

AGENDA

Tuesday January 13, 2026 6:45pm | Hybrid Meeting



1. Call to Order and Land Acknowledgment – M. Corbett
2. Chairperson's Remarks
3. Declarations of Pecuniary Interest and the General Nature Thereof
4. Approval of the Agenda
5. Delegations
6. Approval of the minutes of the meeting of December 9, 2025
7. Business arising from the minutes
8. Board Education
 - 8.1. [Bridge 2023/2024 Report: impact of technology services in Ontario Public Libraries](#)
SPL has participated in Bridge for a number of years, local data has been used to develop this report.
9. Business of the Board
 - 9.1. Report from PCIN – E. Perin, M. Corbett
 - 9.2. Report from OLS – D. Mackey
 - 9.3. Report from City Council – J. Burbach
 - 9.4. CEO Performance Review Committee
 - 9.5. Strategic Plan Mapping Exercise
 - 9.6. Strategic Plan Discussion
10. CEO Reports
 - 10.1. CEO Monitoring Report and YTD Financial Report
 - 10.2. 2025 Q4 Workplan Update and Year End Statistics
11. Correspondence
 - 11.1. Email from M.P. John Nater
12. Other Business
13. Confirmation of date and time of next meeting: February 10, 2026 at 6:45pm
14. Adjournment

MINUTES

Tuesday December 9, 2025 6:45pm | Hybrid Meeting



MEMBERS OF THE BOARD PRESENT

Laurie Brown, Jo-Dee Burbach, Philip Connolly, Michael Corbett, Mackenzie Kipfer (zoom), Kaitlyn Kochany, Patty Lewis, David Mackey, Emma Perin (zoom), Arnab Quadry, Chris Zonneville

REGRETS

MEMBERS OF STAFF PRESENT

Krista Robinson, CEO; Brandi Gillett, Community Engagement Supervisor; Cathy Perreault, Recording Secretary; Jordan Bulbrook, Technology and Operations Manager

1. Call to Order and Land Acknowledgment

The meeting was called to order at the Stratford Public Library by Chair M. Corbett at 6:47pm.

2. Chairperson's Remarks

None.

3. Declarations of Pecuniary Interest and the General Nature Thereof

None.

4. Approval of the Agenda

2025-58 Moved by C. Zonneville, seconded by P. Lewis to approve the agenda.

CARRIED

5. Delegations

None.

6. Approval of the minutes of the meeting of November 18, 2025

2025-59 Moved by A. Quadry, seconded by D. Mackey to approve the November 18, 2025 minutes.

CARRIED

7. Business arising from the minutes

7.1 OLA Super Conference : Please let Cathy know if you wish to attend.

8. Board Education

8.1. 2025 Urban Libraries Council Library Insights Report

For information only.

9. Business of the Board

9.1. Report from PCIN – E. Perin, M. Corbett

No meeting since November 12th 2025.

9.2. Report from OLS – D. Mackey

D. Mackey has attended two board assemblies.

9.3. Report from City Council – J. Burbach

2026 Budget has been passed and city projects will be underway. JoDee has requested that there be a formal MOU with Grand Trunk and Library.

9.4. 2025 Board Evaluation Results

There was discussion about having a better application form for recruitment. It was decided that once the new Strategic Plan was in place there would be a better idea of where we need strength in membership.

9.5. 2026 Policy Review Schedule



	Board Policies to be Updated	Operational Policies to Review & Approve
January AQ, MC, EP	HR 03 Staff Manual HR 04 Health and Safety Policy HR 05 Respect in the Workplace Policy	
February		
March LB, PL	NEW Donation Policy NEW Fundraising and Gift Acceptance Policy LG 13 Investment Policy	
April JB, MK, MC	LG 06 Use of Municipal Resources During an Election Board Job Description	
May CZ, DM	LG 07 Right to Disconnect HR 02 Electronic Monitoring NEW AI policy	
June		
September		
October		OP 07 Computer & Internet Access OP 08 Collection Development KK, PC
November		
December		

9.6. 2026 Draft Board Workplan

Discussion regarding Board continuity and an ad hoc committee for recruitment process. Will be added to January agenda.

10. CEO Reports

10.1. Monitoring Report and Financial Report

2025-60 Moved by L. Brown, seconded by J. Burbach to accept the CEO Reports.
CARRIED

10.2. 2026 CEO Workplan Report

2025-61 Moved by A. Quadry, seconded by K. Kochany to approve the 2026 CEO Workplan as presented.

CARRIED

10.3. 2025 Safety Audit

2025-62 Moved by D. Mackey, seconded by P. Lewis to receive the report.
CARRIED

10.4 2025 Donation Transfer

2025-63 Moved by C. Zonneville, seconded by P. Connolly to receive the report.
CARRIED

11. Correspondence

None.

12. Other Business

13. Confirmation of date and time of next meeting:

13.1. Board Meeting – January 13, 2026 at 6:45pm

14. Adjournment

2026-64 Moved by D. Mackey, seconded by K. Kochany to adjourn at 8:07pm.

CARRIED



Krista Robinson, CEO

Michael Corbett, Chair



SPL Report to the Board

MEETING DATE: JANUARY 13, 2026
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR
SUBJECT: CEO MONITORING REPORT

Financial Condition

- Year to Date Financials for 2025 are included in this package. Please note that not all expenditures have been posted and this is not a complete Year End financial review. Staff are still projecting a small year-end surplus.
- The Public Library Operating Grant in the amount of \$51,400 was received in December.
- The library was successful in receiving a \$2,500 grant from the Stratford Perth Community Foundation towards a new collection called the “World of Words” (WOW). WOW will introduce a vibrant multilingual children’s collection at SPL, reflecting the languages and cultures of our growing community. By collaborating with settlement and multicultural partners, we’ll create a welcoming space for newcomers and foster cross-cultural understanding. Shared county-wide, this initiative ensures every child sees their story represented.

General News

- The library has supported Destination Stratford’s successful bid to become a Bird Friendly City in a variety of ways:
 - Birding booklet pickup location
 - Has become a bird sound identification location <https://birdtunes.net/?station=18161>
 - Is offering a talk with David T. Chapman on “Exploring the Birds of Ontario” (in partnership with DS)
- The Library’s bimonthly newsletter has changed to quarterly publication. As part of the change in timing, the newsletter has been redesigned. It now has space to highlight services other than events.
- The Social Services’ Children’s Resource Consultant will no longer be visiting the library on a regular basis as they will be trying a different service model in 2026.
- The Library relies on the amazing contributions of volunteers to accomplish all that we do. In 2025, 107 volunteers gave 1,908 hours to support the library.
 - Tech Tutors: 220 people helped in 134 sessions, answering 343 questions
 - Visiting Library Service volunteers: delivered 2,124 books delivered in 346 trips
 - Shelf Readers: spent 298 hours keeping collections organized
 - Mender: spent 38 hours repairing books
 - Reading Buddies: Encouraged young readers and built confidence
- SPL was closed on December 29 Due to extreme winter weather.

