

NORFOLK COUNTY PUBLIC LIBRARY BOARD
Meeting Agenda

June 28, 2023
4:30 p.m.

Port Dover Branch - Meeting Room

We acknowledge the many nations who call this land home. We acknowledge the indigenous and non-indigenous brothers and sisters who walked this land in the past and to those who walk it today, this the traditional and treaty lands of the Anishinaabe, Neutral, and Haudenosaunee peoples

	Pages
1. Call to Order	
2. Approval of Agenda	
3. Pecuniary/Conflict of Interest Declarations	
4. Minutes, Receipt, and Approval of	3
5. Business Arising from Previous Meeting	
6. Reports	
6.1 Operations Monitoring Report May #23-06-01	9
7. Policy	
7.1 Policy Development and Review Committee Report #23-06-02	17
7.2 GOV-14 - Discretionary Reserve Fund Policy	19
7.3 LIB 20 Library Closure or Reduced Service Policy	22
7.4 LIB 24 Security Policy	25
8. Committee Reports	

8.1	Use of Discretionary Fund Plan Report #23-06-03	27
9.	Other Business	
9.1	Strategic Planning Committee	
10.	Friends of the Library Meeting Notes	
10.1	Friends of the Library - Port Dover - June 6, 2023	28
11.	Next Meetings	
12.	Closed Session	
13.	Correspondence	
14.	Confirming By-law	
14.1	Confirming By-law 2023-01LIB	30
15.	Adjournment	

Norfolk County Public Library Board Minutes

May 24, 2023

4:30 p.m.

Delhi Branch - Kozub Meeting Room

Present: Don Kearney-Bourque, Sue Defreyne, Kimberly Earls, Councillor Kim Huffman, Lisa Marr, Councillor Tom Masschaele, Amanda Van Schyndel

Absent with Regrets: Carolyn Nordheimer, Jennifer Schooley

Also Present: Julie Kent, Kate Palmer

1. Call to Order

Board Chair, D. Kearney-Bourque, called the meeting to order at 4:43 p.m.

2. Approval of Agenda

Resolution No. 1

Moved By: Amanda Van Schyndel

Seconded By: Kimberly Earls

THAT the agenda be approved as amended to include 8.1 Discretionary Reserve Fund Plan Report 23-05-06,

AND THAT HR-07 - Workplace Harassment and Discrimination Policy, HR-08 - Prevention of Workplace Violence Policy, and HR-09 - Health and Safety Policy be removed from the agenda and referred to the Health and Safety Committee for review.

Carried.

3. Pecuniary/Conflict of Interest Declarations

None.

4. Minutes, Receipt, and Approval of

Resolution No. 2

Moved By: Tom Masschaele

Seconded By: Amanda Van Schyndel

THAT the NCPL Board adopts the Minutes of the April 26, 2023 Board meeting as presented.

Carried.

5. Business Arising from Previous Meeting

None.

6. Reports

6.1 Operations Monitoring Report April 23-05-01

Resolution No. 3

Moved By: Kimberly Earls

Seconded By: Tom Masschaele

THAT NCPL Report April 23-05-01 be received for information;

AND THAT Report April 23-05-01 be approved as presented.

Carried.

6.2 Strategic Plan Status Report 23-05-02

Resolution No. 4

Moved By: Kimberly Earls

Seconded By: Tom Masschaele

THAT NCPL Report 23-05-02 be received for information;

AND THAT Report 23-05-02 be approved as presented.

Carried.

6.3 Mandatory Training Report 23-05-03

Resolution No. 5

Moved By: Sue Defreyne

Seconded By: Councillor Huffman

THAT NCPL Report 23-05-03 be received for information;

AND THAT Report 23-05-03 be approved as presented.

Carried.

6.4 Single Source Supplier 23-05-04

Resolution No. 6

Moved By: Sue Defreyne

Seconded By: Amanda Van Schyndel

THAT NCPL Report 23-05-04 be received for information;

AND THAT Report 23-05-04 be approved for Single Source for library shelving as amended to change the date of September 2023 to September 2022.

Carried.

7. Policy

7.1 Policy Development and Review Committee 23-05-05

Resolution No. 7

Moved By: Kimberly Earls

Seconded By: Sue Defreyne

THAT NCPL Report 23-05-05 be received for information.

Carried.

7.1.1 GOV-09 - Board Evaluation Policy

Resolution No. 8

Moved By: Lisa Marr

Seconded By: Kimberly Earls

THAT GOV-09 - Board Evaluation Policy be referred back to the Policy Committee for review and amendments.

Carried.

7.1.2 GOV-10 - Succession Planning Policy

Resolution No. 9

Moved By: Sue Defreyne

Seconded By: Kimberly Earls

THAT GOV-10 - Succession Planning Policy be approved.

Carried.

7.1.3 HR-12 - Accessibility and Staff Policy

Resolution No. 10

Moved By: Councillor Huffman

Seconded By: Kimberly Earls

THAT HR-12 - Accessibility and Staff Policy be approved.

