1. **Declarations of Pecuniary Interest under “The Municipal Conflict of Interest Act”**

2. **Reports**
   a) **P-LIB-14-001**, Region of Waterloo Library – 2013 Financial Report

   b) **P-LIB-14-002**, SOLS Survey - The Future of Libraries

   c) **P-LIB-14-003**, Anticipated Projects Using the Taylor Bequest

3. **Information/Correspondence**
   a) **Memo**: 2013 Region of Waterloo Library Use Statistics

   b) **Memo**: Region of Waterloo Library Operations Report, January to March 2014

4. **Other Business**

5. **Next Meeting – June 17, 2014**

6. **Adjourn**
Region of Waterloo
Planning, Housing and Community Services
Community Services

To: Chair Todd Cowan and Members of the Library Committee
Date: April 1, 2014File Code: F05-30
Subject: Region of Waterloo Library – 2013 Financial Report

Recommendation:
That the Regional Municipality of Waterloo approve the transfer of the 2013 Region of Waterloo Library operating surplus in the amount of $93,240.68 to the Library Capital Reserve Fund to support future funding of capital and one-time projects, as outlined in report P-LIB-14-001 dated April 1, 2014.

Summary:
Nil

Report:
The attached financial summary provides the final 2013 year end operating results for the Region of Waterloo Library. Total expenditures were approximately 97% of budget with savings resulting from job vacancies (largely related to the start-up of the new branch hours schedule) and associated benefit cost savings. Operating revenues (excludes Township tax levy) were approximately 10% higher than budget resulting from unbudgeted grants and donations received by the Library.

It is recommended that the net surplus of $93,240.68 be transferred to the Library Capital Reserve Fund.

Corporate Strategic Plan:
The Periodic Financial Report ensures Regional programs and services are efficient, and demonstrate accountability to the public.
Financial Implications:

The 2013 operating surplus, once transferred to the Library Capital Reserve Fund, will begin earning interest. These funds will be used to finance future Council approved Library capital and one-time spending.

Other Department Consultations/Concurrences:

This Report has been prepared jointly by Finance and Community Services staff.

Attachments:

Attachment 1: 2013 Year End Operating Summary - Region of Waterloo Library

Prepared By: Lucille Bish, Director, Community Services

Approved By: Rob Horne, Commissioner of Planning, Housing and Community Services
Attachment 1: 2013 Year End Operating Summary - Region of Waterloo Library

<table>
<thead>
<tr>
<th></th>
<th>Annual</th>
<th>2013</th>
<th>Variance</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regional Library</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Township Property Tax Levy</td>
<td>2,296,695</td>
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<td>0</td>
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<td>Grants</td>
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<td>115,938</td>
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<td>8.79</td>
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<td>Fines and Damages</td>
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<td>23,591</td>
<td>(4,159)</td>
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<td>Desk Receipts</td>
<td>4,500</td>
<td>3,683</td>
<td>(817)</td>
<td>-18.16</td>
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<td>Programs and Events</td>
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<td>2,824</td>
<td>824</td>
<td>41.20</td>
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<td>Other Operating Revenues</td>
<td>6,750</td>
<td>15,720</td>
<td>8,970</td>
<td>132.89</td>
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<td><strong>Total Revenues</strong></td>
<td>2,444,269</td>
<td>2,458,451</td>
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<td>.58</td>
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<tr>
<td><strong>Expenditures</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Total Staffing Costs</td>
<td>1,803,490</td>
<td>1,713,042</td>
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<td>5.02</td>
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<td>Total Operating Costs</td>
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<td>Total Inter-Departmental / Transfers</td>
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<td>163,568</td>
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<td><strong>Total Expenditures</strong></td>
<td>2,444,269</td>
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<td><strong>Net Regional Library</strong></td>
<td>(93,240)</td>
<td>93,240</td>
<td>4.06%</td>
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Region of Waterloo
Planning, Housing and Community Services
Community Services

To: Chair Todd Cowan and Members of the Library Committee
Date: April 1, 2014  File Code: R09-01
Subject: SOLS Survey – The Future of Libraries

Recommendation:
For information and discussion.

Summary:
The Southern Ontario Library Service (SOLS) has initiated a survey of Ontario public libraries, asking the question “What do you consider to be the major challenges your library will face in the next 3 to 5 years?” Feedback will be gathered at their upcoming Trustee Council meetings in March, and April. Libraries unable to attend either meeting to submit feedback in person are encouraged to complete an online survey. The online survey deadline is April 4th.