Staffing News

- In early January, Adult Collections & Outreach Librarian Robyn Godfrey resigned from her position at SPL. Effective immediately, Public Service Librarian Melanie Kindrachuk will be filling the position permanently. An external competition will be held to permanently fill the open PSL position.

Collection News

- SPL has renewed its annual database subscriptions. Many databases are ordered through the OLS provincial and supplemental licensing program. This program provides aggregates orders from libraries, providing libraries with a discounted price. New in 2026 is Learning Express Library which provides practice tests (and answers) for all ages. Tests include LSAT, MCAT, GMAT, SAT, GED, Canadian citizenship practice test, TOEIC,

STRATFORD PUBLIC LIBRARY MONTHLY STATEMENT

For period ending

December 31, 2024 - UNAUDITED

December 31, 2025

	2024 BUDGET			2025 BUDGET			2025 YTD BUDGET		
	2024 ACTUAL	VARIANCE (\$)		(straight line)	2025 YTD ACTUAL	VARIANCE (\$)	VARIANCE (%)		
MUNICIPAL FUNDING	2,913,558	2,913,558	-	3,093,129	3,093,129	3,093,129	-	0%	
REVENUE									
CANADA GRANTS	8,180	8,872	692	8,800	8,800	9,146	346	4%	
ANNUAL PROVINCIAL FUNDING	57,202	57,632	430	57,400	57,400	56,896	-504	-1%	
OTHER MUNICIPALITIES	45,480	26,713	-18,767	35,000	35,000	35,000	-	0%	
FINES & FEES	8,500	12,959	4,459	10,000	10,000	13,930	3,930	39%	
DONATIONS	5,000	12,453	7,453	6,000	6,000	17,022	11,022	184%	
TRANSFER FROM RESERVE				20,000	20,000	-	20,000	-100%	
RECOVERABLES	9,348	26,781	17,433	11,011	11,011	65,208	54,197	492%	
RECOVERABLE - PCIN to SPL	96,631	96,631	-	96,169	96,169	96,169	-	0%	
Total REVENUE	\$ 3,143,899	\$ 3,155,599	11,700	\$ 3,337,509	3,337,509	\$ 3,386,500	\$ 48,991	1%	
EXPENSES									
WAGES & BENEFITS	2,411,970	2,297,037	-114,934	2,428,670	2,428,670	2,391,409	-37,261	-2%	
BUILDING EXPENSES	95,163	82,327	-12,836	94,529	94,529	84,386	-10,143	-11%	
INTERFUNCTIONAL MAINTENANCE				68,310	68,310	-	68,310	-100%	
COMMUNICATIONS & INTERNET	20,000	15,903	-4,097	20,000	20,000	15,728	-4,272	-21%	
VEHICLES	2,750	651	-2,099	2,750	2,750	171	-2,579	-94%	
MEMBERSHIPS	2,750	2,839	89	2,750	2,750	2,861	111	4%	
TRAINING	22,000	17,553	-4,447	22,000	22,000	23,225	1,225	6%	
COLLECTIONS	2,500	3,860	1,360	90,000	90,000	155,409	65,409	73%	
OFFICE SUPPLIES	25,840	24,654	-1,186	25,900	25,900	18,850	-7,050	-27%	
ADVERTISING & PRINTING	16,000	19,332	3,332	17,330	17,330	15,952	-1,378	-8%	
MAINTENANCE CONTRACTS	380	420	40	938	938	420	-518	-55%	
MAINTENANCE CONTRACTS - SPL to PCIN	75,926	75,926	-	80,502	80,502	83,484	2,982	4%	
SUPPLIES & EQUIPMENT	18,450	9,179	-9,271	19,000	19,000	8,953	-10,047	-53%	
MILEAGE	3,080	1,474	-1,606	2,000	2,000	327	-1,673	-84%	
LEGAL FEES	5,000	12,230	7,230	5,000	5,000	12,443	7,443	149%	
PROGRAMMING & MAKERSPACE	13,845	33,090	19,245	14,370	14,370	20,357	5,987	42%	
CONTRACTORS	15,500	38,336	22,836	52,000	52,000	48,342	-3,658	-7%	
BOARD EXPENSES	6,530	8,028	1,498	6,570	6,570	9,208	2,638	40%	
RESERVES	406,210	406,210	-	384,890	384,890	-	384,890	-100%	
Total EXPENSES	\$ 3,143,894	\$ 3,049,049	-94,845	\$ 3,337,509	\$ 3,337,509	\$ 2,891,524	-\$ 445,985	-13%	
SURPLUS/(DEFICIT)		\$ 106,550	106,545			\$ 494,976	\$ 494,976		
CAPITAL - subset of Reserves									
COLLECTIONS	\$ 247,170	\$ 245,368		\$ 169,744		\$ 152,186			
TECHNOLOGY	\$ 49,200	\$ 42,222		\$ 31,000		\$ 28,491			
FORECAST PROJECTS				\$ 174,256					
Total CAPITAL EXPENSES	\$ 296,370	\$ 287,590		\$ 375,000		\$ 180,678			

BALANCE SHEET

LIBRO ACCOUNT (November 30, 2025)	\$ 65,256
LIBRO INVESTMENT	\$ 50,000
STRATFORD PERTH COMMUNITY FOUNDATION	\$ 281,847
	\$ 397,103

SPL FUNDS

UNAUDITED LIBRARY RESERVE (2024)	\$ 644,266
PLOW VAN RESERVE	\$ 53,172
UNAUDITED DEVELOPMENT CHARGES	\$ 1,241,404
	\$ 1,938,842

PCIN RESERVE FUNDS

PCIN OPERATIONAL RESERVE (PCIN PROJECTS)	\$ 16,584
PCIN CAPITAL RESERVE (SPL CONTRIBUTION)	\$ 42,533
	\$ 59,117



TOEFL, math, grammar, writing and more.

