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## The Blue Mountains Public Library Board Meeting

**Meeting Date:** January 20, 2022  
**Meeting Time:** 2:00 p.m.  
**Location:** Via Web/Phone Conference due to Pandemic  
**Prepared By:** Dr. Sabrina Saunders, CEO/Secretary of the Board

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**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.*

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When available, this Board meeting will be rebroadcast on the BMPL Facebook page and YouTube Channel. Technical difficulties with social media platforms are not sufficient reason to cancel/postpone a meeting as meeting credentials are available to members of the community upon request. Credentials are available for login to the meeting for those who request, via [LibraryCEO@TheBlueMountains.ca](mailto:LibraryCEO@TheBlueMountains.ca) no less than 4:00pm the day prior to the meeting.

### A. Call to Order

- A.1 Moment of Reflection  
Former Board Chair John Corrigan
- A.2 Indigenous Acknowledgement Statement
- A.3 Welcome New Board Member, Andrea Matrosov
- A.4 Review of Teleconference procedures

**NOTE:** The procedure for voting within a teleconference: The Chair shall call for a mover and seconder. When the question is called the Chair shall ask "all in favour" followed by "any opposed". This is instead of a recorded vote. Any member of the Board may request a recorded vote at any time in the meeting.

## **B. Agenda**

### **B.1 Approval of the Agenda**

#### **Recommended Motion**

Moved by \_\_\_ and seconded by \_\_\_, THAT the Agenda of January 20, 2022, be approved as circulated, including any items added to the Agenda.

### **B.2 Declaration of Pecuniary Interest and General Nature Thereof**

NOTE: Known pecuniary interests should be provided to the Board Secretary in writing and be noted as part of this agenda item. Should items arise during the meeting, the member shall make notice.

## **C. Reports to be “Received as Information”**

NOTE: Before there is any discussion on the items listed below, they must be received by this Board. Additional recommendations outlined in any of these items, as well as any subsequent motions, will be addressed at the time of discussion.

#### **Recommended Motion**

Moved by \_\_\_ and seconded by \_\_\_, THAT this Board receive as information:

- 1) *ADM.22.01 entitled “Action Plan 2021—Close of Year Report”*
- 2) *ADM.22.02 entitled “Interim Q1 Action Plan”*
- 3) *ADM.22.03 entitled “CEO Service Update—January”*
- 4) *ADM.22.04 entitled “Respectful Workplaces Compliance Report”*
- 5) *ADM.22.05 entitled “Continuous Improvement Report”.*
- 6) *GOV.22.01 entitled “Strategic Planning Working Group Update-January”*
- 7) *GOV.22.03 entitled “POL-BLG.2018.99-Agenda-&-Multi-Year-Agendas”*

## **D. Minutes**

### **D.1 Previous Minutes**

#### **Recommended Motion**

Moved by \_\_\_ and seconded by \_\_\_, THAT this Board approve as circulated the Board minutes of November 25, 2021; the Closed Session Board minutes of November 25, 2021; and the E-Poll Board minutes of December 9, 2021.

### **D.2 Business Arising from the Minutes**

#### **Recommended Motion**

Moved by \_\_\_ and seconded by \_\_\_, THAT this Board receive the discussions as information on the Business Arising from the Minutes.

## **E. Communications with the Board**

***Deadline for registration is Monday, January 17 at 2:00p.m.***

### **E.1 Deputations**

None Scheduled

NOTE: Under the authority of the Municipal Act, 2001 and in accordance with Ontario's Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), and Board policy, the Blue Mountains Public Library Board wishes to inform the public that all information including opinions, presentations, reports and documentation provided for or at a Public Meeting, Public Consultation, or other Public Process are considered part of the public record. This information may be posted on the Library website, included in Board packages, and/or made available to the public upon request.

## E.2 Public Input on the Agenda

NOTE: As a result of COVID-19 closures and physical distancing; AND the Ministry of Heritage Sport Tourism & Culture Industries direction that Board Meetings can proceed virtually as "Open" providing that the community may continue to participate virtually; AND taking the lead of TBM Council, who are accepting emails or letters for participation in the Public Input on the Agenda; AND that said correspondence meets the BMPL's [BLG.2018.6.8 Public Input on Agenda Items](#) criteria.

In addition to Correspondence, any members of the public who would like to attend the Board Meeting may do so by contacting [LibraryCEO@TheBlueMountains.ca](mailto:LibraryCEO@TheBlueMountains.ca). Requests received prior to 4:00pm the *day prior* to the Board Meeting will be provided with internet and/or phone login information. Credentials are available one month prior to the meeting, so requests need not be made the day of. Login credentials are no longer being published due to the high rate of hacking occurring during the pandemic.

## E.3 Correspondence

- Fall Newsletter Ontario Library Service

### Recommended Motion

Moved by \_\_\_\_ and seconded by \_\_\_\_, THAT this Board receive the Correspondence as information.

## F. Strategic Plan Updates & Action Items

NOTE: To better facilitate this sections, reports and discussions have been identified. The Board may make decisions at any time and does not require a formal report or recommended motion to do so.

### F.1 Action Plan Updates

1. **Report:** ADM.22.01 entitled "*Action Plan 2021—Close of Year Report*"
2. **Report:** ADM.22.02 entitled "*Interim Q1 Action Plan*"

### F.2 Strat Plan Goal: Communications

1. **Report:** GOV.22.01 entitled "*Strategic Planning Working Group Update-November*"

### Recommended Motion

That this Board approve the proposed Mission, Vision, and Value statements for community feedback.

That this Board approve the proposed 3 Strategic Pillars and 11 Goals for community feedback.

### F.3 Strategic Plan Goal: Organizational Capacity

1. **Report:** Verbal Report entitled "*Chair's Report*"
2. **Report:** ADM.22.04 entitled "*Respectful Workplaces Compliance Report*"
3. **Report:** ADM.22.05 entitled "*Continuous Improvement Report*"

4. **Report:** GOV.22.03 entitled “POL-BLG.2018.99-Agenda-&Multi-Year-Agendas”

**Recommended Motion**

Moved by \_\_\_ and seconded by \_\_\_, THAT this Board approve the amendments to POL-BLG.2018.99-Agenda-&Multi-Year-Agendas.

F.4 Strategic Plan Goal: Vibrant Spaces

F.5 Strategic Plan Goal: Service Excellence

1. **Report:** ADM.22.03 entitled “CEO Service Update—January”

**Recommended Motion**

Moved by \_\_\_ and seconded by \_\_\_, THAT this Board receive the Strategic Plan discussions as information.

**G. Other Business**

G.1 Ontario Library Service-Governance Hub

1. A webinar on [Board Legacy](#) is available through the Governance Hub and will require registration. The event is 4:00-5pm on Tuesday, February 15<sup>th</sup> event [4:00-5:00pm].
2. The [Year 4](#) of the 4-year Board cycle is also now found on the Governance HUB.

G.2 Annual Budget Ask Presentation to the Ontario Legislature

**H. Roundtable**

H.1 Roundtable—General updates by the Board

NOTE: The Roundtable is an opportunity for members to share information on events, activities, or general information which members may wish to attend and/or review. This is not intended for new business or discussion pertaining to Action Items.

1) Community Updates and News

- The Craileith Heritage Depot wins Gold in the Grey County Community Votes under the Museums Category

2) BMPL Special Events

- [Exhibit Launch: Salt of the Earth](#) | January 8 | L.E. Shore
- [ACC Presents: Salt of the Earth](#) | January 11 @ 7pm | Zoom
- [Canadian Animals BIG & small](#) | January 18 @ 10am | Zoom
- [Holiday Money Hangover](#) | January 26 @ 6pm | Zoom
- [Exhibit Launch: Celebrating the Colour Purple](#) | January 29 | L.E. Shore
- [Natural Burials](#) | January 29 @ 2pm | L.E. Shore
- [Pandemic Parenting Centre](#) | January 30 @ 2pm | Marsh Street Centre

**Recommended Motion**

Moved by \_\_\_ and seconded by \_\_\_, THAT this Board receive as information the Roundtable discussions.

## **I. Key Messages**

### **I.1 Key Messages Update**

#### **Recommended Motion**

Moved by \_\_\_ and seconded by \_\_\_, THAT this Board approve the release of the Key Messages Update-January 2021.

## **J. Notice of Meeting Dates**

The next regularly scheduled Board Meeting is February 17, 2022 at 2:00pm.

All meetings and relevant agenda materials will be posted on the [Meeting and Agenda](#) page of Governance.

## **K. Closed Session**

*The Board certifies that no other business will occur following the closed meeting other than listed on this agenda, including the accepting of motions made in camera and adjourning the meeting.*

#### **Recommended (Move, second)**

THAT, with regard to section 16.1(4) of the *Public Libraries Act*, That this Board do now move into closed session in order to address matters pertaining to *personal matters about an identifiable individual*.

The board moved into closed session at (    ) pm

[See Closed Agenda]

#### **Return to Open Session**

The board rose returned to the public session at (    ) pm

#### **Recommended (Move, second)**

THAT this Board approve all resolutions and recommendations made in Closed Session.

## **L. Adjournment**

#### **Recommended Motion**

Moved by \_\_\_, THAT this Board does now adjourn at \_\_\_\_ p.m. to meet again at the call of the Chair.

**From:** [Governance HUB - Ontario Library Service](#)  
**To:** [Sabrina Saunders](#)  
**Subject:** Fall Newsletter  
**Date:** December 7, 2021 10:29:53 AM

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[View this email in your browser](#)



# Fall Newsletter

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Welcome Board Members to the Governance  
Hub Newsletter

It is with great pleasure and excitement that we renew this publication with you. We have recently wrapped up another successful round of province-wide Board Assembly Meetings. We are excited to continue to expand and grow the dialogue, connections, and resources with public library boards and board members from across the province.