Library management staff have met to discuss the question, and submit their input in this report, for review by the Library Committee. Library Committee may wish to discuss and contribute additional feedback through the Trustee Council meeting, or to add to this proposed response to the SOLS survey.

Report:
Southern Ontario Library Service (SOLS) was established in 1989 and is mandated to deliver programs and services on behalf of the Ontario Minister of Tourism, Culture and Sport by:

- Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library service to the public; and
• Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development.

The SOLS Mission is: The people of Ontario, as represented by the Minister with jurisdiction for public libraries, will have equitable access to library services at a sustainable cost.
1. Libraries will have equitable access to worldwide library collections and e-resources.
2. Libraries will provide services according to minimum standards.
   2.1 Libraries will have a mechanism for collaboration on the development and achievement of common standards.
3. Libraries will have well-informed and skilled staff.

SOLS grew out of an amalgamation of regional library systems that themselves had provided support and development services to the libraries in their regions for decades. SOLS now serves the public libraries of almost 200 municipalities from Windsor to the Quebec border and north to Muskoka and ranging in population from hundreds to hundreds of thousands. Many of its services are provided collaboratively with OLS-North. Some of its services are provided province-wide.

SOLS aims to review its strategic vision and direction at an October 2014 Board meeting. With this objective in mind, they would like to hear from Ontario libraries, and have posed the question – “what do you consider to be the major challenges your library will face in the next 3 to 5 years?” Responses will be collected at Trustee meetings in March and April, and through an online survey until April 4th.

The Library Management Team met to discuss the question, and has outlined the following major challenges, as related to the SOLS Mandate and Mission, that RWL faces in the next 3 to 5 years:

• The rapidly-changing world of technology, and the need for staff to keep current.
  – SOLS can assist by – continuing to offer online seminars and workshops
• The increasing demand for Inter-Library Loans and the challenge of fulfilling patron requests while keeping our local collections at a manageable size.
  – SOLS can assist by – continuing to offer the ILLO delivery service, and not cutting back on route services
  – SOLS can assist by – Improving the online search service
  – SOLS can assist by – Providing guidelines on the maintenance of last copies and ensuring that titles are still available somewhere in the province
• The need for continuing staff and board training and development.
  – SOLS can assist by – continuing to provide support and staff at the annual Kempenfelt conference
  – SOLS can assist by – Offering training and advocacy programs to assist new library board members
• Our aging buildings, and the wider range of demands placed on them.

Programming space in all branches will be vital in positioning libraries as
community gathering places. Our branches need additional data and electrical outlets retrofitted in order to meet public demand.

- SOLS can assist by – securing funding for AODA compliant renovations

- **Access, through one library card:** Across Ontario there are a variety of library systems, with differing policies and agreements, if any, on reciprocal borrowing.
  - SOLS can assist by - Investigating a province wide library card to give equal access to public libraries to all Ontarians.

Library Committee may have additional comments, which could be added to this report and conveyed directly by the Chair at the April 26, 2014 Trustee Council meeting in Stratford. Alternatively, they could be submitted through the on-line survey. SOLS plans to collect and organize the information received from across Ontario into major themes and post them on its website.

**Corporate Strategic Plan:**

Contributing to the SOLS Survey supports Strategic Focus Area 5: Deliver excellent and responsive services that inspire public trust.

**Financial Implications**

Nil

**Other Department Consultations/Concurrence:**

Nil

**Attachments**

Nil

**Prepared By:** Kelly Bernstein, Manager, Information Service

**Approved By:** Rob Horne, Commissioner, Planning, Housing and Community Services
Region of Waterloo
Planning, Housing and Community Services
Community Services

To: Chair Todd Cowan and Members of the Library Committee

Date: April 1, 2014   File Code: R09-01

Subject: Anticipated Projects Using the Taylor Bequest

Recommendation:

For information and discussion.

Summary:

The Region of Waterloo Library (RWL) - Ayr branch is the recipient of a generous bequest of approximately $300,000 from the estate of Mr. Thomas Taylor of Toronto, formerly of the Cambridge and North Dumfries areas. The donation is to be used to enhance library services at the Ayr branch, and there is no deadline for the expenditure of funds.