- downloadLibrary, the library's eBook and audiobook consortium has made the decision to reduce the number of holds allowed from 15 to 10. This new limit is designed to help reduce wait times and let patrons get items faster. This change went into effect on January 5. <https://splibrary.ca/dlholds>
- Xpress collections have been discontinued at SPL due to their declining usage since the pandemic. The Xpress book and DVD collections had reduced loan periods and still had late fees. This is consistent with Xpress collections across PCIN.
- Loan periods for DVDs, magazines and videogames have been extended to 3 weeks from the previous 1 week, PCIN wide.

Programming News

- The winter storybook for Tales and Trails is "This is the Rink where Jack Plays" by Stella Partheniou Grasso and illustrated by Chris Jones is now featured at the Stratford Perth Museum.
- Over the winter holidays, SPL organized a number of programs including a crafternoon, LEGOmania, holiday storytimes, and an early New Years Eve party.
- SPL has been approved as an official CBC Olympic Viewing Site. Through this SPL will be able to stream the Olympic games, receive posters, book display graphics, stickers and a reading list. An opening ceremony watch party is being organized for February 6.
- Over the winter holidays, SPL organized a number of programs including a crafternoon, LEGOmania, holiday storytimes, and an early New Years Eve party. Unfortunately all programs were cancelled due to weather.

Facilities

- The Elevator Modernization project was awarded to Trade-Mark Industrial Inc, and Library and City staff are working with the contractor to confirm start dates. This project will impact access into and throughout the library. Work is set to begin after March 23, with exact date dependent on arrival of materials.
- Arrangements for holding our regular children's programming and a small number of one-off programs in an alternate location are being investigated.
- Staff are investigating adjustments to service delivery during the downtime.

Select CEO Activities

Meetings

- Dec 8: City Council
- Dec 17: YMCA / SPL / City Grand Trunk meeting
- Jan 9: YMCA / SPL / City Grand Trunk meeting

Professional Development

- Dec 11: Beyond the Numbers: VOLT 2.0
- Dec 23: Introduction to Emergency Management in Ontario

Advocacy

- There are potential amendments to Bill C-15 which would threaten equitable access to Canadians through requiring a reduced postal rate for library materials sent through InterLibrary Loan and postage-free mailing of books and materials for those who are blind. The library community, being led by CULC and FOPL, have begun an advocacy campaign to members of parliament requesting that they withdraw the amendments. The Stratford Public Library has sent a letter to MP Nater and Minister Lightbound.



News and Coming Events

SPL in the News

- [Holiday programming announced for Stratford Public Library](#), Dec 18, MyStratfordNow

Upcoming Events

- Winterfest, Jan 24
- Family Literacy Day, Jan 27
- OLA Super Conference, Jan 28-30

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CEO Workplan for 2025 – Year End Update

The following objectives and actions are scheduled to be undertaken by the CEO and the senior management team in 2025.



STRATEGIC DIRECTION 1 ALIGN SPACE WITH DEMAND			
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Develop Short Term Solutions to Address Current Space Concerns	Investigate the opportunity to pilot a mobile library solution	✓	<ul style="list-style-type: none">Staff have been interviewing libraries with various mobile library solutions and making site visits to see how various library vans are being used. (Q3)PLOW Van Plan completed. Management has reviewed and will be rolling out the plan in 2026. The plan details using the PLOW van more intentionally for all ages and types of events.
	Use library space in new and creative ways	✓	<ul style="list-style-type: none">The Library hosted three afterhours events for adults called “Library Happy Hours.” The public was invited to come enjoy a local artist (poetry / music) and socialize in the stacks. (Q2)Begin offering drop in Monday night Chess Knights on the adult floor (Q3)Begin offering a drop in Thursday Night Writing Club on the adult floor (Q4)
	Library reorganization and clean up	✓	<ul style="list-style-type: none">The MakerSpace Coordinator has moved to the former Network Technician office downstairs, freeing up space in the MakerSpace for patron use. (Q1)During a reflooring project, the staff were given an opportunity to reorganize and purge their workspace (Q4)
Investigate future space options for the long term	Obtain commitment or not on the Grand Trunk Community Hub	Q4	<ul style="list-style-type: none">In February the library provided a delegation to City Council in support of the Management Report being discussed that evening regarding Grand Trunk Renewal Project Key Recommendations, specifically Key Action #2, Determine the Scope, Funding, and Design for a new Community Facility. That evening Council voted to formally investigate a Community Facility at the GTR. Discussions have begun with the municipality and the YMCA towards next steps. (Q1)In July, the City of Stratford voted to investigate building a new community hub outside of the “super structure”. (Q2)Currently investigating costing models with the YMCA. Discussions are ongoing. (Q3)
	Hire, onboard, and coach a fundraiser / advocacy specialist	Q4	<ul style="list-style-type: none">Job description is being refined and graded against pay equity tool. (Q1)The job listing has been posted with an anticipated start in July. (Q2)A candidate started however has since resigned due to an alternate employment opportunity becoming available (Q3)The position has been posted again and applicants will be interviewed in early January 2026. (Q4)

STRATEGIC DIRECTION 2 REACH OUT AND BRING IN			
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Raise profile of SPL	Library Card Campaign to engage non-users	✓	<ul style="list-style-type: none"> To promote use of the library by new residents, the City of Stratford's Welcome to Stratford packages are only available at the library. Cards are issued in order to get a package. 214 new cards issued through this initiative (Q3) OPLW 2025 card campaign (29 new cards issued, 40 renewed) Black Friday card campaign (11 new cards issued)
	Expand promotion and profile of core library services in new creative ways	✓	<ul style="list-style-type: none"> The new marketing coordinator has been assessing current marketing practices. (Q1) Replaced traditional program marketing with more dynamic original content (Q2) Use of Staff in the recording of radio promotions. (Q2) Biweekly staff interviews at radio station (Q3) Three tours to newcomer groups (Settlement Services and local ESL classes) (Q4)
	Provide presentations to municipal council and other stakeholders	✓	<ul style="list-style-type: none"> Grand Trunk Delegation on February 24 Rotaract Club tour on March 5 Kinsmen Club (committed \$500/month to Snack Stop for next 12 months) Memorial Baptist Church on May 9 City Council was provided a package of the library annual report, VOLT result, and an invitation to attend a tour of the library and opportunity for conversation with board members in May. Rotary Club of Stratford on June 19 Budget Presentation on November
	Determine economic impact of SPL with the Valuing of Ontario Libraries Toolkit	✓	<ul style="list-style-type: none"> Completed. The VOLT calculations were completed and presented to the Library Board at the April meeting. The report showed that for every municipal dollar invested in the library, there is a SROI of \$6.64, and a total economic impact of \$19,343,872. Per person, there is a \$560 benefit. (Q1)
Take the Library Out into the Community	Have a library presence at community events	✓	<p>Participated in:</p> <ul style="list-style-type: none"> Winterfest (Q1) Coldest Night of the Year (Q1) Seedy Sunday (Q1) Earth Day Street Party (Q2) Stratford Pride Festival (Q2) SDSS Carnival (Q2) Canada Day at Market Square (Q3)

