



# REGIONAL MUNICIPALITY OF WATERLOO LIBRARY COMMITTEE AGENDA

Tuesday, May 29, 2012  
3:00 p.m. (*Time approximate*)  
Waterloo County Room  
150 Frederick Street, Kitchener, Ontario

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1. **DECLARATIONS OF PECUNIARY INTEREST UNDER THE *MUNICIPAL CONFLICT OF INTEREST ACT***
2. **DELEGATIONS**
3. **REPORTS**
  - a) [P-LIB-12-002](#) - Community Access Program (CAP) Funding Cut 1
4. **INFORMATION/CORRESPONDENCE**
  - a) [Memo](#) - Region of Waterloo Library Periodic Financial Report, January – April 2012 5
  - b) [Memo](#) - Region of Waterloo Library Membership Operating Procedure 6
  - c) Verbal Update - Region of Waterloo Library Operations Update, March to May 2012
5. **OTHER BUSINESS**
6. **NEXT MEETING – September 25, 2012**
7. **ADJOURN**



**REGION OF WATERLOO**

**PLANNING, HOUSING AND COMMUNITY SERVICES**  
**Community Services**

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**TO:** Chair Todd Cowan and Members of the Library Committee

**DATE:** May 29, 2012 **FILE CODE:** R09-01

**SUBJECT:** **COMMUNITY ACCESS PROGRAM (CAP) FUNDING CUT**

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**RECOMMENDATION:**

THAT the Regional Municipality of Waterloo request the Federal Government to reconsider its decision to end funding for the Community Access Program;

AND THAT the Chair of the Region of Waterloo Library Committee write to the Minister of Industry Canada and copy area Members of Parliament to provide further details, as outlined in Report P-LIB-12-002, dated May 29, 2012.

**SUMMARY:**

Industry Canada announced in April that Federal funding for the Community Access Program (CAP) had ended March 31, 2012. There was no opportunity to comment on the continuing importance of this funding to many groups of citizens, particularly those served by the Region of Waterloo Library.

While it is true that the majority of Canadians now have home computers with high speed Internet access, there are still segments of the population that do not. These citizens either live in areas where high speed access is still not available at a reasonable cost, or do not have a home computer due to financial or other reasons. These situations also affect some residents in the Townships of North Dumfries, Wellesley, Wilmot and Woolwich.

It is recommended that Industry Canada and our area Members of Parliament be advised of the impacts on Township residents of this funding cut, and be requested to reconsider this important program.

**REPORT:**

An April 2012 update to the Industry Canada website states:

“Federal funding for CAP ended on March 31, 2012, as scheduled. CAP was launched in 1995 and has met its objectives. The majority of Canadians are now connected to the Internet at home, while many more have access through their mobile devices.”

While there had been concern among the library community that CAP funding would end following the March Federal budget, there was no consultation by Industry Canada or opportunity to comment on the continuing importance of the funding to many groups of citizens. The end of the program was simply announced, following the budget. Following this announcement, many libraries and their patrons have written to the Minister of Industry Canada to request that the funding cut be reconsidered.

The Region of Waterloo Library (RWL) has been the recipient of CAP funding since 2000. Initially the funding enabled RWL to purchase public internet computers, increase library branch hours to provide greater availability to the computers, train staff and patrons on Internet use and resources, and create a mobile teaching lab. Over the past 12 years, some of these elements have been incorporated into the RWL Operating budget, to ensure that a base level of service can be maintained.

Recent CAP funding has averaged about \$22,000 per year, which has enabled RWL to continue to train staff on Internet resources and pay for public broadband access. 2011-2012 CAP funding totalled \$24,223: \$19,845 of which helped to fund 37 public access computers among RWL's 10 branches, and \$4,378 of which provided for a Youth Intern who conducted public training on several computer-focused topics, which were extremely well-received by the public.

Fostering an "informed and literate" rural community is not just about books; it is also about providing access to information which is increasingly available only on-line. With one hand, the Federal government is moving more and more information and services online, with the other hand, they are removing the ability to access those very services by not renewing funding to CAP programs across Canada. Rural communities, especially, continue to be at a disadvantage. Many residents cannot afford to pay for access to the Internet, or they are still on dial-up as high-speed Internet is simply not available where they live. Some segments of our rural population do not even have electricity in their homes, and yet they are expected to apply for birth registrations on-line.