Local news media has reported on this bequest. The family has been sent a letter of appreciation, and asked how the donation could be permanently acknowledged. One option would be to include Mr. Taylor on the special donor recognition tree in the entrance foyer of the Ayr Branch. Staff and community members have expressed surprise and delight with this generous gift, and have offered suggestions for the use of the funds, as described in this report.

Report:

The Region of Waterloo Library was informed of the bequest from the Taylor Estate in the fall of 2013. The initial distribution of $250,000 has recently been supplemented by an additional $50,000 in advance of the final settlement.

The bequest specifically states that it is “to be used in the purchase and preservation of books and other material available to the general public”, and “can be used to benefit the community of Ayr in a variety of ways and over many years into the future”.
The following list of proposed projects would make appropriate use of the Taylor bequest to benefit the Ayr branch of RWL, and the Ayr community. As a basic concept, it is proposed to allocate a portion of the fund to one-time projects, and the remainder to support annual projects over a number of years. For example, about two-thirds or $200,000 could be used for one-time projects such as items (1) through (4) below, and the remaining amount could be used to support annual initiatives (item 5) totalling $10,000 per year for at least 10 years.

(1) Local History Collection:

The Ayr branch’s current collection is uncatalogued and therefore difficult to search and use effectively. We would like to devote some of the Taylor bequest to a local history collection project that will address the issue of access. The collection has not been inventoried, but it is estimated that approximately 2-3000 items could be included. They include books, documents, files and clippings.

RWL already owns software that would make the digitized files available online, in searchable full-text format. The Region of Waterloo Archives has generously offered support and use of their digitizing equipment, but they do not have the resources to offer staff time to conduct the digitization itself.

To undertake this project, either additional staff or an outside firm will need to be hired to complete the work. Further investigation is needed to determine which option is most cost-effective and appropriate.

Estimated cost: $20,000

(2) Quiet Study and Research Areas

To provide quiet study spaces in the library for research and study, glass enclosed spaces/study rooms could be built next to the local history collection in the library. They would provide patrons with a place to use our services and resources without any noise disruption. These study enclosures are very popular in public libraries and are used by students, researchers and others needing quiet space to read.

Estimated costs: to be determined through Facilities Engineering

(3) Sound Baffles

The Ayr library is an open concept building and sound has always been an issue. To minimize the noise level in the library sound baffles could be installed to absorb noise and create an open library space with minimized noise levels throughout. These would be especially helpful near the children’s and teen areas.

Estimated costs: to be determined through Facilities Engineering

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Page 2 of 4
(4) Electronic Outdoor Sign

An electronic sign at the front of the library would advertise programs and events. The sign could be bricked into the existing front structure, or be complementary to the design.

Estimated costs: $8500 to $15000 – price is dependent on size of sign, colour, shape, pitch, resolution, and architectural design, plus installation

(5) Community Engagement/Outreach, Annual Initiatives:

The library staff would like to create events that engage the community of Ayr and North Dumfries and also grant local access to events and programming that is not found in the community. An annual programming line up could potentially include the following areas:

i) **Author/Artist in Residence Program:** Develop an author/artist in residence program that would bring a practicing author or artist into the community to develop a project/work at the library. The project would include working with the local community and offering workshops, programming and sharing expertise with community members. The incumbent would be paid an honorarium and would hold office hours in the library. Estimated Cost: $3500

ii) **Author Series for Children & Youth:** A popular author/illustrator could be brought into the community to do readings and talks for children and youth. One event would be geared towards younger children and the second event would be targeted to youth. Estimated Cost: $1000

iii) **Entertainment Series:** Offer cultural entertainment in the library with two events each year, by bringing in professional musical entertainment during the Ayr Branch annual holiday open house and another time in the spring/summer. For example, the Kitchener Waterloo Symphony, a blues band from the Kitchener Blues Fest or a Jazz Band from the Waterloo Jazz Festival. Estimated Cost: $2000

iv) **Speaker Series:** Public talks on a variety of popular interest topics led by a specialist in the field. Examples could include subjects such as: Finance, Health and Well Being, Weight Loss, Preparing for Post Secondary Education, Technology, etc. Estimated Cost: $1-2000

It’s important to note that these estimates are only for the cost of the programs themselves, and do not include costs for staff time for support and administration. The feasibility of these initiatives will need to be further reviewed in the context of the overall budget.