			<ul style="list-style-type: none"> • SLAAA Open House (Q3) • Opioid Awareness Day (Q3) • SIS Welcome Night (Q3) • Truth & Reconciliation Day (Q3) • Your City. Your Future. Youth Engagement Day (Q3) • Heart of the Community (Q3) • Provocation Ideas Festival (Q4) • Youth Homelessness Awareness Ceremony (Q4) • Santa Claus Parade of Lights (Q4) • Winter Wonderland location (Q4) • Perth County Literacy Network (Q4)
	Expand promotion of the library out in the community	✓	<p>Attended:</p> <ul style="list-style-type: none"> • BIA's Coffee Club • Chamber of Commerce's Business After 5 • Calling all Three Year Olds • Grade 8 Night at SDSS • Grade 8 Night at St. Mikes <p>Other:</p> <ul style="list-style-type: none"> • Shared information about library resources for tourists at a BIA Show & Tell (Q2) • Participated in Rotaract's Trivia Night, sharing information about the library to young professionals and other attendees. (Q2) • Attend the Connection Centre monthly to connect with those interested in library services • Updated the library's Mobile Circulation kit to more easily register new patrons on the go (Q3)
Build Opportunities for "Joy" with the Community		✓	<ul style="list-style-type: none"> • Offered three Happy Hour events (Q2) • Patron duck hunt in the library and in downtown businesses(Q3)

STRATEGIC DIRECTION 3 LEAD GROUNDED PRACTICE				
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS	
Develop Diversity, Equity and Inclusion Strategies	Provide staff training in diversity, equity, inclusion and accessibility	✓	<ul style="list-style-type: none"> One manager has taken a course on “Creating Accessible and Neuro-Inclusive Libraries” (Q1) One Outreach staff took “Dementia: How to work with People with Dementia and Alzheimer’s” by Ryan Dowd. (Q1) 3 staff members attended training on “Serving Neurodiverse Patrons” (Q2) 1 manager and 2 staff attended the ALA Day of Social Justice training (Q3) 	
	Implement BiblioLanguages in BiblioCommons with PCIN	✓	<ul style="list-style-type: none"> Completed. The interface of BiblioCommons is now available in 9 different languages including French, Spanish, Filipino, Vietnamese, Korean, Simplified and Traditional Chinese and Russian. (Q1) 	
Ensure all in the community feel welcome in the Library	Assess and improve the space for accessibility and neurodiversity	✓	<ul style="list-style-type: none"> Manager has taken a course on “Creating Accessible and Neuro-Inclusive Libraries” (Q1) 3 staff members attended training on “Serving Neurodiverse Patrons” (Q2) Implemented Neurodivergent friendly keyboards on two public computers (Q3) Accessibility Audit completed as part of a building condition audit completed by the City of Stratford (results to come) 	
	Conduct a Diversity Audit on the collection	✓	<p>Completed:</p> <ul style="list-style-type: none"> A MLIS student from Western has joined SPL from May to August to complete this project. (Q2) A framework of how to perform a DEI audit has been created. A survey of staff and patrons on the collection and its diversity was conducted. The Audit was completed and final report compiled. (Q3) 	
	Update collections and services to reflect our changing community profile	✓	<ul style="list-style-type: none"> Subscribed to Lote4Kids, providing children with access to digital picture books in dozens of languages. (Q1) Added drop in hours for: <ul style="list-style-type: none"> Children’s Resource Consultant (Q1) Anti-Hate Education Program with CMHA HP (Q2) 5 Yoto Players were added to the collection (Q3) 3 Launchpads for youth were added to the collection (Q3) Discontinued Xpress collections as collection usage has changed (Q4) Changed due dates of DVDs, videogames, and magazines to 3 weeks across PCIN for patron consistency (Q4) 	

	Address the loneliness epidemic by creating opportunities for social connection	✓	<ul style="list-style-type: none"> Offered a program called Craft & Connect, a drop-in time for crafters to come and meet new people while working on their current projects. (Q1) Partnered with the Stratford Poppy Project to provide opportunities for social connection. (Q2-Q4) Chess Knight being offered on Mondays (Q3) 3 staff attended a conference offered by MetLib / IFLA “From Isolation to Social Connection: Libraries & Well-being” (Q3) Thursday Night Writing Club offered on Thursdays (Q4)
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STRATEGIC DIRECTION 4 BUILD SUSTAINABLE PARTNERSHIPS TO EXPAND CAPACITY				
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS	
Leverage PCIN partnership for joint benefit of all partners	Investigate new ways to partner with PCIN partners to further our reach	✓	<ul style="list-style-type: none"> • Kid's First Huron and Perth's Charter of Rights for Children and Youth kits are now circulating across PCIN (Q1) • Subscribed to Mugo Library – a Book Club Kit tool to begin circulation of book club kits once again (Q2) • Perth County Reads 2025 was successfully rolled out with SPL offering a “launch” event with author Dan Needles (Q2-Q4) 	
	Support the implementation of the PCIN Strategic Plan	✓	<ul style="list-style-type: none"> • Ongoing 	
	Conduct a records management assessment for PCIN	✓	<ul style="list-style-type: none"> • All PCIN board agendas and minutes have been organized, with a full set of print documents, a set on the library file server, and on the PCIN Sharepoint site (Q4) 	
Relationship Building	Form strategic partnerships with community organizations	✓	<p>New Partnerships:</p> <ul style="list-style-type: none"> • Adult Learning Programs of Perth (Q1) • Early Literacy Resource Consultants, Social Services (Q1) • TwoRowNow and the Red Dress Day in support and honour of Missing and Murdered Indigenous Women and Girls. (Q2) • Stratford Poppy Project (Q2) • Destination Stratford (Ongoing) (Bird Friendly City, Poetry Stratford) • Stratford Writer's Festival (Q2) 	
	Build community wide support for the Library using a variety of methods	✓	<ul style="list-style-type: none"> • Offered tours of the library to City Council (Q2, Q4) 	
	Update partnership framework policy and procedures	✓	<ul style="list-style-type: none"> • Partnership policy updated • New Partnership procedures, including a new agreement were created and rolled out to staff (Q3) 	
Support the Municipality	Support priorities in the Stratford Climate Action Plan	✓	<ul style="list-style-type: none"> • Management representation on Climate Momentum, a climate action group, in Stratford. (Q1) • Created a Library Climate Committee with two priorities for 2025 (Q2): <ul style="list-style-type: none"> ○ Removing of invasive species from front garden and replace with native planting (postponed to 2026) ○ Provide alternatives to balloon use at the library and in the community • Obtained a new craft supply recycling box through the City of Stratford's City's Energy and Environment Advisory Committee. (Q4) 	

