



# The Year in Review

June 2017-June 2018



# Year in Review:

After a few years without an annual report, The Blue Mountains Public Library Board has chosen to publish this Year in Review to bring the community up to date with an overview of successes and milestones for the last year.

We will focus on the period of June 2017-June 2018 and, where relevant, provide statistics for the 2017 calendar year.



# Mission:

The Blue Mountains Public Library is the dynamic centre of community engagement where everyone is free to create, explore, learn, research and connect in an inclusive environment.



# Values:



Early in 2018, the Board and staff began consultations to update our Mission and Values for the library, museum, and gallery. We engaged the community through online and in person voting over a four-week period, leading to the approval of the Mission Statement. The Values wordmap was developed by the Board in partnership with senior managers. A Vision Statement will be derived through the larger Strategic Planning process to be completed this fall.



## From the Board Chair:

As Chair of the Blue Mountains Public Library Board, it is my privilege to celebrate the accomplishments of the Library. We appreciate our new CEO, Dr. Sabrina Saunders, and our staff, volunteers and the many community champions whose efforts and commitment have inspired us to achieve the successes of the past year. We would also like to thank Interim CEO, Cindy Weir, who came out of retirement in the summer of 2017 to assist with our transition. As a team we are committed to ensuring that our library, museum and gallery continue to offer service excellence to our entire community.

Much of the year focused on facilitating extensive community engagement and collecting data which will inform the Strategic Plan 2018-2022, and the Feasibility Study and Space Plan(s). We look forward to presenting these to the public in the fall. As legacy documents they will offer a strong foundation upon which the incoming Board can build.

Another focus was on building capacity so the Board and staff have a strong foundation for their work. This endeavour included extensive policy development and training, as well as a Memorandum of Understanding with the Town.

The Board looks forward to continuing this pattern of success in the next term and we invite all qualified citizens to consider applying to the Town for Board membership in the fall. I can promise you that your experience will be rewarding!

**Odette Bartnicki, Chair**

## Board Members

Odette Bartnicki (Chair)

Bob Gamble

Laurey Gillies

Michael Martin

John McKean

Maurice Pepper (Vice Chair)

Willi Wildman

## From the CEO:

It has been an exciting and busy year here at the BMPL. 2017 saw a record number of visits, programs and circulations at our two facilities. As a GLAM—a Gallery, Library, Archive and Museum, the BMPL has worked to further integrate our services so that each of the GLAM sites is able to build on each other's successes.

If you are not yet a subscriber to our e-newsletter, this is our primary form of communication with the community. If you are a social media user, please consider following us and staying up to date with all of our activities and news.

Being new to The Blue Mountains, I am very grateful for the support of the staff, the Board and community members. It is a privilege to work for The Blue Mountains Public Library, and I look forward to all the great stories we will write together. Remember, your library card is a passport to the world where *A Visit will get you Thinking!*

**Dr. Sabrina ER Saunders, MLIS**

## Governance—The Board’s Key Successes!

During this period, the Board was extremely active in building capacity within the library to improve the relationship with our community. We engaged in extensive Community Consultation in the summer of 2017, and we continued to seek community input throughout this reporting period.

One of our key successes was the hiring of the new CEO, Dr. Sabrina Saunders. Together we developed the Action Plan 2018 which included 11 goals and 53 individual objectives. These goals include:

- *Communication*
- *Recruit & Retain Employees*
- *Policy Review & Approval*
- *Memorandum of Understanding (MOU) Development & Approval*
- *Board Development*
- *Board Transition Plan*
- *Meet Gallery, Library, Archive & Museum “GLAM” Standards for Ontario*
- *Research & Data Collection [for Strategic Plan]*
- *Feasibility Study and Space Plan*
- *Strategic Plan 2018-2022*
- *Annual Report*

To date, over 68% of the Plan has been implemented, with the balance to be completed prior to the end of the Board term.

**Board Development** included two full-days of training, one of which involved senior managers. Topics included legal requirements, governance models, the *Public Libraries Act*, *Standards for Community Museums*, and the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*. Senior staff presented trends in library and museum services, which set the stage for early strategic planning considerations.

