs.
- Connects individuals with each other and with technology, in-person and online, and supports civic engagement.
- Demonstrates sustainability through multiple environmentally focused programs that promote awareness about protecting our natural resources.
- Partners with community groups and social service agencies so they can deliver their services locally, use publicly funded space efficiently, and reduce driving time and associated fuel costs.

	Innisfil Community Strategic Plan 2030				
	Grow	Connect	Sustain		
Library Activities	Innisfil residents logged 2,112 eLearning sessions, an economic value of \$8,448.	Innisfil residents logged 3,178 computer sessions and 69,748 Wi-Fi sessions, an economic value of \$182,315.	The seed library promotes environmental sustainability, genetic diversity, and helps people learn to grow their own food.		
	Over 5,600 Innisfil adults participated in programs to be creative, engage with others, and learn something new, an economic value of \$56,440.	Over 9,500 Innisfil kids participated in fun and educational library programs, an economic value of \$114,135.	Pollinator gardens and award- winning monarch butterfly rearing programs encourage scientific curiosity and teach principles of sustainability.		
		Innisfil citizens depend on the library to vote in municipal, provincial, and federal elections.	Public & community services use the library connect with clients, an efficient use of public dollars in a welcoming and safe place.		
		Partnerships with community & social services in Simcoe County provides residents with the help they need in their community.	The Cookstown branch is LEED certified Silver. It is heated and cooled using the underground geothermal loop system installed under the field adjacent to the branch.		
		The library meets the community's demand for meeting space in a welcoming place for all.			

## **Social Value: United Nations Sustainable Development Goals**

Innisfil ideaLAB & Library contributes to the UN SDGs by being a place that is open to all, by delivering programs to reduce social isolation, promoting education and awareness about environmental issues, offering free access to authoritative information, and supporting lifelong learning.



## Appendix A: Glossary of Terms

Direct Benefits	Activities that accrue to an individual or organization and can be assigned a reliable, specific financial value. The value may be derived in a variety of different ways and a range of values may be possible.
Direct Spending	Items such as institutional spending and wages, which have a direct impact on the local economy.
Indirect Benefits	Also known as the multiplier effect, is the benefit created by the re-spending of dollars within the local economy generated by the direct spending.
In-house Use	In-house use is the use of items in the library without them having to check them out.
Return on Investment	Also known as ROI, is calculated by taking the total economic benefits – the sum of direct benefits and indirect benefits – and dividing that sum by the cost to run the service (direct spending).
Social Impact	A significant, positive change that addresses a pressing social challenge.
	Creating social impact is the result of a deliberate set of activities with a goal matching this definition.
Total Economic Impact	The sum of direct benefits, indirect benefits, and direct spending. It is the combined impact across the entire economy.

## Appendix B: Sources

- American Library Association. (2020, April 20). *ALA Task Force on United Nations 2030*Sustainable Development Goals [Text]. About ALA.

  http://www.ala.org/aboutala/ala-task-force-united-nations-2030-sustainable-development-goals
- Poll, R. (2018). *Bibliography: Impact and Outcome of Libraries*. International Federation of Library Associations. https://www.ifla.org/files/assets/statistics-and-evaluation/publications/bibliography\_impact\_and\_outcome\_2018.pdf
- Town of Innisfil. (2021). *Community Strategic Plan: Innovative Innisfil 2030*. Town of Innisfil. https://innisfil.ca/en/my-government/community-strategic-plan-innovative-innisfil-2030.aspx

## **Policy Changes Summary**

### 8a. EMPLOYMENT - Mileage Policy #E-2023-11

• Updated appendices to include current and enhanced (carpooling only) kilometer reimbursement rate.