Over the coming months, you will undoubtedly be focusing on the challenges and tasks ahead as you near the end of your board term and upcoming municipal elections. The Ontario Library Service Consulting Team is readying new resources, updates and supports to ensure that you have what you need to support strong dialogue, strong connections and strong public library governance. In this newsletter, we have provided links to resources and highlighted training opportunities that will help support you in this fourth and final year of the board term.

As always, we look forward to hearing from you. Please get in touch with the Consulting Team ([consulting@olservice.ca](mailto:consulting@olservice.ca)) with any questions or comments.

With thanks,

Steven P. Kraus (MLIS)  
Director of Training and Consulting (bilingual)  
Directeur, formation et consultation (bilingue)  
705-806-5708  
[skraus@olservice.ca](mailto:skraus@olservice.ca)

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## Board Assembly Highlights

The [9 Board Assemblies](#) elected a representative to serve on the Ontario Library Service Board for a four year term.

In addition to this governance role, Board Assembly Meetings provide library board members with opportunities to share information and hear how other boards deal with issues, like the ones you face, in governing a public library.

They offer suggestions and support for board training and serve as a communication

link between the Ontario Library Service and local boards.

At the latest round of [Board Assembly Meetings in November](#), discussions ranged on variety of topics, including:

- [Proof of vaccination policy](#)
- [Board-Municipal Relationship](#)
- [Board self-evaluation](#)
- [Fine-Free movement](#)
- [New Builds](#)
- [Fundraising](#)
- [Advocacy and the Board](#)

Follow the links above for additional information and resources.

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## Board Assembly Distribution Group

A couple of weeks ago, the Board Assembly Distribution Group was launched as a forum for Board Members appointed to a Board Assembly to share comments, questions and best practices in a safe and open environment with fellow board members from across the province.

The Distribution Group is also open to other library board members in Ontario. If you'd like to be added to this distribution group, please submit the following information via the [this form](#).

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Ontario Library Boards' Association Bootcamp at  
OLA Super Conference





The annual Board Member Bootcamp at OLA Super Conference is February 5. This year, participation is virtual and Boards are encouraged to participate on their own schedules. Full schedule will be available shortly.

[Learn More](#)

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## Ontario Library Service Training for Board Members

### SAVE THE DATE

The Ontario Library Service is offering a webinar on Board Legacies on Tuesday, February 15 from 4-5pm ET / 3-4pm CT.

This will be a topic of interest as you head into the final year of your term. Registration for this webinar will open in mid-January.

In the meantime, you might want to review the resources we have collected on the topic.

[Explore](#)

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## Explore the Governance Hub



Podcast episodes

**Listen**



Webinars

**Watch**



Frequently Asked  
Questions

**Discover**



Forward to your fellow Board Members

The Ontario Library Service, the Ontario Library Boards' Association and the Federation of Ontario Public Libraries work together to support Ontario's public library boards.





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# The Blue Mountains Public Library

**Report To:** The Blue Mountains Public Library Board  
**Report Name:** ADM.21.30 Action Plan 2021 Update - November  
**Prepared by:** Dr. Sabrina Saunders, CEO

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## A. Recommendations

That this Board receive as information ADM.22.01 entitled "*Action Plan 2021 Updates-End of Year Report*".

## B. Background

The Action Plan 2021 was developed through Board consultation and in consultation with the Board committees, ACC, and staff, and directly informed the BMPL proposed Budget 2021. This one-year Plan was approved at the November 19, 2020 Board Meeting and included 82 achievable outcomes with lead responsible parties of the Board and CEO.

## C. Status Assessment

Since the onset of 2021, 74 of 84 outcomes have been achieved or are considered ongoing. An additional 3 of 82 are in progress and continuing into the first quarter of 2022. This equals 91.7% complete. Of the 7 items not completed:

- **C1.1 Increase the e-newsletter subscription by 25% to 1500.**  
The current subscription is 1,423.
- **C3.2 Install temporary new signage for CHD**  
Due to the ongoing pandemic, and not being sure what costs could be incurred for Health & Safety, this item was deferred to the end of the year. Unfortunately, Fall 2021 was not enough time to procure this item.
- **C3.3 Install interim gallery signage**  
Due to the ongoing pandemic, and not being sure what costs could be incurred for Health & Safety, this item was deferred to the end of the year. Unfortunately, Fall 2021 was not enough time to procure this item.
- **VS1.3 Provide Café Options at LES**  
Due to the pandemic and not being able to eat onsite, this item was deferred.
- **VS1.4 Install water refill station at LES**  
This item has been requested of TBM Maintenance.
- **VS1.5 Install CHD water tap suitable for refill station**  
This item has been requested of TBM Maintenance.
- **SE5.2 Achieve 5,000 visits to the Virtual Branch [4,379 current]**

Currently there are 4,379 visits to the Virtual Branch. This is not representative of the Virtual Branch use, as most who visit regularly bypass the landing page and go directly to their pages of choice. It does represent that more than 4,000 people explored our content or visited as an early adopter of the Virtual Branch.

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Respectfully Submitted,

Dr. Sabrina Saunders, CEO  
[LibraryCEO@TheBlueMountains.ca](mailto:LibraryCEO@TheBlueMountains.ca)  
519-599-3681 extension 148

# Action Plan for 2021

The Blue Mountains Public Library Board, CEO, and Management Team

Goals	Outcomes	Lead Party	Expected Timing	Status
<b>Communications</b>	<i>Establish communications and market BMPL as a valued community resource.</i>			
<b>C1</b>	<b>Provide accessible and inclusive communications to raise awareness of our many offerings.</b>			
	C1.1 Increase the e-newsletter subscription to 1500 (25% increase)	CEO	December	<b>Current: 1,423</b>
	C1.2 Increase Twitter fans to 700 combined users (10% increase)	CEO	December	<b>COMPLETE 10-14-21 722</b>
	C1.3 Increase Facebook followers to 1500 combined users (16% increase).	CEO	December	<b>COMPLETE 10-14-21 1,521</b>
	C1.4 Increase Instagram followers to 350 (20% increase)	CEO	December	<b>COMPLETE 3-11-21 546</b>
	C1.5 Publish an annual direct mail newsletter to promote the GLAM to the community	Board & CEO	Summer	<b>COMPLETE 10-1-21</b>
	<b>NEW</b> C1.6 Add new social media-LinkedIn to provide services and promote online professional development and e-resources	CEO	December	<b>COMPLETE 5-1-21 20</b>
<b>C2</b>	<b>Develop a Communication and Marketing Plan.</b>			
	C2.1 Expand staffing capacity to oversee and implement a comprehensive communication plan	Board & CEO	March	<b>COMPLETE 2-22-21</b>
	C2.2 Provide Monthly Key Messages from Board	Board	Monthly	<b>COMPLETE 12-31-21</b>
	C2.3 Identify key supporters and develop a communication plan with priority groups	Board	June	<b>Ongoing</b>

Goals		Outcomes	Lead Party	Expected Timing	Status
	C2.4	Provide updates to Council through Committee of Whole meetings.	Board & CEO	Quarterly	<b>COMPLETE</b> <b>12-31-21</b>
	C2.5	Hold quarterly meetings between Town CAO and Library CEO re MOU.	CEO	Quarterly	<b>COMPLETE</b> <b>12-31-21</b>
	C2.6	Hold Town Hall Style Mtgs in locations around Town or Virtually	Board	Spring Fall	<b>COMPLETE</b> <b>9-22-21</b>
	C2.7	Participate in the TBM Community Communications Advisory Committee	CEO	Monthly	<b>COMPLETE</b> <b>12-31-21</b>
	C2.8	Prepare Board Corner for monthly newsletter	Board & CEO	Monthly	<b>COMPLETE</b> <b>12-31-21</b>
	C2.9	Produce marketing ready collection of BMPL images	CEO	April	<b>Ongoing</b>
<b>C3</b>	<b>Establish consistent branding across all communications and signage.</b>				
	C3.1	Assess branding needs of BMPL as a GLAM	CEO	October	<b>COMPLETE</b> <b>7-30-21</b>
	C3.2	Install temporary new signage for CHD	CEO	Summer	
	C3.3	Install interim gallery signage	CEO	May	
<b>C4</b>	<b>Ensure transparency and accountability to all stakeholders.</b>				
	<del>C4.1</del>	<del>Publish 2020 Annual Report and present to the community in an information session.</del>	Board & CEO	Summer	
	Amended C4.1a	Publish 2020 Annual Report.	Board & CEO	Summer	<b>COMPLETE</b> <b>5-27-21</b>
	Amended C4.1b	Present 2020 Annual Report to the community in an information session.	Board & CEO	Summer	<b>COMPLETE</b> <b>5-27-21</b>
	C4.2	Publish ROI and Social Value Report	Board & CEO	Spring	<b>Ongoing</b>
	C4.3	Initiate the consultation process for the 2022-2026 Strategic Plan	Board	October	<b>COMPLETE</b> <b>12-31-21</b>