L. E. SHORE  
MEMORIAL  
LIBRARY

TAKE A  
STROLL  
THROUGH THE  
GALLERY

The **comprehensive update to the Governance By-laws and Policies** included 91 policies: Board By-Laws and Governance; Administration; Public Usage; Human Resources and Health & Safety; and System policies which refer to all parties (board, CEO, employees, users). The new **Respectful Workplaces** (harassment and workplace violence) policy clearly identifies what is not tolerated and how to be responsive in such situations. The **Accessible Customer Service** policy, as well as several employment policies, address the requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA). Some new policies, such as the **Library and Political Elections** and **Code of Ethics for Board Committees and Councils**, are in place to address potential issues of conflict of interest. Our **Access to Information and Protection of Privacy** policy ensures clarity on requirements and compliance under MFIPPA. BMPL has joined the growing public library movement in addressing the recommendations of the Truth and Reconciliation Commission, the provincial *Our Journey Together*, and the Ontario Library Association recommendations by approving the **Indigenous Acknowledgement** policy.

The **Memorandum of Understanding** (MOU) between the Library Board and The Town of the Blue Mountains clarifies the legal relationship between the two. Our MOU is an exemplary document now being utilized across the province.

In the fall of 2017, the Board **streamlined committee structures**. The Arts Advisory Council (AAC) has been confirmed as an administrative committee reporting directly to the CEO. The Museum Advisory Council (MAC) has been confirmed as a governance council in keeping with the *Public Libraries Act* and the *Standards for Community Museums in Ontario*. Terms of Reference now clearly state the mandate and expectations for all committees.

To facilitate the transition to the future Board, a **Board Member Recruitment Plan** was approved. The Board established this plan to assist Town Council in informing the public of needs and functions of the Board. A community information session is planned for fall, and a presentation to Council is planned for this fall to offer assistance with recruiting and screening.

Fundamental documents such as the **Strategic Plan, Feasibility Study** and **Space Plan(s)** are being developed as **Legacy documents**. The incoming Board will work through this plan for the next four years, and complete an updated Plan in 2022.

# At a Glance:

**A Visit  
Will Get You  
Thinking.**

|   |                                   |
|---|-----------------------------------|
| L.E. Shore Visits   | 63,648                            |
| CHD Museum Visits   | 4,729                             |
| Card Holders  | 4,479 (64% of population)         |
| Items in Collection   | 30,221 (print) 127,810 (e-books)  |
| Items Borrowed  | 96,327                            |
| Digital Check Outs [or Downloads]   | 13,416                            |
| Programs Offered  | 749                               |
| Highlighted Programs:   |                                   |
| Canada 150  | 127 programs, over 3000 attendees |
| After School Program, coding and STEM,  |                                   |
| 1st Annual Canada Day Eve Party (formerly known as the Library Parking Lot Party) |                                   |
| Program Attendees   | 13,634                            |
| Inter Library Loans   | 4,024                             |
| Wi-Fi Usage   | 128,128                           |
| New in 2017   | Hoopla, Chromebooks               |
| Public Computer Use   | 16,640                            |
| Website Visits  | 541,944                           |
| e-Followers & Social media fans   | 1,984                             |

