

AGENDA

Tuesday September 10, 2024, 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 June 11, 2024
7. Approval of the minutes of the Closed Session of June 11, 2024
8. Business arising from the minutes
 - 8.1. Perth South update
9. Board Education
 - 9.1. Ontario Library Service Virtual Conference: Momentum – October 24, 6-9pm
10. Business of the Board
 - 10.1. Report from PCIN – E. Perin, M. Corbett
 - 10.2. Report from OLS – D. Mackey
 - 10.3. Report from City Council – J. Burbach
 - 10.4. Library Space Ad Hoc Committee
 - 10.5. CEO Performance Appraisal Ad Hoc Committee
 - 10.6. Policy Updates
 - 10.6.1. Accessible Customer Service (update)
 - 10.6.2. Diversity and Inclusion (new)
 - 10.7. 2024 Workplan Review
 - 10.8. 2024 Advocacy Work to date
11. CEO Reports
 - 11.1. Monitoring Report and Financial Report YTD
 - 11.2. Draft 2025 Library Budget
12. Closed Session
 - 12.1. Contract Negotiations
13. Correspondence
14. Other Business
15. Confirmation of date and time of next meeting: October 8, 2024 at 6:45pm
16. Adjournment

MINUTES

Tuesday, June 11, 2024 6:45pm | Hybrid Meeting



MEMBERS OF THE BOARD PRESENT

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

REGRETS

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MEMBERS OF STAFF PRESENT

Krista Robinson, CEO; Cathy Perreault, Recording Secretary; Brandi Gillett, Community Engagement Supervisor (zoom); Liz Anderson, MakerSpace and Marketing Librarian

1. Call to Order and Land Acknowledgment
The meeting was called to order at the Stratford Public Library by Chair M. Corbett at 6:45 pm.
2. Chairperson’s Remarks
3. Declarations of Pecuniary Interest and the General Nature Thereof
None
4. Approval of the Agenda
2024-32 Moved by C. Zonneville, seconded by P. Lewis to approve the agenda.
CARRIED
5. Delegations
None
6. Approval of the minutes
2024-33 Moved by D. Mackey, seconded by K. Kochany that the minutes of the meeting of May 14, 2024 be approved as amended.
CARRIED
7. Business arising from the minutes
8. Board Education
 - 8.1. L. Anderson, MakerSpace & Marketing Librarian, provided an overview of SPL’s brand, various areas of advertising and the future direction of marketing and engagement.
9. Business of the Board
 - 9.1. Report from PCIN: The next meeting is June 12th. Work continues on the Strategic Plan.
 - 9.2. Report from OLS: Nothing to report.
 - 9.3. Report from City Council: J. Burbach gave an update on general city projects. Departments have been given budget information and timelines. The City will be working on a multiyear budgeting strategy.



- 9.4. Space Sub Committee: Krista reviewed recent activities as provided in the minutes.
- 9.5. CEO Performance Appraisal Ad Hoc Committee: M. Corbett, M. Kipfer, and K. Robinson will bring forward final process at September meeting.

9.6. Policy Updates:

2024-34 Moved by K. Kochany, seconded by L. Brown to accept the Library Board Governance Bylaws in principal and for the CEO to seek legal council for compliance with Ontario Not for Profit Corporation Act (ONCA).

CARRIED

2024-35 Moved by M. Kipfer, seconded by P. Connolly to approve the recommended changes to the Staff Manual.

CARRIED

10. CEO Report

10.1. Monitoring Reports and Financials

2024-36 Moved by D. Mackey, seconded by E. Perrin to accept the CEO Monitoring Reports.

CARRIED

10.2. Workplan Update and Statistics:

2024-37 Moved by P. Connolly, seconded by J. Burbach to accept CEO workplan update and statistics as presented.

CARRIED

10.3. Impact of Perth South Funding Cut and Budget Implications: Krista will continue to monitor and update Board on budget shortfall.

11. Closed Session:

11.1. Matters concerning the proposed or pending acquisition or disposition of land by the board to be discussed.

2024-38 Moved by M. Kipfer, seconded by C. Zonneville to move to closed session at 8:28pm.

CARRIED

2024-39 Moved by J. Burbach, seconded by C. Zonneville to return to open session at 8:32pm.

CARRIED

12. Correspondence: None.

13. Other Business: None.

14. Confirmation of date and time of next meeting: September 10, 2024 at 6:45pm

15. Adjournment

2024-40 Moved L. Brown that the meeting adjourned at 8:33pm.

CARRIED

Krista Robinson, CEO

Michael Corbett, Chair



PCIN

The
PERTH COUNTY
INFORMATION NETWORK

Perth County Information Network Board Meeting

Meeting Minutes

Date: June 12, 2024

Time: 6:30pm

Location: Listowel, Municipality of North Perth Committee Room

Present

Perth East Public Library Laura Hallahan (virtually)
North Perth Public Library Terrance Ritchie, Lee Anne Andriessen
St. Marys Public Library Colin Coburn
Stratford Public Library Michael Corbett, Emma Perin (virtually)
West Perth Public Library Kim Wolf (virtually), Kelly Reimer (virtually)

Staff: Sarah Andrews, Krista Robinson, Rosemary Minnella, Laura Bere, Ellen Whelan, Jordan Bulbrook

Regrets: Sylvain Robichaud, Diann Davidson

1. Call to Order

Meeting was called to order at 6:39 pm by Chair. Quorum present.

2. Approval of the Agenda

Delegation of authority added to agenda by CEO Andrews.

2024-07 Motion that the agenda be approved as amended.

Moved by Terrance Ritchie, seconded by Lee Anne Andriessen and carried.

3. Approval of the minutes from April 10, 2024

2024-08 Motion that the minutes from April 10, 2024, be accepted as presented.

Moved by Kim Wolf, seconded by Emma Perin and carried.

4. Business Arising from the Minutes

- Letter to PC Connect on behalf of PCIN to be brought back.

5. **Management's Report**

St. Mary's CEO outlined that CEOs have been discussing the 2025 budget, that Huron Perth Public Health has indicated interest in working more closely with libraries in Perth County for programming and outreach. CEOs reviewed final policies for PCIN board to review and continued Perth South conversations.

2024-09 Motion to accept report as information.

Moved by Emma Perin, seconded by Lee Anne Andriessen and carried.

6. **Systems Admin Report**

PCIN Network Administrator presented the system administration report including new update to Horizon across PCIN libraries, Bluecloud analytics training completion and strategies for PCIN-wide training to be rolled out.

Network administrator is coordination meetings between the PCIN cataloguers to create better consistency through Bibliocommons. Supported software and hardware role outs for Stratford, Perth East, and West Perth. New printing management software, Princh, rolled out at Stratford, and West Perth. AI use policy being investigated for a report and recommendations on how to use safely.

2024-10 Motion to accept these documents as information

Moved by Emma Perin, seconded by Terrance Ritchie and carried.

7. **New Business**

7.1 Strategic Planning Sub-Committee Presentation

Rep from West Perth, Kim Wolf, presented Strategic Priorities as proposed by the sub-committee. As in previous exercises the sub-committee reviewed PCIN Libraries priorities and looked for themes, and scale them to the larger view of PCIN.

Grow the PCIN Brand

Support each Library's voice

Build the spirit of community

Sustain PCIN as an entity

Board indicated that each priority should have measurable key performance indicators to be brought back as part CEO developed actions.

Term of the Strategic plan proposed to be a 4-year plan to finish board term and support next board within their tenure.

2024-11 Motion to accept the strategic priorities as developed and to adopt the plan for 4 years.

Moved by Emma Perin, seconded by Lee Anne Andriessen and carried.

7.2 2025 Draft Budget

Stratford CEO refreshes the board on the budgeting process, and what costs encompass before presenting the budget for 2025 and accompanying report.

Operational reserve as of June 3, 2023, sits at \$16,291. Board directs staff to include and show on budget documents

2024-12 Motion to accept the 2025 PCIN budget as presented.

Moved by Michael Corbett, seconded by Terrance Ritchie and carried.

7.3 Perth South Update

CEOs from St Mary's and Stratford jointly presented on Perth South library contract.

- Huron County Library signed contract with Perth South.
- St Mary's advocacy Perth South Council members indicated renewed interest in negotiating with St Mary's.
- Stratford board offered non-resident card for 2024 only.

Beyond 2024, the contract could be offered on behalf PCIN. Perth South given associate membership if agreement happens.

Multi-year contract would be preferable by the board, but unsure at the feasibility.

St Mary's CEO requests motion:

2024-13 Motion for CEOs from St Mary's and Stratford to explore possibility of what service looks like to Perth South for library services from PCIN as a whole and bring back to the September PCIN Board meeting.