	Support priorities in the Stratford Cultural Action Plan	✓	<ul style="list-style-type: none"> • Partnered alongside Destination Stratford as project leads in Stratford's Poet Laureate pilot program. (Q1) • Obtained two new Wonder Passes: Lion's Pool, Gallery Stratford (Q2) • "Every Voice" Poetry Contest (Q3)
	Support priorities in the Stratford Sports Tourism Action Plan	Q4	<ul style="list-style-type: none"> • No opportunities became available in 2025.

STRATEGIC DIRECTION 5 INTENTIONALLY SUPPORT OUR TEAM			
OBJECTIVE	ACTION ITEM	TIMELINE	STATUS
Ensure Health and Safety of Staff	Create an Emergency Procedure Manual	✓	<ul style="list-style-type: none"> Completed: Emergency Procedures have been updated and consolidated into one document. (Q1)
	Provide ongoing staff training	✓	<ul style="list-style-type: none"> Mental Health First Aid – all professional staff have undergone the training. (Q3) All library managers have taken training on debriefing after library incidents to better support staff (Q2) All in charge staff serving the public or offering programs have updated their general First Aid certification (Q3)
	Conduct a Safety Audit	✓	<ul style="list-style-type: none"> Using the Occupational Health and Safety Council of Ontario's Workplace Violence and Harassment toolkit, SPL staff conducted a safety audit. A number of ways to improve safety were identified. Report shared with Library Board at December meeting (Q4)
Support work and learning by providing staff with appropriate resources	Transition the Library Staff Portal to SharePoint	✓	<ul style="list-style-type: none"> Completed. The staff portal redesign has been completed, moving from a Drupal website to a SharePoint site hosted on our Microsoft 365 platform. It enables more staff to contribute to the site's maintenance and upkeep. This migration has saved SPL \$500 in annual hosting and additional support costs.
	Update staff workstations and network equipment	✓	<ul style="list-style-type: none"> Public computers were updated (Q3) Updated staff stations include: Programmer workstation, fundraiser workstation, co-op workstation, CEO Work from Home laptop.
	Improve digital comfort levels among staff	✓	<ul style="list-style-type: none"> BlueCloud Analytics Training is being offered to staff who require it for collection or other statistical purposes. SharePoint overview with the PSL staff. Lote4Kids database orientation was offered to public service staff to increase awareness of this new subscription. (Q1) Three PSL staff have taken a half day online AI conference. Three PSLs have taken a course on Microsoft Excel. SPL has subscribed to Knowbe4, a security awareness training and simulated phishing platform. Training is rolled out on a regular basis and attack simulations happen on an ad hoc basis. Three managers attended a local AI Summit (Q3) Technology & Operations Manager attended virtual Government of Ontario's Cybersecurity Summit (Q4)

	Implement new services standards as necessary	Q4	<ul style="list-style-type: none"> Postponed to 2026 due to staff capacity.
	Improve efficiency though task assessment review	✓	<ul style="list-style-type: none"> Review of the Visiting Library Service program was conducted. Results were reviewed and are being implemented in January 2026. (Q2-3) Tasks of Public Service staff have been reviewed and necessary changes are being implemented. (Q2-3)
Pay Equity Maintenance	Pay Equity Plan Update	✓	<p>Completed</p> <ul style="list-style-type: none"> A Pay Equity Consultant has been retained and will be conducting: (Q2) <ul style="list-style-type: none"> A 2025 market summary including proposed job rates An assessment of our job evaluation tools, systems, and pay equity compliance Final report was received, two positions required updates. Updates have been implemented. (Q3)
	Undergo a market review of salaries and update as necessary	✓	<p>Completed</p> <ul style="list-style-type: none"> A review of the library's compensation was completed as part of the Pay Equity Plan Updates. It was found that 70% of positions were under market rate of comparable libraries. A new pay grid was created and included in the 2026 budget. (Q3)
Policy Review and Development	Creation of new policies / procedures to support staff and the library	✓	<ul style="list-style-type: none"> Library Investment Policy (Apr/25) Board Performance & Evaluation Policy (May/25)
	Update policies scheduled for review	✓	<ul style="list-style-type: none"> Room Rental Policy (Apr/25) Remote Work Policy (May/June 25) Staff Manual (June/Sept 25) – roll out in 2026 Partnerships (Sept 25)

SPL Report to the Board

MEETING DATE: JANUARY 13, 2026
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR
SUBJECT: 2025 PERFORMANCE STATISTICS



BACKGROUND

Performance statistics are used to identify usage trend and inform operational decision making.

Data reports on the following measures over a 5-year period:

- Monthly card usage
- Physical circulation (direct and renewals) of all materials
- Digital circulation (direct and renewals) of digital materials
- Reference queries
- Visitors to the library
- Programs (in-house and outreach) and attendance
- E-Services (website visits, select online database usage)

CONSIDERATIONS

Year-over-year comparisons are excellent at illustrating trends in library usage, but the data can be artificially affected by unexpected or unusual conditions (e.g., weather closures). The following conditions have affected performance data in this report:

COVID-19 Service Interruptions

- SPL closed on March 13, 2020 at 6pm to help prevent the spread of COVID-19.
- Reopening began with limited curbside pickup on June 9. The library operated on reduced hours, offering a mix of open to the public by appointment alongside curbside hours from August until December 26, 2020 when Provincial regulations mandated the return to curbside service only.
- The Library reopened on February 22, 2021 for regular browsing and computer use with capacity restrictions while still offering curbside pickup. This level of service was in place until April 3 when all public libraries in Ontario were mandated to return to curbside service. During this shutdown, SPL offered computer use by appointment. SPL reopened at regular hours but at limited visitor capacity on July 5, 2021
- SPL began to offer printing and laminating of proof of vaccination cards for the public on September 15, 2021.
- December 29, 2021, SPL returned to curbside service, with reduced hours because of limited staff available due to the spread of COVID-19.
- SPL resumed regular service on January 25, 2022.
- 2023 was the first full year since 2019 where the Stratford Public Library did not experience any closures due to the COVID-19 pandemic.



