



# REGIONAL MUNICIPALITY OF WATERLOO LIBRARY COMMITTEE AGENDA

Tuesday, December 6, 2011  
(Immediately following Planning & Works Committee; approx. 3:00 p.m.)  
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**
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  - b) [P-LIB-11-006](#), Region of Waterloo Library Comparison of Facilities, Programs and Services 3
  - c) [P-LIB-11-007](#), Region of Waterloo Library: Proposed 2012 Budget 7
4. **INFORMATION/CORRESPONDENCE**
  - a) [Memo](#): Region of Waterloo Library Operations Highlights - September to November, 2011 16
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5. **OTHER BUSINESS**
6. **NEXT MEETING**
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:** December 6, 2011 **FILE CODE:** A28-20

**SUBJECT: REGION OF WATERLOO LIBRARY MATERIAL ACQUISITION AND PROCESSING – EXTENSION OF CONTRACT**

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**RECOMMENDATION:**

THAT the Regional Municipality of Waterloo approve a one-year extension of the existing contract with Library Services Centre for the acquisition, cataloguing and processing of materials ordered by the Region of Waterloo Library, as described in Report P-LIB-11-005, dated December 6, 2011.

**REPORT:**

In 2006, the Region of Waterloo Library (RWL) called for proposals for the acquisition, cataloguing and processing of the majority of the books and audio-visual materials purchased each year. There are only a few companies able to provide this service, and a local firm, Library Services Centre (LSC), was the successful bidder. The contract was for 5 years, ending in 2011. In accordance with the Region's Purchasing By-law, a new Request for Proposals (RFP) should be issued now.

However, there are some potential changes coming in 2012 that could affect RWL cataloguing and processing requirements. These include acquisition assessments planned by our new full-time Collections Development Librarian, and technology changes being considered by the consortium of libraries that runs our automation software. Since the RFP is a complex proposal to write, and to review, staff recommends that a new vendor selection process should not be undertaken for 2012, when retendering for 2013 may be required due to the above-noted changes.

The value of the contract is about \$34,000 for processing and cataloguing. It has an escalation clause allowing for a 2% per year increase, and LSC is willing to honour that again for 2012. The contract also covers material acquisition which amounted to about \$165,000 in 2011. LSC has provided very competitive discounts on the materials it purchases for us, and RWL would not do substantially better through other vendors. Materials acquisition, cataloguing and processing is an essential part of RWL business, and a lengthy disruption would inconvenience our patrons.

**CORPORATE STRATEGIC PLAN:**

Ensuring a transparent procurement process supports Strategic Objective 5.3: Ensure Regional programs and services are efficient and effective and demonstrate accountability to the public.

**FINANCIAL IMPLICATIONS:**

The 2% increase in the book processing fee is included in the RWL Draft 2012 Budget.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

The Director, Procurement and Supply Services, has reviewed this report.

**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**

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

**DATE:** December 6, 2011 **FILE CODE:** R09-70

**SUBJECT: REGION OF WATERLOO LIBRARY COMPARISON OF FACILITIES, PROGRAMS AND SERVICES**

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**RECOMMENDATION:**

For information

**REPORT:**

Township residents have been served by the multi-jurisdictional Region of Waterloo Library (RWL) system for over 30 years. Combining the operation of library services across several municipalities has created opportunities for improved effectiveness and efficiency in areas such as materials purchasing, library automation software, staff resources, and children's programming.

In many categories, the facilities, services and programming offered by RWL are similar to those offered by the larger library systems serving Cambridge, Kitchener and Waterloo. Attachment 1 provides a broad comparison of RWL with the city libraries in a number of categories. As shown by the fully shaded circles, areas of similarity include fully functional websites, ebooks/audiobooks, and children's programs with a literacy focus.

In other categories, shown with partially shaded circles, RWL offers a limited level of service, either in terms of breadth (number of locations) or depth (limited number of programs). These areas include WiFi, adult programs, teen/tween programs, children's programs other than literacy-based, and information services.

Some RWL patrons have commented that they find the resources equivalent to city systems and there is no need for them to go elsewhere. However, in the event that RWL patrons do want to use the Cambridge, Kitchener or Waterloo Public Library, their RWL card entitles them to full service through reciprocal arrangements with these libraries (as well as other adjacent library systems).

Attachment 2 provides 2009 comparative statistics for similar-sized county library systems, as compiled by the Provincial Ministry of Culture. In terms of population size, RWL is in the middle of the group, but it ranks slightly higher in terms of active cardholders. However, RWL ranks much lower in terms of hours of branch operation, number of public internet computers, and titles per capita.

In summary, RWL is performing well in many areas, when compared either with local city library systems or comparable county systems. There are, however, some areas where improvements could be made. Some of these are addressed in the Proposed 2012 Budget report.

