

Board Meeting Agenda
Tuesday, April 16, 2024
5:00 pm – Budimir Branch – 1310 Grand Marais Rd W

- 1. Call to Order**
- 2. Disclosure of Pecuniary Interest**
- 3. Minutes**
 - 3.1 Adoption of the minutes of the meeting held February 19, 2024
 - 3.2 Adoption of the In-Camera Minutes of the meeting held February 19, 2024
- 4. Communications – *see attached***
- 5. Presentations/Delegations**
- 6. Administrative Reports**
 - 6.1 Community Libraries Annual Review
 - 6.2 Reference Libraries Annual Review
 - 6.3 2023 Human Resources Annual Review
 - 6.4 Financial Report as at March 31, 2024
- 7. New Business**
 - 7.1 Board Orientation and Training
- 8. In Camera – *agenda attached***
- 9. Next Meeting**

Tuesday, June 18, 2024 at 4:30 o'clock p.m.
350 City Hall Square W – Room 204
- 10. Adjournment**

**Board Meeting Minutes
Tuesday, February 20, 2024
350 City Hall Square West – Room 204**

A meeting of the Windsor Public Library Board is held this day commencing at 4:30 o'clock p.m. in Room 204, 350 City Hall Square West, there being present the following members:

Councillor Mark McKenzie, Chair
Councillor Kieran McKenzie, Vice Chair
Councillor Renaldo Agostino
John Coleman
Massimo De Menech
Marko Jovanovic
Nicole Daignault

Guest in attendance:

Brenda Weeks-Clarke

Also present are the following from Administration:

Ray Mensour, Commission of Corporate Services
Michael Chantler, CEO (A)
Tracy McManus, Manager Operations
Christine Rideout-Arkell, Manager of Public Services, System-Wide Services
Leisa Pieczonka, Manager of Public Services – Branches
Rachel Chesterfield, Manager of Financial Accounting
Dan Seguin, Deputy Treasurer, Financial Accounting
Sue Perry, Manager of Public Services, Central Branch
Karen Kadour, Committee Coordinator, Council Services

1. Call to Order

The Chair calls the meeting to order at 4:31 o'clock p.m. and the Windsor Public Library Board considers the Agenda being Schedule A attached hereto, matters which are dealt with as follows:

2. Disclosure of Pecuniary Interest

None disclosed.

3. Adoption of the Minutes

Moved by: Councillor Renaldo Agostino
Seconded by: Councillor Kieran McKenzie

Decision Number: WPL 01/2024

That the minutes of the Windsor Public Library board of its meeting held November 21, 2023 **BE ADOPTED** as presented.

Carried.

4. Communications

Councillor Kieran McKenzie advises that correspondence was received in relation to the CKLW poll and asks that Administration provide comment. Michael Chantler, CEO states the response from the community is appreciated and is a better representation of the public in general.

Moved by: Councillor Kieran McKenzie

Seconded by: Marko Jovanovic

Decision Number: WPL 02/2024

That the Media communications and patron letters received in response to a news poll surrounding library use **BE RECEIVED**.

Carried.

5. Presentations and Delegations

None.

6. Administrative Reports

6.1 CEO Report

Michael Chantler, CEO provides the highlights of the CEO Report as follows:

- Renovations to the Forest Glade Branch washroom should be complete by March 8, 2024.
- Electrical components have been installed for LED lighting at the study carrels at the Riverside Branch.
- Bridgeview Library – Water fountain filling station installation is complete.
- John Muir Library – Water fountain/bottle filling station is complete.
- Central Library – Based on the recent sale of the Paul Martin Building, consolidation efforts have begun to move all operations to the new footprint that the WPL will lease for the next 4-6 years.
- The Bookmobile (Fred) and maintenance van have been sold.
- Work continues on the Feasibility Study for a new South East Windsor library branch.
- Administration has engaged the consultant to update the 2018 Central Library Functional Plan.
- Pilot testing for a new library app.
- Two permanent full-time Library Service Representatives have been hired.

In response to a question asked by Councillor Kieran McKenzie regarding, if active construction has started at the Paul Martin Building, Michael Chanter responds that demolition has begun in some areas.

Councillor Kieran McKenzie refers to the South East Library Study and the Central Library Study and asks if the same consultant will be retained. Michael Chantler responds affirmatively. Councillor Kieran McKenzie requests that the two studies happen concurrently and that the timelines will not be affected. Michael Chantler responds that the consultant indicates it will be done concurrently.

Councillor Kieran McKenzie mentions the sale of the Bookmobile and asks how the money will be spent. Michael Chantler responds that the money will go back into the WPL's operating budget.

Moved by: Councillor Kieran McKenzie
Seconded by: Massimo De Menech

Decision Number: WPL 03/2024

That the CEO Report dated February 13, 2024 **BE RECEIVED** as presented.
Carried.

6.2 2023 Statistics Report

Moved by: Councillor Renaldo Agostino
Seconded by: John Coleman

Decision Number: WPL 04/2024

That the report of the Manager of Public Services, System-Wide Services dated February 13, 2024 entitled "2023 Statistics Report" **BE RECEIVED** as presented.
Carried.

6.3 Annual Review – Central and Digital Branch

Moved by: Councillor Renaldo Agostino
Seconded by: Marco Jovanovic

Decision Number: WPL 05/2024

That the report of the Manager of Public Services, Central Branch dated February 13, 2024 entitled "Annual Review – Central and Digital Branch" **BE RECEIVED** as presented.
Carried.

6.4 Annual Review – Adult Literacy Program

Sue Perry, Manager of Public Services, Central Branch advises that the Adult Literacy Program is a huge asset to the community and the library itself. The Program is located at the Windsor International Aquatic & Training Centre and they are looking forward to getting

instructors in place to begin the classes. At this time, the program is still running in spite of not having instructors because they rely on volunteers and the Adult Literacy Coordinator.

Councillor Kieran McKenzie asks when this program is running at peak capacity, how many people will be served? Sue Perry responds that the program is largely Ministry funded and the Ministry funds are tied to their targets. Historically, they run at about 75 percent capacity.