Carried.

7.1.4 OP-20 - Home Service Policy

Resolution No. 11

Moved By: Sue Defreyne

Seconded By: Tom Masschaele

THAT OP-20 - Home Service Policy be approved.

Carried.

8. Committee Reports

8.1 Discretionary Reserve Fund Plan 23-05-06

Resolution No. 12

Moved By: Sue Defreyne

Seconded By: Councillor Huffman

THAT NCPL Report 23-05-06 be received for information;

AND THAT the Board approve the recommendations and plan for the establishment and management of a Discretionary Reserve Fund.

Carried.

9. Other Business

9.1 Staff Training Feedback Report 23-05-07

10. Friends of the Library Meeting Notes

10.1 Friends of the Library - Delhi - April 2023

10.2 Friends of the Library - Port Dover - April 4, 2023

10.3 Friends of the Library - Port Dover - May 2, 2023

11. Next Meetings

June 28th	4:30pm	Port Rowan Branch - Neal Memorial United Church 1054 Bay Street
August 23rd	4:30pm	Large Meeting Room, Simcoe Branch
September 27th	4:30pm	Glen Ball Meeting Room, Waterford Branch
October 25th	4:30pm	Kozub Community Meeting Room, Delhi Branch
November 22nd	4:30pm	TBA

12. Closed Session

13. Correspondence

14. Adjournment

Resolution No. 13

Moved By: Tom Masschaele

Seconded By: Sue Defreyne

THAT the meeting adjourn at 6:02pm.

Carried.

Chair: Don Kearney-Bourque

Norfolk County Public Library
CEO: Julie Kent

BOARD REPORT

PREPARED BY: Julie Kent, CEO DATE PREPARED: June 16, 2023 BOARD MEETING DATE: June 28, 2023	REPORT NO: #23-06-01
SUBJECT: Operations Monitoring Report - May 2023	

RECOMMENDATION

THAT NCPL Report #23-06-01 be received for information;

AND THAT Report #23-06-01 be approved as presented.

BACKGROUND

Monthly reporting to the board provides high level information on key performance indicators, finances, linkage to strategic plan, policy development, and service provisioning outcomes.

FINANCIALS: DISCUSSION

The CEO works closely with a dedicated Senior Financial Analyst at the County and periodically reviews the budget in detail.

State of Operations: The (75.3%) represents the YTD actuals as a percentage of the YTD budget (i.e. \$1,127,796.40 Total YTD actuals to June / \$1,496,942 YTD budget to June). This implies that the library is *underspent* by 24.7% based on the YTD budget (i.e. \$369,145.60 total YTD surplus variance / \$1,496,942 YTD budget to June).

Financial Condition as of June 14, 2023



STATEMENT OF OPERATIONS

Norfolk County Public Library

Run Date: 6/14/23 5:50 AM

Page No: 1

	2023 APPROVED BUDGET	2023 YTD BUDGET	2023 YTD ACTUALS	VARIANCE \$	ACTUALS % OF YTD BUDGET
EXPENDITURES:					
Salaries & Benefits	2,079,300.00	992,477.00	860,711.18	131,765.82	86.7
Materials & Supplies	177,800.00	88,902.00	53,226.40	35,675.60	59.9
Services	291,200.00	145,596.00	69,582.28	76,013.72	47.8
Long-Term Debt	122,400.00	122,400.00	0.00	122,400.00	0.0
Transfer To Reserves & Reserve Funds	328,500.00	164,250.00	164,250.00	0.00	100.0
Capital	12,000.00	12,000.00	0.00	12,000.00	0.0
Interdepartmental Charges	188,600.00	117,632.00	13,372.70	104,259.30	11.4
Financial	4,000.00	1,795.00	1,409.57	385.43	78.5
TOTAL EXPENDITURES	3,203,800.00	1,645,052.00	1,162,552.13	482,499.87	70.7
REVENUES:					
Federal/Provincial Grants	(127,900.00)	(63,948.00)	(4,199.40)	(59,748.60)	6.6
Financial Charges/Investment Income	(76,500.00)	(38,256.00)	(22,482.90)	(15,773.10)	58.8
Fees & Service Charges	(32,600.00)	(16,302.00)	(8,073.43)	(8,228.57)	49.5
Transfer From Reserve & Reserve Funds	(59,200.00)	(29,604.00)	0.00	(29,604.00)	0.0
TOTAL REVENUES	(296,200.00)	(148,110.00)	(34,755.73)	(113,354.27)	23.5
NET LEVY	2,907,600.00	1,496,942.00	1,127,796.40	369,145.60	(75.3)

NOTES:

- 2023 Approved Budget – represents to full year approved budget allocation.
- 2023 YTD Budget – represents the proportion of the budget expected to have been utilized as of the current month with updated budget spreads within the library and using 2023 actuals as the comparator. So basically, the current year approved budget is being spread based on 2021 spending patterns.
- 2023 YTD Actuals – Current month’s pCards are not posted at time of reporting and are posted on the 20th of the following month.
- Variance (Budget/Actuals \$) – Difference in dollars between the YTD Budget and YTD actuals.
- Actuals are represented as a % of the YTD Budget.

