

# AGENDA

Tuesday October 8, 2024, 6:45pm | Hybrid Meeting

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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
  - 5.1. Jane Marie Mitchell – Satellite Library Location
6. Approval of the minutes of the meeting of September 10, 2024
7. Approval of the minutes of the Closed Session of September 10, 2024
8. Business arising from the minutes
  - 8.1. Perth South update
9. Board Education
  - 9.1. B. Windsor – Teen Services at SPL
  - 9.2. 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
11. CEO Reports
  - 11.1. Monitoring Report and Financial Report YTD
  - 11.2. Q3 Work Plan Update and Statistics
12. Closed Session
  - 12.1. Labour relations; Personal information regarding an identifiable individual
13. Correspondence
14. Other Business
15. Confirmation of date and time of next meeting: November 12, 2024 at 6:45pm
16. Adjournment



# MINUTES

Tuesday, September 10, 2024 6:45pm | Hybrid Meeting

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## MEMBERS OF THE BOARD PRESENT

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

## REGRETS

## MEMBERS OF STAFF PRESENT

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

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### 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

2024-41 Moved by K. Kochany, seconded by C. Zonneville to approve the agenda.

CARRIED

### 5. Delegations

None

### 6. Approval of the minutes

2024-42 Moved by P. Lewis, seconded by P. Connolly that the minutes of the meeting of June 11, 2024 be approved as amended.

CARRIED

### 7. Approval of the minutes of the Closed Session

2024-43 Moved by D. Mackey, seconded by E. Perin that the minutes of the meeting of June 11, 2024 be approved.

CARRIED

### 8. Business arising from the minutes

8.1. Perth South Update: To be discussed in closed session.

8.2. ONCA compliance: Upon legal review, K. Robinson confirmed that the library does not fall under ONCA regulations. K. Robinson will continue to strive for compliance when working on by-laws.



9. Board Education:

- 9.1. Ontario Library Service Virtual Conference: Momentum – October 24, 6-9: Please register if you are interested in attending.

10. Business of the Board

- 10.1. Report from PCIN: Emma reviewed of minutes highlighting strategic plan progress. Next meeting is September 11, 2024.
- 10.2. Report from OLS: David reminded board of the Momentum conference on October 24th and of the Board Assembly on November 13, 2024.
- 10.3. Report from City Council: Council has just reconvened after summer break. Jo-Dee continues to advocate on behalf of the library.
- 10.4. Library Space Ad Hoc Committee: Meetings are on going with potential partners and services. Work continues on advocacy and justification strategies.
- 10.5. CEO Performance Appraisal Ad Hoc Committee: Michael will report on adjustments to the CEO review procedure in October.
- 10.6. Policy Updates
  - 10.6.1. Accessible Customer Service
  - 10.6.2. Diversity and Inclusion

2024-44 Moved by M. Kipfer, seconded by A. Quadry that the Library Board approve the recommended changes to Accessibility in the Library policy and adopt the new Equity, Diversity, and Inclusion policy.  
CARRIED

- 10.7. 2024 Workplan Review: Donation and Fundraising policies will be rescheduled for early 2025.
- 10.8. 2024 Advocacy Work to date: reviewed.

11. CEO Report

- 11.1. Monitoring Reports and Financials  
2024-45 Moved by D. Mackey, seconded by C. Zonneville to accept the CEO Monitoring Reports.  
CARRIED
- 11.2. Draft 2025 Library Budget  
2024-46 Moved by A. Quadry, seconded by L. Brown to approve the Operating and the Capital Program estimates for 2025.  
CARRIED

12. Closed Session:

- 12.1. Contract Negotiations  
2024-47 Moved by M. Kipfer, seconded by K. Kochany to move to closed session (8:02pm)  
CARRIED
- 2024-48 Moved by E. Perin, seconded by D. Mackey to return to open session. (8:42pm)  
CARRIED



13. Correspondence: None.

14. Other Business: None.

15. Confirmation of date and time of next meeting: October 8, 2024 at 6:45pm

16. Adjournment

2024-49 Moved M. Kipfer that the meeting adjourned at 8:44pm.

CARRIED

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Krista Robinson, CEO

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Michael Corbett, Chair

# SPL Report to the Board



MEETING DATE: OCTOBER 8, 2024  
 FROM: MICHAEL CORBETT, BOARD CHAIR  
 SUBJECT: UPDATES TO CEO PERFORMANCE APPRAISAL PROCESS

## Recommendation

**THAT** the Library Board accept the changes to the CEO Performance Appraisal timeline for 2024 and 2025.

## Background

In December 2023, the Library Board adopted a CEO Performance Review Policy (LB 10) that laid out a process, including criteria and timeline, for conducting an annual performance review. In February 2024, the Board adopted the CEO Performance Review Ad Hoc Committee Terms of Reference to complement the Policy. The members of the CEO Performance Review Committee were asked to create an assessment tool and process per the terms of the Policy and TOR.

The Committee crafted a sample assessment tool and review process for consideration. At the May Board meeting, it was requested that the Chair, Vice Chair and CEO review the proposed process and bring back any recommended changes.

## CEO Performance Appraisal Process

The following adjustments to the timeline are being recommended for 2024, 2025 and following years. The recommendation is to align the process with the calendar year as well as the compensation cycle.