Other Closures and Service Changes or Interruptions

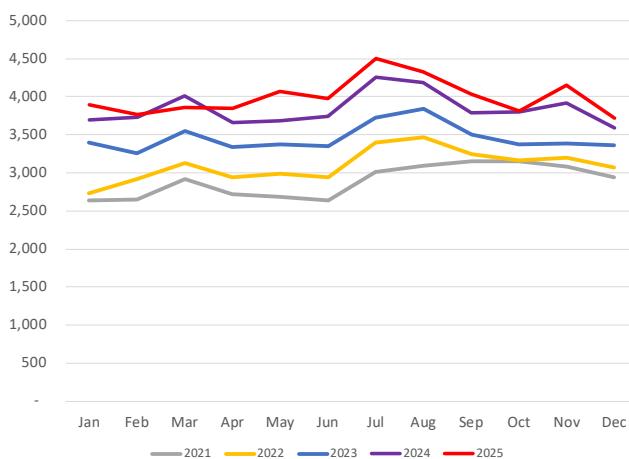
- On April 18, 2019, the Ontario Library Service announced due to provincial funding cuts they would be ceasing the provincial InterLibrary Loan delivery service. Until then, PCIN used the ILLO delivery service to transport items borrowed between its libraries. Delivery between libraries was on a limited schedule using the PLOW van until early 2021 when PCIN secured its own delivery van and driver. ILLO between other Ontario libraries and universities was suspended until August 1, 2019.
- Digital magazines were added into Overdrive (downloadLibrary / Libby) December 2020, providing access to thousands of additional titles.
- When the library reopened in 2021 after the COVID-19 shutdown, it upgraded its people counter system, automating the counting. Statistics prior to 2021 would not be an appropriate comparison.
- The children's floor was closed between February 28 - March 2, 2022 to recarpet half of the area.
- The library was closed from November 20-27, 2022 for recarpeting of the adult floor.
- While the library was temporarily fine free during the COVID-19 pandemic closures, it became officially Fine Free on April 4, 2022.
- In May 2024, Perth South decided to not move forward with a service agreement with Stratford or St. Marys, and as a result, all accounts of Perth South residents were disabled. Residents were able to obtain a Stratford only card for a nonresident fee, with no access to PCIN resources. An agreement was reached in December 2024 with Perth South having full library service again.
- The adult floor of the library was closed numerous mornings throughout Fall 2024 to allow for lighting upgrades.
- A Canada Postal strike in December 2024 paused interlibrary loan service.
- The library was closed for short periods numerous times throughout 2025 due to plumbing maintenance.

MONTHLY CARD USAGE

The monthly card usage captures the number of cards used to check out physical materials or which are authenticated for digital services. Digital services may include borrowing digital collections, using certain library databases, or logging into the public computers.

Some cards are used by individuals while some are used by households so this is not an accurate number of library users.

Card usage continues to grow year over year. Average monthly usage in 2025 was up 22% over usage in 2019, and up 4% over 2024.



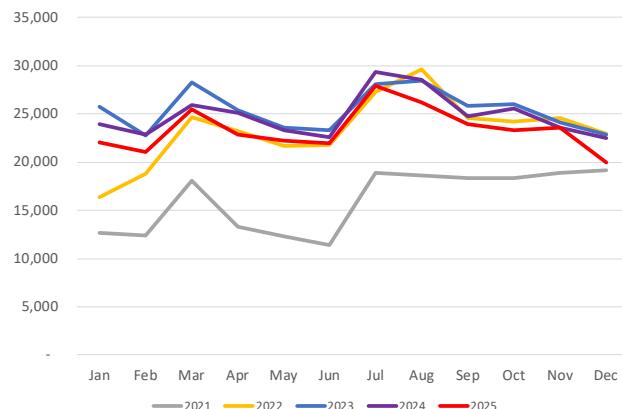


PHYSICAL CIRCULATION

Physical circulation and renewal of materials continues to surpass prepandemic. In 2025, a total of 281,179 physical items were borrowed at SPL, 5.5% lower than in 2024, but 4% higher than 2019.

In assessing individual collection usage, the decreases are primarily attributed to changing format trends. DVDs and CDs usage continue to decline and are being monitored.

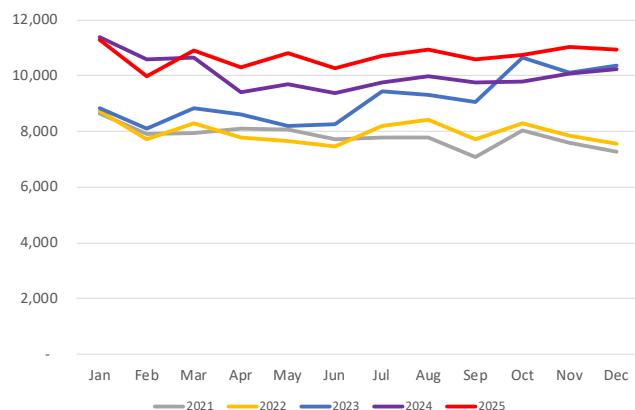
March, July and August continue to be the busiest months. December 2025 saw a number of poor weather days resulting in a closure and reduced foot traffic.



DIGITAL COLLECTION CIRCULATION

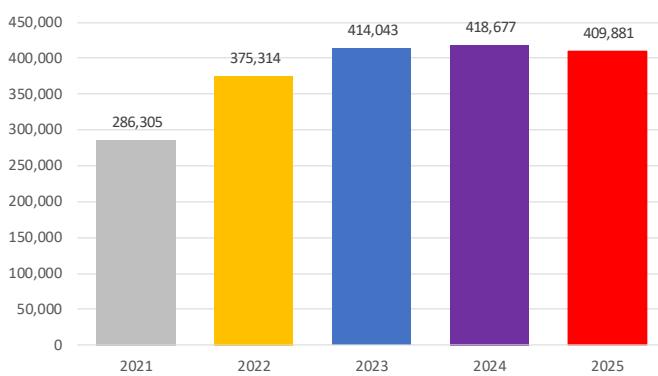
Digital collection circulation covers the circulation of the library's ebook, audiobook, digital magazine, and streaming video collections. Usage of digital collections continues to steadily grow month over month, with an overall increase of 6% over 2024.

