

**INNISFIL PUBLIC LIBRARY BOARD
MEETING AGENDA
Monday, November 20, 2023 – 7:00 p.m.
Lakeshore Library – Community Room**

1. Call to Order, Welcome & Land Acknowledgement
2. Approval of Agenda (copy & motion)

[Motion #2023. – THAT the agenda of the November 20, 2023 meeting be approved as presented.]

3. Declaration of Pecuniary Interest
None at time of agenda creation
4. Delegations to the Board
 - a) Social Services in The Library – Shannon Kelly-Robb

Consent Agenda

5. Approval of Previous Minutes (copy)
6. Correspondence (copy)
7. Reports for Information
 - a) CEO Report (copy)
 - b) Municipal Council Report (copy & information sharing)
 - c) Library Board Report (information sharing)
 - d) Board Committee Reports (copy & information sharing)
 - i. Finance Committee

Recommendation

THAT following the recommendation of the Board Budget Committee, the Board delegates the Manager overseeing Business Strategy to approve the CEO's business related expenses to a limit of \$5000. Expenses greater than \$5000 will require Board Chair approval.

- Staff Report: LIB-11-2023 Q3 2023 Financial Results



- ii. Fundraising Committee
- iii. Truth & Reconciliation Committee
- iv. CEO Evaluation Committee
- e) Health & Safety Update (copy)

Consent Recommendation

[Motion #2023. – THAT the consent agenda items 5a.01.01 to 7e.01.01, and the recommendations contained therein be approved as presented.]

Agenda

- 8. Reports for Action
 - a) Staff Report LIB-12-2023 Organizational Review Visioning Project

[Motion #2023. – THAT the Staff Report LIB-12-2023 Organizational Review Visioning Project be received and the recommendations contained therein be approved as presented.]
- 9. Business Arising
 - None at time of agenda creation*
- 10. Policies
 - a) **EMPLOYMENT – Wireless Mobile Communication Devices Policy**
#E-2023-24
(copy & motion)
 - b) **OPERATING & TECHNOLOGY - Public Internet and Technology Use Policy (formerly Internet Service Policy) #2023-25**
(copy & motion)
 - c) **OPERATING & TECHNOLOGY - Video Surveillance Policy #2023-26**
(copy & motion)

Recommendation

[Motion #2023. – THAT the EMPLOYMENT – Wireless Mobile Communications Devices Policy #E-2023-24, the and OPERATING & TECHNOLOGY - Public Internet and Technology Use (formerly the Internet Service Policy) #2023-25, and the OPERATING & TECHNOLOGY - Video Surveillance Policy #2023-26 be approved as presented.]

11. Strategic Issues
None at time of agenda creation
12. New Business
 - a) Proposed 2024 schedule of Board Meetings
13. Comments and Announcements
 - a) Calendar of Events (link)
<https://innisfil.bibliocommons.com/events/search/index>
14. In Camera
No In Camera at time of agenda creation
15. Adjournment

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

CORRESPONDENCE LIST for November 20, 2023

6a.01.01	<i>Toronto Star</i> , October 21, 2023, article entitled <i>CUPE Calls for Markham Public Library CEO to Resign Over Temporary Removal of Islamic Heritage Month Displays</i> , written by Josh Rubin	(copy)
6a.02.01	<i>CBC.ca</i> , October 29, 2023, article entitled <i>Toronto Public Library Dealing with Cybersecurity 'Incident' Impacting Some Services</i> , written by Michael Wilson	(copy)
6a.03.01	<i>The Globe and Mail</i> , October 31, 2023, article entitled <i>Paying More Attention to the Health and Social Benefits of Libraries is Overdue</i> , written by Andre Picard	(copy)

**INNISFIL PUBLIC LIBRARY BOARD
MEETING MINUTES
Monday, September 18, 2023 – 7:00 p.m.
Lakeshore Library – Community Room**

In Attendance: Anne Smith, Rob Nicol, Councillor Jennifer Richardson,
Councillor Robert Saunders, Barb Baguley, Sue Bennett,
Rhonda Flanagan, Cynthia Gordon, Raj Grover
Staff in Attendance: Erin Scuccimarri, Jennifer Miyasaki, Megan Legg, Max Lupo
Regrets: None

1. CALL TO ORDER, WELCOME AND LAND ACKNOWLEDGEMENT

- The meeting was called to order at 7:30 p.m.
- The Board Chair delivered the Land Acknowledgement Statement.

2. APPROVAL OF AGENDA

Motion #2023.70

Moved by: Jennifer Richardson
Seconded by: Barb Baguley

THAT the agenda of the October 16, 2023, meeting be approved as presented.
CARRIED.

3. DISCLOSURES OF PECUNIARY INTEREST

There were no disclosures of pecuniary interest.

4. DELEGATIONS TO THE BOARD

- Megan Legg and Max Lupo provided a slideshow outlining the Programs & Services for Seniors and the grants that assist in funding these initiatives.
- The presentation was followed by a brief Q & A.

CONSENT AGENDA

5. Approval of Previous Minutes

6. Correspondence

7. Reports for Information

- CEO Report
 - MakerFEST was well attended
 - Short Story Contest – Our guest author was in-person this year for the first time since COVID
 - Author event with Vincent Lam; the first large in-person author event since COVID

- 80+ people in attendance for song circle to celebrate Patty McLaughlin's birthday
 - Mother Daughter Empower event hosted in our space was well attended
- Municipal Council Report
 - No additional comments
- Library Board Report
 - Roundtable sharing included:
 - Simcoe Reads – Raj Grover is our champion for this event
 - Legion hosted an Oktoberfest
 - Youth Darts at the Legion; Kid's BINGO
 - Vice Board Chair Nicol attended the RVH Foundation Cabinet Meeting; participated in annual Pumpkin carving contest
 - CEO spoke on a panel for an OLA event; community-led approach to librarianship

Committee Updates:

- Fundraising Committee
 - Met October 16th – event planned for February 29, working on details and sourcing vendors, etc.
 - Will work on messaging/banner to accompany the Tip Tap which outlines where donation dollars will be dedicated
- Truth & Reconciliation Committee
 - No updates at this time
- CEO Evaluation Committee
 - Committee met on October 5th to coordinate the appraisal process
 - CEO and Executive Assistant were present to assist in creating an appraisal form with the Committee
 - Committee recommends 3 evaluations per each Board term (2024, 2025, 2026)
 - Timeline for the 2024 evaluation:
 - Create fillable PDF appraisal form; send out by end of October with a return date by mid November
 - CEO Self Evaluation on October 30
 - Committee will meet on December 5th to review appraisal results
 - January Board Meeting – share results in camera with Board
 - January 30th – review results with CEO
- Health & Safety Update
 - Minutes included in package
 - No other updates

Motion #2023.71**Moved by:** Rhonda Flanagan**Seconded by:** Rob Nicol

THAT the consent agenda items 5a.01.01 to 7e.02.01, and the recommendations contained therein be approved as presented.

CARRIED.**AGENDA****8. REPORTS FOR ACTION**

- a) Staff Report LIB-10-2023 Mileage Reimbursement Rate Change.

Motion #2023.72**Moved by:** Sue Bennett**Seconded by:** Jennifer Richardson

THAT the Staff Report LIB-10-2023 Mileage Reimbursement Rate Change be received and the recommendations contained therein be approved as presented.

CARRIED.**9. BUSINESS ARISING**

- a) 2021 Unaudited Draft Financial Statements

Motion #2023.73**Moved by:** Barb Baguley**Seconded by:** Rob Nicol

THAT the 2021 Unaudited Draft Financial Statements be approved as presented.

CARRIED.

- b) 2022 Unaudited Draft Financial Statements

Motion #2023.74**Moved by:** Raj Grover**Seconded by:** Sue Bennett

THAT the 2022 Unaudited Draft Financial Statements be approved as presented.

CARRIED.

10. POLICY

- a) **EMPLOYMENT** – *Staff Code of Conduct Policy #E-2023-22*
- b) **EMPLOYMENT** – *Corrective Action Policy #E-2023-23*

Motion #2023.75

Moved by: Cynthia Gordon

Seconded by: Rob Saunders

THAT the EMPLOYMENT – Staff Code of Conduct Policy #E-2023-22 and the EMPLOYMENT – Corrective Action Policy #E-2023-23 be approved as presented.

CARRIED.

11. STRATEGIC ISSUES

There were no Strategic Issues to discuss this month.

12. NEW BUSINESS

No new business

13. COMMENTS AND ANNOUNCEMENTS

- a) Calendar of Events
 - Link to Library offerings was provided in the agenda.

14. IN CAMERA

No in camera

15. ADJOURNMENT

Motion #2023.76

Moved by: Barb Baguley

THAT the meeting be adjourned at 8:38 p.m.

CARRIED.

DATE OF THE NEXT MEETING

The next Library Board meeting will be held on
Monday, November 20, 2023 at 7:00 p.m.
Innisfil Public Library & ideaLAB – Lakeshore Branch – Community Room

Anne Smith, Board Chair

Erin Scuccimarri, Secretary

GTA

CUPE calls for Markham Public Library CEO to resign over temporary removal of Islamic Heritage Month displays

CUPE Local 905 said the decision to remove some displays put the safety of its members in jeopardy, and was another example of “long-standing” systemic racism at the library.

By Josh Rubin Business Reporter

Oct 21, 2023

Article was updated Oct 21, 2023



Markham public library management sent a letter to branches saying they should not be promoting Islamic Heritage Month. Markham Public Library

A union is calling for the resignation of Markham Public Library CEO Catherine Biss over the temporary removal of Islamic Heritage Month displays.


Late Friday, CUPE Local 905, which represents 6,000 public sector workers in York Region, including employees of the library, said the decision to remove some displays put the safety of its members in jeopardy, and was another example of “long-standing” systemic racism at the library.

Some displays were removed after library management sent a letter to branches saying they should not be promoting Islamic Heritage Month, or they could be seen as taking sides in the Israel-Hamas war.


“The confusion between the religion of Islam and the events in the Middle East is not only erroneous but also affects the safety of workers we represent,” said the statement by the union, which also blasted Biss for comments she made after the displays were reinstated.




Next video




Tensions rise in US communities amid Israel-Palestine conflict...
2 hours ago




Israel's ground forces conduct night raid in Gaza...
3 hours ago



Irish premier says EU position on Israel-Gaza conflict...
3 hours ago



Before/after satellite images show damage in Gaza...
3 hours ago

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“The subsequent comments from MPL CEO Catherine Biss display a lack of accountability and transparency about the intent of the email,” the union wrote.

CUPE Local 905

@CUPE905 · Follow

We're aware of the direction provided by the MPL mgmt team to remove Islamic Heritage Month material from Library Branches. After meeting with our members & hearing their concerns as front-line staff, we're releasing this public statement:

drive.google.com/file/d/1-U0iWX...

@CBCNews @nccm



drive.google.com
Markham Public Library Islamic Heritage Month.pdf

5:00 PM · Oct 20, 2023

36

Reply

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Biss didn't immediately return the Star's request for comment.

Earlier this week, Biss apologized for the “confusion and hurt” the removal caused.


“I want to be absolutely clear that in no way does MPL confuse Islam, Islamic culture or Muslim people with the events in the Middle East,” Biss said Tuesday.

“We commit to doing a thorough review of our relevant policies and procedures,” she added. “We will continue to invest in training to address unconscious bias, equity and inclusion for all our staff.”

The library faced backlash this week when an internal email from a manager directing the removal was shared on social media. The email, dated Oct. 11, 2023, stated that “merchandising” related to Islamic Heritage Month, which is in October, would be “perceived as we are taking a particular side” in the Israel-Hamas war, and should be taken down. It stated the request to remove the displays came from senior management and an unidentified city councillor.