Once a full CEO Performance Appraisal cycle has been completed, it is being recommended that the CEO Performance Appraisal Policy be updated as needed.

|                      | 2024 Year Review                                                                                                                                                         | 2025 and Following Years Review                                                                                                                            |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>November 2024</b> |                                                                                                                                                                          | 2025 CEO Workplan received for review.                                                                                                                     |
| <b>December</b>      |                                                                                                                                                                          | 2025 CEO Workplan approved.<br><br>Long term and short term workplan goals selected by Board for CPA Committee to review set for 2025. Metrics determined. |
| <b>January 2025</b>  | 2024 Year End workplan review received (previously noted as December – this allows for a complete year review to be received)                                            |                                                                                                                                                            |
| <b>February</b>      | CPA Committee provides feedback to Chair and Vice Chair using the assessment form and any 360-feedback conducted.<br><br>Assessment is based on 2024 Workplan successes. |                                                                                                                                                            |



|                     |                                                                                |                                                                                                                                                                                       |
|---------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>March</b>        | Chair and Vice Chair conduct review with CEO<br>(Previously due by December 1) |                                                                                                                                                                                       |
| <b>April</b>        | Board review and approval of performance review.                               |                                                                                                                                                                                       |
| <b>May</b>          | Merit increase confirmed and provided.<br>(coincides with hire date)           |                                                                                                                                                                                       |
| <b>June</b>         |                                                                                | CPA Committee attends CEO / Chair preboard meeting for a mid-year touch point on workplan and yearly goals.<br><br>Mid-year review due to board.                                      |
| <b>January 2026</b> |                                                                                | 2025 Year End workplan review received                                                                                                                                                |
| <b>February</b>     |                                                                                | CPA Committee provides feedback to Chair and Vice Chair using the assessment form and any 360-feedback conducted.<br><br>Assessment is made on goals determined in previous December. |
| <b>March</b>        |                                                                                | Chair and Vice Chair conduct review with CEO.                                                                                                                                         |
| <b>April</b>        |                                                                                | Board review and approval of performance review.                                                                                                                                      |
| <b>May</b>          |                                                                                | If merited, compensation increase provided.<br>(coincides with hire date)                                                                                                             |
| <b>June</b>         |                                                                                | CPA Committee attends CEO / Chair preboard meeting for a mid-year touch point on workplan and yearly goals.<br><br>Mid-year review due to board.                                      |

# CEO Workplan for 2024 – Q3 Update

The following objectives and actions are scheduled to be undertaken by the CEO and the senior management team in 2024.



| STRATEGIC DIRECTION 1 ALIGN SPACE WITH DEMAND              |                                                             |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------|-------------------------------------------------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OBJECTIVE                                                  | ACTION ITEM                                                 | TIMELINE | STATUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Develop solutions to address current space concerns        | Staff Restroom Renovation project                           | ✓        | Completed. The staff restroom has been renovated by the Community Services Department. During the renovation, the sink was reoriented, providing more usable square footage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                            | Finalize and Implement 2024-2026 MakerSpace plan            | ✓        | Completed. The MakerSpace Plan has been approved and has begun to be operationalized.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Investigate Future Space Options, both long and short term | Commitment or not on the Grand Trunk Community Hub          | Q4       | <p>Presented to City Council on March 25 to request to be considered as an anchor tenant in the Grand Trunk Renewal Project. The presentation was well received.</p> <p>The Library was referred to the Grand Trunk Ad-Hoc Committee for consideration and a presentation occurred on April 15, again the presentation was well received. Communications ongoing.</p> <p>Working with the YMCA and City of Stratford regarding potential partnership opportunities.</p>                                                                                                                                                                                           |
|                                                            | Investigate short term space solution                       | Q4       | <p>Two March Break programs were held at the Stratford Mall to accommodate anticipated attendance numbers.</p> <p>Spring, summer and Fall Story Walks and associated programming has been held at the Stratford Perth Museum in partnership with Rotary Stratford and the Museum. Programming will continue through 2024.</p> <p>Off-site space was secured for popular regular programs (ie. Whale of a Tale) and new summer programs (Space Explorers) that historically have had or are expected to have increased attendance over the summer.</p> <p>Moved children’s story times to the Mall during lighting renovations and limited parking in October.</p> |
|                                                            | Hire, onboard, and coach a fundraiser / advocacy specialist | Q4       | Postponed to 2025 due to operational budget constraints.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**STRATEGIC DIRECTION 2 REACH OUT AND BRING IN**

| OBJECTIVE            | ACTION ITEM                                                                    | TIMELINE | STATUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------|--------------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Raise Profile of SPL | Library Card Campaign to engage non-users                                      | Q4       | <p>Sent an eblast to 1,595 recently expired Cardholders on March 6. Message saw 917 unique opens and just over 20 card renewals.</p> <p>Summer Reading programming staff attended all elementary schools in Stratford to highlight the Summer Reading program and to come to library to get a library card.</p> <p>In May 2024, Perth South residents accounts had to be deactivated due to contract breakdowns with the Township of Perth South. Residents moved to non-resident cards, for a fee, with limited access to resources on May 21. Advocacy work is being done to reactivate PS card holders.</p>                                                                                                                                                                                                                                                                                                                     |
|                      | Creation and implementation of a Marketing Plan                                | ✓        | Completed. The Marketing Plan has been approved and begun to be operationalized.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                      | Provide presentations to municipal council and other stakeholders              | Q4       | <p>Staff presented to the Kinsmen Club in March about the Snack Stop and library services in general</p> <p>Presentation to City Council on March 25 regarding Grand Trunk and distributed the 2023 Annual Report. During the presentation, 2023 numbers were highlighted. A press release regarding the Annual Report was distributed to the media.</p> <p>A presentation was made to the Grand Trunk Ad-hoc Committee on April 15 regarding a request to be considered at the Grand Trunk site.</p> <p>A presentation was held on June 24 to City Council regarding the VOLT report. The Library Board and senior library staff participated in an advocacy workshop with Hardie &amp; Co. on Saturday May 25. Information received will be used to create a Communications Plan for the Library Board.</p> <p>Hosted the BIA Coffee Club on September 28.</p> <p>Presentation to the Festival City Rotary Club on October 1</p> |
|                      | Determine economic impact of SPL with the Valuing of Ontario Libraries Toolkit | ✓        | The VOLT calculations were completed and presented to the Library Board at the May meeting. The report showed that for every municipal dollar invested in the library, there is a SROI of \$6.48, and a total economic impact of \$17,547,287. Per person, there is a \$508 benefit, and \$1,087 per household.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