Functional Area Updates

Facilities and Operations Manager

Staffing

We are in the process of interviewing internal candidates for the upcoming full-time library assistant position for the Port Dover Branch. This position is essential to developing and delivering library service at the Lakewood Elementary School with the public, teachers and students and liaises between teachers, staff and the NCPL Team.

Facilities

The NCPL team came together to successfully prepare the Simcoe Branch for renovations, new shelving, and provide extended library service at all other NCPL locations. The team showed resiliency, initiative, and adaptability during the Simcoe Branch closure. Simcoe Branch was packed up in record time!

Strategic Plan Support

The output of this position aligns with and supports 2021-2023 Strategic Plan Direction 1: Provide exceptional customer service; Directive 5: Prepare for future development; Direction.

Collection and Technology Manager

- Ontario Library Services is moving Interlibrary Loan Services to a new vendor. I am in the process of learning a new system along with the Library Collection Coordinator.
- I continue to work with staff on the Simcoe Branch renovation and shelving replacement project.
- Ordering Spring and Summer bestsellers.
- Due to the Simcoe Branch closure, statistics for the self-checkout units could not be obtained. Those data points will be added next month to the May statistics.

Strategic Plan Support

The output of this position aligns with and supports the 2021-2023 Strategic Plan Direction 3: Build relevant collection; Directive 5: Prepare for future development; Direction 6: Seek opportunities to generate sustainable financing.

Community Engagement Coordinator

Programming

- Total Programs: 190
- Total Participants: 2904

Outreach

- Attended Mind Body and Spirit Wellness Fair at the Aud, promoting resources, and collection.
- Partnered with Eco Adventures at the Mindful Bee event and vendor show.

- Waterford Reading with the OPP- great participation, resulted in booking Reading with OPP at other Branches.
- Planning and preparing for Norfolk Days Events.
- Family Literacy Night at St. Bernard's school discussing resources and collection.
- Postponed Storytime with Mayor Amy Martin in Port Rowan.
- Great Science Saturday in Port Rowan highlighting collection including Ontario Parks pass and with a theme Turtles.

Strategic Plan Support

The output of this position aligns with and supports the 2021-2023 Strategic Plan Direction 2: Promote inclusive opportunities for literacy; Directive 4: Create community connections.

Library Collection Coordinator

- Attended webinars for new Interlibrary Loan Program
- Assisted with Simcoe Branches renovation preparations
- Self-checkout stats are unavailable the month due to renovations

Strategic Plan Support

The output of this position aligns with and supports 2021-2023 Strategic Plan Direction 3: Build relevant collections.

Technical Library Coordinator

- Updated Arduino Maker Kits to simplify user experience and check-in/check-out.
- Attended webinar on use of PLAY Touch Table in Ontario public libraries.
- Researched and purchased lighting for updated MakerSpace.
- Prepared for Simcoe Branch renovations and new shelving and MakerSpace move by planning equipment and furniture configuration, packing and storing technology, ordering supplies, and considering potential for future growth.
- Assisted staff across Branches with transition to @ncpl.ca email domain.

Strategic Plan Support

The output of this position aligns with and supports 2021-2023 Strategic Plan Direction 4: Create community connections; Direction 2: Promote inclusive opportunities for literacy; Direction 1: Provide exceptional customer service.

Virtual Library Coordinator

- Prepared for and presented at the all-day staff meeting on behalf of the Communications Workgroup, and Website Workgroup as well as assisted in delivering training.
- Prepared posters, book inserts, social media campaigns, radio ads, and additional promotions to share Simcoe Branch closure.
- Purchased and training on how to set up and use Beanstack for the Summer Reading programs.

Strategic Plan Support

The output of this position aligns with and supports 2021-2023 Strategic Plan Direction 4: Create community connections; Direction 2: Promote inclusive opportunities for literacy; Direction 1: Provide exceptional customer service.

CEO

Training

Modeling lifelong learning involves adopting a mindset of continuous learning and self-improvement throughout one's life. It involves actively seeking out new knowledge and skills, as well as being open to different perspectives and experiences. This can be achieved through various means such as reading, attending classes or workshops, taking online courses, participating in discussions, and seeking mentorship or coaching. It also involves staying curious and being willing to experiment and take risks to learn and grow. By modeling lifelong learning, individuals can stay relevant and adaptable in a rapidly changing world and continue to achieve personal and professional growth throughout their lives.