Moved by Terrance Ritchie, seconded by Michael Corbett. one opposed, carried.

7.4 Policy Review

North Perth CEO presented proposed changes to the Board Job Description and Delegation of Authority policies on behalf of the management team.

2024-14 Motion to adopt the Board Job Description as presented.

Moved by Kim Wolf, seconded by Emma Perin and carried.

2024-15 bring back Delegation of Authority policies as presented with added fiscal responsibility

Moved seconded Lee Anne Andriessen seconded by Terrance Ritchie.

8. **Next Meeting – Wednesday, September 11, 2024 at 6:30pm at Perth East Public Library, Milverton**

9. **Adjournment**

Meeting adjourned. 8:33 *pm.*

LIBRARY SPACE ADHOC COMMITTEE MINUTES

Tuesday Septmeber 3, 5:00pm | In Person Meeting



MEMBERS OF THE COMMITTEE PRESENT

Philip Connolly, Michael Corbett, Kaitlyn Kochany, David Mackey

MEMBERS OF STAFF PRESENT

Krista Robinson, CEO

1. Business Arising from Previous Meeting

1.1. Advocacy Efforts

CEO and K. Kochany met to brainstorm ideas and create an Advocacy Plan relating to the library at the Grand Trunk. Due to staffing constraints over the summer, there are delays on this front.

2. New Business

2.1. Grand Trunk Renewal Update

The CEO has been meeting with the YMCA, Community Services Department and the City of Stratford Corporate Initiatives Lead discuss a potential space program and shared space needs.

CEO has been working on developing a Grand Trunk Project Justification report to share with the Grand Trunk Ad Hoc Committee and the community.

The CEO attended the Grand Trunk Renewal Committee meeting on July 15 and August 29. The next Grand Trunk Renewal Committee will be held on September 16 at 4pm.

2.2. Funding Model

The committee reviewed a draft funding model for a potential new building, looking at finances currently available, grant sources and examples of libraries who were recent recipients, and municipal funding options (with examples).

2.3. Advocacy Work

The CEO has started work on a webpage devoted to discussing the Library's space constraints.

During Ontario Public Library Week, there will be an interactive activity at the library discussing "Your Dream Library"

Discussed a possible public event highlighting the LocHal and what a new Library at the GT site could be.

library presence.

3. Next Steps

- Define our space needs and opportunities (in progress)
- Create a Library History / Space Quest breakdown on website (in progress)

- Confirm the finances (in progress)
 - Advocacy work with GTR / Council / Community (ongoing)
 - Hire Fund Development Coordinator (2025)
 - Review population projections and community needs
 - Determine the timeline of library needs
 - Look at all of our space options – short and long term if the Community Hub does not work out (Plan B)
4. Next Meeting
 - TBD
 5. Adjournment



SPL Report to the Board



MEETING DATE: SEPTEMBER 10, 2024
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR
SUBJECT: POLICY REVIEW SEPTEMBER 2024

Recommendation

THAT the Library Board approve the recommended changes to Accessibility in the Library policy and adopt the new Equity, Diversity, and Inclusion policy.

Background

It is the responsibility of the Library Board to periodically review the policies that governs it, the CEO, and the Library. Prompted by the Board's schedule for evaluation of existing policies and its workplan for the creation of new policies, the Accessibility Customer Service policy was reviewed and the Diversity, Equity and Inclusion policy was created. These are both Operational policies.

Report

OP 09 Accessibility in the Library

The Accessible Customer Service policy was created in 2009, and much of the policy was integrated into the Accessibility Standards policy in 2012. Both of these policies have not been updated since being created. Due to the length of time since the creation of these policies, staff referred to the OLS for best practices and library peers to capture the necessary changes.

Substantial changes include:

- Consolidated the two documents into one policy
- Updated the title to Accessibility in the Library to cover more than customer service concerns
- Simplified the text and removed procedural components

OP __ Equity, Diversity & Inclusion

This is a new policy based on the OLS policy and best practices from other libraries. This policy includes an endorsement of the Canadian Federation of Library Association's position statement on Diversity and Inclusion as well as policy statements on collections, services and programming and library spaces.



POLICY: Accessibility in the Library		POLICY NO: OP 09
POLICY LEVEL: Operational	LAST REVIEW / REVISION DATE: November 17, 2009	SCHEDULED REVIEW DATE: September 2027

Accessibility in the Library

The Stratford Public Library is committed to ensuring its programs and services are accessible to all persons who live, learn, work, plan, and invest in our community. The intent of this policy is to ensure that the Stratford Public Library meets the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities to:

- Obtain information about and communicate with the Stratford Public Library;
- Obtain, use and benefit from the Library's resources, services and spaces; and
- Be employed by the Stratford Public Library.

1. Guidelines

The Library will ensure that each employee, volunteer and patron receives equitable and discrimination-free treatment with respect to employment and services, and receives accommodation, where required, in a timely manner, and in accordance with the Ontario Human Rights Code and the AODA and its regulations.

2. Responsibilities

For the purposes of the AODA, the Library provides services on behalf of the municipality, and is therefore considered, along with the municipality, to be a public sector organization. The Library complies with the obligations for this sector as set out in the AODA regulations.

The Board ensures that the Library complies with the spirit, principles and intent of the AODA and designates the CEO as the individual accountable for the organization's compliance with legislation. The CEO will ensure that all policies and procedures comply with the AODA and any regulations made pursuant to the AODA.

The Library is included within regular Accessibility Compliance Reports filed by the City of Stratford.

3. Accessibility Plan

As per the AODA and its related regulations, the City of Stratford is required to develop a Multi-Year Accessibility Plan and to review it at least once every five years. The Library will continue to work with the City and the Accessibility Advisory Committee to establish, implement, maintain and document this plan and will outline the Library's strategy to prevent and remove barriers.

This plan is available on the City's website and is provided in accessible formats upon request.

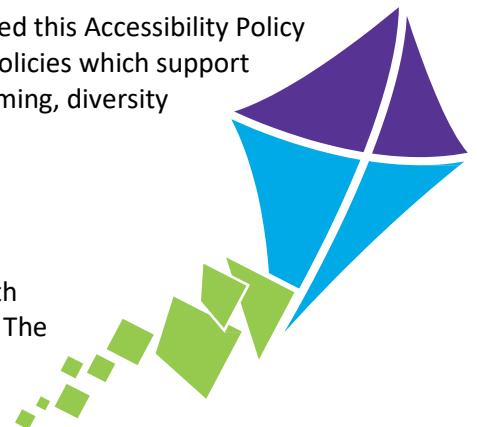
4. Policies and Procedures

In accordance with the AODA and related regulations, the Library has developed this Accessibility Policy which includes the required customer service elements as well as additional policies which support accessibility as related to human resources, collection development, programming, diversity and inclusion.

5. Customer Service

Assistive Devices

The Library will encourage the use of personal assistive devices by persons with disabilities to access the library's collections, resources, facilities and services. The



Library will provide at least one computer workstation which is equipped with assistive technology and a range of accessibility features. Library staff will be trained in their use and will support their use by others. Additional assistive technologies may also be made available for loan or for in library use.

Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of the person with a disability or to the health and safety of others on Library premises. In these situations, the Library may offer a person with a disability other reasonable measures to assist in obtaining and using Library services, where the Library has other such measures available.

It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe manner at all times.

Service Animals

Persons with disabilities are permitted to be accompanied by their service animals and keep those animals with them in areas that are open to the public when accessing library resources, services and facilities, unless otherwise prohibited by law.

In the event that a service animal is prohibited from the premises, the Library will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Library's resources, services or facilities.

If it is not readily apparent that the animal is a service animal or a guide dog, Library staff may ask the person for confirmation of the animal's status, as outlined by the definition of a service animal.

Service animals must be supervised by their owners and kept in control when used to access the Library's resources, services and facilities.

Support Persons

The Library will encourage the inclusion and access of support persons accompanying persons with disabilities, when accessing Library resources, services and facilities.

A support person, when assisting a person with a disability to obtain or use Library services, will be permitted to attend at no charge where an admission fee is required.

The Library may request the assistance of a support person for a person with a disability in order to ensure the health and safety of that person or of others on the premises. This will occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access the Library's resources, services or facilities.

Training

The Library will provide training on AODA legislation and all mandatory, province-wide standards, and best practices. The Library will also support the keeping of records related to the completed training.

The following individuals will receive training on the topics outlined in the regulation:

- Staff, volunteers, Board members, agents/contractors and any other individuals who interact with the public or other third parties on behalf of the Library; and
- Staff, volunteers, Board members, agents/contractors and any other individuals who participate in the development of Library policy, practices and procedures governing the provision of resources and services to members of the public.