|                                    |                                                   |    |                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------|---------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | Reevaluate goals of the PLOW Van outreach program | Q4 |                                                                                                                                                                                                                                                                                                                                                                |
| Welcome Newcomers to the Community | Partner in the Welcome to Stratford initiative    | ✓  | Phase 1 includes the Welcome to Stratford website which was launched in August 2024. <a href="https://splibrary.ca/welcome-stratford">https://splibrary.ca/welcome-stratford</a><br>SPL helped to host a Community Celebration to welcome newcomers to our community on October 5. SPL became the pickup destination for Newcomer packages starting October 7. |

**STRATEGIC DIRECTION 3 LEAD GROUNDED PRACTICE**

| OBJECTIVE                                               | ACTION ITEM                                                                                                                                                                                        | TIMELINE | STATUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop Diversity, Equity and Inclusion Strategies      | Create a Diversity and Inclusion Policy                                                                                                                                                            | ✓        | A new Diversity and Inclusion Policy was approved at the September library board meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                         | Provide staff training in diversity, equity and inclusion <ul style="list-style-type: none"> <li>• Diversity &amp; Inclusion database</li> <li>• Ryan Dowd</li> <li>• Indigenous Canada</li> </ul> | Q4       | Subscribed to the Canadian Centre for Diversity and Inclusion database for library staff. Begun monthly email blasts to staff including links to resources on a specific topic. ie March and Women’s History Month.<br><br>At the annual Staff Development Day, all staff watched Silent No More, a virtual tour of the Former Mohawk Institute Indian Residential School from the Woodland Cultural Centre.<br><br>In charge Library staff have begun receiving Mental Health First Aid training. As part of the onboarding process, all new staff must receive Ryan Dowd training. |
|                                                         | Update SPL’s Land Acknowledgement                                                                                                                                                                  | ✓        | The Land Acknowledgement was updated at the May Library Board Meeting. Staff were orientated to the new acknowledgement at the Staff Development Day on June 10. Website content has been updated and expanded to highlight initiatives done to date by the library towards the TRC.<br><a href="https://splibrary.ca/about-us/truth-reconciliation-and-your-library">https://splibrary.ca/about-us/truth-reconciliation-and-your-library</a>                                                                                                                                        |
|                                                         | Moccasin Identifier Installation                                                                                                                                                                   | Q2       | Delayed while the Moccasin Identifier project updates their installation guide and approval process. Moccasin Identifier programming continues at area schools.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Ensure all in the community feel welcome in the Library | Assess library space to ensure it is welcoming and inclusive                                                                                                                                       | Q4       | Decorated the library for PRIDE month in June, and raised the PRIDE flag in front of the Library.<br><br>Updated our <a href="#">PRIDE</a> and <a href="#">Indigenous Resources</a> web pages to highlight community and library resources available.<br><br>Adjusted our flag pole to allow for two flags to fly at once. This allowed for the Canada Flag and Truth and Reconciliation Flag to be flown together.                                                                                                                                                                  |
|                                                         | Assess library space for accessibility                                                                                                                                                             | Q4       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                         | Conduct a Diversity Audit on the collection                                                                                                                                                        | Q4       | Staff are undergoing a diversity audit of displays.<br><br>Collection audits have been postponed to 2025 due to operational capacity constraints.                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                                                                                                                                                                                                         |                                                                                                                                                                                                      |    |                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                         | Implement Cognitive Care Kits                                                                                                                                                                        | ✓  | As part of the Aging with Agility project (funded through a New Horizons grant), a number of new resources have been added to the library collection including: launchpad tablets, exercise at home kits, brain health kits, and updated assistive reading devices.                                                                                                                                                  |
|                                                                                                                                                                                                         | Other                                                                                                                                                                                                | Q4 | Staff attended the Cultural Diversity Night at AMDSB, providing information about our services and collections.<br>Offered a successful Drag Storytime to start off PRIDE month with almost 50 in attendance.<br>Provided space for the Rainbow Play Group to meet.                                                                                                                                                  |
| Support the Municipality                                                                                                                                                                                | Support priorities in the Stratford Climate Action Plan <ul style="list-style-type: none"> <li>• Create SPL focused Action Plan</li> </ul>                                                           | Q4 | CEO has joined the working group for the Community Climate Action Plan being created by the municipality. Additional staff have joined the Climate Momentum community group.<br>SPL received an acknowledgement through the Green Recognition Program in May for the work we do in relation to waste reduction and diversion.<br>Partnered with the City and Climate Momentum in Climate Conversations in September. |
|                                                                                                                                                                                                         | Support priorities in the Stratford Cultural Action Plan <ul style="list-style-type: none"> <li>• Community Art</li> <li>• Lights On participation</li> <li>• Grow Wonder Pass collection</li> </ul> | Q4 | Two new sport themed Wonder Passes for 2024 including a pass to the Canadian Baseball Hall of Fame and a family pass for the Stratford Warriors Junior B 2024-2025 season.<br>Highlighted the art of community author and artist, James Colbeck in the Library's Community Art program.<br>Partnered with Destination Stratford to launch a pilot Poet Laureate program in Stratford.                                |
| Other<br>Q3: Staff have worked with the BIA to create a <a href="#">DEI Hub</a> to provide downtown businesses with resources to work progressively and compassionately with each other and the public. |                                                                                                                                                                                                      |    |                                                                                                                                                                                                                                                                                                                                                                                                                      |