## 8b. OPERATING AND TECHNOLOGY – Canada's Anti-Spam Legislation Compliance Policy #2023-12

- Minor wording changes to section 18 regarding express consent
- Audit frequency changed from every six months to annually

### 8c. OPERATING AND TECHNOLOGY - Rules of Conduct Policy #2023-13

- Wording changes to use more positive phrasing
- Definitions added for Suspension and Weapon
- Additions to the Rules of Conduct:
  - Any behaviour which disrupts or prevents others from accessing/using Library services, including verbal and physical intimidation and harassment, is not permitted
  - Bringing items onto Library premises that could disrupt others' ability to use Library services or could cause damage to the facility or equipment is not permitted
  - Sleeping in the Library is not permitted
- Additional paragraph: Staff may issue a Notice of Trespass Pursuant to the Trespass to Property Act, RSO 1990, c. T.21, S.3. If deemed necessary, South Simcoe Police Service may be called to aid in the enforcement of this Policy and/or to distribute a Notice of Trespass order. Trespassing while under an active Notice of Trespass will not be tolerated and may result in an extension of the original trespass notice time period.
- Addition of section regarding Suspension of Library Privileges



SUBJECT: EMPLOYMENT - MILEAGE POLICY

Policy No: E-2023-11

Date: May 15, 2023

Review Date: May 2027

Pages: 4 (Including Appendices)

### **PURPOSE**

The purpose of this policy is to establish consistent parameters for mileage reimbursement requests related to Library Board members and Staff conducting library business.

### **POLICY**

### **Application**

This policy applies to all employees who drive their own vehicle on Library business and who are eligible to be reimbursed for such driving in accordance with this policy. It also applies to members of the Library Board using their own vehicle when conducting library business outside of the municipality.

### **Guidelines**

Whenever an employee/Board Member is required and authorized to use their own vehicle on business for the Library, the Library shall pay the employee/Board Member an allowance based on the number of kilometres travelled while conducting Library business. Accurate records, including destinations, dates and distances driven, shall be kept and a properly completed *Mileage Reimbursement Claim Form (Appendix 1 or Appendix 2)* must be submitted to receive reimbursement.

When the travel destination point is closer to the employee's home than the Central Branch (currently Lakeshore Branch), the shorter distance shall be used for mileage calculations.

Mileage rates will be reviewed and recommended by the CEO and will be established based on the mileage rates set by the Town of Innisfil. Staff/Board Members, who carpool to external business meetings/workshops will be reimbursed for mileage at an enhanced rate as determined and reviewed annually by the Board (*Appendix 2*).

### **Appendices**

Appendix 1 – Mileage Reimbursement Claim Form
Appendix 2 – Mileage Reimbursement Claim Form (for carpooling only)

### **Related Policies**

Employment – Education, Training & Development (Including Reimbursement of Expenses) Policy
Carpool Management Policy

Approved by the Innisfil Public Library Board, May 15, 2023, Motion Number: 2023.XX

Supersedes Policy #E-2019-14, approved May 21, 2019, Motion #2019.43; and Policy #E-2015-10, approved September 21, 2015, Motion #2015.73; & Policy #E-2011-01, approved February 22, 2011, Motion #2011.12; & Policy #2008-04, approved February 19, 2008, Motion #2008.10; & Policy #2005-02, approved September 12, 2005, Motion #2005.42.



## Kilometre Reimbursement

Corporation of the Town of Innisfil 2101 Innisfil Beach Road Innisfil, Ontario L9S 1A1 Telephone (705) 436-3710 Fax (705) 436-7120

Employee Name							
	Kilometre Travelled Information (at .60 per km)		_				
Date	Destination & Purpose	# of Kms.	Work Order #	Job #	Activity #	Object #	Amount
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	Total Kilometers	-	=			Total Amount	-
Submitted by:	Approved by:		ā	it \$0.60 per k	of personal vehic ilometer. Any n id at \$0.57 per ki	nileage incurred	1, 2022 will be paid prior to October 1,
Employee Signature	Departmental Authorized Signature		_				



## Mileage Reimbursement Claim Form

(effective May 2023) Use for CARPOOLING ONLY.



Innisfil Public Library 967 Innisfil Beach Road Innisfil, Ontario L9S 1V3 705-431-7410

Employee Signature

Submission Date:	
Employee Name:	

Corporation of the Town of Innisfil 2101 Innisfil Beach Road Innisfil, Ontario L9S 1A1 Telephone (705) 436-3710

**Total Amount** 

Form #HR-02CP-2019

	Kilometre Information						
Date	Destination & Purpose	# of Kms.	Work Order #	Job #	Activity #	Object #	Amount
				740100	74100	7320	-
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Submitted by:	Approved by:	***** Mileage is paid at \$0.60 per kilometer (effective October 1, 2022).
		2 or more staff carpool to an approved event, an enhanced rate of
		\$0.65 per kilometer may be used for the calculation.