Goals		Outcomes		Lead Party	Expected Timing	Status
Organizational Capacity		Build Board and staff capacity to lead a 21 <sup>st</sup> century library, museum and gallery system.				
OC1	Build Board competencies to excel in governance and advocacy.					
	OC1.1	Finalize 2021 Board training plan	Board	April	COMPLETE	2-18-21
	OC1.2	Develop 2022 Board training plan	Board	December	COMPLETE	12-31-21
	OC1.3	Attend Board Assembly Meetings [Former Regional Trustee Mtgs]	Board	Spring	COMPLETE	5-8-21
			Board	Fall	COMPLETE	11-9-21
	OC1.4	Attend OLBA Bootcamp Feb 2021	Board	February	COMPLETE	2-6-21
	OC1.5	Schedule rep(s) to OLBA Bootcamp Feb 2022	Board	October	COMPLETE	11-18-21
	OC1.6	Complete annual Board evaluation	Board	November	COMPLETE	11-18-21
	OC1.7	Complete annual policy review [Mission, Vision, Values, Mandates, Annuals]	Board	May	COMPLETE	5-17-21
OC2	Work with the Town to secure annual funding which realizes the BMPL vision.					
	OC2.1	Present 2021 Budget	CEO with Board	February	COMPLETE	2-8-21
	OC2.2	Prepare 2022 Budget	CEO with Board	September	Deferred TBM approval	
	OC2.3	Hold quarterly meetings between the Chair, Vice Chair and CEO with the Mayor, Deputy Mayor and CAO	Board & CEO	Quarterly	COMPLETE	4-7-21 7-5-21 10-6-21



Goals	Outcomes	Lead Party	Expected Timing	Status
<b>OC3</b>	<b>Become an employer of choice to retain and recruit staff.</b>			
	OC3.1 Complete annual performance appraisals for all staff	CEO	<del>November</del> February	<b>COMPLETE</b> <b>2-26-21</b>
	OC3.2 Complete CEO annual performance appraisal	Board	February	<b>COMPLETE</b> <b>1-21-21</b>
	OC3.3 Complete the Annual Respectful Compliance Report	CEO	January	<b>COMPLETE</b> <b>1-21-21</b>
	OC3.4 Provide a healthy workplace	Board & CEO	December	<b>COMPLETE</b> <b>12-31-21</b>
	OC3.5 Approve Health & Safety Continuous Improvement Goals 2021	Board with JHSC	January	<b>COMPLETE</b> <b>1-21-21</b>
	OC3.6 Install new ergonomic service desk based on staff needs	CEO	June	<b>In RFP</b>
<b>OC4</b>	<b>Develop a sustainable human asset management plan which addresses branch expansion and future system needs.</b>			
	OC4.1 Identify any MOU Schedule A: Human Resources Support needs pertaining to HRMS, if required	CEO	June	<b>COMPLETE</b> <b>-N/A--</b>
<b>OC5</b>	<b>Build upon staff competencies to excel in their job responsibilities.</b>			
	OC5.1 Implement annual Job Training & Job Shadow program for all 2021 staff	CEO	February	<b>COMPLETE</b> <b>3-1-21</b>
	OC5.2 Implement annual Individual Goal and Competency Plan for all staff	CEO	February	<b>COMPLETE</b> <b>3-1-21</b>

Goals		Outcomes		Lead Party	Expected Timing	Status
Vibrant Spaces		Create versatile spaces that meet the ever-changing interests and needs of our diverse and growing population.				
VS1	Provide spaces to gather, learn, explore, work and connect.					
	VS1.1	Update Gallery Seating		CEO	May	COMPLETE 12-31-21
	VS1.2	Update LES Seating		CEO	May	COMPLETE 12-31-21
	VS1.3	Provide Café Option at LES		CEO	May	
	VS1.4	Install water refill station at LES		CEO with Town	December	
	VS1.5	Install CHD water tap suitable for refill station		CEO with Town	May	
	VS1.6	Install an ergonomic 21 <sup>st</sup> Century Service Desk		CEO	July	In RFP
VS2	Provide technologically-connected spaces.					
	VS2.1	Implement the 2021 Technology Plan		CEO	December	COMPLETE 9-1-2021
	VS2.2	Analyze technology needs and develop 2022 Technology Plan for 2022 budget		CEO	September	COMPLETE 9-1-2021
	VS2.3	Expand onsite Digital Lab Computer Access		CEO with Creator Lab	June	COMPLETE 10-12-21
	VS2.4	Expand computer stations for youth access		CEO	June	COMPLETE 10-12-21

Goals		Outcomes	Lead Party	Expected Timing	Status
<b>VS3</b>	<b>Implement the recommendations of the Feasibility Study &amp; Space Plan(s).</b>				
	VS3.1	Liaise with TBM to determine implementation plan for achieving LES Building Condition Assessment Report and Gap Analysis and Building Report recommendations	Board & CEO	December	Ongoing
	VS3.2	Liaise with TBM to determine implementation plan for achieving CHD Building Condition Assessment Report and Gap Analysis and Building Report recommendations	Board & CEO	December	Ongoing
	VS3.3	Liaise with Town SMT and Council regarding Master Facilities Plan	Board & CEO	December	Ongoing
	VS3.4	Liaise with Town SMT and Council regarding Leisure Activities Plan as it pertains to BMPL services and facilities as Community Hub(s).	Board & CEO	December	COMPLETE 9-28-21
	VS3.5	Standardize Gallery lighting, with gallery standard fixtures.	CEO	December	Ongoing
	VS3.6	Purchase new glasses and serving items for Gallery Openings and Facility Rentals.	CEO	December	COMPLETE 12-31-21
<b>VS4</b>	<b>Implement a successful capital campaign.</b>				
	VS4.1	Participate in the TBM Grants & Donations Committee	CEO	Monthly	COMPLETE 12-31-21
	VS4.2	Develop <i>REEL History</i> & Artifact [Sponsorship and Partnership] Fundraising Plan 2021	Board & CEO	November	COMPLETE 8-21-21

Goals		Outcomes	Lead Party	Expected Timing	Status
<b>Service Excellence</b>		<i>Enrich opportunities to learn, explore, create, connect with others, develop careers, grow businesses, engage with new technologies, pursue healthy lifestyles, and have fun.</i>			
<b>SE1</b>	<b>Leverage partnerships to achieve shared goals.</b>				
	SE1.1	Re-introduce onsite Teen Advisory Group (TAG) meetings	CEO	January	<b>COMPLETE 1-15-21</b>
	SE1.2	Develop Tween Advisory Group (TwAG)	CEO	October	<b>COMPLETE 1-15-21</b>
	SE1.3	Act as lead partner to the Blue Mountains Creator Arts Space Digital Lab	CEO	December	<b>Ongoing</b>
	SE1.4	Investigate maker options with community partners	CEO	December	<b>Ongoing</b>
<b>SE2</b>	<b>Create a service model that reaches all communities of The Town of The Blue Mountains.</b>				
	SE2.1	Prepare and Implement Pop-Up Library and Outreach Plan 2021	CEO	October	<b>COMPLETE 7-30-21</b>
	SE2.2	Work with TAG to develop Teen and Tween improvements to programs and services	CEO	December	<b>COMPLETE 12-31-21</b>
	SE2.3	Expand Marker Options at the LE Shore		September	<b>COMPLETE 12-31-21</b>
	SE2.4	Develop quarterly plans for balanced services of virtual programs and face to face services throughout the ongoing pandemic	CEO	December Quarterly	<b>COMPLETE 12-31-21</b>
<b>SE3</b>	<b>Provide diverse collections and programs in the library, museum and gallery.</b>				
	SE3.1	Produce and Launch the <i>REEL History</i> series film 7 (Fossils) & 8 (Escarpment)	CEO	March	<b>COMPLETE 2-13-21</b>
	SE3.2	Implement Museum Collection Development Plan 2019-2022	CEO	December	<b>COMPLETE 9-7-21</b>
	SE3.3	Implement storage plan to support growth based on new remediation driven SOPs, inventory, and Collection Development Plan.	CEO	December	<b>COMPLETE 8-11-21</b>

Goals	Outcomes	Lead Party	Expected Timing	Status
	SE3.4 Implement Exhibition Plan 2019-2021	CEO	December	<b>COMPLETE</b> <b>10-1-21</b>
	SE3.5 Develop and implement a 2021 Matrix for programs, services, and needs achievement	CEO	December	<b>COMPLETE</b> <b>8-20-21</b>
	SE3.6 Develop 2022 Program Plan	CEO	October	<b>COMPLETE</b> <b>9-1-21</b>
	SE3.7 Develop The Gallery schedule for 2022	CEO with ACC	September	<b>COMPLETE</b> <b>10-12-21</b>
	SE3.8 Expand VR gaming programs and collections at both branches	CEO	June	<b>COMPLETE</b> <b>12-31-21</b>
	SE3.9 Develop a sustainable Virtual Programming for the ongoing pandemic which can be balanced with onsite programming when available	CEO	September	<b>COMPLETE</b> <b>12-31-21</b>
<b>SE4 Offer resources, opportunities and coaching to engage in 21<sup>st</sup> century literacies.</b>				
	SE4.1 Expand Wired Wednesday Series	CEO	June	<b>COMPLETE</b> <b>1-11-21</b>
	SE4.2 Expand YouTube Channel programs by 50%, including website tutorials (96 as at 2020)	CEO	December	<b>COMPLETE</b> <b>5-6-21</b> Current: 324
<b>SE5 Develop a virtual branch.</b>				
	SE5.1 Update Marketing Plan for Virtual Branch holdings	CEO	December	<b>COMPLETE</b> <b>12-31-21</b>
	SE5.2 Achieve 5,000 visits to Virtual Branch	CEO	December	<b>Current:</b> <b>4,379</b>
<b>SE6 Achieve GLAM standards.</b>				
	SE6.1 Update all CHD policies and procedures for MHSTCI best practices	CEO	May	<b>COMPLETE</b> <b>6-10-21</b>
	SE6.2 Review new OPLG Accreditation criteria for compliance	CEO	March	<b>COMPLETE</b> <b>11-1-21</b>
	SE6.3 Investigate Gallery best practices and standards for improvement planning	CEO with ACC	August	<b>COMPLETE</b> <b>9-8-21</b>
	SE6.4 Finalize the CHD basement shelving and storage project	CEO	November	<b>COMPLETE</b> <b>9-1-21</b>



## The Blue Mountains Public Library

**Report To:** The Blue Mountains Public Library Board  
**Report Name:** ADM.22.02 Interim Q1 Action Plan  
**Prepared by:** Dr. Sabrina Saunders, CEO

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### **A. Recommendations**

That this Board receive as information ADM.22.02 entitled "*Interim Q1 Action Plan 2022*".