In response to a question asked by Councillor Kieran McKenzie regarding the qualification threshold that the instructors have to hit, Sue Perry responds that it is currently being rated, so there is no official job posting or qualifications at this time. She adds that a person would require a university degree, preferably in teaching or people with disability experience.

Councillor Renaldo Agostino asks if the Whale Room at the International Aquatic Centre is large enough to accommodate what they are trying to achieve. Sue Perry responds it will take some juggling, however, they have set up the room to physically divide it into teaching spaces. She adds they will be able to welcome people into the program.

Moved by: Councillor Renaldo Agostino

Seconded by: Nicole Daignault

Decision Number: WPL 06/2024

That the report of the Manager of Public Services – Central Branch dated February 13, 2024 entitled “Annual Review – Adult Literacy Program” **BE RECEIVED** as presented.
Carried.

6.5 Fine-Free Assessment Plan

Christine Rideout-Arkell, Manager of Public Services, System-wide Services reports that in August 2023, the WPL Board voted to go fine-free. In November 2023, the Board approved the implementation of measures to ensure the timely return of library materials. These measure include blocking library accounts when there are 3 items overdue or more than \$25 owing, reducing the period of time at which an overdue item is charged to the patron, restarting referrals to a collection agency for accounts owing more than \$50 and the implementation of auto renewals, which prevent many patrons from being overdue in the first place.

The following seven statistical measures can be tabulated monthly and analyzed with an annual report to the board:

- New memberships
- Circulation of physical materials
- Account renewals
- Overdue Timing
- Alert to Purchase spending
- Overdue items as a percentage of checkouts
- Number of accounts sent to collections.

Marko Jovanovic asks how we encourage people who have received fines in the past to visit the library. Christine Rideout-Arkeel responds that in the first quarter of every year they purge old accounts from more than 3 years which is standard library practice.

Moved by: Councillor Kieran McKenzie

Seconded by: Marko Jovanovic

Decision Number: WPL 07/2024

That the proposed “Fine-Free Assessment Plan” dated February 13, 2024 **BE APPROVED** as presented; and

That the proposed additions and revisions to the Windsor Public Library Operational Policy 0-10 – Lending Services **BE APPROVED** as presented; and further,

That in the first year of the implementation of the Fine-Free Assessment Plan, that Administration **BE REQUESTED** to report back to the Windsor Public Library Board with an interim report after approximately six (6) months.

Carried.

7. New Business

None.

8. In Camera (Separate Agenda)

9. Date of Next Meeting

The Annual General Meeting will be held on Tuesday, April 16, 2024 at 4:30 o'clock p.m., followed by the regular Board meeting, at the Budimir Branch, 1310 Grand Marais Road West.

10. Adjournment

There being no further business, the meeting is adjourned at 5:05 o'clock p.m.

Councillor Mark McKenzie
Windsor Public Library Chair

Michael Chantler
CEO (A), Windsor Public Library

IN CAMERA

Board Meeting Minutes
Tuesday, February 20, 2024
350 City Hall Square West – Room 204

Members in attendance:

Councillor Mark McKenzie, Chair
Councillor Kieran McKenzie, Vice Chair
Councillor Renaldo Agostino
John Coleman
Massimo De Menech
Marko Jovanovic
Nicole Daignault

Also in attendance:

Michael Chanter, CEO (A)
Ray Mensour, Commissioner, Corporate Services
Dan Seguin, Deputy Treasurer, Financial Accounting
Karen Kadour, Committee Coordinator, Council Services

Verbal Motion is presented by Councillor Renaldo Agostino, seconded by Nicole Daignault to move in Camera for the discussion of the following item:

Item No. Subject & Section - Pursuant to *Public Libraries Act 16.1 (4)*

- 4.1 a proposed or pending acquisition or disposition of land by the board - Section 16.1 (4)(c)**

Carried.

Verbal Motion is presented by Councillor Renaldo Agostino, seconded by Marko Jovanovic to move back into public session.

Carried.

Disclosure of Pecuniary Interest

None disclosed.

Discussion on the item of business

Moved by: Councillor Renaldo Agostino
Seconded by: Marko Jovanovic

That the Clerk **BE DIRECTED** to transmit the recommendation(s) contained in the report(s) discussed at the In-Camera Council Meeting held February 20, 2024 directly to the Windsor Public Library Board for consideration at the next Regular Meeting.

Moved by: Councillor Renaldo Agostino
Seconded by: Marko Jovanovic

Decision Number: WPL IC 01/2024

That the In Camera verbal update relating to the a proposed or pending acquisition or disposition of land by the Board **BE RECEIVED** and further, that Administration **BE REQUESTED** to proceed in accordance with the verbal direction of the Windsor Public Library Board.

Carried.

Moved by: Massimo De Menech
Seconded by: Councillor Renaldo Agostino

That the In Camera meeting of the Windsor Public Library Board held February 20, 2024 **BE ADJOURNED** at 5:30 o'clock p.m.

Carried.

Councillor Mark McKenzie
Windsor Public Library Board Chair

Michael Chantler
CEO (A) Windsor Public Library

Windsor Public Library Board
Communications
Tuesday, April 9, 2024

Media

- ['We're focusing on friendship:' Windsor Public Library to host anti-Valentine's Day event](#) – CTV News, February 13, 2024
- [Circulation up at Windsor Public Library](#) – WindsorNewsToday.ca, February 14, 2024
- [Positive Developments Underway at Windsor Public Library](#) – AM800, February 21, 2024
- ['Ojibway-on-the-go' children's programs being offered at Windsor libraries](#) – CTV News, March 8, 2024
- ['This is Windsor's history right here:' Take a peek inside the Star's photo archives](#) – CBC News, March 8, 2024
- [Library invites people to share funny and embarrassing things they wrote as a child with the public](#) – CTV News, March 31, 2024

Letters

- **Buzzed Bee @ Phog Thank you Email**

Sent: March 7, 2024 8:36 AM

Subject: Buzzed Bee @ Phog

Hi Tracy and Michael,

I just wanted to reach out and let you know last night my husband and I had a fun and silly night out at the Buzzed Bee Library event at Phog last night.

The employees who put it on did a great job and it was really a good time. They were funny at the mic and very engaging. Kudos to them!