**Total Kilometers** 

CEO



SUBJECT: CANADA'S ANTI-SPAM LEGISLATION COMPLIANCE POLICY

Policy No.: 2023-12

Date: May 15, 2023

Review Date: May 2027

Pages: 9

#### PURPOSE:

The purpose of Canada's Anti-Spam Legislation (CASL) is to prevent Canadians from receiving unwanted commercial electronic messages, especially those sent out in bulk to multiple recipients. These types of messages are known as "junk mail" or "spam".

Canada's Anti-Spam Legislation came into force on July 1, 2014. The Innisfil ideaLAB & Library is committed to complying with CASL and its requirements. Following is the Library's CASL compliance policy (the "Policy").

### **POLICY**

### **Application**

This policy applies to all Staff, Board Members, Volunteers, and any other Person(s) who communicate(s) on the Library's behalf.

#### **Definitions**

"Canada's Anti-Spam Legislation" or "CASL" - means the following Act and Regulations:

i. An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act, S.C. 2010, c. 23 (the "Act");

- ii. Electronic Commerce Protection Regulations (CRTC), SOR/2012-36; and
- iii. Electronic Commerce Protection Regulations (Industry Canada), SOR/2013-221.
- "Commercial Electronic Message" or "CEM" means: an Electronic Message that, directly or indirectly, encourages participation in the Library's commercial activities, and/or in the commercial activities of a Person other than the Library.
- "Computer Program" means data representing instructions or statements that, when executed in a Computer System, causes the Computer System to perform a function. Examples of Computer Programs include, but are not limited to:
  - a) software;
  - b) applications (apps);
  - c) games;
  - d) eBooks;
  - e) any upgrades or updates to an existing Computer Program; and
  - f) any other computer code that meets the above description.
- "Computer System" means any device or a group of interconnected or related devices one or more of which:
  - a) contains Computer Programs or other data, and
  - b) pursuant to Computer Programs,
    - i. performs logic and control, and
    - ii. may perform any other function.

Examples of a Computer System include, but are not limited to: a computer; a server; a hard drive; a mobile telephone; a tablet.

- "Electronic Message" or "EM" means a message sent by electronic means to an Electronic Address, including, but not limited to messages sent:
  - a) by email;
  - b) by text message;
  - c) by instant message; and
  - d) via a social media account.

For greater certainty, an EM does not include messages:

- i. sent via posted mail;
- ii. sent via fax;
- iii. communicated via a two-way voice conversation;
- iv. communicated via voicemail to a telephone account; and/or
- v. posted or published on a website (but not sent to an Electronic address).

"Electronic Address" - means an address used in connection with the transmission of an Electronic Message to:

- a) an email account;
- b) an instant messaging account;
- c) a telephone account;
- d) a social media account; or
- e) any similar account.

"Exemptions" – means the exemptions to the requirements of subsections 6(1) and/or 6(2) of the Act, as prescribed in CASL.

"Express Consent" - means the explicit and/or expressed communication by a Person that the Person wishes to receive EMs from the Library.

"Implied Consent" - means the existence of the requirements prescribed in Part V herein.

"Person" - means an individual, partnership, corporation, organization, association, trustee, administrator, executor, liquidator of a succession, receiver or legal representative.

- "Special Functions" means a Computer Program that is intended to cause the following functions, contrary to the reasonable expectations of the user/owner of the Computer System:
  - a) collecting personal information stored on the Computer System;
  - b) interfering with the owner's or an authorized user's control of the Computer System;
  - c) changing or interfering with settings, preferences, or commands already installed or stored on the Computer System without the knowledge of the owner or an authorized user of the Computer System;
  - d) changing or interfering with data that is stored on the Computer System in a manner that obstructs, interrupts or interferes with lawful access to or use of that data by the owner or an authorized user of the Computer System:
  - e) causing the computer system to communicate with another Computer System, or other device, without the authorization of the owner or an authorized user of the computer system;
  - f) installing a Computer Program that may be activated by a third party without the knowledge of the owner or an authorized user of the Computer System.

"Third Party" - means a Person who is not the CEO, a director, a manager, an officer or employee of the Library, who sends EMs that promote, advertise, market, or otherwise encourage participation in the Library's activities.