Communications

The Library will make its communications available, upon request, in accessible formats for persons with disabilities and make the public aware of the availability of communication support. In this regard, types of communications include:

- Policies
- Accessibility plans
- Public safety information prepared for the public
- Forms, surveys, tools used to gather feedback
- Information on collections and materials in accessible format

The Library will make reasonable efforts to respond to requests for documents in alternate and accessible formats in a timely manner, at a cost that is no more than the regular cost charged to others, and in consultation with the person making the request.

The Library provides a website with content that will meet or exceed World Wide Web Consortium's (W3C) most recently adopted Web Content Accessibility Guidelines (WCAG) as mandated within the legislation and/or related regulations.

Service Disruptions

The Library will provide reasonable notification of all service interruptions to facilities, services or systems that may affect people with disabilities in accessing the Library's resources, services, or facilities.

Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.

Notice of a planned disruption will be provided in advance whenever possible. In the event of an unexpected disruption, notice will be provided in as timely a manner as possible.

Procurement

The Library will make every effort to incorporate accessible criteria and accessibility features when procuring goods, services and facilities. The Library will consult with individuals and organizations representing people with disabilities when designing library spaces.

Employment

During the recruitment process, employees and the public will be notified about the availability of accommodation for applicants with disabilities during the assessment or selection process.

Successful applicants will be notified of Library policies and any other additional supports for the accommodation of employees with disabilities.

The Library will provide or arrange for accessible formats and communication job supports upon request.

The Library will provide individualized workplace emergency response information to employees who have a disability.

The Library will document individual accommodation plans for employees with disabilities according to Library procedures.

The Library will develop and have in place a return to work process for employees who have been absent due to a disability and require disability-related accommodations to return to work.

During performance management, career development/advancement and redeployment, managers and supervisors will consider the accessibility needs of their employees with disabilities and as well as individual accommodation plans.

Related Documents

- [Accessibility for Ontarians with Disabilities Act](#), R.S.O. 2005
- [Integrated Accessibility Standards](#), O. Reg 191/11
- [The Ontario Human Rights Code](#), R.S.O. 1990
- [LB 05 Delegation of Authority](#)
- [OP 08 Collection Development Policy](#)
- [HR 01 Hiring and Management of Employees](#)
- HR 03 Stratford Public Library Staff Manual
- [City of Stratford Multi-Year Accessibility Plan](#)

ORIGINAL DATE ADOPTED	November 17, 2009	Review Cycle	3 Years
REVIEW/APPROVAL HISTORY	September 10, 2024		

DRAFT

Accessible Customer Service

Legal References: *Accessibility for Ontarians with Disabilities Act, 2005 & Ontario Regulation 427/07; Ontario Human Rights Code, R.S.) 1990, C.H19.*

Background: The following policy is adopted in accordance with Ontario Regulation 427/07, the *Accessibility Standards for Customer Service*, which came into force January 1, 2008. That Regulation establishes accessibility standards for customer service within public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties. This policy is required, based on the specification of *O.Reg.427/07*, to ensure consistency from all persons delivering municipal services.

Indeed, Stratford Public Library's Vision and first Goal, approved November 15, 2005, echo the ideas contained with the *Accessibility Standards*:

Our Vision

Through our response to their needs and the space we provide, **every member of the public** will recognize SPL as an essential resource for personal aspirations and community development.

Our Goals

- G1. Every individual in the community, regardless of age or ability**, will be encouraged to receive, and will have access to, open provision of library resources. [emphasis added]

1.0 General

The Stratford Public Library strives to be accessible to all patrons. Specifically, Library services and materials will be provided in a manner that respects the dignity, independence, integration and equal opportunity of all users.

1.1 Applicability

This policy applies to all staff and volunteers who deal with the public or other third parties on behalf of the Library, and ensures that all patrons with disabilities are accommodated.

1.2 Components

In accordance with the *Accessibility Standards for Customer Service*, this policy addresses the following:

- The provision of library materials and services to persons with disabilities

- The use of assistive devices
- Service animals
- Support persons
- Notice of temporary disruptions in services and the facility
- Staff and volunteer training
- Customer feedback regarding the provision of materials and services to persons with disabilities
- Notice of availability and format of documents produced by the Library or at any other location used to deliver Stratford Public Library programs and service.

1.3 Definitions

Assistive Device: a device used to aid persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Accessible Customer Service Standards.

Disability: using the same definition as is found in the Ontario Human Rights Code (R.S.O. 1990, Chapter H.19, P. II, s. 10 (1)):

“Disability” means,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,*
- (b) a condition of mental impairment or a developmental disability,*
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,*
- (d) a mental disorder, or*
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).*

2.0 Provision of Library materials and services to persons with disabilities

The Library will use reasonable efforts to ensure that its policies and practices are consistent with the following principles:

- The Library’s materials and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of the Library’s materials and services to persons with disabilities is integrated with that provided to persons who do not have disabilities unless an alternative method is necessary. Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Library’s materials and services.

- When communicating with disabled persons, Library staff and volunteers will do so in a manner that takes into account the person's abilities.
- Persons with disabilities may use assistive devices and/or support persons in the access of materials and services.

2.1 Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from Library materials or services through the use of their own assistive devices. Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of another patron. It should be noted that it is the responsibility of the person with the disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Assistive devices may include, but are not limited to:

- Communication Aids
- Cognitive Aids
- Personal Mobility Aids
- Medical Aids

2.2 Service Animals

Service animals, such as (but not limited to): guide dogs, hearing dogs, seizure response dogs and other certified service animals shall be permitted entry to the Library areas and programs that are open to the public. Service animals are required to be leashed or otherwise properly controlled so that the animal does not run at large.

Service animals are not permitted:

- Where food preparation is being undertaken, or
- As otherwise disallowed by law.
- Where a service animal is to be denied access to a program or area, other accommodations may be offered, such as:
 - Alternative meeting or program format, such as teleconference, videoconference, etc. where technology permits;
 - materials or services delivered at an alternative time or location;
 - Using any other assistive measures available to deliver a good or service to ensure equality of outcome.

The person with a service animal that is disruptive (e.g. barking) may be asked to remove the animal from the municipal facility.

2.3 Support Persons

Where a support person is necessary to protect the health or safety of a person with a disability, or the health and safety of others in the Library, a person with a disability shall be accompanied by a support person while on the premises.

If admission to an event is payable to the Library, support persons are permitted to attend at no cost.

Support persons shall be permitted entry to all Library areas and programs that are open to the public, except:

- When there are fees for participants charged by a third party and
- The support person was not pre-registered, and
- No vacancy exists.

If admission to an event is permitted and fees are payable to a third party, the support person is permitted to attend the event at their own cost. Where admission fees are charged, the Library or the service provider will provide notice ahead of time on what admission, if any, would be charged for a support person with a person with a disability.

2.4 Notice of temporary disruptions in services and facility

The Library is important to Stratford citizens; however, temporary disruptions in the services and/ or the physical plant may occur. Library staff will make reasonable efforts to provide notice of any disruptions, including:

- The reason(s) for the disruption;
- The anticipated duration
- A description of alternative services if any may be available.

Library staff will make reasonable efforts to provide prior notice whenever possible.

To inform the public of temporary disruptions, staff will provide notice by posting information in visible places such as the entry doors, on the Library website, and by any other method that may be reasonable under the circumstances. Notices should be placed as quickly as possible and shall include:

- name of the program or service
- normal service being impacted
- alternative services or methods
- contact information
- anticipated duration

If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other means, such as:

- alternative location or time;
- if appropriate, the delivery of the service or materials to the person's residence;
- Any other measure deemed appropriate.

2.5 Staff and Volunteer Training

All staff and volunteers providing direct service to persons with a disability shall be trained in the various aspects of accessible customer service delivery.

All training, regardless of format, shall have regard for:

- An overview of the purposes of the AODA and an awareness of the corresponding corporate policy;
- Instruction on how to interact and communicate with people with various types of disabilities;

- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on the use of equipment or devices available, such as wheelchairs;
- Instruction on what do if a person with a disability is having difficulty accessing Library services.
- Orientation to this policy, the Library's own Accessible Customer Service Standards.

Training will be provided as soon as possible, once an individual is assigned duties. Ongoing training will be provided if there is any change to the Library's policies, practices or procedures governing the service of those with disabilities. The Library will maintain records of the training, including the date, training type and the names of the individuals trained.

2.6 Customer Feedback

The Library is committed to providing excellent services to all members of the public. Feedback from citizens is welcomed: it potentially identifies areas requiring improvement.

Feedback from patrons with disabilities may be received in a manner most convenient to the person with the disability whether by telephone, in person, in writing, in electronic format, TTY or other methods.

All customer opinions will be kept in strict confidence and used to improve customer service. In addition, any patrons providing feedback will be provided with a response in the same format it was received. If appropriate, Library actions in response to the feedback will be outlined.

