



REGIONAL MUNICIPALITY OF WATERLOO LIBRARY COMMITTEE AGENDA

Tuesday, February 15, 2011
Immediately Following Committee Meetings
(Approximately 2:30 p.m.)
Room 217
150 Frederick Street, Kitchener, Ontario

-
1. **DECLARATIONS OF PECUNIARY INTEREST UNDER THE *MUNICIPAL CONFLICT OF INTEREST ACT***
 2. **ELECTION OF CHAIR and VICE-CHAIR**
 3. **DELEGATIONS**
 4. **REPORTS**
 - a) [P-LIB-11-001](#), Representation and Advocacy 1
 - b) [P-LIB-11-002](#), Region of Waterloo Library: 2011 Draft Budget Report 3
 - c) Verbal Update Re: Library Operating Procedures
 5. **INFORMATION/CORRESPONDENCE**
 - a) Southern Ontario Library Service (SOLS), Re: [RWL Representative](#) for Trustee Council 13
 - b) Federation of Ontario Public Libraries (FOPL), Re: [Membership and Annual Report](#) 15
 - c) Ministry of Tourism and Culture, Re: [Request for Knowledge Ontario Funding](#) 21
 6. **OTHER BUSINESS**
 7. **NEXT MEETING**
 8. **ADJOURN**



REGION OF WATERLOO

PLANNING, HOUSING AND COMMUNITY SERVICES Community Services

TO: Members of the Library Committee

DATE: February 15, 2011

FILE CODE: F05-30

SUBJECT: REPRESENTATION AND ADVOCACY

RECOMMENDATION:

THAT the Regional Municipality of Waterloo take the following actions with respect to Report P-LIB-11-001, dated February 15, 2011:

- a) Appoint _____ to the Southern Ontario Library Service Trustee Council as a representative of the Region of Waterloo Library; and
- b) Authorize the Library Chair to make submissions to senior government levels in response to time-sensitive initiatives.

SUMMARY:

NIL

REPORT:

Representation

The Southern Ontario Library Service (SOLS) organizes Trustee Councils, comprised of representatives from Ontario Public Library Boards (please see SOLS letter, Agenda Item 5a). There are eight Trustee Councils, and the Region of Waterloo Library is included in #2, along with 23 other libraries. As noted in the letter, Trustee Councils meet twice a year, and provide information sharing and communication opportunities.

It is recommended that Library Committee appoint a member to represent Region of Waterloo Library on the SOLS Trustee Council.

Advocacy

From time to time, public libraries join together to advocate for change, or to request support for an on-going initiative. The advocacy is often directed toward the Federal and Provincial levels of government, and some efforts have seen success. Recent initiatives that have requested support include:

- Knowledge Ontario: now at the end of its three-year funding commitment from the Ontario Government, KO is attempting to build support for on-going funding.
- Community Access Program: This program, which helps to fund the libraries public Internet access computers, has benefitted from public libraries providing regular updates to area Members of Parliament, in order to maintain the Federal Government's interest in continued funding.

- Provincial Funding Model: The Provincial Operating Grant to Public Libraries has remained constant for over 10 years. The Federation of Ontario Public Libraries has widely consulted on a new funding model that reduces inequities, but requires substantial new funding.

Typically, a letter of support from the Board or Library Committee Chair is the best way to convey the support of the Region of Waterloo Library Committee and Regional Council. As such initiatives are usually time-sensitive, and Library Committee meets infrequently, it is recommended that the Committee authorize the Library Committee Chair to respond to such initiatives, as appropriate.

CORPORATE STRATEGIC PLAN:

Strategic Focus Area 6: Collaborating with other library systems, and advocating for funding to support library services enables the Region of Waterloo Library to foster Service Excellence.

FINANCIAL IMPLICATIONS:

NIL

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

NIL

ATTACHMENTS

NIL

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

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



REGION OF WATERLOO

PLANNING, HOUSING AND COMMUNITY SERVICES Community Services

TO: Members of the Library Committee

DATE: February 15, 2011

FILE CODE: F05-30

SUBJECT: REGION OF WATERLOO LIBRARY: 2011 DRAFT BUDGET REPORT

RECOMMENDATION:

For information/direction.

SUMMARY:

This report presents the draft 2011 budget for the Region of Waterloo Library (RWL) for discussion and direction. The proposed 2011 preliminary base budget is \$2,086,871 which is an increase of \$71,574 (1.01%) compared to 2010 or \$0.62 per household, based on combined township assessment growth of 2.52%. Two new budget issues are also being recommended, representing an additional 0.58% increase, which would bring the total budget increase to 1.59% (\$83,574 or \$0.98 per household).

The base budget has been carefully reviewed by RWL and Finance staff. Individual line items have been adjusted, where appropriate, including adjustments for the estimated impacts of the Harmonized Sales Tax (HST). Following base budget reductions taken in 2009, and a phasing of staff cost increases to reduce the 2010 budget, no additional reductions are being proposed for 2011. Other changes to the base budget include: the approved phase-in (P-LIB-07-006) of the Family Literacy Coordinator part-time position to the RWL operating budget; cost of living and benefit cost adjustments; inflation adjustments for material purchases and processing; and increased charges from the Ontario Library Consortium which provides the library automation software.