### **B. Background**

Annually the Board approves an Action Plan for the year. This document directs the Board, CEO and operations for the year. In 2022, there will be a period where the 2018-2022 Strategic Plan is in place, followed by the 2022-2026 Strategic Plan. As such, this Interim Plan focuses on Q1 where priorities are beginning to shift based on the Strategic Plan Study, but also include areas not fully completed from 2021.

### **C. Status Assessment**

This First Quarter Interim Action Plan has 13 objectives to be completed.

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Respectfully Submitted,

Dr. Sabrina Saunders, CEO  
[LibraryCEO@TheBlueMountains.ca](mailto:LibraryCEO@TheBlueMountains.ca)  
519-599-3681 extension 148

# Interim Action Plan for Q1 2022

The Blue Mountains Public Library Board, CEO, and Management Team

Goals	Outcomes	Lead Party	Expected Timing	Status
<b>Communications</b>	<i>Establish communications and market BMPL as a valued community resource.</i>			
<b>C1 Provide accessible and inclusive communications to raise awareness of our many offerings.</b>				
	C1.1 Increase the e-newsletter subscription to 1500 (25% increase)	CEO	March	
<b>C2 Develop a Communication and Marketing Plan.</b>				
	C2.3 Identify key supporters and develop a communication plan with priority groups	Board	March	
	C2.4 Provide updates to Council through Committee of Whole meetings.	Board & CEO	Quarterly	
	C2.5 Hold quarterly meetings between the Town CAO and the Library CEO re MOU and shared goals	CEO	Quarterly	
<b>C3 Establish consistent branding across all communications and signage.</b>				
	C3.1 Launch updated BMPL logo	CEO	March	
<b>C4 Ensure transparency and accountability to all stakeholders.</b>				
	C4.2 Publish ROI and Social Value Report	Board & CEO	Spring	
	C4.3 Complete the consultation process for the 2022-2026 Strategic Plan	Board & CEO	February	

Goals	Outcomes	Lead Party	Expected Timing	Status
<b>Organizational Capacity</b>	<i>Build Board and staff capacity to lead a 21<sup>st</sup> century library, museum and gallery system.</i>			
<b>OC1 Build Board competencies to excel in governance and advocacy.</b>				
	OC1.4 Attend OLBA Bootcamp Feb 2022	Board	February	
	OC1.7 Complete annual policy review of Mission, Vision, Values, and Mandates	Board	March	
<b>OC2 Work with the Town to secure annual funding which realizes the BMPL vision.</b>				
	OC2.1 Approve a 2022 Budget which provides pay equity	CEO with Board	February	
<b>OC3 Become an employer of choice to retain and recruit staff.</b>				
	OC3.3 Complete the Annual Respectful Compliance Report	CEO	January	
	OC3.5 Approve Health & Safety Continuous Improvement Goals 2022	Board with JHSC	January	
<b>Service Excellence</b>	<i>Enrich opportunities to learn, explore, create, connect with others, develop careers, grow businesses, engage with new technologies, pursue healthy lifestyles, and have fun.</i>			
<b>SE2</b>				
	SE2.4 Develop quarterly plans for balanced services of virtual programs and face to face services throughout the ongoing pandemic	CEO	Quarterly	





## The Blue Mountains Public Library

**Report To:** The Blue Mountains Public Library Board  
**Report Name:** GOV.22.01 Strategic Planning Working Group Update-January  
**Prepared by:** Dr. Sabrina Saunders, CEO

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**Working Group:** Laurey Gillies, Chair  
Sabrina Saunders, CEO  
Mary Dodge, A/Manager of Engagement  
**Meeting Date(s):** December 16, 2021 9:30am  
January 6, 2022 10:00am  
**Location:** L.E. Shore Boardroom

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### A. Recommendation

**THAT this Board approve the Report GOV.22.01 entitled “Strategic Planning Working Group Update-January”.**

**THAT this Board accept the draft pillars and goals for release to the public for Phase III of the Strategic Plan Study.**

**THAT this Board approve the updated Mission and Vision statements.**

### B. Background

At the May 20, 2021 Board Meeting, the Board approved the Strategic Planning Process, including timeline and method, as well as a Working Group to lead this fourteen-month study.

### C. Current Phase

The Working Group is now working within Phase III. The time required to complete this Phase may be shortened as the Working Group has made significant process. Changes may occur to Phase III-V with final approval occurring as early as the April Board Meeting. Phase III feedback loop is occurring through the final survey. A final presentation was planned, but this may need to occur virtually due to the pandemic.

- **Phase I: Began April 2021 - COMPLETE**
  - Planning, Community Awareness, and Listening Stage [promote, stages, be in community and listen, interact, informal consultation]
- **Phase II: September-December 2021 - COMPLETE**
  - Formal Consultation [meetings, focus groups, zoom, surveys, post-it events, etc]
- **Phase III: January-April 2022 [Anticipated Completion March 2022]**

- Analysis and Feedback Stage [evaluate and analyze information, participate in feedback loop with participants, and community]
- Mission, Vision, Values review
- **Phase IV: May 2022 [Anticipated Completion March 2022]**
  - writing of the Strategic Plan draft and final Information Session as final feedback
- **Phase V: June 2022 [Anticipated Completion April 2022]**
  - retool, Board approval by June 16, 2022
  - present to Council as Information end of June
  - Virtual Town Hall directly following Council presentation

## D. Updates Since the Last Report

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**Micro-Surveys:** Micro-surveys released during Phase I and active through Phase I and II for participation closed at the end of December 2021. A total of twelve (12) [micro-surveys](#) were released, as well as two staff surveys, with each having a different focus. In total, 368 surveys were completed.

**Focus Groups:** A total of twelve (12) Focus Groups have been offered to community members with thirty (30) attendees. Participants shared their insights and ideas in lively discussion with the staff of the Working Group and present Board Members. Staff of the Working Group also connected with local organizations and associations to invite them to participate in a Focus Group. Participating organizations and associations included Blue Mountains Seniors Network, BVO, Seniors Centre Without Walls, Georgian Bay Youth Roots (GBYR), the Agricultural Advisory Committee, and Rotary (scheduled for January 2022).

**Strat Plan Drop-Ins:** Strat Plan Drop-Ins enabled participants to direct conversations to areas they wished to discuss with the CEO and a Board Member. Participants spoke about how they could better partner and serve the joint community, and the value and importance of library programs and services. There were four (4) Strat Plan Drop-Ins with four (4) participants, at L.E. Shore and Craigleith Community Centre.

**Post-It Note Activity:** The Post-It Note Activity was buzzing with activity throughout the three weeks it was live. A total of 2575 comments were provided by 360 participants. Participants were able to return as many times as they liked and comment on other's ideas. Comments from both Craigleith Heritage Depot and L.E. Shore branches were combined and displayed at L.E. Shore during the soft close of the activity from November 23 to 27 where final comments were added.

**Staff Feedback:** At the December All-Staff Meeting, the draft strategic plan was presented to Staff, where they made comments and provided feedback on the mission, vision, and the draft strategic plan.

**Community Consultation Progress Report Webpage:** If you haven't been reading our [Progress Report](#) page, there are now 70 updates of activities completed on the Strategic Plan Study to date. The Community Consultation Progress Report webpage will continue to be updated as more activities and events continue to occur through Phase III, IV, and V.

**Research and Data Reports Released:** All raw data that has been gathered through focus groups, post-it note activities, one-on-one discussions, and surveys have now been released on the [Community Consultation](#) website. While this information is not formatted like a report, it does demonstrate the types and girth of information received from our community.

## E. Mission, Vision, and Value Statements

The Working Group, after reviewing the raw data, has drafted a Mission and Vision for the Board to review. These two statements are streamlined versions of the 2018-2022 Statements. The Working Group is not recommending any changes to the Value Statement or the GLAM Mandates.

**Mission:** The BMPL is a dynamic centre of community engagement where everyone can connect, explore, and create.

**Vision:** Our community hubs meet the evolving interests and needs of our diverse and growing population through thriving Gallery, Library, Archive, and Museum (GLAM) services.

## F. Draft Strategic Plan

**Switch of Terminology:** Since the 2018 Strategic Plan, terminology for strategic planning has changed. As a result, this strategic plan has shifted our terminology when referring to the key parts of this plan. While the industry standard of these terms may have changed, the purpose of each level is still the same.

2018	=	2022
<b>Goal</b> In 2018 we had 4 goals of <ul style="list-style-type: none"> <li>• Vibrant Spaces</li> <li>• Organizational Capacity</li> <li>• Communication</li> <li>• Service Excellence</li> </ul>	=	<b>Pillar</b> In 2022 we are proposing 3 pillars of <ul style="list-style-type: none"> <li>• Community Hubs</li> <li>• Organizational Excellence</li> <li>• Empowering Services</li> </ul>
<b>Objective</b> In 2018 we had 19 objectives. These were the main descriptors we intended to achieve within the 4 goals.	=	<b>Goal</b> In 2022 we are proposing 11 goals which are the areas we intend to achieve over the 4 year Strategic Plan.
<b>Action Item</b> The 2018-2022 Strategic Plan had Annual Action Plans with between 83 and 108 Action Items.	=	<b>Objective</b> The 2022-2026 proposed Strategic Plan will have annual Action Plans with a number of objectives to be achieved in that given year.