Why do people use the computers at our Library? Dairy farmers help to support our rural economy by submitting their monthly milk quotas on-line. Educational standards are maintained as home-school students submit their Library-proctored exams on-line. Adult certifications obtained through on-line courses on our CAP-funded computers have given rise to a number of entrepreneurial businesses in our Region. Old Order Mennonite school teachers regularly access our databases for information about the outside world that they can share with their classrooms and communities, as they recognize our Library to be a safe and helpful environment for their information needs.

Increasingly, access to the Internet means information sharing as well as creating connections. This ability to connect is vitally important to at-risk groups such as new immigrants and seniors. Newcomers to our area frequently visit the Library in order to stay in touch with families back home and to search for employment in the Region, as many companies only post jobs on-line. Seniors rely upon our public computer access to search for health information and to connect with government services. For many marginalized groups, the ability to access computers, combined with the community setting of the Region of Waterloo Library branches, is vital to combating isolation.

Attachment 1 is a proposed letter to be sent to the Minister of Industry Canada and area Members of Parliament; a personal meeting will also be requested with area MPs. In addition, many RWL patrons who use CAP-funded computers have previously provided stories about their reasons for needing this program, and are prepared to write to their Member of Parliament. Staff could advise them of the appropriate contact information.

#### **CORPORATE STRATEGIC PLAN:**

This request for continued Federal funding supports Strategic Action 5 – Service Excellence: Deliver excellent and responsive services that inspire public trust.

**FINANCIAL IMPLICATIONS:**

The patron computers and extended branch hours that were funded through the initial CAP grant have, over time, been included in the RWL Operating budget. It is not recommended that either computer access or branch hours be reduced due to the CAP funding cut, however, staff training, patron training and one-time computer expenditures could be impacted due to the loss of this funding.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

NIL

**ATTACHMENTS**

Attachment 1: Draft Letter to Minister of Industry Canada and Area MPs

**PREPARED BY:** *Lucille Bish*, Director, Community Services

**APPROVED BY:** *Rob Horne*, Commissioner of Planning, Housing and Community Services

Attachment 1:

## DRAFT LETTER TO MINISTER, INDUSTRY CANADA AND AREA MEMBERS OF PARLIAMENT

The Region of Waterloo Library Committee has learned that Industry Canada has cancelled sustainability funding for public access computers under the Community Access Program (CAP). As Chair of the Committee, I am writing to express our concern with this funding cut, advise you of the impacts on our residents, and request that funding for this important service be re-instated in some manner.

The Region of Waterloo Library (RWL) CAP centres, located in each of our 10 branch libraries, serve a population of about 63,830 persons across four Townships in rural Ontario. In 2011, RWL provided free internet/computer access to 13,330 residents and visitors, with the average computer session being 1 hour. Most of our users are children, students, low-income adults and seniors. Many of these residents use our CAP sites because they can't afford to own a computer themselves or to pay for high-speed internet service; in fact high-speed Internet is not even available in some of our rural areas. Several of our Townships are home to communities that do not even have electricity in their homes, and yet these people need to access such on-line government services as birth registrations.

People use our computers to access government information and services and to become digitally literate. CAP users support our local economy by uploading their monthly milk quotas for their dairy farms. Other CAP users have gained on-line certification for a number of occupations, thereby allowing local entrepreneurs to start and grow their own businesses. New immigrants as well as seniors are able to access on-line health information; people seeking employment can upgrade their computer literacy skills as well as search for work on-line.

Our CAP users are representative of the typical CAP user. Without free access to our computers and high-speed internet, our users would not be on the net at all. With more and more government services and information now available only on-line, removal of CAP funding says that the Federal Government is willing to remove access to those services from the very people who can least afford to lose those services.

Without CAP sustainability funding, the Region of Waterloo Library will have to use even more local tax dollars to maintain our free computer access and computer literacy programs.

The Region of Waterloo Library Committee believes, as does the Canadian Library Association, that every Canadian should have the ability to access information and services through broadband connection to the internet, and should be able to access the help they need to become digitally literate.

