



Media Release: Friday, May 22, 2015, 4:30 p.m.

Regional Municipality of Waterloo

Library Committee

Agenda

Tuesday, May 26, 2015

8:00 a.m.

Room 218

150 Frederick Street, Kitchener

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- 1. Declarations of Pecuniary Interest under “The Municipal Conflict of Interest Act”**
 - 2. Reports**
 - a) [PDL-LIB-15-04](#), Region of Waterloo Library Financial Reports – 2014 Year End and January to April 2015 3

Recommendation:

That the Regional Municipality of Waterloo approve the transfer of the 2014 Region of Waterloo Library operating surplus in the amount of \$58,497 to the Library Capital Reserve Fund to support future funding of capital and one-time projects, as outlined in report PDL-LIB-15-04, dated May 26, 2015.

- b) [PDL-LIB-15-05](#), Region of Waterloo Library Operations Update – January to April 2015 (Information) 7

- c) [PDL-LIB-15-06](#), Proposed Change to Region of Waterloo Library Program Fees 10

Recommendation:

That the Regional Municipality of Waterloo amend the Fees and Charges By-Law 15-019 to eliminate fees for Region of Waterloo Library (RWL) core programs, such as adult, craft, movie and entertainers, and charge a cost recovery fee only for special event and partnership programs, as described in Report PDL-LIB-15-06, dated May 26, 2015.

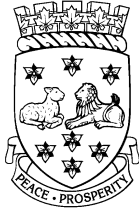
3. Information/Correspondence

- a) [Letter to Library Board Chair](#) from Southern Ontario Library Service (SOLS) dated January 26, 2015 14
- b) Tour of Library Branches

4. Other Business

5. Next Meeting – October 6, 2015

6. Adjourn



Report: PDL-LIB-15-04

Region of Waterloo

Planning, Housing and Community Services

Community Services

To: Chair Les Armstrong and Members of the Library Committee

Date: May 26, 2015 **File Code:** F05-30

**Subject: Region of Waterloo Library Financial Reports – 2014 Year End and
January to April 2015**

Recommendation:

That the Regional Municipality of Waterloo approve the transfer of the 2014 Region of Waterloo Library operating surplus in the amount of \$58,497 to the Library Capital Reserve Fund to support future funding of capital and one-time projects, as outlined in report PDL-LIB-15-04, dated May 26, 2015.

Summary:

Nil

Report:

Attachment 1 provides the final 2014 year end operating results for the Region of Waterloo Library. Total expenditures were approximately 98% of budget with savings resulting from staffing costs partially offset by over-expenditure in operating. Operating revenues were slightly higher than budget resulting from unbudgeted grants and donations received by the Library, and a transfer from reserve to fund expenses related to the Taylor bequest.

It is recommended that the net surplus of \$58,497 be transferred to the Library Capital Reserve Fund to support future funding of capital and one-time projects.

Attachment 2 provides the current periodic financial report for the period January to April, 2015. The variance in revenue is largely due to the timing of grants and transfers.

The under expenditure in staffing is due to gapping, in particular the new positions approved in the 2015 budget, which are not planned to start until the second half of the year. The over expenditure in operating is due to the timing of ordering new materials during the year.

Corporate Strategic Plan:

The Periodic Financial Report ensures Regional programs and services are efficient, and demonstrate accountability to the public.

Financial Implications:

The 2014 operating surplus, once transferred to the Library Capital Reserve Fund, will begin earning interest. These funds will be used to finance future Council approved Library capital and one-time spending.

Other Department Consultations/Concurrences:

This Report has been prepared jointly with Finance staff.

Attachments:

Attachment 1 - 2014 Year End Operating Summary - Region of Waterloo Library

Attachment 2 - Periodic Financial Report for Period Ending April 30, 2015

Prepared By: Lucille Bish, Director, Cultural Services

Approved By: Rob Horne, Commissioner, Planning, Development and Legislative Services

