



The Year in Review 2018



From the 2019 Board Chair and CEO:

We would like to thank all the members of the 2018 outgoing board for their dedication and work during this highly productive year. 2018 was a busy year for everyone connected with the Blue Mountains Public Library---the Board, staff and volunteers. It was the year in which we concentrated on talking to the community to find out what people wanted in facilities and services. The Board held three large consultation sessions over the summer and fall, and additional one-on-one focus group sessions. The Strategic Planning Committee, including the 2018 Chair (Odette Bartnicki), put in hundreds of hours in the development of the Strategic Plan and gathering of community input for our expansion plan. In addition, the Board drafted and approved over one hundred policies and by-laws, totally reorganizing the governance model of the BMPL. Each of the staff job descriptions were reviewed and the new staff job descriptions were sent out for external market review. BMPL also completed a comprehensive job satisfaction review which demonstrated the organization was on the right track and BMPL's staff were engaged and happy with their work environment.

Being the final year of the Board term, we developed the Strategic Plan 2018-2022. The new Board will be working to achieve the goals and objective of this plan for the duration of their term, and will develop a Strategic Plan in their fourth year of term. Details of this plan are available on the website and provided as updates monthly at the Regular Board Meetings.

We look forward to working together in 2019, as we work to streamline the governance model and shift into achieving the Strategic Plan. We anticipate ongoing outreach and consultation as we work with the community and the Town's Sr. Management Team on achieving the needs for both renovation and expansion of our facilities and services.

2018 Board Members

Odette Bartnicki (Chair)
Bob Gamble
Laurey Gillies
Michael Martin
John McKean
Maurice Pepper (Vice Chair)
Willi Wildman

2018 Museum Advisory Council

Robert B. Waind (Chair)
Bob Gamble
Bud McCannell
Olav Vanderzon

Updated Mission & Values:

Early in 2018, the Board and staff began consultations to update our Mission, Vision and Values for our Gallery, Library, Archive, and Museum (GLAM). We engaged the community through online and in-person voting over a four-week period, leading to the approval of the new Mission Statement. The new Values word-map was developed by the Board in partnership with our senior managers, and our new Vision Statement was developed based on community consultation on service and facility desires. These were each published as part of the Strategic Plan 2018-2022 this past October.

Values:



Vision 2022:

To be a multi-branch library system, with a thriving museum and gallery, that meets the ever-changing interests and needs of the diverse population of the Town of The Blue Mountains.

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.

GLAM Mandates:

The BMPL is comprised of a Gallery, Library, Archive and Museum (GLAM). At the time of the establishment of BMPL in 1994 and the opening of L.E. Shore in 1995, the organization was an early trail blazer of the GLAM by including a gallery within the building. For this, and the design of the facility, BMPL won awards. In 2016 the Board and TBM further established the organization as a GLAM when the Craigleith Heritage Depot community museum became a part of the BMPL. GLAMs across the province are now understood to be the culture hubs of communities, and more regularly have a single operational body, such as in the BMPL model.

As part of the development of clear governance and operational roles, the Library Board with the Museum Advisory Council and the Arts & Culture Council developed the GLAM Mandates—the purpose and directive of each entity within our system.

Gallery

The Gallery at L.E. Shore acts as a centre for arts and culture in The Town of the Blue Mountains. The Gallery has a focus on artists and art forms of The Blue Mountains and our local area, as well as providing education to the community in the area of arts and culture.

Library

The Blue Mountains Public Library supports 21st Century literacies by ensuring equitable access to information in all its forms to grow an informed and connected citizenry. As a community hub we offer programs and spaces which enable people to gather, socialize, learn, and play.

Archive

The archive acquires and preserves local documentary objects at the Craigleith Heritage Depot in support of the community museum mandate. The wide range of archival material is a key resource that assists museum exhibition, education and programming as well as individual and community interests in the area of history, heritage and culture.

Museum

The Craigleith Heritage Depot community museum provides tangible links to the community, via artifacts, and intangible associations via memory, stories, and folklore. Through conservation and collection management the museum is a steward of local culture and natural heritage. As a designated heritage building, the Depot is not only the community museum facility, but a significant part of the collection.



Library Accreditation:

For the fifth time in the Libraries history, the Blue Mountains Public Library, including the L.E. Shore branch, were accredited under the Ontario Public Library Guidelines Monitoring & Accreditation Council. Achieving accreditation means that a library meets provincially- developed standards and best practices in governance, management and services. The library at the Craigleith Heritage Depot did not qualify for accreditation due to its inadequate size vis a vis the population and the limited space designated for the library collection. This outcome illustrates the need for an enhanced building at this site.

Achieving Museum Standards:

The Board, Museum Advisory Council and staff made considerable strides towards qualification for funding under the Standards for Community Museums in 2018. Policies were developed and a museum-specific budget was approved for the first time. Minor changes are required in our service program, as well as improvements to the physical building, to achieve this recommended standard. The Museum Advisory Council (MAC), with the CEO and Curator, will be working towards achieving each of these best practices. Additionally, we will be looking at GLAM standards in our current facilities as well as in any planning for the proposed renovation and expansions.