On behalf of residents in North Dumfries, Wellesley, Wilmot and Woolwich Townships who count on the CAP funding, we respectfully request that Industry Canada re-instate Community Access Program sustainability funding and continue to allow all Canadians to profit from this valuable program.



# MEMORANDUM

To: Chair Todd Cowan and Members of the Library Committee

From: Lucille Bish, Director, Community Services

Subject: Region of Waterloo Library Periodic Financial Report, January – April 2012

File Code: R09-01

This memo provides the first in-year financial report for 2012, covering the period January through April.

As shown in the Table below, both staffing and operating costs are in line with budget. Total expenditures to date are 3.31% less than the year-to-date budget.

 The Regional Municipality of Waterloo Periodic Financial Report: For Period Ending April 30, 2012					
	Annual	Y-T-D	Y-T-D		
	Budget	Budget	Actuals	Variance	% Variance
<b>REGIONAL LIBRARY</b>					
<b>EXPENDITURES</b>					
Total Staffing Costs	1,654,598	551,528	538,906	12,622	2.29
Total Operating Costs	497,430	173,744	159,882	13,862	7.98
Total Inter-Departmental / Transfers	179,253	59,752	60,242	(490)	(0.82)
<b>TOTAL EXPENDITURES</b>	<b>2,331,281</b>	<b>785,024</b>	<b>759,030</b>	<b>25,994</b>	<b>3.31</b>
<b>REVENUES</b>					
Township Property Tax Levy	(2,190,207)	(737,996)	(737,996)		
Grants	(101,574)	(33,860)	(37,745)	3,885	(11.47)
Operating Revenues	(39,500)	(13,168)	(15,586)	2,418	(18.36)
<b>TOTAL REVENUES</b>	<b>(2,331,281)</b>	<b>(785,024)</b>	<b>(791,327)</b>	<b>6,303</b>	<b>(0.80)</b>
<b>NET REGIONAL LIBRARY</b>			<b>(32,297)</b>	<b>32,297</b>	



Region of Waterloo

PLANNING, HOUSING AND COMMUNITY SERVICES

Community Services

Date: May 29, 2012

## MEMORANDUM

To: Chair Todd Cowan and Members of the Library Committee

From: Lucille Bish, Director, Community Services

Subject: Region of Waterloo Library Membership Operating Procedure

File Code: R09-01

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The Region of Waterloo Library maintains a Manual of Library Operating Procedures (LOPs) which document procedures and guidelines in the areas of Services, Resources, Safety and Staff. LOPs in which the Library Committee may be interested have periodically been brought to Committee for information (please see Report P-LIB-10-002, June 8, 2010: Library Operating Procedures Manual: New Additions).

The Membership Operating Procedure, attached, has recently been revised to clarify and update some of the procedures. Of particular note is the recognition that some potential library members, for example Old Order Mennonites, may not have identification that can be used to obtain a library card. In this case the staff member will provide a special RWL postcard which can be filled out with the resident's address and mailed by the library staff. When the resident brings in the postmarked postcard, it is accepted as sufficient identification.

	LIBRARY OPERATING PROCEDURES		Section #	Policy #
			I	9
			Date Created: Mar. 2009	Revision Date: Jan. 2012
Title:	<b>MEMBERSHIP</b>			
Applies To:	ALL VISITORS AND STAFF			

**OPERATING PRINCIPLE:**

The Membership LOP guides library staff and informs the public about membership in the Region of Waterloo Library.

**OPERATING DETAILS:**

**Overview**

Membership in the Region of Waterloo Library is free to anyone who lives or owns property in the Townships of North Dumfries, Wellesley, Wilmot or Woolwich. Free memberships are also available to people working or attending school in Woolwich, Wilmot, Wellesley or North Dumfries, to members of neighbouring libraries with which RWL has reciprocal borrowing arrangements; and to employees of the Region of Waterloo. Temporary memberships will be offered to visitors who are here three weeks to six months, and have a local, Township contact address. Anyone else may opt to purchase a membership. Non-residents and reciprocal members wishing to use RWL-specific purchased electronic services, e.g. download\*Library, may also purchase a membership.