While the library initially released a statement saying the email was inaccurate, Biss acknowledged Tuesday that library management had directed the displays be removed while they conducted an internal review after hearing a range of feedback from staff and community members.

With files from Jermaine Wilson



Josh Rubin is a Toronto-based business reporter. Follow him on Twitter: @starbeer.

Toronto

Toronto Public Library dealing with cybersecurity 'incident' impacting some services

Library says it has no evidence to believe personal information has been compromised

CBC News · Posted: Oct 29, 2023 3:59 PM EDT | Last Updated: October 29



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Some online Toronto Public Library services are unavailable after a cybersecurity "incident" was detected on Saturday, the library said Sunday.

The Toronto Public Library's website, map passes and digital collections cannot be accessed, the library said in a statement that appears when users try to access the website. It said public computers and printing services at branches are also unavailable.

The library also acknowledged the incident on its [account on X](#), formerly known as Twitter.

As of Sunday afternoon, the library said there is no evidence personal information of staff or users was compromised as a result of the incident. Additionally, branches are open as scheduled, with internet and phone lines working normally.

"[Toronto Public Library] has proactively prepared for cybersecurity issues and promptly initiated measures to mitigate potential impacts," the statement said.

The library said it may take several days before systems are back to normal.

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OPINION

Paying more attention to the health and social benefits of libraries is overdue



ANDRÉ PICARD > HEALTH COLUMNIST

PUBLISHED 4 HOURS AGO



Toronto's public library system is one of the world's busiest, with 100 branches, including the landmark Reference Library in Yorkville (pictured).

SHAI GIL/MORIYAMA TESHIMA ARCHITECTS

"The only thing you absolutely have to know is the location of the library." Albert Einstein spoke these words almost a century ago, but they are as true as ever.

While Einstein was primarily concerned with access to knowledge, libraries today have become much more than mere repositories for books.

There were dire predictions that brick-and-mortar libraries would become obsolete in the digital age. Yet, they have become even more important in recent years, as essential community hubs that offer not only cultural events but also health and social services.

Where else can you find a public bathroom in the downtown core of cities? As climate chaos grows, libraries serve as warming and cooling centres. They offer free WiFi for those who can't afford it, a bit of story-time respite for overwhelmed parents and caregivers, language courses for new Canadians, free technology training courses, job training for hundreds of thousands, cooking classes, and a place for students to study, and gig workers to work, as well as social interaction for the growing legions of the lonely.

While COVID-19 exposed many of the holes in our health and social safety net, it also shone a light on how invaluable libraries have become. During the pandemic, libraries were responsive to community needs in a manner few other institutions were.

They distributed rapid tests. They used their 3D printers to produce personal protective equipment for health workers. They provided laptop loans to students forced to learn remotely. Portable toilets were installed outside, and snacks and menstrual products were distributed to the unhoused. Some opened temporary food banks.

They “leaned in,” to use popular business jargon.

Yet, as libraries do more and more, they are struggling to meet all these new demands because of stagnant or shrinking funding.

A new report from the Canadian Urban Institute and the Canadian Urban Libraries Council makes the point that libraries are as essential a service as other municipal services such as transportation, sanitation, and policing, but are not getting their due.

"Overdue: The Case for Canada's Public Libraries" makes for fascinating reading, beginning with how libraries are taken for granted.

Libraries as we know them today were born of a massive gift by American philanthropist Andrew Carnegie who, between 1883 and 1929, funded the creation of 2,509 libraries worldwide, including 125 in Canada.

Today, across the country, there are 652 library systems and 3,350 library branches. They receive more than 100 million visits each year, according to the report. In the digital age, libraries are actually more popular than ever, as one of the last public spaces open and welcoming to all.

Canada has some spectacular libraries. Calgary's Central Library is an architectural gem. It was also the catalyst and cornerstone for the development of the city's East Village neighborhood.

The centrepiece of Halifax's downtown is its Central Library. Edmonton's Stanley A. Milner Library is state-of-the art, with creative programming to match. Montreal's Grande Bibliothèque is a favourite of library rats. Toronto's public library system is one of the world's busiest, with 100 branches, including the landmark Reference Library in Yorkville and the marvelous Lillian H. Smith branch downtown, which focuses on children's literature.

We should be building on these investments. But every one of these facilities is facing financial and social challenges, sometimes verging on overwhelming. Because they are philosophically committed to openness, libraries often struggle with the concomitant crises of homelessness and toxic drugs.

Library workers are routinely called upon to treat overdoses with naloxone; in Edmonton's downtown branch, there were almost 100 last year alone, the report notes. Violent patrons, many with untreated mental illness, are a challenge, too: Workers are assaulted, sexually assaulted, spat upon, yelled at and more. It's not what bookish people signed up for.

Security guards are now essential to daily operations. Some branches have metal detectors. A growing number of libraries employ social workers, who try to work

with other social service agencies, from homeless shelters to hospital emergency departments.

Libraries are also at the heart of culture wars, from readings by drag queens to the newfound zealotry for book banning.

There are, unfortunately, few concrete recommendations in the Overdue report, other than a passing call for a national task force on the future of libraries. It makes the case that more funding is needed. But every institution wants more funding.

The discussion we really need to have is about the role of modern libraries and how can we help them not just survive, but flourish. There is no doubt libraries are good for our health, individually and collectively.

The author R. David Lankes says it well: “Bad libraries build collections; good libraries build services; great libraries build communities.”

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OCT 2023 CEO REPORT



Indigenous History that Wasn't Taught in School

A Presentation by Kelly Brownbill

Community members gathered for a thought-provoking conversation with Kelly Brownbill. Kelly has been providing Indigenous cultural competency training to organizations and communities for a number of years. Eager participants engaged in deep conversations with Kelly, aimed at furthering their understanding of Indigenous ways of being and Indigenous history that was left out of the colonial historical narrative. Kelly was able to share aspects of Indigenous history in Canada and the harms perpetuated by our colonial systems in a way that was easy to understand, and allowed for multiple entry points for participants depending on where they were on their personal learning journeys. After the program, participants were eager to continue the conversation with Kelly and their learning. Library Staff shared additional resources for learning with the participants, including links to books and other resources available at the Library related to Indigenous history and reconciliation. This program, and those like them, help the Library address the Calls to Action identified in the Truth & Reconciliation Commission Report. It is also an opportunity to continue to connect our programming with our collections and resources to support the community.

Call to Action #63	Call to Action #80
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 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	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.
 <p>The Library addresses the calls through: provision of programs that support intercultural understanding, empathy, mutual respect, and understanding of historical issues; inviting Indigenous speakers, elders, storytellers, authors, etc. to hold events, workshops or speaker series.</p>	

SPEAKING UP, SHOWING UP & LISTENING

The Transformative Power of Words at *Words Matter*

The Library hosted a unique event highlighting diverse talent from across Simcoe County. *Words Matter* in partnership with UPLift Black, an organization dedicated to supporting and uplifting the lives of Black individuals in our community, aimed to break down barriers and promote unity within the community. With an emphasis on the power of words to shape our thoughts and actions, a key theme of the event was accessibility. *Words Matter* provided a platform to an underrepresented group for their voices to be heard, ultimately working towards a more equitable society. Performances from the UPLift Black Artist Collective included spoken word, musicians and a special VR production. By hosting events such as *Words Matter* that embrace cultural diversity, we can create powerful opportunities for positive social change.

Libraries are welcoming and barrier-free spaces, where the power of words and literacy is celebrated. *Words Matter* aligns perfectly with the Library's mission to provide accessible and inclusive spaces for all, emphasizing the profound influence of language on our lives.

Performers included
(clockwise from top right):
Cassandra Amanyangole,
Shadrack Jackman, and
Shelly Skinner.

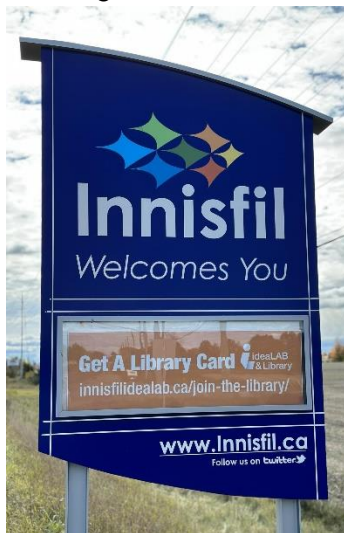


Open UP opportunities to strengthen connection & engagement with our community

SPREADING THE WORD

Gateway Signs in Innisfil

In recognition of both Canadian Public Library Month and Ontario Public Library Week, the Library had the opportunity to make use of the Town gateway signs, also known as “Welcome to Innisfil” signage. More than a dozen entryway signs were adorned with one of two Library messages. This is the first time we have utilized these signs to highlight the Library.



Gateway signs promote Library Card membership and the Better Libraries Better World campaign.

ONTARIO PUBLIC LIBRARIES WEEK

Collaborative Storytime

The Library once again partnered with Essa Public Library and Barrie Public Library for a collaborative storytime; this time at Tanger Outlet Mall for Ontario Public Libraries Week. The energetic storytime highlighted the value of Libraries and the fun services and opportunities for families. All three Libraries also talked with families about programs and shared brochures and information about programs and services available at the Library.



IN THE COMMUNITY

Spooktacular and Boonanza Community Trick or Treating

The Library participated in both Cookstown's Boonanza and Alcona's Spooktacular Halloween events. At both branches, the Library handed out custom crayons and bookmarks, and at the Lakeshore branch, a Halloween storytime, Green Screening and Decorate your own laser-cut pumpkin were also offered. Storytime, which had 40 participants, provided a starting point for families with young children who were preparing to participate in Spooktacular starting at 11am. Following storytime, many of these families headed directly to the Green Screen to take their picture before heading out to trick-or-treat the town. Over 220 people participated in Green screening, from infants to seniors. The majority of people were dressed up in costume, but there was one family who had come for Flannel Fest at the Beach Road Market, taking place in Town Square, who were delighted to then have a Halloween Green Screen picture taken. All of the pictures were emailed out to participants by October 30th and the families responded with overwhelming gratitude:



"Thank you so much! What a great picture!"

"I love us in the Barbie dream house! Thanks for that touch, it's really appreciated!!!!"

"Thank you so much, you've done such a wonderful job. I'll cherish these for many a Halloween to come."

"Hahaha that looks amazing!! Thanks so much! What a great idea"



Build UP our reputation as a trusted community asset

PROTECTING INTELLECTUAL FREEDOM

Opening the Book Sanctuary

The Library's new [Book Sanctuary](#) launched on October 1st. The purpose of this new collection is to bring attention to the increasing challenges to freedom of expression and intellectual freedom in our society, and to demonstrate the Library's position as a defender of these rights. There are over 50 titles in the collection, including a variety of reading levels and types of content: children's picture books and novels, young adult novels, adult fiction and non-fiction, and graphic novels. This range of content was intentionally selected to spark thought and conversation; people may be surprised to find out that some of their favourite authors are widely challenged in libraries.

The books in the Book Sanctuary are new, additional copies of titles available in the Library's standard circulating collections. This ensures that people can locate them easily alongside the rest of the collection, while also drawing attention to the issue and the need to protect "endangered books". The titles selected for inclusion in the Book Sanctuary are some of the most challenged books in Canada and the United States. Visit the Library's [Book Sanctuary](#) webpage for more information and to see the complete list of titles.



The initiative has garnered interest from a variety of media sources, with articles published online and the Library CEO participated in both television and radio interviews (see Appendix A). The media attention inspired more conversations with customers, with one commenting "I had no idea this was even an issue until I saw it on the news!"