Supporting the library's strategic plan direction where we work toward creating a culture of continuing education for staff and volunteers, the CEO models life-long learning attitudes, values, and practices. During the last 4 – 6 weeks, the CEO:

- Participated in the first Intensive session, mandatory requirement for the APLL course June 6, 7, & 8.
 - Highlights:
 - Holistic Human Needs: Physical, Mental, Emotional, Social, Spiritual
 - Strategic Planning: Measurable means defining data and narrative of experiences, leave it to general concepts (don't get bogged down in details), strategic planning is in GROWTH zone (not reactive), all staff create and deliver services, programs, and events aligned with and supported by the strategic plan and are able to articulate that alignment in reports and descriptions of programming
 - Mental Health Protections for staff and CEO
 - Coaching spectrum where "leadership" and "coaching" overlap
- Continued participation in Ontario Edge Data Fluency course
- Participated in live webinar "*New Builds and New Ideas: Waterloo Public library's Eastside Branch*"
- Read and learned from leadership books offers insights and perspectives from successful leaders, which can provide valuable lessons and guidance. These readings help support learning about different leadership styles, strategies, and approaches that foster an attitude for agility, resilience, and responsiveness to various situations and environments. Current reading list:
 - *The Culture Playbook* by Daniel Coyle
 - *The Wisdom of the Bullfrog* by Admiral William H. McRaven

- *When Women Lead* by Julia Boorstin
- *The Emotionally Strong Leader* by Carolyn Stern
- *Becoming a Changemaker* by Alex Budak
- *Making Local Governance Work: Networks, Relationships, and the Management of Change* by Sue Goss

Building Relationships

The NCPL CEO aims to build a strong relationship with various municipal leaders and departments including the CAO's office gaining a better understanding of the needs and priorities of the municipality where the library is a core community hub providing service to that same municipality. This relationship leads to mutually beneficial outcomes and helps create stronger, more resilient communities. Continuous and sustainable relationship building supports the NCPL Strategic Directive "Create Community Connections" and "Prepare for Future Development".

- Continues to meet monthly with the County CAO
- Participates in the Administrators of Rural and Urban Public Libraries of Ontario (AMPLO) meetings
- Continues consulting and engaging with various County staff and departments

Planning

Library planning is the process of developing long-term strategies and goals for the effective and efficient management of library resources and services. Planning involves input from library staff, stakeholders, County staff, and the community, as well as research into emerging trends and best practices in the library field. Supporting the Strategic Direction: Prepare for Future Development, the CEO:

- Met often with various County departments collaborating and consulting on the Simcoe Branch projects, Port Rowan Branch improvement options, and Waterford Branch retrofit and interior expansion projects
- Began preparing for 2024 Levy & Capital budgets with evaluation of the library's fixed costs and capital expenses
- Worked with NCPL Finance Committee and NCPL Policy Development and Review Committee to establish a discretionary reserve fund to support long-term finances
- Collaborating with County Facilities and other department on upcoming projects at the Port Rowan and Waterford Branches

Strategic Plan Support

The output of this position aligns with and supports 2021-2023 Strategic Plan Directions: Provide Exceptional Customer Service, Promote Inclusive Opportunities for Literacy, Build Relevant Collections, Create Community Connections, Prepare for Future Development, See Opportunities to Generate Sustainable Financing

Library Service and Resource Utilization

Monthly Key Performance Indicators: **What are KPIs?**

The library transitioned to the balanced scorecard model of which defining and monitoring key performance indicators is fundamental. KPIs are the measurable and quantifiable metric used to evaluate and track progress toward a goal or objective. Monitoring KPIs helps the library team to identify areas of strength, weakness, make evidence- and data-driven decisions and take actions to optimize performance.

LEGEND

Green: On Target

> - 5% compared to last month

Yellow: Slightly off target, attention required

- 6 – 24% compared to last month

Red Criteria: Significantly off target, intervention may be required, define contributing factors.

- >24% compared to last month

NOTES for Reporting Month: **May**

1. Lower numbers this month can be attributed to the Simcoe Branch closures.
 - All day staff training, May 15th
 - Closed for various projects including new shelving, flooring, electrical work, painting, roofing, HVAC starting May 25th
2. Patron-driven requests were ordered more this month because staff were available to evaluate and process those orders.
3. Though there were fewer social media posts, community engagement in the library's social media increased by 30%.
4. Seven percent more e-newsletters were opened during May than the previous month.
5. Fewer patrons used the digital collection; however, those patrons accessed the collection 30% more than the previous month.

Library Service and Use Utilization for May 2023

Programs			
Programs 190 5% ↓		Participants 2,904 10 % ↓	
Borrowers			
4,505 reference questions answered 7% ↓	19,493 active card holders .4% ↓	15,200 visitors to NCPL 8% ↓	
Technology Use			
72 questions answered 84 % ↑	5 workshops lead 25 % ↑	14 workshop participants 42% ↑	
17,127 people using the wireless network 0% ↑↓	241 children's computer sessions 20% ↓	613 Public computer Use 3.1% ↓	
Physical Collection Usage			
17,085 checked out: 59 checkouts per hour open (average) 2% ↑		304 interlibrary loans (requests, borrowed, sent) 10% ↓	
196 patron-driven orders 629% ↑	Self-checkout data unavailable for the month of May		
Digital Collection Usage			
2,517 eBooks 6%↓	1,367 eAudiobooks 1% ↑	326 eMagazines 11% ↓	132 Videos Played 18 % ↓
234 songs downloaded 13% ↑	2,195 Songs Streamed 415% ↑	7,568 total Items Accessed 30% ↑	850 Patrons Using Digital Collection 7% ↓
Online Presence			
4,046 eNewsletters sent 1% ↑	75 Posts on social media 44% ↓	2,623 total engagement 30% ↑	8,567 website sessions 23% ↓
2,370 eNewsletters opened 7% ↑			