All potential members will be asked to provide photo ID, or two pieces of other identification confirming their current address before a permanent library card can be issued. All members are entitled to borrow any type of material from RWL. The only exceptions are materials which are legally restricted to certain classes of users, e. g. R-rated movies, recorded books for persons with disabilities.

Memberships need to be renewed every two years, except for paid non-resident memberships, which last one year, and business/school memberships, which run October 1- September 30.

**Members under 16** are considered child members. Their membership application and card must include a parent or guardian signature. The Region of Waterloo library holds the parent/guardian responsible for materials borrowed on a child’s card, should there be fines and damages. To that end, the parent/guardian signing the card on behalf of a child cannot have a status of “BLOCKED” on their own library card. The child’s card may be signed by another parent/guardian. Information about items borrowed may be released to the parent/guardian if the items are missing, damaged or overdue.

When a child member is eligible for an adult card at 16, fines may be forgiven at staff discretion if no outstanding materials charges (lost or damaged) exist.

**Members with expired cards** Expired cards can be renewed at any time during a three year period. Members whose cards have been expired for more than three years will be deleted from the system and will be treated as new members if they return. Members with fines on their cards above ten dollars will not be deleted from the system; they also will not be deleted if any outstanding materials charges (lost or damaged) exist.

**Reciprocal Borrowing agreements** are in place with the following library systems: Brant County Public Library, Cambridge Public Library, Hamilton Public Library, Kitchener Public Library, North Perth Public Library, Oxford County Public Library, Perth East Public Library, St. Mary's Public Library, Stratford Public Library, Waterloo Public Library, Wellington County Public Libraries and West Perth Public Library. Check library website for current list.

### **Privacy Issues**

Staff members may not release any personal information about members or members' borrowing records, with the above exception for child members. Personal information includes all information collected on our membership application, covered by the following statement on the membership application:

*Personal information contained on this form is collected under the authority of the Public Libraries Act, and will be used by the Region of Waterloo Library staff to provide library services, and to inform members of services and programs which may be of interest to them. Questions about the Information Collection may be directed to Manager, Information Services, Region of Waterloo Library, at 519-575-4590. This information may be shared with neighbouring libraries with which RWL has reciprocal borrowing agreements if you become a member of those libraries. Your signature below signifies your consent for the Region of Waterloo Library to use and exchange this information for the purposes described.*

### **Responsibilities of members**

Members are responsible for the prompt and safe return of all library materials. Overdue charges will be assigned to items that are kept longer than the due date. Library privileges will be suspended if fines accumulate past the stated level.

Members are also responsible for the replacement cost of lost or damaged materials plus a processing charge. No processing fee is charged for lost magazines.

Members are responsible for notifying library staff of changes to the information on their account:

- change of address or phone number
- lost or stolen cards. Members are responsible for all material borrowed on their card, before the date reported stolen or lost.

Members are responsible for following all library procedures while in the library, for example the Safe Use Code and Internet Use Guidelines. Membership privileges may be temporarily or permanently suspended if there are violations.

## Procedure

### **New Members**

Ask the potential member for current ID showing their address; two pieces if photo ID is not available. Members must fill out a white membership application, and sign the privacy statement at the bottom before receiving their library card. In the case of a potential member with two addresses (child visiting with non-custodial parent, business or school member or temporary member), the multiple addresses membership form should be used. Please note that the membership form/multiple addresses form are the same (DOCS443821); second address is on page two of the multiple address form, and is commonly printed on blue paper.

Examples of acceptable ID are driver's license, firearms license or student card (if there is an address); acceptable ID without photo includes bank statements, cheques, utility or tax bills, report cards, temporary driver's licenses, postmarked letter. For a child member, you may choose to accept the parent or guardian's ID or two of the items already mentioned.

Some potential members may not be able to present this ID on first visit. Some members may not have any ID; for example, Old Order Mennonites. These potential members will be given a RWL postcard to fill out with their address. Please ask them to fill in their address and give the postcard to library staff to mail. In this case, return of this postmarked postcard will be considered sufficient ID. The address on the postcard must be a street address, not a PO Box.