Each Book Sanctuary book comes labelled with a sticker and includes a bookmark with a QR Code that leads to more information about the initiative.

“I AM A CITIZEN THANKS TO THE LIBRARY”

Library Supports Newcomers with Resources, Space, and Community

The Library continues to be a safe place to connect with community information and the resources that newcomers to Canada need to begin building networks, seeking employment and establishing themselves in a new country. The important role the library plays in supporting newcomers is illustrated clearly in this community story. A gentleman came to the Library to print his newly earned citizenship certificate. He shared with Staff that he “is a citizen because of the library.” Earlier this year, he began using the Library to borrow books to help study for his citizenship test. He then worked with Staff to use the Library’s MediaLAB as a quiet space with access to computers with video cameras so he could complete an online proctored citizenship test. After printing his certificate, he once again checked out the book [Canadian Citizenship Made Easy](#) so that his wife could begin studying.

The challenges of adapting to a new culture on top of language barriers, prejudice and feelings of isolation can be overwhelming for newcomers. Libraries are trusted institutions around the world. This makes the public library a space where people can go to get reliable information. We know that our libraries are often the first stop for anyone new to the community seeking information, resources and connections.





Raise UP the Library's identity as an innovative hub

BIG FREE LIBRARY LAUNCHES

Donated Books Get a Second Life

The Big Free Library kiosk was set up this month at the Rizzardo Health and Wellness Centre. Modeled on the [Little Free Library](#) initiative, discarded/deleted Library books are put in the unit for people to take and keep. The Library's monthly newsletter is available in the unit as well to help promote various Library services and programs. Staff report that the unit is being well-used, supporting literacy in the community.



BUILDING KITS AND COMMUNITY IN SENIORS

hackLAB Seniors Kits Continue to Thrive

hackLAB Seniors Kits continue to be a popular option for at-home programming at the Library. This month, over 300 kits were given out to seniors in the local community, as well as those living at Lakeside Retirement and Sandy Cove. For the month of October, participants were given two different kits to complete, [Laser Cut Fall Love Signs](#) and [DIY String Art](#). The goal of these kits continues to be to provide users with the opportunity to engage with the hackLAB in a fun, hands-on and technology-free way. After receiving and completing the kits, customers will often send it photos and notes about their completed projects. Customers continue to find ways to connect with each other while completing these kits, for example, a group of customers complete these kits as a part of a Breast Cancer Survivor's group and work on the kits during their supportive meetings. Another customer who receives the hackLAB Seniors Kits on a monthly basis also shared the following feedback this month:

"Hi, I did the October seniors kit painting. Still working on the string art.

Thank you so much for having these kits. Still look forward to getting them each month. I would be lost without them".

INNISFIL WINS SIMCOE READS

Simcoe Reads Final Debate

The Angus Recreation Centre hosted this year's Simcoe Reads debate event, courtesy of the Essa Public Library system. The champions answered a series of questions, pulling from their knowledge and experience with their chosen books, followed by an audience vote. This year, the winner was Innisfil's own champion, Raj Grover! Dr. Grover is the Medical Director of the Medical Imaging Department at Royal Victoria Regional Health Centre, and a member of both the Innisfil Public Library and RVH Foundation Boards. In defending *On the Ravine* by Vincent Lam, he spoke candidly about the impact the book had on him as a reader, and clearly, the audience was swayed.

For this event, it was great to see so many participants come and share their interest in these books, and to highlight the wide range of literature available at your local public library.



Simcoe Reads is an annual partnership event between seven Simcoe County library systems. Champions eloquently and passionately defend their chosen books, in a competition to decide which book should be read by all of Simcoe County. As always, each champion was chosen by a participating Library, and the champions themselves chose a book which resonates with them to read and defend.





Light UP pathways to personal & professional growth

SUPPORTING EARLY LITERACY

Introducing Ready to Read Crew

We introduced Ready to Read Crew this fall, a new after school program for ages 4-6 that focused on early literacy skills like rhyming, syllable awareness, and interactive storytelling. This program helps support the age group that was negatively impacted by closures during the pandemic and had missed out on early exposure to stories, phonological awareness, and socialization. The program includes reading stories, interactive games, as well as themed crafts for the little ones to have fun while learning!

One of the parents shared how much they love the Library. After moving to Innisfil in 2020, she found her friends and her child's friends by coming to Library programs. They have enjoyed all that the Library offers and feel very connected to the Library. Meeting what would become school friends at the Library in advance of starting school helped to ease the transition for both the young students and their caregivers.

The popular StART with Art program was re-introduced in the fall session at both the Lakeshore branch and Cookstown branch, for children ages 4-10 to express their creativity and learn some art techniques and styles. This group was also able to participate in a Culture Days craft run at a variety of Library programs this month, of painting tiles with something that inspires them related to their family or culture.

Creative crafts and play help build fine motor skills.



FOSTERING FRIENDSHIPS WITH LIFELONG LEARNING

Book Clubs Reconvene after Summer Break

Book club attendance has been strong this fall, with many clubs reconvening after enjoying their summer break. Book clubs have been growing in size, with new members joining groups, such as the Stroud book club. Some of the titles that clubs have discussed this fall include *American Dirt* by Jeanine Cummins, *The Giver of Stars* by Jojo Moyes, and *The Storied Life of A.J. Fikry* by Gabrielle Zevin. Members have had riveting discussions about authors, character development, and significant themes presented in the books, such as themes of friendship, grief, inequality, and liberation. Members continue to express their appreciation of the great selection of books that clubs have had access to. Since many of the club members have been meeting together for years, it is easy to see the friendships that they have made and the feelings of social connection that book club provides. It is evident that club members appreciate the time to meet with other readers, expand their reading outside their typical preferences, as well as enhance their knowledge and understanding on various subject matters.

STAFF UPDATES AND PROFESSIONAL DEVELOPMENT

Collections Training

The Collection Services and Technical Services Librarians completed a four-week course called Using WebDewey and Understanding Dewey Decimal Classification. WebDewey is the online schedule of the Dewey Decimal Classification system, and is used when assessing pre-catalogued library materials, and when conducting original cataloguing. Library Staff will apply their knowledge from the course when determining the best location for materials within the Library's collection, ensuring they will be as "discoverable" as possible for customers.

The Collection Services and Technical Services Librarians and Technical Services Assistant took a webinar on Teen-Centered Cataloging Strategies. The course focused on how teens engage with Library catalogues, and how to customize bibliographic records to match teen searching behaviours.

The Special Collections Librarian attended the webinar: Open Archives & Special Collections Symposium. One speaker presented on topics related to management of digitized archival materials, and the second speaker spoke about the use of primary sources for learning rather than relying on textbooks.

EDI Related Training

Several Staff attended a virtual training session titled *Beyond GLAM Land Acknowledgments: Activating Decolonization and Indigenization in Galleries, Libraries, Archives, and Museums*. The session focused on:

- Personalizing and engaging more with the library's Land Acknowledgement as a starting point, as an individual and group activity
- Valuable contacts to further the Library's commitment to Truth & Reconciliation (e.g. updating First Nations of Simcoe County website)
- Assessing the library's current point in the journey with Truth & Reconciliation and beginning action plans to move into better allyship

The participants later shared some of what they learned with all Library Staff, continuing the knowledge-sharing process.

The Special Collections Librarian attended a webinar titled *Collecting Stories from Underrepresented Communities: How to Co-Create a Community Archive at Your Public Library*. The presenters reviewed:

- Resources for facilitating the collection and dissemination of ignored and/or erased histories from underrepresented people and communities
- Both a theoretical framework and practical strategies for helping to overcome institutional and historical biases that inhibit the inclusion of a full range of community voices in traditional archives

Staffing Updates

In October the Library welcomed a new Intern, a Communications Coordinator, and 2 part-time Library Services Assistants.

APPENDIX A:

Level UP! Communications Insights

Media Outreach & Social Media Response

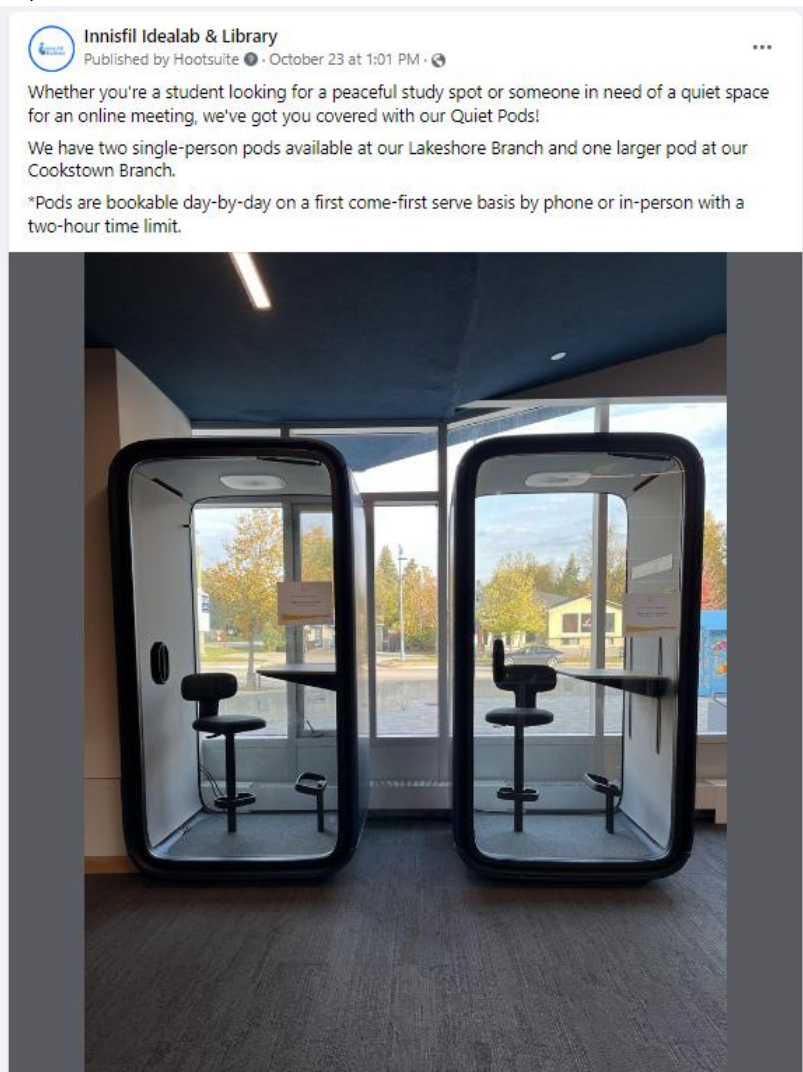
DATE PUBLISHED	NEWS OUTLET	TITLE
Oct. 2, 2023	Simcoe.com	‘Music means community, connection’: Celebrating the Innisfil Song Circle, and its host
Oct. 3, 2023	Innisfil Today	Local musician celebrated by friends and community with song circle
Oct. 3, 2023	Innisfil Today	Experience impact of language at 2nd edition of Words Matter
Oct. 3, 2023	Simcoe.com	2nd annual Words Matter showcase coming to Innisfil ideaLAB & Library
Oct. 4, 2023	Bradford Today	Local musician celebrated by friends and community with song circle
Oct. 5, 2023	Simcoe.com	Innisfil ideaLAB and Library opens new book sanctuary celebrating freedom to read
Oct. 7, 2023	Innisfil Today	Banned books find sanctuary at Innisfil ideaLAB
Oct. 13, 2023	Innisfil Today Bradford Today	Six events you don't want to miss in South Simcoe this weekend
Oct. 13, 2023	CBC Listen - Ontario Morning from CBC Radio with Ramraajh Sharvendiran	An event celebrating diversity in Innisfil

