

BPL Library Board

Agenda

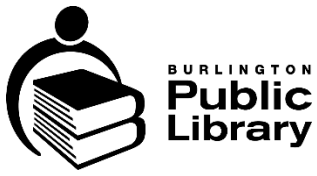
Thursday, September 28, 2023

Frank Rose Room, 6:30 p.m.

Burlington Public Library is located on the Treaty Lands and Territory of the Mississaugas of the Credit.

A light dinner will be served at 6:00 p.m.

1. Call to Order
2. Approval of the Agenda
3. Declarations of Interest
4. Open Minutes of June 22, 2023
5. Open Minutes of September 14, 2023
6. Decision Items
 - 6.1 Board Procedural By-Law
 - 6.2 2nd Quarter Financials
 - 6.3 2024 Library Closures
 - 6.4 2024 Library Board Meeting Schedule
 - 6.5 Finance Policy
 - 6.6 New Appleby Lease Extension
7. Discussion Items
 - 7.1
8. Information Items
 - 8.1 CEO Report
 - 8.2 Q2 Performance Measures Quarterly Reports



8.3 Southeast Expansion Community Engagement Update

8.4 Endowment Fund Statements – Year-end

9. Closed Session

9.1. Closed Minutes of June 22, 2023

9.2. Closed Minutes of September 14, 2023

10. Approval of Motions from Closed Session

11. Other Business

11.1.

12. Next Meeting:

Thursday, October 26, 2023, 6:30 p.m., Frank Rose Room



BPL Board Minutes | June 22, 2023

Attendance

Board

Jennifer Tarnawski, Lindsay Zalot, Jason Manayathu, Akindayomi Odedeyi (remotely)

Regrets

Councillor Lisa Kearns, Shayne Lemieux, Ashley Cameron

Staff

Lita Barrie, Nicole Tewkesbury, Kourtney Shelton, Cindy Tchorz

A meeting of the Board was held on Thursday, June 22, 2023, in the Frank Rose Room at the Central Branch.

Board Orientation:

- Overview of BPL Services, Policy, Key Legislation and Professional Associations

1. Call to Order

Jennifer Tarnawski, Library Board Chair, called the meeting to order at 7:19 p.m.

2. Approval of the Agenda

The agenda was approved as presented.

Motion 23-29, Approval of the Agenda

MOVED by Lindsay Zalot, **SECONDED** by Jason Manayathu, that the agenda be approved as presented.

CARRIED.



3. Declarations of Interest.

There were no declarations of interest.

4. Minutes of May 25, 2023

Motion 23-30, Library Board Minutes of May 25, 2023

MOVED by Jason Manayathu, **SECONDED** by Akindayomi Odedeyi, that the Burlington Public Library Board Minutes of May 25, 2023, be approved as presented.

CARRIED.

5. Decision Items:

5.1. Policy Review:

Library staff discussed the revisions made for the following policies.

5.1.1. Fees & Charges Policy

Motion 23-31, Fees & Charges Policy

MOVED by Jason Manayathu, **SECONDED** by Lindsay Zalot, that the Burlington Public Library Board approve the revised Fees & Charges Policy effective June 30, 2023 as presented.

CARRIED.

5.1.2. Protection of Customer Privacy Policy

Motion 23-32, Protection of Customer Privacy Policy

MOVED by Lindsay Zalot, **SECONDED** by Akindayomi Odedeyi, that the Burlington Public Library Board approve the revised Protection of Customer Privacy Policy effective June 30, 2023 as amended.

CARRIED.

5.1.3. Public Art Policy

Motion 23-33, Public Art Policy



MOVED by Jason Manayathu, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approve the revised Public Art Policy effective June 30, 2023 as presented.

CARRIED.

5.1.4. Security Camera Policy

Motion 23-34, Security Camera Policy

MOVED by Lindsay Zalot, SECONDED by Jason Manayathu, that the Burlington Public Library Board approve the revised Security Camera Policy effective June 30, 2023 as amended.

CARRIED.

5.1.5. Local History Policy

Motion 23-35, Local History Policy

MOVED by Jason Manayathu, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approve the Local History Policy effective June 30, 2023 as presented.

CARRIED.

6. Discussion Items

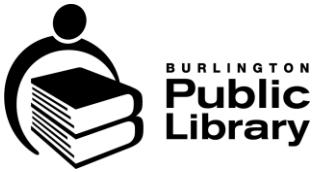
6.1. Proposed Updates to Board By-Law

The library Board discussed the updates made to the Board By-Law. The Board recommended additional changes for the following items: Closed Session will move to the end of the agenda; revise the language regarding the timeline to review the Strategic Plan from four years to multi-year; and that the Board is a hybrid meeting ongoing. Library staff will update the changes as noted and bring this back to the September meeting for Board approval.

7. Information Items

The following items were received by the Board:

- 7.1. CEO's Report
- 7.2. 2022 Economic Impact Statement & Annual Report



8. Other Business:

Motion 23-36, Move into Closed Session

MOVED by Lindsay Zalot, SECONDED by Jason Manayathu, that the Burlington Public Library Board move into Closed Session.

CARRIED.

The Library Board moved into Closed Session at 8:27 p.m.

Motion 23-37, Move out of Closed Session

MOVED by Jason Manayathu, SECONDED by Lindsay Zalot, that the Burlington Public Library Board move out of Closed Session.

CARRIED.

The Library Board moved out of Closed Session at 8:38 p.m.

10. Approval of Motions from Closed Session

Motion 23-38, CEO Performance Review

MOVED by Akindayomi Odedeyi, SECONDED by Lindsay Zalot that the Burlington Public Library Board approve item 9.2 as discussed in Closed Session.

CARRIED.

11. Next Meeting

Thursday, September 14, 2023, Frank Rose Room

Thursday, September 28, 2023, Frank Rose Room

The meeting is adjourned at 8:45 p.m. Motion by Jason Manayathu

Chair

Secretary-Treasurer



BPL Board Minutes | September 14, 2023

Attendance

Board: Jennifer Tarnawski, Jason Manayathu, Ashley Cameron, Akindayomi Odedeyi

Regrets: Councillor Lisa Kearns, Lindsay Zalot, Shayne Lemieux

Staff: Lita Barrie, Nicole Tewkesbury, Meg Uttangi Matsos, Kourtney Shelton, Cindy Tchorz

Minutes

A meeting of the Board was held on Thursday, September 14, 2023, in the Frank Rose Room at Central Branch.

1. Call to Order

Jennifer Tarnawski, Library Board Chair, called the meeting to order at 6:32 p.m.

2. Approval of the Agenda

The agenda was approved as presented.

Motion 23-39, Approval of the Agenda

MOVED by Jason Manayathu, SECONDED by Ashley Cameron, that the agenda be approved as presented.

CARRIED.

3. Declarations of Interest

None.

Motion 23-40, Move into Closed Session

MOVED by Akindayomi Odedeyi, SECONDED by Ashley Cameron, that the Burlington Public Library Board move into Closed Session.

CARRIED.



The Library Board moved into Closed Session at 6:33 p.m.

Motion 23-41, Move out of Closed Session

MOVED by Ashley Cameron, SECONDED by Jason Manayathu, that the Burlington Public Library Board move out of Closed Session.

CARRIED.

The Library Board moved out of Closed Session at 7:11p.m.

4. Approval of Motions from Closed Session

Motion 23-42, HR Item

MOVED by Jason Manayathu, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approve item 4.1 as discussed in Closed Session.

CARRIED.

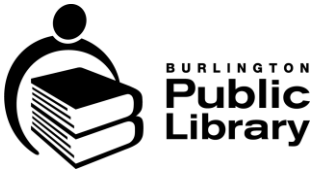
5. Decision Items

5.1 2024 Draft Operating and Capital Budget

Lita Barrie, CEO and Nicole Tewkesbury, Director of Finance, and Infrastructure, walked through the 2024 Draft Operating and Capital Budget addressing questions from the Library Board. Nicole shared with the Board a revised copy of draft 2024 Capital Budget to include development charges (DC) funding for collections expansion based on a DC study that the city is conducting in 2024. This information was added to reflect this study in BPL's draft 2024-2033 Capital Budget. Library staff will be meeting with the City in the coming weeks to discuss the CT infrastructure to determine what items will be addressed first because of inflation. Over the course of the next few years, we will be looking at paying attention to the capital budget and some of the concerns and will be bringing an updated Facilities Masterplan to the Board.

Motion 23-43, Approval of the 2024 Draft Operating and Capital Budget

MOVED by Ashley Cameron, SECONDED by Akindayomi Odedeyi, that the Burlington Public Library Board approves the 2024 Draft Operating Budget submission;



That the Burlington Public Library Board approves the 2024 draft Capital Budget as amended for submission;

That the Burlington Public Library Board approves the 2024 draft Business Service Plan submission.

CARRIED.

6. Other Business – None.

The meeting is adjourned at 7:43 p.m. Motion by Jason Manayathu.

Chair

Secretary-Treasurer

Next Meeting

Thursday, September 28, 2023, Frank Rose Room

**Burlington Public Library
DRAFT 2024 to 2033 Capital Budget - REVISED SEPTEMBER 14, 2023**

Project Category	2023 Approved Funding											Totals	
	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033			
Alton	\$ 15,300	\$ 32,000	-	-	8,300	-	-	-	74,700	-	-	46,700	161,700
Brant Hills	\$ -	1,000	-	-	-	-	5,000	700	-	-	-	-	297,700
Central	\$ 75,000	101,000	-	-	36,000	383,000	108,000	35,900	15,000	60,000	5,000	60,000	2,552,926
Tansley	\$ -	-	310,000	122,000	-	-	-	96,700	-	-	-	66,500	600,200
Bateman Project	\$ 2,350,000	650,000	-	-	-	-	-	-	-	-	-	-	650,000
Collections Expansion													
Emerging Technologies & IT Infrastructure	\$ 272,300	30,000	47,000	47,000	47,000	47,000	47,000	47,000	47,000	47,000	47,000	47,000	406,000
	\$ 2,712,600	1,215,150	746,650	435,950	532,650	595,050	811,830	613,850	274,050	274,050	748,150	527,950	3,713,660
Source													
COB Capital Guideline	\$ 547,700	521,100	531,900	550,900	565,000	565,000	565,000	565,000	565,000	593,000	593,000	593,000	5,560,100
COB - Development Charges	\$ 2,164,900	28,500	44,650	44,650	44,650	44,650	44,650	44,650	44,650	44,650	44,650	44,650	385,700
Library Reserve (funds deposited to reserve)	\$ 2,712,600	1,898,656	665,550	(159,600)	(77,000)	(14,600)	202,180	4,200	(363,600)	274,050	748,150	409,222	2,436,386
	\$ 2,712,600	1,215,150	746,650	435,950	532,650	595,050	811,830	613,850	274,050	274,050	748,150	527,950	8,382,186

Opening Reserve Balance	2,735,108	836,452	170,902	802	160,402	237,402	252,002	49,822	45,622	409,222
Reserve (used)/saved in year	(1,898,656)	(665,550)	(170,100)	159,600	77,000	14,600	(202,180)	(4,200)	363,600	(110,500)
Ending Reserve Balance	836,452	170,902	802	160,402	237,402	252,002	49,822	45,622	409,222	298,722

Reserve Balance tied to Audited Financial Statements	Dec 31, 2022
Actual Capital Reserve Fund Balance	\$ 3,900,008
Less Reserve funds req'd in budget year	\$ (2,164,900)
Actual \$1M for CT infrastructure moved to reserve	\$ 1,000,000
Estimated Closing Reserve Balance	\$ 2,735,108

Total project and DC funding information
Values changed due to DC addition

Burlington Public Library

DRAFT 2024 to 2033 Capital Budget - REVISED SEPTEMBER 14, 2023

Emerging Technologies and IT Infrastructure

To provide for the replacement of end of life technology including the phone system, network monitoring tools, computers and tablets, digital signage display, and peripherals used for staff and public internet machines. Replacements align with City replacement cycles.

2024 Projects

1. Public Access Computers and other in-branch customer technology (\$42.5K)
2. Computers, laptops, tablets and printers (\$69.2K)
3. Servers, firewalls and switches (\$47.5K)
4. Self check replacement (\$80K)
5. Digital signage and TVs (\$7K)
6. Phone system component upgrades (\$44.6K)
7. RFID equipment (\$13K)

2025 - 2033 Project Totals

1. Public Access Computers and other in-branch customer technology (\$697.5K)
2. Computers, laptops, tablets and printers (\$713.2K)
3. Servers, firewalls and switches (\$1,364.8K)
4. Self check replacement (\$288K)
5. Digital signage and TVs (\$113K)
6. Phone system component upgrades (\$115.9K)
7. RFID equipment (\$117.4K)

Collections Expansion

The Development Charges by-law allows for the Burlington Public Library's collection to be expanded to align with Burlington's growth. The City of Burlington is conducting a DC Study in 2024 and will keep BPL up to date on any changes to the funding levels that may result.

Burlington Public Library

DRAFT 2024 to 2033 Capital Budget - REVISED SEPTEMBER 14, 2023

Bateman Project

The Library Board has entered partnership with COB and Brock University at the Bateman High School site which will replace the existing New Appleby branch. The New Appleby branch lease was originally set to expire on August 31, 2023, staff have already negotiated a one-year extension, and will seek Board approval to pursue an additional extension to align with the updated project timeline. BPL funded \$2.35M in 2023 for interior modifications and has \$650K for the cost of furniture, shelving, technology, and signage in reserve for use in 2025.

Facility Repair and Renewal - All Branches

Funding is intended to stabilize, replace or make improvements to existing building systems to effectively maintain the lifecycle of the facilities, improve energy efficiency and to provide a safe and accessible environment for patrons using the Burlington Public Library facilities. The majority of the projects are determined by reviewing reports from the City's facilities management software (VFA) which is based on standard lifecycle replacement. Each year the VFA reports are reviewed and updated based on inspections of building systems by BPL and City Capital Works staff.

2024 Projects

1. Roof, HVAC, lighting renewal - Brant Hills (\$291K)
2. HVAC, roof, windows, parking lot - Central (\$1,814K)*

*\$1,416,027 previously set aside by Board for Central Infrastructure project is held in reserve to increase interest earnings - this is not new funding, although an additional \$260,000 is also being assigned to this project through the 2024-2033 budget.

2025 - 2033 Project Totals

1. Central facility building systems (flooring, water coolers, lighting, fire alarm panel, water heaters, etc.) (\$738.9K)
2. Tansley facility building systems (sprinkler system, roofing, windows, doors, carpet, washrooms, electrical servicing, parking lot etc.) (\$600K)
3. Brant Hills facility building systems (flooring) (\$6.7K)

Burlington Public Library

DRAFT 2024 to 2033 Capital Budget - REVISED SEPTEMBER 14, 2023

- 4. Alton facility building systems (interior painting, floor finishes, etc.) (\$161.7K)



6. Decision Items 6.1 Board By-Law

Recommendations

THAT the Burlington Public Library Board approve the proposed updates to the Board Procedural By-Law.

THAT the Burlington Public Library Board rescind the Strategic Planning Policy, Budget Process and Monitoring Policy, Board Code of Conduct and CEO Performance Appraisal Policy.

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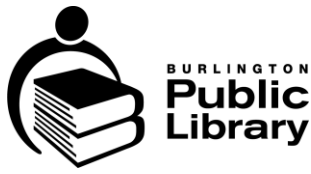
Purpose

To seek the Board’s approval of the updated Board Procedural By-Law and to ask the Board to rescind the policies that are redundant because of the changes.

Background

In 2020, the Board passed the Board’s Procedural By-Law. The By-Law was drafted in response to the recommendation of the City Clerk that a procedural By-Law was preferable to the Board’s previous Board policy structure to define roles, responsibilities, and the regulation of Board business.

In accordance with Section 7, Amendments of the By-Law, the proposed updates were brought to the June meeting as per the required Notice of Motion. The additional comments and edits discussed in June have been included in the update. The attached



draft is not coming to the Board for approval.

Discussion

As part of this year's policy review workplan, staff have identified some additional policies that are more procedural in nature and recommend the content be moved into the Board By-Law.

The revised draft is attached includes the changes that were highlighted in June as well as the additional edits discussed at that time.

The Board Procedural By-Law has also been reformatted using the Library's accessibility template.

As part of September meeting, staff are bringing forward updates to the Finance Policy to integrate elements of the Budget Process and Monitoring Policy.

Financial Considerations

There are no direct financial impacts related to these proposed By-Law revisions.