2.7 Notice of Availability of Documents

This policy and any other document deemed essential in the delivery of Library materials and services will be made available upon request in a format that takes into account a person's disability. This applies to any person to whom the Library provides materials and services.

Notwithstanding the above, this policy will be made available on the Library's website and made available to any person to who it provides materials and services by any other format or method as is reasonable in the circumstances.

3.0 Guidelines

Accessible practice and procedures statements and requirements are consolidated and attached in an Appendix to this policy.

[To be developed by staff]

Integrated Accessibility Standards Regulation Policy

Legal References: *Accessibility for Ontarians with Disabilities Act, 2005 & Ontario Regulation 191/11*

Policy References: *Accessible Standards for Customer Service (LG 011)*

This policy is drafted in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how the Stratford Public Library Board (“the Board) achieves or will achieve accessibility through meeting of the requirements of the regulation. The requirements will be met within the timeframes set in the Regulation.

The requirements of the regulation include the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines:

- the strategy of the City of Stratford (including the Stratford Public Library, “the Library”) to prevent and remove barriers and meet its requirements under the Regulations;
- the incorporation of accessibility criteria and features when procuring or acquiring good, service or facilities’;
- the incorporation of accessibility features when designing, procuring or acquiring self-service kiosks;
- training;
- the specific requirements under the Information and Communication Standards, and the Employment Standards. At this time, the Library does not provide Transportation services and is therefore exempt from the Transportation portion of Regulation 191/11.

This policy is supported by procedures which outline detailed processes and accommodations.

1.0 Definitions

- 1.1 **Accessible formats** may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities;
- 1.2 **Accommodation** means the special arrangement made or assistance provided so that customers, volunteers and employees with disabilities can participate in the experiences available to customers, volunteers, and employees without disabilities. Accommodation will vary depending on unique needs;
- 1.3 **Alternate formats** may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities;

- 1.4 **Communication supports** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- 1.5 **Communications** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received;
- 1.6 **Conversion ready** means an electronic or digital format that facilitates conversion into an accessible format;
- 1.7 **Employee** means anyone that is employed by the Board;
- 1.8 **Information** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
- 1.9 **Volunteer** includes a person who is recruited directly by the Library and voluntarily undertakes a task on behalf of the Library.
- 1.10 **Worker** is a collective term used to indicate both employees and volunteers

2.0 Statement of Organization Commitment

The Stratford Public Library Board is committed to the principles outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Act.

General

3.0 Accessibility Plans

- 3.1 The multi-year City of Stratford Accessibility Plan (“the plan”), which includes the Stratford Public Library Board, outlines the strategy to prevent and remove barriers, and to meet its requirements under the regulation;
- 3.2 The plan is posted on the city and the Library’s websites, and will be provided in alternate formats upon request;
- 3.3 The plan will be reviewed and updated at least once every five years;
- 3.4 The plan has been created in consultation with City and Library staff, the Accessibility Advisory Committee, and with public input; and
- 3.5 An annual status report on the progress of measures taken to implement the strategy will be posted on the website and in alternate formats upon request; this report will include the progress of the Library.

4.0 Procuring or acquiring goods, services or facilities

- 4.1 Accessibility criteria and features are incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so; and
- 4.2 Where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the Library will provide, upon request, an explanation.

5.0 Self- Service Kiosks

- 5.1 Accessibility features are incorporated when designing, procuring or acquiring self-service kiosks.

6.0 Training

- 6.1 The Board ensures that training is provided on the requirements of accessibility standards referred to within the Integrated Accessibility Standards (Ontario Regulation 191/11) and on the *Human Rights Code* as it pertains to persons with disabilities for,
 - 6.1.1 All employees and volunteers;
 - 6.1.2 All persons who participate in developing the Board's policies; and
 - 6.1.3 All other persons who provide goods, services or facilities on behalf of the Library.
- 6.2 The training provided is appropriate to the duties of employees and volunteers.
- 6.3 Where there are changes to the Integrated Standards Accessibility Policy, training will be provided with regard to those changes
- 6.4 The Library will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

Information and Communication Standards

7.0 Feedback

- 7.1 The Library's Customer Feedback process is accessible to persons with disabilities and does provide or arrange for the provision of accessible formats and communication supports upon request.
- 7.2 The public is notified regarding the availability of accessible formats and communication supports.

8.0 Accessible Formats and Communication Supports

- 8.1 The Library will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,
 - 8.1.1 In a timely manner that takes into account the person's accessibility needs due to disability; and
 - 8.1.2 At a cost that is no more than the regular cost charged to other persons.
- 8.2 The Library will consult with the person making the request in determining the suitability of an alternative format or communication support.
- 8.3 The Library notifies the public about the availability of accessible formats and communication supports.

9.0 Emergency procedure, plans or public safety information

- 9.1 Where the Library prepares emergency procedures, plans or public safety information and makes that information available to the public, the information will be in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

10.0 Accessible websites and web content

- 10.1 The Library internet, intranet websites and web content on those sites conforms to the Web Content Accessibility Guidelines (WCAG) 2.0, as required under the Regulation.

11.0 Accessible Public Library Materials

- 11.1 The Library shall provide access to or arrange for the provision of access to accessible materials where they exist.
- 11.2 The Library shall make information about the availability of accessible materials public available and shall provide the information in an accessible format or with appropriate communication supports upon request.
- 11.3 The Library may provide accessible formats for archival materials, special collections, rare books and donations.

Employment Standards

12.0 Recruitment

- 12.1 The Board notifies its employees, volunteers, and the public about the availability of accommodation for applicants with disabilities in its recruitment process;
- 12.2 During the recruitment process, applicants who are individually selected to participate in an assessment or selection process, are notified that accommodations are available upon request in relation to the materials or processes used;
- 12.3 If a selected applicant requests an accommodation, the Library consults with the applicant, having regard for the applicants accessibility needs, on the provision of a suitable accommodation;
- 12.4 When making an offer of employment, the Library will notify the successful applicant of its policies for accommodating workers with disabilities.

13.0 Informing workers of supports

- 13.1 The Library informs its employees and volunteers of its policies used to support its employees and volunteers with disabilities, including, but not limited to, policies on job accommodation that take into account the workers' accessibility needs due to a disability.
 - 13.1.1 New employees and volunteers will be informed as soon as practicable after they begin their employment.
 - 13.1.2 Where there are changes to existing policies on the provision of job accommodation, all employees will be provided updated information.

14.0 Accessible formats and communication supports for workers

- 14.1 Where an employee or volunteer requests it, the Library will consult with the individual to provide or arrange for the provision of accessible formats and communication supports for;
 - 14.1.1 Information that is needed in order for the worker to perform the job; and
 - 14.1.2 Information that is generally available to workers in the workplace.
- 14.2 The Library will consult with the employee or volunteer making the request in determining the suitability of an accessible format or communication support.

15.0 Workplace emergency response information

- 15.1 The Library provides individual workplace emergency response information to employees and volunteers who have a disability;

15.1.1 Where the disability is such that individual information is necessary, and

15.1.2 Where the Library is aware of the need for accommodation due to the worker's disability.

15.2 If an employee or volunteer with individualized workplace emergency response information requires assistance and provides consent, the Library will provide the individualized information to the person designated by the Library to provide assistance to the employee/volunteer.

15.3 Individualized information is provided as soon as practicable after the Library becomes aware of the need for accommodation due to a worker's disability.

15.4 The Library will review the individualized workplace emergency response information;

15.4.1 When the employee or volunteer moves to a different location

15.4.2 When the worker's overall accommodation needs or plan are reviewed

15.4.3 When the Library reviews its general emergency response policies

16.0 Documented individual accommodation plans

16.1 The Library has a written process for the development of Individual Accommodation Plan for employees or volunteers with disabilities.

17.0 Return to work

17.1 The Library has a documented return to work process for its employees or volunteers who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

18.0 Performance Management

18.1 Where the Library uses performance management in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

19.0 Career Development and Advancement

19.1 Where the Library uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

20.0 Redeployment

20.1 Where the Library uses redeployment in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.



POLICY: Equity, Diversity and Inclusion		POLICY NO: OP __
POLICY LEVEL: Operational	LAST REVIEW / REVISION DATE:	SCHEDULED REVIEW DATE: September 2027

Equity, Diversity and Inclusion

The Stratford Public Library believes that a diverse society is central to our community’s identity and that libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion. The Stratford Public Library recognizes and affirms the dignity of those it serves regardless of heritage, education, race, income, religion, age, sexual orientation, gender identity, physical or mental capabilities, housing status, or family status. We strive to embrace cultural humility as a key foundation to our approach.

This policy confirms Stratford Public Library’s commitment to fostering an environment of understanding and respect for residents and staff, and to providing services and spaces that are welcoming to all.