This report also describes a number of challenges being faced by the library system that will have budget implications over the next four years. Of these, two issues are recommended for consideration in 2011. Both issues require modest increases to support additional hours for branch staff who directly serve township residents, and would add \$12,000 or 0.58% to the base budget. The recommended total budget increase including these two issues would be 1.59%. These modest proposals reflect a continuing focus on budget restraint.

The proposed increase to the base budget ensures that the library service remains sustainable. The recommended issues will assist with maintaining and improving branch services. Library service indicators continue to show increasing use, with circulation of all items growing 2.9% in 2009 and a further 1.7% in 2010 to a total of 401,414 items. Use of electronic materials, such as downloadable audiobooks and eBooks grew by 25% in 2009, and more than doubled in 2010 to 6,553 uses.

REPORT:**2011 Program Summary**

The 2011 Program Summary for the Region of Waterloo Library (RWL) is shown in Attachment 1. This summary shows the 2010 estimated actual costs and budget variance, as well as the proposed 2011 base budget. Key elements of the Program Summary are discussed below.

For 2010, actual staffing costs were below budget due to gapping, and associated savings in benefits. Other operating costs were slightly below budget, and reductions in utilities costs have been included in the 2011 budget. Inter-departmental charges were higher than budget due to higher than expected Facilities maintenance costs. These were off-set by unanticipated one-time grants received in 2010.

The 2011 Base Budget includes standard salary and benefit adjustments, as well as minor increases reflecting inflation for contracted services such as janitorial and materials purchases/processing. The part-time position of Family Literacy Coordinator was created in 2007 as a result of a substantial grant from the Lyle S. Hallman Foundation. Library Committee approved a plan (please see Report P-LIB-07-006, December 13, 2007) to slowly transition the funding for this position into the operating budget; this transition will be completed in the 2012 base budget. Also in 2010, it was possible to reduce the budget increase as a result of one manager electing to work part-time as a transition to retirement. This is not sustainable, and the position needs to be returned to full funding over the next two years.

The base budget also includes a reduction in Grants and fundraising of about \$14,000 as described in the Continuity Schedule of the Program Summary.

The proposed 2011 preliminary base budget is \$2,086,871 which is an increase of \$71,574 or 1.01% compared to 2010, based on combined township assessment growth of 2.52%. This is an increase of \$0.62 per household.

Proposed Use of 2009 Surplus

As of year-end 2009, the RWL budget had an operating surplus of \$85,039. The surplus was due largely to the receipt of unbudgeted grants. It is not sustainable. As has been the practice with the operating surplus in previous years, it is recommended that it be allocated to various Library Reserves as shown below:

Account	Amount	Reason
Sick Leave Reserve	\$20,000	RWL funds its own Sick Leave Reserve. One long-term employee retired in 2009, leaving three others who are eligible for pay-out from this reserve. Based on maximum exposure, this liability is essentially fully funded after this allocation.
Vehicle Reserve	\$10,000	The vehicle reserve funds Library vehicle replacement costs. The library van was replaced in 2010 (deferred from 2009) with the next replacement scheduled for 2016. This contribution to the vehicle reserve will help to fund anticipated higher vehicle costs in future.
Library Capital	\$55,039	To continue to provide for facilities renovations and other capital projects, without having to increase the contribution from the operating budget.

If Library Committee agrees with the proposed distribution, it can be brought forward as a recommendation to Council.

Growth and Comparative Statistics

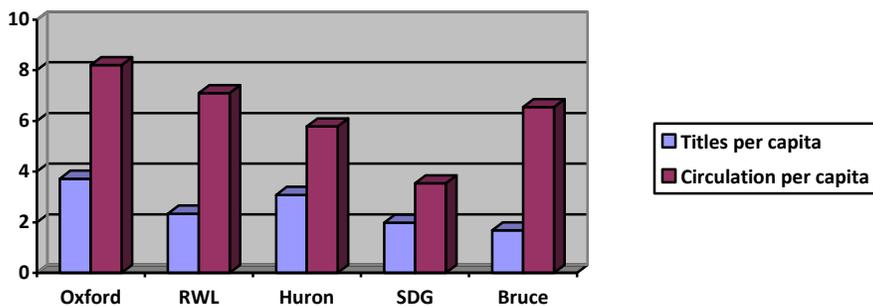
The population of the four Townships continues to grow, and library use is keeping pace. In 2010, the total population is estimated to have grown 2.5% to 61,700. Circulation of all materials increased 1.7%, on top of a 2.9% increase in 2009. This growth is led by electronic books and audiobooks. Use of these downloadable materials more than doubled in 2010, with a noticeable rise in demand for eBooks in the last few months of the year, reflecting the growing use of personal readers. Computer use in the branches dropped slightly, following a significant 13% increase in 2009. The provision of WiFi in two more branches during 2010 now enables patrons to use their own computers in Elmira, New Hamburg and Ayr.

As shown in the Table and Chart below, RWL has fewer service points (branches) and hours of operation than County library systems serving populations of a similar size. The number of titles per capita is about average. To achieve better comparability with similar library systems, RWL should increase hours of operation in the branches, and buy more materials. On the other hand, the circulation per capita is second highest among the five systems, showing the great use that is made of RWL resources.