Check their municipality; if they would be a reciprocal member, ask them to go to their home library to get a card, which they will use at RWL. If they already have a home library card, continue with the registration, scanning in the home library card rather than an RWL card.

Give them a membership form to fill out – show them the areas which need to be filled in – and remind them to sign the privacy statement at the bottom of the page.

On Workflows, fill in the member's name and branch, and check for duplicate registrations. If there is a discrepancy between the name on the form and the name on their ID (e.g. Sandy on the form; Sandra on the ID – put the name on the ID in "First Name" and the name on the form in "Preferred Name" Do not automatically enter the override if a duplicate user shows up! Check with the potential member to ensure that they do not have an existing card record. If they do, you can modify the current record. If they do not have an existing membership, you can continue adding information to the template or register the user immediately.

If the branch is very busy, register the user immediately and go back to the template when you can concentrate on the data entry. Remember to add your initials to the membership application before giving it to your supervisor for review.

Give new members a copy of the branch information, and if there's time, a quick tour of the branch and introduction to the catalogue.

## **New members without current ID**

Use the postcard option for all members without current ID. Patrons should not be registered without either current ID or a cancelled postcard with a rural address.

## **Business/school members**

This membership category includes only those people who are not eligible for regular or reciprocal membership at RWL but who attend school or work in the townships. A business/school membership must be renewed on a yearly basis. Business memberships are valid for one year from the date of application; school memberships are valid from September 30 - August 31 of the following year. Potential members must provide a local address (address one in Workflows, page one of the Multiple address form) and a permanent address (address two in Workflows, page two of the Multiple address form)

**Temporary Members** are members who are residing in one of the townships for six months or less. They must provide a permanent address (address two in Workflows, page two of the blue form) as well as a local address (address one in Workflows, page one of the blue form).

## **Online Members**

Online memberships provide a way for rural township residents to get after-hours access to online electronic services. Initial online memberships are processed at LHQ. If an online member wishes to borrow items from a branch, they must be issued a physical library card. Child members need to have a membership form signed by a parent or guardian; however, adult members do not need to fill out a membership form as they have already checked their acceptance of the privacy statement.

- Staff goes into MODIFY USER
- Staff replaces original card number by scanning in barcode of a new unused plastic library card
- Staff removes ONLINE from patron's name
- Staff changes NOTE about ONLINE member in extended information to read ONLINE member – ID checked at Ayr Sept 26, 2008 (your initials)
- Staff needs to change Home Library – will say HQ from creation
- Staff changes profile name from Online user to Adult or Child (if necessary)
- Staff adds parent/guardian address and phone, if different from child's
- Staff saves this information
- From user Information choose **renew privilege** and enter patron barcode.
- Make sure the Extend user's library privilege normal button is highlighted and click extend privilege. You will get the message "Privilege has been extended to???. The number of checkouts allowed over the life of the privilege is now" UNLIMITED."
- Staff should email HQ to say they have changed the membership number, so the temporary card number can be re-used for another virtual member.

**Cards issued off-site (not at RWL branch)** Residents of the Region have the option of receiving membership cards at designated Regional locations. This may also include staffed RWL displays at festivals, etc. Please see DOCS 951595 for more information. Please note that Region of Waterloo employees who wish to have RWL cards should register by e-mailing [libhq@regionofwaterloo.ca](mailto:libhq@regionofwaterloo.ca)

### **Renewal of memberships**

At renewal, ask the patron to tell you their current address and phone number, and ask them if they would like to add an e-mail address if they have not already done so. If they have moved, please ask to see current ID. Members must show their card and clear all bills before a two year renewal; however, their membership may be extended for 30 days if they are not able to do so at their original expiry date. Please extend their membership by changing the date in the privilege tab, and add a note.

Members who e-mail or phone the branch regarding a card renewal must have a status of OK in order to renew their card for two years. A standard e-mail reply script is available on The Source.

### **Damaged Cards**

Cards damaged by normal wear and tear may be replaced free of charge at staff discretion. Otherwise, a replacement charge of \$3.00 will apply for cards damaged due to neglect or careless handling.

### **SEE ALSO:**

- Do's and Dont's of Membership (The Source – Desk Procedures/Membership)
- Online Registration Procedures (The Source)