Interestingly, while ebook usage has plateaued at an average of 4,200 checkouts monthly, usage of audiobooks has increased by 30% from 2021 with approx. 3,230 checkouts monthly.



TOTAL COLLECTION CIRCULATION

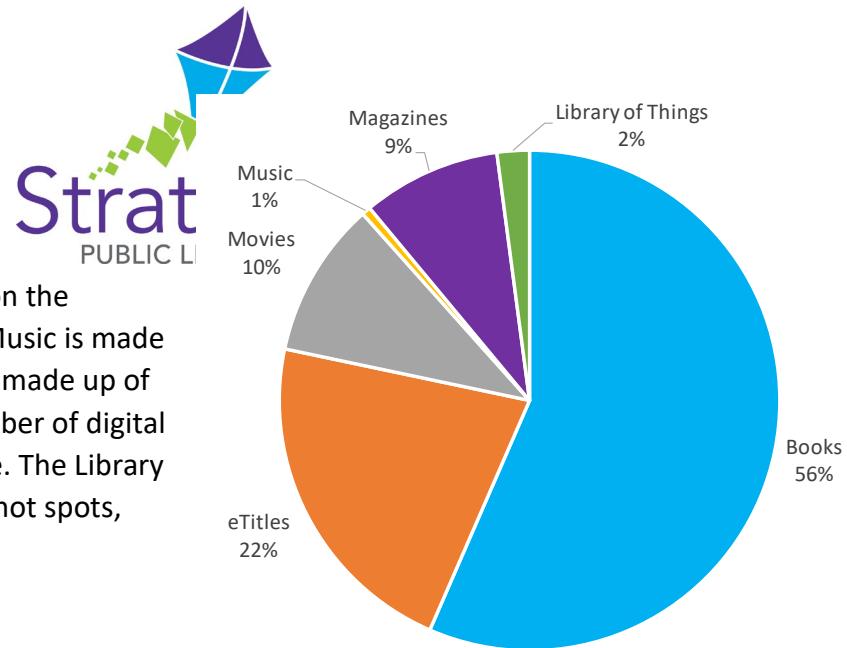
Library collection usage continues to hold steady. While overall usage has declined slightly, it is still up 19% over pre-pandemic counts. Physical circulation makes up 69% of circulation counts, and digital circulation makes up 31%. On average, each active card borrowed 35 items.



CIRCULATION BY FORMAT

The library collection is made up of many formats. Physical circulation of print materials, while slightly declining, remains strong, while the eTitles (ebooks and audiobooks) continues to grow at a relatively strong rate.

The Movies line is made up of both physical DVD and streaming film (Kanopy). Kanopy usage is up 15% over 2024, while physical DVD usage is on the decline, which is expected as we see a rise in popular streaming services. Music is made up of physical CDs, which is declining in usage year over year. Magazines is made up of both physical and digital magazines through Overdrive. With the large number of digital magazines available, we have seen a significant increase in collection usage. The Library of Things collection is made up of video games, tech gadgets, park passes, hot spots, and interactive kits. As the collection has grown, so has the usage.



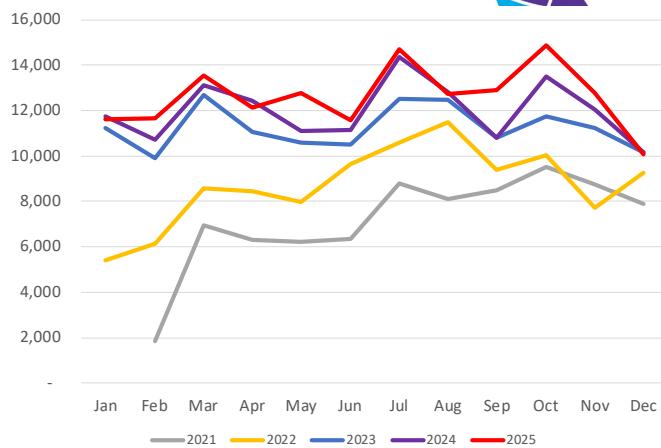
	Q1			Q2			Q3			Q4			Annual		
	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change	2024	2025	% Change
Books	56,703	55,267	-3%	56,611	55,097	-3%	67,754	66,042	-3%	57,281	55,664	-3%	238,349	232,070	-3%
eTitles	23,205	22,395	-3%	21,718	21,874	1%	22,787	22,983	1%	22,035	22,175	1%	89,745	89,427	0%
Movies	13,644	11,465	-16%	11,182	10,699	-4%	11,692	9,705	-17%	11,913	9,514	-20%	48,431	41,383	-15%
Music	778	545	-30%	869	594	-32%	762	594	-22%	775	633	-18%	3,184	2,366	-26%
Magazines	9,150	8,899	-3%	6,854	9,066	32%	6,908	8,958	30%	7,508	9,799	31%	30,420	36,722	21%
Library of Things	1,977	2,199	11%	1,810	2,101	16%	2,085	1,993	-4%	1,954	2,294	17%	7,826	8,587	10%
Total	105,457	100,770	-4%	99,044	99,431	0%	111,988	110,275	-2%	101,466	100,079	-1%	417,955	410,555	-2%



VISITORS TO THE LIBRARY

Monthly visits to the library continue to grow year over year. March, July, August and October continue to be the busiest months due to the larger number of programs being offered.

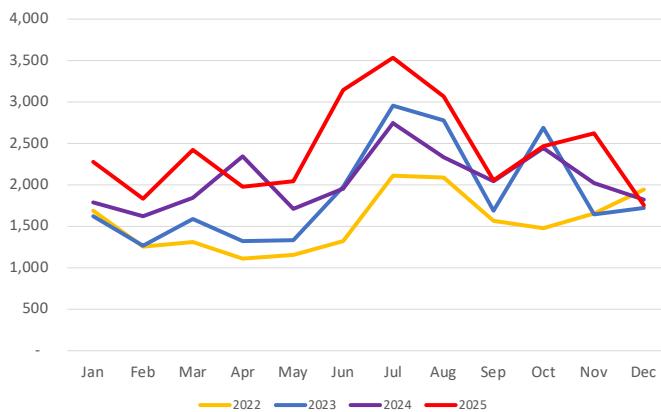
In total, 2025 had 151,124 visitors through the library's doors, a 5.5% increase over 2024, and 44% increase over 2022. With the library being open 3,076 hours in 2025, this works out to 49 visitors per hour open.



REFERENCE

Reference covers the informational queries received by the staff at our information desks. Questions are received in person but also by email and phone. Questions cover general queries, but also technical support, readers advisory and more intensive research assistance.