Attachment 1 - 2014 Year End Operating Summary - Region of Waterloo Library

	Annual Budget	2014 Actuals	Variance	% Variance
Regional Library				
Revenues				
Township Property Tax Levy	(2,385,336)	(2,385,336)	0	0.0%
Grants	(106,574)	(111,493)	4,919	-4.6%
Fines and Damages	(27,750)	(20,963)	(6,787)	24.5%
Desk Receipts	(4,500)	(4,382)	(118)	2.6%
Programs and Events	(2,000)	(3,144)	1,144	-57.2%
Other Operating Revenues	(9,750)	(26,544)	16,794	-172.2%
Total Revenues	(2,535,910)	(2,551,862)	15,952	-0.6%
Expenditures				
Total Staffing Costs	1,877,777	1,781,362	96,415	5.1%
Total Operating Costs	498,219	547,708	(49,489)	-9.9%
Total Inter-Departmental / Transfers	159,914	164,295	(4,381)	-2.7%
Total Expenditures	2,535,910	2,493,365	42,545	1.7%
Net Regional Library		(58,497)	58,497	0.0%

Attachment 2 - Periodic Financial Report for Period Ending April 30, 2015

	Annual Budget	Y-T-D Budget	Y-T-D Actuals	Variance	% Variance
Regional Library					
Revenues					
Township Property Tax Levy	(2,493,121)	(831,040)	(831,040)		
Grants	(122,574)	(40,860)	(18,366)	(22,494)	55.05
Fines and Damages	(27,750)	(9,252)	(7,141)	(2,111)	22.82
Desk Receipts	(4,500)	(1,500)	(1,396)	(104)	6.93
Programs and Events	(2,000)	(668)	(836)	168	(25.15)
Other Operating Revenues	(9,750)	(3,252)	(3,201)	(51)	1.57
Transfer from Reserve	(60,000)	(20,000)	0	(20,000)	100.00
Total Revenues	(2,719,695)	(906,572)	(861,980)	(44,592)	4.92
Expenditures					
Total Staffing Costs	2,030,569	676,860	611,990	64,870	9.58
Total Operating Costs	368,682	122,900	134,181	(11,281)	(9.18)
Total Inter-Departmental / Transfers	320,444	106,812	104,450	2,362	2.21
Total Expenditures	2,719,695	906,572	850,621	55,951	6.17
Net Regional Library		0	(11,359)	11,359	



Report: PDL-LIB-15-05

Region of Waterloo

Planning, Development & Legislative Services

Cultural Services

To: Chair Les Armstrong and Members of the Library Committee

Date: May 26, 2015 **File Code:** F05-30

Subject: Region of Waterloo Library Operations Update – January to April 2015

Recommendation:

For Information

Summary:

Improvements to collections branch furnishings and facilities have been made. Circulation remains consistent with 2014 and winter session programs were very popular.

Report:

Collections and Use

25 new titles were added to Zinio, our online magazine collection, bringing the total number to 125. Titles such as HGTV Magazine, Knitscene, More, and Zoomer will help to ensure the service's continued success.

Plans to digitize Ayr's local history collection continue with quotes being gathered for the initial scanning of documents. Cataloguing and online development are expected to begin later in 2015.

Total circulation for January to March was 98,044 items, which is down only very slightly from the same period in 2014. Electronic circulation is up 16% from 2014.

Facilities

Ayr – Installations are scheduled for sound baffles and work-study areas. Both will enhance the branch's atmosphere by creating comfortable, quiet spaces. New chairs for the Gingrich Room were delivered.

Baden – Received a new couch to replace the well-worn and much used old one.

Bloomingtondale – A new exterior sign with branch hours was installed.

Breslau – Library staff continue to work with Woolwich Township and the Waterloo Catholic District School Board on a potential shared-use library facility. Currently, background information is being presented to a Task Force appointed by Township Council.

Elmira – New furniture and shelving in the children’s department have improved the flow of the collection and updated the space’s appearance.

Linwood – New table and chairs to make office space more convenient for one-on-one computer training sessions.

New Hamburg – The Township has almost completed construction on a new and accessible washroom. Patrons have already commented positively on the convenience it will provide. Plans are underway to install a laptop bar in the corridor near the washroom.

Library Technology

As a member of the Ontario Library Consortium, our current contract for software systems is being renegotiated and renewed with vendor Sirsi. As part of the new contract RWL will receive a new online version of the software as well as upgrades to staff functions and public features. Implementation and training are expected to begin in June.

Programs and Services

Winter session programs were very popular. A total of 524 programs were offered, and 5,695 people attended.

March Break programs were offered in all ten branches, and included reptile shows, magic, music and puppets. Ayr explored new frontiers in it’s first-ever Minecraft program, which was a resounding success that required a second session to be added. Hundreds of children and their families enjoyed March Break at the libraries.