1. Declaration

Stratford Public Library (SPL) endorses the Position Statement on Diversity and Inclusion as stated by the Canadian Federation of Library Associations.

Policy Statement on Diversity and Inclusion – Canadian Federation of Library Associations:

The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country’s identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada’s libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs, or beliefs.

2. Collections

The Stratford Public Library provides diverse collections relating to cultures, languages, religious traditions, and peoples, in all our formats from books to audio and video materials. A broad range of authors, content creators and experiences will be included and highlighted in our collection. Our bibliographic database will use subject headings and descriptors which are inclusive, including the use of Indigenous Subject Headings as they become available.

3. Services and Programming

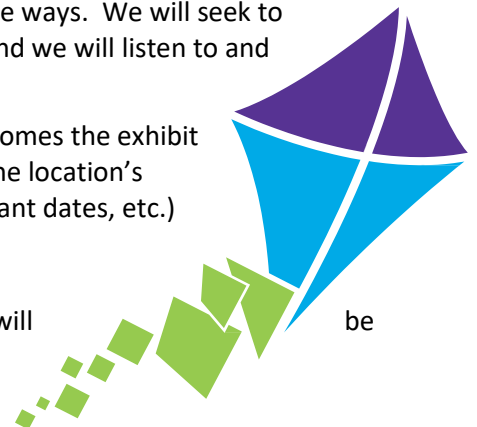
As we develop and deliver services and programs, we work with our many communities to develop inclusive consultation and engagement processes and to develop services in appropriate ways. We will seek to understand how diverse community groups define and describe themselves and we will listen to and learn from communities rather than relying on indirect sources.

In the spirit of equity, diversity and inclusion for all members, the Library welcomes the exhibit of displays and provision of programs and services that reflect and fit within the location’s communities (e.g., displays during various religious holidays, culturally significant dates, etc.)

4. Spaces

The Stratford Public Library will provide welcoming spaces for all. Our spaces will

be



inclusive with areas free of bias (e.g., gender neutral, universal washroom facilities, collection arrangement, etc.)

Related Documents

- [CFLA Policy Statement on Diversity and Inclusion](#), 2008
- [The Ontario Human Rights Code](#), R.S.O. 1990
- OP 04 Customer Code of Conduct
- OP 08 Collection Development Policy
- HR 05 Respect in the Workplace

ORIGINAL DATE ADOPTED		Review Cycle	3 Years
REVIEW/APPROVAL HISTORY			

DRAFT

STRATFORD PUBLIC LIBRARY BOARD

2024 Annual Agenda / Workplan



Month	Governance / Strategic Issues (activities in order to fulfill accountability obligations policy development, review and revision, financial oversight, connections with council and community, monitoring and evaluation, committee work e.g. CEO appraisal, facility planning, recruitment)	Information Needed (reports and monitoring documents and additional information required to support discussion of and action on strategic issues)	Board Actions (proposed actions as a result of governance and / or strategic issue and discussion)
January	<ul style="list-style-type: none"> ✓ Review of 2023 Strategic Actions Completed ✓ 2024 Policy Review Schedule ✓ CEO 2024 Workplan 	<ul style="list-style-type: none"> ✓ 2023 Strategic Actions Completed Report ✓ 2024 Policy review schedule report 	<ul style="list-style-type: none"> ✓ OLA Super Conference / OLBA Boot Camp attendance ✓ Policy Review Selection
February	<ul style="list-style-type: none"> ✓ Review of 2023 Annual Statistics ✓ Review of Customer Code of Conduct ✓ New Video Surveillance Policy ✓ CEO Performance Review Committee 	<ul style="list-style-type: none"> ✓ 2023 Year End Statistics Report ✓ Drafted Policies ✓ OLA Conference Feedback ✓ CEO Performance Review Committee Terms of Reference 	<ul style="list-style-type: none"> ✓ Selection of CEO Performance Review Committee
March	<ul style="list-style-type: none"> ✓ Review of 2023 Annual Report • Review of Purchasing Policy ✓ Review of Sale and Disposition of Land Policy 	<ul style="list-style-type: none"> ✓ Drafted Annual Report ✓ Drafted Policies 	<ul style="list-style-type: none"> ✓ Presentation to Council requesting to be considered at the Grand Trunk site
April	<ul style="list-style-type: none"> ✓ Socio-Economic Impact of SPL ✓ Emergency Preparedness Policy 	<ul style="list-style-type: none"> ✓ Drafted Socio-Economic Impact ✓ Drafted Policies 	<ul style="list-style-type: none"> ✓ Presentation of the 2023 Annual Report to Council
May	<ul style="list-style-type: none"> • Review of SPL Governance Bylaws ✓ Review of Land Acknowledgement 	<ul style="list-style-type: none"> ✓ Drafted Bylaws ✓ Updated Land Acknowledgement 	<ul style="list-style-type: none"> ✓ Presentation of the Socio-Economic Impact of SPL to Council
June	<ul style="list-style-type: none"> ✓ Review Staff Manual ✓ Q2 Statistics & CEO Mid-year Workplan Review 	<ul style="list-style-type: none"> ✓ Drafted Polices ✓ Q2 Statistics & Mid-year review update 	
July	No regular meeting scheduled		
August	No regular meeting scheduled		
September	<ul style="list-style-type: none"> ✓ 2025 Budget Proposal ✓ New Diversity and Inclusion Policy 	<ul style="list-style-type: none"> ✓ Draft 2025 Budget ✓ Drafted Policies 	<ul style="list-style-type: none"> • Approve 2025 Budget

	✓ Review Accessible Customer Service Policy		
October	<ul style="list-style-type: none"> • New Donation Policy • New Fundraising and Gift Acceptance Policy • Q3 Statistics and CEO Workplan Review 	<ul style="list-style-type: none"> • Drafted Policies • Q3 CEO Workplan and Statistics 	<ul style="list-style-type: none"> • Decide on Holiday celebrations
November	<ul style="list-style-type: none"> • 2025 Schedule of Board Meetings • 2025 Schedule of Library Closures • CEO Workplan for 2025 	<ul style="list-style-type: none"> • Drafted Policies • 2025 Draft CEO Workplan 	<ul style="list-style-type: none"> • Presentation of Budget to Council
December	<ul style="list-style-type: none"> • Review Health and Safety Policy • Review Respect in the Workplace Policy • CEO Annual Performance Evaluation • OLA Conference Attendance Confirmation • Year End CEO Workplan and Statistics Review • Workplan Review for coming year 	<ul style="list-style-type: none"> • Drafted Policies • 2024 CEO Workplan and Statistics • 2025 Library Board Workplan 	

STRATFORD PUBLIC LIBRARY BOARD

2024 Annual Library Advocacy / Workplan



Month	Opportunities	Advocacy Activities	Who	
			Staff	Board
January	<ul style="list-style-type: none"> OLA SuperConference & Bootcamp 	<ul style="list-style-type: none"> Conference attendance and participation in relevant development and networking opportunities 	✓	✓
	<ul style="list-style-type: none"> 2024 Budget Deliberation and Confirmation 	<ul style="list-style-type: none"> Board representative at relevant Council meetings 	✓	✓
February	<ul style="list-style-type: none"> Coldest Night of the Year 	<ul style="list-style-type: none"> Staff participation in the City of Stratford Team 	✓	
March	<ul style="list-style-type: none"> 2023 Annual Report 	<ul style="list-style-type: none"> Development of annual report to be shared with community and Council 	✓	✓
	<ul style="list-style-type: none"> Presentation to Council 	<ul style="list-style-type: none"> Staff and Board present regarding library presence at Grand Trunk 	✓	✓
April	<ul style="list-style-type: none"> Socio-Economic ROI 	<ul style="list-style-type: none"> Valuing Ontario Libraries Toolkit (VOLT) released by OLS. Endorsement by Library Board in preparation for public release and presentation to Council 	✓	✓
	<ul style="list-style-type: none"> State of the City Mayor's Breakfast 	<ul style="list-style-type: none"> Library staff and Board representation at breakfast 	✓	
	<ul style="list-style-type: none"> Presentation to Grand Trunk AdHoc Committee 	<ul style="list-style-type: none"> Staff and Board present regarding library presence at Grand Trunk 	✓	✓
May	<ul style="list-style-type: none"> Chamber of Commerce Business Excellence Awards 	<ul style="list-style-type: none"> Library staff and Board representation at awards 	✓	
June	<ul style="list-style-type: none"> Socio-Economic ROI 	<ul style="list-style-type: none"> Library staff and Board present the VOLT results to City Council 	✓	✓
July	<ul style="list-style-type: none"> Canada Day at Market Square 	<ul style="list-style-type: none"> Library staff have booth at MarketSquare highlighting Library Service and summer activities 	✓	
August	<ul style="list-style-type: none"> CJCS Centennial Family Fun Fair 	<ul style="list-style-type: none"> Library staff have booth at MarketSquare highlighting Library Service and providing activities for youth 	✓	
September	<ul style="list-style-type: none"> 2025 Budget to Board 			