Strategic Implications

This work aligns with all three goals within the current strategic plan under:

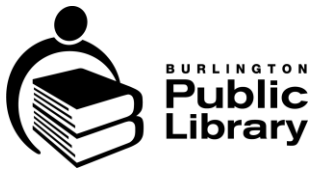
- Strategic Goal 1: Enhance community well-being, strengthening relations with community partners to support community needs through programming and other library services.
- Strategic Goal 2: Inspire discovery with diverse collections, services, and spaces.
- Strategic Goal 3: Create a workforce culture driven by our organizational values.

Equity, Diversity, and Inclusion Considerations

Strong governance positions the Library Board to ensure that BPL provides equitable service to our customers identifying ways we work to make a positive impact advancing equity, diversity, inclusion, and access within our workforce and in the provision of library services to the community.

Risk Management

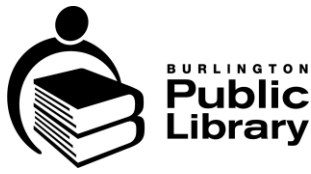
It is important that BPL policies and By-Law remain aligned with Board decision-making.



Final Remarks

The proposed edits ensure that the Board By-Law is updated in a timely manner.

Respectfully submitted by Lita Barrie, CEO



BPL Board Bylaw

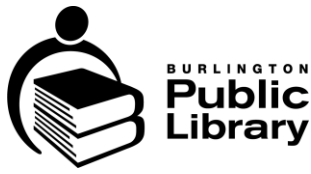
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Procedural By-Laws of the Library Board

The Burlington Public Library Board (hereinafter called the “Board”) is a corporation appointed by the City of Burlington under and acting in accordance with the Public Libraries Act, Revised Statutes of Ontario, 1990 Chapter P.44 (hereinafter called the “Act”) including any amendments made to the Act and is established by City By-Law 68-2006 of the Corporation of the City of Burlington. The Board is responsible for ensuring that public library services are delivered effectively and efficiently to the City of Burlington.

The Board acts on behalf of the community in the discharge of its mandate and is appointed by and accountable to Burlington City Council for the financial affairs of Burlington Public Library (BPL).



The rules and regulations contained in this By-Law shall be used as the guidelines for the order and dispatch of business by the Board and its Committees.

Section 1: Governance Vision of the Burlington Public Library Board

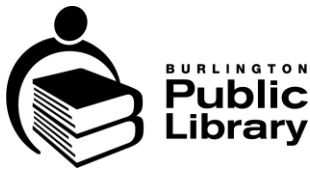
The Board oversees the purpose, plans and policies of BPL. The Board's purpose is to provide the community of Burlington with comprehensive, efficient public library services reflecting the needs of the Burlington community.

It is the responsibility of the Board to ensure that the funding it receives provides the best possible library service to Burlington residents. In addition, it is committed to providing effective governance for BPL to ensure services and programs offered by BPL remain relevant to the changing needs of the communities we serve.

Statement of Responsibilities

The Board:

- Establishes the bylaw and policies that govern the operations of BPL and of the Board itself and reviews these on a set schedule to ensure continued relevance.
- Adheres to Board Code of Conduct
- Appoints the Chief Executive Officer who will have general supervision over and direction of the operations of the public library and its staff. (*Public Libraries Act, R.S.O. 1990, c. P.44, s. 15(2)*).
- Develops, approves and monitors progress on a multi-year strategic plan to set direction and goals for the Board term.
- Monitors the financial affairs of the Library and ensures that the organization operates on an ethical and sound financial basis approving annual operating and capital budgets while receiving and approving quarterly budget updates throughout the Board term.
- Monitors the key performance indicators of the Library and endorses strategies to influence those performance indicators.
- Ensures the Library has policies and practices in place for proactive risk management in all activities.
- Assesses all relevant information regarding the library service needs of the community, endorses service priorities and advocates for adequate and appropriate funding to achieve the service priorities.
- Advocates in the community to gain support and approvals for appropriate public library services and seeks positive partnerships to best serve the community and to fulfill the Mission and Values of the Burlington Public Library.



- Ensures the public is represented in the development and promotion of library services in the community.
- Conducts an annual performance appraisal of the Chief Executive Officer and recruits a new CEO when needed.
- Is responsible for naming all library locations and facilities for which it is responsible.

Section 2: Board Composition

By-Law 70-200 of the Corporation of the City of Burlington defines the composition of the Board. The Board is composed of seven (7) trustees. This includes: one (1) Member of the Council of the Corporation of the City of Burlington and six (6) trustees appointed by the City Council.

The Board may, when it is deemed necessary by the Board, make a formal recommendation to the City, of an increase or reduction in the number of trustees sitting on the Board.

Burlington City Council appoints all members to the Board. Citizen appointees must meet the qualifications as outlined in section 10 of the Act. Board members shall hold office for a term concurrent with the term of Council or until a successor is appointed in the result of a resignation.

Resignations & Vacancies

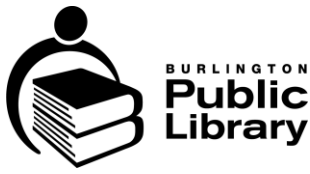
Members of the Board who must resign before the end of their term of appointment on the Board shall inform City Council through the Clerk of the City of Burlington, the Board Chair and the Library Chief Executive Officer in writing, specifying the effective date of their resignation.

If or when a vacancy becomes available, the Council approved citizen member alternate will be appointed to the Board immediately and will assume the vacant seat for the remainder of the term with the exception of a term with less than 45 days remaining.

Section 3: Officers

The Board shall have the following officers:

- Chair
- Vice Chair
- Secretary
- Treasurer



- Chief Executive Officer

The Board will elect a Chair or Vice-Chair from the membership of the Board to serve as the Board Executive.

Chair or Vice-Chair is elected by balloting of all Members of the Board who are present. An election will take place at the first meeting of each new Board, at the first meeting in each calendar year or at the meeting following a resignation from either one of these positions.

The term of office for each position will be for one year ending on December 31 (or until a successor is elected).

Chair

The primary role of the Chair of the Board is to provide leadership to the Board and to ensure the proper conduct of Board business.

The Chair of the Board:

- Serves as the primary spokesperson for the Board
- Is a signing officer of the Board
- Represents the Board, alone or with other members of the Board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board
- Develops the agenda for meetings in consultation with the Vice-Chair and Chief Executive Officer to ensure the effective use of Board and staff time and resources
- Presides at regular and special meetings of the Board in accordance with the *Public Libraries Act*, R.S.O. 1990, c. P.44, other relevant legislation such as the City Bylaw for BPL and with the rules of procedure adopted by the Board.
- Commits the Board to a specific course of action only when the Board has granted specific authority by a motion or policy
- Determines the responsibilities of Committees to deal with matters that arise when responsibilities are not clearly defined subject to eventual confirmation of the full Board
- Ensures that vacancies on Board committees and task groups are filled as expeditiously as possible
- Advises the Vice-Chair, if for any reason, the Chair is temporarily unable to perform any of these functions
- Shall request, either at the first meeting of a new Board, or in December of each year, a written indication from each Board Member of their preference for appointment to the various committees or task groups of the Board; the Chair



will propose Committee and Task Group appointments at the next regular meeting of the Board

- Is an ex-officio Member of all committees and task groups

Vice-Chair:

The primary role of the Vice-Chair of the Board is to provide leadership, to ensure the proper functioning of the Board and the proper conduct of Board business, if for any reason, the Board Chair is not available.

In the absence of the Chair, the Vice-Chair is vested with all the powers and performs all the duties of the Chair of the Board.

Secretary

The Secretary of the Board shall be the Chief Executive Officer.

In the role of Secretary-Treasurer, the Chief Executive Officer is responsible for:

- providing and maintaining all records, agendas and minutes of meetings of the Board and its various Committees and Task Groups

Treasurer

The Treasurer of the Board shall be the Chief Executive Officer.

In the role of Secretary-Treasurer, the Chief Executive Officer is responsible for:

- presenting draft budgets and regular financial reports to the Board for approval
- The Chief Executive Officer is a signing officer of the Board but is not a member of the Board

Chief Executive Officer

The Board shall appoint the Chief Executive Officer, who shall be its CEO, and who shall hold office until the Board rescinds the appointment or a new appointment is made. The Chief Executive Officer shall be responsible, under the supervision of the Board, for the general conduct and management of BPL.

Only decisions of the Board are binding on the CEO.

- Decisions or instructions of individual Board Members, officers or committees are not binding on the CEO except in rare circumstances when the Board has specifically authorized or delegated such exercise of authority.
- In the case of Board Members or committees requesting information or assistance without Board authorization, the CEO can refuse such requests.

Operational achievement and conduct of library staff are the responsibility of the CEO, to whom the Board has delegated authority over and accountability for staff performance.

- The Board will never give instructions to persons who report directly or indirectly to the CEO.
- The Board will refrain from evaluating, either formally or informally, any staff other than the CEO.

Section 4: Board Members Code of Conduct

Board Members are committed to act in an ethical, lawful and business-like manner and in accordance with City of Burlington's Code of Conduct for Local Boards and Committees. This commitment includes the proper use of authority, appropriate decorum in group settings and individual behaviour when acting as Board members.

Board Members must avoid any conflict of interest with respect to their fiduciary responsibility by adhering to the regulations of the Municipal Conflict of Interest Act (R.S.O. 1990, Chapter M.50 (<https://www.ontario.ca/laws/statute/90m50> [2]))

Board Members shall support the interest of BPL when making or influencing decisions.

Board Members will not use their positions to obtain employment in BPL for themselves, family members or close associates.

Board Members may not attempt to exercise individual authority over any facet of BPL, the CEO, or other employees. Except for participation in the performance evaluation of the CEO, Board Members will not express individual judgements of performance of employees or of the CEO.

Any Board Member who declares their candidacy for public office, whether at the municipal, provincial or federal level, shall resign from the Board upon public declaration of their candidacy. This provision does not apply, however, to the Councillor of the City of Burlington who is appointed to serve on the Board.

Board Members shall respect the confidentiality of all information discussed in Closed Sessions and hold in strict confidence all information concerning matters dealt with in Closed Sessions. Board Members shall not release, make public or in any way divulge any such information or any aspect of Closed Session deliberations, unless expressly authorized or required by law to do so.

All decisions will be respected by all members of the Board.

The Chair is the primary spokesperson of the Board. Any Member speaking on behalf of the Board must present Board positions fairly, accurately and without bias. Board Members expressing individual comments or personal opinions should clearly identify such remarks as personal and not those of the Board as a whole.

Board Members interaction with the public, press or other entities must recognize the same limitation and the inability of any Board Member to speak for the Board except to repeat explicitly stated Board decisions.

Section 5: Board Meetings

In accordance with the *Public Libraries Act*; R.S.O. 1990, CHAPTER P.44, s. 16.1 (2) meetings will be open to the public except when items of an intimate financial or personal nature are discussed, in which case the relevant portion of the meeting will be In Closed Session.

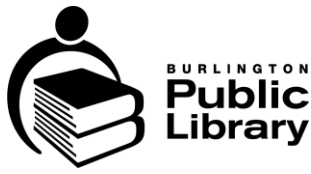
The Board will make a motion to go into Closed Session noting in the motion the reasons for the Closed Session. The following guidelines from the *Public Libraries Act*, R.S.O. 1990, CHAPTER P.44, s. 16.1 (4) will be used to determine which issues will be discussed in Closed Session:

A meeting or part of a meeting may be closed to the public if the subject matter being considered is:

- the security of the property of the board;
- personal matters about an identifiable individual;
- a proposed or pending acquisition or disposition of land by the board;
- labour relations or employee negotiations;
- litigation or potential litigation, including matters before administrative tribunals, affecting the board;
- advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
- a matter in respect of which a board or committee of a board may hold a closed meeting under another Act. 2002, c. 17, Sched. C, s. 24 (5);
- a meeting shall be closed to the public if the subject matter relates to the consideration of a request under the *Municipal Freedom of Information and Protection of Privacy Act* if the board or committee of the board is the head of an institution for the purposed of that Act. 2002, c. 17, Sched. C, s. 24 (5).

Location and Time of Meeting

Board Meetings shall normally be held at Central Library or a Branch Library on the fourth Thursday of each month at 6:30 pm from January to June and September to



November- Two meetings shall be held in September, the second and fourth Thursday of the month for the purpose of reviewing and approving the Library's annual budget submission to City of Burlington Council.

Notification of Meetings

Notice of all scheduled Board Meetings will be shared with all Board Members in adequate time prior to the meeting. Agendas and associated reports will be delivered to all Board Members in advance of the meeting.

Notice of all Board Meetings will be posted on the library's website.

Board Members may also be notified of Committee or special meetings by telephone, or e-mail.

Inaugural Meeting

In the first year of its term, the Board shall hold its inaugural meeting at a place and time to be determined by the Chief Executive Officer, provided that such meeting shall be held within 30 days of the appointment of a majority of its members.

Special Meetings

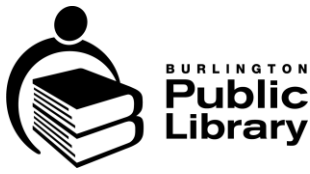
The chair or any two members of the Board may summon a special meeting of the Board by giving each member reasonable notice in writing or via e-mail, specifying the purpose for which the meeting is called *Public Libraries Act R.S.O, 1990, c. P.44, s. 16 (2)*.

Decision Making

The Board will aim to make decisions by reaching consensus. All final decisions will be made by a vote. A tie vote results in a negative decision. When procedures are in doubt, reference will first be made to the procedures recommended in *Call to Order* by Herb Perry.

Authority for the Summer

- the Secretary-Treasurer/Chief Executive Officer, with approval of the Chair and/or Vice Chair, is authorized to carry out the work of the organization for the summer months (July-August),
- action taken under summer authority will be submitted to the Board for ratification at its meeting in September.



- such authority does not supersede the calling of a special meeting of the Board if necessary
- a special meeting of the Board will be called for approvals of budget expenditures or budget line variances in excess of the variance authority of the Secretary-Treasurer/Chief Executive Officer
- for all other matters the Chair and/or Vice Chair will determine if the matter is of significant importance to call a special meeting

Hybrid Meetings

The Board holds special, regular or committee meetings in a hybrid format with in-person and online participation by Board members and the public.

Board Members participating by tele/video conference in the meeting will be considered present under the By-law. During meetings with online participation, the Chair will conduct a recorded vote by verbally polling members.

Meetings will be open to the public and instructions for public attendance through will be posted on the Library's website.

Delegations Wishing to Appear Before the Board

Delegations wishing to make a presentation to the Board regarding a specific issue relevant to BPL must register with the CEO/Secretary-Treasurer of their intention at least one week prior to the meeting.

Delegations will be scheduled at the beginning of the public portion of the meeting.

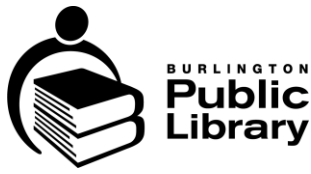
Delegations will be permitted to speak for 5 minutes each. The Board may direct questions to the delegation following the presentation.

Notice of a delegation will be included on the Board agenda.

All presentation material for consideration by the Board shall be legible, in writing and filed, in the office of the Chief Executive Officer no later than one week prior to the Board meeting and shall be included as part of the support material attached to the agenda.

The matter addressed by the delegations will be discussed by the Board as a regular part of the agenda.

Delegations can be added to the agenda at the meeting by amending the agenda at the pleasure of the Board.



The Board may decline a delegation request if the subject matter is irrelevant or not applicable to the scope and mandate of the Library and the Library Board.

Quorum

The presence of a majority of the Board Members is necessary for the transaction of business at a meeting.

The Chair is included in the quorum.

If quorum is not present thirty minutes after the appointed time, the Secretary will record the members present and the Chair has the option of:

- declaring the meeting adjourned
- or calling the meeting to order to satisfy by-law requirements that the meeting was held then declaring no quorum and adjourning the meeting
- If all members present agree to not adjourn the meeting, the meeting may continue; however, no motion may be made or passed.
- When quorum is not present, the agenda cannot be moved to a closed meeting.

Attendance

Board Members are expected to attend all regular Board meetings and other scheduled meetings. Board members are expected to inform the Board Chair and Chief Executive Officer of an anticipated absence from a regular or other scheduled meeting.

In compliance with the *Public Libraries Act*; if a Board Member is absent from three consecutive meetings of the Board without a Board resolution, the remaining Board Members shall declare that seat vacant.