**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"> <li>• Perth County wide book club</li> <li>• Pilot database subscriptions with PCIN partners</li> </ul> | Q4       | Stratford, Perth East and West Perth have collectively purchased cyber insurance. These three libraries share the majority of technological infrastructure for PCIN.<br>PCIN libraries have jointly subscribed to two databases for 2024, Pronunciator (language learning) and Press Reader (newspapers and magazines).<br>PCIN has subscribed to BiblioCloud Records, a tool which automates the integration of Overdrive titles into BiblioCommons, alleviating staff from the manual task of loading new and removing weeded titles.<br>Perth County Reads, a county wide book club is planned for October and November 2024.<br>PCIN cataloguers have collaborated to update format identifiers for consistency and better customer service in BiblioCommons. This is an ongoing cleanup project. |
|                                                             | Support the creation of the PCIN Strategic Plan                                                                                                                                                                    | ✓        | At the April 10 <sup>th</sup> PCIN Board meeting, the group approved its new Mission, Vision and Values. The new mission is “Connecting community collaboratively across the Perth County network of libraries by leveraging our strengths”.<br>The PCIN Management Team has developed a list of objectives for the Strategic Plan.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Inspire collaboration with the community                    | Build community connections to expand outreach, programming, and service opportunities <ul style="list-style-type: none"> <li>• Investigate opportunities for youth programming with SPCC</li> </ul>               | Q4       | SPL provided a Dungeons and Dragons with SPCC on March 5th, in support of their Generation Rainbow Collective Initiative.<br>SPL offered a Drag Stoytime with SPCC on June 1st<br>SPL continues to partner with the Stratford Perth Museum and Stratford Rotary Club to offer Story Walks and associated programming. The spring story was Tokyo Digs a Garden by local artist Jon-Erik Lappano; the summer story was The Darkest Dark by Chris Hadfield; the fall story was Sometimes I Feel Like an Oak by Danielle Daniel.                                                                                                                                                                                                                                                                         |

|                                 |                                                                                |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------|--------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 |                                                                                |    | <p>SPL is hosted a number of co-op students:</p> <ul style="list-style-type: none"> <li>• Spring 2024, hosted a student from the Stratford District Secondary School for an hour each week.</li> <li>• Fall 2024, hosted a SDSS student in the Outreach department</li> <li>• Fall 2024, hosted a Conestoga student to assist with Marketing</li> </ul> <p>Engaged in a partnership with Partners in Employment to offer career counselling alongside Settlement Services to help newcomers and anyone else facing employment issues.</p> <p>Built / established / expanded many community connections though the Aging with Agility program. This program has additionally inspired increased collaboration with the community (i.e. SLAA) and the Community Services Department of the City of Stratford.</p> <p>Partnered with Invest Stratford to provide a free access to one of their Marketing Courses with a library card. This will run October to January as a pilot.</p> |
| Investigate sustainable funding | Seek sustainable funding sources for Snack Stop and Period Poverty initiatives | Q4 | <p>First quarter donations totaling \$1,650 were received towards the snack stop.</p> <p>Second quarter donations totalling \$2,370 were received towards to the Snack Stop. The Stratford Kinsmen Club have committed to donating \$500 monthly for the next 12 months.</p> <p>A food drive was held at Zehrs on May 17, where staff collected food items to fill the PLOW van.</p> <p>A Period Poverty product drive was held in March. AMDSB donated to PCIN a pallet of products.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                 | Creation of Donation and Fundraising Policies                                  | Q4 | Postponed to 2025 due to operational capacity constraints.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                 | Marketing Strategy for Donations                                               | Q4 | Postponed to 2025 due to operational capacity constraints.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**STRATEGIC DIRECTION 5 INTENTIONALLY SUPPORT OUR TEAM**

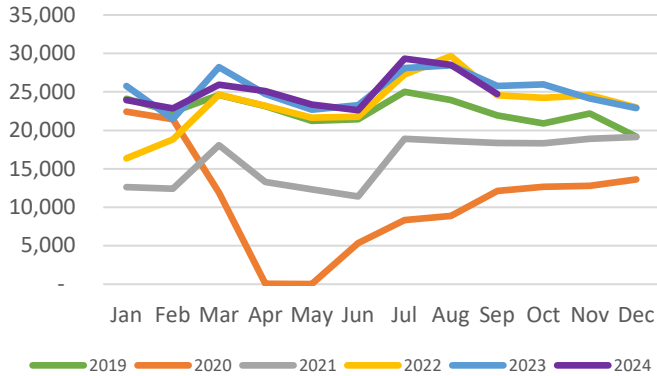
| OBJECTIVE                                                                                                                                                     | ACTION ITEM                                                                                      | TIMELINE | STATUS                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ensure Health and Safety of Staff                                                                                                                             | Revise the Customer Code of Conduct                                                              | ✓        | Completed. Policy was updated and new procedures for upholding the policy were created. All have been trained on the new procedures.                                                                                                                                                                                               |
|                                                                                                                                                               | Provide staff training <ul style="list-style-type: none"> <li>Mental Health First Aid</li> </ul> | Q4       | A member of the JH&S Committee has completed part 2 of their certification, making them fully certified.<br>Four staff members have updated their First Aid certification.<br>All in-charge staff are in the process of receiving Mental Health First Aid certification. To date, three staff members have completed the training. |
|                                                                                                                                                               | Conduct a Safety Audit                                                                           | Q3       |                                                                                                                                                                                                                                                                                                                                    |
| Support work and learning by providing staff with appropriate resources                                                                                       | Update staff workstations and network equipment                                                  | Q4       | A roll out of 15 new workstations has been completed for library staff and service points.<br>Upgraded Horizon to 7.6.1 to provide new services<br>Upgraded the self-check station on the children’s floor<br>OLS has upgraded their ILLO service and staff are undergoing training with new processes rolling out in Q4           |
|                                                                                                                                                               | Improve digital comfort levels among staff                                                       | Q4       | A monthly Tech Help Time has been arranged for SPL staff. Staff have been polled for topics of interest and training is being rolled out as schedules allow.<br>On the Staff Development Day in June, a session on AI and Libraries was held with Avery Schwartz from TechCamp.                                                    |
|                                                                                                                                                               | Implement new services standards                                                                 | Q4       | Staff have finished their orientation on a new Readers Advisory standard.                                                                                                                                                                                                                                                          |
| <p>OTHER</p> <p>Q1: With legal support, updated the Employment Agreement for all new library staff as of April 2024.</p> <p>Q2: Updated the Staff Manual.</p> |                                                                                                  |          |                                                                                                                                                                                                                                                                                                                                    |