In 2025 there was a total of 29,156 questions asked, an 18% increase over 2024.



PROGRAMMING AND OUTREACH

Programming and outreach into the community is an integral part of the Stratford Public Library's service to the public. The events and programs offered are responsive to the interests and needs of the communities served. All programs are designed with measurable outcomes and evaluated regularly. The Library additionally reviews suggestions for events and programs, using various mechanisms to gather community input to assist in setting programming priorities and plans.



		2021	2022	2023	2024	2025
Adult	Session / Events	40	62	72	87	81
	Attendance	663	1,475	2,212	1,711	1,977
Children & Family	Session / Events	241	410	387	399	327
	Attendance	13,871	15,383	15,167	16,219	15,403
Teens	Session / Events	89	157	163	113	106
	Attendance	3,908	5,652	3,712	3,600	3,467
MakerSpace & Tech	Session / Events	198	234	274	304	321
	Attendance	1,081	1,645	2,962	3,815	3,368
Class Visits / SPL Tours	Session / Events	17	68	132	144	129
	Attendance	392	2,844	4,273	5,192	5,839
Outreach	Session / Events	5	9	15	13	22
	Attendance	435	1,366	2,555	3,026	3,622
TOTALS	Session / Events	590	940	1,043	1,060	986
	Attendance	20,350	28,365	30,881	33,563	33,676



E-SERVICES

SPL offers a variety of online collections, including Gale Courses (online courses); Comics Plus (graphic novels) PressReader (magazines and newspapers). Additional online databases include Ancestry (library edition), Encyclopedia Britannica, and many other products. This is just a subset highlighting usage of the more popular tools.

In 2024, SPL jointly subscribed to Pronunciator and Press Reader with the other PCIN libraries. In 2025, a subscription to Teen Health & Wellness was added.

		2021	2022	2023	2024	2025
Ancestry Library	Searches	78,063	61,315	82,767	57,989	82,068
Encyclopedia Britannica	Searches	613	2,920	1,602	3,787	1,974
ComicsPlus	Sessions	-	-	-	714	405
CreativeBug	Logins	1,180	898	955	1,910	1,212
Gale Courses	Logins	3,060	2,199	2,125	2,025	1,705
Kanopy	Plays	8,179	5,886	7,078	7,234	8,289
Lote4Kids	Stories Watched					204
Mango Languages	Logins	661	636	519	-	-
Pronunciator	Logins	-	-	-	939	681
PebbleGo!	Searches	7,943	9,160	2,300	7,455	4,083
Press Reader	Issues Opened	12,325	25,025	31,776	46,181	99,287
Tumblebooks	Uses	1,542	478	352	625	366
Other Databases	Uses/Searches	8,390	3,152	3,007	6,825	5,749
Website	Visits	158,410	149,139	149,541	244,943	262,842
BiblioCommons	Sessions	160,802	140,304	161,206	230,866	233,836
TOTALS		442,043	401,988	444,117	611,493	702,701



The Honourable John Nater, M.P.
Member of Parliament for Perth-Wellington
House of Commons
Ottawa, ON

Dear Mr. Nater,

I am writing in relation to changes to the Canada Post Corporations Act in Bill C-15, an Act to implement certain provisions of the budget tabled in Parliament on November 4, 2025.

I am concerned with the amendment to the Canada Post Corporations Act included within C-15. C-15 repeals Paragraphs 19(1)(d) to (g.1) of the Act. This section was the result of a Private Members' Bill (Bill C-321) which received Royal Assent in 2013 and was supported by all parties in the House of Commons. C-321 specifically amended the Canada Post Corporations Act to provide for a reduced rate of postage for library materials lent by a library to a borrower, including by means of an interlibrary loan. C-15 eliminates the provisions agreed to by the House of Commons and Senate in Bill C-321.

This change, if it is allowed to stand, will have a significant negative impact on libraries and the more than 8 million active library users across the country. Libraries in Canada have historically worked collaboratively to provide Canadians with timely, important intellectual and scholarly information. To achieve this, publicly funded libraries of all types depend on their ability to build networks among institutions to encourage borrowing and maximize the impact of their collections. In addition to sharing resources amongst libraries, individuals who are homebound or living in rural, remote, and Indigenous communities often rely on library materials being mailed through Canada Post.

Interlibrary loans are an essential part of how libraries in Canada operate and rely on the provisions of the Canada Post Corporation Act to provide access to materials for the millions of library users in Canada. If Canada Post can increase rates without any oversight from Parliament or the Government of Canada – as C-15 would permit – libraries across Canada will be devastated, put a strain on already surging library budgets and threaten their ability to offer this essential service for access, equity and literacy for all.

I am asking that you please raise this issue with Honourable Joël Lightbound, Minister of Government Transformation, Public Works and Procurement, in the House of Commons and strongly urge the government to withdraw this amendment to the *Canada Post Corporations Act*. To ensure that library products remain accessible for all of Canada through interlibrary loans, it is paramount that the amendment to the *Canada Post Corporations Act* does not pass.

Yours sincerely,

Krista Robinson
Library Director / CEO
Stratford Public Library

STRATFORD PUBLIC LIBRARY
19 ST. ANDREW STREET, STRATFORD ON N5A 1A2
www.splibrary.ca askspl@splibrary.ca 519-271-0220



Krista Robinson

From: Nater, John - M.P. <John.Nater@parl.gc.ca>
Sent: January 5, 2026 12:15 PM
To: Krista Robinson
Subject: RE: Please help save the Library Book Rate

Dear Krista,

Thank you for your email regarding the Liberal Government's Budget Implementation Act, Bill C-15.

The provisions that were contained in Bill C-321 in 2013 were an important provision to provide libraries with the certainty needed to deliver these services to their communities. As the Bill's sponsor, then-Conservative M.P. Merv Tweed said at the time: "It is important that it not only recognize what a great service this is to the communities that take advantage of it, but also that many small communities could not afford to take the hit if they were to go to full retail prices overnight."

I will be raising this concern with the Minister, and I will continue to advocate on behalf the local libraries in Perth--Wellington and the amazing work they do.

Again, thank you for reaching out.

Sincerely,

John



John Nater, M.P.

**Member of Parliament for Perth—Wellington/Député de Perth—Wellington
Assistant Deputy Speaker/ Vice-président adjoint**

Room 564, 180 Wellington Street
Ottawa, Ontario, K1A 0A6
Office | 613-992-6124 Fax | 613-998-7902
E-mail | john.nater@parl.gc.ca

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