County Library Comparative Statistics, 2008
(Source: Ministry of Tourism and Culture Annual Survey)

	Population Served	Number of Service Points	Service Points per 1000 Pop.	Weekly Hours of Operation	Weekly Hours per 1000 Pop.
Oxford County	46,980	13	0.28	295	6.3
RWL	54,053	10	0.19	254	4.7
Huron County	57,131	13	0.23	452	7.9
SDG*	59,447	18	0.30	384	6.5
Bruce County	62,745	19	0.30	502	8.0

*Stormont, Dundas & Glengarry County



New Initiatives, 2011-2014

Attachment 2 shows the 2011-2014 RWL Draft Budget Plan. Fundamentally, the library system is in good shape from financial and organizational perspectives. However, there are always areas for optimization and change. The following section describes issues that may require funding over the next four years. Two issues are recommended for funding in 2011, for a total of \$12,000 or 0.58% budget increase.

Library Branch Review: The current hours of operation for the branches range from 20.5 to 43 hours per week for the four large branches, to 20 hours in Baden and 18 hours per week for each of the other five smaller branches. Branches are open Tuesday to Thursday, and Saturday, with the large branches also open on Friday. Over the past several years, small increases in funding have enabled some additional staffing in the branches; for example, storytime programming offered outside of regular branch hours, or additional staff to help during the busiest times in a branch. In some branches, staff has responded to requests for morning access by shifting hours from an evening, so that overall costs were not increased. This has received some negative responses from the public.

The pressures currently being experienced in the branches include:

- Meeting the expectations of patrons for more morning, evening and weekend hours, and coverage over supper hours;
- Needing more staff to serve patrons for handling circulation, providing technology assistance, finding both on-line and on-shelf resources, etc.; and
- Requests for more programs, such as storytimes for infants.

In 2011, staff will undertake a system-wide review of branch hours and services. Overall needs will be assessed through usage statistics, focus groups, a user survey, and expert advice. Options for changes in hours of operation, along with financial implications, will be presented to Library Committee for consideration, prior to the 2012 budget. The intent is to optimize our service, if possible within existing resources.

In the interim, some flexibility is needed in 2011 to address current pressing operational needs. It is recommended that \$6,000 be added to the part-time staff budget, which would provide for up to four additional hours of staff time per week in high-demand libraries.

Staff Training: All branch staff positions are part-time, with the staff budget covering the hours worked in the branch, plus quarterly Township staff meetings and semi-annual full staff meetings of two to three hours each. With average circulation at 31 items per hour, plus many other demands on staff time, there is little to no time available during a shift for staff to learn new concepts, beyond the brief training undertaken at staff meetings.

Some of the training that staff require includes:

- new online resources: what is available and how to use them to answer patrons' questions;
- ideas for new programs and services;
- how to assist patrons with social media, computer technology, and devices such as e-book readers and portable drives;
- troubleshooting hardware and software problems and upgrades to the library automation software;
- serving our diverse community in better ways; and
- new standards and legislation, such as violence in the workplace and accessibility.

In order to provide consistent access to training for all staff, a pilot project was initiated in mid-2010. Each staff member was provided with a maximum of 20 hours of training 'credits' per year to be used for learning and practising new technology, workshops such as customer service or children's program planning, and library staff development days. Each supervisor discusses training plans with individual staff and tracks the hours used. This system allows staff to manage their time and priorities for learning.

This approach to encouraging staff to take training, by offering flexible choices and times, has been positively received by staff and has been incorporated in their yearly personal development plans. In order to move from a pilot project to full implementation, an addition of \$6,000 to staff training in 2011 is recommended.

Increasing Access to Library Cards: Some residents may not come to a library branch, but do want to make use of on-line resources, for which a library card membership number is required. Access is being made easier, by enabling users to apply for and instantly receive a library card membership number on-line. Other residents may live in areas that are closer to a branch from an adjacent library system than to an RWL branch. RWL has worked diligently over several years to put in place "reciprocal borrowing" arrangements with all neighbouring systems, so that our patrons do not have to pay a fee to make use of outside library resources. All of these arrangements do require that the patron have a library card from RWL. In order to provide easier access to a library card, staff plan to work with the Citizen Service group of Corporate Resources to make cards available at the Citizen Service desks located in Regional buildings at 150 Frederick Street Kitchener, 150 Main Street Cambridge, and 99 Regina Street Waterloo. In addition, staff will work with Area Municipalities to find appropriate venues and events where cards could be made available. It is anticipated that these measures can be implemented at little or no additional cost to the library budget.

Headquarters Staffing Review: Staff at RWL Headquarters are responsible for the evaluation, purchasing, cataloguing and processing of books, periodicals, audio-visual materials and e-Resources. They also maintain the website, process inter-library loans, provide family literacy resources, programs and research, promote the library, run Summer Reading Club and other programs, deliver materials throughout the system, and provide overall support to the branches.

Some of the challenges facing headquarters staff include:

- Growth in the Townships, leading to increased expectations for library service;
- Increased patron use of the website to request materials, resulting in more demand on the van delivery system;
- Popularity of the family literacy programs, resulting in higher attendance, requests for new programs, and need for more coordination among library and early literacy groups;
- Staff training needs, arising from changing technology and new resources;
- Increased complexity of technology, including the website, social media, eResources;
- Changes in work flows and processes, such as book ordering, inter-library loans, cataloguing; and
- Retaining professional staff in part-time positions.

In the face of these challenges and potential retirements, a review of headquarters staff positions

and responsibilities will be undertaken in 2011. This could result in recommendations for future budget issues.