# SPL Report to the Board

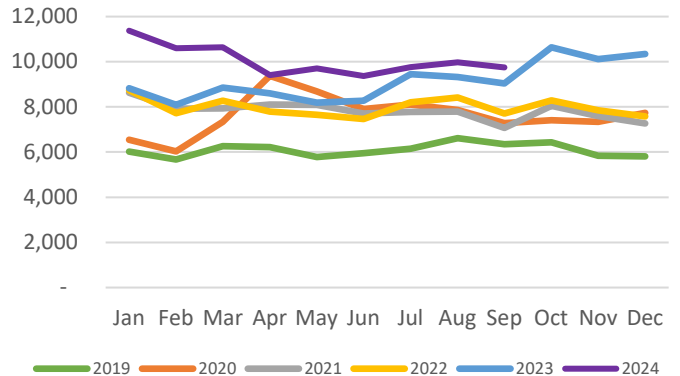
MEETING DATE: OCTOBER 8, 2024  
 FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR  
 SUBJECT: Q3 STATISTICS AND PERFORMANCE INDICATORS



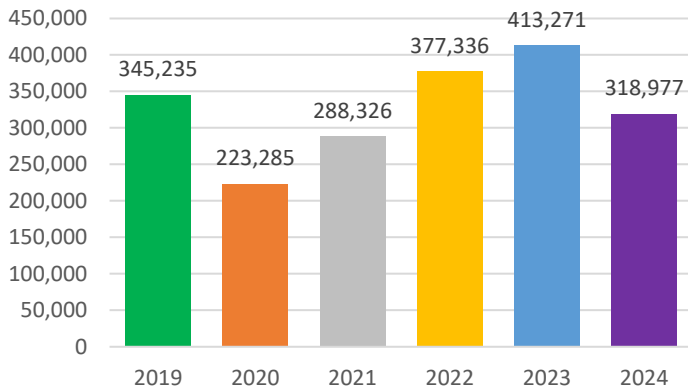
Year Over Year Monthly Physical Circulation



Year Over Year Monthly Digital Circulation



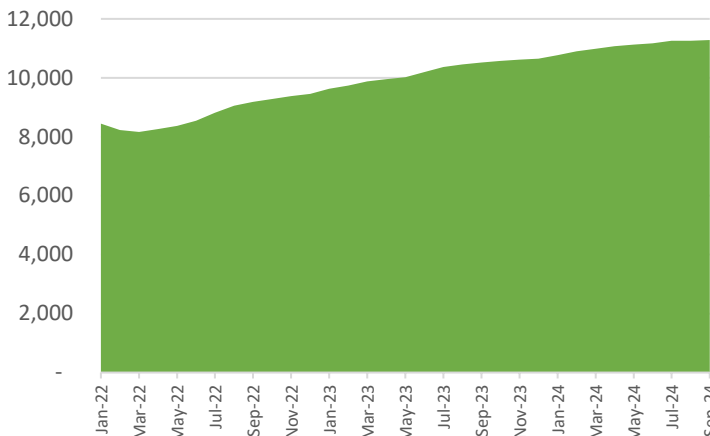
Total Annual Circulation



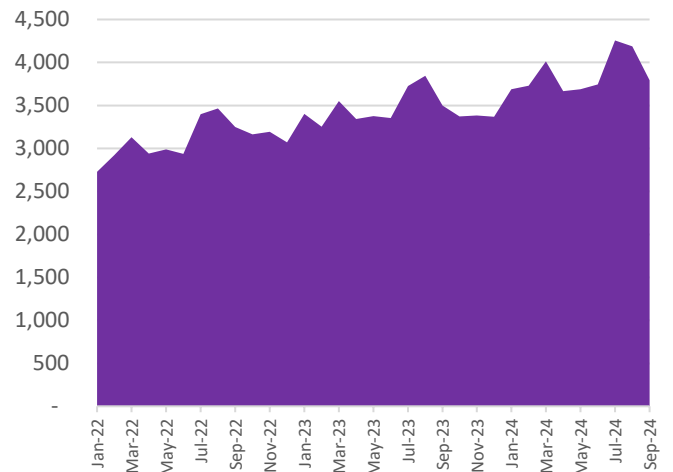
Circulation by Format

|                          | Q3 2023        | Q3 2024        | % Change  |
|--------------------------|----------------|----------------|-----------|
| <b>Books</b>             | 67,104         | 67,754         | 1%        |
| <b>DVDs</b>              | 10,784         | 10,054         | -7%       |
| <b>Music</b>             | 1,021          | 762            | -25%      |
| <b>Magazines</b>         | 2,160          | 1,812          | -16%      |
| <b>Library of Things</b> | 1,072          | 2,085          | 94%       |
| <b>Digital</b>           | 27,823         | 29,491         | 6%        |
| <b>Total</b>             | <b>109,964</b> | <b>111,958</b> | <b>2%</b> |