Plus thanks to the library we got a babysitter last night and enjoyed a good pint and laugh!

Great job WPL! Hope to see those programs grow!

- **Letter to an Elder Initiative Thank you Letter**

Attention: Zina

On behalf of the residents of Riverside Place, we would like to thank you and your team for the kindness shown to the residents. The cards and notes given through your letter to an elder program were truly appreciated, and the residents were thrilled to receive them.

Thank you for including our home in your deliveries. Wishing you all a wonderful spring season ahead and may the warmth and sunshine brighten your days.

Sincerely,

Windsor Public Library Board
Community Libraries Annual Review
Tuesday, April 9, 2024

1. OBJECTIVE:

To provide the Windsor Public Library Board with a review of the facilities, collection and programming at the Chisholm, Forest Glade, and Fontainebleau branches for the period of January to December 2023.

2023 was a successful year for Windsor Public Library overall with our three Community branches growing and thriving in many ways. Dedicated staff at all three locations embraced the opportunity to once again fully engage with customers without any pandemic-related limitations, offering a range of creative programming options for all ages. All locations saw a surge in visitors seeking public computer access, Wi-Fi, study space and community engagement. 2023 saw our branches once again return to a pre-pandemic sense of normalcy resulting in a busy and productive year across the board.

Regular 2023 Hours of Operation at Chisholm, John Muir and Seminole Branches

Term	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	TOTAL
Summer	12-8	10-6	12-8	10-6	9-5	9-5	Closed	48 hrs.
Winter	12-8	10-6	12-8	10-6	9-5	9-5	Closed	48 hrs.

2. CHISHOLM BRANCH

In 2023, The W.F. Chisholm branch continued to be the busiest of our three community branches overall with the both highest number of visitors to the branch and highest print circulation in this category. It also continues to be a popular destination for those wishing to access its public internet stations. Chisholm once again hosted a branch of our Seed Library, providing 616 seed packets to customers wishing to bolster their home gardens.

Branch staff continued to offer a number of creative and innovative programs for all ages from children to teens to adults, even kicking off our Summer Reading Program in early July. Despite being a high-traffic branch, they continue to offer friendly and personalized service, making Chisholm a popular destination year-round.

Background:

Opened in October 2017, the W.F. Chisholm Branch, designed by Achitectura Inc., the \$2.7M, 6,500 SF facility has a distinctly automotive theme and connects to the west end of the Optimist Community Centre. The Branch is named after [W.F. Chisholm](#), a local automotive executive and founder of Rose City Ford Sales Limited.

The branch is located at [1075 Ypres Avenue](#), in Ward 4 and serves a catchment area with a population of 25,366. While there is currently no bus route that goes directly to the library, the [1A](#), [1C](#) and [Walkerville-8](#) routes do stop along nearby Howard, Tecumseh and Lincoln streets, respectively.

According to the 2016 Census, the top two non-official languages spoken at home in the planning districts of South Walkerville, Remington Park, Devonshire and Walkerville are Arabic and Italian. W.F. Chisholm does have small deposit collects in both of these languages to support community need.

The W.F. Chisholm Branch has 27,559 items in its collection, including the 4,600 volume Automotive Archive, and accounts for 12.3% of WPL’s total annual print circulation. Adjustments have been made to meet the community borrowing patterns at this new branch with the addition of shelving for more juvenile materials, especially picture books. When the Automotive Archive is transferred to the new Central Library in 4-6 years, there will be more space for additional collections and customer use.

Annual Statistical Review:

Measurable	2023	2022	2021	Notes For 2023
Circulation				
Print	77,700	70,392	61,057	+10% in print circulation
Gate Count	48,538	32,763	17,235	+48% increase in gate count
Membership				
New	898	748	497	+20% in new memberships
Total	7,593	7,083	7,031	Chisholm accounted for 7.7% of all WPL users at the end of Dec 2023
Internet Use (hours)	1,631	1,363	700	+20% increase in public internet use
Program				
Attendance	3,378	3,054	2,884	+11% increase in program attendance
# Programs	204	169	107	

Chisholm saw double digit increases in all areas of measurement over the course of the year. Already a high performing branch in 2022, they welcomed 43% more visitors through their doors in 2023, as well as 20% more new library card holders and public internet users.

Programming Review:

In 2023, Chisholm branch staff offered a wide variety of educational and entertaining programs covering topics from art to S.T.E.M. to early literacy and learning. Over the course of the year they hosted a total 204 programs attended by 2063 children, 259 teens and 1056 adults.

Chisholm staff provided multiple options for early learning and literacy including a monthly *Morning Storytime* & their much-anticipated *Story Walks in the Park* in both August and October. A total of 92 children and 78 parents were in attendance at these events.

Summer Programming at the branch was a hit with 565 children, 27 teens and 275 adults enjoying our *Summer Reading Kickoff* in July, as well as a variety of fun programs including the popular *Build a Book & Make Your Own Freezie Sleeves*.

Little Engineers continued to offer fun and educational new STEM challenges each week with 126 children and 89 adults taking part.

Crafting and Art programs were popular options throughout the year including the monthly *Painting Party*, enjoyed by 78 children and 49 adults.

Staff at the branch have worked hard to build a dedicated following for the teen programs including the branch *Teen Advisory Group*, which meets monthly to help create fun displays and provides input into programming options for that age bracket. A total of 194 teens and tweens participated in the program.

Chisholm staff are constantly striving to offer new and creative programs for customers to enjoy and their hard work has paid off with increased attendance in 2023.

3. FOREST GLADE BRANCH

With a busy nearby park and recreation complex, the Forest Glade branch was once again a popular destination for residents to access library resources and programs and utilize services such as public computers and Wi-Fi. In April, the Seed Library returned to the branch and with it over 640 packets headed to local homes. On May 15th, 2023, the branch celebrated its 35th birthday. To celebrate, staff planned a host of fun activities including a birthday party for the community complete with birthday cake. Over the course of the year staff were hard at work planning a variety of educational and fun programs for children and adults to enjoy. In October Forest Glade hosted our final Outdoor Movie Night of the Year with nearly 200 attendees enjoying a screening of Halloween favourite, Hocus Pocus. The branch saw many positive increases in 2023 as staff embraced the ability to once again offer programs and services at pre-pandemic levels.