BOARD REPORT

PREPARED BY: Julie Kent, CEO	REPORT NO: 23-06-02
DATE PREPARED: June 16, 2023	
BOARD MEETING DATE: June 28, 2023	
SUBJECT: Policy Development and Review Committee	

RECOMMENDATION

THAT NCPL Report #23-06-02 be received for information,
 AND THAT the policies are approved as presented.

BACKGROUND

Policies inform the community about the library’s intent, goals, and aspirations. Carefully crafted policies empower staff to make decisions and provide consistent and fair service.

DISCUSSION

The following policies were established, updated, or reviewed:

- LIB 20 Library Closure or Reduced Service Policy**– Rescind – covered in HR-03 - Hours of Work
- LIB 24 Security** – Rescind
- OP-08 - Meeting Rooms** – Renter is responsible for any security alarm call out fees. Room set up time must be included in the booking and indicated on the agreement.
- HR-03 - Hours of Work** – Staff schedule set and published 4 weeks in advance.
- GOV-09 - Board Evaluation** – Board evaluation areas were added and the paragraph below was added.

Accountability means having to explain and accept responsibility for actually carrying out what the library is there to do. Because the library belongs to the public, the Board must be able to provide detailed information about how responsibilities have been carried out and what results have been achieved. Today’s more stringent expectations for the accountability of public bodies call for a focus on outcomes rather than a simple report on efforts and activities. The Board is accountable for the whole range of activities of the organization and for the results it achieves but is not responsible for carrying out everything that is done. The activity of running the organization on a day-to-day basis is a responsibility delegated to the staff.

HR-02 - Staff Selection and Assignment – Staff are required to sign off on all HR policies at time of orientation, then annually.

BL-01 Procedural Bylaw

Types of Meetings

1. Board members may attend board meetings via teleconference call or internet video conferencing call.
2. As all board meetings are open to the public, these meetings must be conducted in such a way that all members participating can hear each other, at the same time, and that the public can also hear the deliberations.
3. Every effort shall be made by members to attend meetings physically in person, but a member of the library board or a committee may attend, participate and vote at an open or closed meeting remotely.
4. Members who wish to attend a meeting remotely must give notice 48 hours before the commencement of the meeting to the Secretary so that the equipment can be made ready.
5. Meeting minutes will reflect that a member is participating remotely.
6. If the chair of the library board attends the meeting remotely, then the vice-chair chairs the in-person meeting.
7. Quorum applies to the members attending in person and remotely.

GOV-14 - Discretionary Reserve Fund – Supports establishment of the fund and advances the discretionary reserve fund plan.

SUMMARY

A library's policies are statements that form a framework to assist the library staff in making day-to-day decisions and guide the Board in its governance duties and responsibilities.

ATTACHMENT:

- GOV-14 - Discretionary Reserve Fund Policy
- LIB 20 Library Closure or Reduced Service Policy
- LIB 24 Security Policy

Library Discretionary Reserve Fund

Policy Type: Governance	Policy Number: GOV-14
Policy Title: Library Discretionary Reserve Fund	Policy Approval Date:
	Policy Review Date: June 2026

INTRODUCTION:

The *Public Library Act* does not specify library board holdings of reserve funds. However, it is common practice for municipalities to hold library reserve funds and a library board has authority to have reserve funds under the *Municipal Act*.

This Policy is established for Norfolk County Library Board to have certainty that donations or funds raised through fundraising activities remain accessible for the library rather than consolidated as part of the Library’s and Municipality’s operating budget and year-end surplus that contributes to the operating reserve.

DEFINITIONS

In interpreting this Policy, the following definitions shall apply:

- 1) **“CEO”** means the Chief Executive Officer of the Norfolk County Public Library;
- 2) **“County”** shall mean the Corporation of Norfolk County;
- 3) **“County’s Purchasing Policy”** shall mean the purchasing policy of the County;
- 4) **“Discretionary Reserve Fund”** shall mean the discretionary reserve fund established and operated pursuant to this Policy
- 5) **“Library”** shall mean the Norfolk County Public Library;
- 6) **“Library Board”** shall mean the Norfolk County Public Library Board; and
- 7) **“Policy”** shall mean this Library Discretionary Reserve Fund Policy.

PURPOSE:

The purpose of the Policy is to establish guiding principles, primary objectives, key management and administrative responsibilities, and standards of care for the Discretionary Reserve Fund of the Library. The Library acknowledges the importance of gifts and donations to provide enhancements to the existing programs and services available and capital enhancement which support the Library’s mission and objectives.