Total Active Memberships

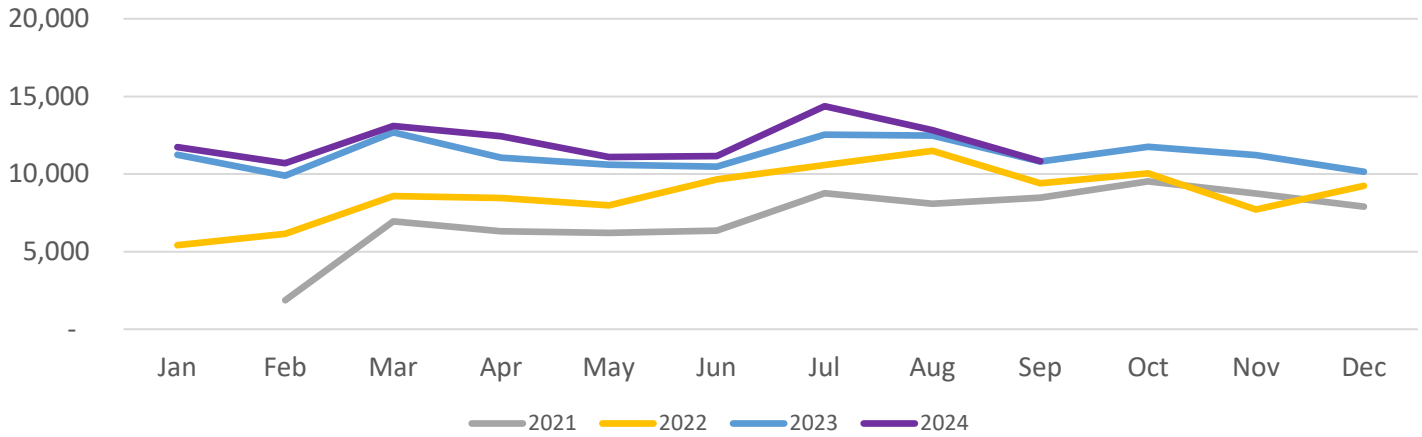


Monthly Card Usage

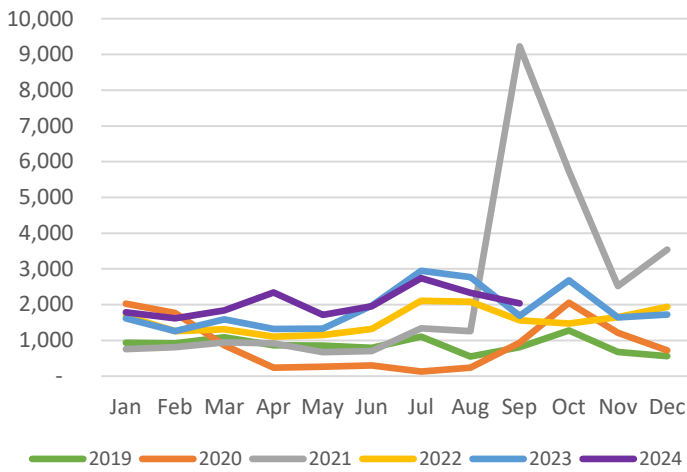




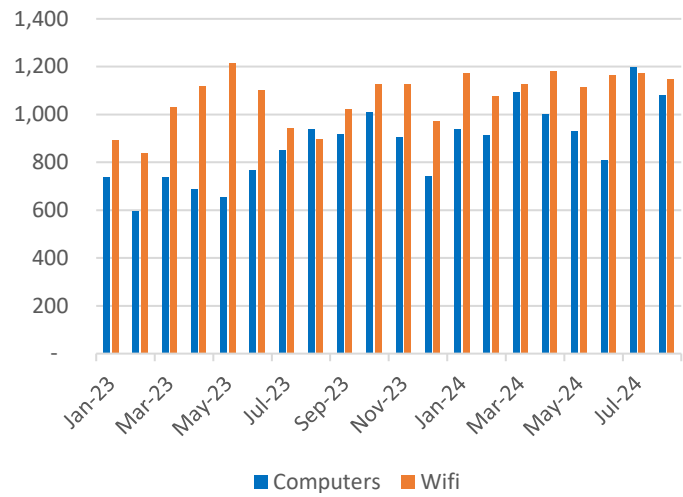
### In Person Visits



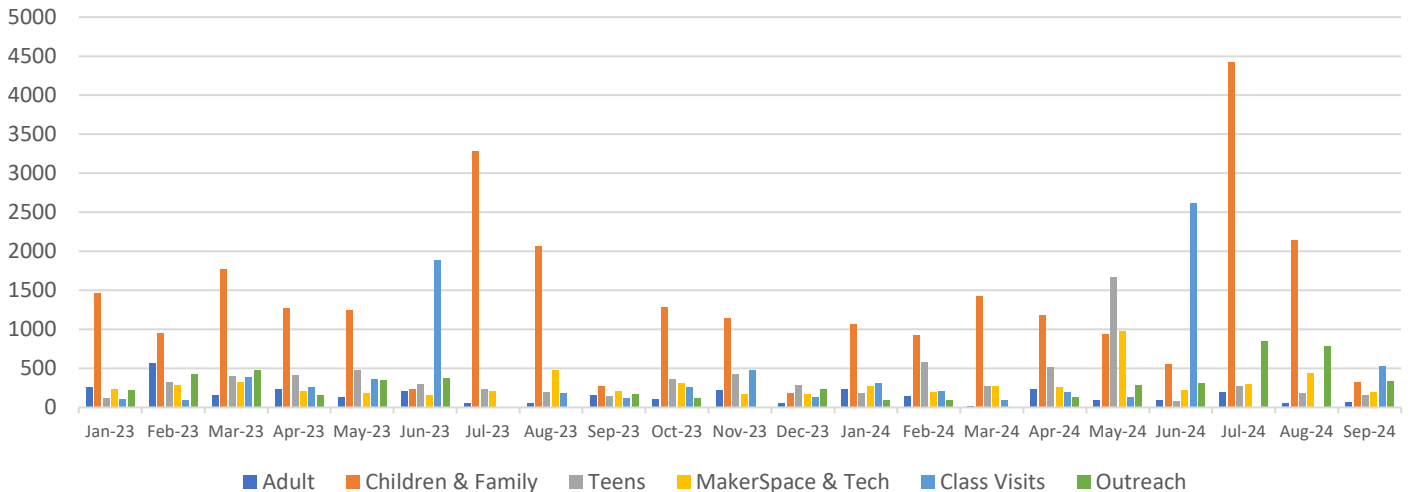
### Reference Questions Asked



### Public Internet and Wifi Usage



### Program Attendance





# STRATFORD PUBLIC LIBRARY MONTHLY STATEMENT

For period ending September 30, 2024

|                                      | YTD ACTUAL          | YTD BUDGET<br>(straight line)              | VARIANCE<br>(\$)   | VARIANCE (%) | 2024 BUDGET         | %           |
|--------------------------------------|---------------------|--------------------------------------------|--------------------|--------------|---------------------|-------------|
| <b>MUNICIPAL FUNDING</b>             | 2,185,169           | 2,185,169                                  | -                  | 0%           | 2,913,558           | -25%        |
| <b>REVENUE</b>                       |                     |                                            | \$ -               |              |                     |             |
| CANADA GRANTS                        | 6,597               | 6,135                                      | 462                | 8%           | 8,180               | -19%        |
| ANNUAL PROVINCIAL FUNDING            | -                   | 42,902                                     | - 42,902           | -100%        | 57,202              | -100%       |
| OTHER MUNICIPALITIES                 | 24,073              | 34,110                                     | - 10,037           | -29%         | 45,480              | -47%        |
| FINES & FEES                         | 8,886               | 6,375                                      | 2,511              | 39%          | 8,500               | 5%          |
| DONATIONS                            | 5,364               | 3,750                                      | 1,614              | 43%          | 5,000               | 7%          |
| RECOVERABLES                         | 14,721              | 7,011                                      | 7,710              | 110%         | 9,348               | 57%         |
| RECOVERABLE - PCIN to SPL            | 96,631              | 72,473                                     | 24,158             | 33%          | 96,631              | 0%          |
| <b>Total REVENUE</b>                 | <b>\$ 2,341,441</b> | <b>\$ 2,357,924</b>                        | <b>-\$ 16,484</b>  | <b>-1%</b>   | <b>\$ 3,143,899</b> | <b>-26%</b> |
| <b>EXPENSES</b>                      |                     |                                            |                    |              |                     |             |
| WAGES & BENEFITS                     | 1,658,410           | 1,808,978                                  | - 150,567          | -8%          | 2,411,970           | -31%        |
| BUILDING EXPENSES                    | 44,920              | 71,372                                     | - 26,452           | -37%         | 95,163              | -53%        |
| COMMUNICATIONS & INTERNET            | 11,671              | 15,000                                     | - 3,329            | -22%         | 20,000              | -42%        |
| VEHICLES                             | 570                 | 2,063                                      | - 1,492            | -72%         | 2,750               | -79%        |
| MEMBERSHIPS                          | 2,839               | 2,063                                      | 776                | 38%          | 2,750               | 3%          |
| TRAINING                             | 9,752               | 16,500                                     | - 6,748            | -41%         | 22,000              | -56%        |
| COLLECTION MAINTENANCE               | 2,714               | 1,875                                      | 839                | 45%          | 2,500               | 9%          |