### Under-pinning Themes

There are four underpinning themes which run through the work of the staff and Board. These four themes are not represented as goals in this draft Strategic Plan, but instead provide direction in how this plan will be interpreted and implemented.

- **Truth & Reconciliation** -the implementation of the Calls to Action and the spirit of truth and reconciliation in our services and collections.
- **Diversity, Equity, & Inclusion** -DEI is the celebration of diversity, the acceptance of the need for equity and fostering a culture of inclusion. As a cultural centres and community hubs in our Town, we have a role in leadership of DEI as we ensure all members of our community find a place within our services.

- **Sustainability** -Sustainability means many things. For our purposes we look for our organization and the financial decisions we make to be sustainable, and our purchases to be both environmentally and financially sustainable. We additionally look for sustainability in our fundraising in order to strengthen our organization.
- **Partnership** -BMPL expands our range of services through partnerships. We are also key partners throughout our Town, working in concert on initiatives which strengthen our mandate.

***Pillars, Goals and Examples of an Objective:***

The proposed Pillar (3) and Goals (11) are found in the left column. These are the synthesized result of the Phase I and Phase II of the Strategic Plan Study. Additionally, examples of possible annual objectives are provided in the right column of this chart. These should be read as examples, as they may or may not become annual objectives in a given year.

<b><i>Community Hubs</i></b>	<b><i>Vision: Provide spaces to connect, explore and create</i></b>
<i>Nurture social cohesion in a time of growth and challenges</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Support community wellbeing while combatting isolation</li> <li>• Offer safe gathering opportunities for shared experiences</li> <li>• Provide opportunity for diverse community members to engage with each other</li> <li>• Provide linkages to our community's history</li> <li>• Support our underserved communities</li> </ul>
<i>Develop multi-use spaces at and beyond brick-and-mortar facilities</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Rethink the current LES layout for better space usage</li> <li>• Expand LES onto the Library designated lands</li> <li>• Work with TBM on East End municipal campus for library services</li> <li>• Expand and enhance East End Gateway facility as museum and tourism destination</li> <li>• Provide outreach services across TBM including in rural settings</li> </ul>
<i>Provide technologically-connected spaces</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Expand computer access</li> <li>• Expand technology loans</li> <li>• Build technology library of things</li> </ul>

<b><i>Empowering Services</i></b>	<b><i>Vision: Create a service model that reaches those who live, work, and play in The Town of the Blue Mountains</i></b>
<i>Provide diverse GLAM services, collections and programs.</i>  <i>[GLAM is our gallery, library, archive and museum]</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Expand programming to rural areas of TBM</li> <li>• Develop a volunteer delivery service for rural shut-ins</li> <li>• Reduce institutional barriers (e.g. encourage usage from underserved populations, outreach to segments of the community not accessing services, ongoing Call to Action Truth &amp; Reconciliation and Diversity, Equity and Inclusion programs)</li> <li>• Expand the Virtual Branch as a 24/7 multi-service GLAM destination</li> </ul>

<i>Support 21<sup>st</sup> century literacy through resources, opportunities and coaching.</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Offer modern literacy resources (e.g. health, financial, legal, technology)</li> <li>• Offer Creator Space sessions in 2022.</li> <li>• Enhance Wired Wednesday and tech help</li> </ul>
<i>Expand the Virtual Branch</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Build and expand the Virtual Branch platform as a 24/7 multi-service GLAM destination</li> <li>• Build a single site for all virtual programs and services of BMPL (e.g. Governance, programs, meetings, resources, community connections)</li> </ul>

<b>Organizational Excellence</b>	<b>Vision: Grow BMPL as a key partner and community resource.</b>
<i>Retain and recruit personnel as an employer of choice</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Build a compensation program which has internal equity with TBM</li> <li>• Redesign the staffing model for full-time opportunities where feasible</li> <li>• Support development of staff competencies</li> <li>• Tap into the many skillsets of community volunteers</li> </ul>
<i>Demonstrate stewardship through transparency and accountability</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Hold interactive Town Hall meetings with the community</li> <li>• Produce annual governance newsletters</li> <li>• Provide regular reports and deputations to Council</li> <li>• Meet with members of TBM to build awareness and opportunities (e.g. Chair/Mayor, CEO/CAO, Board/Council liaison meetings)</li> </ul>
<i>Increase BMPL financial opportunities</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Seek charitable status</li> <li>• Build BMPL as a focus for community donations</li> </ul>
<i>Be a Key Partner within the municipality</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Work with TBM on shared priorities (e.g. New Resident Package, Resident card, voting location, cooling stations)</li> <li>• Support TBM in expanding their reach (e.g. access point to TBM surveys and Plans)</li> <li>• Participate in local, regional, and provincial initiatives that align with the BMPL priorities (e.g. Georgian Bay Youth Roots, Blue Mountains Senior Network, Early On)</li> </ul>
<i>Provide inclusive and engaging communications with and to the community.</i>	<p><i>Examples of Annual Action Objectives which may fall from this goal: Not Approved</i></p> <ul style="list-style-type: none"> <li>• Produce a 2022 Communications Plan</li> <li>• Reconfigure the BMPL logo</li> <li>• Provide accessible and inclusive communications to raise awareness of our many offerings</li> </ul>

## G. Next Steps

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If the Board approves the draft Pillars and Goals:

- A Community Survey will be released following the January Board meeting and closing February 28, 2022 to complete a final feedback test of the information gathered to date.
- The Working Group will continue to review data and bring a final report of findings back to the March 2022 Board Meeting.
- The Working Group will produce the comprehensive report which will be, assuming all final data is returned in support of the draft Pillars and Goals, by the April Board Meeting.

On Behalf of the Working Group,  
Dr. Sabrina Saunders, CEO  
519-599-3681 extension 148  
[LibraryCEO@TheBlueMountains.ca](mailto:LibraryCEO@TheBlueMountains.ca)



# The Blue Mountains Public Library

**Report To:** The Blue Mountains Public Library Board  
**Report Name:** ADM.22.04 Workplace Violence Compliance Report  
**Prepared by:** Dr. Sabrina Saunders, CEO

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## A. Recommendations

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That this Board receive as information ADM.22.04 entitled "*Workplace Violence Compliance Report 2022*".

## B. Overview

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According to ADM.2018.48 *Respectful Workplaces*, the CEO shall provide an annual Compliance Report to the Board. This report will identify any incident, including the number of incidents, how they were dealt with, and any recommendations made. This compliance report will be used by the Board in evaluating the effectiveness of the policy and program and make changes as needed. This report is of the 2021 calendar year. This report does not take the place of ongoing communication on Health & Safety matters with the Board.

## C. Types of Incidents to Report

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The types of incidents which have a Health & Safety framework and are included in the protection from workplace violence include:

1. Harassment
2. Discrimination
3. Workplace Violence
4. Workplace Sexual Violence
5. Verbally Aggressive / Verbal Violence
6. User Violence
7. Vulnerable Sector Concerns
8. Reports to Police

## D. 2021 Incidents

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### **Type of Incident: Verbal Aggressive/Verbal Violence**

**Number of Incidents:** 4+

**Management of Incidents:** Verbal aggression towards staff have been limited to two areas, both COVID related, and includes masking and vaccination requirements. Full aggressive behaviour occurred 4 separate times in 2021. The first two cases included individuals who were refused access to program registration due to the legislated mandatory passporing. The second set of occurrences were for people who refused masks in the building.

Several cases of micro-aggression were also reported, but this is not quantifiable as it occurs so often. Again, these each have to do with restrictions, limitations of service, refusal to rent rooms to large groups who are bigger than the current provincial restrictions, masking, or limit of onsite programs. Micro-aggressions are when people complain at the staff for following regulations. Comments such as “these are not needed here, we don’t have COVID”, “this is all an over-reaction”, “our tax dollars are paying for full services”, “if we are a rental, then you are not offering the program so take the money and let is have our room after hours, no one will know”. Staff have to respond, reiterate the legislation and health regulations, and have ongoing conversations about areas beyond our control. This is both time consuming, and stressful.

**Recommendations:** The CEO is monitoring this issue and regularly intervenes on staff behalf. Staff have all been given talking notes for initial handling of the situation, and if it persists, pass the situation to the CEO to handle. Health and Safety discussions are a standing item on monthly staff meetings so staff can debrief. EAP contact information has also been regularly provided to staff.

### **Type of Incident: Vulnerable Sector Concerns—Mental Health**

**Number of Incidents:** 1 patron, four separate situations

**Management of Incidents:** One patron escalated in fall 2021 and refused to contact trace. One the first situation they attempted to skirt away from staff and then submitted a blank form. The second situation the individual



scribbled gibberish on the form, and the third situation they provided the name of a recently deceased community member. In each case the staff had to intervene and instruct them they would not be allowed access to the computers if they did not complete contact tracing. In an agitated state the staff yelled at staff, accused them of black magic, spit and dropped chewed up food into children's activity bags, and yelled at other staff.

**Recommendations:**

Staff debriefed with the CEO and the individual was discussed at several team meetings to keep staff updated on occurrences and protocols. Supplementary staff in the building, including the youth workers, were instructed to listen for loud talking or yelling in order to respond to the front desk to support other staff, even if just to be the person to call 911. EAP is always available to staff as well. No police activity was required; however, this was on the table, as was a No Trespassing Act.

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Respectfully Submitted,

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519-599-3681 extension 148



## The Blue Mountains Public Library

**Report To:** The Blue Mountains Public Library Board  
**Report Name:** ADM.22.05 Continuous Improvement Report 2022  
**Prepared by:** Dr. Sabrina Saunders, CEO

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### A. Recommendations

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THAT this Board receive as information ADM.22.05 entitled "*Continuous Improvement Report 2022*".