Oct. 16, 2023	CTV Barrie	Library fights censorship with banned book list
Oct. 17, 2023	OrilliaMatters Innisfil Today	Simcoe Reads champions some of the best books around
Oct. 18, 2023	Ontario Morning from CBC Radio with Ramraajh Sharvendiran	Innisfil library opens a book sanctuary Ontario Morning from CBC Radio with Ramraajh Sharvendiran Live Radio CBC Listen
Oct. 20, 2023	Innisfil Today	Town seeking feedback as it crafts new communications strategy
Oct. 20, 2023	Barrie Today	Simcoe Reads turns the page on another successful competition
Oct. 23, 2023	Simcoe.com	How should Innisfil connect with residents? Town seeks input on communications strategy
Oct. 24, 2023	Innisfil Today Simcoe.com Barrie 360	'Life-saving care': AED donated to Cookstown Fairgrounds
Oct. 25, 2023	Innisfil Today	Spooktacular trick-or-treating event returns to Innisfil
Oct. 27, 2023	Innisfil Today	Town seeks to turn apathy into action, boost voter turnout
Oct. 29, 2023	Innisfil Today	'Win-win situation': Innisfil park hosting annual Pumpkin Walk
Oct. 30, 2023	Innisfil Today	'A great show': Autumn, youth art shows return to Innisfil
Oct. 30, 2023	CTV Barrie	Discarded pumpkins set to create unique nighttime stroll in Innisfil

Facebook Insights (October 1 to 31, 2023)


FOLLOWERS	# OF POSTS	TOTAL ENGAGEMENT	TOTAL IMPRESSIONS
3,756 (Followers) 3,218 Page Likes	68 during this period	1,215 engagements (1,063 reactions, 98 shares, 54 comments)	Posts earned 31K impressions over this period (number of times our posts have entered a person's screen)

Top Organic Post (based on reach):



Date: Oct 23, 2023 4.4K Reach


Twitter Insights (October 1 to 31, 2023)


FOLLOWERS	# OF TWEETS	TOTAL ENGAGEMENT	TWEET IMPRESSIONS
1,529	44 during this period	46 engagements (35 likes, 5 retweets, 5 quote tweets, 1 reply)	6.1K impressions over this period (number of times users saw our tweets)
<p>Top Organic Post (based on reach): Top Tweet earned 758 impressions Date: Oct. 29, 2023</p> <hr/> <div>  <p>Innisfil ideaLAB & Library @InnisfilideaLAB Thank you to this family who has started a Facebook Group called 'Filling Innisfil' and filled the shelves at our Lakeshore Branch last week. They have great plans to keep the shelves stocked for the community!</p> <p>*In the photo is Tyler and Ella, and off camera is Maryann. pic.twitter.com/rBbVOoughJ</p> </div>			


Instagram Insights (October 1 to 31, 2023)

FOLLOWERS	# OF POSTS	TOTAL LIKES & REACH	TOTAL COMMENTS
2,089 followers.	48 during this period	1902 accounts reached. 1275 likes.	25 comments in total on content posted during this period. 78 shares.

Top Post (based on engagement): Oct. 23, 2023 969 Reach




 innisfilidealab

 innisfilidealab Whether you're a student looking for a peaceful study spot or someone in need of a quiet space for an online meeting, we've got you covered with our Quiet Pods!


We have two single-person pods available at our Lakeshore Branch and one larger pod at our Cookstown Branch.

*Pods are bookable day-by-day on a first come-first serve basis by phone or in-person with a two-hour time limit.


1w

 treehugger501st Or to take that call from Lord Vader!

3d 1 like Reply

 theglocalyaatri Amazing !!




1w 1 like Reply


 tiffsartcollection These are fantastic! The Barrie libraries should get these!

1w 1 like Reply


View insights

Boost post

 Liked by innisfilstudiotour and 104 others

OCTOBER 23

 Add a comment...

Post

Municipal Council Report

October 4, 2023 Special Council Meeting

- Council participated in a closed educational session re: Indigenous Cultural Competency with guests from the Library Board.

October 11, 2023 Council Meeting

- [Watch the meeting.](#)
- Council received a delegation from Tempo Flexible Packaging.
- RVH provided an update on the South Campus. View the presentation [slides](#) and [video](#). The presentation included South Campus design, phases, local contribution, and the required infrastructure expansion plan required for the project. Future updates will include updated economic impact projections. RVH is looking for ministry of health approval for moving forward with stage 1.2 (Proposal/Business Case). This requires municipal commitment of future funds for the project.
- Council approved the 2024 Council Meeting [schedule](#).
- Council adopted the [Multi-Year Accessibility Plan 2023-2027](#).

October 25, 2023 Council Meeting

- [Watch the meeting.](#)
- Council adopted an updated [Emergency Management Plan](#).
- Council received an [Innisfil Transit Update](#) regarding adding subsidized transit hub locations to Cookstown, Friday Harbour and Tanger Outlet Malls.
 - Council adopted a recommended 8 month Pilot program to issue transit vouchers for Innisfil residents (through Uber) traveling to Innisfil ideaLAB & Library Cookstown Branch, Tanger Outlet Malls and Friday Harbour. These vouchers would allow for a flat rate fare to these locations.
 - Riders may use a maximum of 30 vouchers per month.
 - A maximum of \$15 voucher per trip applies to any trip beginning or ending at Tanger Outlets or IdeaLAB & Library in Cookstown or at Friday Harbour Resort. The rider will be required to pay a minimum of \$6 per trip. Meaning:
 - For trips less than \$21, the rider will pay \$6 and the Town will pay the balance.
 - For trips over \$21, the Town will pay \$15 and the rider will pay the balance.
 - The vouchers platform would not replace the existing services, nor would a rider be able to double up on discounts – only one fare structure would apply to each ride.
- Mayor Dollin provided [correspondence](#) to the Ministry of Municipal Affairs and Housing (MMAH) confirming Innisfil's commitment to meet the housing target of 6,300 new homes to be constructed in Innisfil by 2031.
- [Correspondence](#) from the Town of Innisfil to the MMAH re: Innisfil's response to the 74 Housing and Affordability Task Force recommendations was also issued.

Municipal Council Report

News from the Community

- [Innisfil celebrates newest AED placement in Cookstown](#)
- [How should Innisfil connect with residents?](#)
- [Innisfil collects another \\$2M for hosting Gateway Casino](#)
- [South Innisfil Creek Drain highlights conservation](#)
- [RVH continues efforts to bring south campus to Innisfil](#)
- [Town of Innisfil remembers former councillor Roy Bridge](#)
- [Does God exist? First 'Interfaith Symposium' to look for answers - Innisfil News](#)
- ['There it sits': Historic Innisfil Beach Road property for sale - Innisfil News](#)
- [Spooktacular trick-or-treating event returns to Innisfil - Innisfil News](#)
- [Town seeks to turn apathy into action, boost voter turnout - Innisfil News](#)
- [Deadline looming for listed heritage properties in Innisfil - Innisfil News](#)
- [Former school board trustee, 'mayor' of Gilford dies - Innisfil News](#)
- [Town seeking feedback as it crafts new communications strategy - Innisfil News](#)
- [Local cost of RVH South campus may exceed \\$70 million - Innisfil News](#)
- ['Our common concern': Innisfil residents pray for Middle East peace - Innisfil News](#)
- [Better know your town: Innisfil taking part in Local Government Week - Innisfil News](#)
- ['Never forget': Slain South Simcoe officers remembered 1 year after shooting - Innisfil News](#)
- [Innisfil resident is 'tireless contributor on behalf of our local history' - Innisfil News](#)

Metroland Layoffs

- [Meet Chris Simon, your new InnisfilToday editor - Innisfil News](#)

News from the County:

- [United Way Simcoe Muskoka invites community to 'Rethink Poverty' at The Common Roof in Orillia](#)
- [County of Simcoe launches tool showing real-time homelessness stats](#)
- [Simcoe County District School Board to pitch 13 projects](#)
- [Hospitals work on Truth and Reconciliation calls to action](#)
- **Bradford West Gwillimbury Public Library**
 - [Lengthy Bradford library strike going to binding arbitration - Innisfil News](#)
 - [LETTER: Unionized Bradford library workers back on the job, but unresolved issues remain - Innisfil News](#)
- **Tiny Township withdraws from Library Service Contract**
 - [Tiny Township withdraws from library agreement with Springwater - Barrie News](#)
 - [Springwater library will honour Tiny agreement until year's end - Barrie News](#)

News from the Province

- [Toronto Public Library website, some services affected by cybersecurity 'incident' - Innisfil News](#)
- **Strong Mayor Powers**
 - ['Working together': Why Innisfil's mayor doesn't want stronger powers](#)



INNISFIL PUBLIC LIBRARY COMMITTEE REPORT

STAFF REPORT NO.: LIB-11-2023

DATE: November 20, 2023

TO: Innisfil Public Library Board

FROM: Finance Committee

SUBJECT: 2023 Q3 Operating & Capital Update

RECOMMENDATION:

That Committee Report LIB-11-2023 regarding the 2023 Q3 Update dated November 20, 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 June 30, 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 September 30, 2023, the total operating budget was at 89% of total budgeted revenues, and 73% of total budgeted expenses.

Appendix A provides a detailed financial report of the Q3 Operating Results.

Overview of Revenues

Registration & Facility Fees: Hall rentals are trending higher at 89% of total budgeted amount; registration fees are on target.

User Fees & Licenses: Trending slightly lower at 70% of budget.

Grants: In Q3 we received a \$10,463 federal grant from the Canada Summer Jobs program. These grant dollars are used to offset the expenses of our 5 summer student positions.

*Note – The only grant the Library has a budget for is the Provincial Operating Grant, which is a set amount each year. We expect to receive this grant in Q4.

Overview of Expenditures

Wages & Benefits: Trending slightly lower at 73% of budgeted amount due to employee leaves and gapping dollars from unfilled positions.

Materials & Supplies: On target.

*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.

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 \$203,983, related to projects LIB44, LIB5, LIB52, LIB68 and LIB67.
- Planned spending for Q4 is \$210,000 related to projects noted above as well as projects LIB4, LIB39, LIB37 and LIB65.

- Deferred projects due to staffing resources, coordination and alignment to other plans/activities/partners include LIB45 and LIB66.
- LIB42 deferred to 2025.

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

Financial Consideration:

Staff will continue to monitor the operating and capital 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 third quarter of 2023.