One Book, One Community announced its 2015 pick, “Station Eleven” by Emily St. John Mandel. This fascinating and somewhat quirky novel about a post-apocalyptic travelling Shakespearean theatre company is sure to appeal to teens as well as adults. RWL owns several copies and demand has been high. The author will visit the Region in September.

Staff

Katherine Seredynska, Manager Public Services, retired on March 20, 2015 after a long
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and full career at the Region. Kelly Bernstein, current Manager Information Services, has been seconded to the Public Services role, and Heather Woodley, current Coordinator Library Collections, has been seconded to fill the interim Information Services position.

Two staff attended the Customers of SirsiDynix Users Group International (COSUGI) conference Portland this May to learn about new library system features and upcoming products.

RWL's Summer Reading Club 2015 will be in good hands with both 2014 students returning to prepare and deliver club programs on this year's theme Play!

Corporate Strategic Plan:

This report on Library Operations supports the Corporate Strategic Objective 5.2 – Improve satisfaction with Regional programs and services.

Financial Implications:

Nil.

Other Department Consultations/Concurrence:

Nil.

Attachments:

Prepared By: Kelly Bernstein, Acting Manager, Public Services

Approved By: Rob Horne, Commissioner, Planning, Development and Legislative Services



Report: PDL-LIB-15-06

Region of Waterloo

Planning, Development & Legislative Services

Cultural Services

To: Chair Les Armstrong and Members of the Library Committee

Date: May 26, 2015 **File Code:** F05-30

Subject: Proposed Change to Region of Waterloo Library Program Fees

Recommendation:

That the Regional Municipality of Waterloo amend the Fees and Charges By-Law 15-019 to eliminate fees for Region of Waterloo Library (RWL) core programs, such as adult, craft, movie and entertainers, and charge a cost recovery fee only for special event and partnership programs, as described in Report PDL-LIB-15-06, dated May 26, 2015.

Summary:

The Region of Waterloo Library offers high-quality programs and events for all ages. While many of our core programs are free to attend, some have fees associated. These fees create potential barriers to service for some citizens, and they represent only a small part of the total cost of program delivery. Charging fees for core programs is also not consistent with the principle of free public access for library services (Ontario Public Library Act). RWL proposes to remove this financial barrier by reducing fees for core adult, craft, movie and entertainer programs. This would have a budgetary impact of less than \$1,100 in 2015, and \$2,000 in subsequent years, and is expected to result in higher membership and community engagement.

Report:

RWL offers many programs and events throughout the year. Most are free of charge, such as Storytime, Baby & Me, and book clubs. Some core programs have an identifiable cost for hiring an entertainer or purchasing craft supplies. The 2015 price set out in the Fees and Charges Bylaw is one ticket for \$3, or two for \$5. Craft programs have a sliding scale of \$2 to \$10. Adult programs are cost recovery. (Fig 1)

Figure 1 - Current Fees

Programs	
Computer Training	Cost recovery for external instructor + \$5.00 admin fee
Other Adult Programs	Cost Recovery
Child/Teen – Specialized training or crafts	Cost Recovery up to \$10.00
Child/Teen – with entertainers	\$3.00 or 2 for \$5.00

Excerpt from Fees and Charges By-law 15-019, Consolidated Schedules

RWL branch staff has received questions from the public about the need for fees and complaints that the fees are unreasonable, and concerns that families cannot attend programs because of the cost.

Program revenues in 2014 were \$3,114, and the 2015 budgeted amount is \$2,000. The fees charged represent a very small percentage of the actual operating cost of programs. Many of the actual costs, such as staff time and materials, are already absorbed elsewhere into RWL's budget.

The proposed amendments to RWL program fees would still allow for costs to be recovered as needed, when expenses are incurred due to special events or partnerships. (Fig 2)

Figure 2 - Proposed Library Program fees

Programs	
Core Programs	No charge
Special Events and Partnership Programs	Cost Recovery

These types of programs may have third-party costs beyond RWL's control, such as material costs for Red Cross training programs, or fees established by other partners in a joint program.

Provincial Legislation

The Ontario Public Library Act defines which fees and services a public library may charge users for, and which must be free of cost. While the Public Library Act is silent on charging for program attendance, it does state that:

Any of the following services provided by a library must be provided to residents free of charge (Public Libraries Act subsections 23(1) and (2)):

1. [...] using reference and information services as the board considers practicable.