THAT this Board endorse the organization's Health & Safety Goals for 2022.

### B. Background

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Annually in January the Board receives a report on the Joint Health and Safety Goals for the year, as well as a report of achievements of the previous year.

### C. 2021 Continuous Improvement Achievements

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Over the 2021 calendar year, BMPL JHSC and staff were able to achieve each of the 18 goals.

#### Overview of Year

While the year was defined by the ongoing global pandemic, the staff and JHSC was adamant that BMPL would not fall behind in other health and safety matters as a result of the clear focus on the virus. Both LES and CHD moved throughout lockdowns, limited restrictions, and conflicting health and safety information about the virus and the culture sector to have zero cases of COVID among the staff or transmitted within the facility. Staff also maintained ongoing wellness needs and completed work to improve needs through the 2021 and 2022 budgets.

#### Achievements Include:

1. ***Maintained a healthy workplace with no fatalities.*** No injuries (major or critical) occurred in 2021.
2. ***At least one worker and one employer rep certified with no less than 50% certified in the JHSC.*** In 2021 the JHSC was expanded to have 2 reps for LES, 1 rep for CHD and 2 employer reps. There are currently 4 members certified. One of those members cost shared the registration with BMPL and a fourth was hired with the certification in place.

3. ***Accident/Injury Investigation Training.*** Training for JHSC members and staff occurred in both the JHSC meeting and an All-Staff meeting. Hazards in the workplace was a focus, as well as a site specific WHMIS refresher.
4. ***Develop a Health & Safety training communication schedule*** between the JHSC, the BMPL Managers, and the staff via the All-Staff meetings occurred. Between the calendar for timing of meetings, and at each meeting, ongoing communication informed training. Additionally, each monthly CHD Staff Meetings had an update by the JHSC worker representative. All information required is posted, as well as the link for the server folder is attached to this calendar.
5. ***Implement training sessions at All-Staff Meetings.*** Three sessions were identified in the goals, however, each all staff meeting included some training including Ergonomics, Incident Reports, Mental Health intervention scenarios, fire safety, and extensive training and discussions on COVID-19 safety procedures and opening plans. One of the more intensive training programs included a site specific WHMIS training at the All-Staff.
6. ***Health & Safety Calendar.*** This document was created and posted on each of the H&S Boards at each facility so staff and managers would know what the dates and topics were for each meeting.
7. ***Orientation Curriculum.*** A plan for training new and young workers was refreshed for the 2021 summer hires. This includes orientation and tours with a focus on safety.
8. ***Ergonomics Plan.*** This was the primary focus of 2019, but continued through 2020 and 2021 as new staff were onboarded and furniture and equipment were replaced annually.
9. ***Review all H&S Policies.*** The JHSC reviewed all policy or programs/plans to identify what was missing or required redevelopment. The edits to policy were made and provided as recommendations to the OC-BLG Cmt (which were each approved). Programs and Plans were edited and recommended to the employer. These were reviewed by the Managers and approved for implementation. The JHSC reviewed and vetted all COVID-19 procedures and plans as changes were needed, or at least quarterly.
10. ***Review TBM H&S Policies for implementation or development.*** Due to scheduling, the CEO was unable to attend more than one of the TBM JHSC meetings. However, the lines of communication, especially around COVID procedures were always open between the CEO and Manager of HR and the CEO and the CAO. While BMPL is a separate and distinct organization, we aim to not have gaps in our procedures. Areas of focus included compliance with all Ministry of Labour and Ontario Health & Safety Act policy, program and plan requirements; 100% on Ontario Public Library Guidelines Health & Safety and personnel accreditation items; and the review of COVID-19 site-specific programs.
11. ***Ministry of Labour and Ontario Health and Safety Act documents.*** These documents were reviewed to determine if there were additional implementation needs. The wrap up of the MoL focus on ergonomics was again a focus. While this was a focus, we were unable to procure the ergonomic service desk, but workstations were each made ergonomic. The Ministry and the PSHSA released ongoing updates throughout the pandemic. These were reviewed and procedures followed for staff. Training was ongoing.
12. ***Standardize the Health & Safety Boards.*** Using templates available, and building additional internal requirements, both LES and CHD JHSC boards were developed. While both boards have different sizes and locations, the content was standardized and is updated monthly by the JHSC worker representative.

13. **Weekly Inspection Sheet.** The development of a H&S Weekly inspection sheet for LES was completed and included the daily review of the fire panel and the weekly review of the sprinkler system. A weekly walk through of each facility's storage room also occurred. Mid-year this was relocated from the H&S board to the desk rotation board. The relocation has improved the quantity of day inspection reports completed. CHD developed a similar inspection sheet for a daily review. Some areas of tidiness still occur at LES and will be a focus of 2022.
14. **Semi-annual Management Inspection Program.** The CEO completed inspections on behalf of the Managers.
15. **Develop Museum Specific Health & Safety Plan.** The 2020 living Museum Hazards document was reviewed with recommendations made. This living document is part of the weekly CHD staff meetings and any new chemicals and hazards are addressed in the meeting and then added to the document. As a result, the document is in both written form and a regular touchstone when developing new collections and relocation of artifacts, hazardous and potentially hazardous collections, and archival materials.
16. **Develop, in partnership with TBM, a CHD annual and semi-annual inspection program.** While this occurred internally to BMPL, TBM was not involved in 2021.
17. **Develop CHD Standard Operating Procedures.** The CHD team have worked on their Standard Operating Procedures, including hazards treatments. With TBM contracting for a new cleaning service for both BMPL facilities, specific needs for CHD were noted as part of the updated contract. The increased and museum quality cleaning will assist in maintaining the facility, collections, and workplace.
18. **Review COVID-19 Procedures Quarterly.** As the conflicting information about library/museums safety and COVID-19 did not assist us in making programs, the JHSC reviewed the procedures and made recommendations. The CEO with management also took opportunities to make changes to these documents as new information became available. One such major change was in the ending of quarantining of materials following the CDC report and Ministry reports that there was no efficacy to this program and therefore not warranted.
19. **Additional Successes**
  - Worked within the JHSC Terms of Reference.
  - Successfully managed the COVID-19 pandemic service model without incident, while also supporting the mental health and wellness of staff during this stressful period.

## **D. 2022 Continuous Improvement Goals**

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The BMPL JHSC has developed 19 goals for achievement in 2022. These items have been endorsed by the BMPL Management Team and JHSC.

1. To have a healthy and safe workplace, where there are zero injuries and fatalities.
2. To maintain a minimum of 50 % of members certified with at least one worker rep and one employer rep certified.
3. To develop the 2022 Health & Safety calendar for staff and managers to provide input to the JHSC.

4. To maintain regular Health & Safety communication between the JHSC, the BMPL Managers, and the staff via the All-Staff meetings.
5. To identify no less than 3 training sessions to be provided at All-Staff Meetings (1/4 of planned meetings).
6. To provide annual training for JHSC members and management pertaining to accident/injury investigation.
7. To review annually, the curriculum managers provide to new and young workers.
8. To continue to implement the Ergonomics Plan, including the replacement of outdated furniture and equipment.
9. To review annually all BMPL Health & Safety Policies for areas of policy, programs/plans which should be updated; and to develop these in conjunction with management and/or the Board.
10. To review quarterly the COVID-19 procedures and update as needed to assure the physical and mental health and safety of staff.
11. To review any updated TBM H&S Policies for implementation or development.
12. To review all Ministry of Labour, Training, & Skills Development and Ontario Health and Safety Act documents for additional implementation.
13. To maintain standardized Health & Safety Boards at both facilities.
14. To maintain a H&S Weekly inspection sheet for each facility's storage areas.
15. To maintain a semi-annual management inspection program.
16. To review the museum specific Health & Safety Plan pertaining to hazardous and potentially hazardous collections and archival materials.
17. To develop, in partnership with TBM, an annual and semi-annual inspection program for CHD which includes Standard Operating Procedures for maintaining the building.
18. Return all public facing staff to be CPR and AED certified.
19. To provide uniform Health & Safety materials and resources at both branches (e.g. AED, uniform Emergency Binder).

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Respectfully Submitted,

Dr. Sabrina Saunders, CEO

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

519-599-3681 extension 148



## The Blue Mountains Public Library

**Report To:** The Blue Mountains Public Library Board  
**Report Name:** GOV.22.03 POL-BLG.2018.99-Agenda-&-Multi-Year-Agendas  
**Prepared by:** Dr. Sabrina Saunders, CEO

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### A. Recommendation

**That this Board receive as information GOV.22.03 entitled “POL-BLG.2018.99-Agenda-&-Multi-Year-Agendas”.**

**THAT this Board approve the amendments to “POL-BLG.2018.99-Agenda-&-Multi-Year-Agendas”.**

### B. Background

Following the development of the Q1 Interim Action Plan, and looking forward to changes in the BMPL year based on operational changes and the new financial planning process, recommended changes have been brought forward for the Annual and Multi-Year Agendas. These are found in track changes within the attached policy.