	<ul style="list-style-type: none"> • 2025 Budget – City Finance Review 			
	<ul style="list-style-type: none"> • Ontario Public Library Week 	<ul style="list-style-type: none"> • Ontario Public Library Week declaration submitted to City Hall 	✓	
	<ul style="list-style-type: none"> • Garlic Festival • SLAAA Wellness Fair • Host BIA Coffee Club 	<ul style="list-style-type: none"> • Library staff participating in these events, highlighting Library Services and resources 	✓	
October	<ul style="list-style-type: none"> • Ontario Public Library Week 	<ul style="list-style-type: none"> • OPLW declaration • Dream Library Display 	✓	✓
	<ul style="list-style-type: none"> • Newcomer Ally Breakfast and Community Celebration 	<ul style="list-style-type: none"> • Library staff along with City of Stratford and community organizations launching the Welcome to Stratford resource packages 	✓	
	<ul style="list-style-type: none"> • Mayor’s Prayer Breakfast 		✓	✓
	<ul style="list-style-type: none"> • Calling All Three-Year Olds • Culture Days • Playmakers Theatre School Lantern Parade 	<ul style="list-style-type: none"> • Library staff participating in these events, highlighting Library Services and resources 	✓	
November	<ul style="list-style-type: none"> • 2025 Budget Deliberation and Confirmation 	<ul style="list-style-type: none"> • Board representative at relevant Council meetings 	✓	✓
	<ul style="list-style-type: none"> • Holiday Parade • Winter Wander-land • Provocation Ideas Festival 	<ul style="list-style-type: none"> • Library staff participating in these events, highlighting Library Services and resources 	✓	
December				

Other Activities

- As of January 2024, monthly minutes of the Library Board meetings will be sent to the City Council
- CEO attending City Council and Grand Trunk Ad Hoc meetings whenever possible

Committee Representation

- Welcome Stratford (BG)
- Period Poverty Taskforce (SC)
- Diversity and Equity Collective (BG)
- Climate Momentum (JB)
- Chamber of Commerce Business Excellence Awards (KR)

SPL Report to the Board

MEETING DATE: SEPTEMBER 10, 2024
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR
SUBJECT: CEO MONITORING REPORT



Financial Condition

- As of September 1, all 2024 expenses are tracking per estimates.
- SPL received a \$8,700 grant from Young Canada Works to cover 70% of the wages for one of the summer students
- The City's budget process for 2025 has begun. Full instructions have been received and draft budgets were submitted by August 2. Presentations to council will begin in November and it is anticipated that City Council will approve the 2025 tax levy by-law by the end of 2024.

For Your Information

Staffing Updates

- Liz Anderson, the MakerSpace and Marketing Librarian has resigned. This position is currently being assessed and, in the meantime, we have hired a co-op student from Conestoga College to help us in the short term.
- The part time MakerSpace Assistant position has been reviewed and has been made full time effective September 3.
- Library student page Abbey McGraw has resigned as she will be attending post-secondary school in September.

General News

- The Library CEO and the CEO of St. Marys Public Library have met with the Perth South CAO on three different occasions over the summer to discuss a possible 2025 contract for library service with PCIN. A fourth meeting is planned for the beginning of September. The Library CEO and Library Board Chair met with the St. Marys Library CEO and the St. Marys Public Library Board Chair on August 16th to discuss a potential contract with Perth South as well.
- On June 24, the Library CEO attended City Council and provided a delegation regarding the outcomes of the Valuing Ontario Library Toolkit (VOLT) results. The presentation was well received.
- The Library building had a number of upgrades completed this summer including the staff restroom upgrades and LED lighting upgrades throughout. These upgrades were completed by the Community Services department.

Programming News

- To promote the summer reading program, programming staff attended 12 different elementary schools and engaged 2,471 students in June.
- Summer programming at SPL was an outstanding success with over 7,900 children, teens and adults attending the 220 programs offered by the library. Events were held in the library or out in the community.
- Library staff have been working with the City of Stratford and a number of other area organizations to develop an initiative called Welcome to Stratford – A Guide for New Residents. This initiative includes a library hosted webpage, brochure, and a package of resources all of which include information relevant



to new residents of Stratford. The webpage is now live and the packages will be available for pickup at the library starting on October 7. <https://splibrary.ca/welcome-stratford>

- PCIN libraries are collaborating on a joint venture called Perth County Reads. With Perth County Reads, libraries will be promoting the community to read *Cold* by Drew Hayden Taylor. The author will be attending events at three PCIN libraries and a number of other associated programs have been organized. <https://perthcountylibraries.ca/pcr2024>

PCIN News

- The Library CEO has been working alongside the PCIN management team in the creation of action items for the new PCIN strategic plan.

Select CEO Activities

- June 12: PCIN Board meeting
- June 13: Attended investStratford AGM
- June 13: Debrief Workshop
- June 17-18: Library as Place conference
- June 24: Delegation to City Council on VOLT results
- July 29: Perth Community Futures Development Corporation meeting
- August 28: Orientation to Great Plains and Management Reporter for financial reports
- September 6: AMPLO quarterly meeting

News and Coming Events

SPL in the News

- [Stratford Library 'Backbone of our Community': CEO](#)
June 25 | My Stratford Now
- [Stratford seeing strong social returns on investment](#)
June 27 | StratfordToday
- [Library looking at Grand Trunk site for new location: CEO](#)
Aug 2 | Beacon Herald
- [Nearly 1,200 kids to celebrate the end of summer with the library](#)
Aug 20 | StratfordToday

Upcoming Events

- SPL is hosting the BIA Coffee Club on Thursday September 26



CHILDREN'S SUMMER PROGRAMMING RECAP



The TD Summer Reading Club is a club that brings families together to enjoy reading, singing, playing, and creating. It encourages children to set goals and find joy in reading throughout the summer. This summer, a **record breaking** number children registered for the **TD Summer Reading Club!** SPLinko continued to motivate children to read, and all of our programs were drop-in, meaning no registration was required.

Programs Offered

- | | |
|------------------------------|--------------------------------|
| Messy Mornings | Baby and Me Under a Shady Tree |
| sPark Literacy (2 locations) | Exploring Stratford |
| Beat the Heat | Acorns and Oak Trees |
| Whale of a Tale | Discovery Stations |
| Space Explorers | LEGOmania |
| Sunshine Story Time | Day Camps and Day Cares |
| Paws 4 Stories | Tinker Tables |
| Sky Stories | Scavenger Hunts |
| Magic of Theatre | |

Thank You To Our Partners!

Lions Pool • Stratford Festival • Anne Hathaway Retirement Residence • St. John Ambulance Therapy Dogs • Perth County EMS • Stratford Public Works • Stratford Transit • Stratford Police • Stratford Fire Department • Stratford Municipal Airport • Stratford Perth Museum • Stratford Field Naturalists • Community Services Department • City of Stratford Public Housing • Stratford Mall

...And To Our Prize Donors!

The Boat House • JENN and Larry's • Chocolate Barr's Poppin Kettle Corn • Mike's Bowling Lanes • Corner Store Candy Co. • Little Prince Micro Cinema • Ken's French Fries Stratford Perth YMCA

7,003

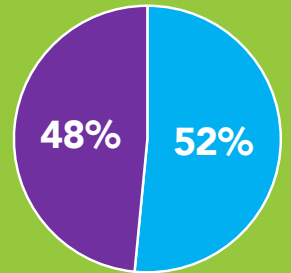
people joined us at

128

free drop-in programs

1,163

Children joined the TD Summer Reading Club



- Had participated before
- Had NOT participated before

In June, staff visited **every** elementary school in Stratford (over 2,000 students) to promote the Library's summer programs.

Almost **half** of the students visited signed up for the TD Summer Reading Club and the SPLinko challenge.



More than 600 day campers participated in SPL programming with Hannah, Jordan and Trish throughout the summer

Summer Reading Club 2024

"Our main reason for attending was it encouraged excellent reading practice, socialization, and explored different ways of learning."



"Having activities as well as just the regular library offerings really solidifies the library as a fun and comfortable community space."



"The staff running each event are SO kind and helpful, it's been a really positive experience for my kids!"

"It has exposed me to different areas of Stratford. My granddaughter has made good friends, as have I. The library is part of our lives and she is so familiar with everyone there. We have always loved reading so this is the place for us. It's special."