**CORPORATE STRATEGIC PLAN:**

On-going consideration of library programs and service levels is consistent with the Region's corporate values of Service and Innovation.

**FINANCIAL IMPLICATIONS:**

Recommended budget issues for 2012, and considerations for post-2012, are included in P-LIB-11-007 the Region of Waterloo Library: Proposed 2012 Budget.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

NIL

**ATTACHMENTS**





































Attachment 1 – Facilities, Programs and Services at Local Libraries

Attachment 2 – County Libraries Comparative Statistics, 2009

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

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

## Attachment 1 - Facilities, Programs and Services at Local Libraries

	Cambridge/Kitchener/ Waterloo Libraries	Region of Waterloo Library
Multiple Branches		
Branch size accommodates full services		
Wifi at all branches		
Public Access Computers		
New fully functional website		
Easy to use, interactive Catalogue		
Reader reviews & comments		
Ebooks/Audiobooks		
Electronic resources for home use		
Programs at all branches		
Adult Programs		
Teen/tween programs		
Children – literacy focus		
Children – other context (arts etc.)		
Summer Reading & Let's Read		
Contests & Exhibits		
One Book One Community		
Information Services (Reference, ESL etc.)		

Attachment 2 – County Libraries Comparative Statistics, 2009

	<b>RWL</b>	<b>Bruce County</b>	<b>Huron County</b>	<b>Oxford County</b>	<b>SDG*</b>
Resident Population	57,600	62,745	56,321	46,198	59,063
No. Active Cardholders	19,140	16,702	20,144	11,982	6,624
% Active Cardholders	33.23	26.62	35.54	25.94	11.22
# Library Branches	10	19	13	13	18
Weekly Hours of Operation	256	515	416	295	404
# Public Computers (Internet)	34	60	51	48	76
Titles Per Capita	2.29	1.92	2.93	4.16	2.38
Circulation Per Capita	6.86	7.12	6.27	8.25	3.14

\*Stormont, Dundas & Glengarry

**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:** December, 6, 2011 **FILE CODE:** F05-30

**SUBJECT: REGION OF WATERLOO LIBRARY: PROPOSED 2012 BUDGET**

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**RECOMMENDATION:**

For direction

**SUMMARY:**

This report presents the proposed 2012 budget for the Region of Waterloo Library (RWL) for direction by Library Committee, to result in recommendations to Regional Council for final budget approval on January 18, 2012. The proposed 2012 preliminary base budget is \$2,130,407 which is an increase of \$31,536 (1.50%). Township assessment growth, currently estimated at 2.33%, (which exceeds the estimated Region-wide assessment growth of 1.8%) results in an average estimated household cost of \$66.26, or a decrease of \$0.54 (- 0.81%) compared to 2011.

There are several new budget issues being recommended with High or Medium priority. If all 2012 proposed budget issues are approved, the impact will be an additional \$29,800 in annual spending. This increase will result in a 2012 RWL budget of \$2,160,207 or a 2.92% increase compared to 2011 budgeted spending. This increased spending, after assessment growth, would result in an average household cost of \$67.19 or an average increase of \$0.39 per household (0.58%).

It is further proposed that the 2010 budget surplus of \$120,823 be allocated to the Library Capital Reserve Fund to support future funding of capital and one-time projects. For 2012, new one-time expenditures of \$62,800 are proposed to be added to the capital budget.

**REPORT:****2012 Program Summary**

The 2012 Program Summary for the Region of Waterloo Library is shown in Attachment 1. This summary shows the 2011 estimated actual costs and budget variance, as well as the proposed 2012 Base Budget. Key elements of the Program Summary are discussed below.

For 2011, actual staffing costs are projected below budget due to gapping, and associated savings in benefits. Other operating costs are anticipated to be slightly below budget and some of these savings have been sustained in the 2012 base budget.

The 2012 Base Budget includes standard salary and benefit adjustments, as well as minor increases reflecting inflation for contracted services such as rent, janitorial and materials purchasing/processing. With this budget, the transition to full funding of library headquarters staff positions, as described in the 2011 Budget Report (P-LIB-11-002, February 15, 2011) is complete.



The proposed 2012 preliminary base budget is \$2,130,407, which is an increase of \$31,536 or 1.50% compared to 2011. Based on rural assessment growth estimated at 2.33%, this represents a net decrease of \$0.54 per household.