Respectfully Submitted,

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**Type:** By-Laws & Governance**Authority:** Board**Resolution No.:** BMPL 2018-198 on 10-25-18;  
POL-BLG.2018.99**Associated Documents:** POL-SYS.2018.88 Indigenous  
Acknowledgement & Inclusion in Planning**BLG.2018.99.1****Standard Agenda****A. Call to Order**

1. Moment of Reflection
2. Indigenous Acknowledgement Statement
3. Public Announcement

**B. Agenda**

1. Approval of Agenda
2. Declaration of Pecuniary Interest

**C. Reports to be "Received as Information"****D. Minutes**

1. Previous Minutes
2. Business Arising from the Minutes

**E. Communication with the Board**

1. Deputations
2. Public Input on Agenda Items
3. Correspondence

**F. Strategic Plan Update & Action Items**

1. Action Plan Updates
2. ~~Communication & Strategic Planning Community Hubs~~
3. ~~Organizational Capacity By-Laws and Governance Empowering Services~~
4. ~~Vibrant Spaces & Capital Campaign Organizational Excellence~~
5. ~~Service Excellence~~

**G. Other Business**

1. Consolidated Balance Variance Report (quarterly)
- 1.2. Annual Budget (when available)
- ~~2. Museum Advisory Council Report (when available)~~

**H. Roundtable****I. Key Message Updates****J. Notice of Upcoming Meeting(s)****J.K. Closed Session (if required)**~~**K.A. Notice of Upcoming Meeting(s)**~~**L. Adjournment**

**BLG.2018.99.2 Annual and Multi-year Agenda**

Month	Annual	Multi-Year
Jan	<ul style="list-style-type: none"> <li>• Approve annual meeting schedule (dates/times).</li> <li>• Review/approve annual and multi-year agendas.</li> <li>• Respectful Workplaces Compliance Report.</li> <li>• Continuous Improvement Report.</li> </ul>	<p>Year 1:</p> <ul style="list-style-type: none"> <li>• Elect Chair and Vice-Chair.</li> <li>• Appoint committee members and authorize committees to draft action plans for their component of the Strat Plan.</li> <li>• <del>Appoint Board MAC Member</del></li> <li>• Appoint delegates(s) to Board BootCamp at OLA Super Conference.</li> <li>• Review Legacy Documents.</li> </ul> <p><i>Note: Board Orientation occurs in a separate meeting(s) prior to the Board's first meeting.</i></p>
Feb	<ul style="list-style-type: none"> <li>• Review Q4 Financials.</li> <li>• <del>CEO Evaluation.</del></li> <li>• </li> </ul>	<p><del>Year 1:</del></p> <ul style="list-style-type: none"> <li>• <del>Appoint MAC members.</del></li> <li>• <del></del></li> </ul> <p>Year 2:</p> <ul style="list-style-type: none"> <li>• Review CEO Job Fact Sheet.</li> </ul>
Mar	<ul style="list-style-type: none"> <li>• </li> </ul>	
Apr	<ul style="list-style-type: none"> <li>• Review Q1 Financials.</li> <li>• Risk Assessment Report.</li> <li>• Approve Annual Report.</li> </ul>	<p>Year 1:</p> <ul style="list-style-type: none"> <li>• <u>Receive/approve committee action plans (should include action plans for implementation of Strategic Plan, Space Plan, Stakeholder Engagement and/or Advocacy Plan).</u></li> </ul> <p><u>Year 4:</u></p> <ul style="list-style-type: none"> <li>• <u>Approve new Strategic Plan (Spring).</u></li> <li>• <u>Review/revise committee terms of reference to align with new Strategic Plan.</u></li> <li>• <u>Develop Year 4 Action Plan following Strategic Plan approval.</u></li> </ul>
May	<ul style="list-style-type: none"> <li>• Annual Planning Mtg (Full Day).</li> <li>• Policy Review: H&amp;S and AODA.</li> </ul>	<p>Policy Review:</p> <ul style="list-style-type: none"> <li>• Year 1: By-Laws and Governance</li> <li>• Year 2: System</li> <li>• Year 3: Mission, Vision, Values, Mandates</li> <li>• Year 4: New policies required for accreditation and new Strategic Plan</li> </ul> <p>Year 1:</p> <ul style="list-style-type: none"> <li>• Complete Board training needs assessment and develop training plan.</li> </ul>



Month	Annual	Multi-Year
June	<ul style="list-style-type: none"> <li>• Approve audited statements and appoint auditor for upcoming year.</li> </ul>	Year 4: <ul style="list-style-type: none"> <li>• <u>Approve Board Recruitment Plan.</u></li> <li>• <u>Present Board Recruitment Plan to Council prior to Election Season.</u></li> </ul>
Summer	<ul style="list-style-type: none"> <li>• Review Q2 Financials.</li> <li>• <del>Approve budget proposal to Council.</del></li> </ul>	Year 2-4: <ul style="list-style-type: none"> <li>• Prioritize action items in preparation for budget.</li> </ul>
Sept	<ul style="list-style-type: none"> <li>• </li> </ul>	Year 3: <ul style="list-style-type: none"> <li>• Initiate consultations for new Strat Plan.</li> </ul> <del>Year 4:</del> <ul style="list-style-type: none"> <li>• <del>Approve new Strategic Plan.</del></li> </ul>
Oct	<ul style="list-style-type: none"> <li>• Review Q3 Financials.</li> </ul>	Year 4: <ul style="list-style-type: none"> <li>• Complete preparation for new Board (e.g. orientation, legacy document).</li> <li>• <del>Review/revise committee terms of reference to align with new Strategic Plan.</del></li> </ul>
Nov	<ul style="list-style-type: none"> <li>• <u>Elect Chair and Vice-Chair.</u></li> <li>• <u>Appoint Board Assembly Representative.</u></li> <li>• Make committee appointments.</li> <li>• Identify delegate(s) for OLA conference.</li> <li>• Board Evaluation.</li> <li>• Complete Board training needs assessment and develop training plan.</li> <li>• Confirm Action Plan (for coming year) for implementation of Strategic Plan.</li> <li>• <u>Review and confirm the holiday schedule for following year.</u></li> <li>• <u>CEO Evaluation.</u></li> <li>• <u>Approve Annual Budget.</u></li> </ul>	Year 4: <ul style="list-style-type: none"> <li>• <del>CEO Evaluation (Outgoing Board completed as Year One Evaluation).</del><u>Approve a Q1 Interim Action Plan for the next Board.</u></li> </ul>
Dec	<ul style="list-style-type: none"> <li>• No meeting.</li> </ul>	

**BLG.2018.99.3      Plans and Programs**

1. It shall be the responsibility of the CEO to produce required “Plans and Programs” associated with legislated policy.
2. These include, but are not limited to:
  - 2.1. Accessibility Plan;
  - 2.2. Fire Safety Plan;
  - 2.3. Work Alone Program;
  - 2.4. Workplace Violence Prevention Program; and
  - 2.5. Emergency Plans.

Original Approval: 10-25-2018

Amended On: 05-16-2019; 05-16-2019; 04-16-2020; 02-18-2021; 01-20-2022



# The Blue Mountains Public Library

**Report To:** The Blue Mountains Public Library Board  
**Report Name:** ADM.22.03 CEO & Service Update- January 2022  
**Prepared by:** Dr. Sabrina Saunders, CEO

## A. Recommendations

That this Board receive as information ADM.22.03 entitled "CEO & Service Update- January 2022".

## B. Background

The BMPL is comprised of a Gallery, Library, Archive and Museum (GLAM). 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. While this is not the comprehensive report of activities of our GLAM; this CEO & Services Update Report includes general highlights which are of importance to the Board from either a governance standpoint or as talking points on our organization. This will focus on both facilities of the Craighleith Heritage Depot (CHD) and the L.E. Shore branch (LES), successes or concerns by GLAM service and how each impacts the four [Strategic Goals](#) and [Annual Action Plan](#).

## C. Overview of Usage – November and December 2021

	LES	CHD	YTD Totals
Active Card Holders	3,859	272 <sup>1</sup>	4,131 <sup>2</sup>
Circulation	10,507	376	43,979 <sup>3</sup>
Digital Circulation	4895	--	31,652
Alternate Collections Circulation	186	3	367 <sup>4</sup>
BiblioBoard Exhibits	--	1115	3892
Research Requests	--	29	67
Gallery Attendance	619 <sup>6</sup>	---	2,757
Museum Visits	--	557	1505
Tours, Classroom Visits	874	--	1567
Children's Programs <sup>7</sup>	435	--	3879
Teen Programs <sup>7</sup>	18	--	232
Adult Programs <sup>7</sup>	379	14	3452
Seniors Programs <sup>7</sup>	135	--	1272
Intergenerational Programs <sup>7</sup>	134	32,294 <sup>9</sup>	43,702
Technical Programs <sup>7</sup>	693	--	4731
Virtual Branch Access	527	106	4,547

Notes:

\*BMPL uses Unique User Statistics on websites.

1. Many users of CHD as holds pick up have not changed their library home location from LES. This number is not an accurate representation of use.

2. This number is of card holders active in the past 3-year period.
3. Physical circulation was curbside pickup except for March 24 to April 1.
4. Alternate Collections include technology, puzzles, games and snowshoes.
5. [BiblioBoard](#) is the virtual platform for museum exhibits online.
6. Gallery Attendance was to the virtual exhibits.
7. All programs have been virtual or via curbside pickup. Attendees are those who retrieved materials by curbside or logged in to a Zoom, Facebook, YouTube, or Instagram program. One login counts as one circulation, while entire families or multiple family members may participate in these programs. School Visits & Presentations have also been virtual.
8. Updated numbers from January 2021
9. This includes all 2021 visits to the CHD online programming offered over YouTube.