**Revenues**

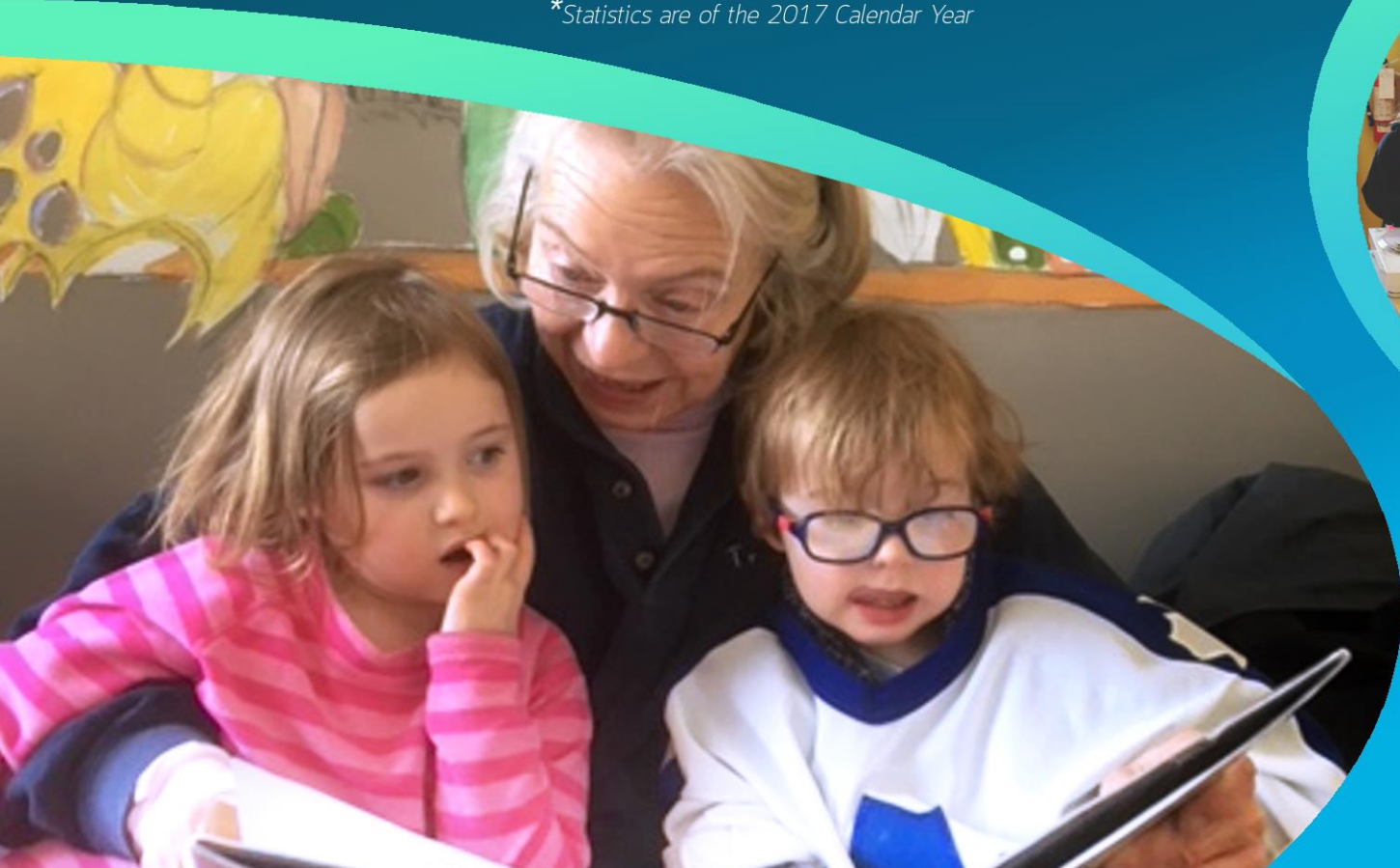
|                |                  |
|----------------|------------------|
| Municipal      | \$618,516        |
| Provincial     | \$25,039         |
| Grants         | \$9,788          |
| Self-Generated | \$36,547         |
| Donations      | \$2,361          |
| <b>Total:</b>  | <b>\$692,251</b> |

**Expenses**

|   |                  |
|---|------------------|
| Personnel (FTE)                         | \$523,871        |
| Operations                              | \$56,337         |
| Collections                             | \$4,629          |
| Capital Projects                        |                  |
| Technology                              | \$21,198         |
| Amortization of Equipment/<br>Materials | \$71,769         |
| <b>Total:</b>                           | <b>\$677,804</b> |

*\*Finances are of the 2017 Fiscal.  
The 2017 Audit is available  
on the BMPL website.*

*\*Statistics are of the 2017 Calendar Year*



# Community Voice:

## Prepping for Strategic Plan 2018-2022

During the past year, we have engaged in a number of community consultations with both users and non-users to inform the new Strategic Plan. We have conducted 67 focus groups and interviews with 716 participants, and administered 9 surveys online and in person with 365 participants. The Strategic Planning committee has participated in meetings of the Chamber of Commerce and the Citizens Forum. More than 135 guests attended the June 14th Community Consultation Open House. This input has been integral to our planning for the future, and we thank all those who participated. If you have not yet spoken with us, there is still time. Stop in, attend a community meeting, participate in the user surveys on our website, or send us an email. The new Strategic Plan will be published in October with a final community feedback session scheduled for Thursday, September 13th at 6:30pm.

## Community Input at Board Meetings

Beginning in April, community members are now provided with three opportunities to provide input at

Board meetings: Correspondence, Deputation and Public Input on the Agenda.