PREPARED BY:

Erin Scuccimarri, CEO

APPROVED BY:

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



Corporation of the Town of Innisfil
 Budget to Actual Variance Report - Operating
 For the Period Ended August 2023
 Library

	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			
Opening (Surplus) Deficit			
Opening (Surplus) Deficit			
3100 Beginning Deficit(Surplus)			-1
Total Opening (Surplus) Deficit			-1
Total Opening (Surplus) Deficit			-1
Registration & Facility Fees			
Facility Rental			
4438 Hall Rental	-9,677	97%	-10,000
Total Facility Rental	-9,677	97%	-10,000
Registration Fees			
4464 Programming	-19,603	85%	-23,000
Total Registration Fees	-19,603	85%	-23,000
Total Registration & Facility Fees	-29,280	89%	-33,000
User Fees, Licences and Fines			
User Fees			
4447 Misc. Revenue	-12,936	43%	-30,000
4490 Photocopy Etc.	-10,287	137%	-7,500
4491 Books	-4,148	148%	-2,800
4492 ideaSHOP sales	-2,131	107%	-2,000
Total User Fees	-29,502	70%	-42,300
Total User Fees, Licences and Fines	-29,502	70%	-42,300
Other			
Government Grants			
4100 Grants - Ontario	-2,633	6%	-45,921
4200 Grants - Federal	-36,463	0%	
Total Government Grants	-39,096	85%	-45,921
Other Revenue			
4760 Donations	-9,417		
Total Other Revenue	-9,417		
Total Other	-48,513	106%	-45,921
Total Revenue	-107,295	89%	-121,222
Expenditures			
Wages & Benefits			
Total Wages & Benefits	2,247,800	73%	3,074,294
Materials & Supplies			
Facility/Park Maintenance			
7080 Cleaning Supplies	3,597	40%	9,000



Corporation of the Town of Innisfil
 Budget to Actual Variance Report - Operating
 For the Period Ended August 2023
 Library

	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
Total Facility/Park Maintenance	3,597	40%	9,000
Advertising & Publicity			
7020 Advertising & Publicity	5,334	60%	8,865
Total Advertising & Publicity	5,334	60%	8,865
Clothing			
5210 Clothing/PPE	0	0%	675
Total Clothing		0%	675
Education, Seminars & Memberships			
5230 Education & Development	17,085	85%	20,000
7300 Prof. Dues & Memberships	3,176	106%	2,993
Total Education, Seminars & Memberships	20,261	88%	22,993
Equipment Maintenance			
7140 Equipment Maintenance	3,482	158%	2,200
Total Equipment Maintenance	3,482	158%	2,200
Office, Printing & Postage			
7040 Books/Publications/Subscriptio	-253		0
7360 Office Supplies	14,212	153%	9,296
7400 Photocopy	5,993	60%	10,000
7440 Postage	688	69%	1,000
7460 Printing	3,173	44%	7,240
Total Office, Printing & Postage	23,813	86%	27,536
Materials			
7029 Electronic Collections	26,878	25%	108,525
7041 Physical Collections	121,906	92%	132,000
7280 Material	17,526	80%	22,000
7283 Technology Supplies	22,193	114%	19,500
7284 ideaSHOP Supplies	172	34%	500
Total Materials	188,675	67%	282,525
Other Expenses			
5120 Board&Committee /Non-payroll	1,950	49%	4,000
7320 Mileage	5,542	56%	9,858
7389 Culture Engagement	24,746	76%	32,500
7470 Programming - Children	16,657	117%	14,260
7545 Project Expense	14,613	0%	
Total Other Expenses	63,508	105%	60,618
Public Relations			
7485 Public Relations	15,707	209%	7,503
Total Public Relations	15,707	209%	7,503
Software Maintenance and Licencing			
7580 Software Annual Maint. Fees	23,877	47%	50,752
Total Software Maintenance and Licencing	23,877	47%	50,752
Total Materials & Supplies	348,254	74%	472,667



Corporation of the Town of Innisfil
 Budget to Actual Variance Report - Operating
 For the Period Ended August 2023
 Library

	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
Utilities			
Telephone and Utilities			
7600 Telephone	2,825	81%	3,508
Total Telephone and Utilities	2,825	81%	3,508
Total Utilities	2,825	81%	3,508
Contracted Services			
Audit Fees			
8080 Audit	3,969	76%	5,241
Total Audit Fees	3,969	76%	5,241
Contracts			
8250 Contracts - Labour	0		3,133
8290 Contracts	637	6	10,888
Total Contracts	637	5%	14,021
External Legal Costs			
8640 Legal	253		
Total External Legal Costs	253		
Total Contracted Services	4,859	25%	19,262
Rents & Financial			
Service Charges			
9110 Debit/Visa Charges	2,869	64%	4,481
Total Service Charges	2,869	64%	4,481
Total Rents & Financial	2,869	64%	4,481
Total Expenditures	2,606,607	73%	3,574,212
Total Library Administration	2,499,312	72%	3,452,990
Stroud Branch			
Expenditures			
Materials & Supplies			
Facility/Park Maintenance			
7180 Facility/Parks Maintenance	1,926	42%	4,550
Total Facility/Park Maintenance	1,926	42%	4,550
Insurance			
7220 Insurance	1,312	68%	1,926
Total Insurance	1,312	68%	1,926
Total Materials & Supplies	3,238	50%	6,476
Utilities			
Telephone and Utilities			
7600 Telephone	928	50%	1,855
Total Telephone and Utilities	928	50%	1,855
Total Utilities	928	50%	1,855
Contracted Services			
Cleaning Contract			
8185 Cleaning Contract	8,446	94%	8,990



Corporation of the Town of Innisfil
 Budget to Actual Variance Report - Operating
 For the Period Ended August 2023
 Library

	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
Total Cleaning Contract	8,446	94%	8,990
Total Contracted Services	8,446	94%	8,990
Internal Recoveries/Transfers			
Internal Rental Expenditure(Revenue)			
9610 Facility rental expenditures(I	19,724	75%	26,300
Total Internal Rental Expenditure(Revenue)	19,724	75%	26,300
Total Internal Recoveries/Transfers	19,724	75	26,300
Total Expenditures	32,336	74%	43,620
Total Stroud Branch	32,336	74%	43,620
Churchill Branch			
Expenditures			
Materials & Supplies			
Facility/Park Maintenance			
7180 Facility/Parks Maintenance	1,967	79%	2,500
Total Facility/Park Maintenance	1,967	79%	2,500
Insurance			
7220 Insurance	1,976	63%	3,146
Total Insurance	1,976	63%	3,146
Total Materials & Supplies	3,943	70%	5,646
Utilities			
Telephone and Utilities			
7660 Utilities - Hydro	800	49%	1,632
7680 Utilities - Natural Gas	1,156	77%	1,502
7700 Utilities - Water/Sewer	406	110%	370
Total Telephone and Utilities	2,362	67%	3,504
Total Utilities	2,362	67%	3,504
Contracted Services			
Contracts			
8325 Contracts - Grass Cutting	0	0%	992
8850 Snow Removal	0	0%	3,722
Total Contracts		0%	4,714
Total Contracted Services		0%	4,714
Internal Recoveries/Transfers			
Internal Transfers			
9681 Snow Clearing - Expenditures	1,251	50%	2,500
Total Internal Transfers	1,251	50%	2,500
Total Internal Recoveries/Transfers	1,251	50%	2,500
Total Expenditures	7,556	46%	16,364
Total Churchill Branch	7,556	46%	16,364
Cookstown Branch			
Expenditures			
Materials & Supplies			



Corporation of the Town of Innisfil
 Budget to Actual Variance Report - Operating
 For the Period Ended August 2023
 Library

	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
Facility/Park Maintenance			
7180 Facility/Parks Maintenance	13,164	66%	20,018
Total Facility/Park Maintenance	13,164	66%	20,018
Insurance			
7220 Insurance	8,750	56%	15,595
Total Insurance	8,750	56%	15,595
Total Materials & Supplies	21,914	62%	35,613
Utilities			
Telephone and Utilities			
7600 Telephone	950	48%	2,000
7660 Utilities - Hydro	18,479	65%	28,500
7680 Utilities - Natural Gas	1,339	54%	2,500
7700 Utilities - Water/Sewer	1,665	78%	2,138
Total Telephone and Utilities	22,433	64%	35,138
Total Utilities	22,433	64%	35,138
Contracted Services			
Cleaning Contract			
8185 Cleaning Contract	10,558	79%	13,395
Total Cleaning Contract	10,558	79%	13,395
Contracts			
8850 Snow Removal	8,209	69%	11,942
Total Contracts	8,209	69%	11,942
Total Contracted Services	18,767	74%	25,337
Internal Recoveries/Transfers			
Internal Rental Expenditure(Revenue)			
9600 Facility rental revenue(Intern	-21,749	75%	-29,000
Total Internal Rental Expenditure(Revenue)	-21,749	75%	-29,000
Internal Transfers			
9695 Internal Charges(Recoveries)	-500		0
Total Internal Transfers	-500	0%	0
Total Internal Recoveries/Transfers	-22,249	77%	-29,000
Total Expenditures	219,969	89%	246,192
Total Cookstown Branch	40,865	61%	67,088
Lakeshore Branch			
Expenditures			
Materials & Supplies			
Facility/Park Maintenance			
7180 Facility/Parks Maintenance	29,355	96%	30,535
Total Facility/Park Maintenance	29,355	96%	30,535
Insurance			
7220 Insurance	18,020	55%	32,632
Total Insurance	18,020	55%	32,632



Corporation of the Town of Innisfil
Budget to Actual Variance Report - Operating
For the Period Ended August 2023
Library

	Year to	YTD Actual as	2023
	Date	a Percent	Total
	Actuals	of Budget	Budget
Total Materials & Supplies	47,375	75%	63,167
Utilities			
Telephone and Utilities			
7600 Telephone	2,341	63%	3,700
7660 Utilities - Hydro	20,413	58%	35,495
7680 Utilities - Natural Gas	9,238	72%	12,795
7700 Utilities - Water/Sewer	3,171	74%	4,290
Total Telephone and Utilities	35,163	62%	56,280
Total Utilities	35,163	62%	56,280
Contracted Services			
Cleaning Contract			
8185 Cleaning Contract	10,642	61%	17,335
Total Cleaning Contract	10,642	61%	17,335
Contracts			
8325 Contracts - Grass Cutting			1,000
8850 Snow Removal	14,043	69%	20,427
Total Contracts	14,043	66%	21,427
Total Contracted Services	24,685	64%	38,762
Total Expenditures	107,223	68%	158,209
Total Lakeshore Branch	107,223	68%	158,209
Total Library Operating	2,687,792	72%	3,741,817
Total Library	2,687,292	72%	3,741,817



Corporation of the Town of Innisfil
Projected Spend to Actual Spent Variance Report - Capital
For the Period Ended 2023
Capital

	Carryover	2023	Total	2023	2024 Total	2025 Total	Actual	Variance
	from Prior	Budget	Approved	Planned	Planned	Planned	Spent to	2023 Planned
	Years	Approved	Budget	Spending	Spending	Spending	Date	Spend to Actual
Library								
Library								
LIB4 RFID	0	50,000	50,000	50,000			0	50,000
LIB37 Cookstown Facility Assessment & Repairs	112,298	0	112,298	112,298			238	112,060
LIB39 Job Evaluation/Job Description/Pay Equity	7,185	0	7,185	7,185			4,612	2,573
LIB42 Design / Preparation for ideaLAB & Library with Recreational Component in Lefroy	550,000	0	550,000	0		550,000	0	
LIB44 Organizational Review	40,000	0	40,000	40,000			36,791	3,209
LIB45 Updated Needs Assessment Study	40,000	0	40,000	40,000			0	40,000
LIB5 Electronic Equipment - All Branches	34,948	80,915	115,863	115,863			55,385	60,478
LIB52 Replacement Furnishings	19,458	30,000	49,458	49,458			34,323	15,135
LIB65 Marketing Kiosks	99,993	0	99,993	99,993			0	99,993
LIB66 Mobile Outreach Unit (InnMotion)	78,000	0	78,000	78,000			0	78,000
LIB67 Space Planning	0	100,000	100,000	100,000			29,357	70,643
LIB68 Movable Meeting Space	0	90,000	90,000	90,000			39,048	50,952
Total Library	981,882	350,915	1,332,797	782,797		550,000	199,754	583,043
Strategic Projects (Managed by Library)								
ADM25 Innisfil Engage: Community Engagement	4,229	0	4,229	4,229			4,229	-
Total Strategic Projects (Managed by Library)	4,229	0	4,229	4,229			4,229	-0
Total Library	986,111	350,915	1,337,026	787,026		550,000	203,983	583,043