Corporate Strategic Plan:

The Taylor Bequest will assist the RWL in support of Focus Area 5: Deliver excellent and responsive services that inspire public trust.
Financial Implications

The funds received to date have been credited to the Library Capital Reserve Fund (designated for the North Dumfries Branch) and earn interest at a rate equivalent to the Region’s average annual investment yield rate. There are no stipulations with respect to the timing of the use of these funds.

Other Department Consultations/Concurrence:

Nil

Attachments

Nil

Prepared By: Katherine Seredynska, Manager, Public Services

Approved By: Rob Horne, Commissioner, Planning, Housing and Community Services
Planning, Housing and Community Services

Community Services

Date: April 1, 2014

Memorandum

To: Chair Todd Cowan and Members of the Library Committee
From: Kelly Bernstein, Manager, Information Services RWL
Subject: 2013 Region of Waterloo Library Use Statistics
File No: R09-01

2013 was a busy and eventful year for the library. Overall circulation is up, and program attendance is down slightly while library staff implemented a new program delivery strategy. In-person library visits are declining and electronic visits are increasing, which is in keeping with trends seen across Ontario.

Total circulation in 2013 was 424,776, or 1% higher than 2012(Figure 1). While print circulation has dropped by approximately 2% (Figure 2), electronic circulation has increased by 34% (Figure 3), which results in higher net circulation.

Figure 1: Total Annual Circulation 2009-2013
Among RWL’s 10 branches, Elmira and New Hamburg annually vie for the status of highest circulating location. In 2013 the leader was New Hamburg, by a margin of 37 circulations, with 91,858 items checked out or renewed (Figure 4).
In-person visits went down by 8% (Figure 5), which sounds drastic, but is in keeping with trends seen across Ontario in recent years. Traditional use is steadily being displaced by electronic visits, which increased by 16% (Figure 6).

Figure 5: In-Person Library Visits 2009-2013

![In-Person Library Visits 2009-2013](image)

Several program areas saw a significant increase in attendance in 2013 (Figure 7). Summer Reading Club had the largest increase at almost 60%, and close to 50% more adults attended programs last year. Overall program attendance was down by 7.5%, which can be largely attributed to a reduction in staff time spent on offsite events in favour of in-library programs. Children’s program attendance was down slightly by
2.6%, but we anticipate that changes in branch hours and program offerings will result in increased program attendance in 2014.

**Figure 7: Program Attendance in 2013 vs. 2012**

<table>
<thead>
<tr>
<th>Program Type</th>
<th>2012</th>
<th>2013</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer Reading</td>
<td>838</td>
<td>1337</td>
<td>+59.54%</td>
</tr>
<tr>
<td>Adult Program</td>
<td>402</td>
<td>601</td>
<td>+49.50%</td>
</tr>
<tr>
<td>Entertainer</td>
<td>490</td>
<td>601</td>
<td>+22.65%</td>
</tr>
<tr>
<td>Computer Course</td>
<td>67</td>
<td>83</td>
<td>+23.88%</td>
</tr>
<tr>
<td>Book Club</td>
<td>305</td>
<td>375</td>
<td>+22.95%</td>
</tr>
<tr>
<td>Children’s Program</td>
<td>13407</td>
<td>13013</td>
<td>-2.62%</td>
</tr>
<tr>
<td>Class Visit</td>
<td>2982</td>
<td>2159</td>
<td>-27.60%</td>
</tr>
<tr>
<td>Offsite Program</td>
<td>2026</td>
<td>798</td>
<td>-60.61%</td>
</tr>
<tr>
<td><strong>Total Attendance</strong></td>
<td><strong>20517</strong></td>
<td><strong>18967</strong></td>
<td><strong>-7.55%</strong></td>
</tr>
</tbody>
</table>
To: Chair Todd Cowan and Members of the Library Committee
From: Katherine Seredynska, Manager, Public Services RWL
Kelly Bernstein, Manager, Information Services RWL
Subject: Region of Waterloo Library Operations Report, January to March 2014
File No: R09-01

Buildings

New Dundee – work crews have cleared out the interior of the new library site. A meeting was held recently with township staff and the architect to discuss the renovation plans and next steps.

Bloomingdale – the lease with the Bloomingdale United Church has been renewed, with additional snow removal duties added.

Breslau -A meeting is scheduled with township staff concerning a possible branch location.

Baden and New Hamburg – both have new televisions installed in their program rooms for movie programs and presentations.