Background:

The Forest Glade Branch opened in 1988 to serve the Forest Glade community and was built as an addition to the Forest Glade Community Centre, adjacent to the Forest Glade arena. It is located next to a City park with tennis courts, five ball diamonds, a skateboard park and splash pad. There are five nearby elementary schools, most of them within walking distance. The 5,500 SF facility is situated in Ward 7 and is located on the [1C Transit](#) Windsor route. In 2021 the branch received a renovation that included new carpeting, paint and exterior windows.

The Forest Glade Branch is home to over 28,500 volumes and serves a catchment area of approximately 18,240 people. It accounts for 8.7% of Windsor Public Library's total annual print circulation. The Forest Glade Branch is considered a member of the Community Library family of branches, which includes similarly sized branches Chisholm and Fontainebleau.

According to 2016 Census Canada data, the Forest Glade planning district has one of the lowest proportions of seniors and a higher proportion of youth. The top non-official language spoken at home is Arabic.

The collection at the Forest Glade Branch includes several large and diverse language deposits, including Arabic, as well as a children's French collection.

Annual Statistical Review

Measurable	2023	2022	2021	Notes for 2023
Circulation				
Print	55,065	49,130	41,572	+12% increase in print circulation
Gate Count	39,601	28,458	17,838	+39% increase in gate count
Membership				
New	987	999	494	-1% in new memberships
Total	9,143	8,970	9,038	Forest Glade accounts for 9.3% of all WPL users
Internet Use (hours)	1,260	967	458	+30% increase in Internet use
Program				
Attendance	3,416	2,376	1,244	+44% increase in program attendance
# Programs	191	130	51	

In 2023, Forest glade saw largely positive increases in all areas of measurement including visitors to the branch, public internet use and circulation of print materials. The largest area of increase was attendance at branch program which rose by almost 45%, proving customers were eager to embrace the chance to read, learn and discover with branch staff.

Programming Review:

As noted above, 2023 was a year of successes for our programming staff and customers who enjoyed everything from book clubs to scavenger hunts to karaoke parties. The branch offered 191 programs, attended by 2049 children and teens and 1367 adults.

Take and Make and *Take and Learn* kits continued to be popular for customers with a total of 246 children enjoying kits focused on a variety of topics including *Remembrance Day & Earth Day*.

Regular *Storytimes* were offered at the branch, helping to build early learning and literacy skills for children and families. *Storytimes* were enjoyed by 164 children and 123 adults over the course of the year.

In September, staff at the branch were very excited to offer a special visit from a real-life recycling truck at a special event called, *Meet the Machine: Reduce, Reuse, Recycle*. Nearly 100 children stopped by to learn about the importance of recycling.

Other successful programs included the *Adult Book Club* (98), at which staff and local book lovers gathered to discuss a monthly selection. Saturday in-branch Scavenger Hunts were a big hit throughout the year with 344 children and 206 adults venturing into the branch in search of clues, learning new facts in the process.

The hard work and dedication of Forest Glade staff when it comes to planning and carrying out fun and educational programming has resulted in an impressive rise in program attendance in 2023.

4. FONTAINEBLEAU BRANCH

The Fontainebleau branch continues to be a busy hub in this tight-knit East Windsor community with customers visiting on a regular basis to not only borrow materials but to also enjoy after-school programming, study space, public computer access. staff worked closely with area schools to help build a lifelong love of reading through regular in-branch class visits. More than 2600 students took part in these visits in 2023. Fontainebleau is our first branch to receive solar panels through City of Windsor funding, with the project beginning during the summer months and an expected completion in 2024. The summer ended with a very successful outdoor showing of *The Super Mario Brothers Movie*. This screening, in partnership with the Friends of Fontainebleau drew approximately 400 attendees. 2023 proved to be another very successful year for our dedicated and passionate staff at this thriving branch.

Background:

Built in 2005, the 8,200 SF Fontainebleau Branch serves ward 8. It is located along the [Ottawa 4](#) Windsor Transit route in a city park and is within walking distance of both W.J. Langlois Catholic School and William G. Davis Public School.

The Fontainebleau Branch has a collection of 29,000 items and accounts for roughly 7.6% of WPL’s total annual print circulation. The Fontainebleau Branch is considered a member of the Community Library family of branches, which includes similarly sized branches Chisholm and Forest Glade. Since the 2019 of the Central Branch, the Fontainebleau Branch has been the temporary home to WPL’s Accessibility Services Department and its approximately 8,000 volumes.

According to 2016 Census Canada data, the top non-official language spoken at home in both surrounding planning districts of Fontainebleau and Walker Farm is Arabic. The Fontainebleau Branch contains large children’s collections to support the two adjacent schools. The branch also contains several language deposits, including Arabic and a children’s French collection.

Annual Statistical Review:

Measureable	2023	2022	2021	Notes for 2023
Circulation Print	47,908	40,652	38,001	+18% increase in print circulation
Gate Count	29,820	23,423	14,807	+27% increase in attendance
Membership New	846	578	375	+46% increase in new memberships
Membership Total	5,919	5,549	5,461	Fontainebleau accounts for 6% of all WPL cardholders
Internet Use (hours.)	1,886	1,079	413	+75% increase in internet use
Program Attendance	9,058	3,169	1,315	+186% increase in attendance
# Programs	397	160	105	

Fontainebleau experienced the highest increases in all areas of measurement across our community branches. Most impressive were the 46% increase in new memberships, 75% increase in public internet use and a stellar 186% increase in program attendance.

Programming Review:

Fontainebleau staff work diligently year-round to create fun, innovative programming for the community, with a particular passion for providing a positive and welcoming after school environment. In 2023 the branch offered almost 400 programs attended by 2,993 adults and 4,907 children and teens. A *March Break Magic Show*, generously funded by the Friends of Fontainebleau, was enjoyed by nearly 200 community members. Staff continued to offer a very popular *Storytime* option for children and families with 251 children and 139 adults visiting for the program in 2023. Summer Programming was a big draw at the branch with over 980 children and adults participating in offerings such as: *Adopt a Reading Buddy*, *Summer Slime Time* and a collaborative *Community Colouring Table*. Year-round *Afternoon Gaming* provided reliable after-school drop-in options for more than 100 children and teens looking to enjoy a fun afternoon with friends.