Technology: Libraries have come to rely extensively on technology to help provide excellent service to patrons. Some key areas of technology support are outlined below. As new needs are assessed, they will be considered in future budget reports.

RWL has benefitted from being a member of the Ontario Library Consortium (OLC), which provides library software, servers and technical support to its 26 members. RWL costs are significantly reduced relative to purchasing these services independently, but as a consortium member, RWL does have to participate in new purchases and upgrades approved by a majority of members. In future, a significant new service or software upgrade could require a budget increase.

Public access computers have been a significant benefit to rural library users, but the number of computers in our branches has not increased over the past 10 years. In some RWL branches, it has been possible to provide WiFi, so that patrons can bring in their own laptops to make use of a high speed connection. When looking at improving computer access for patrons, providing WiFi in more branches may be the most cost effective approach. However, a November 2009 survey of public access computers revealed the “digital divide” still exists, and many citizens rely exclusively on the library’s computers for their connection to the online world. Staff will continue to monitor the demand for additional computer access points.

Improving access to library resources, such as for patrons with limited eyesight, may also require further investment in technology.

Federation of Ontario Public Libraries (FOPL): FOPL was established in 2005 to provide advocacy, marketing, research and consortia purchasing for Ontario public libraries. It is largely funded by membership fees, which are based on population categories. RWL would fall in the 50,000 – 100,000 population category, resulting in an annual membership fee of \$3,000. Such a fee is has not been approved by Library Committee in the past, and is not funded in the current library budget. Recently, the Administrators of Rural-Urban Public Libraries of Ontario (ARUPLO) of which RWL is a member, became an Associate Member of FOPL and is able to pass on updates. Although recognizing the accomplishments of FOPL over the past five years, it is the recommendation of staff that the RWL budget not be increased to enable the library to become a full member of FOPL. (Please see the letter from FOPL Chief Executive Officer David Allen to former Library Committee Chair Bill Strauss, attached to the agenda under correspondence.)

2010 Capital Expenditures and 2011 Capital Budget

In 2010, funds were spent on the following capital projects:

- New Dundee: creation of a family reading corner, new circulation desk and better layout;
- Wellesley: both adult and children’s departments were renovated and updated;
- Exterior lighting: installed at eight branches to increase security and accessibility.

In addition, the library delivery van was replaced. The new, larger, Sprinter van provides stand-up access to boxes of library materials that are transported among branches, reducing the need for extra trips, and making it more efficient and safer to sort and deliver the materials.

The 2011-2020 Capital Budget and Forecast is shown in Attachment 3. In 2011, anticipated capital
921484

expenditures in the branches include:

- St. Clements: interior renovation to update the space and make it more accessible;
- Interior signage: to create clear and consistent signage in all libraries;
- Noise reduction in Ayr: install sound absorbent materials.

By the end of 2011, all of the branches will have had some level of refurbishing within the past eight years. However, some branches still require significant work. These include New Dundee and Bloomingdale, both of which should be re-located, and New Hamburg and St. Jacobs which have limited physical accessibility.

Area Municipal Consultation/Coordination

Area Municipal staff are consulted on many aspects of library facilities, including wireless network upgrades, maintenance, and location decisions.

CORPORATE STRATEGIC PLAN:

Human Services: Enhance our child care and family support systems in order to support the healthy growth and development of children and youth – continue to deliver Family Literacy Services.

FINANCIAL IMPLICATIONS:

The proposed RWL 2011 base budget is \$2,086,871 which represents an average increase of \$0.62 per household or 1.01% after estimated assessment growth of 2.52%. The two recommended budget issues would add \$12,000 to the budget, for a total increase of 1.59% or \$0.98 per household.

OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:

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

ATTACHMENTS

- Attachment 1: 2011 Program Summary
- Attachment 2: 2011-2014 Draft Budget Plan
- Attachment 3: 2011-2020 Capital Budget and Forecast