The purpose of this Policy is to ensure the stability of the mission, programs, growth, and ongoing enhancement of the Library and to provide a source of internal funds for organizational priorities such as program opportunity, innovation, capacity building, capital replacements and purchases, managing cash flow interruptions, and other contingencies which may arise from time to time.

SECTION 1: Function

- 1) The Discretionary Reserve Fund is established to receive and hold donations and bequests received by the Library and is utilized to support programs, technology requirements, or initiatives outside of the annual operating budget.
- 2) This Policy will be implemented in concert with other governance and financial policies of the Library Board and is intended to support the goals and strategies contained in these policies and in strategic and operations plans.
- 3) This Discretionary Reserve Fund is established as an interest earning reserve.

SECTION 2: Authorization and Use

- 1) Allocation, withdrawals, expenditures, and use of the Discretionary Reserve Fund shall be authorized solely by the Library Board, who shall make such authorizations based on reports of the CEO.
- 2) Notwithstanding for foregoing, the Discretionary Reserve Fund will be administered by the County's Finance division to ensure compliance with legislation, law, and accounting practices.
- 3) All expenditures from the Discretionary Reserve Fund shall comply with the County's Purchasing Policy.
- 4) Additionally, the County has special standing with the CRA to issue official receipts for income tax purposes and does so on behalf of the Library.

SECTION 3: Authority

- 1) The CEO shall be responsible for setting reserve targets. These targets will be periodically reported to the Board through reserve fund reports.
- 2) The CEO shall have overall responsibility for this Policy, and the authority to implement a program for the discretionary reserves and establish procedures consistent with the content of this Policy.

SECTION 4: Principles

The Discretionary Reserve Fund shall be managed in accordance with the following principles:

- 1) **Financially Prudent:** The Library Board shall at all times manage the

Discretionary Reserve Fund in a manner which is fiscally prudent and appropriate.

- 2) **Transparency:** The Library Board shall manage the Discretionary Reserve Fund in a manner that promotes transparency to the public.

SECTION 5: Compliance with Laws

The Discretionary Reserve Fund shall be established and operated in accordance with the *Municipal Act* and the *Public Libraries Act*, as may be amended from time to time.

SECTION 6: Investment

The Discretionary Reserve Fund will be credited with any interest earned on the balance of any funds invested.

SECTION 7: Administration

This Policy shall be reviewed at least every three (3) years by the Library Board, or more often as may be required from time to time.

RELATED DOCUMENTS:

Library Reserve Account Policy # GOV-11



NORFOLK COUNTY PUBLIC LIBRARY

POLICY AND PROCEDURE MANUAL			
POLICY NO.	LIB20	PAGE NO.	Page 1 of 3
AUTHORITY		APPROVAL DATE	September 17, 2008
		EFFECTIVE DATE	September 17, 2008
		LAST REVISION DATE	
SUBJECT	<i>Library Closure or Reduced Service Levels Policy</i>		

PURPOSE

The Norfolk County Public Library (NCPL) is a public service institution and every effort is made to maintain regular hours for the public. Weather conditions can deteriorate to the point where traveling is hazardous or other situations can occur where vital equipment in the building fails or the safety of staff and the public is a concern. The following policy outlines NCPL services during such situations.

IMPLEMENTATION PROCEDURE

NCPL will comply with the Norfolk County Closure or Reduced Service Level policy, CM-01, with minor modifications.

Inclement weather, for the purpose of this Policy, shall be defined as weather conditions such as snow storms, ice storms, flooding or other unforeseen acts of nature which are so severe that vehicular or pedestrian travel is extremely hazardous or impossible and/or major road closures have occurred or are imminent within the County.

“Other” situations shall be defined as any occasion deemed to be of such a serious nature to cause interference with the normal operation of the library such as power outages.

In this policy closure of a Branch due to inclement weather or other situations are deemed to mean that the services shall cease and the staff shall be permitted to leave.

All branches shall be open and available during regular business hours unless inclement weather or other situations are so severe that in the opinion of the CEO, or designate, determine the Branch(s) should be closed and services suspended. Decision to close the facilities shall be based upon weather and road conditions or other situations as they exist in the County.

POLICY NO.	LIB20		Page 2 of 3
SUBJECT	<i>Library Closure or Reduced Service Level Policy</i>		

Localized Event

In situations where events are localized to a smaller area or individual Branch the CEO, or designate, will determine if the facility should be closed. It will also be decided if staff should be reassigned to work in other facilities unaffected by the event. Where the duration of the situation cannot be determined the CEO, or designate, will ensure that a posting and/or announcement of the closure will occur in a timely fashion. The radio will be notified of the closure and automated attendant changed.

Closure or suspension of services during the normal work day:

When the determination to close the facility/facilities and suspend services during the workday, staff may elect to leave earlier than the official closing time, at the discretion of the Supervisor concerned; however the employee will only be compensated for hours worked that day.