Voting

All members of the Board (including the Chair) - unless they have declared a conflict of interest on a matter and are therefore ineligible to vote on that matter - shall vote on all questions. Any motion on which there is an equality of votes shall be deemed to be lost. Abstentions are counted as a negative or no vote.

Motions shall be carried by a simple majority (more than one half the total members present eligible to vote), except as otherwise provided for in this By-Law.

Notice of motion given at the previous meeting and two-thirds majority vote is required for:

- A motion to reconsider a lost motion.
- A motion to amend the by-laws.



Any question on which there is an equality of votes shall be deemed to be negative.

All votes except elections shall be by show of hands or poll at the discretion of the Chair.

Voting for elections shall be by secret ballot.

Any member of the Board may call for a recorded vote in which circumstance the names and associated votes of each Board member on an issue will be recorded in the Board minutes.

Elections

At the January meeting, the CEO will call the meeting order, shall call for the Nominating Committee Report with the full slate of nominations for the Chair and Vice-Chair and conduct the elections for the Chair. Once the Chair is elected for their term, the Chair will preside over the remainder of the meeting.

The CEO shall introduce the nominee for the Chair position individually and then ask if there are any nominations from the floor for the same position.

Any member of the Board has the right to make nominations from the floor. This can either be a self-nomination for any position - Chair, Vice-Chair or member of a standing committee – or the nomination of someone else.

- Nominations shall be made with no seconder required.
- Nominations shall be closed by a motion made and seconded.
- Voting shall be by secret ballot.
- The nominee receiving a clear majority of the votes cast shall be declared elected by the Chief Executive Officer.
- Should no member receive a clear majority, balloting shall proceed with the nominee's name receiving the smallest number of votes being dropped.

Order of Business

The CEO, in consultation with the Board Executive, will prepare the meeting agenda. The meeting package containing a meeting agenda, minutes from the previous month's meeting and support documentation for the agenda items will be delivered to board members the Friday prior to meetings.

Any member wishing to place an item on the agenda should submit their request to the CEO or the Chair a minimum of ten days prior to the meeting. Requests will be at the discretion of the Chair.

The order of business for regular meetings will be as follows:

- Convene and confirm the Agenda
- Declaration of Conflict of Interest
- Acceptance or correction of previous meeting minutes
- Presentations and/or Delegations
- Correspondence
- Business arising from minutes
- Decision Items of Business / Reports / Financials
- Discussion Items
- Information Items
- Closed Session Items
- Other Business
- Adjournment
- Future Meetings and Events

Section 6: Payment of Board Expenses

Citizen appointees shall be paid no salary, fees, or honorarium for their services.

Board members will be reimbursed for travel and other expenses incurred while conducting Board approved business. A cheque request including receipts for all expenses should be submitted to the Chair for approval and to the CEO for reimbursement.

All Board Members are indemnified under the Library's insurance policies.

Section 7: Budget Process and Monitoring

This section defines the financial statement-reporting schedule to allow the Board to monitor financial performance against the approved budgets and ensure the Library will not incur a deficit as per the Financial Policy.

Annual Budget Guidelines and Timetable

The annual Operating and Capital budgets will be prepared and submitted within timelines established by the City of Burlington.

Preparation of Draft Budgets

The CEO will prepare draft capital and operating budgets within budget guidelines provided by the City of Burlington. Any budget requests exceeding guidelines provided by the City will require the submission of a business case. The draft budgets and



associated business cases are presented to the Board and once approved by the Board, submitted to the City. Any changes to the submissions that are requested by City staff, Committee or Council at any stage of the process will be considered by the Board and re-submitted to the City for Council approval.

Delegation to City Council

The Board may decide to delegate to the City when business cases are included in the budget submissions, or to highlight particular needs or successes of the Library during any given budget cycle.

Amendments to the Budget

Should City Council amend the Board's allocation of City funding, the Board shall accept those changes as required by Section 24.2 of the Public Libraries Act.

Budget Monitoring

Operating and capital statements are presented to the Burlington Public Library Board for approval 4 times a year as follows:

- Q1 (January–March): presented for approval in April.
- Q2 (April–June): presented for approval in September.
- Q3 (July–September): presented for approval in October.
- Q4 (October–December): presented for approval in February.

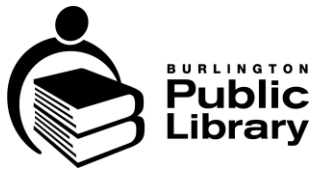
The financial statements presented to the Burlington Public Library Board will provide a comparison of year-to-date actuals and year-to-date budget, and projected year-end results. Projected year-end results will assume that all budget lines will be spent unless quantitative objective evidence suggests otherwise.

Section 8: Amendment of the By-Laws

Amendments to these by-laws may only be made at a regular meeting provided that Notice of Motion in writing shall have been given at the previous meeting. Such amendments shall require a two-thirds majority vote of the Board.

Section 9: Board Committees and Task Groups

The Board has three standing Committees: The Nominating Committee; the Audit Committee and the CEO Performance Appraisal Committee.



To carry out its business effectively, the Board may appoint various committees and task groups to monitor activity, develop new initiatives or research issues. These committees and task groups will report their findings to the Board for consideration.

The Board shall approve terms of reference for each committee and task group, which determine the size, quorum, composition, and responsibilities. These terms of reference may be amended on the recommendation of the committee or task group with the approval of the Board.

Board committees or task groups will not speak for the Board except when formally given such authority nor are they meant to advise staff or have any authority over staff.

The Board may invite non-board members to participate in the work of its committees and task groups. Officers (i.e. Chair, Secretary, etc.) of the Committees or Task groups will be chosen from Board or staff members.

The Chair of the Board is an ex-officio member of all Committees and Task Groups. The Secretary of the Board (or designate) shall attend all committee meetings and shall be the Secretary of all committees.

Audit Committee

The Audit Committee oversees the financial reporting process, monitors the choice of accounting policies and monitors internal control procedures to ensure the effective development and maintenance of adequate financial controls and reporting.

The Committee is independent of the auditing function and ensures appropriate actions are taken with audit findings. The Committee has no direct responsibility for the operations and functions of audit areas. It does, however, make recommendations to the Board regarding both factors. (See Audit Committee Terms of Reference, Appendix A, for further information about the duties and responsibilities of this committee).

Nominating Committee

The Nominating Committee shall be established annually by the Board at its December meeting to present the slate of officers for the ensuing year at the January Meeting.

Whenever the position of the Chair or Vice-Chair becomes vacant and in December of each year, the Board will appoint a nominating committee to identify candidates interested in serving in the position. The report of the Nominating Committee will be tabled at the next Board Meeting in the event of a mid-year vacancy in the Board Executive or at the January Board meeting for the annual executive election. Before the

balloting takes place, nominations from the floor will also be requested verbally, three times, as per parliamentary procedures.

If the balloting results in a tie, the procedure for breaking a tie identified in the Municipal Act will be followed; names of both candidates will be placed in a hat and one name will be drawn.

In a municipal election year, the outgoing Chair of the Board shall appoint the Nominating Committee from among the members of the new Board immediately following the appointment of the new Board by City Council

CEO Performance Appraisal Committee

The Board is responsible for the annual performance evaluation of the Chief Executive Officer (CEO).

The Board is also responsible for the recruitment and probationary performance appraisal of a new CEO, if needed during the Board term. A CEO Recruitment Committee is only established if and when required.

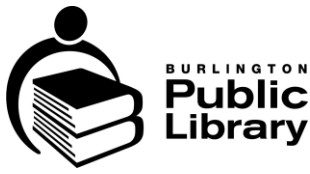
The Committee to conduct the review or ,when needed, recruitment will be composed of the Chair and Vice-Chair of the Burlington Public Library Board plus one additional BPL Board Member and will be appointed at the first meeting of the year following the annual election of the Chair and Vice-Chair. The Committee will follow the CEO Performance Appraisal Committee Terms of Reference and update them as needed.

Section 10: Board Self-Assessment

A Board self-assessment demonstrates the values of accountability and learning and establishes its credibility not only with the funding agencies, but also with the public served. To monitor how well it is fulfilling its responsibilities, there will be an annual self-assessment carried out by the Board.

References

- The Ontario Public Libraries Act, Revised Statutes of Ontario, 1990 Chapter P.44
<https://www.ontario.ca/laws/statute/90p44>
- City of Burlington's Code of Conduct for Local Boards and Committees
<https://www.burlington.ca/en/council-and-city->



[administration/resources/Accountability-and-Transparency/Integrity-Commissioner/Code-of-Conduct-for-Local-Boards-and-Committees.pdf](#)

Appendices

Audit Committee Terms of Reference, Appendix A

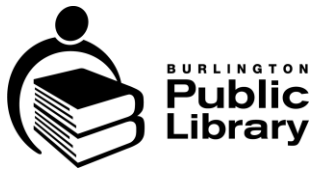
Purpose

The Audit Committee is appointed by the BPL Board of Directors (the “Board”) to assist it in fulfilling its oversight responsibilities. The Audit Committee’s (the “Committee”) primary duties and responsibilities are to:

- identify and monitor the management of the principal risks that could affect the reliability of financial reporting and library operations
- monitor the integrity of the library’s financial reporting process and system of internal control over financial reporting and accounting compliance
- be directly responsible for overseeing the work of the external auditor including monitoring the independence and performance of the external auditor
- monitor the library’s compliance with applicable legal and regulatory requirements
- provide an avenue for effective communication among the Audit Committee, external auditor, management and the Board.

Membership

- The Audit Committee shall consist of at least three Board Members appointed by the Board as provided for in the policies of the library
 - Each member of the committee shall be financially literate or become financially literate within a reasonable period of time after his or her appointment to the Committee.
 - The Board shall determine, in its judgment, whether an individual is financially literate, meaning the ability to read and understand a set of financial statements that present a breadth and level of complexity of accounting issues that are generally comparable to the breadth and complexity of the issues that can reasonably be expected to be raised by the library’s financial statements.
 - It is not necessary for a member to have a comprehensive knowledge of generally accepted accounting principles (GAAP) or generally accepted auditing standards (GAAS) to be considered financially literate.
- Committee members will have no current business relationship or financial interests with the Library or its management.



Terms of Appointment

Committee members will be appointed at the second meeting in the first year of the Board's term and will serve until the end of the Board's four (4) year term of office.

Quorum

A quorum for an Audit Committee meeting will be at least two (2) Board Members.

Frequency of Meetings

The Committee shall meet at least once annually. Additional meetings will be called if required at the discretion of the Chair. The auditors will attend at least one meeting annually corresponding with the annual year end audit. The quarterly financial reports will be circulated electronically to the Audit Committee a week before they are discussed at a Board Meeting. The Chair will call extra meeting(s) to discuss any issues arising from these reports or any other issues related to the Committee's responsibilities.

Officers of the Committee

The Committee Members will appoint one of the Board Members as Chair of the Committee.

The Director, Finance and Infrastructure will be appointed as the secretary and will be responsible for taking minutes.

Agendas

The Secretary in consultation with the Audit Committee Chair will prepare an agenda in advance of each meeting in consultation with management, other committee members and the external auditor. The agenda will be consistent with these Terms of Reference.

- The Secretary will normally circulate the agenda and supporting materials a week in advance of the meeting.
- The Committee will generally invite members of management e.g. the CEO; the Director, Finance and Infrastructure and the external auditor when appropriate to attend committee meetings.
- In addition, the Committee may consider Closed Sessions with the auditors but without staff to discuss privately any matters of interest or concern to the members.

Appointment of External Auditors

Under the Terms of the Public Library Act and the Municipal Act, the City of Burlington shall appoint the external auditors for BPL.

Responsibilities and duties

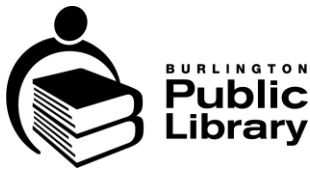
The Audit Committee shall be responsible for the following specific matters:

1) *Accounting policies*

- a. Review all of the library's critical accounting policies and all major issues regarding accounting principles and financial statement presentations (including any significant changes in the library's selection or application of accounting principles).
- b. Review major changes to the library's accounting policies and practices.
- c. Review with the external auditor and management the extent to which changes or improvements in financial or accounting practices, as previously reported to the Audit Committee, have been implemented.

2) *Financial reporting process and financial statements*

- a. In consultation with management and the external auditor, inquire as to the integrity of the library's financial reporting processes, both internal and external, and any major issues as to the adequacy of internal control.
- b. Review significant accounting and reporting issues, including complex or unusual transactions and highly judgmental areas.
- c. Review recent professional and regulatory pronouncements and understand their impact on the financial statements.
- d. Review all material off-balance-sheet transactions, contingent liabilities and transactions with associated parties (e.g. City of Burlington reserve, Burlington Community Foundation Endowment Fund).
- e. Discuss with the external auditor the matters that GAAS in Canada require to be communicated with the Audit Committee.
- f. Following completion of the annual audit, review with each of management and the external auditor any significant issues, concerns or difficulties encountered during the course of the audit including any major issues that arose during the course of the audit and have subsequently been resolved and those issues that have been left unresolved; key accounting and audit judgments; and levels of misstatements identified during the audit, obtaining explanations from management and, where necessary the external auditor, as to why certain misstatements might remain unadjusted.
- g. Oversee the resolution of disagreements between management and the external auditor regarding financial reporting.
- h. Discuss with the external auditor the quality and not just the acceptability of the library's accounting principles.
- i. Regularly review with the external auditor any audit problems or difficulties and management's response.
- j. Review information in the annual report that is inconsistent with the audited financial statements.



3) *Internal controls and risk management*

- a. Receive and review reports from management and the external auditors with regard to the reliability and effective operation of the library's accounting system and internal controls.
- b. Discuss guidelines and policies to govern the process by which risk assessment and risk management have been and are handled. The library's major financial and business risks exposures and the steps management has taken to monitor and control such exposures should be discussed.

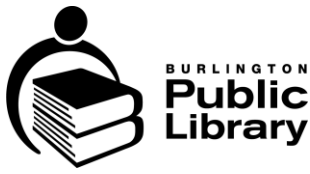
4) *Additional responsibilities*

- a. Review and reassess the adequacy of the Audit Committee's Terms of Reference at least once in each Board term.
- b. Establish procedures and policies for the following:
 - i. the receipt, retention and treatment of complaints received by the library regarding accounting, internal accounting controls or auditing matters
 - ii. the confidential, anonymous submission by employees of the library of concerns regarding questionable accounting or auditing matters.
- c. Review financial and accounting personnel succession planning within the library.
- d. Annually review a summary of all related party transactions including Board members and potential conflicts of interest.
- e. Report regularly to the Board, including matters such as the quality or integrity of the library's financial statements, and compliance with legal or regulatory requirements.
- f. Annually review the expense reports of the members of the Senior Management Team and Board members (with appropriate explanatory notes) for the previous 12 month period.
- g. Annually compare the audited financial statements with the statements used in the annual report.
- h. Annually report on the position of the Burlington Community Foundation Funds held for the library.

CEO Performance Appraisal Committee Terms of Reference, Appendix B

The CEO Performance Appraisal Committee, in close consultation with the CEO, will establish an evaluation tool and process to ensure an annual appraisal of the CEO's performance is carried out in a timely, objective, and constructive manner.

The CEO's performance evaluation is based on the CEO's Job Description, the Strategic and Business Plan achievements, overall organizational performance, and the CEO's annual goals. The process will be collaborative and focus on achieving the priorities identified in the Library's Strategic Plan, professional development



of the CEO and the future of the organization.

The Committee to conduct the review will be composed of the Chair and Vice-Chair of the Burlington Public Library Board plus one additional BPL Board Member and will be appointed at the first meeting of the year following the annual election of the Chair and Vice-Chair.

Annual Performance Appraisal Process

- The annual review will take place in the February/March time period for the previous year with an optional interim interview in the June - July time frame.
- The Committee will develop one consolidated appraisal form including rankings based on consensus reached by the Committee and confirmed by the Board
- The CEO will complete a self-appraisal using the same CEO Performance Review template and propose annual goals
- The CEO and the Committee will meet to discuss the Board evaluation, the CEO's self-appraisal and proposed annual goals
- The goals will be aligned with the Board's strategic priorities as identified in the Library's Strategic Plan
- The CEO may request an opportunity to address the entire Board regarding the consolidated evaluation
- A final version of the form will be developed based on the discussion; the form will be signed by the Chair of the Board and the CEO; the Chair will provide a report to the BPL Board at the March Meeting including the list of goals for the upcoming year
- The review form will be kept permanently in the CEO's file depending on the outcome of the performance appraisal, the Committee will recommend advancement on the salary grid.