## D. The Gallery at L.E. Shore

During November, The Gallery hosted the exhibit *Three Different Perspectives* that featured Diana Bick, Ted Sivell, and Kate Esplen. These artists came together to share their works, although different in styles and mediums to celebrate our differences and promote diversity in art and our Gallery. Diana Bick's manipulation of the paint's liquidity and viscosity and varied means of application produce distinctive works. Her pieces are about colour, shape, texture, and a strong sense of design; the harmony of the colours, capturing the movement of the paint and balancing the shapes. Ted Sivell is a self-taught artist and sculptor whose whimsical sculptures are based on classical, traditional approach, while drawing directly from realistic themes of nature as his primary subject matter. Kate Esplen's passion is to capture motion and emotion. A single stroke can say it all, or many layers obscured and revealed over a long period with an ever-changing story. She is happy when the viewer has an understanding and emotional response that is personal and reflective of their own lives. [SE3.4]

Throughout December, The Gallery hosted the exhibit *Holiday Arts & Crafts Show* which featured a number of local artists and artisans. The Arts & Culture Council also hosted a Shopping Spree event where the artists were able to set up tables with smaller items for sale. This was a successful event which brought a large amount of community members into The Gallery in preparation for the holidays.

Currently showing in The Gallery is [Salt of the Earth: People of Grey & Bruce Counties](#) featuring photographer Willy Waterton. "A decent, dependable, unpretentious person", this phrase describes the people of Bruce and Grey Counties of Ontario, with whom Willy has had the honour and privilege to spend time with and photograph over the last 40 years. The photographs document a way of life that has vanished or is disappearing from this place we call home. The pieces displayed are not for sale, although Willy does have smaller prints available for purchase. These can be taken by phone, in-person at the L.E. Shore Branch, and online by emailing [TheGallery@TheBlueMountains.ca](mailto:TheGallery@TheBlueMountains.ca). [SE3.4]

The Arts and Culture Council (ACC) for The Gallery at L.E. Shore have two opportunities to exhibit in The Gallery during 2022. Every year the ACC hosts a salon show where artists may submit to hang in The Gallery and we cover the walls from floor to ceiling with local art. The 2022 Salon Show will open on Saturday, January 29th and run through Friday, February 24th with a theme of *Celebrating the Colour Purple*. Applications are available for download or paper copies are available at The Gallery at L.E. Shore. Applications and intake are due on Thursday, January 27, 2022. [SE3.7]

The ACC will also be hosting a Juried Show this summer. Submission categories are 2D, 3D, and Photography and will be judged in two categories, General and Youth (20 or under). The application portal will open March 15, 2022, and close on April 30, 2022. [SE3.7]

More details on both opportunities are available on our [Applying to Exhibits](#) page on our website.

## **E. COVID-19 Restrictions on Facilities or Services.**

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L.E. Shore and the Craigleith Heritage Depot are both on restricted access, as a result of the current *Modified Step 2 of the Roadmap to Reopen*. The LES is running at 50% in the building with 5 maximum in programs and events. The CHD, as a primary museum facility has shut down and is running library services on curbside only. Additionally, as more people have locked down their activities, we found the evening hours were not accessed regularly and therefore, have adjusted our hours during this period. Additionally, beyond masking, there are no passporting or stipulations for access for library services, while programs require passporting. Those 18 or older must have at least two vaccinations and those 5-18 must have, at this time, at least one vaccination.

## **F. Library Services at both L.E. Shore and Craigleith Heritage Depot**

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For the months of November and December 2021, L.E. Shore continued to offer a hybrid-model for programs. Story Time in the Gallery and all Teen Groups (including Teen Book Club) met in person (distanced) and the Library was able to host a safe drop-in intergenerational Holiday program that involved Take & Make treat kits and self-directed play opportunities within the Library. This allowed for families to attend the event but avoiding gathering. L.E. Shore also hosted Ken Haigh for a successful Virtual Author Talk, and partnered with The Valley Alchemist Tea Company for the November Take & Make DIY Tea Blend Kit.

Class Visits from Beaver Valley Community School occurred, with the Library hosting 2 classes a day for scheduled visits. Students were encouraged to find books for independent reading, based on their interests but also to find non-fiction books for class project. Library staff used this as a training opportunity and provided short workshops on using the library catalogue and finding primary research sources.

The Creator Space Mobile Digital Arts Lab continue to host Tech Workshops online as well as a cartooning workshop for tweens, which are held in-person in The Gallery at L.E. Shore on a monthly basis.

Our puzzle and game collection has grown significantly just in time for winter. There are now over 100 puzzles and games for children, families and adults. The games collection includes classics like Life, Sorry, Connect 4 and Scrabble, as well as modern favourites Catan Junior, Cards Against Humanity Family Edition, Carcassonne Hunters and Gatherers, and Ticket to Ride. Library members can borrow puzzles and games for 3 weeks.

## **G. Archives and Museum at the Craigleith Heritage Depot**

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2021 has been busy with several key projects. REEL History launched a new film *Apple Harvest* and work continues on our next film. It features Blue Mountain Pottery and will be launched at the Blue Mountain Pottery Expo in July of 2022. A 1961 radio show about the pottery was sourced to be used in the film.

With the addition of two interns, the museum has continued to improve collections records by working on the backlog of cataloguing, along with its inherent research to place the collection in context. Several important collections relating to our 19<sup>th</sup> and 20<sup>th</sup> century history were received, such as research fonds for the book *Collingwood Township, The End of an Era*, folk art by Erskine Brown and an assemblage by L.E. Shore. The museum is now able to store original film negatives in a specialized freezer to ensure their safe and secure storage for up to 1000 years.

Our online exhibits continue to grow with five new titles. Since 2018 these exhibits have been used around the world including visitors from our area, from all Canadian Provinces, from 47 US States and from 23 additional countries. Visitorship has virtually grown through the pandemic. In house exhibits have been enhanced with the REEL History films available on tablets, new showcases and changes to the turret room, hallway and gallery exhibits.

2021 continued with online programmes but we were able to provide two in-person events with our outdoor Fossil Demonstration in August and the Dorothy Crysler Bird Club met in person for a film. Planning for the Blue Mountain Pottery Expo has commenced, and this event will be the focus of the first part of the new year. Our research requests have returned to pre-pandemic levels, both on-line and in-house.

## H. Staffing

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The BMPL is still not at full staffing capacity, with part-time staffers filling in for a medical leave and one vacancy. To offset needs, a contract position has been filled by former employee, Ken Haigh. Ken recently retired as CEO of Collingwood Library and was both the first CEO of the Blue Mountains Public Library, opening L.E. Shore in 1995, as well as a front line fill in a number of years later. We are excited to bring Ken back to BMPL.

Three interns will be remaining with us through the first quarter. Zack McLean and Kaylyn Shaughnessy will be with the CHD through the end of March, working on various museum projects, and Franz Greenfield will remain through the end of March as the CEO Assistant.

## I. Communication

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Communication is one of the four goals of the Strategic Plan. Our primary method of communication is through the various e-newsletters and blogs of BMPL. Our main e-newsletter or any of the 4 topical monthly blogs are available by [subscription](#) whether a patron or not. [C1.1]

- [E-Newsletter](#): 1420
- [Staff Picks](#): 297
- [Key Messages](#): 118
- [In the Gallery](#): 384
- [Kids Zone](#): 173

### Strategic Planning Final Feedback Survey

The final feedback loop is planned to begin following the Board Meeting. This will remain open through February 28, 2022 and be a test of the Strategic Plan and the information we heard through consultation. [C4.3]

### Strategic Planning Micro-Surveys

The micro-surveys were closed January 3, 2022, with 350 community members having participated. In addition, two staff surveys were released with 18 submissions. Results of these survey responses are now available on the [Community Consultation page](#). [C4.3]

Below is the list of all surveys released along with the final number of responses.

- Staff Satisfaction 2021 – *Opened November 5, 2021* [13 responses]
- Youth Programs – *Opened October 1, 2021* [14 responses]
- Library of Things – *Opened September 17, 2021* [22 responses]
- Staff Survey (Community Concerns) – *Opened September 7, 2021* [5 responses]
- Communications & Outreach – *Opened September 3, 2021* [20 responses]
- e-Resources – *Opened August 20, 2021* [24 responses]

- Community Consultations – *Opened August 6, 2021* [42 responses]
- Technology Interests – *Opened July 23, 2021* [24 responses]
- Craighleith Heritage Depot Facility – *Opened July 9, 2021* [27 responses]
- Use of BMPL Programs – *Opened June 25, 2021* [21 responses]
- Use of the BMPL Website – *Opened June 10, 2021* [27 responses]
- Participation in BMPL Governance – *Opened May 28, 2021* [22 responses]
- Community Hub and BMPL Virtual Use – *Opened May 14, 2021* [26 responses]
- Community Hub and BMPL Use – *Opened April 30, 2021* [81 responses]

### Board Meetings

Board meetings are broadcast on Facebook (live) and rebroadcast on YouTube. [C1] In 2021 there were 904 views of the Board meetings virtually, as compared to the 7 visitors in attendance during the 2019 year. The staff are looking into options for hybrid Board Meetings as a way of maintaining this level of participation moving forward

	Facebook	YouTube
<a href="#">November 2021</a>	<a href="#">54 views</a>	<a href="#">16 views</a>
<a href="#">October 2021</a>	<a href="#">26 views</a>	<a href="#">24 views</a>
<a href="#">September 2021</a>	<a href="#">55 views</a>	<a href="#">26 views</a>
<a href="#">August 2021</a>	<a href="#">49 views</a>	<a href="#">37 views</a>
<a href="#">June 2021</a>	<a href="#">85 views</a>	<a href="#">20 views</a>
<a href="#">May 2021</a>	<a href="#">73 views</a>	<a href="#">18 views</a>
<a href="#">April 2021-Closed Open Section Only</a>	--	<a href="#">13 views</a>
<a href="#">March 2021</a>	<a href="#">82 views</a>	<a href="#">17 views</a>
<a href="#">February 2021</a>	<a href="#">101 views</a>	<a href="#">65 views</a>
<a href="#">January 2021</a>	<a href="#">117 views</a>	<a href="#">26 views</a>

Respectfully Submitted,

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