Percentage of planned spend achieved at Q3

26%

JHSC Meeting Agenda

MEETING DATE: Thursday, October 19, 2023

TIME: 1:00PM

LOCATION: Ops Meeting Room 2 and Teams

CO-CHAIRS: Management Co-Chair – Eric Chudzinski
Worker Co-Chair (Acting) – Jennifer Sheremeto

MINUTES: Jennifer Miyasaki

ATTENDANCE Nick Ayres, Eric Chudzinski, Elishia LaRose, Jennifer Miyasaki, Kristi Prentice, Jennifer Sheremeto, Paul Tomaszewski, Sierra Warren, (Guest - Olivia Papa)

REGRETS Ken Schuyler

Item	Agenda Item	Lead	Item Details	ACTION & NOTES
1.	<u>Call Meeting to Order</u>	Chair	- Time – opened	- Meeting started at 1:05 p.m.
2.	<u>Approval of Previous Minutes</u>	Chair	2023.08.17 JHSC Meeting Agenda Minutes Draft.docx (Desktop, Web, Mobile)	- Jen S motioned to approve the minutes of the previous meeting. - Seconded by Paul T. - All in favour; Motion Carried.
3.	<u>JHSC members</u>	Chair	10.05.2023 JHSC Members October 2023.docx (Desktop, Web, Mobile)	- Richard Rivet resigned from Committee – the Committee extends their appreciation for Richard's eight years on the Committee, serving as Co-chair for the majority of it, and for his dedication to improving safety in the workplace. - Elishia LaRose was welcomed to the committee, as the newly elected Roads CUPE worker member - The Committee did a round table of introductions for our new member - New poster to be circulated and posted on JHSC Boards
4.	<u>Workplace Inspections WHIMIS LOTO</u>	Chair	Roundtable discussions	Jennifer M – All branches were inspected, no deficiencies; any open deficiencies are closed Nick – Inspected Stroud arena and IBP no issues Paul – Performed inspections in September - October not complete yet – Fleet is in good shape; equipment is fixed; Innisfil Rec Centre – still having Fire Code related issues with the Mechanical Rooms; toured with FPO

				<p>Symes – He will support the JHSC with the deficiencies as needed.</p> <p>Jen S. – Town Square; Rizzardo no issues; EcDev, has fire extinguishers to be inspected monthly</p> <p>Kristi – Town Hall no deficiencies noted</p> <p>Sierra - Operations and salt dome done in September; some minor deficiencies noted and corrected; October – Salt dome had several deficiencies and hazards to be corrected; nothing to note in October for Operations</p> <p>Knock and Churchill Community Center were inspected in September and October; no deficiencies noted</p> <p>Eric – No updates at this time</p> <p>Reviewed Inspection Schedule and made minor changes.</p>
5.	<u>SOP's Corporate Policies</u>	Chair	Any updates for discussion?	- No updates at this time
6.	<u>Workplace Incidents & Accidents</u>	Chair	Report on accidents since last meeting accidents (August & September 2023)	<ul style="list-style-type: none"> - August – 6 incidents; 1 lost time for a strain/sprain, 2 requiring medical attention (1 insect sting and 1 hand injury), 1 first aid (minor burn) and 2 injuries without need of first aid (poison ivy) - September – 3 incidents; 1 requiring medical attention (foot injury) and 2 first aid (cuts/lacerations)
7.	<u>Budget & Training</u>	Chair	<ol style="list-style-type: none"> 1. Budget (status update) 2. Member Certifications 	<ol style="list-style-type: none"> 1. Still under budget 2. Kristi is fully certified; Sierra scheduled for Part 2 in November; Elishia will get signed up for her Part 1 in the coming months
8.	<u>JHSC Other Business</u>	All Members	<ol style="list-style-type: none"> 1. Worker Co-Chair 2. Town Security Cameras 3. 2022 Year in Review 4. Ops BBQ 	<ol style="list-style-type: none"> 1. Select Interim Co-Chair for remainder of 2023; election for 2024 Co-Chair to be held in December as per the TOR; Jen S. volunteered as interim co-chair. On a motion by Jen M. and seconded by Elishia L. Jen S. was acclaimed the Interim Worker Member Co-Chair 2. Worker safety and security concerns raised by staff on reliability and maintenance of the security cameras within the Town. Discussed recommendation for regular (e.g. monthly) checks to verify cameras are functional. ACTION: Co-chair to formally document concerns and recommendation for the committee to submit. 3. 2022 Incident Stats Presentation (Eric C. shared presentation) 4. Ops BBQ on November 16; move JHSC meeting to a 1:30 start time
9.	<u>ACTION ITEMS Follow up</u>	Chair	Review of Action items from August	1. ACTION: EC/RR Will review storage of wings and assess hazard/risk to staff; EC shared photos and discussed risks of how they are currently stored.

			17, 2023 meeting minutes.	Request from manufacturer a written confirmation on storage practices for review by committee – Eric to follow up on this item – Wings are back on trucks in preparation for winter; it was determined that they are being stored to a safe standard – this action can be closed.
10.	Close Meeting	Chair	Time enter of meeting closed.	Meeting closed at 2:42 p.m.



INNISFIL PUBLIC LIBRARY STAFF REPORT

STAFF REPORT NO. LIB-12-2023
DATE: November 20, 2023
TO: Innisfil Public Library Board
FROM: Erin Scuccimarri, CEO
SUBJECT: Organizational Review Visioning Project

RECOMMENDATION:

THAT Staff Report LIB-12-2023 Organizational Review Visioning Project Report dated November 20, 2023 be received as information.

INTRODUCTION:

The Innisfil IdeaLAB & Library recently adopted refreshed Strategic and Master Plans that will guide us through significant growth, including an increase in spaces in the near future. With the plans for expansion and the retirement of an individual in a strategic leadership role, the timing was appropriate to review and refresh the current organizational structure. This important piece of work will help to support the Library for scalability, considering the future of the organization while ensuring best practices around business continuity and succession planning are built directly into the organizational structure.

Some significant changes in our organization will occur as a result of this in-depth organizational review. These changes are aimed at enhancing our efficiency, to address gaps in our staffing, and to position us to better serve our community as we grow to meet their evolving needs. It is important to note that these changes are the result of a thoughtful and thorough assessment, with the primary goal of ensuring our staff are able to grow along with our community, while maintaining the things we love best about the Library, including our collaborative nature, our flexibility, and our willingness to explore new opportunities.

STAFF REPORT #LIB-12-2023 – Organizational Review Visioning Project

ANALYSIS/CONSIDERATION:

Process

In April of 2023, the Library enlisted the assistance of Chapter 3 Consulting to oversee the Organizational Review Visioning Project. Key aspects of the project included:

- Workflow analysis (including document review of Job Descriptions, Strategic Plan, Master Plan, ROI Study, etc.)
- Staff engagement, including:
 - Online staff survey sent to every staff member
 - One on one interviews with over 20 staff members
 - Collaborative workshop with Management Team
 - Observation of staff working in branches
- Communication strategy and plan to ensure open and honest dialogue throughout the process. Key messages included:
 - Major staffing changes (such as the retirement of a long time employee) present an opportunity for us to take a moment to assess our current structure, processes and services, with the goal of setting ourselves up for success in the years to come.
 - The focus is on our incredible staff, not the structure. We have a wonderful team, and this organization review is about ensuring that the existing team has the support they need and an appropriate workload level to be successful.
 - It is an opportunity for growth. The organizational review presents an opportunity for growth and improvement for the library as a whole. Insights and recommendations from the consultants will help us identify areas where we can optimize our operations, enhance our services, and create a better working environment for everyone.
- Revised job descriptions for any new positions and recommendations for any changes to existing job descriptions; revised organizational chart.
- Recommended changes to services, process improvements, refinement of priorities.

Results

The organizational review process identified opportunities for improvement, which fall under these categories:

- Redefining management portfolios;
- Changes to current staff positions and reporting relationships;
- Future planning for organizational growth; and
- Improvements and new strategies.

Redefining Portfolios

The Library Management team will continue to provide leadership and support to all staff under the following portfolios:

Information & Public Services will be managed by Mandy Pethick and will include Collections and Library Services.

STAFF REPORT #LIB-12-2023 – Organizational Review Visioning Project

Community Development & Advocacy will be managed by Kathryn Schoutsen, and will include communications, marketing, a focus on community relations, as well as the addition of fund development, Board support and government relations.

Lifelong Learning will be managed by Megan Legg and will include programming and outreach for all ages, from baby programs to older adults.

IT & Business Strategy will be managed by John van Rassel and will include IT, finance, corporate projects and facilities.

The recommended management team structure does not include a Deputy CEO role as the review process has determined that this position is no longer relevant to our structure. The roles and responsibilities of the Deputy position will be realigned across the management portfolios. This shift will result in a higher level of oversight within the management team, and will open up opportunities for staffing changes as responsibilities shift throughout the organization.

Changing Staff Roles

As part of the organizational restructuring, key staff members will move into new positions that will be essential for the continued success of the Library as we grow. These include new supervisory roles in the following areas: Library Services, Creative Making & Discovery, and Communications & Events.

In addition to the new roles, areas of focus for some staff are being shifted to either better reflect the work they already do, or to ensure that we have the right people focusing on Library strategic priorities.

Realignments of current positions include:

- Development of an IT Analyst role, with a focus on process improvement and project management
- Development of Community Librarian positions that will focus on Social Impact (including Equity, Diversity and Inclusion, Immigrants), and Local Focus (including local history and local issues)
- Development of Library Service Coordinator positions which will have higher level oversight of frontline activities, with additional special areas of focus across the following areas – Accessibility and Collections.

New opportunities that we will be piloting with the new proposed structure include:

- Library Service Coordinator positions, with additional special areas of focus in Communications and Social Services (full-time)
- Positions within the Lifelong Learning portfolio that focus on youth programming and seniors programming (both part-time and full-time)
- Administration support (part-time)

New job titles and complete job descriptions for all evolving positions will be created in collaboration with staff, with all changes in place as of January 1st, 2024. At that time, a new organizational chart will be formally created. It is important to note that all immediate changes and proposed piloted positions will result in no change to the Library's overall full time equivalent (FTE) staff count for 2024.

STAFF REPORT #LIB-12-2023 – Organizational Review Visioning Project

Future Planning for Organizational Growth

The organizational review has given us a roadmap for growth, with both immediate changes and areas for future growth. Some of these may occur in the short term, while others are longer-term suggestions. Examples include additional supervisory positions, new programming positions, fund development, and an expansion of the Library Services Team.

Improvements & New Strategies

As a part of the organizational review process we learned from staff about what is working really well for our Library, and where we need to improve. Some of the things that staff shared that they love most include: our strong support for work-life balance, coworkers/ teammates, our customers and community, flexibility to follow interests and try new things, positive workplace culture, and overall a love of the work they do for the Library and the community.

Areas of improvement included more clarity and transparency related to human resources aspects of the workplace, enhanced internal communications and a need to revise current processes to be more effective and to create efficiencies.

New projects in 2024 aimed at addressing these issues include:

- Enhancement of our current Performance Management System to better define performance reviews and development opportunities.
- Development of an Internal Communication & Transparency strategy.
- Introduction of a new mentorship program.
- Exploration of a career advancement program.

OPTIONS/ALTERNATIVES:

No options/alternatives are identified as this report is being provided solely for informational purposes.

FINANCIAL CONSIDERATIONS:

Adjustments to wages and benefits as a result of the immediate changes will be managed within the Library's current operating budget. Future additions to our staffing complement will be included in the Library Board's budget requests when deemed necessary.