CEO Recruitment and Probationary Committee Process

The Board will strike a Selection Committee to oversee the recruitment and probationary appraisal process for a new CEO if needed during the Board term. That Committee will work with the Director, People, Branches & Organizational Development in contracting the service of an executive recruitment firm and will participate in short-listing and preliminary interviews of shortlisted candidates. The full Board will be involved in final interviews of CEO candidates. The CEO Selection Committee will conduct the 6-month probationary review with input from the full Board.



Probationary Performance Appraisal Process

- New appointees to the position of CEO of Burlington Public Library will serve a 6-month probation period which is considered an extension of the employee selection process.
- At the end of the 6-month period (earlier if needed) the CEO Selection Committee in consultation with the full Board will conduct a probationary appraisal interview of the CEO.
- Depending on the outcome of the probationary Performance Appraisal the CEO Selection Committee will recommend to the full Board:
 - Permanent appointment to the position of CEO in the event of successful performance and achievement of objectives and expectations.
 - Dismissal, in the event of significant performance issues. Significant performance issues could include gross misconduct, illegal activity or other behaviour potentially damaging to the reputation of the Library.

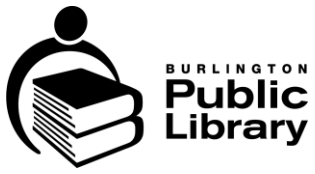
The probationary appraisal form will be retained in the Chief Executive Officer's file permanently.

Unsuccessful Probations

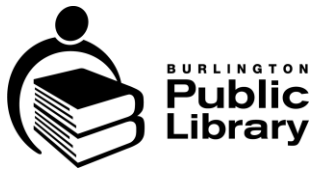
If the CEO is not meeting the recognized standard of performance during the initial 6-month probationary period, the CEO Selection Committee in consultation with the Board, will discuss the issues with the CEO to seek to resolve them. If discussions do not result in improvement, a formal interview will be conducted. The CEO Selection Committee may choose to issue a formal warning, or if an action justifies; immediate dismissal, terminate employment.

Disciplinary Process

If the CEO is not meeting recognized standard of performance, the CEO Performance Appraisal Committee will consult with legal counsel and the City of Burlington's Executive Director of Human Resources regarding the process to be followed. With input from the full Board and advice from legal counsel, the CEO Performance Appraisal Committee will discuss these issues with the CEO. If the CEO's response is not satisfactory, a written warning will be issued at a formal interview. This warning will clearly identify issues and set steps and target dates required to resolve the problems. All verbal and written interactions in the disciplinary process will be guided by advice from legal counsel. If attempts to resolve the problems are unsuccessful or if an action justifies immediate dismissal, the CEO's employment will be terminated.



- Date:
- Amended Dates:
- Associated Documents:



6 Decision Items 6.2 2nd Quarter Financials

Recommendations:

THAT the Burlington Public Library Board approve the 2nd Quarter Operating Financial Statement for the period ending June 30, 2023; and

THAT the Burlington Public Library Board approve the 2nd Quarter Capital Financial Statement for the period ending June 30, 2023.

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Purpose

To seek the Board’s approval of the Q2 Financial Statements.

Discussion

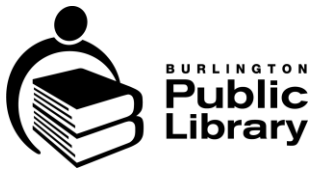
Attached are copies of the Operating and Capital Financial Statements for the period ending June 30, 2023. Please see the comment section for each statement for details of variances.

Strategic Implications

The Library’s annual Operating and Capital Budgets play a key role in supporting the current strategic plan by ensuring proper management of resources when implementing key initiatives in each of the Strategic Goals.

Equity, Diversity, and Inclusion Considerations

Strong stewardship of financial resources will ensure BPL is well positioned to provide resources and deliver services for all members of the community.



Risk Management

Regular review of financial statements by the Board provides oversight and ensures processes stay up to date and in line with best practices.

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure

**Burlington Public Library
Capital Reporting
June 30, 2023**

Description	2023 Opening Balance	2023 Funding	Q1	Q2	2023 YTD Spending	LTD Remaining Funding	Year of O/S Funding
CAPITAL RESERVE FUND*	\$ 4,900,009	\$ (2,164,900)			\$ (2,164,900)	\$ 2,735,109	n/a
TECHNOLOGY RENEWAL	\$ 471,962	\$ 272,300	\$ 21,712	\$ 170,421	\$ 192,133	\$ 552,129	2022: \$280K 2023: \$272K
STRATEGIC INITIATIVES	\$ 45,026	\$ -	\$ 8,688	\$ 6,511	\$ 15,200	\$ 29,826	2020: \$30
FACILITY RENEWAL*	\$ 310,065	\$ 90,300	\$ 4,092	\$ 12,308	\$ 16,400	\$ 383,966	2022: \$294K 2023: \$90K
BATEMAN PROJECT**	\$ -	\$ 2,350,000	\$ -	\$ -	\$ -	\$ 2,350,000	2023: \$2,350K
	\$ 827,053	\$ 2,712,600	\$ 34,492	\$ 189,241	\$ 223,733	\$ 3,315,920	
			TOTAL CAPITAL FUNDING AVAILABLE			\$ 6,051,029	

Funding Sources	
COB (IRRF, CFC)	547,700
IRRF Reserve Fund	2,164,900
Total per Budget	2,712,600

Capital Reserve Fund - Restrictions	
Balance	2,735,109
Central Infrastructure Project	- 1,417,026
Bateman Project	- 650,000
Unrestricted Balance	668,083

*\$1M for Central Infrastructure returned to reserve fund to increase interest earning potential
**Funding for Bateman has been moved to project account managed by COB project lead

**Burlington Public Library
Capital Reporting Comments
June 30, 2023**

Capital Project	Description	Comments
Reserve Fund	Funds reserved for future capital use.	The reserve fund balance includes Board-restricted funds of \$1,417K for the Central Infrastructure project and \$650K for the Bateman project. A change to the use of these funds would require Board approval. The remaining \$668K is available for funding projects in 2024 and beyond. The Central Infrastructure project implementation has been transferred to COB and while awaiting implementation, \$1M of existing funding has been returned to the reserve fund to increase interest earning potential until such time that the funds are required.
Emerging Technologies/IT	Lifecycle replacement of technology including self checks, early literacy stations, servers, computers/tablets, RFID pads, UPS, and peripherals used for staff and public internet machines	Year to date spending has been focused on lifecycle replacement of laptops/desktops, including Public Access Computers (PACs) for all branches (\$163.6K), phone system components (\$14K), local history platform (\$7K), and RFID equipment (\$5.7K)
Innovation/Strategic Initiatives	Strategic Plan initiatives, job evaluation project	This funding is for the final stages of the job evaluation/pay equity project, and consulting services to implement a data strategy for improved automation, reporting, and analysis of various data sources. Information on the job evaluation project implementation will be brought to the Board in September.
Facility Repair & Renewal - Central	Lifecycle replacement of building systems including HVAC, roofing, windows, security systems, washrooms, LED retrofit etc., and funding for staff/public furniture	This capital project fund includes \$22K for consulting on the Central Infrastructure Project which includes the replacement of the 3rd floor roof and three rooftop HVAC units. Other funding (\$283K) is for staff workspace renewal (furniture and renos to accommodate improved workflow and safety), and \$95K for LED retrofit, booths at Alton, and security access control improvements. Spending so far has focused on the on-going LED retrofit project at Central (\$4.1K), Reading Garden (\$3.7K), and consulting (\$8.6K).
Bateman Project	Movement of New Appleby Branch to Bateman site	Construction costs for this project have been funded to Class C estimates (\$2,350K) and the reserve fund has \$650K restricted for FF&E in 2025. The construction costs are included in the overall construction project being managed by COB staff so it is not possible to report on actual spending specific to the BPL portion of the project.

Burlington Public Library
 Operating Statement
 June 30, 2023

	2023				2022				
	Total Budget	June 30 YTD Actual	% of Total Budget	Projection at Q2 2023	Total Budget	June 30 YTD Actual	% of Total Budget	Projection at Q2 2022	December 31 YTD Actual
REVENUE									
City of Burlington	11,715,500	5,839,495	49.8%	11,715,500	11,514,000	5,526,720	48.0%	11,514,000	11,514,000
Province of Ontario	229,403	-		229,403	229,403	-		229,403	229,403
Library Generated	132,517	87,909	66.3%	200,322	133,660	38,494	28.8%	84,512	121,999
Total Revenue	12,077,420	5,927,404	49.1%	12,145,225	11,877,063	5,565,214	46.9%	11,827,915	11,865,402
EXPENSES									
Salaries	7,013,833	3,403,621	48.5%	7,083,480	6,903,073	3,037,937	44.0%	6,523,075	6,340,157
Employee Benefits	2,030,273	992,992	48.9%	2,004,475	1,960,725	885,941	45.2%	1,864,625	1,767,311
Staff Education	105,000	50,841	48.4%	105,000	105,000	64,765	61.7%	105,000	85,385
Total Employee Costs	9,149,106	4,447,454	48.6%	9,192,955	8,968,798	3,988,643	44.5%	8,492,700	8,192,853
Materials	1,165,000	578,237	49.6%	1,165,000	1,165,000	569,636	48.9%	1,165,000	1,156,986
Operating Costs	352,889	150,562	42.7%	365,810	378,500	117,843	31.1%	362,335	389,730
Building Costs	905,055	400,894	44.3%	905,055	859,395	424,966	49.4%	859,395	884,471
Automated Systems	505,370	373,386	73.9%	481,810	505,370	370,473	73.3%	505,370	445,283
Operating Reserve Contribution			-				-		
Capital Reserve Contribution			-				-		
Total Expenditures	12,077,420	5,950,533	49.3%	12,110,630	11,877,063	5,471,562	46.1%	11,384,800	11,069,323
Revenue less Expenditures		(23,129)		34,595		93,652		443,115	796,079

Burlington Public Library
Operating Statement Comments
June 30, 2023

REVENUES:

City of Burlington

Budgeted funding from the City of Burlington is 1.75% higher than last year based on the operating budget awarded to the Library for 2023. Note: funding is received via biweekly transfers, which skew YTD % and the YTD amount is also impacted by timing of Council approval of budget.

Provincial Grant

The annual provincial grant is typically received in November.

Library Generated

Total library generated revenue budgeted represents 1.1% of the overall revenue for BPL. The 2023 budget was built on the expectation that revenue-generating services such as room rentals and printing would be at 100% capacity for the full year. So far in 2023 the library generated revenue is tracking to exceed budget. Makerspace and interest revenue in particular are trending higher than YTD budget by \$6.7K and \$15.5K respectively. The projection includes a continuation of these trends as well as \$26.4K in grant funding for summer student positions (2 Maker Buddies, 1 Facilities Assistant, 1 Local History Intern).

EXPENSES:

Salaries & Benefits

While there are savings in salaries and benefits YTD due to gapped positions, the annual projection reflects the results of the job evaluation/pay equity project which will be brought to the Board in September. Increased spending YTD is also impacted a 9.6% increase in open hours compared to 2022, implementation of the Board-approved 1.75% increase to salary grid, and annual movement through the pay steps.

Staff Training & Educational Assistance

The annual training budget is expected to be spent out in 2023. The spending year to date has been primarily focused on OLA Super conference, first aid certification and leadership development.

Library Materials

The collections budget is expected to be fully spent in 2023 and spending is in line with 2022.

Burlington Public Library
Operating Statement Comments
June 30, 2023

Operating Costs

While currently trending under budget, operating costs are expected to exceed budget in 2023, primarily related to the addition of a cyber insurance policy and increased legal fees for 2023. The year over year increase in spending relates to programming (\$2.4K) and marketing (\$9K) tied to expanded service offerings; subscription to a new social media management platform (\$4.1K); legal fees (\$8K), insurance (\$4.9K), and costs associated with award dinners (\$3.8K).

Building Costs

Building costs are trending below budget and YTD 2022 spending, although it is expected that the budget will be fully used in 2023. New processes and improved vendor management are helping to contain repair costs on equipment, and the internal facilities team has started to clean Aldershot and New Appleby branches rather than contract these services to a 3rd party. These savings are expected to be offset with costs to improve security of staff and customers through expanded keyscan and security camera programs.

Automated Systems

Any prepaid IT subscriptions or services are captured in Q1, resulting in front loading of the costs compared to the rest of the year. It is anticipated that spending for the whole year will be approximately \$23K lower than budget. Spending YTD is in line with YTD spending in 2022.

RETAINED SAVINGS

The variances described above result in a deficit of \$23K YTD, however a modest surplus of \$34.6K is expected for the year, after addressing implementation of job evaluation results which will be detailed in the September 9, 2023 Board package.



6 Decision Items 6.3 2024 Library Closures

Recommendations:

That Burlington Public Library approve the attached proposed 2024 Open and Closed Library Schedule.

Table of Contents

Background	1
Discussion.....	1
Financial Considerations	1
Strategic Implications	2
Equity, Diversity and Inclusion Considerations	2
Risk Management.....	2

Background

Every September, the Library Board approves the BPL’s Open/Closed schedule for the upcoming year.

In addition to public holidays, the Library has closed to the public for one day each year for an annual professional development day. All staff gather for training, team building, and to celebrate service milestones throughout the day.

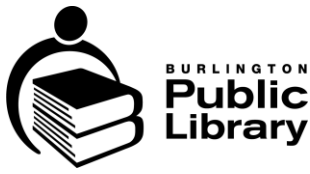
Discussion

The Library is closed for the nine provincially recognized statutory holidays, plus Easter Sunday and Civic Holiday Monday. The Board has also traditionally approved early closure at 1pm on Christmas Eve and New Year’s Eve.

The Library resumed the annual Staff Development Day in 2022. The focus of this day in 2023 will be on accessibility with a keynote speaker and activities designed around that theme.

Financial Considerations

The Library follows the Employment Standards Act rules for paid holidays.



In addition to staff pay, Library Staff budget approximately \$15000 each year for Staff Development Day in our training budget.

Strategic Implications

Staff Development Day provides an opportunity to “align staff skills, tools and motivation that are centered on our organizational values”.

Equity, Diversity and Inclusion Considerations

The Library recognizes that our community has diverse needs and expectations around library service hours. To offer equitable service and still maintain public holidays for staff, we try to limit the number of closed days and avoid too many consecutive closed days during the winter holidays.

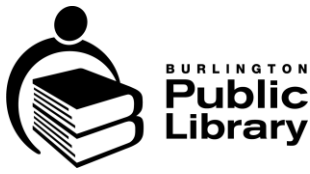
Risk Management

The Board’s ongoing oversight ensures strong governance.

Respectfully submitted by Lita Barrie, CEO and Kourtney, Director, People, Branches & Organizational Development

2024 Open/Closed Schedule

Date	Status	Day of the Week	Holiday
January 1, 2024	Closed	Monday	New Year's Day
February 19	Closed	Monday	Family Day
March 29	Closed	Friday	Good Friday
March 31	Closed	Sunday	Easter Sunday
May 20	Closed	Monday	Victoria Day
July 1 st	Closed	Monday	Canada Day
August 5	Closed	Monday	Civic Holiday
September 2	Closed	Monday	Labour Day
October 14	Closed	Monday	Thanksgiving
November 4	Closed	Monday	Staff Development Day
December 24	Open	Tuesday	Christmas Eve: Closing at 1:00 pm
December 25	Closed	Wednesday	Christmas Day
December 26	Closed	Thursday	Boxing Day
December 31	Open	Tuesday	New Year's Eve: Closing at 1:00 pm
January 1, 2025	Closed	Wednesday	New Year's Day



6 Decision Items 6.4 2024 Library Board Meeting Schedule

Recommendations:

That the Burlington Public Library Board approve the attached proposed 2024 Library Board Meeting Schedule.

Table of Contents

Purpose	1
Background	1
Discussion.....	1
Financial Considerations	1
Strategic Implications	2
Equity, Diversity, and Inclusion Considerations	2
Risk Management.....	2
Policy	2

Purpose

This report is for decision to seek the Board’s approval of the 2024 Library Board meeting schedule.

Background

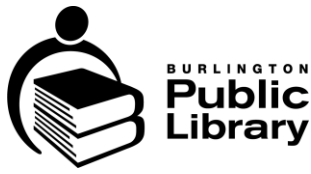
Every September, the Library Board approves the BPL Library Board Meeting schedule for the upcoming year.

Discussion

Attached to this draft you will find a copy of the proposed 2024 Library Board meeting schedule.