PREPARED BY: *Lucille Bish*, Director Community Services

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

REGIONAL MUNICIPALITY OF WATERLOO
2011 PROGRAM SUMMARY

DEPARTMENT: PLANNING, HOUSING & COMMUNITY SERVICES
PROGRAM: REGIONAL LIBRARY

PROGRAM FUNDING: PROPERTY TAX

PURPOSE STATEMENT:							
To provide library service to meet the information, education and recreation needs of the residents of the four townships of the Region of Waterloo.							
To develop broad-based collections of books and non-print materials, providing free and convenient access to services and collections, and trained staff for distributing accurate and current information.							
KEY TASKS:							
1. To develop and maintain collections and services which meet the needs of rural residents in a timely and equitable manner.							
2. To develop and implement an affordable interactive automation and telecommunications network for the rural library system.							
3. To maintain and adapt branch libraries so they can accommodate the collections and services needed by the rural residents.							
EXPENDITURES:	2010		Budget to Actual Variance	Notes	2011 Budget	Budget Change	% Change
	Budget	Estimated Actual					
Staffing Costs	\$1,530,632	\$1,478,533	\$52,099	(1)	\$1,588,525	\$57,893	3.78%
Other Operating	470,537	449,431	21,106	(2)	473,016	2,479	0.53%
Inter Departmental Charges	180,243	193,653	(13,410)		176,924	(3,319)	-1.84%
Total Expenditures:	\$2,181,412	\$2,121,617	\$59,795		\$2,238,465	\$57,053	2.62%
REVENUES:							
Provincial Grants & Other Subsidies	\$122,615	\$158,040	(\$35,425)	(3)	\$112,094	(\$10,521)	-8.58%
Other Revenues	43,500	53,816	(10,316)	(4)	39,500	(4,000)	-9.20%
Total Revenues	\$166,115	\$211,856	(\$45,741)		\$151,594	(\$14,521)	-8.74%
NET LEVY	\$2,015,297	\$1,909,761	\$105,536		\$2,086,871	\$71,574	3.55%
Average Household Impact* * Townships Only	\$61.55				\$62.17	\$0.62	1.01%
2011 BUDGET CONTINUITY					Notes on Budget to Actual Variance		
2010 Approved Budget Levy	\$2,015,297		Notes				
Budget Adjustments:							
Staffing:							
Salaries & Benefits	\$	57,893	COLA per agreements/estimates and increased costs for benefits.		(1) Underspending due to impact of job vacancies and associated benefit cost savings. Not sustainable in 2011.		
Other Operating:					(2) Savings over a range of accounts including utilities. Partially sustainable in 2011.		
Miscellaneous		2,479	Various adjustments to operating budgets.		(3) Unbudgeted grants applied for and received during 2010. Not sustainable in 2011.		
Inter departmental Charges:					(4) Revenue includes unbudgeted donations to the Library received during year. Not sustainable in 2011.		
Information Systems		1,542	Increased interdepartmental charge from Information Systems.		Budgeted Program Staffing (F.T.E.)		
Computer Reserve		(4,075)	Reduction in required contribution to reserve.		2011		25.06
Other		(786)			2010		25.06
Total Expenditure Changes	\$	57,053			2009		25.06
Revenues					2011 Budget Issues		
Subsidy / Grants		10,521	Partial reduction in funding for Family Literacy Co-ordinator position		Issue		
Other Revenue		4,000	Budget reduced to reflect recent experience.		Budget issues are not included in the base budget.		
Total Revenues	\$	14,521					
Total Budget Changes	\$	71,574					
Total 2011 Budget Levy	\$	2,086,871					

**Waterloo Regional Library
2011 - 2014 Draft Budget Plan**

ATTACHMENT 2

	<u>2011</u>	<u>2011%</u>	<u>2012</u>	<u>2012%</u>	<u>2013</u>	<u>2013%</u>	<u>2014</u>	<u>2014%</u>
Operating								
Base adjustment (after assessment)	71,574	1.01%	83,955	2.97%	87,313	2.97%	90,806	2.97%
Issues:								
<u>Priority</u>								
1 Branch Service Hours	6,000	0.29%						
2 Additional Staff Training	6,000	0.29%						
	<u>12,000</u>	<u>0.58%</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>	<u>0</u>	<u>0.00%</u>
Total Increase in Net Levy:	<u>83,574</u>	<u>1.59%</u>	<u>83,955</u>	<u>2.97%</u>	<u>87,313</u>	<u>2.97%</u>	<u>90,806</u>	<u>2.97%</u>
Revised Net Levy:	2,098,871		2,182,826		2,270,139		2,360,944	
Increase in FTE	0.25							

THE REGIONAL MUNICIPALITY OF WATERLOO
TEN YEAR CAPITAL FORECAST (000's)
2011-2020

ATTACHMENT 3

REGIONAL LIBRARY

	Estimated Carryforward	2011 Request	2011 Total	2012	2013	2014	2015	2016	2017	2018	2019	2020	Total
EXPENDITURES													
20002 Library Holdings Acquisitions		112	112	112	112	112	112	112	112	112	112	112	1,120
20005 SIRSI System Upgrade	15	40	55										55
20006 Branch Preventative Maintenance		5	5	20	20	20	20	25	25	25	25	25	210
20008 Wireless Network Upgrade		15	15										15
20009 Other Branch Furnishings	5	40	45		20	20	20	20	20	20	20	20	205
20010 Library Telephone Systems	19		19										19
20011 Internet Workstation Replacements	3		3										3
20014 Equipment Replacement Vehicles								60					60
20015 Branch Development	20		20	20		20		20		20		20	120
TOTAL PROPOSED EXPENDITURES	62	212	274	152	152	172	152	237	157	177	157	177	1,807
SOURCES OF FINANCING													
Reserve and Reserve funds													
Library Capital Reserve Fund	62	100	162	40	40	60	40	65	45	65	45	65	627
Library Vehicle Reserve								60					60
RDC Reserve Fund		101	101	101	101	101	101	101	101	101	101	101	1,010
Revenue (Taxation)		11	11	11	11	11	11	11	11	11	11	11	110
TOTAL PROPOSED SOURCES OF FINANCING	62	212	274	152	152	172	152	237	157	177	157	177	1,807



**Southern
Ontario
Library
Service**

**Service des
bibliothèques
de l'Ontario-Sud**

January 12, 2011

Library Board Chairperson
Region of Waterloo Library
150 Frederick Street, 2nd Floor
Kitchener, ON
N2G 4J3

Dear Board Chairperson,

With the appointment of new library boards following the municipal elections, it is once again time to appoint a member to represent your library at your area Trustee Council. I am writing to give you a brief orientation to this group and to ask your board to make its appointment.

Trustee Councils provide library board members with opportunities to share information and hear how other boards deal with issues similar to the ones you face in governing your library. Trustee Councils also offer suggestions and support for trustee training and serve as a communication link between SOLS and boards. Once a term, Trustee Councils also elect members to the SOLS board.