If an employee does not report for work, but:

1. calls in to advise that they will be in as soon as conditions allow (e.g. roads ploughed) and in the interim, the building is closed; or
2. had a scheduled medical appointment, and planned to attend work before or after that appointment, but was advised of the closing of the facilities and suspension of services, and returned home directly from the appointment: or
3. on his/her way to work and is advised of the closing and returns home and calls in and finds the building has been closed;

Such staff will be paid for the regular scheduled time that they would normally have worked, if the closure had not taken place.

When Norfolk County and/or the NCPL CEO makes the determination that facilities are to be closed and services suspended after the start of the normal work day:

1. The CEO, or designate, shall notify each branch LAIII who will ensure all staff are notified within a timely manner.
2. The CEO, or designate, shall contact the radio stations of the closures. Please request announcement as a public service notice.
3. All automated telephone attendants shall be updated. Staff with personal voice mail messages will be responsible for updating messages.

Closure or suspension of services prior to the start of the normal workday and Saturdays

During the normal work week NCPL will close if Norfolk County closes its offices.

POLICY NO.	LIB20		Page 3 of 3
SUBJECT	<i>Library Closure or Reduced Service Levels Policy</i>		

When Norfolk County closes the facilities prior to the beginning of the normal workday, employees shall be eligible for wages for the regular scheduled time that they would have worked, if closure had not taken place.

Decision determining closure of NCPL facilities at any other time prior to opening, should be made no later than 7a.m. by the CEO or designate, allowing time to contact staff. Radio stations shall be contacted in a timely manner and the automated attendant will be changed as soon as the decision has been made. Staff with voicemail will be responsible for changing their messages.

In either of the above cases should a staff member call in prior to the facilities being officially closed to advise that they will not be coming into work, such staff member is not eligible for payment of wages for the time that they would normally work. However, said staff member may elect to use vacation or flex time to compensate for regular scheduled hours normally worked.

A staff member who is absent on a pre-approved vacation, flex day or absent due to illness, shall have such time deducted from their appropriate bank.

Closure or suspension of services during evening and weekend hours:

The decision to close or suspense services during evening hours or after the start of weekend hours will be made by the CEO or designate. If the weather is so severe or other situations are localized the LAIII will contact the manager, who will contact the CEO or designate to make the decision.

If the decision is made to close, the manager will contact the LAIII at each facility who in turn will be responsible for contacting/informing staff from that facility. The manager will be responsible for contacting local radio stations and ensuring that the automated attendant message is changed.



NORFOLK COUNTY PUBLIC LIBRARY

POLICY AND PROCEDURE MANUAL			
POLICY NO.	LIB24	PAGE NO.	Page 1 of 2
AUTHORITY		APPROVAL DATE	November 17, 2008
		EFFECTIVE DATE	November 17, 2008
		LAST REVISION DATE	
SUBJECT	<i>Library Security Policy</i>		

PURPOSE:

Patrons will have access to all Norfolk County Public Library (NCPL) material and resources, however, some security precautions will be taken in order to secure the collection against theft and abuse. Use of NCPL is conditional on the willingness of the borrower to pass through the system. Our security system will **not** erase, demagnetize or magnetize any sensitive materials such as computer hard drives or devices.

DEFINITIONS

Patron:

A library patron is a person that has a valid NCPL card.

Library User:

A library user is a person that comes to NCPL to use the facility and materials but does not possess a valid NCPL library card.

IMPLEMENTATION PROCEDURE

Security System

NCPL utilizes a system which is comprised of:

- sets of wheelchair accessible gates located at each entrance/exit to the library
- tags which are placed in all materials, circulating and non-circulating
- check out stations which will desensitize materials
- library cards which are renewed annually to maintain current records of patrons.

Security Gate Procedure:

- In order to fulfill NCPL's responsibility for securing materials the staff are required to call the patron to approach, or return, to the service desk should the alarm sound.

POLICY NO.	LIB24		Page 2 of 2
SUBJECT	<i>Library Security Policy</i>		

On entrance:

- Should the alarm sound when the patron enters the library they should be asked if there is anything else in their possession which may be triggering the system. We do **not** have legal authority to check purses, bags, backpacks, etc. Items that might trigger the system from other locations include, but are not limited to, material from video stores, book stores and other libraries. The item should be passed to the patron after they have gone through the security system when they exit.

Alarm sounding on exit:

- If the items in the patrons possession are on a date due slip that falls within the current borrowing period, staff will ensure the items are desensitized and will return them to the patron.
- If there is no evidence that the items have been checked out within the borrowing period, the patron must present a NCPL card and the patrons account checked. If the material does not appear on the patron's card and the card is in good standing the staff will check out the material to the patron.
- If the library user does not have a card the staff will keep the library material and complete an incident report.
- If the library user proceeds through the gates after the alarm has sounded and staff have reason to believe a theft has occurred an incident report, including a description of the patron, will be filled in and the manager contacted. The manager, or designate, will then decide if police need to be contacted. This should be done in a timely manner.
- In the event of a dispute or other type of controversy regarding the transaction with the library user, a manager should be called.
- Any situation that threatens to become out of control, the manager should contact the police.
- Library users, or patrons, caught deliberately attempting to steal any library materials are subject to a three (3) month suspension. If there is a repeat offense there will be a permanent suspension of NCPL services and use of facility.