Governance–The Board's Key Successes!

During 2018, the Board was extremely active in capacity building for the improvement of governance, to prepare for the future, and for trust building within our community. We engaged in an extensive Community Consultation which informed the **Strategic Plan 2018-2022** and the **Feasibility Study** and **Space Plans**.

The key governance successes of 2018 are:

1. Comprehensive update of all by-laws and policies.
2. Completion of the Memorandum of Understanding (MOU) between the Board and the Town of the Blue Mountains.
3. Development of the Strategic Plan 2018-2022.
4. Completion of the Feasibility Study and Space Plans with community consultation to inform a proposed building program for LES and CHD.
5. Development of a board recruitment and orientation regime.

The comprehensive update to all Governance By-laws and Policies included 101 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 respond 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 the **Municipal Freedom of Information and Protection of Privacy Act**. 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 which is now shared across the province. In recent months, aspects of the MOU have been used to build a stronger relationship of shared resources between BMPL and TBM. One example is the selling of garbage tags at both LES and CHD.

Fundamental documents such as the **Strategic Plan 2018-2022** and the **2018 Feasibility Study and Space Plan** were developed as Legacy documents from the outgoing board. The incoming Board will work through these plans for the next four years, completing annual Action Plans, and producing an updated Strategic Plan in 2022.

The Board worked closely with the Town on a recruitment process to attract the best qualified people to sit on the library board as well as the Museum Advisory Council and the Arts and Culture Council. A comprehensive orientation program was also developed to ensure the new Board would be well-grounded in governance and library matters.



At a Glance:

Card Holders	4,595
Items in Collection	26,104 (print) 148,312 (digital)
Items Borrowed	87,858
Digital Check Outs [or Downloads]	14,414
Programs Offered	1,122
Program Attendees	33,030
Inter Library Loans	4,041
Featured E-Resources:	
Ancestry	583
Consumer Reports	633
Public Computer Use	13,839
Website Visits	356,180
E-Followers & Social media fans	2,115
Volunteer Hours (LES/CHD)	6,529

**audited financials will be available on the BMPL website when available*

A Visit
Will Get You
Thinking.



Community Voice:

Community Consultation

2018 included 68 community consultation sessions (open houses, focus groups, interviews, facilitated sessions). Nearly 750 participants were involved in these sessions with another 365 participating in the 9 surveys completed. This input provided direction on services and governance, and identified needs which guided the Space Plan.

Community Input at Board Meetings

Community members have three methods to provide input at Board meetings: Deputation, Public Input on the Agenda, and Correspondence. Public Input to the Agenda was introduced in April 2018 to enable members to sign up at the beginning of a meeting to address any item on that meeting's agenda. We encourage community members to take these opportunities to provide input to our Board prior to deliberation and decision making.

Strategic Plan

For each of the four goals, the Strategic Plan includes the "You Told Us" section which identifies the key themes that arose during our community consultations.

We believed it was important for members of the community to see their words in the Plan, as well as to demonstrate that the directions set in the Plan came directly from those consultations.

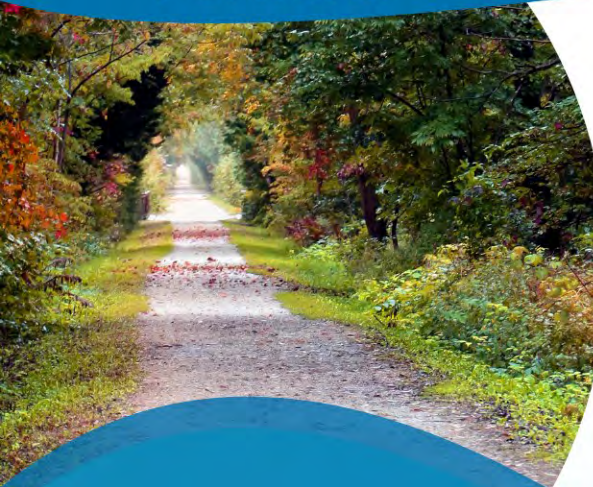
Pathways of Communication

One of the four goals of the Strategic Plan is Communication. While BMPL has prints copies of our e-newsletter, the main way for the Board and staff to communicate the latest information to our community is through electronic means. The BMPL E-newsletters have information on programs and services as well as a monthly column entitled Board Corner which provides updates on Board activities from the previous month. The Library website has also increased the 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, our Blogs, or social media feeds, please join. These are our primary methods of communication.