Trustee Councils are highly valued by the participants. Here is some of the feedback we have received:

- "The Round Table is invaluable for hearing how others are dealing with issues. The meetings provide networking opportunities so you have contacts when you are looking for ideas or information."
- "I like the exposure to the broader library community... I like to pick up news on trends, new provincial/Ministry "thinking", innovation, etc."
- "The Trustee Council meetings provide a forum to receive information from SOLS and provide feedback on initiatives to the SOLS representatives. The highlight of the meeting is the Round Table discussion, when individuals share pertinent information pertaining to their libraries and/or issues. I have received very valuable information related to a major issue facing our library board, from the individuals attending the trustee council. It is essential for smaller library boards to attend trustee meetings; the forum for information-sharing, amongst trustees, is invaluable! "
- "I love attending my trustee council meetings. I learn so much from other trustees – valuable tips that I can take back to my Board. We are each others' greatest resource."



111, rue Peter Street
Suite/bureau 902
Toronto, ON M5V 2H1
416-961-1669
1-800-387-5765
416-961-5122 (fax/télééc.)
www.sols.org

*Charitable Registration Number/Numéro
d'enregistrement comme organisme de
bienfaisance: 1077 98167 RR0001*

*Financial support from the Province of
Ontario is gratefully acknowledged./L'appui
financier de la province d'Ontario est
grandement apprécié.*

Page 2
January 12, 2011
Library Board Chairperson

There are eight Trustee Councils in SOLS and each library is assigned to one. Trustee Councils meet twice a year, once in the Fall and once in the Spring. The next round of meetings is scheduled for April. Please see SOLS' website (www.sols.org) under Library Collaboration - Networking and Meetings - Trustee Councils for details about the Trustee Councils, including the list of libraries within each Council.

Once the Board has decided upon the member who will represent your library, please send the name, address, telephone number, and e-mail address of this member to Gelja Wegman (gwegman@sols.org). We will send an introduction letter at that time and all meeting notices will be sent directly to the member. We will also add him/her to the local Trustee Council listserv. The list is designed to facilitate communications among the library boards in your area.

I hope you will make your appointment to the Trustee Council soon. We look forward to welcoming you there.

Yours truly,



Brenda Carrigan
SOLS Board Chair



November 2, 2010

Region of Waterloo Public Library
150 Frederick Street 2nd Floor
Kitchener ON N2G 4J3

Dear Bill Strauss:

Once again, we invite your library to become a member of the Federation of Ontario Public Libraries. The Federation is a not-for-profit membership association established in 2005 to provide a single, strong voice for public libraries in Ontario to enhance library policies and programs. Its services focus on four strategic pillars: advocacy, marketing, research and consortia purchasing.

The Federation represents public library corporations, unlike other library organizations that are professional associations, administrators' groups or agencies of government. Therefore it alone can speak authoritatively for public libraries in Ontario. Its membership has a good cross section of libraries of all sizes and from all geographic regions. The Federation's 206 member libraries are responsible for serving 78% of Ontario's population. Its Board of Directors is composed of an equal number of library board trustees and library chief executives.

Population Served by Member Library	Number of Federation Members
Under 15,000	105
15,001 – 50,000	31
50,001 – 100,000	14
100,001+	19
Associate Members	6
Total	206

But the Federation could be even stronger if your public library joined our membership rolls. We strongly encourage your library to do so. Only through your involvement can we work with you, and for you, as we speak with "One Voice for Ontario Public Libraries".

In the five years since the creation of the Federation, we have accomplished much in the areas of advocacy, marketing and research. We have established ourselves as a credible source of information and perspective on the public library sector in the eyes of funders and policy makers. We have strengthened the Federation's relationships with key decision makers and partners, and have taken advantage of opportunities to tell funders, the media and the general public how public libraries are indispensable to the economic growth and the quality of life of our communities. We have also undertaken various



research initiatives that are building our case for support. Listed on the next few pages are our significant accomplishments over the past year or so.

Enclosed is the 2011 Membership Application Form, which we hope you will complete and return at your earliest convenience. Payment of 2011 membership fees must be received prior to our Annual General Meeting in Toronto on February 2, 2011 in order for your library representatives to be eligible to attend and vote at that meeting.

Please give serious consideration to becoming a member of the Federation. With your added support, Ontario's public libraries have a much brighter future.

Sincerely,

David Allen
Chief Executive Officer



Annual Report of Public Libraries 2010

Issues Facing the Public Library Sector

Libraries today are much different from those of decades past. Today's libraries are community hubs filled with valuable digital information and equipped with technology that citizens can use to empower themselves and attain personal goals. Information, equipment, services, and facilities must constantly be updated to keep pace with the new generation of users with fundamentally different needs. Public Libraries face a number of issues:

- Supporting government priorities
- Meeting users' needs in the face of shrinking funding
- The increasing need for infrastructure funding
- The long term impact of increasing technology
- Serving the needs of a population increasing in diversity
- Increasing the provincial government's awareness of the strategic role of public libraries.