While Fontainebleau specializes in children’s programming, there was no shortage of options for adults looking for a sense of community with other library lovers. Over the course of the year, nearly 200 participants of the *Espresso Yourself* program met every other week to enjoy lively discussions on a variety of interesting topics. Staff at the branch are dedicated to creating a warm and welcoming environment for newcomers and offer two programs to support newcomers in the neighbourhood. The *Let’s Talk English* conversation circle and the

English Conversation & Reading Circle, welcomed a total of 415 adults and teens throughout the year.

As evidenced by the numbers, Fontainebleau staff have worked hard to provide ample opportunity for local residents to read, learn and discover with Windsor Public Library.

5. ACTIONS IN 2024:

In the coming year, the Chisholm, Forest Glade and Fontainebleau Branches will continue to contribute to the overall success of the Windsor Public Library in the following ways:

- Seek out opportunities to forge meaningful partnerships with local community groups, businesses and residents
- Aim to increase overall materials circulation by 5% over the course of the year
- Continue to collect hourly data to better understand customer use patterns

6. RECOMMENDATION:

THAT the report of the Manager of Public Services – Branches dated April 9th, 2024 entitled “Community Libraries Annual Review” **BE RECEIVED** as presented.

Prepared by:

Leisa Pieczonka, Manager of Public Services – Branches

lpieczonka@windsorpubliclibrary.com

Windsor Public Library Board
Reference Libraries Annual Review
Tuesday, April 9, 2024

1. OBJECTIVE:

To provide the Windsor Public Library Board with a review of the facilities, collection and programming at the Budimir and Riverside Branches for the period of January to December 2023.

2023 was a successful year for Windsor Public Library overall and our two Reference branches were certainly no exception. Our dedicated staff at both locations embraced the opportunity to once again fully engage with customers without any pandemic-related limitations, offering a wide range of creative programming options for all ages. Both locations saw a surge in visitors seeking public computer access, study space for both solo and group study and room bookings. 2023 saw our branches once again return to a pre-pandemic sense of normalcy resulting in a busy and eventful year across the board.

Regular 2023 Hours of Operation at Budimir and Riverside Branches

Term	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	TOTAL
Summer	12-8	10-6	12-8	10-6	9-5	9-5	Closed	48 hrs.
Winter	10-9	10-9	10-9	10-6	9-5	9-5	1-5	61 hrs.

2. BUDIMIR BRANCH

In 2023, Budimir continued to be the busiest branch in the system, seeing the highest number of visitors and the highest print circulation by over 40,000 items. From April through to the fall months, Budimir staff worked hard to fulfill the highest number of orders for the Seed Library to date, with 878 packages of seeds heading to the homes of Windsor-Essex County gardeners. Class visits from nearby schools were very popular over the past year, with staff welcoming over 2800 children in to read, learn and discover what WPL has to offer, helping to foster a lifelong love of reading. 2023 was by far the most successful year for Budimir in the recent past and staff eagerly embraced the increased customer engagement at this bustling branch.

Background:

The Budimir Branch is a resource library located at the corner of Dominion Boulevard and Grand Marais Road on land donated by Nikola Budimir in 1966. Designed by Johnson and McWhinnie, at the time of its construction, the Budimir Library was the only library in the township of Sandwich West. The building was expanded in 1982 to 9,385 SF. In 2019, it underwent a \$2,917,000, 6,000 square foot expansion, which included enhanced features such as a Tech Space, refillable water bottle station, comfortable seating, improved sightlines and an art installation by local artist, Nancy Johns. The Budimir Branch sits on the borders of Wards 1 and 10, and is serviced by Windsor Transit's [Dominion 5](#) bus. It is adjacent to both commercial and residential areas.

Budimir holds almost 43,500 items in its collection and serves a catchment area of 45,259 people. In 2023, it accounted for 22.7% of Windsor Public Library's total print circulation.

According to 2016 Census Canada data, an average of 15% of the population in the surrounding Planning Districts of [South Windsor](#), [Roseland](#) and [Devonshire](#) are between the ages of 10 and 19 years. This proportion of youths and teenagers is one of the highest in the city. As a result, Budimir has the largest collection of Young Adult books outside of the Central Library as well as a large number of children's materials. It is also considered a study branch, with study carrels and tables full after school and on weekends.

Annual Statistical Review:

Measureable	2023	2022	2021	Notes for 2023
Circulation Print	143,150	138,051	120,608	+3.7% in print circulation
Gate Count	103,172	83,662	54,121	+23% increase
Membership New	1,886	1,510	1,264	+24% in new memberships
Total	14,565	14,038	14,100	Budimir accounts for 14.8% of all WPL users
Internet Use (hours.)	4,058	2,754	1,721	+47% increase
Program Attendance	7,200	4,085	1,538	+76% increase in program attendance
# Programs	443	254	104	

Budimir branch saw positive increases in all measureable areas in 2023, including impressive increases in number of visitors to the branch, new memberships and public internet use. Most impressive was the branch's more than 75% increase in attendance at programs for all ages, far surpassing last year's goal of a 5% boost in program attendance.

Programming Review:

In 2023, Budimir staff embraced the ability to program fully in person once again and their hard work and dedication paid off with the highest program attendance in recent years. 443 programs were offered over the course of the year for all ages and stages with 4790 children, 2293 adults and 117 teens in attendance. In addition to popular library staples such as family storytimes, book clubs and crafting programs, staff got creative with their programs, offering a number of unique and successful options. A *March Break Talent Show* attended by 56 children and 43 adults gave local children the chance to show off their talents for parents and friends. Art programs such as *Art Masters Club* and *Fibonacci Art* were also popular amongst customers with 175 children and 64 adults enjoying the chance to learn about artists and try their hand at creating a masterpiece. *Cooking the Books for Kids* and the *Kids Cooking Club*, offered children the chance to learn simple but useful cooking skills related to a fun story. 104 children and 47 teens and young adults participated in the popular programs. In July and August, nearly 600 children and teens took part in summer programs including, *Un-BEE-Lieveable Fun* and *Bubble Bonanza*.