| OFFICE SUPPLIES                      | 13,868              | 19,380                                     | - 5,512            | -28%         | 25,840              | -46%        |
| ADVERTISING & PRINTING               | 15,954              | 12,000                                     | 3,954              | 33%          | 16,000              | 0%          |
| MAINTENANCE CONTRACTS                | 420                 | 285                                        | 135                | 47%          | 380                 | 10%         |
| MAINTENANCE CONTRACTS - SPL to PCIN  | 75,926              | 56,945                                     | 18,982             | 33%          | 75,926              | 0%          |
| SUPPLIES & EQUIPMENT                 | 3,074               | 13,838                                     | - 10,764           | -78%         | 18,450              | -83%        |
| MILEAGE                              | 91                  | 2,310                                      | - 2,219            | -96%         | 3,080               | -97%        |
| LEGAL FEES                           | 4,606               | 3,750                                      | 856                | 23%          | 5,000               | -8%         |
| PROGRAMMING & MAKERSPACE             | 23,457              | 10,384                                     | 13,074             | 126%         | 13,845              | 69%         |
| CONTRACTORS                          | 26,165              | 11,625                                     | 14,540             | 125%         | 15,500              | 69%         |
| BOARD EXPENSES                       | 5,408               | 4,898                                      | 511                | 10%          | 6,530               | -17%        |
| RESERVES                             | -                   | 304,658                                    | - 304,658          | -100%        | 406,210             | -100%       |
| <b>Total EXPENSES</b>                | <b>\$ 1,899,847</b> | <b>\$ 2,357,921</b>                        | <b>-\$ 458,074</b> | <b>-19%</b>  | <b>\$ 3,143,894</b> | <b>-40%</b> |
| <b>SURPLUS/(DEFICIT)</b>             | <b>\$ 441,594</b>   |                                            | <b>\$ 441,590</b>  |              |                     |             |
| <b>CAPITAL - subset of Reserves</b>  |                     |                                            |                    |              |                     |             |
| COLLECTIONS                          | 154,375             | 170,378                                    | - 16,003           | -9%          | \$ 227,170          | -32%        |
| TECHNOLOGY                           | 30,674              | 36,900                                     | - 6,226            | -17%         | \$ 49,200           | -38%        |
| PROJECT                              |                     |                                            |                    |              |                     |             |
| <b>Total CAPITAL EXPENSES</b>        | <b>\$ 185,049</b>   | <b>\$ 207,278</b>                          | <b>-\$ 22,229</b>  | <b>-11%</b>  | <b>\$ 276,370</b>   | <b>-33%</b> |
| <b>BALANCE SHEET</b>                 | <b>ASSETS</b>       | <b>FUNDS</b>                               |                    |              |                     |             |
| LIBRO (as of August 31, 2024)        | \$ 116,158          | UNAUDITERD LIBRARY RESERVE FUND            | \$                 | 379,307      |                     |             |
| STRATFORD PERTH COMMUNITY FOUNDATION | \$ 254,366          | UNAUDITERD DEVELOPMENT CHARGE LIBRARY FUND | \$                 | 1,241,404    |                     |             |
| <b>Total CASH ASSETS</b>             | <b>\$ 370,524</b>   | <b>(as of December 31, 2023)</b>           |                    |              |                     |             |