Financial Considerations

Library Board meeting expenses are funded through the Operating budget.



Strategic Implications

One of the Library Board core functions is oversight of the Strategic Plan. A regularized meeting schedule helps to ensure the Library's ongoing alignment with all three goals within the current strategic plan under:

- Strategic Goal 1: Enhance community well-being, strengthening relations with community partners to support community needs through programming and other library services.
- Strategic Goal 2: Inspire discovery with diverse collections, services, and spaces.
- Strategic Goal 3: Create a workforce culture driven by our organizational values

Equity, Diversity, and Inclusion Considerations

Strong stewardship will ensure BPL is well positioned to provide resources and deliver services for all members of the community.

Risk Management

The Board's ongoing oversight ensures strong governance.

Policy

The [Board Bylaw](#) outlines meeting requirements.

Respectfully submitted by Lita Barrie, CEO

2024 Library Board Meeting Schedule

January 2024						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February 2024						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

March 2024						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April 2024						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May 2024						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June 2024						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July 2024						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August 2024						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

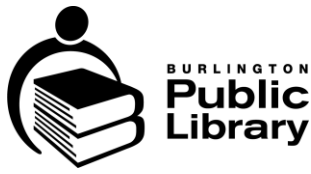
September 2024						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October 2024						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2024						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2024						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

	Alternate Board Meeting Dates	March Break: March 11 – 15, 2024
	Agenda Review Meetings for Board Executive	
	Library Board Meeting Dates	
	Board Distribution Dates	
	July 25, 2024, and August 22, 2024, are both being held as summer meeting placeholders	Note: Meetings are Hybrid



6. Decision Items 6.5 Financial Policies

Recommendation:

THAT the Burlington Public Library Board approve the revised Finance Policy effective October 1, 2023, as presented.

Table of Contents

Purpose	1
Background	1
Discussion.....	2
Financial Considerations	2
Strategic Implications	2
Equity, Diversity, and Inclusion Considerations	3
Risk Management.....	3
Policy	3

Purpose

To seek the Board’s approval of the updated Finance Policy.

Background

This policy has been reviewed and updated for the Board’s consideration as per the policy review cycle.

Policies set the framework for the governance and operations of the Library and provide direction to the Library Board and employees. Policies are the tool for achieving the library’s purpose and advancing the Library’s mission.

The Library Board undertakes a regular review process to ensure that policies are up to date, consistent with the current legislative environment and aligned with the Library’s vision, mission, values, and strategic plan.

BPL’s policy template has been updated to improve accessibility. Key changes include the use of standard templated headings, the inclusion of a table of contents when



policies are more than two pages in length and some hyperlinks have been moved out of the policy text to an appendix. As the Board reviews policy, the revised policies will be moved into the new format.

Discussion

In reviewing policies, staff want to ensure that policy language is aligned with the Library's values, current practice, and legislation. In addition, staff are revising the policies to ensure they are clear, concise, and aligned with the Library's commitment to equity, diversity, and inclusion.

Any procedural elements are being removed and through the review process we are looking for consistency and opportunities to reduce duplication. The proposed revised policy is attached followed by the existing policy. Below is a summary of the key updates for the policy:

Finance Policy

This policy was primarily updated to reflect minor changes such as job titles, and to include a section for Budget Variance Approval Limits previously in the Budget Process and Monitoring Policy which staff recommended be rescinded with the updates to the Board Procedural By-Law. A portion of the Budget Process and Monitoring Policy related specifically to the budget process, was added to the updated Board Procedural By-Law as presented for approval in this same Board package. The variance approval limits have been added to the proposed Finance Policy to better align the content since signing authorities are also part of the Finance Policy.

Management and staff will be notified of the changes in Policy once approved by the Board. The approved policies will be posted on BPL's website.

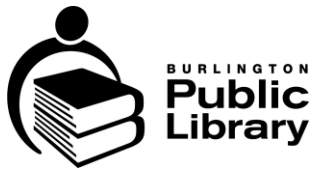
Financial Considerations

There are no direct financial impacts related to these proposed policy revisions.

Strategic Implications

This work aligns with all three goals within the current strategic plan under:

- Strategic Goal 1: Enhance community well-being, strengthening relations with community partners to support community needs through programming and other library services.
- Strategic Goal 2: Inspire discovery with diverse collections, services, and spaces.
- Strategic Goal 3: Create a workforce culture driven by our organizational values.



Equity, Diversity, and Inclusion Considerations

Strong policy positions BPL to better provide equitable service to our customers identifying ways we work to make a positive impact advancing equity, diversity, inclusion, and access within our workforce and in the provision of library services to the community.

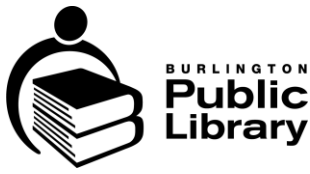
Risk Management

It is important that BPL policies align to BPL practice, as policies set a clear direction for management and staff.

Policy

Related policies include the Board By-Law

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure



Finance Policy

Table of Contents

Purpose	1
Statement of Policy	1
General	1
Procurement	2
Signing Authority	2
Contracts, Purchase Orders, and Invoices	2
Budget Variance Approval Limits	3
Reimbursement of Expenses	4

Purpose

To define the context within which the Burlington Public Library Board (Library) will conduct financial business, and specifically outline policy around procurement, signing authority, budget variance approval limits, and reimbursement of expenses.

Statement of Policy

General

The Library’s financial affairs will be managed responsibly, with due caution, using ethical, honest practices and in compliance with all relevant legislation. The Library will not incur a deficit in the operating or capital budgets in any fiscal year without appropriate Burlington Public Library Board and City of Burlington approval. The financial records are audited annually in conjunction with the City of Burlington’s practice and with the requirements of the Public Libraries Act.

The Chief Executive Officer and the Senior Management Team will develop and maintain operational procedures in the following areas:

- revenue generation
- purchasing and the awarding of contracts
- disposal of surplus goods



- reimbursement of expenses

These policies will be consistent with those of the City of Burlington. In areas in which the Library does not develop specific policies, those of the City of Burlington will be used.

Procurement

Burlington Public Library Board will follow the [City of Burlington By-law](#) (currently 04-2022), established to define procurement policy and procedures for the Corporation of the City of Burlington with the following understanding:

- Where the Procurement By-law refers to the City, the reference will be applied to the Library.
- Where the Procurement By-law refers to the Manager of Procurement Services or the Manager of Design & Construction, the reference will be applied to the Director, Finance and Infrastructure.
- Where the Procurement By-law refers to other positions and approval levels such as General Manager or City Manager the reference will be applied using the appropriate signing authority level as detailed below under Contracts, Purchase Orders, and Invoices.

Burlington Public Library Board trustees are subject to the requirements of the Municipal Conflict of Interest Act (RSO 1990, c.M.50) and shall have no pecuniary interest in any contract, tender, proposal, or quotation for the supply of goods or services to the Library.

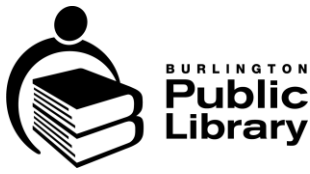
Signing Authority

Any two of the following are required to sign cheques and Electronic Funds Transfers drawn on the Library's bank account:

- Chief Executive Officer /Secretary–Treasurer of the Board
- Director, Service Design & Innovation
- Director, Finance and Infrastructure
- Director, People, Branches & Organizational Development

Contracts, Purchase Orders, and Invoices

- All written contracts, purchase orders or invoices \$5,000 or less shall be signed by the Manager or designated employee of the department responsible for the cost.



- All written contracts, purchase orders or invoices \$50,000 or less shall be signed by one Director.
- All written contracts, purchase orders or invoices valued between \$50,001 and \$100,000 shall be signed by the Chief Executive Officer and one Director.
- All written contracts more than \$100,000 but not more than \$5,000,000 shall require approval by the Burlington Public Library Board; approval will provide delegated authority to the Chief Executive Officer to execute all associated documents related to the approval.
- All written contracts more than \$5,000,000 shall require approval of City Council; approval will provide delegated authority to the Chief Executive Officer to execute all associated documents related to the approval.

Budget Variance Approval Limits

In accordance with City By-law 70-2003, the budget variance policy of the Board for capital and current budgets will follow the City's policy for staff variance levels, subject to the availability of funds within the total approved budget and be based on the following:

- The Chief Executive Officer has the authority to approve variances up to the same level as a City Department Head in any line item without affecting the approved total budget amount.
- The Burlington Public Library Board has the authority to approve variances up to the same level as the City Manager in any line item without affecting the approved total budget amount.
- Approval of variances above the Board's limit rests with Council.

Per City By-law 007-2022, delegated authority limits no longer align with the breakdown in City By-law 70-2003. City By-law 007-2002 grants delegated authority to the City's Chief Financial Officer to authorize reallocations of operating budgets between services provided they do not affect overall service levels or the net overall operating budget for the City. There is no set dollar limit identified.

City By-law 007-2002 also sets delegated authority limits for variances related to post-tender capital projects as follows:

- Director responsible for the Capital Project and the Chief Financial Officer up to \$30,000; Director of Engineering Services and Chief Financial Officer up to \$50,000; City Manager, Executive Director EICS and Chief Financial Officer up to \$100,000. In accordance with the Capital Budget Variance Reporting Corporate Policy, approval must be documented in writing and a funding source identified in advance of over

expenditure. Prior to over expenditure, notification of possible over expenditure may take the form of an e-mail to the Chief Financial Officer and the Coordinator of Budgets and Policy. All post tender capital project net variances greater than \$100,000 are to be reported and approved by Council.

In the spirit of City By-law 70-2003, and recognition of updated authority per City By-law 007-2022, the Board will use the following budget variance approval levels:

- The CEO may authorize operating budget variances between budget lines up to and including \$35,000.
- Operating budget variances between budget lines exceeding \$35,000 will require Board approval.
- The CEO may authorize the reallocation of capital budget funds between planned, but not tendered, projects up to and including \$35,000.
- Capital budget variances requiring reallocation between planned, but not tendered, projects more than \$35,000 will require Board approval.
- Where capital projects have reached a post-tender stage the Board will follow City By-law 007-2002 limits and include appropriate City staff in the approval process.

Reimbursement of Expenses

Employees and Burlington Public Library Board Members travelling on Library business as authorized by the Burlington Public Library Board, by the Chief Executive Officer (or designate) may be reimbursed for the following expenses:

- Mileage at \$0.58/km
- Train or airfare costs at economy rates
- Individual meals up to \$20 for breakfast, \$25 for lunch and \$40 for dinner (liquor excluded) with the submission of receipts.
- Per diem allowance of \$85 when overnight stays are required (same rate in currency of destination when outside of Canada)
- When one or more meals are included in the conference, the per diem will be reduced to \$65.
- Hotel accommodation based on single occupation.
- Any expenses incurred by a companion joining the employee or Board Member will *not* be covered by the Library.
- The Library will cover the cost of registration of the delegate including the cost of any meals which are integral parts of the program.



- Date:
- Amended Dates:
- Associated Documents:

Purpose and Scope:

To define the context within which the Burlington Public Library Board (Library) will conduct financial business, and specifically outline policy around procurement, signing authority, and reimbursement of expenses.

Statement of Policy:

General

The Library's financial affairs will be managed responsibly, with due caution, using ethical, honest practices and in compliance with all relevant legislation. The Library will not incur a deficit in the operating or capital budgets in any fiscal year without appropriate Burlington Public Library Board and City of Burlington approval. The financial records are audited annually in conjunction with the City of Burlington's practice and with the requirements of the Public Libraries Act.

The Chief Executive Officer and the Senior Management Team will develop and maintain operational procedures in the following areas:

- revenue generation
- purchasing and the awarding of contracts
- disposal of surplus goods
- reimbursement of expenses

These policies will be consistent with those of the City of Burlington. In areas in which the Library does not develop specific policy, those of the City of Burlington will be used.

Procurement

Burlington Public Library Board will follow the [City of Burlington By-law](#) (currently 04-2022), established to define procurement policy and procedures for the Corporation of the City of Burlington with the following understanding:

- Where the Procurement By-law refers to the City, the reference will be applied to the Library;
- Where the Procurement By-law refers to the Manager of Procurement Services or the Manager of Design & Construction, the reference will be applied to the Director, Finance and Infrastructure;
- Where the Procurement By-law refers to other positions and approval levels such as General Manager or City Manager the reference will be applied using the appropriate signing authority level as detailed below under Contracts, Purchase Orders and Invoices.

Burlington Public Library Board trustees are subject to the requirements of the Municipal Conflict of Interest Act (RSO 1990, c.M.50) and shall have no pecuniary

interest in any contract, tender, proposal, or quotation for the supply of goods or services to the Library.

Signing Authority

Any two of the following are required to sign cheques and Electronic Funds Transfers drawn on the Library's bank account:

- Chief Executive Officer /Secretary–Treasurer of the Board
- Director, Service Development
- Director, Finance and Infrastructure
- Director, Service Experience

Contracts, Purchase Orders and Invoices

- All written contracts, purchase orders or invoices \$5,000 or less shall be signed by the Manager or designated employee of the department responsible for the cost
- All written contracts, purchase orders or invoices \$50,000 or less shall be signed by one Director
- All written contracts, purchase orders or invoices valued between \$50,001 and \$100,000 shall be signed by the Chief Executive Officer and one Director
- All written contracts in excess of \$100,000 but not more than \$5,000,000 shall be require approval by the Burlington Public Library Board; approval will provide delegated authority to the Chief Executive Officer to execute all associated documents related to the approval
- All written contracts in excess of \$5,000,000 shall require approval of City Council; approval will provide delegated authority to the Chief Executive Officer to execute all associated documents related to the approval

Reimbursement of Expenses

Employees and Burlington Public Library Board Members travelling on Library business as authorized by the Burlington Public Library Board, by the Chief Executive Officer (or designate) may be reimbursed for the following expenses:

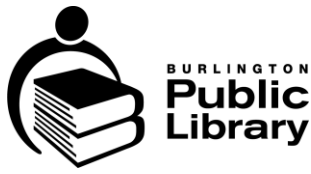
- Mileage at \$0.58/km
- Train or airfare costs at economy rates
- Individual meals up to \$20 for breakfast, \$25 for lunch and \$40 for dinner (liquor excluded) with the submission of receipts
- Per diem allowance of \$85 when overnight stays are required (same rate in currency of destination when outside of Canada)
- When one or more meals are included in conference, the per diem will be reduced to \$65
- Hotel accommodation on the basis of single occupation
- Any expenses incurred by a companion joining the employee or Board Member will *not* be covered by the Library
- The Library will cover the cost of registration of the delegate including the cost of any meals which are integral parts of the program

Effective Date: Jun. 20, 2019

Projected Review Date: 2025

Motion #/Date: 19 - #37, Jun 20, 2019 Amended Dates: #22-41, Jun 23, 2022

Associated Policies and Procedures: Fees and Charges Policy (Board), Disposal of Surplus Goods (Operational)



6. Decision Items 6.6 New Appleby Lease Extension

Recommendation:

THAT the Burlington Public Library Board approve a one (1) year extension to the lease of the New Appleby Branch Library (676 Appleby Line) commencing September 1, 2024, and ending on August 31, 2025, at the rate of \$25.00 per square foot.

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Purpose	1
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Discussion.....	1
Financial Considerations	2
Strategic Implications	2
Equity, Diversity, and Inclusion Considerations	2
Risk Management.....	2
Final Remarks	2

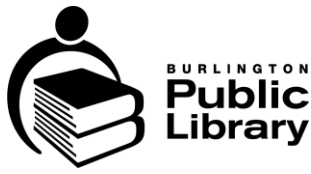
Purpose

To obtain the Board’s approval for an additional one-year lease extension for the New Appleby branch to align with the revised timeline for the Bateman redevelopment.

Background

The library has had a branch at the Appleview Square since 1983. The existing lease terms are as follows, September 1, 2018 and ending on August 31, 2024 at the rate of:

- \$18.03 per square foot per annum from September 1 2018 to August 31 2019
- \$18.57 per square foot per annum from September 1 2019 to August 31 2020
- \$19.12 per square foot per annum from September 1 2020 to August 31 2021
- \$19.70 per square foot per annum from September 1 2021 to August 31 2022
- \$20.29 per square foot per annum from September 1 2022 to August 31 2023
- \$22.00 per square foot per annum from September 1 2023 to August 31 2024



Financial Considerations

The rate increase for the extension has been addressed through the 2024 Operating Budget which received Board approval on September 12, 2023.