### Guidelines

### PART I - GENERAL

- 1. The Library will appoint Staff Members who are responsible for managing the implementation of this Policy.
- Notwithstanding anything in this Policy, at the Library's sole and absolute discretion, the Library may rely on any one or more of the Exemptions, provided by CASL. A determination as to when a situation would be subject to any one of the Exemptions shall be made by the Library on a case-by-case basis.
- 3. At its sole and absolute discretion, the Library may at any time revise this Policy to ensure that the Library remains in compliance with CASL.

### PART II – ELECTRONIC ADDRESSES

- 4. No Person shall collect an Electronic Address for the purposes of sending Electronic Messages to the Person who owns that Electronic Address on behalf of the Library, without having first obtained the consent of that Person.
- 5. All the Electronic Addresses collected by or on behalf of the Library shall be entered, stored and managed by the Library through its Integrated Library System ("ILS") and Customer Relationship Management database (CRM).
- 6. All individuals who obtain and/or collect Electronic Addresses on behalf of the Library must enter those Electronic Addresses into the ILS and the CRM, in accordance with the Library's policies and procedures respecting collection of personal information.

#### PART III – ELECTRONIC MESSAGES

- 7. No EM shall be sent by or on behalf of the Library, in the course of carrying on the Library's activities, unless the recipient of the EM has provided his or her Express Consent or Implied Consent to receive EMs from the Library (as particularly prescribed at Parts IV and V of this Policy).
- 8. EMs sent by or on behalf of the Library in the course of carrying on the Library's activities may only be sent to Electronic Addresses that have been entered into the ILS.
- 9. All EMs sent by or on behalf of the Library in the course of carrying on the Library's activities must include the following information:
  - a) the Library's name and mailing address;
  - b) at least one of the following:
    - i. Library's email address;
    - ii. Library telephone number;
    - iii. Library website; and
  - c) the Library's unsubscribe mechanism, as prescribed at Part VI herein.

- 10. EMs sent:
  - a) between employees of the Library; and/or
  - b) from employees of the Library to employees of other libraries, shall concern the activities of the Library.
- 11. If an employee of the Library sends an EM to another employee of the Library or to an employee of another library, which promotes, markets, advertises or otherwise encourages participation in commercial activity of a Person other than the Library, the sending employee must:
  - a) use their personal Electronic Address and not an Electronic Address owned by the Library to send the EM; and
  - b) obtain the Express Consent of the recipient employee prior to sending the EM.

### PART IV - EXPRESS CONSENT

- 12. The Library shall endeavour to obtain Express Consent from all Persons to whom it sends EMs, at all reasonable opportunities.
- 13. Express Consents provided to the Library shall be entered into the Library's ILS and CRM in accordance with the Library's procedures, and shall specify:
  - a) the date and time the Express Consent was given;
  - b) the types of EMs the Person has consented to; and
  - c) the manner in which the Express Consent was given.
- 14. All requests for Express Consent made by or on behalf of the Library in writing (whether electronic or in hard copy format), must include the following:
  - a) a request that the recipient consents to receive EMs from the Library;
  - b) the purpose for which the consent is being sought (e.g., for receiving EMs; for installing a particular Computer Program);
  - c) the Library's name and mailing address;
  - d) at least one of the following:
    - i. the Library's email address;
    - ii. the Library's telephone number;
    - iii. the Library's website; and
  - e) a statement that consent may be withdrawn at any time.
- 15. Express Consent shall not be sought by or on behalf of the Library by sending an Electronic Message to an Electronic Address, unless the Library has Implied Consent (as prescribed at Part V herein) from the Person to whom the Electronic Message is being sent.
- 16. All requests for Express Consent made in writing shall not include pre-checked boxes.
- 17. All Express Consents provided to the Library in hard copy format shall be scanned and saved in the CRM.

- 18. All requests for Express Consents made by or on behalf of the Library orally shall follow the following procedure:
  - a) The individual requesting the consent shall disclose to the Person from whom the consent is being sought:
    - i. that the consent is being sought on behalf of the Library;
    - ii. the purpose for which the consent is being sought (e.g., for receiving EMs; for installing a particular Computer Program);
    - iii. the Library's mailing address;
    - iv. at least one of the
      - the Library's email address;
      - the Library's telephone number;
      - the Library's website, and
    - v. that the Person may withdraw the consent at any time.
  - b) Express consent must be obtained through a positive action by the recipient, such as checking a box on a web form or providing their email address in writing.
  - c) Library Staff may obtain express consent verbally in person or via telephone and confirm the express consent in the Library's ILS and/or CRM database.
  - d) Library Staff may send an electronic message seeking confirmation of express consent in accordance with Library procedures.
- 19. Any individual who obtains Express Consent on behalf of the Library shall enter the Express Consent into the CRM as soon as is reasonably possible, in accordance with the Library's procedures.