Looking Forward:

2018-2022 Library Board

Maurice Pepper (2019 Chair)
Laurey Gillies (2019 Vice Chair)
Jesse T. Glass, Q.C.
Rob Potter
Odeen Probert
Joanne Vivona



The new Library Board, having been appointed January 7, 2019, will have a busy year with orientation and training followed by the implementation of the Strategic Plan 2018-2022's four goals and nineteen objectives. To achieve these, three committees have been established as standing committees with mandates aligning with the goals. These are:

Vibrant Spaces & Capital Campaign (VS-CC) Committee

Members: Laurey Gillies, Maurice Pepper, Joanne Vivona

Organizational Capacity, By-laws & Governance (OC-BLG) Committee

Members: Laurey Gillies, Maurice Pepper, Jesse T. Glass

Communication & Strategic Planning (C-SP) Committee

Members: Jesse T. Glass, Odeen Probert, Laurey Gillies

Additionally, the Museum Advisory Board will be busy with various governance and fundraising projects for the betterment of the Craigleith Heritage Depot community museum. Members for this Museum Board were appointed by the BMPL Board in February 2019 and will have a four-year term concurrent with the Library Board.

Members:

Christine Clark
Rob Potter
Rick Rzeplinski
William T. Vernon
Robert B. Waind



Strategic Plan 2018-2022

Much of 2018 was spent developing the Strategic Plan 2018-2022 and completing the research necessary to achieve the high quality and aggressively planned administrative and governance task list. In 2019, the Library Board, MAC, and our administration will work towards the achievement of the Strategic Plan. Each Committee will bring forward their Action Plan 2019 items by May 2019. The Action Plan will be published in the Agenda Package and again in the Policies and Plans areas of the Library Board webpages. For a complete list of goals and objectives, visit the Library Board webpage or pick up the Strategic Plan 2018-2022 Executive Summary from LES or CHD.

Shared Services



In 2018 the organization has worked to be a strong partner for our community. During the 2018 municipal elections the staff assisted members of community with electronic voting. We also offered copies of surveys and informational fliers and Town budget documents throughout the year and are looking to grow how the library can better support the communication needs of the Town. Our most recent support to shared services is the sale of Town garbage tags.

Building Programs

The Proposed 2019 TBM Budget includes a capital request for the renovation of L.E. Shore branch with an expansion; and the renovation of the Craighleith Heritage Depot community museum with a library expansion. Both of these building programs were recommended in the Feasibility Study and Space Plan (2018), the Strategic Plan 2018-2022, and in community consultation and feedback. In February, Council passed a resolution for the BMPL CEO and Board to work with Council on an "overall facilities needs master plan including possible Blue Mountains community hub(s), and possible Blue Mountains Public Library system expansion". We welcome this development and look forward to working with Council and the Community throughout 2019 on this project.

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

Library Assistants:

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

Museum Assistants:

Allison Brown (new 2018)
Monica Norris

Jamie Hill, Library Clerk

2018 Young Canada Works Interns:

Allisyn Dandridge, Communications
Alessia Farris, Museum & Archive Collections
Kathryn Osborne, Technical Services

Pages:

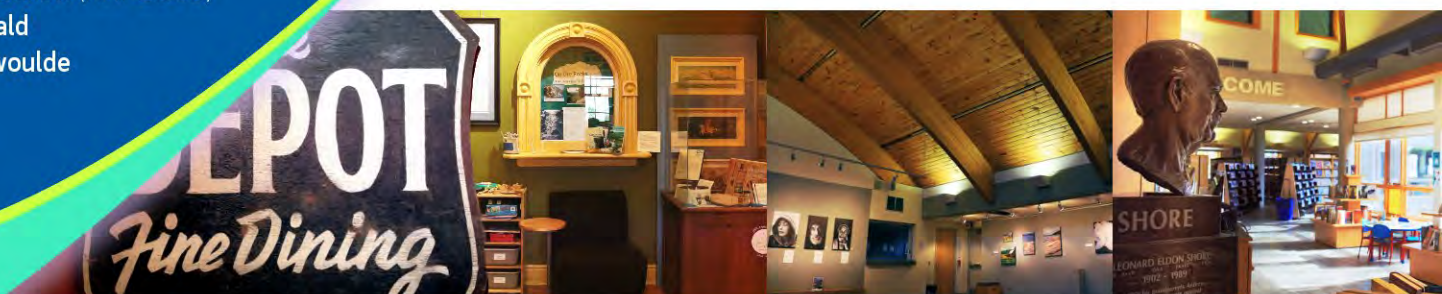
Mackenzie Beckett (new 2018)
Kate McDonald
Lily Vanderwoulde

Our Team:



Staff Training included:

Health & Safety
Emergency & Fire Table Top Exercises
WHMIS
AODA Customer Service Standards
AODA Information & Communication Standards
Mitigating Workplace Harassment and Violence
First Aid & CPR
Team Building



CONTACT US:

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Website: <http://TheBlueMountainsLibrary.ca>

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LibraryCEO@TheBlueMountains.ca



@thebluemountainslibrary



@le_shore (L.E. Shore branch)
@CraigleithDepot (Craigleith Heritage Depot)