CONCLUSION:

As we implement the changes resulting from the organizational review, it is important to recognize that these adjustments are not just about restructuring roles, but about utilizing our greatest asset, our staff, in the most effective and efficient ways to provide the greatest impact for the community. By evolving our organizational structure, we aim to enhance our ability to deliver exceptional services to our customers. These changes will allow us to better leverage our strengths, foster innovation and ultimately, improve our ability to deliver on priorities as we continually strive to meet the goals of our Strategic Plan and prepare for an exciting future as set out in our Master Plan.

Policy Changes Summary

**10a.01.01 EMPLOYMENT – Wireless Mobile Communication Devices
Policy #E-2023-24**

- Minor wording and formatting changes

**10b.01.01 OPERATING & TECHNOLOGY – Public Internet and Technology Use
Policy #E-2023-25 (Formerly OPERATING & TECHNOLOGY – Internet
Service Policy)**

- Updated to include use of Library devices such as tablets and computers
- Policy name change to better reflect policy's content and intent
- Added ***Operating & Technology – Rules of Conduct Policy*** to Related Policies

10c.01.01 OPERATING & TECHNOLOGY – Video Surveillance Policy #E-2023-26

- Updates to include/remove applicable titles of staff
- Minor wording and formatting changes



SUBJECT: EMPLOYMENT – WIRELESS AND MOBILE COMMUNICATION DEVICES POLICY

Policy No: E-2023-24

Date: November 20, 2023

Review Date: November 2027

Pages: 3

PURPOSE

In accordance with the current legislation regarding the operation of motor vehicles (including the *Highway Traffic Act* and relevant Bills), the Innisfil Public Library has implemented a *Wireless and Mobile Communication Devices Policy*. This policy outlines the expectations regarding the use of wireless devices during the operation of a motor vehicle while conducting library business.

POLICY

Application

This policy applies to all Library Staff and Board Members, who in the course of their duties on behalf of the Library are using a wireless communication device while driving.

Exemptions:

- Global positioning systems (GPS);
- Emergency situations;
- The use of hand-held devices in “hands-free” mode; and
- The use of hand-held devices while stopped and safely pulled off the traveled part of a road.

Guidelines

The Innisfil Public Library maintains this policy to ensure that all Staff use wireless and mobile communication devices in a manner which does not distract them from performing the task of operating a motor vehicle safely. Each Staff Member who operates motor vehicles in the performance of their duties is required to obey *The Highway Traffic Act* and to conduct themselves in a responsible manner, keep control of their motor vehicle and be courteous to other drivers.

Definitions

A **motor vehicle** includes but is not limited to a street legal automobile, pick-up, van, truck, motorized snow vehicle, farm tractor, self-propelled farm vehicle, and a road-building machine or other motorized vehicle as defined by the *Highway Traffic Act*.

A **hands-free device** includes but is not limited to a *Bluetooth* device, earpiece, headset, or a motor vehicle with built-in **hands-free** technology.

Pressing Buttons is defined as a secured wireless device worn on the head or ear, or attached to clothing, or where the buttons being pressed to engage a hands-free mode can be seen by the driver at a “quick glance” and easily reached “without adjusting his or her position.”

A **portable electronic device** includes any electronic device which can be transported in a motor vehicle. Such devices include, but are not limited to computers, a global positioning navigation device, cell phones, a Personal Digital Assistant (PDA), two-way radios, televisions, or handheld electronic entertainment devices.

Wireless Communication Device Restrictions:

During the performance of their duties, Staff shall not operate a motor vehicle while holding or using a portable electronic device that is capable of receiving or transmitting telephone communications, electronic data, email or text messages.

A hand-held device in “hands-free” mode may be used, provided that the device is in accordance with the regulations of “pressing buttons”.

A hand-held device may be used, provided the motor vehicle is off the travelled portion of the roadway and the motor vehicle is lawfully parked and is not impeding traffic.

Display Screen Restriction:

Staff shall not operate a motor vehicle if they are viewing or attempting to view a display screen of a television, computer or other portable electronic device unless the display screen is part of the manufacturer’s equipment installed on the motor vehicle for the purpose of aiding the Staff Member in the safe operation of said motor vehicle or used in hands-free mode for the purpose of navigation.

The display screen restriction does not apply to a global positioning navigation device being used for its purpose, a logistical transportation tracking device, a collision avoidance system device or instruments, car audio controls displaying only text or static images, or gauges and systems to provide information to the driver regarding the various systems of the motor vehicle.

These restrictions do not apply if the Staff Member has driven the motor vehicle off the travelled portion of the roadway and the motor vehicle is lawfully parked and is not impeding traffic. Staff may not use portable electronic devices while stopped at a light or stop sign.

Emergencies:

Staff may use wireless communication devices in order to place emergency calls to 911. Staff should pull over to the side of the roadway, turn on emergency flashers, keep emergency calls as brief as possible and alert the responder that they are on the road.

If the emergency situation does not allow the Staff Member to safely pull off the travelled portion of the roadway, 911 may still be contacted, but the Staff Member should pull off the travelled portion of the roadway as soon as reasonably possible in the emergency circumstances.

When a Staff Member is personally involved in an incident/accident or emergency, provided they are capable of doing so, the Staff Member must immediately report the incident to their Manager/Supervisor and/or the CEO or designate. Staff is responsible for providing a copy of the police report to the CEO or designate, as soon as is reasonably possible. The fee for the police report is also the responsibility of the Staff Member or the Board Member if determined that he/she is at fault, specifically in the following types of accidents:

- Vehicle accidents causing personal injury;
- Vehicle accidents causing property damage;
- All critical injuries.

Staff Responsibilities:

Staff who do not comply with the *Wireless and Mobile Communication Devices Policy* will be subject to discipline, up to and including termination of employment.

The Innisfil Public Library Board will not be responsible for payment of fines or penalties issued to Library Staff or Board Members, due to failure to comply with relevant Highway Traffic legislation while operating a motor vehicle during the process of conducting library business.

References

The Highway Traffic Act

EMPLOYMENT - Corrective Action Policy

Approved by the Innisfil Public Library Board, November 20, 2023, Motion Number: 2023.XX

Supersedes Policy #E-2019-22, approved November 12, 2019, Motion #2019.81; and Policy #E-2015-12, approved September 21, 2015, Motion #2015.73; & Policy #E-2010-22, approved November 8, 2010, Motion # 2010.72



SUBJECT: PUBLIC INTERNET AND TECHNOLOGY USE POLICY

Policy No: 2023-25

Date: November 20, 2023

Review Date: November 2027

Pages: 3

PURPOSE

This policy provides guidelines governing the use of the public computers offered at the Innisfil ideaLAB & Library.

POLICY

General

Innisfil ideaLAB & Library provides access to public computers, wireless Internet, and other digital devices at all locations to ensure equitable access to information and online resources, which is in keeping with its role in providing equal access to information and resources that meet the needs of the community. The Internet is recognized as an essential communication tool, necessary to participate as a full citizen in Canadian society.

Application

All library customers who use the Library's public computers, wifi connection, and other digital devices such as tablets.

Guidelines

Customers using the Library's public use devices must hold a valid Innisfil ideaLAB & Library membership. Non-residents, who are not members, and who wish to use a computer, may ask for a "guest pass".

Customers assume total responsibility and risk for access to and use of the Library's equipment, network, and internet service. The Library assumes no liability for claims of loss from use of Library computers or devices, the Library's internet service, and/or the Library's network.

Customers are responsible for any content they access online and for safe-guarding their information and privacy when using the library's digital devices and services.

Customers assume full responsibility for their online activities and their use of digital devices and services including any damages that may directly or indirectly result from this use.

Parents/guardians or caregivers are responsible for the children in their care and their use of digital devices and services including damage, loss and restricting access to materials and online. The public access computers in the Library are not filtered. No filtering system is completely effective or efficient and does not replace the supervision of a parent or guardian.

Individuals are expected to respect other library users when using library computers or tablets, or their own devices in the Library, including appropriate volume, content of material and appropriate viewing and listening behavior.

Computer access will be by appointment on a first-come, first-served basis, and may be made up to one day ahead of use. The number of reservations/uses allowed per day may be limited. Extensions of usage are available if there are no other reservations.

Use is limited to a reasonable number of people per terminal at a time, at the discretion of Library Staff. The person logged into the computer with their Library membership is responsible for the condition of the equipment during their session.

Library Staff Members are available for assistance; however their time may be limited, and customers who require extra help or training are encouraged to take advantage of Library computer training programs.

The Library is not responsible for the security and privacy of any online transactions, including any financial transactions which customers may engage in while using Library computers or the Library's wireless internet service.

The Library is not responsible for any infringement of copyright, or any other violations that occur during the course of using Library technologies. All users must observe all current applicable laws, including but not limited to copyright laws, licensing agreements and may not create, access, display or distribute illegal material or material that in the opinion of the Library Staff may be considered obscene, harassing (as defined under the Ontario Human Rights Code), racist, malicious, fraudulent, libelous, or offensive.

Contravention of Policy

Any user who introduces a virus, misuses or damages Library equipment, or who attempts to delete or modify either hardware or software will be prohibited from using this service and will be held liable for all damages.

Failure to comply with the Library's Public Internet and Technology Use Policy and the prohibited activities listed above may result in loss of computer and/or internet access, the cancellation of Library membership, and possibly banning from the Library. Unlawful activities may result in prosecution.

This policy is subject to change without notice.

Related Policies:

Electronic Communication Policy

Information Technology Policy

Website Policy

Rules of Conduct

Approved by the Innisfil Public Library Board, November 20, 2023

Motion Number: 2023.XX

Supersedes Policy #2019-21, approved December 2, 2019, Motion #2019.80; and Policy #2014-10, approved April 22, 2014, Motion #2014.29; & #2011-08, approved April 18, 2011, Motion #2011.26; & Policy #2008-07, approved March 17, 2008, Motion #2008.20; & Policy #2006-22, approved June 12, 2006, Motion #2006.61.



SUBJECT: VIDEO SURVEILLANCE POLICY

Policy No: 2023-26

Date: November 20, 2023

Review Date: December 2027

Pages: 7

PURPOSE

The purpose of this Video Surveillance Policy is to establish guidelines and procedures for using video surveillance cameras on any property and/or in any building owned or operated by the Innisfil Public Library Board as deemed necessary by the CEO.

POLICY

General

All Staff are committed to the goal of a safe Library. The video surveillance policy outlines one of the processes in place to ensure that library facilities are kept as safe as possible.

Application

Applies to all facilities operated by the Innisfil Public Library Board.

Definitions

Act refers to Ontario's *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M. 56.

Personal information is defined in Section 2 of Ontario's *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M. 56 as being recorded information about an identifiable individual, which includes, but is not limited to, information relating to an individual's race, national or ethnic origin, colour, religion, sex and age. Therefore, a simple image on a video surveillance system that is clear enough to identify a person, or the activities in which he or she is engaged, will be classified as "personal information" under the Act.

Record is defined in Section 2 of Ontario's *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56* to mean any information, however recorded, whether in printed form, on film, by electronic means or otherwise, and includes: a photograph, a film, a microfilm, a microfiche, a videotape, a machine-readable record, and any record that is capable of being produced from a machine-readable record.

Video Surveillance System refers to a video, physical or other mechanical, electronic or digital surveillance system or device that enables continuous or periodic video recording, observing or monitoring of individuals in open, public spaces. The Information and Privacy Commissioner of Ontario includes in the term video surveillance system, an audio device, thermal imaging technology, or any other component associated with recording the image of an individual.

Reception Equipment refers to the equipment or device used to receive or record the personal information collected through a video surveillance system, including a camera or video monitor or any other video, audio, physical or other mechanical, electronic or digital device.