### PART V - IMPLIED CONSENT

- 20. The Library has Implied Consent to send EMs to the following:
  - a) Persons who are current, active cardholders of the Library;
  - b) Persons who were cardholders of the Library but who ceased to be cardholders in the 24 months preceding the date of the sending of the EM:
  - c) Persons who entered into a financial transaction with the Library in the 24 months preceding the date of the sending of the EM. This can be confirmed in the account history prior to the sending of the EM.

### PART VI – UNSUBSCRIBE MECHANISM

- 21. All EMs sent by or on behalf of the Library in the course of carrying out Library activities shall include a mechanism by which the Person receiving the EMs may unsubscribe (i.e., optout) from receiving Electronic Messages from the Library (the "Unsubscribe Mechanism").
- 22. The "Unsubscribe Mechanism" shall be prominently displayed in the body of all EMs sent by or on behalf of the Library.

- 23. All requests to Unsubscribe shall be entered into the Library's ILS and CRM as soon as possible, in accordance with the Library's procedures.
- 24. No EMs shall be sent by or on behalf the Library to any Person who made a request to Unsubscribe, ten days after the request was made and thereafter, unless the Person provides his or her Express Consent to receive EMs from the Library, or unless the EM meets one of the Exemptions (to be determined by the Library on a case-by-case basis).

### PART VII - THIRD- PARTIES

- 25. The Library requires that all Third Parties have Express Consent or Implied Consent (as prescribed at Parts IV and V of this Policy) to receive EMs from the Library, from the Persons to whom the EMs are sent, prior to the sending of the EMs.
- 26. The Library shall not be held liable for any and all EMs sent by Third Parties that are not sent in compliance with this Policy.
- 27. All Third Parties agree to defend, indemnify and hold harmless the Library and its directors, officers, employees, agents and trustees, from and against any and all complaints, claims, actions or demands resulting from, and/or arising out of, the Third Parties' breach of this Policy, including, but not limited to, for any and all regulatory proceedings, warrants, preservation demands, disclosure requests, compliance notices, administrative monetary penalties, fines, damages, injunctive relief, class actions, legal fees, expert fees and disbursements.
- 28. At its sole and absolute discretion, the Library may, from time to time, enter into agreements and/or arrangements with Third Parties that may not necessarily be in compliance with this Policy, but which ensure the Library's compliance with CASL.
- 29. Notwithstanding anything in this Policy, at its sole and absolute discretion, the Library may rely on one or more of the Exemptions for EMs sent by Third Parties. A determination of whether a particular EM sent by a Third Party is subject to an Exemption will be made by the Library on a case-by-case basis.

### PART VIII - COMPUTER PROGRAMS

30. In the course of conducting Library activities, no Person shall cause a Computer Program to be installed on a Computer System, unless that Person first obtains the Express Consent of the owner or authorized user of the Computer System to install the Computer Program, on behalf of the Library.

- 31. Notwithstanding section 31, there is no requirement to obtain Express Consent to install the following Computer Program on behalf of the Library:
  - a) a cookie;
  - b) HTML code;
  - c) Java Script; and
  - d) an operating system.
- 32. When seeking Express Consent to install a Computer Program on behalf of the Library, the Person seeking the consent shall disclose to the Person from whom consent is being sought, clearly and simply, the function and purpose of the Computer Program being installed.
- 33. If the Computer Program being installed on behalf of the Library is intended to perform a Special Function(s), the Person seeking consent on behalf of the Library, must, prominently, clearly, simply, and separate and apart from any other requests for consent, describe the Special Function(s), including their nature and purpose and their impact on the operation of the Computer System.