Strategic Implications

This initiative aligns with the current strategic plan under Strategic Goal 2: Inspire discovery with diverse collections, services, and spaces by extending BPL's physical presence in the community with larger branch capacity in New Appleby catchment area.

Equity, Diversity, and Inclusion Considerations

As a public library, we recognize the relocation of the New Appleby branch is an important opportunity to reduce systemic barriers to service for community members. We also recognize that continuity of service is important to reduce barriers. This proposed one year extension will assist in aligning timelines.

Risk Management

BPL's lease for the current site of the New Appleby branch comes to an end in August 2024. Proactively seeking a lease extension is critical to mitigating risks as more detailed timelines are defined.

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure

8. Information Items: 8.1 CEO Report - September Update

Table of Contents

Purpose	1
Enhance Community Well-being	1
Inspire Discovery with Diverse Collections, Services and Spaces	3
Create a Workforce Culture Driven by our Organizational Values.....	3

Purpose

The CEO report for September 2023 summarizes key activities that support the priorities outlined in BPL’s [2021-2025 Strategic plan](#). This report covers items that are not part of the Board package.

Enhance Community Well-being



Summer Reading

This summer, 2,848 readers registered for the [summer reading program](#) and logged over 9,000 check ins. A weekly email reminder was added this year to encourage registered SRC participants to check-in and tell us about what they are reading. This has resulted in an increase in weekly check-ins, more engagement with reading through the summer, and readers have more chances to win weekly prizes. Readers of all ages have enjoyed our weekly online lists to find their next great read or fun activity. The Summer Read Wrap up Party was held on Sunday, September 10 where the grand prizes were awarded to the winners in each age group.

BPL's Big Book Sale

The response from our community to BPL's 1st Big Book Sale was overwhelming. We had customers lined up outside at 9 a.m. waiting to browse our sale tables. The first day of the event was such a success that we sold out and had to cancel day two.

Here's a quick overview by the numbers:

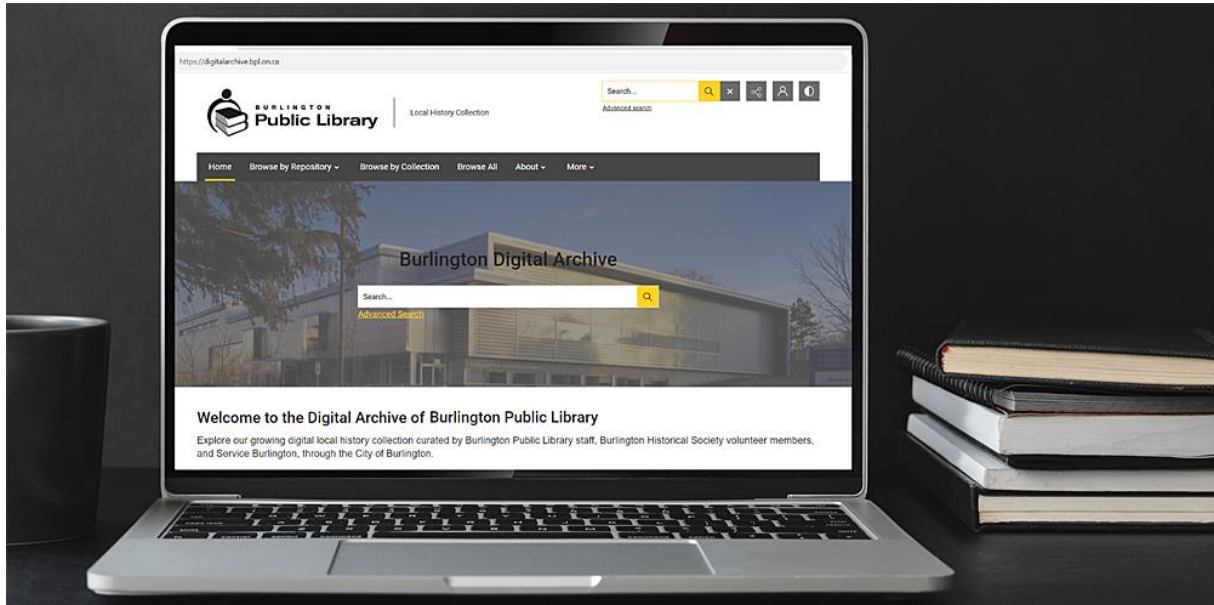
- Sale included over 5000 items (230+ boxes)
- Our one-day revenue was over \$8000.00.
- 325 BPL totes sold!
- Over 2,600 people came through Central Branch on Saturday Sept 9th (about 2000 more visitors than a typical Saturday)



Telling Tales

This year, Telling Tales is celebrating its 15th anniversary. The Telling Tales Festival is an incredible, free event that helps build a love of reading in families of all backgrounds. BPL has partnered with Telling Tales for many years. This year's event took place in the Hendrie Garden at Royal Botanical Gardens on September 16 and 17. BPL was onsite as part of the Garden Activity Centre all weekend. Staff offered a mix of storytimes and puppet shows each day along with interactive large games, a Storywalk and more.

Inspire Discovery with Diverse Collections, Services and Spaces



Burlington Digital Archive

On August 23, BPL launched our new [Burlington Digital Archive platform](#). This platform is designed to make BPL's Local History Collection more accessible. Working together with community partnerships, BPL makes it a priority to digitize materials that document the history of Burlington and its people.

In the first 2 weeks, 1,700 users checked out the site with a total of 23,000 page views. As part of the project, BPL received funding from the City of Burlington's 150+ initiative to digitize several [historic maps](#). At the launch event, attendees were able to select a print copy to take home. The [Ivan Cleaver Postcard](#) collection is another wonderful place to start exploring the Digital Archive.

Public Access Computer Refresh

This fall, BPL computer users are in for a treat as we have rolled out new Public Access Computers (PACs) to all branches. These new and improved Dell Optiplex 7400 all-in-one desktop computers with Windows 11 will improve the customer experience. All machines include USB ports and headphone jacks, however no webcams because of noise and privacy concerns.



Library After Dark

Last year was so much fun, we had to do it again. This time, we're adding a little Hallowe'en spirit to Library After Dark and inviting attendees to wear costumes if they wish!

On Friday, October 27th we'll be transforming our space into a spooky party venue with neon lights, activities, and drinks. We're forgoing catered food this year to focus on the most popular elements of last year's event: music, dancing, and the delight of exploring the library...after dark! This event encourages folks to see the Library in a new way and has proven to be a wonderful chance to connect with people beyond our regular visitors. Tickets for this 19+ event can be [purchased on EventBrite](#).

Burlington Post

BPL recently received a large donation of material from Torstar (which owns Metroland, which owns the Burlington Post). This donation includes many large bound copies of the Burlington Post and boxes of photo negatives used in the Newspaper. Work with this donation and Torstar is ongoing but having it on-site at Central is a monumental step forward to being able to provide broader access to these items.

Create a Workforce Culture Driven by our Organizational Values

UPS Replacement

On Friday, September 1, all of BPL's internal and online IT systems were temporarily disrupted from 5pm to 7pm while staff replaced our Data Center UPS (uninterrupted



power supply). This update was scheduled for a Friday evening to minimize the impact on customers and staff. All systems were restored and ready to go for opening on Saturday, September 2.

BPL Staff Social

On August 18, BPL hosted our 2nd BPL Staff Social at Central branch. It was a wonderful evening of food, friendship, and fun planned for staff and their families.

Performance Management Platform

BPL has redesigned the employee performance management system; the new program is called Performance Checkpoints. The Performance Checkpoints model will leverage Culture Amp's software system which provides a user-friendly dashboard and automated system to make it easy for everyone at BPL to understand and discuss job expectations, and track and report on performance in alignment with our values. BPL's new performance management software platform Culture Amp launched in September. Leading up to the launch, the Human Resources team offered several in-person and virtual Lunch & Learn sessions over the summer to introduce employees to the tool. Culture Amp's reporting ability will enable management to plan and offer meaningful professional development and coaching for all our staff.

Report Author

Respectfully submitted: Lita Barrie, Chief Executive Officer



8. Information Items 8.2 Q2 Performance Measures Report

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Purpose	1
Background	1
Discussion.....	1
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Strategic Implications	2
Equity, Diversity, and Inclusion Considerations	2
Risk Management.....	3
Policy	3

Purpose

To provide the Library Board with the quarterly information update reports.

Background

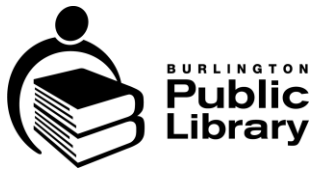
Over the course of the last two years, staff have worked to standardize reporting to quarterly from the previous blend of quarterly financial reporting and trimester reporting for other Board updates. As staff work through BPL’s Power Bi implementations will continue to evolve over the course of 2023.

Discussion

The following four reports are included as attachments:

- **Performance Measures Indicators**

We are continuing to see a rebound in metrics tied to in person use of Library services. For Q2, 2019 was added backed to the report. While in Q1, we were comparing our last few months of pre-covid operations before we closed physical locations March 13, in reviewing, Q2 staff identified that 2019 continues to be our key benchmark. We are



continuing to trend up in visits and program attendance though not to 2019 levels. Collections usage remains strong, while some users have shifted to digital overall, we are trending above 2019. Increasing in person usage of the Library will be a key staff focus for 2023.

- **Governance Calendar and Annual Workplan**

Annually, the Library Board identifies and tracks major governance responsibilities and key annual objectives. The Library Board governance calendar and work plan is updated quarterly to enable the Library Board to track progress throughout the year. The plan was updated to reflect the revised timeline for some deliverables. It is anticipated that the Board will be able to complete all key activities outlined for 2023.

- **Strategic Plan Update**

In 2023, the format that the Strategic Plan report has changed to align with the new 2021-2025 Strategic Plan. Staff continue to work on the key initiatives and deliverables for 2023. Several timelines have been adjusted but staff anticipate that we will be able to complete all key activities outlined for 2023.

- **HR and H&S Update**

In 2022, two key human resources projects are human resources data development and the redesign of BPL's Health and Safety program. It is anticipated that the layout and content of the report will continue to evolve over 2023 as staff work towards implementing PowerBi to improve use of data in line with the initiatives outlined in BPL's 2021-2025 Strategic Plan. Recruitment has decreased to more pre-COVID levels. We continue to see a strong applicant pool for postings.

Financial Considerations

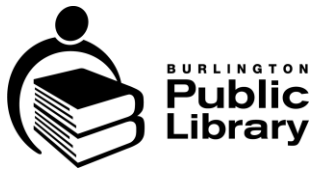
An ongoing monitoring of performance measures and key indicators is part of effective financial stewardship.

Strategic Implications

These reports seek to align with the current strategic plan to enable the Board to monitor and ensure that the Library is advancing strategic priorities.

Equity, Diversity, and Inclusion Considerations

Quarterly performance reports positions BPL to better provide analyze those equitable services are being provided to our customers. Guided by our strategic priorities, staff are identified metrics that will allow BPL to monitor progress in advancing equity, diversity, and inclusion both internally as an organization and in the provision of services to the community we serve.



Risk Management

The regular review of the quarterly performance reports by the Board provides oversight, allowing the Board to assess the effectiveness of activities and use of resources, measure progress towards budget goals and strategic plan implementation.

Policy

There is no applicable policy.

Respectfully submitted by Lita Barrie Chief Executive Officer

PERFORMANCE MEASURES INDICATORS

BURLINGTON PUBLIC LIBRARY

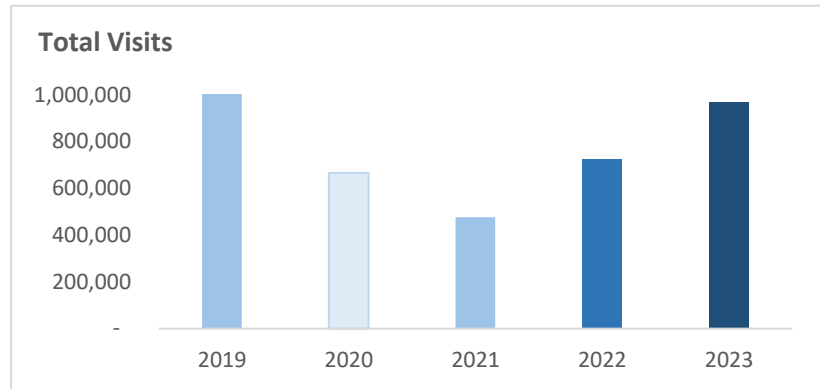
YTD Second Quarter 2020-2023



Total Visits

The number of in-person and BPL website visits

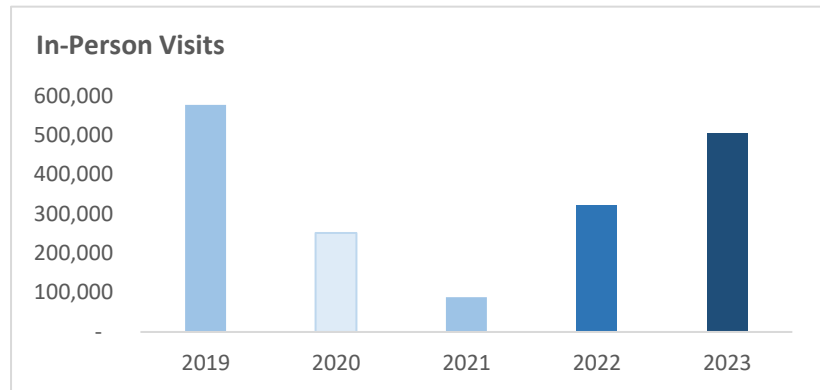
Q2 Total	Change 2022	Change 2021	Change 2020	Change 2019
967,604	34%	103%	45%	-12%



In-Person Visits

The number of in-person visits to BPL's branches

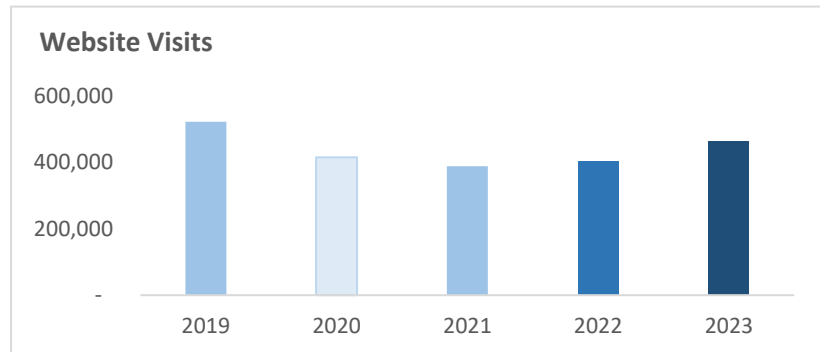
Q2 Total	Change 2022	Change 2021	Change 2020	Change 2019
505,074	58%	471%	101%	-12%



Website Visits

The number of visits to BPL's website

Q2 Total	Change 2022	Change 2021	Change 2020	Change 2019
462,530	15%	19%	12%	-11%



PERFORMANCE MEASURES INDICATORS

BURLINGTON PUBLIC LIBRARY

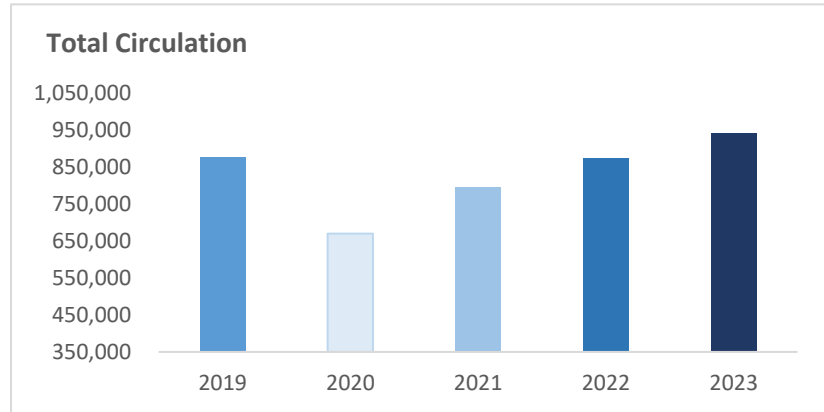
YTD Second Quarter 2020-2023



Total Circulation

The total of physical circulation and eCheckouts

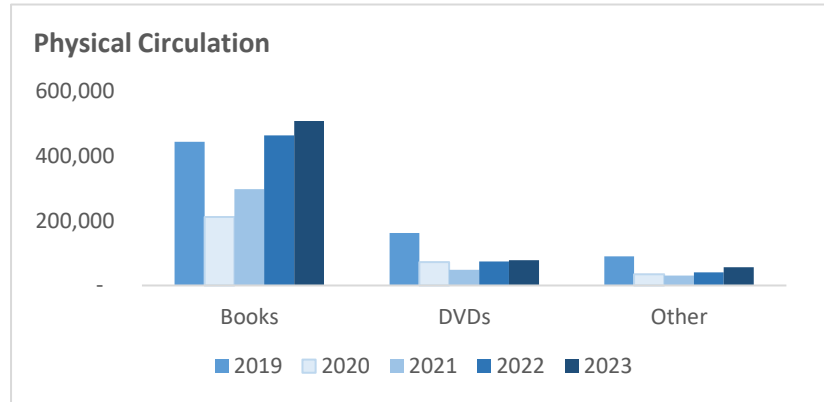
Q2 Total	Change 2022	Change 2021	Change 2020	Change 2019
941,344	8%	18%	40%	8%