Elmira – the need for downtown parking near the library, as noted in the Citizen Survey, is pressing, particularly with new building construction on a nearby lot. Township officials are investigating possibilities.

New Hamburg – Wilmot Township plans this spring to renovate an outside public washroom; it will be changed to be accessible from inside the library on the main floor.
Wellesley - Wellesley Township is investigating creating a parking area near the library. Staff attended a recreation services public meeting where the need for more parking and program space at the branch were key suggestions made by residents.

Collections

On January 1\textsuperscript{st}, 2014 all adult collections started to “float”, meaning the item now stays in the branch where it is checked in, and does not automatically return to the originating branch. The result is that each branch’s collection has more variety and is updated more frequently. The change has had a significant impact on staff workflows, but they are adjusting well, and several patrons have commented that the collection seems newer and fresher.

Three online databases are new for 2014: Consumer Report, Toronto Star Pages of the Past, and Sesame Street. They will be promoted throughout the year, and staff will be offered training.

Fifty new titles have been added to RWL’s Zinio online magazine service. Zinio has been very popular with patrons, and new titles such as Esquire, Smithsonian Magazine, Martha Stewart Weddings and Motor Trends will serve a wide variety of patron interests and needs.

RWL will introduce pedometer kits for loan in April, in cooperation with Public Health and the other public library systems in the Region. With a pedometer, walking guide and maps, it is hoped that the kits will encourage citizens to adopt a healthy lifestyle through walking. There will also be related information on trails on the library web site.

Computers / Library Technology

Wi-Fi Internet is now running reliably in all branches, which has been very popular with patrons, and fulfills the number one asked-for service in the Service Plan Telephone Survey. As the Wi-Fi service is the Region’s Enterprise model, there is currently no ability to require acknowledgment of appropriate use, or track usage statistics.

All branches have had new computers and 22” monitors installed. PC Reservation, the computer booking software, is running in all branches, and has been embraced by patrons.

Ten new laptops have been delivered, and will be used for public and staff training sessions. Several new devices such as Kobo readers, tablets and iPads have been purchased, and are being made available for staff self-training. Additionally, 2 iPads have been dedicated as Program Resource iPads, and will be used solely in children’s programs.

Programs

Winter children’s programs were as popular as ever with Baby & Me, Toddler tales, Storytimes and Kids’ Book Clubs continuing to be well attended. A new storytime for small children was held in New Dundee in the mornings, which was possible due to the new hour’s schedule. This spring new evening programs for young families will be introduced in Elmira and Wellesley.
The annual Family Literacy Day at Conestoga Mall in January is a joint initiative with neighbouring libraries and literacy agencies. The Region of Waterloo Library display with literacy activities attracted large numbers of children, and parents picked up literacy tips and resources.

March Break programs were offered in all ten branches, and included reptile shows, magic, music and puppets. Several science programs for various age groups were offered by University of Waterloo students. Hundreds of children and their families enjoyed March Break at the libraries.

Community Lit adult program in Elmira this winter featured a university professor discussing Mennonite literature. Afternoon movie programs continue to attract seniors.

Teen programs will be offered in Ayr this spring including yoga, snack attack, and cupcake boss. These programs are supported through the Friends of the Ayr library.

Services

UMS, the collection agency, has begun receiving patron information and will begin communication. Initial efforts will only patrons who have reached the threshold of owing more than $25 within the last 60 days. There are 9 accounts that collectively owe $1094 in bills, and 8 accounts that collectively owe $706 in overdue materials. UMS will progressively work backwards to contact accounts that are more than 60 days overdue, until the backlog to 2012 has been dealt with.

There was some press coverage of the UMS implementation, and patron response has been widely supportive of the decision.

Staff

Paula Fewkes has been recently hired as the Coordinator of Computer Training, and began work in March. She is eager to continue and build on the work that previous incumbents in the position have undertaken since February 2013.

As staff leave for other opportunities or retire, new staff have been hired recently in Ayr, Elmira, New Hamburg, St. Jacobs and Wellesley. The long time children’s assistant supervisor in Elmira, Bette Cummings, retires at the end of May, and there will be a public open house at the branch.

Statistics

Total circulation in 2013 was 1% higher than 2012. Children’s program attendance was down slightly but is anticipated to improve in 2014 with new branch hours and new programs. Patron registrations have remained steady at just over 17,000. Please see the memo on 2013 Library Use Statistics for further detail.