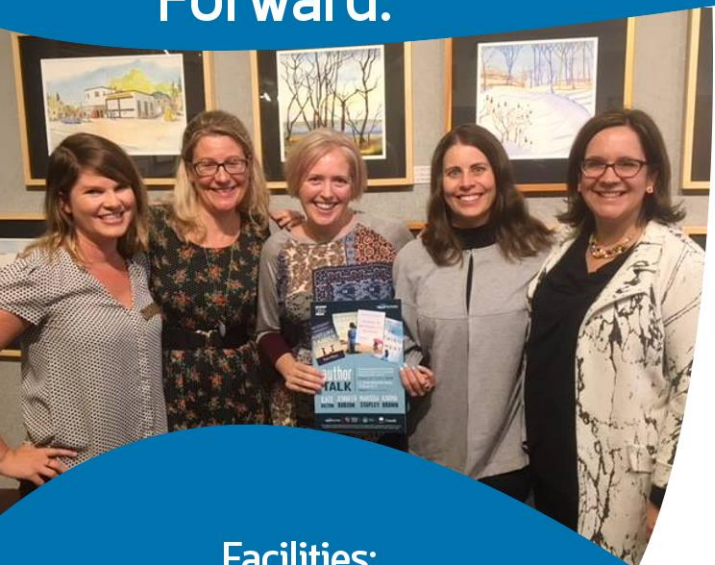
We encourage community members to take these opportunities to provide input prior to Board deliberation or decision.

## Pathways of Communication

The E-newsletters now have a Board Corner column which provides updates on Board activities from the previous month. The Library website also has increased Board presence with a comprehensive list of policies, agenda packages, minutes, and general Board information. In addition, we use social media to announce events, new materials, and any changes to published information. If you are not a subscriber to the e-newsletter or our social media feeds please join. These are our primary methods of communication.



# Looking Forward:



## Facilities:

LGA Architectural Partners Inc. has been awarded the Feasibility Study and Space Plan project. They will be working with the Board, employees, and members of the community to identify needs for L.E. Shore expansion/renovation and for Craigleith area facilities. They will also complete a Space Plan which will identify the features and square footage required to meet current and future library services. The final presentation is scheduled for Thursday, November 29th in The Gallery at L.E. Shore.

In the meantime, The Town of The Blue Mountains has authorized the replacement of the barrel roof at the L.E. Shore branch to be completed by October. The cost is estimated at \$435,895 and demonstrates a significant investment in our library system by the Town.

You may also visit the Board webpage to review documents which are of significance to applicants.

## Achieving Standards:

The library will be audited for re-accreditation under the Ontario Public Library Guidelines this fall. At the same time, we will be applying to be evaluated for optional compliance under the Standards for Community Museums as a qualification for museum funding through the Ministry of Tourism, Culture and Sport.

## Strategic Plan 2018-2022:

The Strategic Plan draft presentation and feedback session is scheduled for Thursday, September 13th at 6:30pm. Following the update of input, the Board is expected to approve the Plan at the October Board meeting.

## Municipal Elections:

The Library Board and CEO shall be offering an information session for members of the community interested in applying for Board membership or membership on other advisory bodies such as the Museum and Arts Advisory Councils this fall.



# Our Team:



Dr. Sabrina ER Saunders, CEO & Board Secretary  
Emma Barker, Manager of Public Services  
Elisa Chandler, Manager of Technical Services  
Andrea Wilson, Curator

## Library Assistants:

Desiree Garrison  
Wanda Haayen  
Ashley Prince (new 2017)  
Helene Schofield  
Jennifer Simon (new 2018)

## Museum Assistants:

Allison Brown (new 2017)  
Monica Norris

Jamie Hill, Library Clerk

## Pages:

Kate McDonald  
Lily Vanderwoulde  
Mira Woodhouse (new 2017)

## Staff Training included:

The Employment Standards Act and Worker Rights  
Emergency & Fire Table Top Exercises  
Health & Safety Training  
AODA Customer Service Standards  
AODA Information & Communication Standards  
First Aid & CPR  
Team Building



## CONTACT US:

### L. E. Shore Branch and The Gallery

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LibraryInfo@TheBlueMountains.ca

### Craigeith Heritage Depot

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**Website:** <http://TheBlueMountainsLibrary.ca>

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[LibraryCEO@TheBlueMountains.ca](mailto:LibraryCEO@TheBlueMountains.ca)



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@le\_shore (L.E. Shore branch)  
@CraigeithDepot (Craigeith Heritage Depot)