### **Proposed Use of 2010 Surplus**

Total actual expenditures in 2010, finalized in March 2011, resulted in a 2010 budget surplus of \$120,823. The surplus was due primarily to: under spending on salaries resulting from the management transition plan, unanticipated grants, and donations. It is not sustainable. In previous years, Library Committee has directed that the surplus be allocated, in part, to the RWL Sick Leave Reserve Fund, the Library Vehicle Reserve, and the Library Capital Reserve Fund. Projected year end balances in both the Sick Leave Reserve Fund (\$87,000) and the Vehicle Reserve (\$112,000) are at sufficient levels to cover future anticipated expenditures. It is therefore recommended that the 2010 operating surplus be allocated entirely to the Library Capital Reserve Fund to enable on-going funding for facility renovations and other capital projects, without having to increase the contributions from the operating budget.

This report proposes specific projects for 2012 that would make immediate use of over half of the surplus.

### **Growth in Library Use**

The population in the four Townships continues to grow, and statistics show that this is being reflected in library use.

It is estimated that Township population grew 1.8% in 2011 (1,125 people to 63,125 total population). At RWL, the first seven months of 2011 saw a 2.1% increase in circulation compared with the same time last year (up by 5400 items to a total of 235,285 or about 33,600 items circulated per month). Growth has been especially notable in children's and teens materials. March and the summer months accounted for the periods of largest growth.

### **New Initiatives Implemented in 2011**

Through the 2011 Budget Report, a number of new initiatives were proposed and approved for funding in 2011. Outcomes are briefly described below:

Staff training: With the funding approved in 2011, the training credit program has been fully implemented. All part-time branch staff receive 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 at the beginning of the year, and tracks the hours used. This system allows staff to manage their time and priorities for learning, which increases their participation, and provides flexibility to balance workload. For example, several staff took Programs for Tweens training, which resulted in tween book clubs and activities in the branches. Others took customer service training, which enhanced public services. Several staff attended the Ontario Library Association Superconference and learned about new library trends and services, which led to new marketing ideas and programs.

Increase Access to Library Cards: Since April 2011, RWL cards could be obtained at the Citizen Service Desk located in Regional building at 150 Main Street Cambridge,. Approximately 50 cards have been delivered this way

Improved Online Access to Library Services: RWL completely overhauled its website, as well as making it easier to find and use the 70 electronic subscription products it offers.

Headquarters Staffing Review: As reported at the September 27, 2011 Library Committee meeting, two positions at Library Headquarters have been reviewed, resulting in the Collections Development Librarian position becoming full time, and a new part-time Library Technical Support Assistant being created to assist with planning and evaluation of library services,

Federation of Ontario Public Libraries (FOPL): Through the 2011 Budget, the decision was made not to become a full member of FOPL at an annual fee of \$3,000. RWL does receive FOPL information through the Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO) which has an associate membership. FOPL has again requested that RWL become a member (see letter under correspondence), but staff again recommend that the library budget not be increased to enable RWL to become a full member of FOPL.

St. Clements Branch Interior Refurbishing: In November, after a new roof was installed by Wellesley township, the interior of the library was renovated. It was freshly painted, with new carpeting, ceiling tiles and refurbished circulation desk. New layout and furnishings created an adult reading area and funky teen space. These complement the popular family reading corner and make the branch more inviting to the community.

Other building improvements: Several other projects were completed in 2011, including:

- Ayr: New arrangement/desk in the supervisor's office, new delivery shelves for ease of use; Teen Ave. young adult area created with fun furnishings and shelving (through donations)
- Bloomingdale: new display unit and delivery shelves
- Elmira: Improvements to local history area, refurbished meeting room
- St. Jacobs: eco-friendly lighting installed, new landscaping

## **2012 Capital Budget**

The Ten Year Capital Forecast is shown in Attachment 3. Anticipated capital expenditures in 2012 include:

- Re-locating New Dundee Branch
- Signage
- Improvements to meeting room and storage areas in St. Jacobs
- Lighting upgrade in Ayr

The Ten Year Capital Forecast also makes provision for:

- Furnishing a new branch in Breslau
- Paint/carpet/counter for Library Headquarters (now 20 years old)
- New carpets in Baden, Elmira, and Wellesley children's dept.
- Accessibility enhancements to meet AODA guidelines, in conjunction with each Township

## **New Initiatives Recommended for 2012 and Beyond**

### Improve Material Processing and Delivery:

Library Headquarters staff process more than 34,000 new items each year, handle a similar number of items for discards, and circulate 5,000 interlibrary loans. Additional clerical/processing support is needed to handle basic shipping and receiving duties. It is recommended that 4 hours per week of staff time be added for this function.

RWL moves these items among branches using its own van and part-time driver. Demand for deliveries continues to grow, as commuting residents make use of the ability to order in materials from other branches and other library systems via Inter-library loans. In addition, RWL regularly moves items to refresh the browsing collection in each branch. The size of deliveries to some branches occasionally exceeds staff capacity to handle the volume. While daily delivery to each branch would be desirable, it would be expensive to implement. At this time, it is recommended that 3 hours per week of staff time be added, to provide for a limited expansion of delivery service.