# SPL Report to the Board

MEETING DATE: OCTOBER 8, 2024  
FROM: KRISTA ROBINSON, CEO | LIBRARY DIRECTOR  
SUBJECT: CEO MONITORING REPORT

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## Financial Condition

- As of September 30, all 2024 expenses are tracking per estimates.
- The application for the Public Library Operating Grant (PLOG) has been submitted for the 2024/25 year.
- The 2025 Budget schedule has been set and there will be meetings on November 28, December 3, and December 9.

## For Your Information

### Staffing Updates

- SPL has taken on a co-op student from Stratford District Secondary School for the Fall term. The student will be assisting the Outreach team in program preparation, the MakerSpace, and other such activities.
- Interviews are currently underway for the MakerSpace Assistant position.

### 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. We are currently obtaining a legal review of the contract.
- LED lighting upgrades continued throughout the month of September. Due to the vast number of lights on the adult floor, the library closed the adult floor to the public on a few mornings to allow the contractor to increase the number of lights worked on. Due to the customization of the fixtures to fit the new lights, work is anticipated to continue into 2025.
- SPL provided an orientation to the library for municipal staff on September 18 as part of a municipal facility tour.
- SPL Hosted the BIA Coffee Club on September 26, highlighting the services and resources offered by the library to residents and businesses of Stratford.
- SPL, Stratford-Perth Museum and Rotary Stratford partnered for another Tales and Trails story walk through the Museum's Heritage Trail. The story running for the remainder of 2024 is Sometimes I Feel Like an Oak by Danielle Daniel.

### Programming News

- 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> To complement the welcome package and website, staff collaborated with community partners to host a newcomer breakfast and community celebration on October 5.
- 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> The author will be in Stratford at the Stratford-Perth Museum on November 2.

## PCIN News

- Staff Action Items for the PCIN strategic plan have been compiled and updates will be reported to the PCIN Board at their quarterly meetings.

## Select CEO Activities

- September 11: Advocacy - City of Stratford Staff Appreciation Lunch
- September 16: Meeting - Grand Trunk Renewal Adhoc Committee Meeting
- September 16: Meeting - BIA event highlighting their DEI policy and a new DEI Hub created by the library
- September 18: Advocacy - Provided an overview of the library to City Staff in a City Facility Tour
- September 19: Webinar - Disability Management Essentials: Strategies & Best Practices
- September 23: Meeting - Fall Regional CEO Networking Meeting
- September 30: Meeting – Perth Community Futures Development Corporation Board meeting
- October 1: Advocacy – Presentation to Festival City Rotary Club on the Vision of the Library at the Grand Trunk site

## News and Coming Events

### SPL in the News

- [Library Initiative mean tot help new residents ‘feel at home’ in Stratford](#)  
Sept 17 | Stratford Today
- [Welcome to Stratford package makes new residents feel at home](#)  
Sept 18 | Beacon Herald
- [Climate Momentum launching Climate Conversation series](#)  
Sept 18 | Beacon Herald
- [First-ever Perth County Reads takes place across the county this fall](#)  
Sept 25 | Stratford Today
- [Story Trail to kick off Orange Shirt Day activities](#)  
Sept 26 | Stratford Today
- [Provocation Ideas Festival to explore Stratford’s history and the idea of dreamers](#)  
Sept 28 | Beacon Herald

### Upcoming Events

- Ontario Public Library Week is October 20-26
- Perth County Reads
- Drop n Swap: Books is October 18 and 19