"Staff is amazing! Always a great time. My kids told everyone and they can't wait to share stories and memories. We liked that there was no cost as well as so many options for all ages. Really impressed!"



"Free third spaces are so rare! Having an indoor activity where we don't have to buy something feels really special!"

STRATFORD PUBLIC LIBRARY MONTHLY STATEMENT

For period ending August 31, 2024

	YTD ACTUAL	YTD BUDGET (straight line)	VARIANCE (\$)	VARIANCE (%)	2024 BUDGET	%
MUNICIPAL FUNDING	1,942,372	1,942,372	-	0%	2,913,558	-33%
REVENUE			\$ -			
CANADA GRANTS	6,597	5,453	1,144	21%	8,180	-19%
ANNUAL PROVINCIAL FUNDING	-	38,135	-38,135	-100%	57,202	-100%
OTHER MUNICIPALITIES	22,033	30,320	-8,287	-27%	45,480	-52%
FINES & FEES	8,130	5,667	2,463	43%	8,500	-4%
DONATIONS	4,674	3,333	1,341	40%	5,000	-7%
RECOVERABLES	13,861	6,232	7,629	122%	9,348	48%
RECOVERABLE - PCIN to SPL	-	64,421	-64,421	-100%	96,631	-100%
Total REVENUE	\$ 1,997,667	\$ 2,095,933	-\$ 98,266	-5%	\$ 3,143,899	-36%
EXPENSES						
WAGES & BENEFITS	1,470,212	1,607,980	-137,768	-9%	2,411,970	-39%
BUILDING EXPENSES	44,555	63,442	-18,887	-30%	95,163	-53%
COMMUNICATIONS & INTERNET	10,551	13,333	-2,782	-21%	20,000	-47%
VEHICLES	166	1,833	-1,667	-91%	2,750	-94%
MEMBERSHIPS	2,839	1,833	1,005	55%	2,750	3%
TRAINING	9,752	14,667	-4,914	-34%	22,000	-56%
COLLECTION MAINTENANCE	2,447	1,667	780	47%	2,500	-2%
OFFICE SUPPLIES	12,778	17,227	-4,449	-26%	25,840	-51%
ADVERTISING & PRINTING	15,596	10,667	4,930	46%	16,000	-3%
MAINTENANCE CONTRACTS	420	253	166	66%	380	10%
MAINTENANCE CONTRACTS - SPL to PCIN	-	50,617	-50,617	-100%	75,926	-100%
SUPPLIES & EQUIPMENT	3,029	12,300	-9,271	-75%	18,450	-84%
MILEAGE	91	2,053	-1,962	-96%	3,080	-97%
LEGAL FEES	4,606	3,333	1,273	38%	5,000	-8%
PROGRAMMING & MAKERSPACE	19,508	9,230	10,278	111%	13,845	41%
CONTRACTORS	22,994	10,333	12,661	123%	15,500	48%
BOARD EXPENSES	5,408	4,353	1,055	24%	6,530	-17%
RESERVES	-	270,807	-270,807	-100%	406,210	-100%
Total EXPENSES	\$ 1,624,953	\$ 2,095,929	-\$ 470,976	-22%	\$ 3,143,894	-48%
SURPLUS/(DEFICIT)	\$ 372,714		\$ 372,710			
CAPITAL - subset of Reserves						
COLLECTIONS	141,273	151,447	-10,174	-7%	\$ 227,170	-38%
TECHNOLOGY	30,674	32,800	-2,126	-6%	\$ 49,200	-38%
PROJECT	-	-	-	-	-	-
Total CAPITAL EXPENSES	\$ 171,947	\$ 184,247	-\$ 12,300	-7%	\$ 276,370	-38%
BALANCE SHEET						
	CASH ASSETS					
LIBRO (as of July 31, 2024)	\$ 115,958					
STRATFORD PERTH COMMUNITY FOUNDATION	\$ 254,366					
Total CASH ASSETS	\$ 370,325					
FUNDS						
UNAUDITERD LIBRARY RESERVE FUND	\$ 379,307					
UNAUDITERD DEVELOPMENT CHARGE LIBRARY FUND	\$ 1,241,404					
(as of December 31, 2023)						



STRATFORD PERTH
COMMUNITY
FOUNDATION

*Giving connects two people,
the giver and the receiver,
and this connection gives birth
to a new sense of belonging.
Deepak Chopra*

Stratford Public Library Fund

FUND REPORT

2023



BUILDING COMMUNITY.

The Stratford Perth Community Foundation (SPCF) is deeply grateful to be the steward of this Fund. We are pleased to present the annual fund statement for the period ending December 31, 2023, outlining the Fund's growth (donation received), market value, and disbursements for 2023.

Investments in the pooled fund held with RBC Dominion Securities achieved an annualized net return of **7.48%** for 2023.

MAKING LOCAL IMPACT TOGETHER.

Distributions for local grants are set annually by the SPCF Board of Directors as necessary to meet the Foundation's disbursement quota obligations under the Income Tax Act (Canada), and in accordance with your fund agreement.

In 2023, grants totaling **\$701,490** strengthened **66** local agencies providing services in Stratford, St. Marys, and throughout Perth County.

Grants invested in youth mental health, student wellness and community pantries; inspired kids to read and created scholarships for post-secondary education; funded technology upgrades for agencies focused on women, youth, and people living with disabilities; planted trees and protected the environment; supported truth and reconciliation; funded initiatives committed to equity, diversity and inclusion; and nurtured participation in sport, recreation, the arts...and more.



TOGETHER WE CAN CONTINUE TO CREATE POSITIVE CHANGE.

As we look to the future, the Stratford Perth Community Foundation remains committed to enhancing our local impact in the community. Our focus will continue to be on thoughtful grant-making, community partnerships, and sustainable growth.

If you have any questions about your annual statement, or simply want to discuss the local impact of the Fund, feel free to reach out to Heidi Culliton, Executive Director, at Heidi@spccf.ca.

We are here to support your vision for the Fund.

Stratford Perth Community Foundation

519.271.1503 | spccf.ca | Charitable #: 88488 4305 RR0001

Home Office

Mailing Address

473 Douro Street, Stratford, ON N5A 3S9

P.O. Box 224, Stratford, ON N5A 6T1

Thank you for your trust in the
COMMUNITY FOUNDATION *and your*
generosity to COMMUNITY.



ANNUAL FUND STATEMENT

Stratford Public Library Fund

For activity from January 01, 2023 through December 31, 2023

Fund Balance

Beginning Balance	240,710.82
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Additions to the Fund

Description	Period Total
Investment Income	20,028.91
Total Additions to the Fund	20,028.91

Distributions from the Fund

Description	Period Total
Investment Management Fee	1,493.03
SPCF Administration Fee (2.0%)	4,880.29
Total Distributions from the Fund	6,373.32

Ending Balance	254,366.41
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Community Grants | Scholarships

For the reporting period January 1, 2023 to December 31, 2023 (as above)

<u>GRANTEE</u>	<u>GRANT DATE</u>	<u>GRANT AMOUNT</u>
n/a	n/a	n/a

SPL Report to the Board



MEETING DATE: SEPTEMBER 11, 2024
 FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR
 SUBJECT: DRAFT 2025 OPERATING AND CAPITAL BUDGET ESTIMATES

Recommendation

THAT the Library Board receive this report as information

AND THAT the Library Board approve the Operating and the Capital Program estimates for 2025.

Background

The Board not only provides strategic direction but also ensures that budgetary decisions reflects our commitment to fiscal responsibility. The CEO is tasked with presenting operating and capital budgets that are not only aligned with the Board’s priorities but also exemplify judicious financial planning.

The current City Council has requested that staff prepare budgets on a ‘status quo’ basis, and only include revenues and expenses for services that have been previously authorized. While no specific percentage range has been provided, it has been requested the departments prepare budgets on a ‘zero-base’, that is, on a basis to include only currently approved services. Direction has been received to adjust for inflation as appropriate.

The municipality is looking to adopt Multi-Year budgeting in 2025. This means for subsequent years, 2026, 2027 and 2028, the Finance Department will run an inflator calculation will be applied to our 2025 budget. The intent is to use a 2% factor across all revenue and expense lines. Some line items will then be manually adjusted by Finance based on information known, such as long-term debt.

Budget submissions were due to the Finance Department by August 2 and the Library’s individual departmental budget review took place on September 6. It is anticipated that City Council will approve the 2025 tax levy by-law before the end of 2024.

SPL Draft 2025 Operating Budget

Staff have prepared a draft operating budget that represents an increase of 5.02% increase compared to the 2024 approved budget.