Physical Circulation

The number of customer checkouts and renewals

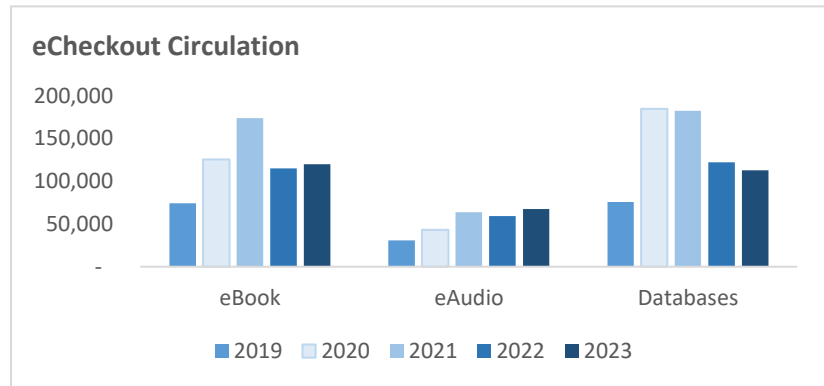
Q2 Total	Change 2022	Change 2021	Change 2020	Change 2019
641,447	11%	70%	102%	-8%



eCheckout Circulation

The number of electronic checkouts


Q2 Total	Change 2022	Change 2021	Change 2020	Change 2019
299,897	1%	-28%	-15%	66%



PERFORMANCE MEASURES INDICATORS

BURLINGTON PUBLIC LIBRARY

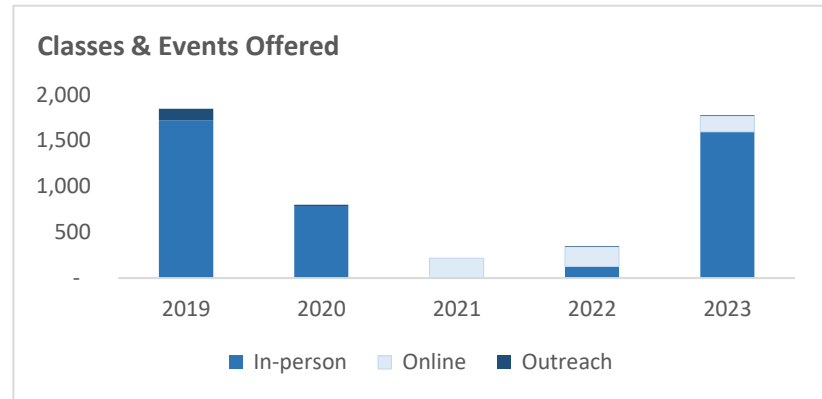
YTD Second Quarter 2020-2023


Classes & Events Offered  Q2 Total Change 2022 Change 2021 Change 2020 Change 2019

Number of classes and events offered 1,778 409% 723% 122% -4%

YTD	In-person	Online	Outreach
2019	1,723	-	127
2020	786	-	15
2021	-	216	-
2022	125	219	5
2023	1,597	175	6

Partnership Programs
16%

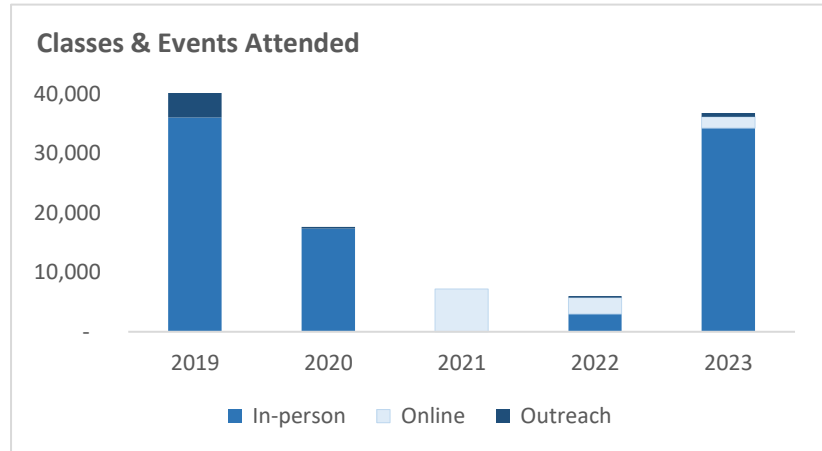



Classes & Events Attended  Q2 Total Change 2022 Change 2021 Change 2020 Change 2019

Attendance at classes and events offered 36,767 514% 413% 108% -18%

YTD	In-person	Online	Outreach
2019	36,004	-	8,572
2020	17,360	-	276
2021	-	7,166	-
2022	2,969	2,776	246
2023	34,247	1,861	659

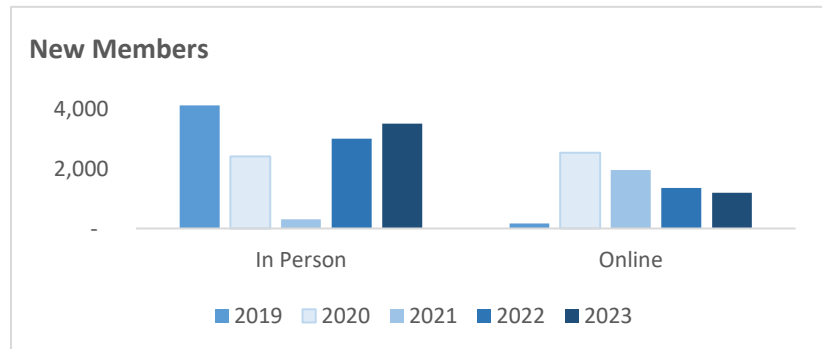
Partnership Programs
11%



New Members  Q2 Total Change 2022 Change 2021 Change 2020 Change 2019

New in-person & online memberships 4,696 8% 108% -5% 10%

Total Active Members
69,856



Library Board –2023 Governance Calendar & Workplan Revised

Task or Deliverable	Area of Focus	Target date	Status	Notes
Q1				
Board Self-Evaluation Report	Governance	February	Complete	
Annual Board Approval of the Health & Safety Policy	Governance	February	Complete	
Audit Meeting - Prepare for 2022 Audit	Audit/Risk Management	January	Complete	
Review Q4 2022 Metrics Reports	Governance	February	Complete	
Approve Q4 2022 Financial Statements	Financial Oversight	February	Complete	
Attend Ontario Library Association SuperConference	Board Development	February	Complete	
Start of new Board term	Governance	April	Complete	
Executive & Committee Elections	Governance	April	Complete	
Board Orientation: Introduction & Overview	Board Development	April	Complete	
Q2				
Complete Board Orientation	Board Development	Q2	Complete	
Approve Q1 Financial Statements	Financial Oversight	April	Complete	
Review Q1 Metrics Reports	Governance	April	Complete	
CEO Performance Review	Governance	May	Complete	Completed and approved at June 22, 2023 meeting
Review Borrowing Policy	Policy Review	May	Complete	
Review Fees & Charges Policy	Policy Review	May	Complete	Approved at June 22, 2023 meeting
Review Safety of Children in the Library Policy	Policy Review	May	Complete	
Internet Use Policy	Policy Review	May	Complete	Rescinded and replaced with Technology Use Policy
Review Rights of Children & Teens in the Library Policy	Policy Review	May	Complete	
Review & Approve 2022 Audited Statements	Audit/Risk Management	May	Complete	Deloitte has rescheduled the audit to March due to staffing
Review Senior Management 2022 Expenses	Audit/Risk Management	May	Complete	
Review 2022 Risk Management Report & 2023 Plan	Audit/Risk Management	May	Complete	
Receive Advocacy Report	Governance	May	Complete	
Branch Tour	Board Development	June	Complete	
Receive 2022 Economic Impact Statement	Governance	June	Complete	
Review Security Camera Policy	Policy Review	June	Complete	
Review Social Media Policy	Policy Review	June	Complete	
Review Protection of Customer Privacy Policy	Policy Review	June	Complete	
Review Public Art Policy	Policy Review	June	Complete	
Review Budget Process & Monitoring Policy	Policy Review	June		Integrated into the Board Procedural By-Law
Review Development & Review of Policy	Policy Review	June		Deferred to October meeting
Review Strategic Planning Policy	Policy Review	June		Integrated into the Board Procedural By-Law
Q3				
Receive Q2 Financial Statements by email	Financial Oversight	August	Complete	No Board meetings scheduled in July & August
Approve Q2 Financial Statements	Financial Oversight	September		
Approve annual Library Closures Calendar for 2024	Governance	September		
Approve 2024 Capital Budget Submission	Financial Oversight	September	Complete	
Approve 2024 Operating Budget Submission	Financial Oversight	September	Complete	
Received 2024 Customer Satisfaction Survey Report	Strategic Planning	September		Deferred to October meeting
Receive Q2 Metrics Reports	Governance	September		
Review Board Code of Conduct Policy	Policy Review	September		Integrated into the Board Procedural By-Law
Review Employee Code of Conduct Policy	Policy Review	September		Defer to October meeting
Q4				
Approve Q3 Financial Statements	Financial Oversight	October		
Mid-term 2021-2025 Strategic Plan Review	Strategic Planning	October		Defer to November to include COB's updated Vision to Focus
Receive Q3 Metrics Reports	Governance	October		
Receive Advocacy Report	Governance	October		

Receive the Multi-Year Accessibility Plan Report	Governance	October	
Review Donations, Sponsorship & Fundraising Policy	Policy Review	October	Defer to November in alignment with the review of the report
Approve Facilities Masterplan	Governance	November	
Review General Human Resources Policy	Policy Review	November	
Review Whistleblower Policy	Policy Review	November	
Receive Fundraising Strategy Report	Financial Oversight	November	
Receive Equity, Diversity & Inclusion Report	Governance	November	
Approve Board Self Evaluation Survey Tool	Board Development	November	
Conduct Board Self Evaluation	Board Development	November	
Appoint 2024 Executive Nominating Committee	Governance	November	
Approve 2024 Board Governance Calendar & Workplan	Governance	November	



1. Enhance community well-being.

Strengthen relations with community partners to support community needs through programming and other library services.

- Anti-racism & inclusion
- Healthy living with active aging focus

Enable the Library to make informed and data driven customer services and budgetary decisions.

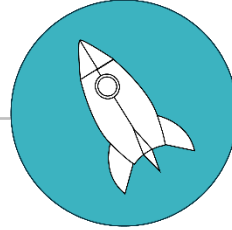
- Systems for collecting, segmenting, analyzing, and reporting data
- Measurable Key Performance Indicators (KPIs)

Enhance and support digital inclusion and literacy through the continued research, development, and delivery of technology for use in and outside of the library.

- Access to digital technology as a priority
- Current & emerging software and equipment

Map pathways to carbon neutrality and develop a plan to reduce our carbon footprint.

- Efficiency of operating systems: Lighting & temperature controls
- Reducing waste



2. Inspire discovery with diverse collections, services, and spaces.

Develop audience-specific strategies to increase public access and their engagement with reading & library services.

- Staff-led reading & collections recommendations
- Diverse and inclusive collections and services
- Review customer feedback and trends

Using an equity lens, create a strategic roadmap for our physical spaces and technology to support the Library's vision as an inspiring place that sparks curiosity and discovery.

- Reimagined use, flexibility and design of our spaces
- Makerspace

Extend our physical presence in the community.

- Larger branch capacity in New Appleby catchment area
- Reimagined accessible and alternate service points



3. Create a workforce culture driven by our organizational values.

Identify and align staff skills, tools, and motivation that are centered on our organizational values of accountability, collaboration, innovation, and learning.

- Renewed performance & learning approach
- Technology knowledge as a priority

Create a positive, welcoming, and memorable journey for all customers.

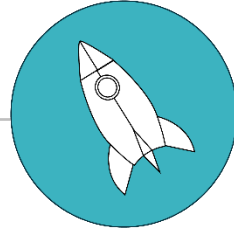
- Customer first culture
- Customer satisfaction KPIs



Strategic Impact Goals, Measures & Targets



*Community
Well-being*



*Inspire
Discovery*



*Workforce
Culture*

OVERARCHING IMPACT GOALS:

1. Contribute to the overall well-being and better quality of life for all Burlington residents;
2. Enable Burlington to be an engaged and sustainable community advanced by curiosity and discovery.
3. Provide services and support that assist individuals in participating in an informed and literate Burlington.

OVERARCHING SUCCESS MEASURES & 5 YEAR TARGETS:

		2025 Target	2019 Benchmark	Definition of KPI
1. Our REACH	5% increase	97,694	93,042	#Active Memberships; #New memberships; #Partnerships & Social Media Engagement; #Outreach participants
2. Our USE	10% increase	5,622,048	5,110,953	#CKO, #Visits (in person & online), Program Attendance; WIFI & PAC Usage
3. Our VALUE	maintain high value return to pre-COVID economic impact	\$371 per resident	\$371 per resident	BPL utilized the economic impact developed by the Martin Prosperity Institute in partnership with the Toronto Public Library

BENCHMARK YEAR FOR TARGETS WHERE DATA IS AVAILABLE: 2019

Strategic Plan Scorecard with 2023 Initiatives & Targets – Q2 Update

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline	Project Status
Customers/Stakeholders	C1	Strengthen relations with community partners to support community needs through programming and other library services.	Partner Rubric	Benchmark and increase by 2%	BPL Partnership Framework: Define Partnership and Outreach Strategy and develop rubric for identifying & growing strategic partnerships	Q4	Implementation timeline extended
			# of Partner led programs	increase by 5% over 2022	Rebuild of core in-person programming	Q4	In Progress & on target
			#Hours of partner community support	10 hours per wk of community access	Launch Central Community Outreach Office & Drop in Clinics	Q2	Complete 14.5 hours per week minimum
	C2	Develop audience-specific strategies to increase public access and their engagement with reading & library services.	Increase our use	1% reengagement	Lapsed User Email Campaign	Q1	Complete 5.2% reengagement
				Increase Use 1% over 2022	Handpicked for You Service	Q3	In Progress & on target
	C3	Extend physical presence in the community	Increase our reach	Increase use of local history platform by 5%	Launch Quartex Local History Platform: Platform launched in August.	Q3	In Progress & on target
	C4	Create a positive, welcoming and memorable journey for all customers	Customer satisfaction survey	maintain 95% positive impact Increase participation by 1% over Dec 2022	Customer Satisfaction Survey: Survey was completed in June. We didn't achieve increase in participation but held steady with 3223 responses. We exceeded the positive impact score. The report will be shared with the Board in October.	Q2	In Progress

Strategic Plan Scorecard with 2023 Initiatives & Targets – Q2 Update

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline	Project Status
Internal Business Processes	B1	Enable BPL to make informed and data driven customer services	Access to service data to inform planning		Power Bi Implementation	Q4	Implementation timeline extended
	B2	Using an equity lens, create a strategic roadmap for our physical space, reimagined use, flexibility and design of BPL spaces and technology to support the Library's vision as an inspiring place that sparks curiosity and discovery.	Customer satisfaction with library spaces	Increase 2% over 2022 satisfaction rate of 72%	Wayfinding Project to unify BPL's approach to interior and exterior signage, and improve wayfinding at all locations.	Q4	In Progress & on target
			Customer Satisfaction survey - satisfaction with library space		Update 2019 Facilities Masterplan	Q4	
	B3	Enhance and support digital inclusion & literacy through the continued research, development, and the delivery of technology for use in and outside of the library.	Customer satisfaction with technology services - Customer survey	Increase by 2% over 2022 Customer survey 2022 of 63%	Public Access Computer Renewal	Q3	In Progress & on target
					Digital Inclusion Plan	Q4	
	B4	Map pathways to carbon neutrality and develop a plan to reduce our carbon footprint.	Define measures and targets	Benchmark	Explore option of electric vehicle replacement for delivery service	Q4	In Progress & on target
					System plan and timeline for completion of the LED retrofit;	Q4	