In March and April of 2023, staff took part in a series of events in conjunction with CBC Windsor's [Creating Space](#) and [Halfway to Home](#) radio series. These events brought together the community to celebrate its diversity and connect newcomers and immigrants to those working towards inclusivity. These events were attended by nearly 375 community members.

Knit Happens (529 participants) and *Let's Talk English* online (209 participants) were once again well attended options for adults.

Programming numbers are well on their way to reaching post-pandemic levels and the branch is currently on target to continued growth in program attendance in 2024.

3. Riverside Branch

2023 was an incredibly successful year for Riverside Branch staff as they continued to see the 2nd highest circulation and internet use, as well as the 3rd highest number of visitors in the system. A refresh of the branch's well-used study carrels began in 2023 and is set to be completed by mid-April, making the recently renovated space even more welcoming for visitors. Riverside's Seed Library provided almost 250 flower, herb and vegetable seed packets to home gardeners to enjoy. Branch staff worked diligently to create unique and entertaining programs for the community and as a result the branch saw the highest programming numbers in the system by far. In addition to popular programming, Riverside staff continue to offer friendly and knowledgeable service and unique and eye-catching monthly displays that get customers thinking.

Background:

The Riverside Branch is a resource library located at the corner of Wyandotte Street and Victor Drive near Jefferson Boulevard in the Riverside neighbourhood along a mixed-use corridor. In 1995, the existing facility replaced the original Riverside Library, which had been absorbed into the Windsor Public Library system when the town of Riverside was amalgamated in 1966. It is accessible via the [Crosstown 2](#) and [Ottawa 4](#) buses and is located in Ward 6.

The Riverside Branch is now the third largest facility in the Windsor Public Library system at 14,160 SF, and is home to almost 44,500 volumes and accounts for 18% of the total circulation. It serves a catchment area of 34,728 people. According to 2016 Census Canada data, an average of 23% of the population in the surrounding Planning Districts of [Riverside](#) and [East Riverside](#) are 65 years or older. This proportion of seniors is one of the highest in the city. [New residential developments as well as the rapidly growing population of the Windsor area](#) indicates there are changes in the surrounding demographics and the potential for an influx of young families into the Riverside area.

Riverside Branch receives one of the largest rotations of Large Print and recorded books. It also carries a large selection of adult and children's non-fiction materials to meet reader demand.

Annual Statistical Review:

Measureable	2023	2022	2021	Notes for 2023
Circulation				
Print	115,497	94,783	85,210	+22% increase in print circulation
Gate Count	73,375	54,367	41,474	+35% increase in attendance
Membership				
New	1,524	1,085	970	+40% increase in new memberships
Total	13,412	13,000	13,806	Riverside accounts for 13.7% of all WPL users
Internet Use (hours)	4,663	3,068	1,757	+52% increase in public internet usage
Program				
Attendance	11,674	3,372	2,586	+246% increase in program attendance
# Programs	504	192	51	

Riverside saw overwhelmingly positive increases in all areas of measure from circulation and number of in-branch visitors to new memberships. Internet use more than doubled and programming numbers increased almost 250% over 2022 numbers, proving that customers were actively seeking the services provided at this busy reference branch.

Programming Review:

As evidenced by the statistics, Riverside staff were hard at work throughout 2023 planning and carrying out programs to enlighten and entertain its customers who eagerly flocked to the branch to enjoy these offerings. In 2023, Riverside staff hosted a total of 504 programs with 5834 adults, 383 teens and 5417 children in attendance. Branch staff ensure they are offering something for all ages from children to seniors, with a focus on fun and innovative drop-in or self-directed programs. The branch's themed *Scavenger Hunts* were popular with families bringing in almost 2000 visitors who ventured throughout the library exploring resources and learning new facts along the way. The *Community Colouring Table* and *Community Puzzle Table* helped to build a sense of community as visitors stopped in to contribute to towards a common project.

Summer programs were a huge success at Riverside with more than 830 participants enjoying offerings such as, the *Making Butter Dance Off* in which children learned about the process of making butter and then danced their way to their own home-made butter and an *Afternoon Paint Party*, allowing budding artists to practice making their own artful creations.

Adult programs were well-attended at Riverside in 2023 with staff offering popular options like the weekly *New Yorker Round Table*, which brought in 96 adults between September and December, and a community *Plant Swap* which drew 122 adults over two days.

The long-standing community program, *Riverside Chess Club* continues to be a popular draw for chess-lovers of all ages with a total of 1600 children and adults in attendance over the course of the year.

Our dedicated Riverside programming staff had an overwhelmingly successful year in 2023, far surpassing their goal of a 5% increase in this area. The branch has begun 2024 with the same fervor and they continue to offer programs that provide visitors with the opportunity to read, learn and discover with WPL in new and creative ways.

4. ACTIONS IN 2024:

In the coming year, the Budimir and Riverside Branches will continue to contribute to the overall success of the Windsor Public Library in the following ways:

- Seek out opportunities to forge meaningful partnerships with local community groups, businesses and residents
- Aim to increase overall circulation by 5% over the course of the year
- Continue to collect hourly data to better understand customer use patterns

5. RECOMMENDATION:

THAT the report of the Manager of Public Services – Branches dated April 9th, 2024 entitled “Reference Libraries Annual Review” **BE RECEIVED** as presented.

Prepared by:

Leisa Pieczonka, Manager of Public Services – Branches

lpieczonka@windsorpubliclibrary.com

Windsor Public Library Board
2023 Human Resources Annual Review
Tuesday, April 9, 2024

1. OBJECTIVE:

To present the Windsor Public Library Board (WPLB) with an annual update on Human Resources related statistics as of December 31, 2023.

2. BACKGROUND:

Windsor Public Library uses various measurements to evaluate the overall performance of Human Resources.

Internal Systems:

- Workforce Management – Time and Attendance System
- PeopleSoft - Time and Attendance System/Payroll
- JazzHR – Recruitment / Applicant Tracking System
- Absorb eLearn – Online Training Database

External Systems:

- City of Windsor
- Southern Ontario Library Services (SOLS)
- Canadian Urban Libraries (CULC)
- Statistics Canada

Work Force Management (WFM)

On December 18, 2022, WPL implemented the City of Windsor’s WFM Time and Attendance System, and PeopleSoft HRMS and Financials. The system has been adopted by employees to request vacation and sick time, and to monitor bank balances for sick, vacation and lieu time. The system is transparent and up to date.