Annual Funding	\$10,000
FTE (combined 7 hours)	0.2
Priority:	High

### Library Branch Hours

There is population growth in several communities which is impacting library use. One-time funding for a consultant to study library staffing needs is proposed for 2012 but extra hours, particularly in Wellesley and Baden are required for 2012. These additional hours will ease pressure on staff, add public service hours and allow staff to meet some of the community demand for increased programming. It is anticipated that the review will indicate a similar need for additional hours in New Hamburg and Elmira and the smaller branches may need morning hours for programs, especially with the impact of all-day junior kindergarten.

In 2012, extra hours are proposed for Wellesley and Baden: 10 hours total

Annual Funding	\$15,000
FTE	0.29
Priority:	High

### Reservation Software for Public Computers:

This type of software would improve customer service and better safeguard the library's investment in computers and Internet technology. Patrons enter their library card number. The software checks to see that the patron has signed an Internet Use Agreement and is a patron in good standing, then allocates a block of computer time. Staff time is freed up to attend to other patron needs, and accurate usage statistics can be generated. There is a one-time cost to purchase the software, and an annual support fee. Further work is needed to assess options, but quotes provided by several vendors are reasonably consistent.

Annual Funding	\$ 2,000
One-time Funding	\$12,000
Priority:	High

### Increase Number of Branches Offering WiFi:

Three branches (Elmira, New Hamburg and Ayr) presently offer WiFi service, which enables patrons to use their own equipment to access high speed Internet in the branch. It is a popular service, and reduces the demand on public access computers. The cost to the library for the Internet Service Provider (ISP) would be about \$1,000 per year, per branch. In addition, staff recommend that RWL

purchase software that produces a pop-up screen requiring users to “accept” the RWL Internet Use Agreement; this ensures that branch WiFi users have agreed to the same Internet use rules as library patrons. The cost per branch offering WiFi would be \$2,700 one-time plus \$700 annual support.

For 2012, it is recommended that WiFi be added to the Wellesley branch, so that the main branch in each Township can offer WiFi service. It is anticipated that the ISP cost can be covered within the existing budget, or through a grant. The pop-up screen software would therefore be required for four branches.

Annual Funding	\$ 2,800
One-time Funding	\$10,800
Priority:	Medium

#### Library Branch Hours and Services Review:

With 10 branches, the largest budget item for RWL is staffing cost for operating branches and providing programs. Branch hours and programs is one of the most sensitive customer service issues, and demand exists for increasing both. RWL management staff have attempted some small adjustments to address the most obvious demands, but a more comprehensive review and assessment of the entire system is needed. This study should be undertaken by a qualified library consultant, who would look at usage statistics, patron input, community need, long term trends, local impacts of full-day kindergarten, daycare, etc, and provide a range of recommendations concerning operating hours for branches, as well as criteria for assessing services and programs to be offered. This study will provide a blue print for the next 10 years of library service in the Townships.

One-time Funding	\$25,000
Priority:	High

#### Exterior Electronic Signs at Branches:

Presently, each branch has an exterior sign with the RWL logo and branch name. Electronic signs would improve visibility and expand marketing capabilities. Branch hours and programs, for example, could be promoted. While the signs would be have a consistent look, each site is unique, so work will be needed to assess site-specific location, cost and constraints; this would be undertaken in consultation with Township staff. It is recommended that this be a multi-year project, with a few sites being done each year.

One-time Funding	\$15,000 in 2012,2013, 2014
Priority:	Medium

Post-2012 Considerations: As the demand for RWL services continues to increase, new initiatives that will be considered in future budget reports include:

- Part-time computer literacy trainer for library patrons affected by the Digital Divide
- Tween/teen services co-ordinator
- Senior’s services co-ordinator
- Implement expanded branch hours
- Increase program and off-desk community outreach time for branch staff

**CORPORATE STRATEGIC PLAN:**

The RWL Budget supports the Vision of the Strategic Plan, that “Waterloo Region will be an inclusive, thriving and sustainable community committed to maintaining harmony between rural and urban areas and fostering opportunities for current and future generations.”

**FINANCIAL IMPLICATIONS:**

The proposed RWL 2012 base budget is \$2,130,407, an increase of \$31,536 compared to 2011, which represents an average decrease of \$0.54 per household or -0.81% after estimated assessment growth of 2.33%. The recommended budget issues propose additional annual spending of \$29,800 for a total increase of \$61,336 (0.58% after assessment) or \$0.39 per household.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

This report had been prepared jointly by Finance and Community Services Staff.