Strategic Plan Scorecard with 2023 Initiatives & Targets – Q2 Update

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline	Project Status
Learning & Growth	L1	Renewed performance and learning approach	Great Place to Work data - Training & Development Indicator	Increase by 2% over 2022 satisfaction rate of 77%	Complete 2023 Learning & Development program	Q4	In Progress & on target
					Implement Performance Management Software platform: Platform went live on September 8.	Q3	In Progress & on target
	L2	Increase BPL staff technology knowledge as a priority	Customer satisfaction with technology services - Customer survey Staff phishing test	Increase by 2% over 2022 Customer survey 2022 of 63%	Digital Inclusion Plan	Q4	Timeline extended
	L3	Identify and align staff skills, tools, and motivation that are centered on our organizational values of accountability, collaboration,	Great Place to Work Overall satisfaction indicator	Increase overall satisfaction 1% to 84%	Great Places to Work Survey scheduled for November 2023	Q4	Timeline extended
Financial Stewardship	F1	Enable BPL to make informed and data driven customer services and budgetary decisions	Operating Budget	2023 Approved budget	Achieve 2023 Business Service Plan within approved operating budget guidelines.	Q4	In Progress & on target
			Capital Budget	2023 Approved budget	Complete 2023 Capital Projects as outlined	Q4	In Progress & on target
		Economic Impact	return to pre-Covid values	Economic Impact: In June 2023, BPL added value of the items borrow by customer YTD to checkout receipts along with the release of 2022 Annual Report & Economic Impact. Market values were adjusted in some categories to reflect current values. The 2022 per resident economic impact is \$290.	Q2	Complete	

Staffing & Recruitment

Headcount	
Full Time	63
Part Time	85
Total	148

Organizational Turnover Rate				
Q1	Q2	Q3	Q4	YTD
1.35%	4.81%			6.16%

Recruitment – At a glance					
	Q1	Q2	Q3	Q4	YTD
Number of Positions Posted	7	10			17
Number of Applicants	1117	1576			2693
Number of Positions Filled – Externally	14	7			21
Number of Positions Filled – Internally	1	3			4
Number of Positions Not Filled	1	1			2
Fill Rate *	94%	91%			93%
90 Day Retention Rate **	100%	100%			100%
1 Year Retention Rate ***	100%	95%			98%

Staff Health and Wellness

Health and Safety					
Type	Q1	Q2	Q3	Q4	YTD
First Aid Injuries	3	2			5
Lost Time Injuries	0	1			1
WSIB Injuries	2	1			3
Staff on STD	1	1			2
Staff on LTD	2	1			2

Onboarding Survey

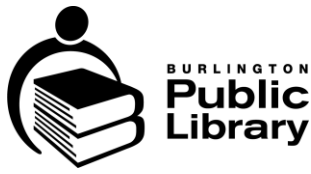
Participation Rate
65%

Overall Onboarding Score
90%

* 1 IT position was not filled during recruitment due to a candidate rejecting the offer for another job. This position is on hold.

** All staff that were hired in the last 90 days by the end of Q2 2023 still remain with the Library.

*** 7 staff hired in Q2 2022 did not surpass their 1 year anniversary.



8. Information Items 8.3 Southeast Expansion Community Engagement Update

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Purpose

To provide the Board with an update regarding the Library’s community engagement efforts in support of the Library’s Southeast Expansion project.

Background

In 2021, the BPL Library Board received the Southeast Expansion Study Report presented by KPMG. The report identified a framework to evaluate expansion options to ensure the New Appleby branch has sufficient space and resources to meet community service level expectations. The intention of the study was to assist the Library Board in the development of a plan for the New Appleby Branch and included the following objectives:

- Ensure that BPL accommodates current and longer-term projected demographics for the New Appleby Branch.
- Identify strengths, weaknesses, opportunities, and threats to branch service model delivery, uncover opportunities for innovation and anticipate future needs for the New Appleby Branch.



- Develop options for the expansion of the branch based on an analysis of demographic data, facility space and use, foot traffic, pandemic planning and potential partnerships.

Staff gathered visioning ideas from other libraries and community centres and toured Mississauga's Meadowvale Library & Community Centre and BPL's Tansley and Central branches with the ATRR and COB team.

Using this information, as well as industry guidelines and accessibility standards, Library staff have been participating in the COB design process with ATRR Architects. The BPL branch will be located by the New Street entrance to the facility in the former cafeteria space, providing expanded space for collections, work & study, additional meeting rooms, a larger program room and children's space and two digital media studios for sound recording and media production.

Discussion

In Fall 2023, COB began community consultation around the naming of the new community centre and vision for indoor community services offered in the undesignated space that will be the focus of Phase of the project.

Library staff sought to coordinate with COB's timeline and will be offering community consultation opportunities that are focused on the use of the library space, and future programming and service ideas.

Library staff have planned three types of immediate community engagement:

- Presence at COB engagement sessions – Library staff will attend in-person and virtual engagement sessions being held by the City for the visioning of indoor community services to provide the opportunity for community members to speak with Library staff and share ideas for library service.
- Active outreach at events – Library staff will offer community members an opportunity to speak with library staff and respond to interactive consultation questions at Food for Feedback and Appleby Line Street Festival.

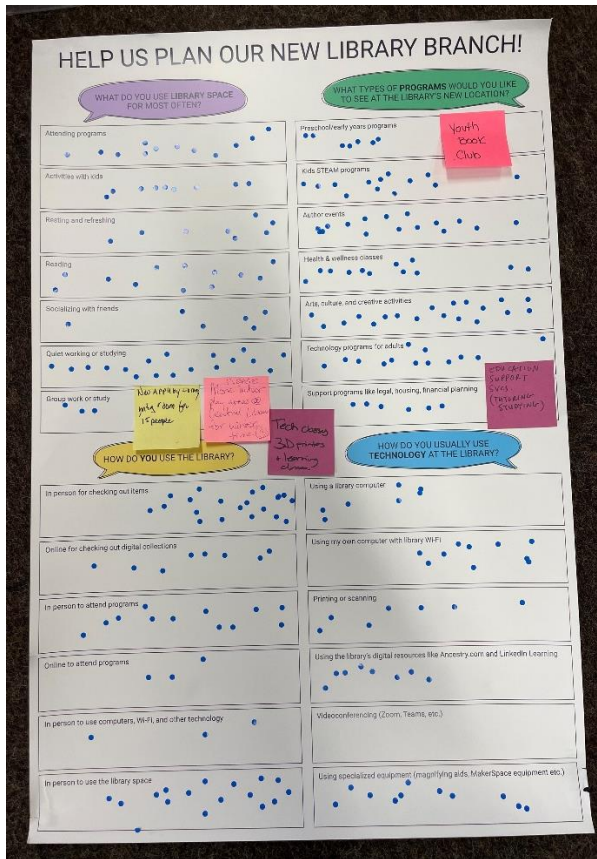


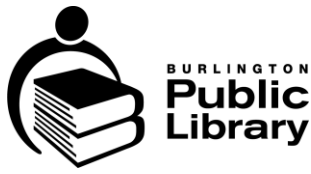
Figure 1 Community Engagement Poster Board from Food for Feedback

- In-branch self-guided engagement – New Appleby branch and Central branch will have interactive poster displays with questions about who our customers are, how they use the library, spaces, and technology, and the types of programming they would like to see in the new branch. New Appleby and Central were identified because potential customers of the new branch, currently visit these locations.

Based on the results of this engagement, Library staff are planning for structured in-person events in 2024 that could be focused on the children’s space, technology and library programming.

Financial Considerations

Funding for the Southeast expansion is identified in BPL’s Capital reserves. BPL is a participant in this COB contract. Outside of staff time and producing promotional material for the events and activities, there is no direct expense to the library for the community consultation process.



Strategic Implications

This initiative aligns with the current strategic plan under Strategic Goal 2: Inspire discovery with diverse collections, services, and spaces by extending BPL's physical presence in the community with larger branch capacity in New Appleby catchment area.

Equity, Diversity, and Inclusion Considerations

As a public library, we recognize the relocation of the New Appleby branch is an important opportunity to reduce systemic barriers to service for community members. Seeking community input in different ways broadens our reach and the community's involvement.

Risk Management

There is a risk that library engagement is conflated with COB's consultation process. Library staff continue to work collaboratively with COB throughout this project to complement and enhance the engagement process.

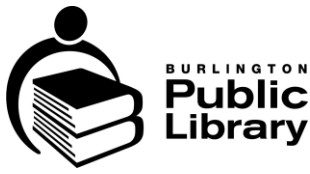
Policy

There are no directly related policies.

Final Remarks

Staff will continue to keep the Board informed as the processes for the Bateman school site continue to move forward.

Respectfully submitted by Lita Barrie Chief Executive Officer & Meg Uttangi Matsos,
Director, Service Design & Innovation



8. Information Items 8.4 Endowment Fund Annual Statements

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Purpose

To inform the Board of the annual performance of the endowment funds held by the Burlington Foundation for the period ending March 31, 2023.

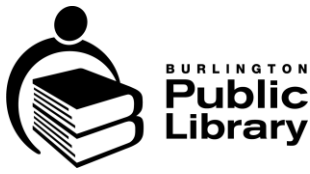
Background

Burlington Public Library is the beneficiary of investment earnings on the following endowment funds held by the Burlington Foundation:

BPL Permanent Endowment Purpose: Established in 2008 to provide an ongoing source of revenue to support and enhance library services. The Burlington Public Library provides services, relevant resources, cultural, social, and educational programming that will benefit the community at large.

Wendy Schick Fund Purpose: Established in 2010 upon the retirement of CEO/Chief Librarian Wendy Schick to provide scholarships for BPL staff studying librarianship.

Millicent McEwen Purpose: Established in 2003 to be used to enhance library services and collections for people in our community with low or no vision through the purchase appropriate technology, equipment, collections, and resources.



Mae Beatrice Broadbent Purpose: Established in 2015 to be used for the purchase of large print books.

Margaret Clay Purpose: Established in 2019 to the benefit of BPL’s media collections.

Discussion

On an annual basis, the Burlington Foundation issues grant direction forms for each of the endowment funds based on March 31st year end results. When there are funds available to grant, the forms provide the opportunity for Burlington Public Library to:

- Hold the earned income and add it to the next disbursement
- Re-invest the earned income back into capital to grow the fund
- Disburse the earned income to be used as outlined for each fund

For the fiscal year ending March 31, 2023, the endowment funds realized investment returns of 1.8% (7.9% in 2022) before fees. In total, net earnings of \$1,667 will be re-invested to help increase the funds for future initiatives.

Financial Considerations

The table below shows the balances and earned income for 2023:

Fund	Capital Fund Balance 03/31/2022	Capital Fund Balance 03/31/2023	Income for Grant* 03/31/2023	Grant Decision
BPL Permanent	\$70,482	\$70,897	\$415	Re-invest
Wendy Schick	\$14,087	\$14,127	\$40	Re-invest
Millicent McEwen	\$249,575	\$250,289	\$714	Re-invest
Mae Beatrice Broadbent	\$117,887	\$118,224	\$337	Re-invest
Margaret Clay	\$56,210	\$56,371	\$161	Re-invest

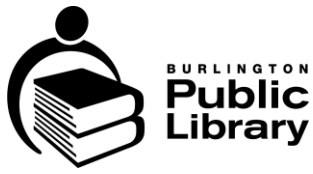
*Income for grant is net of administrative fees

Strategic Implications

The funding made available through these endowment funds supports investment in each of the Strategic Goals in the current strategic plan.

Equity, Diversity, and Inclusion Considerations

Stipulations on some of the endowment funds ensure that collections and equipment is purchased specifically to support customers with low or no vision.



Risk Management

The Burlington Foundation manages the investment of these endowment funds as part of a much larger portfolio. The Investment Policy Statement for Burlington Foundation outlines the measures taken to manage risk and ensure compliance with legal and regulatory requirements and can be found on their website at:

<https://burlingtonfoundation.org/wp-content/uploads/2021/02/burlington-community-foundation-ips.pdf>

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure



Fundholders Statement as at

March 31, 2023

Burlington Public Library Endowed Funds			
Capital Component		Wendy Schick	Public Library
Beginning Balance April 1, 2022	Capital Contributions - Note 1	\$ 14,087	\$ 65,740
2022-2023 Transactions	Capital Additions	\$ -	\$ -
	Reinvest in Capital	\$ -	\$ 4,742
Ending Balance		\$ 14,087	\$ 70,482
Grant Component			
Beginning Balance April 1, 2022	Undistributed Income	\$ 1,017	\$ 4,742
2022-2023 Transactions	Investment Income - Note 2	254	1,442
	Management Fee - Note 3	(214)	(1,027)
	Grants Paid	(1,017)	-
	Reinvest in Capital		\$ (4,742)
Ending Balance		\$ 40	\$ 415
Amount Available to Grant - Note 4		\$ 40	\$ 415
Total Fund Balance at March 31, 2023		\$ 14,127	\$ 70,897



Fundholders Statement as at

March 31, 2023

Millicent McEwen Fund

Capital Component		
Beginning Balance April 1, 2022	Capital Contributions - Note 1	\$ 249,575
2022-2023 Transactions	Capital Additions	\$ -
Ending Balance		\$ 249,575

Grant Component		
Beginning Balance April 1, 2022	Undistributed Income	\$ 18,012
2022-2023 Transactions	Investment Income - Note 2	4,498
	Management Fee - Note 3	(3,784)
	Grants Paid	(18,012)
Ending Balance		\$ 714
Amount Available to Grant - Note 4		\$ 714

Total Fund Balance at	March 31, 2023	<u>\$ 250,289</u>
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Fundholders Statement as at

March 31, 2023

Mae Beatrice Broadbent Fund		
Capital Component		
Beginning Balance April 1, 2022	Capital Contributions - Note 1	\$ 117,887
2022-2023 Transactions	Capital Additions	\$ -
	Reinvest in Capital	\$ -
Ending Balance		\$ 117,887
Grant Component		
Beginning Balance April 1, 2022	Undistributed Income	\$ 8,523
2022-2023 Transactions	Investment Income Note 2	2,124
	Management Fee - Note 3	(1,787)
	Grants Paid	(8,523)
	Reinvest in Capital	\$ -
Ending Balance		\$ 337
Amount Available to Grant - Note 4		\$ 337
Total Fund Balance at	March 31, 2023	<u>\$ 118,224</u>



Fundholders Statement as at

March 31, 2023

Margaret Clay Fund		
Capital Component		
Beginning Balance April 1, 2022	Capital Contributions - Note 1	\$ 56,210
2022-2023 Transactions	Capital Additions	\$ -
Ending Balance		\$ 56,210
Grant Component		
Beginning Balance April 1, 2022	Undistributed Income	\$ 4,055
2022-2023 Transactions	Investment Income - Note 2	1,013
	Management Fee - Note 3	(852)
	Grants Paid	(4,055)
Ending Balance		\$ 161
Amount Available to Grant - Note 4		\$ 161
Total Fund Balance at March 31, 2023		<u>\$ 56,371</u>

Notes to Agency Fund Statements: March 31, 2023

Note 1 **Capital:** Includes contributions to the capital of the Fund.

Note 2 **Investment Income:** Foundation staff and Board work with Guardian Partners Inc., a highly regarded third party investment manager. The current target asset mix established by the Board of Directors is as follows:

- 55% in Canadian, U.S. and International Equities
- 15% in Fixed Income Securities including government/corporate bonds, treasuries and cash
- 30% in Alternative Investments

Each of the above noted targets has an acceptable range of +/-10% of the target mix, apart from Alternative Investments which has an acceptable range of 10-35%, at the discretion of the third-party manager and is monitored by the Investment Committee of the Board. The performance of the endowed funds is monitored utilizing established benchmarks for each asset class and geographic allocation. Burlington Foundation will continue to monitor the performance of the endowed funds diligently and looks for every opportunity to maximize returns, within our risk profile as a Community Foundation, and as governed by our Investment Policy Statement.

Note 3 **Management Fee:** A management fee is administered to each Fund to recover the investment counsel and custodial fees, administration, financial management and grantmaking cost of the Fund. The management fee, as per your agreement, is set as a percentage of the market value of the Fund at the beginning of each fee period.

Note 4 **Granting:** Net earnings available for distribution.