The following figures for 2023 have been extrapolated from this new system and will be used as a baseline for future reports and analysis.

3. WPL HUMAN RESOURCES 2023:

Wages and Salaries

Public libraries are a service provided to our community. Consequently, salaries, wages, and benefits comprise a significant portion of the annual budget. For comparison purposes in the chart below, three years have been included, as 2019 was the last full year of service prior to the pandemic.

Category	2023 Actuals	2022 Actuals	2021 Actuals
Salaries, Wages, Benefits	\$6,215,855	\$5,895,311	\$5,708,619
% of total Budget Spent	68.71%	67.36%	68.25%

Staff Complement

WPL employs a combination of Full-Time, Part-Time and Casual employees at 11 locations throughout the City of Windsor, and includes both Union and Non-Union employees. The normal workweek for a Full-Time (FT) employees is thirty-five (35) hours in five (5) days, and Part-Time (PT) is no more than twenty four (24) hours in five (5) days. The budgeted Staff Complement for 2023, determined using total hours worked by all regular employees, was 67 FT and 20 PT employees. The budgeted permanent and Part-Time employee staff complement in 2023 was 78.5 Full-Time Equivalent (FTE).

Headcount as of December 31, 2023

While the Staff Complement uses total hours worked to determine the budget FTE, the headcount summarizes the actual number of individuals employed by WPL.

CUPE 2067	Administration	Supply & Pages
73	8	46

Canadian Union of Public Employees – CUPE 2067.1

The WPLB is the employer of record and recognizes CUPE Local 2067.1 as the sole and exclusive bargaining agent for all employees of WPL, except for Administration, Supply, Pages, Special Contract Employees, and Students.

The current WPLB and CUPE 2067.1 Collective Agreement is effective from January 1, 2020 to December 31, 2023. New contract negotiations are currently ongoing with the CUPE 2067.1 Bargaining Team, with assistance from Labour Relations from the City of Windsor. A full report will be presented to the WPLB for their review prior to and at the ratification stage of contract negotiations.

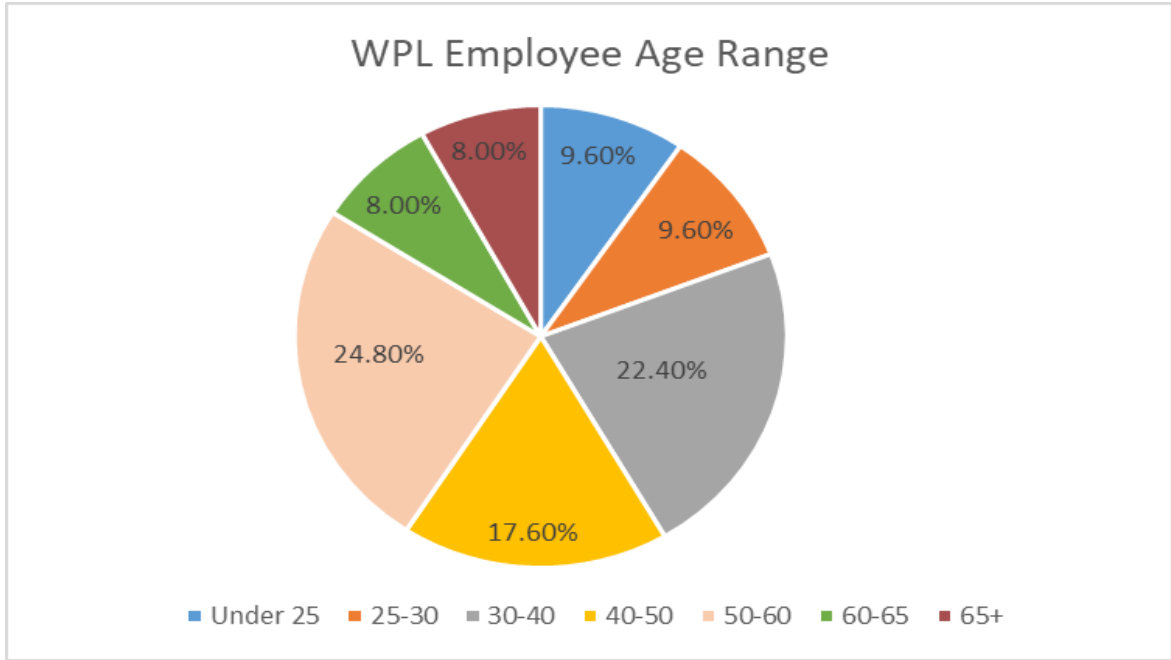
The WPL Management Team continues to work with the CUPE 2067.1 Executive and Member Committees to foster a positive relationship between Management and Employees. These committees include; Labour Management (LM), Joint Job Evaluation (JJE) and Joint Health and Safety (JHS) Committees.

Joint Job Evaluation Triennial Review

The Joint Job Evaluation (JJE) Committee is made up of 3 (three) union representatives, 3 management representatives and the Total Compensation Specialist from the City of Windsor who is a neutral party providing administrative support to the process. As part of the Joint Job Evaluation process, every three years employees have the option to submit a Job Evaluation Maintenance form to the JJE Committee should they wish for their position to be reviewed. The form is used to identify areas of significant change which the incumbent's position has undergone since the last review. This review begins in the first quarter of 2024 and the Union has requested a review of every position.