Response to Government Priorities

Public libraries appreciate the priorities of provincial and municipal governments and have responded by offering extensive programs in the following areas:

- **Economic development** by supporting small businesses and entrepreneurs with the provision of resources such as e-databases on market trends and information on relevant legislation, so that they can drive local economic recovery and job creation
- **Employment** by providing resources for career planning, job search and upgrading skills
- **Integration of new Canadians** by helping newcomers to Canada succeed through settlement support, language acquisition, employment support and maintaining cultural connections
- **Early literacy development** by facilitating success in the school system through their vast array of pre-school and children's literacy programs
- **Efficient government services** by serving as the first point of contact for information and referral on community and government programs, and
- **Cultural vitality** by feeding the community's cultural framework, which is as essential to a healthy and sustainable society as social equity, environmental responsibility, and economic viability.

Did you know?

Ontario boasts 67 million visits a year to its public libraries.

• Over 92% of Ontarians have access to public library service

• 425 municipalities offer public library service through 1,093 service outlets

• 4.9 million Ontario residents have active library cards

• 115.5 million items are borrowed every year

• 9,883 public computer workstations and hundreds of online resources are available in public libraries across the province!

Sustainable Operating Funding

On average only 5% of public library operating budgets is currently funded by the province. Public libraries must rely increasingly on municipal funding to support their operations, resulting in significant variation in service levels across the province. At the municipal level, the competition for funds that libraries experience with other local priorities such as policing, social services and health care, has become unhealthy. And for the majority of Ontario's 52 First Nation libraries, the provincial operating grant is the only funding they receive, because their communities do not have a taxation system.



Sustainable operating funding would help fulfil the mandate of the Public Libraries Act, designed to ensure equitable access to services regardless of where Ontarians reside. Free access to information helps create "informed decisions", which are key to our democracy and the reason public libraries garner tremendous public support.

Growing Need for Infrastructure Funding

There are 1093 public library branches throughout Ontario, many of which are in historic buildings with inadequate space, accessibility, heating, air conditioning and security systems. In particular, provincial legislation such as the Accessibility for Ontarians with Disabilities Act is putting extraordinary financial pressures on public libraries.

An infrastructure fund designated just for public libraries would facilitate the huge infusion of infrastructure dollars required by the public library sector. Investing in public libraries is important to Ontario's future and must not be overlooked.

Long Term Impact of Increasing Technology

Technology facilitates a collection in diverse formats which then demand the development of innovative library procedures; for example, the digitization of historical photo collections results in much greater access, and requires new rules for accessing—not necessarily borrowing, and new devices for viewing and sharing.

Libraries have to adapt not only to new services they provide, but also tailor to the demands, devices and software that users provide. Students, seniors, business people, tutors and teens expect collaborative areas with wireless internet access, sprawl space and connectivity for laptops, and study corners.

The rise in mobile technology and practical application of mobile devices and the demand for instant, free and up-to-date information have libraries continually re-defining library service and library spaces. Libraries are redefining themselves by providing services that are customer-driven, interactive, and facilitated and enhanced by technology.

Public Library Utilization

- *Everyday 13,000 Ontarians get job-seeking help at their public library.*¹
- *120,000 times each month, Ontario business owners and employees use resources at public libraries to support their small businesses.*¹
- *66.5 million visits are made in person to Ontario public libraries each year... more than 3 times the annual attendance at all North American NHL hockey games.*^{2,3}
- *10,464 employees and 13,938 volunteers work at Ontario public libraries.*²
- *In Ontario, there are 2 public library branches for every 3 Tim Hortons outlets.*⁴

1. Estimate based on OCLC report on US public libraries, "How Libraries Stack Up: 2010"
2. Ontario Library Statistics 2007, Ministry of Tourism and Culture
3. ESPN 2009-2010 NHL Attendance
4. 2010 Statistics, Tim Hortons Customer Service

The Pressures of Diversity

Libraries are responding to the needs of the entire spectrum of the population, a population diverse in culture, abilities and technology.

Libraries have always played a key role in preserving and sharing the heritage, history and uniqueness of a community. "Culture" is the new buzz word in municipalities, and many public libraries are integral partners in the municipal cultural planning process. Libraries are leaders in resource sharing – something that many organizations are trying to emulate in their own business models.

Equitable access has always been a public library value, but the recent accessibility legislation has increased the pressure to accommodate users with various physical, visual and mental challenges, in facilities never designed for modern use.

In addition to adapting building, collection and services to serve diverse needs, now a new generation of "users" are virtual, downloading e-books, searching a vast array of databases, browsing genealogy information, reviewing historical photos, and registering for programmes without ever stepping foot in the building.

With shrinking funding, aging infrastructure and inadequate technology, libraries struggle to maintain their role as open to all and free to all.

Inter-Ministerial Awareness of the Strategic Role of Public Libraries

In 2007, the then Ministry of Culture eliminated the Library Services Unit and adopted a functionally based organizational structure where departments serve a variety of sectors. This restructuring and the resultant lack of specialized expertise in the library sector at a senior level within the Ministry has seriously eroded inter-ministerial awareness of the role that public libraries can play in broader provincial strategies.

For example, too often in the past, the voice of public libraries has been overlooked when the provincial government has set policies and programs related to literacy. Examples include Ontario Works, Early Years Centres, Parenting and Family Centres and Best Start Child and Family Centres.

At present only two front line staff at the Ministry of Tourism and Culture are dedicated to public libraries. In contrast all other provincial departments in Canada have library services units, and many are part of ministries such as Education, Municipal Affairs or Community Services, enhancing the view that public libraries are essential, not soft services.