	Inflation / Change	Library Budget	Increase over 2024 Approved
Approved 2024 Operating Budget		\$2,913,553	
2025 Library Base Budget	\$146,218	\$3,059,776	5.02%

Budgetary changes include:

Revenues:

- Adjusted to reflect changes to the PCIN budget, user fees, and grants
- The budget currently does not reflect any potential funding from Perth South, but those conversations are continuing. Should an agreement be reached, it will reduce our budget requirements.



Staffing:

- Where no collective agreements exist, departments have been instructed to use a placeholder of 3% for a Cost of Living Adjustment
- Step 1 of the pay grid has been adjusted wages to reflect the new minimum wage.
- No new positions are proposed for 2025, though some existing positions have been adjusted for operational efficiency.
- Expenses for a pay equity review in 2025 have been added, with an anticipated implementation in 2026.

General:

- The transfer to reserves typically covers costs related to physical/digital library collections and computer hardware/network infrastructure replacements. For 2025, digital content and subscription service costs have been moved from Capital program expenditures to the Operational budget.
- Provided a 2.5% inflationary increase for the majority of collections, based on market analysis.
- Adjusted operational lines (heat, snow removal, printing, mileage, postage etc.) to reflect actual spending patterns in in 2023/2024.
- Provided inflationary increase to programming expenses and equipment purchases.
- Transfers to capital reserves have increased to support future capital requirements outlined in the 10-year forecast, including anticipated expanded building needs.

SPL Draft 2025 Capital Program

The most consistent capital budget request is for library collections, which are essential for meeting user needs. The cost of materials has been rising faster than the cost of living. Ongoing funding for technology upgrades and computers is also included on an annual basis.

	2025	2026	2027	2028
Physical Library Collection	\$169,744	\$173,139	\$176,602	\$180,134
Technology and Computer Upgrades	\$31,000	\$31,000	\$32,000	\$50,000
Total	\$200,744	\$204,139	\$208,602	\$315,134

Included in the 2025 budget is a transfer of \$375,000 to reserves to cover the 2025 expenses noted above but also to help plan for additional expenses in the 10-year forecast such as PLOW van replacement and a new library facility.

Financial Impact

As presented, the Board is requesting \$3,059,776 for operations in 2025 which represents a 5.02% increase over the 2024 operating budget. Capital requests for 2025 total \$200,744.

Stratford Public Library

2025 Operating Budget - Draft

	2024	2025	% Inc/Dec
	BUDGET	BUDGET	2024/2025
		Draft	BUDGET
7400 LIBRARY ADMINISTRATION			
G-411-7400-1120 CANADA GRANTS	-8,180	-8,796	7.53%
G-411-7400-1130 ONTARIO GRANTS	-57,200	-57,402	0.35%
G-411-7400-1210 FEES AND CHARGES OTHER MUNICIPALITIES	-45,480	0	(100.00%)
G-411-7400-1405 USER FEES	-4,500	-4,500	0.00%
G-411-7400-1480 OTHER FINES	-4,000	-5,500	37.50%
G-411-7400-1570 DONATIONS	-5,000	-6,000	20.00%
G-411-7406-1770 RECOVERABLES	-105,980	-107,177	1.13%
G-411-7400-2100 FULL TIME SALARIES & WAGES	1,317,230	1,343,972	2.03%
G-411-7400-2110 PART TIME SALARIES & WAGES	600,220	610,889	1.78%
G-411-7400-2500 F.T. BENEFITS	364,800	341,602	(6.36%)
G-411-7400-2510 P.T. BENEFITS	127,520	129,930	1.89%
G-411-7400-2700 PAYROLL - EAP	2,200	2,276	3.47%
G-411-7400-3030 HEAT	9,500	9,500	0.00%
G-411-7400-3040 HYDRO	26,000	26,000	0.00%
G-411-7400-3045 WATER / SEWAGE	1,300	1,300	0.00%
G-411-7400-3070 OFFICE SUPPLIES	15,000	15,000	0.00%
G-411-7400-3090 PHOTOCOPIER EXPENSE	7,840	7,900	0.77%
G-411-7400-3100 POSTAGE	2,000	2,000	0.00%
G-411-7400-3110 PRINTING	3,000	4,000	33.33%
G-411-7406-3180 VEHICLE - FUEL	750	750	0.00%
G-411-7406-3190 VEHICLE - REPAIRS & EXPENSES	2,000	2,000	0.00%
G-411-7400-4010 ADVERTISING	13,000	13,325	2.50%
G-411-7400-4050 CONTRACTOR	15,500	52,000	235.48%
G-411-7400-4060 COURIER/FREIGHT	2,500	2,500	0.00%
G-411-7400-4080 INSURANCE	5,000	3,500	(30.00%)
G-411-7400-4090 LEGAL	5,000	5,000	0.00%
G-411-7406-4095 MAINTENANCE CONTRACTS	76,310	81,437	6.72%
G-411-7400-4097 MEMBERSHIPS	2,750	2,750	0.00%
G-411-7400-3130 ELECTRONIC SUBSCRIPTIONS	0	67,505	
G-411-7400-4110 TELEPHONE - BASIC	3,000	3,000	0.00%
G-411-7406-4120 TELEPHONE - CELL PHONES	0	0	
G-411-7406-4125 INTERNET	17,000	17,000	0.00%
G-411-7400-4142 TRAINING EXPENSES	22,000	22,000	0.00%
G-411-7400-4150 MILEAGE	3,080	2,000	(35.06%)
G-411-7402-5010 BANK, COLLECTION & CREDIT CARD CHARGES	1,000	1,000	0.00%
G-411-7400-7820 TRANSFER TO RESERVE FUND	396,370	375,000	(5.39%)
G-411-7400-9030 EQUIPMENT PURCHASES	18,450	19,000	2.98%
G-411-7400-7906 INTERFUNCTIONAL INSURANCE	27,363	27,779	1.52%
Total 7400 LIBRARY ADMINISTRATION	2,857,343	3,002,541	5.08%
7404 LIBRARY BOARD EXPENSES			
G-411-7404-3080 MISCELLANEOUS SERVICES	3,000	3,000	0.00%
G-411-7404-3120 MEALS AND MEETING COSTS	1,530	1,568	2.50%
G-411-7404-4036 CONFERENCE EXPENSES	2,000	2,000	0.00%
Total 7404 LIBRARY BOARD EXPENSES	6,530	6,568	0.59%
7406 LIBRARY OPERATIONS			
G-411-7406-7810 TRANSFER TO RESERVES	4,840	4,895	1.13%
Total 7406 LIBRARY OPERATIONS	4,840	4,895	1.13%
7408 LIBRARY - ADULT PROGRAM			
G-411-7408-3065 CRAFT/PROGRAM SUPPLIES	4,100	4,203	2.50%
Total 7408 LIBRARY - ADULT PROGRAM	4,100	4,203	2.50%
7410 LIBRARY - YOUNG ADULT PROGRAM			
G-411-7410-3065 CRAFT/PROGRAM SUPPLIES	3,075	3,220	4.72%
Total 7410 LIBRARY - YOUNG ADULT PROGRAM	3,075	3,220	4.72%
7412 LIBRARY - CHILDREN PROGRAM			
G-411-7412-3065 CRAFT/PROGRAM SUPPLIES	3,590	3,700	3.06%
Total 7412 LIBRARY - CHILDREN PROGRAM	3,590	3,700	3.06%
7416 LIBRARY - MAKERSPACE			
G-411-7416-3065 EQUIPMENT/PROGRAM SUPPLIES	3,080	3,200	3.90%
Total 7416 LIBRARY - MAKERSPACE	3,080	3,200	3.90%

2025 Operating Budget - Draft

	2024	2025	% Inc/Dec
	BUDGET	BUDGET	2024/2025
		Draft	BUDGET
7422 PUBLIC LIBRARY ON WHEELS			
G-411-7422-7810 TRANSFER TO RESERVES	5,000	5,000	0.00%
Total 7422 PUBLIC LIBRARY ON WHEELS	5,000	5,000	0.00%
7430 LIBRARY BUILDING & PROP SERV			
G-411-7430-3050 MATERIALS	7,000	7,175	2.50%
G-411-7430-4105 SNOW REMOVAL	8,500	8,713	2.50%
G-411-7430-4106 LAWN MAINTENANCE	2,500	2,563	2.50%
G-411-7430-4107 BUILDING MAINTENANCE	8,000	8,000	0.00%
Total 7430 LIBRARY BUILDING & PROP SERV	26,000	26,450	1.73%
7450 PCIN			
G-411-7450-1405 USER FEES	-214,300	-224,799	4.90%
G-411-7450-4050 CONTRACTORS	7,960	7,955	(0.06%)
G-411-7450-4095 MAINTENANCE CONTRACTS	206,340	216,844	5.09%
Total 7450 PCIN	0	0	0.00%
Total 411 STRATFORD PUBLIC LIBRARY	2,913,558	3,059,776	5.02%