Storage Device refers to a videotape, computer disk or drive, CD-ROM, computer chip or other device used to store the recorded data or visual, audio or other images captured by a video surveillance system.

Guidelines

These guidelines were reviewed in conjunction with the *Guidelines for the Use of Video Surveillance* issued by the Information and Privacy Commissioner of Ontario in October 2015.

The video surveillance cameras will complement other measures to ensure a safe and secure environment. The video cameras will be positioned to record only those identified areas.

The Innisfil Public Library Board under the Board's jurisdiction uses video surveillance equipment to promote the safety of customers, staff and the community. This equipment also helps to protect the Library's property against theft or vandalism and can assist in identifying intruders and persons breaking the law. In the event of a reported or observed incident, the review of recorded information may be used to assist in the investigation of the incident. The Library will maintain control of and responsibility for the video security surveillance system at all times. Employees and service providers are expected to review and comply with the policy, the Act, and other relevant statutes in performing any duties and functions that are related to the operation of the video security surveillance program. Employees who knowingly or deliberately breach the policy or the provisions of the Act or other relevant statutes may be subject to discipline. Service providers that knowingly or deliberately breach the policy or the provisions of the Act or other relevant statutes may be found to be in breach of the contract leading to penalties up to and including contract termination.

Responsibilities

The CEO, Manager of Information Technology, or other designated employees at facilities are authorized to operate the systems. Library employees and service providers are to review and comply with the Policy, Guidelines, and relevant Acts in performing their duties and functions related to the operation of the video surveillance system.

CEO - The CEO is responsible for the overall Library video security surveillance program and is responsible for the Library's privacy obligations under Ontario's *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56* and this policy. The CEO or designate will coordinate audits.

Manager of Information Technology – The Manager in charge of the Library's Information and Technology portfolio and the IT Staff are responsible for the technical aspects of the equipment, its installation, maintenance and the retention and disposal of the recorded information.

The Library Board – The Library Board, through their designate, is responsible for the development and review of the policy and supporting guidelines and signage.

Collection of Personal Information Using a Video Surveillance System

Any recorded data or visual, audio or other images of an identifiable individual qualifies as "personal information" under the Act. The Library has determined that it has the authority to collect this personal information in accordance with the Act. Pursuant to section 28(2) of Ontario's *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56*, no person shall collect personal information on behalf of the Library unless the collection is expressly authorized by statute, used for the purposes of law enforcement or necessary to the proper administration of a lawfully authorized activity. The Library must be able to demonstrate that any proposed or existing collection of personal information by a video surveillance system is authorized under this provision under the Act.

Planning Considerations for Video Security Surveillance Systems

Before deciding if a facility warrants a video security surveillance system, the Library will consider the following:

1. A video security surveillance system should only be considered where less intrusive means of deterrence, such as increased monitoring by Staff have been shown to be ineffective or unworkable.
2. Before implementing a video surveillance program, a facility should be able to demonstrate:
 - A history of incidents occurring in the specific facility;
 - The effect of the physical circumstances of the facility – does it permit ready access to unauthorized individuals; and
 - Whether a video security surveillance program would be effective in dealing with or preventing future incidents of the type that have already occurred.

3. The acquisition, installation, and operation of individual video security surveillance systems should be justified on the basis of enhancing the safety of clients and Staff and/or deterring destructive acts such as vandalism.
4. An assessment should be conducted of the effects that the proposed video security surveillance system may have on personal privacy, and the ways in which any adverse effects can be mitigated.
5. Consultations should be conducted with relevant stakeholders as to the necessity of the proposed video security surveillance program at the facility.
6. The Library will endeavour to ensure that the proposed design and operation of the video security surveillance system minimizes privacy intrusion to that which is absolutely necessary to achieve its required lawful goals.

The Design, Installation and Operation of Video Security Surveillance Equipment

In designing, installing and operating a video security surveillance system, the Library will consider the following:

1. Reception equipment such as video cameras, audio or other devices should be installed in identified public areas where video surveillance is a necessary and viable detection or deterrence activity. The equipment will operate up to 24 hours/seven days a week, within the limitations of system capabilities (e.g. digital), power disruptions and serviceability/maintenance.
2. The equipment should be installed in such a way that it only monitors those spaces that have been identified as requiring video surveillance. Cameras should not be directed to look through the windows of adjacent buildings.
3. If cameras are adjustable by operators, this should be restricted, if possible, so that operators cannot adjust or manipulate them to overlook spaces that are not intended to be covered by the video surveillance program.
4. Equipment should never monitor the inside of areas where the clients, staff and the public have a higher expectation of privacy (e.g. change rooms and washrooms).
5. Clearly written signs, prominently displayed at the entrances, exterior walls, and/or the interior of buildings which have video security surveillance systems, shall provide Staff and the public with reasonable and adequate warning that video surveillance is in effect. Signage will satisfy the notification requirements under section 29(2) of Ontario's *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56, which* includes informing individuals of the legal authority for the collection of personal information; the principal purpose(s) for which the personal information is intended to be used and the title, business address and telephone number of someone who can answer questions about the collection.

As a minimum, there should be a sign in place that notifies individuals of the recording and informs them that they may contact Library Administration offices with any questions. The remainder of the notice requirements under the Act can be satisfied through information pamphlets available in the facility and on our website. The CEO and the Manager of IT will be the 'Point-of-Contact' for the Library's branches.

6. The Library will endeavour to be as open as possible about the video security surveillance program in operation and upon request, will make available to the public, information on the rationale for the video surveillance program, its objectives and the policies and guidelines that have been put in place.
7. Reception equipment should be in a strictly controlled area. Only personnel authorized in writing by the CEO or the Manager of IT should have access to the controlled access area and the recording equipment. Video monitors should not be in a position that enables public viewing.
8. The maintenance program for reception and recording equipment will include optimizing and lens cleaning while ensuring that the equipment is operating properly and in accordance with the manufacturer's specifications. Library Staff will endeavour to promptly follow-up on issues or concerns regarding the performance of the equipment.

Access, Use, Disclosure, Retention, Security and Disposal of Video Security Surveillance Records

Any information obtained through the video security surveillance systems may only be used for the purposes set out in the policy and must relate to the protection of clients, staff and the public, including the discipline or consequences that arise from that, or it must assist in the detection and deterrence of criminal activity and vandalism.

Information should not be retained or used for any purposes other than those described in the policy. Video security surveillance should not be used for monitoring staff performance. Since video security surveillance systems create a record by recording personal information, each facility having a system will implement the following procedures:

1. Storage devices should be stored securely in a controlled-access area. Logs should be kept of all instances of access to, and use of, recorded material to enable a proper audit trail.
2. Procedures on the use and retention of recorded information include:
 - a) Only the CEO, Manager of IT and delegated alternates may review the information. Circumstances, which would warrant review, will normally be limited to an incident that has been reported/observed or to investigate a potential crime. Real-time viewing of monitors may be delegated by the CEO, and/or Manager of IT, to a limited number of individuals.
 - b) Video may be disclosed to the police when:
 - The law enforcement agency approaches your institution with a warrant requiring the disclosure of the footage, as per section 42 (1) (e) of FIPPA, and section 32 (e) of MFIPPA;

- The law enforcement agency approaches your institution without a warrant, and asks that you disclose the footage to aid an investigation from which a proceeding is likely to result, as per section 42 (1) (g) of FIPPA, and section 32 (g) of MFIPPA; or
 - You observe an illegal activity on your premises and disclose the footage to a law enforcement agency to aid an investigation from which a proceeding is likely to result, as per section 42 (1) (g) of FIPPA and section 32 (g) of MFIPPA.
- c) The retention period for information that has not been viewed for law enforcement, library or public safety purposes shall be a minimum of five (5) days but not to exceed 28 calendar days (four weeks) for digital systems. These time-frames are based on risk assessment, privacy considerations, and equipment capabilities. Recorded information that has not been used in this fashion, within these time-frames, is then routinely erased in a manner in which it cannot be reconstructed or retrieved.
- d) When recorded information has been viewed for law enforcement, branch, or public safety purposes, the retention period shall be one year from the date of viewing. Section 5 of Ontario Regulation 823 under Ontario's *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56*, requires that personal information that has been used must be retained for one year.
3. Old storage devices must be securely disposed of in such a way that the personal information cannot be reconstructed or retrieved. Disposal methods could include shredding, burning or magnetically erasing the personal information. A record of the disposal is to be completed and retained.
4. Any customer, Staff Member or member of the public who has been recorded by a video security surveillance camera has a general right of access to his or her personal information under section 36 of Ontario's *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56*. This right is recognized. One exemption that may apply is contained in subsection 38(b) of Ontario's *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56*, which grants the heads of an institution the discretionary power to refuse access where disclosure would constitute an unjustified invasion of another individual's privacy. As such, access to an individual's own personal information in these circumstances may depend upon whether any exempt information can be reasonably severed from the record. One way in which this may be achieved is through digitally "blacking out" the images, where technically possible, of other individuals whose images appear on the recording(s).
5. The application of the frivolous or vexatious request provisions of Ontario's *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56*, would occur in very rare circumstances. It can be concluded that a request for access to a record or personal information is frivolous or vexatious if:
- a) The opinion is, on reasonable grounds, that the request is part of a pattern of conduct that amounts to an abuse of the right of access or would interfere with the operations of the facility, or

- b) The opinion is, on reasonable grounds, that the request is made in bad faith or for a purpose other than to obtain access.
- 6. The CEO will respond to any inadvertent disclosures of personal information. Any breach of Ontario's *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M. 56, shall be reported to the CEO.

Training

Where applicable and appropriate, the policy and guidelines will be incorporated into training and orientation programs of the Library Staff. Training programs addressing staff obligations under the Act shall be conducted as necessary.

Auditing and Evaluating the Use of a Video Surveillance System

The Library will ensure that the use and security of video security surveillance equipment is subject to regular audits. The audit will address the Library's operational compliance with the policy and the guidelines. An external body may be retained in order to perform the audit. The Library will endeavour to address any deficiencies or concerns identified by the audit as soon as possible. Employees and service providers should be aware that their activities are subject to audit and that they may be called upon to justify their surveillance interest in any given individual. The Library will regularly review and evaluate its video surveillance program to ascertain whether it is still justified in accordance with the planning requirements set out in this document. This evaluation shall occur at least once every three years and will include the review/update of the policy and the guidelines.

Related Policies

Facility Security Policy

Approved by the Innisfil Public Library Board, November 20, 2023
Motion Number: 2023.XX

Supersedes Policy #2019-23, approved December 2, 2019, Motion #2019.82; and Policy #2014-11, approved April 22, 2014, Motion #2014.29; & #2011-09, approved April 18, 2011, Motion #2011.27; & Policy #2008-08, approved April 21, 2008, Motion #2008.25; & Policy #2005-05, approved June 13, 2005, Motion #2005.33.

Proposed 2024 Library Board Meeting Dates			
Month	Day	Room	Time
January	15	Lakeshore Community Room	7:00 pm
February	20 (Tuesday)	Lakeshore Community Room	7:00 pm
March	18	Lakeshore Community Room	7:00 pm
April	15	Lakeshore Community Room	7:00 pm
May	21 (Tuesday)	Lakeshore Community Room	7:00 pm
June	17	Lakeshore Community Room	7:00 pm
JULY	NO MEETING		
AUGUST	NO MEETING		
September	16	Lakeshore Community Room	7:00 pm
October	21	Lakeshore Community Room	7:00 pm
November	18	Lakeshore Community Room	7:00 pm
December	9	Lakeshore Community Room	7:00 pm