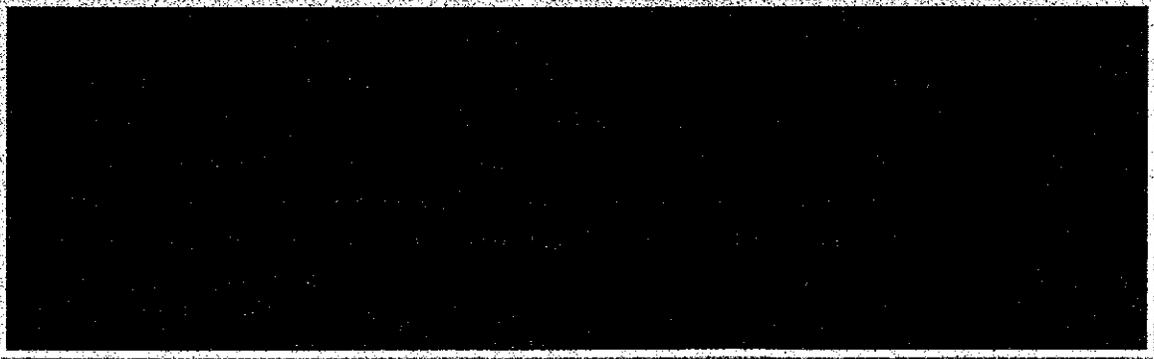
Public libraries are not simply cultural institutions. They have key roles to play in driving government priorities such as economic development, employment, early literacy development, healthy communities and efficient government services.

Advocacy for the Future

Provincial operating grants have not been adjusted since 1996, when they were cut by 40%. The Federation is advocating that the total funding envelope for provincial annual operating grants to Ontario's 388 public and First Nation libraries be increased significantly to reflect the inflation rate and population growth since 1996 and to recoup the 40% cut.

There is also significant disparity in the way the provincial government allocates its current support to public libraries. On a per capita basis using 2006 census, provincial support ranges from \$0.59 per resident in communities such as Vaughan, which have seen significant population growth, to \$26.17 per resident in some cottage country communities which have few permanent residents. So the funding envelope for provincial grants not only needs a major increase, its distribution formula also needs an overhaul.

The Federation has developed a specific per capita formula that its membership supports, which will be recommended to the provincial government. If implemented, this funding formula would greatly strengthen the role of public libraries in ensuring healthy and engaged communities.



Ministry of Tourism and Culture

Ministère du Tourisme et de la Culture

Minister

Ministre

9th Floor, Hearst Block
900 Bay Street
Toronto, ON M7A 2E1
Tel: (416) 326-9326
Fax: (416) 326-9338

9^e étage, Édifice Hearst
900, rue Bay
Toronto, ON M7A 2E1
Tél.: (416) 326-9326
Télééc.: (416) 326-9338

RECEIVED

JUL 14 2010



CLERK'S DIVISION

1090MC-2010-416

RECEIVED

JUL 14 2010

OFFICE OF THE REGIONAL CHAIR

July 8, 2010

Mr. Bill Strauss
Chair, Library Committee
Regional Municipality of Waterloo
Region of Waterloo Library
150 Frederick Street
Kitchener, ON N2G 4J3

REGIONAL CLERK		FOR:	
NO.		COUNCIL	
SPINN		COMMITTEE	
SRD		REPORT	
		ASTRON	
L.B.S.N.C.		INFO	✓
		FILE	0

R10-10

RECEIVED
JUL 16 2010
PLANNING HOUSING & COMMUNITY SERVICES

Dear Mr. Strauss:

Thank you for your letter regarding funding for Knowledge Ontario. I apologize for the delay in responding to you.

The McGuinty government recognizes that our province's public libraries play an essential role in the day-to-day lives of Ontarians, who rely on libraries that support their learning and literacy goals. Libraries help build strong, vital communities throughout our province.

This is why Ontario is investing \$2 million in its library service agencies, Southern Ontario Library Service and Ontario Library Service -- North, to provide all Ontarians with equitable access to electronic resources through public libraries.

In support of our government's commitment to education and innovation, this investment will help ensure that:

- Public libraries remain the cornerstone of Ontario's knowledge economy;
- Public libraries are providing consistent, reliable and accessible services; and,
- Public library services are up-to-date on modern technologies.

Knowledge Ontario has offered important resources and tools. We thank them for their hard work. Our decision to invest in our library service agencies is a responsible choice and makes the most sense as our library service agencies are in the best position to deliver these services in the future.

We are committed to working with our library, municipal and First Nations partners to strengthen our province's public library system. Library services agencies will consult with libraries on their needs and will develop a model that meets the needs of Ontario's public library users.

Thank you again for your interest in this matter and please accept my best wishes.

Yours truly,



Michael Chan
Minister

c: The Honourable John Milloy, Minister of Research and Innovation and
Minister of Training Colleges and Universities

Leanna Pendergast, MPP, Kitchener-Conestoga

Gerry Martiniuk, MPP, Cambridge

Mr. Ken Seiling, Chair, Regional Municipality of Waterloo

His Worship Wayne Roth, Mayor of Wilmot Township

Her Worship Kim Denouden, Mayor of North Dumfries Township

His Worship Ross Kelterborn, Mayor of Wellesley Township

Mr. David Thornley, Director, Knowledge Ontario

Mr. David Allen, CEO, Federation of Ontario Public Libraries