**ATTACHMENTS**

- Attachment 1: 2012 Program Summary
- Attachment 2: 2012-2015 Draft Budget Plan
- Attachment 3: 2012-2021 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  
2012 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:	2011		Budget to Actual Variance	Notes	2012 Budget	Budget Change	% Change
	Budget	Estimated Actual					
Staffing Costs	\$1,600,525	\$1,547,465	\$53,060	(1)	\$1,629,598	\$29,073	1.82%
Other Operating	473,016	446,898	26,118	(2)	462,630	(10,386)	-2.20%
Inter Departmental Charges	176,924	176,983	(59)		179,253	2,329	1.32%
<b>Total Expenditures:</b>	<b>\$2,250,465</b>	<b>\$2,171,346</b>	<b>\$79,119</b>		<b>\$2,271,481</b>	<b>\$21,016</b>	<b>0.93%</b>
<b>REVENUES:</b>							
Provincial Grants & Other Subsidies	\$112,094	\$121,974	(\$9,880)	(3)	\$101,574	(\$10,520)	-9.38%
Other Revenues	39,500	48,830	(9,330)	(4)	39,500	0	0.00%
<b>Total Revenues</b>	<b>\$151,594</b>	<b>\$170,804</b>	<b>(\$19,210)</b>		<b>\$141,074</b>	<b>(\$10,520)</b>	<b>-6.94%</b>
<b>NET LEVY</b>	<b>\$2,098,871</b>	<b>\$2,000,542</b>	<b>\$98,329</b>		<b>\$2,130,407</b>	<b>\$31,536</b>	<b>1.50%</b>
Average Household Impact*	\$66.80				\$66.26	(\$0.54)	-0.81%
* Townships Only							

**2012 BUDGET CONTINUITY**

2011 Approved Budget Levy	\$2,098,871	Notes
<b>Budget Adjustments:</b>		
<b>Staffing:</b>		
Salaries & Benefits	\$ 29,073	COLA per agreements/estimates and increased costs for benefits.
<b>Other Operating:</b>		
Utilities	(7,847)	Reduction in natural gas costs partially offset by increase in electricity
Miscellaneous	(2,539)	Various adjustments to operating budgets.
<b>Inter departmental Charges:</b>		
Information Systems	1,404	Increased interdepartmental charge from Information Systems.
Computer Reserve	770	Increase in required contribution to reserve.
Other	155	
<b>Total Expenditure Changes</b>	<b>\$ 21,016</b>	
<b>Revenues</b>		
Subsidy / Grants	10,520	Elimination of funding for Family Literacy Co-ordinator position
Other Revenue	-	
<b>Total Revenues</b>	<b>\$ 10,520</b>	
<b>Total Budget Changes</b>	<b>\$ 31,536</b>	
<b>Total 2012 Budget Levy</b>	<b>\$ 2,130,407</b>	

Notes on Budget to Actual Variance	
(1)	Underspending due to impact of job vacancies and associated benefit cost savings. Not sustainable in 2012.
(2)	Cumulative savings from various operating accounts. Partially sustainable in 2012.
(3)	Unbudgeted grants applied for and received during 2011. Not sustainable in 2012.
(4)	Revenue includes unbudgeted donations to the Library received during year. Not sustainable in 2012.
Budgeted Program Staffing (F.T.E.)	
2012	25.31
2011	25.31
2010	25.06
2012 Budget Issues	
Issue	
Improve Material Processing / Delivery	
Library Branch Hours	See Report:
Reservation Software - Public Computers	P-LIB-11-007
Additional Branches offering WIFI	

**Waterloo Regional Library  
2012 - 2015 Draft Budget Plan**

**ATTACHMENT 2**

	<u>2012</u>	<u>2012%</u>	<u>2013</u>	<u>2013%</u>	<u>2014</u>	<u>2014%</u>	<u>2015</u>	<u>2015%</u>
<b>Operating</b>								
Base adjustment (after assessment)	31,536	-0.81%	43,204	0.99%	44,368	0.99%	45,556	0.99%
<b>Issues:</b>								
<u>Priority</u>								
1	Improve material processing and delivery	10,000	0.47%					
2	Additional branch staffing hours	15,000	0.70%	15,000	0.69%	15,000	0.67%	
3	Reservation software for public computers	2,000	0.09%					
4	Increase branches offering WIFI	2,800	0.13%					
		<u>29,800</u>	<u>1.39%</u>	<u>15,000</u>	<u>0.69%</u>	<u>15,000</u>	<u>0.67%</u>	<u>0</u> <u>0.00%</u>
Total Increase in Net Levy:	<u>61,336</u>	<u>0.58%</u>	<u>58,204</u>	<u>1.68%</u>	<u>59,368</u>	<u>1.66%</u>	<u>45,556</u>	<u>0.99%</u>
Revised Net Levy:	2,160,207		2,218,411		2,277,779		2,323,335	
Increase in FTE	0.49		0.29		0.29			