### PART IX – USE OF THE LIBRARY'S COMPUTERS / INTERNET CONNECTION

- 34. Any Person who uses:
  - a) a Computer System owned, operated and/or controlled by the Library; and/or
  - b) an Internet connection owned, controlled and/or provided by the Library (including any wireless connection), must carry out his or her activities in a manner that is compliant with CASL.
- 35. Any Person who contravenes this Part shall defend, indemnify and hold harmless the Library and its CEO, its directors, managers, officers, employees, volunteers, agents and trustees, from and against any and all complaints, claims, actions or demands resulting from, and/or arising out of, that Person's actions, including, but not limited to, for any and all regulatory proceedings, warrants, preservation demands, disclosure requests, compliance notices, administrative monetary penalties, fines, damages, injunctive relief, class actions, legal fees, expert fees and disbursements.

### PART X - TRAINING

- 36. Within 60 days of the implementation of this Policy, all Library Staff, Board Members and Volunteers are required to attend a mandatory training on this Policy (the "Training").
- 37. The Training shall be prepared and conducted by Library Administration.
- 38. Records of attendance at the Training shall be taken and tracked by the Library.

- 39. New hire Training: all Staff, Board Members and Volunteers of the Library shall be required to attend the Training, as soon as is possible after joining the Library and/or becoming a Volunteer for the Library.
- 40. Refresher Training: Refresher Training shall be conducted on an annual basis. Attendance at the refresher Training shall be mandatory for all Library Staff, Board Members and Volunteers.

### PART XI – AUDIT

- 41. The Library shall conduct an annual audit of its electronic communication practices, to ensure compliance with this Policy (the "Audit").
- 42. Notwithstanding section 38, at the Library's sole and absolute discretion, the Library may from time to time conduct an audit of its electronic communication practices to ensure compliance with this Policy (the "Random Audit").
- 43. In the event the Annual or Random Audit discloses discrepancies between this Policy and the Library's communication practices, such discrepancies shall be addressed by the Library to ensure compliance with the Policy, as soon as is reasonably possible.

Approved by the Innisfil Public Library Board, May 15, 2023, Motion Number: 2023.XX

Supersedes Policy #2019-13, approved May 21, 2019, Motion #2019.45; and Policy #2015-03, Approved February 17, 2015, Motion #2015.21



SUBJECT: RULES OF CONDUCT POLICY

Policy No: 2023-13

Date: May 15, 2023

Review Date: May 2027

Pages: 5

### **PURPOSE**

The Rules of Conduct encourage behaviour that supports the Library's mission and values. It applies everywhere the Library conducts its business; whether on Library property, in the community, over the phone or email, or on our online channels. The rules of conduct are posted to ensure the comfort and protection of all persons who use the facilities of the Innisfil ideaLAB & Library.

#### **POLICY**

### General

The Innisfil ideaLAB & Library is a gathering place for the exchange of ideas where all are welcome. The cooperation of all who attend the Library is required to maintain an environment conducive to the enjoyable and productive use of the facility. As a public library, we respect individual rights, while recognizing that they must be balanced with the rights of others. Our goal is to deliver excellent service in a shared, community space that is welcoming and safe for all visitors and employees.

### **Application**

This policy applies to all visitors to the Innisfil ideaLAB & Library facilities and properties, including virtual spaces.

### **Definitions**

**Intoxicant** is defined as an intoxicating agent, or anything that causes intoxication.

**Library premises** include the building, and the surrounding parking areas, walkways, and green areas (as applicable) up to the property lines.

**Suspension** means a member of the public is prohibited from entering Library buildings and/or from being on any Library Property at any time or for any reason for the duration of the suspension.

**Weapon** means any object, concealed or otherwise, which may be used to injure or intimidate.

### **Guidelines**

Conduct in the Library is subject to legislation including but not necessarily limited to: The Criminal Code of Canada, The Ontario Human Rights Code, The Accessibility for Ontarians with Disabilities Act 2005 and its accompanying regulations, Accessibility Standards for Customer Service Ontario Regulation 429/07 and Integrated Accessibility Standards Ontario Regulation 191/11, The Municipal Freedom of Information and Protection of Privacy Act, and The Ontario Child and Family Services Act.

To maintain the health and well-being of Library staff, customers and visitors, and to ensure that all customers can enjoy access to Library resources and services, the following Rules of Conduct have been adopted.