BOARD REPORT

PREPARED BY: Julie Kent, CEO DATE PREPARED: June 16, 2023 BOARD MEETING DATE: June 28, 2023	REPORT NO: 23-06-03
SUBJECT: Use of Discretionary Reserve Fund Plan	

RECOMMENDATION

THAT NCPL Report #23-06-03 be received for information,

AND THAT the Board approve the use of the Discretionary Reserve Fund to enhance the public spaces of the Simcoe Branch.

BACKGROUND

NCPL’s Strategic Plan 2021-2023 lists various directions including creating welcoming spaces.

DISCUSSION

The Simcoe Branch’s new accessible shelving and new flooring is in place. To complete creating a welcoming and inclusive space, a few furnishings and lighting are recommended. Offering library visitors comfortable and functional furniture is essential for creating a welcoming and inviting public space. Lighting can greatly influence the ambiance of a space.

PROPOSED ALLOCATION OF DISCRETIONARY RESERVE FUND

Use up to \$20,000 by August 15, 2023 to appropriately furnish the Simcoe Branch to support quiet study spaces, social interaction places with tables, benches, and seating throughout the library.

SUMMARY

The reimagined library space offers spaces for group gatherings, individual seating space, social interaction, and quiet study spaces supporting NCPL’s Vision: Be welcoming accessible places where everyone can gather, explore, and be creative in a safe, modern, and friendly environment.

Port Dover Friends of the Library
Minutes
June 6, 2023 meeting

In attendance: Joan Doyle, Sandi Simpson, Nancy Sherwin, Zynara Gaerlan,
Catriona Mascarin

Regrets: Lee Garrett, Julie Kent

(Note: Nancy presided the meeting.)

1. Review of May minutes

The May meeting minutes was approved by consent.

2. Treasurer's and Membership report.

Nancy passed around copies of the bank statement for the month of May. Taking account revenues from membership, shredding event, plant sale and the yard sale less expensed incurred during the month and other financial commitments, the group has unrestricted funds of \$7164.21.

Nancy shared with the group about Sara's decision to step away from active membership and won't be attending future meetings. Thank you for all your hard work, Sara. You will be missed!

3. NCPL update

Please see attached email report from Julie.

4. Plant and décor sale report

A total of 86 perennial plants were sold with a net profit of \$310.00. We had a great variety including hostas, sedums, creeping plants, Red huskers and daylilies. Sara and friends worked hard to put all donated rattan baskets (big, medium and small) and other items ready for the sale early

Saturday morning. Some were priced and others by donation. Total sale was \$710.20.

5. July book sale

As per Julie's report, the book sale event is still in the planning stage and the Library's outreach coordinator will reach out to the FOL to discuss how we can support the event.

6. Fall fundraising events

One of the events being considered is an Afternoon High Tea event. Since the library community rooms are only available on Saturdays and logistics are also not in our favour, Zynara will try to talk to the owners of Schofield's bistro how we can partner with them for this fundraising event in their location.

Another event is to partner with the PD Senior centre group to promote the Tour of tables to be held at the Community Centre. Sandi will talk to Lee about it.

7. 10th Anniversary of the Port Dover Branch May 2024 celebration

Planning for this celebration will be discussed at the September 5 meeting.

8. Garden watering schedule

Volunteers needed to maintain our beautiful gardens. Joan Doyle will be sending watering schedule form. Those who are available, please sign in. Other emails will be sent on how this process is going to work.

9. Next meeting: September 5

NORFOLK COUNTY LIBRARY BOARD

BY-LAW #2023-01LIB

A BY-LAW to confirm proceedings of the Norfolk County Library Board for June 28, 2023.

WHEREAS it is deemed expedient that the proceedings of the Norfolk County Council Library Board at the June 28, 2023, meeting be confirmed and adopted by By-law.

THEREFORE the Norfolk County Library Board enacts as follows:

1. That the action of the Norfolk County Library Board in respect of all recommendations in reports of committees, all motions and resolutions and all other action passed and taken by the Norfolk County Library Board, documents and transactions entered into during the June 28, 2023, meeting, are hereby adopted and confirmed, as if the same were expressly included in this By-law.
2. That the Chair and Secretary of The Norfolk County Library Board are hereby authorized and directed to do all things necessary to give effect to the action of the Norfolk County Library Board during the said June 28, 2023, meeting referred to in Section 1 of this By-law.
3. That the Chair and Secretary are hereby authorized and directed to execute all documents necessary to the action taken by the Norfolk County Library Board as described in Section 1 of this By-law.

Dated this 28th day of June, 2023.

Chair

Secretary