**THE REGIONAL MUNICIPALITY OF WATERLOO**  
 TEN YEAR CAPITAL FORECAST (000's)  
 2012-2021

ATTACHMENT 3

**REGIONAL LIBRARY**

	Estimated Carryforward	2012 Request	2012 Total	2013	2014	2015	2016	2017	2018	2019	2020	2021	Total
<b>EXPENDITURES</b>													
20002 Library Holdings Aquisitions		112	112	112	112	112	112	112	112	112	112	112	1,120
20005 SIRSI System Upgrade	55		55										55
20006 Branch Preventative Maintenance		20	20	20	20	20	25	25	25	25	25	25	230
20009 Other Branch Furnishings	30		30	20	20	20	20	20	20	20	20	20	210
20014 Equipment Replacement Vehicles							60						60
20015 Branch Development	20	20	40		20		20		20		20		120
<b>TOTAL PROPOSED EXPENDITURES</b>	<b>105</b>	<b>152</b>	<b>257</b>	<b>152</b>	<b>172</b>	<b>152</b>	<b>237</b>	<b>157</b>	<b>177</b>	<b>157</b>	<b>177</b>	<b>157</b>	<b>1,795</b>
<b>SOURCES OF FINANCING</b>													
Reserve and Reserve funds													
Library Capital Reserve Fund	105	51	156	51	71	51	76	56	76	56	76	56	725
Library Vehicle Reserve							60						60
RDC Reserve Fund		101	101	101	101	101	101	101	101	101	101	101	1,010
<b>TOTAL PROPOSED SOURCES OF FINANCING</b>	<b>105</b>	<b>152</b>	<b>257</b>	<b>152</b>	<b>172</b>	<b>152</b>	<b>237</b>	<b>157</b>	<b>177</b>	<b>157</b>	<b>177</b>	<b>157</b>	<b>1,795</b>





Region of Waterloo

PLANNING, HOUSING AND COMMUNITY SERVICES

Community Services

Date: December 6, 2011

## MEMORANDUM

To: Chair Todd Cowan and Members of the Library Committee

From: Katherine Seredynska, Manager of Public Services

Subject: **REGION OF WATERLOO LIBRARY OPERATIONS HIGHLIGHTS –  
SEPTEMBER TO NOVEMBER, 2011**

File: R09-04

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### Programs

- 1573 children registered in Splash! Celebrate Summer, the 2011 summer reading club. 167 programs were held, with an attendance of 3055. Children read 33,560 library books in July and August. Summer reading club participation is effective in helping children maintain and improve their reading skills over the vacation months.
- One Book, One Community celebrated the mystery novel *Bury Your Dead*, by Louise Penny across Waterloo region. Over 900 people met the author at events in September, and her book (and series featuring Chief Inspector Armand Gamache) remain popular in libraries and bookstores. It is OBOC's 10<sup>th</sup> anniversary year, and special commemorative mugs were produced in celebration. Thousands of readers have been engaged by OBOC over the years, helping to build community through the shared experience of reading and discussing the same book.
- Let's Read, a family literacy initiative involving all the public library systems in the Region of Waterloo, Project Read and other partners, launched the 2011 campaign at Word on the Street. The book chosen is *The Farm Team*, by Linda Bailey, illustrated by Bill Slavin, who will both visit the Region in November. Special events at rural libraries include players from local hockey teams reading to children, and a free reading and public skate with the New Hamburg Firebirds at Wilmot Recreation Centre to be held in the new year.

**E-Services**

- The Region of Waterloo Library launched its new website earlier this year. Attractive and easy to navigate, users can find out about library events and new services, search the online catalogue, download audiobooks and e-books, play literacy games and renew or reserve an item to pick up at their local branch. Special sections are dedicated to Kids, Tweens and Teens with information and activities just for them.
- Public computer training at all rural branches began in October through the Community Access Program (CAP.) A recently graduated librarian was hired on contract to deliver free, one-on-one training, based on individual needs. Statistics show that there are still many people affected by the digital divide, and training helps them learn valuable computer skills to keep them connected and informed about new technology.

**Buildings and Collections**

- Mayor Todd Cowan toured ten library branches and headquarters, meeting staff and seeing library spaces, collections and services.
- 30 Book Club in a Bag sets were launched to provide multiple copies and reading guides for local book clubs. They have had over 75 circulations to date with several future bookings. There will be more titles added due to demand. Kids' Book Club kits are also in development for children's and tween book clubs, several of which meet at rural libraries.
- Teen Ave., the new space for young adults at the Ayr branch funded through local donations, was launched on October 29. It includes contemporary furniture and shelving, teen collections, and an art space for the display of work by local youth. The Open House on October 29 featured X-Box games, refreshments and prizes, and choreography for a flash mob, that surprised guests at a fundraising dinner in Ayr that evening.
- St. Clements library was renovated in November. Freshly painted, with a new carpet and furnishings, adult reading area and teen space, the library is brighter and very welcoming to the community. The new look includes the popular family reading corner which is well used by children and their families.