### On Library premises:

- The use of insulting or threatening language, harassment, physical abuse, assault, generally disruptive/inappropriate/illegal behaviour; carrying, displaying or using weapons; loitering will be cause for removal and/or prosecution of the offender(s).
- Property and materials must be treated with respect. Persons committing acts of vandalism; wilful damage and/or theft of Library equipment or materials will be subject to prosecution under Canada's *Criminal Code*.
- Any behaviour which disrupts or prevents others from accessing/using Library services, including verbal and physical intimidation and harassment, is not permitted.

- Bringing items onto Library premises that could disrupt others' ability to use Library services or could cause damage to the facility or equipment is not permitted.
- Petitioning, posting of flyers, soliciting or engaging in commercial activity are prohibited unless authorized by the Library.
- Parents or guardians are responsible for the supervision of their children.
   Children requiring supervision are not to be left unattended in the Library as per Section 79. (3) of Ontario's Child and Family Services Act.
- Smoking and vaping is not permitted inside Library buildings or outside Library buildings within 20 metres of any entrance as per the current Town of Innisfil By-Law.
- Persons under the influence of intoxicants may be asked to leave or may be removed.
- Food and beverages are permitted in designated areas.
- Animals in Library programs and animals subject to current Accessibility Legislation are welcome; other animals are not permitted.
- Rollerblade and skateboard use is not permitted inside Library buildings, nor is the wearing of ice skates.
- Sleeping in the Library is not permitted.
- Shoes and shirts must be worn inside Library facilities.
- Customers must comply with the appropriate use of the Internet and its resources as outlined in current Library policies.
- Photography, digital imaging, filming or video recording within the Library must be authorized by Library staff.
- Customers may be required to make available for inspection all bags, briefcases, purses, knapsacks, containers, books and papers.

Any individual asked to leave or removed from Library premises by Staff and/or the appropriate authorities may be banned from Library premises either on a temporary or permanent basis. Staff may issue a Notice of Trespass Pursuant to the Trespass to Property Act, RSO 1990, c. T.21, S.3. If deemed necessary, South Simcoe Police Service may be called to aid in the enforcement of this Policy and/or to distribute a Notice of Trespass order. Trespassing while under an active Notice of Trespass will not be tolerated and may result in an extension of the original trespass notice time period.

### **Suspension of Library Privileges**

Anyone choosing to breach or disrespect Library policies or refusing to modify behaviours or activities may be subject to suspension of Library privileges. Suspended individuals will not have access to Library facilities, property, services and resources for

the duration of the suspension. Suspensions are imposed at the discretion of Library Staff.

Suspended individuals will be informed of how they violated the Rules of Conduct Policy and suspensions will be based on the severity of the breach as follows:

### One Day to One Month Suspension

Minor breach of Library rules

### **Notice of Trespass: Three Month**

- Major or repeated breaches of the Library's Rules of Conduct Policy
- Repeated breaches will result in progressive extensions to the Notice of Trespass

### Notice of Trespass: Six Month, One Year, Permanent

- Illegal behaviour, abuse of staff members or visitors, damage to Library property
- Repeated breaches will result in progressive extensions to the Notice of Trespass

### **Appeals to Notice of Trespass**

Appeals to a Notice of Trespass must be sent to the Library in writing, to the attention of the CEO. Contact details can be found on the Library website. All appeals must include the appellant's full name and mailing address. The CEO may appoint a designate to review the appeal. Decisions to appeals will be delivered in writing and all decisions of the CEO are final. Notices of Trespass are active until the expiration date. During the appeal process, if the appellant accesses Library property, their appeal will become void.

### **Reinstatement of Library Privileges**

Upon expiration of a Notice of Trespass, suspended individuals may be required to review the Rules of Conduct Policy, with a Library Staff member, before privileges are reinstated.

### **Related Policies**

Workplace Violence Prevention Safety, Security and Emergencies in the Library

Approved by the Innisfil Public Library Board, May 15, 2023, Motion Number 2023.XX

Supersedes Policy Number: 2020-23, approved September 21, 2020, Motion #2020.69; and Policy #2014-01, approved January 20, 2014, Motion #2014.06 & Policy #2010-16, approved June 14, 2010, Motion #2010.49; and Policy #2006-14, approved April 10, 2006, Motion #2006.37; and Policy #2001-09, approved September 13, 1999, Motion #99.36.