The majority of public library boards in Ontario interpret "information services" to include creative and educational programming for all ages. Particularly for children who cannot yet read, storytimes and craft programs are often their first and best exposure to literacy

and learning. Programs such as these constitute RWL's core program curriculum, and therefore should be free of charge to patrons.

Benefit to Public

RWL's primary purpose of supporting literacy and lifelong learning is described in our mission statement:

Creating opportunities for all residents, the Library helps rural communities thrive by providing resources for learning, enjoyment and discovery, and by offering every child literacy support that lasts a lifetime.

Our commitment is to serve all rural residents regardless of age or ability to pay, but charging fees creates barriers for some families. Free core programs would allow children, teens, and adults from our entire communities to benefit from lifelong learning and literacy at RWL.

The elimination of core program fees would allow patrons to register online for almost all RWL events. Currently, registration for all paid programs must be completed in person at a library branch.

Impact on Library Operations

Eliminating program fees should also have an immediate positive impact on library staff. The change would save staff time as patrons will be able to self-register for all programs, and reduce patron complaints to staff about fees. To help offset the loss of program revenue, staff will encourage patrons to donate in lieu of paying fees. Those who can afford to pay will have a chance to do so, and those who cannot pay will not be embarrassed or singled out. Staff will continue to solicit local businesses and service clubs who have been generous with their financial support.

At the same time as eliminating core program fees, library staff proposes to implement a plan to make library cards mandatory for all program attendees. Currently membership is not required, and it is anticipated that library membership numbers will increase as a result.

The addition of a cost recovery fee for special events or partnership programs will allow for flexibility to charge fees for future programs as needed.

Proposed next steps

If Regional Council approves the recommendation to amend the Fees and Charges By-Law, Council and Administrative Services would initiate the process for public notification and By-law Amendment. The earliest the change can come into effect is September 1, 2015, so effective that date core program fees would be eliminated. Fall

programs, which begin October 6, 2015, would be the first to become free of charge. In the interim, RWL staff would begin advertising the changes to patrons and the general public.

Area Municipal Consultation/Coordination

No other library system within the Region charges for programs.

Corporate Strategic Plan:

Eliminating RWL core program fees 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”, and supports Strategic Focus Area 5: Deliver excellent and responsive services that inspire public trust.

Financial Implications:

The proposed change is expected to have a minimal impact on the RWL budget, and would not reduce the number or quality of programs offered. Of the \$2,000 budgeted for program fee revenue in 2015, \$836 had been collected as of May 14, 2015. If program fees are waived and eliminated that budget line would see a deficit of no more than \$1,164 for 2015.

Donations collected in lieu of program fees will help to offset the loss of revenue. Library staff will pilot a new donations procedure through the fall, and will use the information gained to set a reasonable target for the 2016 budget.

Future special event or partnership programs will have fees charged on a cost-recovery basis, as appropriate.

Other Department Consultations/Concurrence:

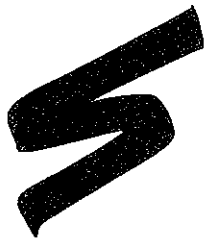
Staff consulted with Council and Administrative Services for advice on the appropriate timeline for passing a revision to the Fees and Charges By-Law.

Attachments:

Nil

Prepared By: Kelly Bernstein, Acting Manager, Public Services

Approved By: Rob Horne, Commissioner, Planning, Development and Legislative Services



**Southern
Ontario
Library
Service**

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

January 26, 2015

Library Board Chairperson
Region of Waterloo Library
2017 Nafziger Road
Baden, ON N3A 3H4

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 trustee meetings have been so important to my growth as a trustee, from information about SOLS and OLBA to round table discussion. We have listened and learned of wonderful success and gave our support to people working through tough problems. I think the trustees have become friends with a common bound, their love and dedication to libraries."
- "I just wanted to take this opportunity to thank SOLS for their commitment to the trustee council meetings. My experience has been great discussions and a wealth of knowledge around the table. I would encourage any library boards not participating in these meetings to make it a priority to send a representative. It is time well spent."
- "I've enjoyed my time at the SOLS meetings and particularly benefitted from the exchange of ideas at the roundtable."



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January 26, 2015
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 Share & Collaborate - 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), 416-916-1669/1-800-387-5765, extension 5170. 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 to your area Trustee Council.

Yours truly,



George Hodgkinson
Chair