Region of Waterloo

PLANNING, HOUSING AND COMMUNITY SERVICES

Community Services

Date: December 6, 2011

## MEMORANDUM

To: Chair Todd Cowan and Members of the Library Committee

From: Lucille Bish, Director, Community Services

Subject: **PROPOSED MEETING DATES IN 2012**

File: C05-40

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At the direction of Library Committee, it is proposed that Committee meetings be held on a more regular basis through the year. The tentative dates for 2012 are:

January 10 (if required to finalize 2012 Library Budget)  
March 20  
May 29  
September 25  
November 27

As usual, the Library Committee meeting would follow the scheduled Committee meetings.

If any members have a concern with the proposed dates, please advise the Committee Clerk, Stevie Natolochny.

Ministry of Tourism and Culture

Culture Services Unit  
Programs and Services Branch  
Culture Division  
401 Bay Street, Suite 1700  
Toronto ON M7A 0A7  
Tel.: 416 314-7620  
Fax: 416 212-1802

Ministère du Tourisme et de la Culture

Unité des services culturels  
Direction des programmes et des  
services  
Division de culture  
401, rue Bay, bureau 1700  
Toronto ON M7A 0A7  
Tél. : 416 314-7620  
Télééc. : 416 212-1802



October 27, 2011

Ms. Katherine Seredynska  
Region of Waterloo Library  
150 Frederick Street, 2nd floor  
Kitchener, ON N2G 4J3

Dear Ms. Seredynska:

Re: 2011 Public Library Service Awards (PLSA) jury participation

The Ministry of Tourism and Culture would like to thank you for volunteering time out of your busy schedule to be a member of the 2011 Public Library Service Awards jury. There were many interesting projects submitted and thanks to your efforts, we now have a short list and exceptional winners identified.

I would also like to thank you for your patience and cooperation in meeting the very tight deadlines that were involved.

Just as a note of reminder please keep award winners confidential until they are announced by the Minister of Tourism and Culture. Following tradition, the short list was announced at the launch event for Ontario Public Library Week. The short list is available on the Ministry web site: [http://www.mtc.gov.on.ca/en/awards\\_funding/oplsa.shtml](http://www.mtc.gov.on.ca/en/awards_funding/oplsa.shtml). The award winners will receive their certificates from the Minister, at the Ontario Library Association Super Conference awards banquet in 2012.

Hope to see you at the Super Conference and again, many thanks from the Ministry of Tourism and Culture.

Sincerely,

A handwritten signature in black ink, appearing to read "James Hamilton".

James Hamilton, Supervisor, Culture Services Unit

November 1, 2011

NOV - 2 2011

Lucille Bish  
 Region of Waterloo Public Library  
 Kitchener ON N2G 4J3

PLANNING, HOUSING &  
 COMMUNITY SERVICES

Dear Lucille Bish:

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 215 member libraries are responsible for serving almost 80% of Ontario's population. Its Board of Directors is composed of an equal number of library board trustees and library chief executives.

<b>Population Served by Member Library</b>	<b>Number of Federation Members</b>
Under 15,000	136
15,001 – 50,000	38
50,001 – 100,000	13
100,001+	20
Associate Members	8
<b>Total</b>	<b>215</b>

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 six 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 2012 Membership Application Form, which we hope you will complete and return at your earliest convenience. Payment of 2012 membership fees must be received prior to our Annual General Meeting in Toronto on February 1, 2012 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,

A handwritten signature in black ink that reads "David Allen". The signature is written in a cursive, flowing style.

David Allen  
Chief Executive Officer

## October 2011

### Federation's Recent Accomplishments

During the past year, the Federation can point to a number of deliverables that demonstrate the value of membership.

In terms of **advocacy** initiatives, we:

- Secured approximately 30 different face to face meetings with MPPs and senior bureaucrats to discuss our three top priorities, which are now on government's radar:
  - increasing the provincial Public Library Operating Grant (PLOG);
  - gaining access to government funding streams related to emergent/early literacy programming; and
  - obtaining Ontario public library infrastructure support.
- Reached 100% membership agreement on a funding model for PLOGs, which we eventually proposed to the Ontario government. While this funding model has not yet been accepted, public libraries received \$1.9 million in additional one time funding.
- Released to members a Provincial Elections Toolkit containing:
  - a letter to all candidates, describing the contribution that public libraries make to provincial priorities, and the key issues impacting public library services;
  - a provincial funding request fact sheet;
  - draft resolutions in support of public libraries, which municipal councils could pass;
  - a draft letter to the editor, which libraries could ask their local media to publish;
  - answers to frequently asked questions from the media;
  - sample questions to pose at All Candidates Meetings; and
  - a candidate survey questionnaire.
- Held a third reception for MPPs at Queen's Park on November 24, 2010. These receptions have been well attended and have provided an excellent forum to voice issues directly with policy makers.
- Organized a half day tour of Newmarket, Whitchurch-Stouffville, and Markham Public Libraries for Deputy Minister Steven Davidson and Assistant Deputy Minister Donna Ratchford.
- Facilitated several meetings with First Nations stakeholder groups to promote the need for new federal funding that would be designated specifically for First Nation public libraries

In terms of **marketing** initiatives, we:

- Developed an Annual Report on the State of Ontario Public Libraries, summarizing key issues that that public libraries are facing and what is needed to deal with those issues.

- Received our highest profile yet at the 2011 conference of the Association of Municipalities of Ontario (AMO) in London Ontario, by:
  - Staffing a booth in the exhibit hall for two days, allowing us to connect with hundreds of municipal councillors and provincial cabinet ministers;
  - Being represented by presenter Barbara Clubb, CEO of Ottawa Public Library at a session on how public libraries can help local governments create sustainable communities, the first time public libraries were part of the AMO program;
  - Working with London Public Library to host an Ice Cream Social for AMO delegates, which included tours of the library; and
  - Making three delegations to the Ministers of Tourism & Culture, Children & Youth Services, and Infrastructure.
- Presented at the annual conference of the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) on the topic of public library – municipality partnerships.
- Took responsibility again for the theme, promotional material and provincial launch of Ontario Public Library Week, which is a key vehicle for raising the profile of our sector.

In terms of **research** initiatives, we:

- Retained Market Probe to update their research done in 2000 and 2005 on Ontarians' use of and attitudes toward public libraries. Research results were shared with members at the 2011 OLA Super Conference.
- Retained the firm of Monteith Brown to conduct a Capital Needs Analysis of Ontario public libraries in order to quantify their infrastructure obligation. Study results will be released at the OLA Super Conference in February 2012.
- Retained the University of Toronto's Ontario Institute for Studies in Education (OISE) to research the outcomes of preschool literacy programs delivered by public libraries. Study results are expected in late 2012.

In terms of **member services** initiatives, we:

- Oversaw the Ontario Public Library Guidelines Monitoring and Accreditation Council's development of new information technology guidelines, which were officially released at the 2011 OLA Super Conference.
- Launched the Federation's new website, which can be easily updated and allows integration of social media.
- Increased our membership rolls from 206 to 215 public and First Nations library boards, who in aggregate serve almost 80% of Ontario's population. This is remarkable, given how tight library budgets are in the current economic climate.



# Federation of Ontario Public Libraries 2012 NEW MEMBER FORM

**Please send New Member forms to:**

Federation of Ontario Public Libraries  
 c/o North York Central Library  
 5120 Yonge Street  
 Toronto, ON M2N 5N9  
 E-mail: [admin@fopl.ca](mailto:admin@fopl.ca) Fax: (416) 395-0743

**REGISTER**

<b>Membership year is January 1 to December 31.</b>	
<b>LIBRARY PROFILE</b>	
Library Name: _____	
Mailing Address: _____	
City/Town: _____	Postal Code: _____
Library CEO: _____	
CEO e-mail: _____	
CEO phone: _____	CEO fax: _____
Board voting delegate: _____	
Board voting delegate e-mail: _____	
<b>Caucus Choice: (please circle your choice)</b>	
First Nation   Francophone   Large Urban   Northern   Rural   Small Medium	
Population served (please see population ranges below): _____	
Membership fees as per checked box below: _____	
<b>Make cheques payable to: "Federation of Ontario Public Libraries"</b>	
<b>Fees are based on population served as published by the Ontario Ministry of Culture.          Please refer to the following schedule for your library category. Thank you.</b>	
<input type="checkbox"/> under 5,000      \$50.00	<input type="checkbox"/> 50,001 – 100,000      \$3,000
<input type="checkbox"/> 5,001 – 15,000      \$100.00	<input type="checkbox"/> 100,001 – 350,000      \$5,000
<input type="checkbox"/> 15,001 – 30,000      \$750.00	<input type="checkbox"/> 350,001 +      \$7,500
<input type="checkbox"/> 30,001 – 50,000      \$1,500.00	
(Please return this form with your payment)	
<b>Questions? Contact: Erin Menzies, Librarian</b>	
Tel: (416) 395-5638; Fax: (416) 395-0743 or e-mail <a href="mailto:emenzies@fopl.ca">emenzies@fopl.ca</a>	