Average Age of WPL Staff

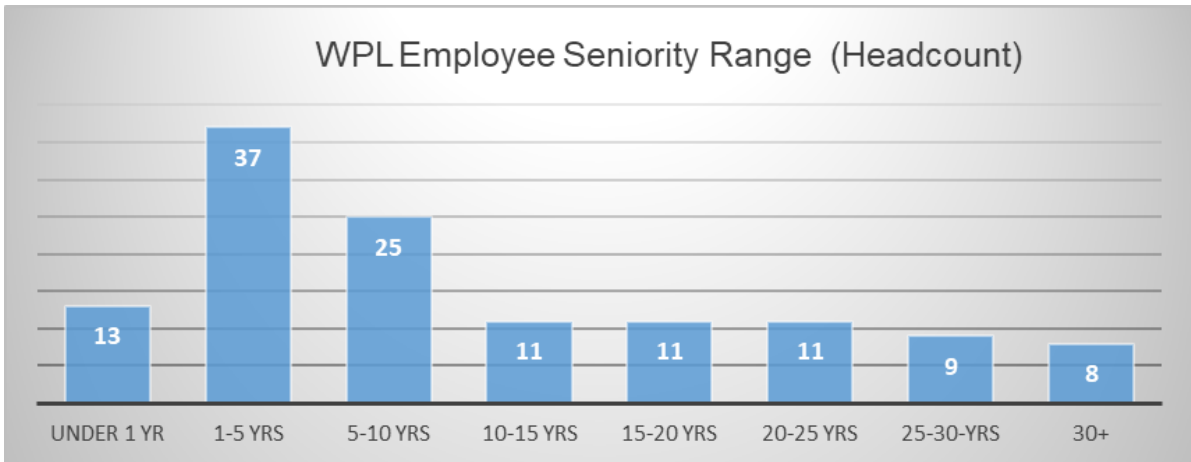
The WPL staff complement contains a wide range of ages, with the largest group being between the ages of 50 to 60 making up 25% of the work force. A second group, at 22% of the work force, fall between the ages of 30 to 40.



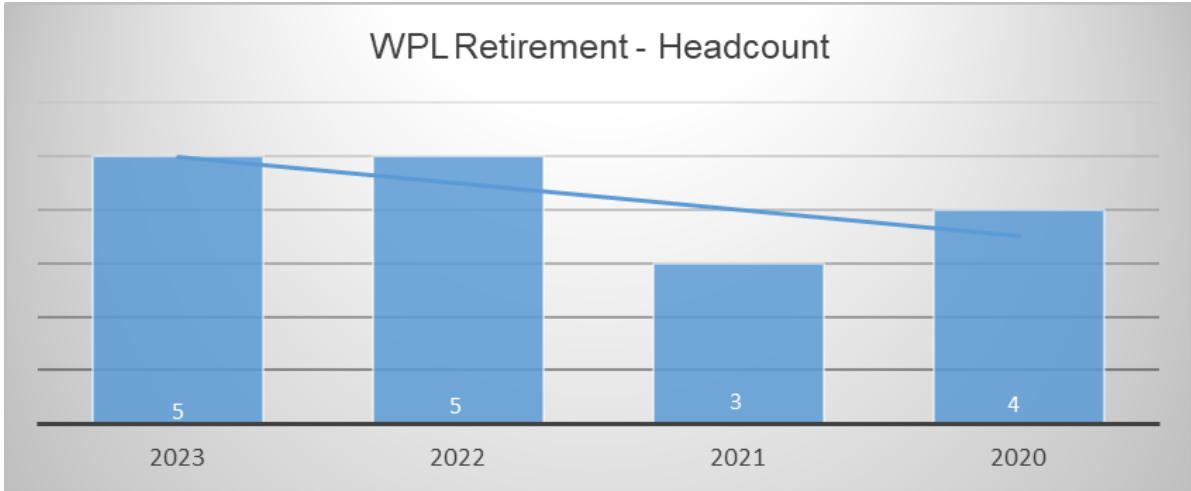
Year	Age 50-60s	Age 30-40
2023	25%	22%
2022	28%	25%
2021	28%	26%
2020	28%	26%

Employee Seniority & Turnover

The average length of service for WPL employees as of Dec 31, 2023 is approximately 12 years with 30% of employees between 1-5 years of service.



The main reason for turnover is retirements. Administration anticipates the number of retirements to continue to grow given the average age and length of service of the current workforce. WPL currently has 15 employees that were eligible for retirement as of December 31, 2023



Recruitment

Number of positions processed for the year are as follows:

Administration	CUPE 2067	Page	Supply	Grand Total
1	17	6	10	34

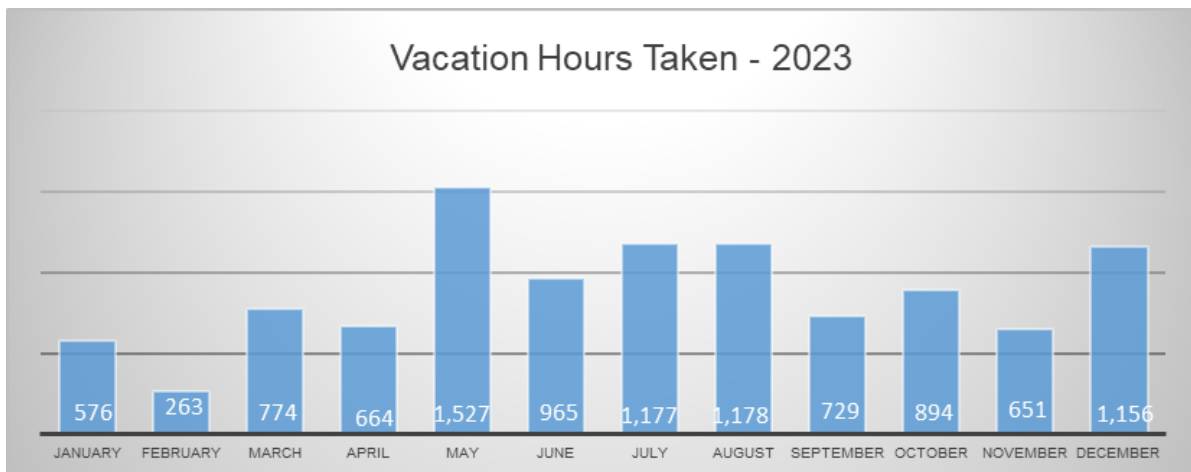
Vacant positions to date as per staff establishment include the following:

- Chief Executive Officer - WPL
- Manager, Marketing & Communications
- Adult Literacy Instructor (2)
- Deaf Literacy Instructor
- Bookmobile Driver/Clerk (2)

Vacation Time

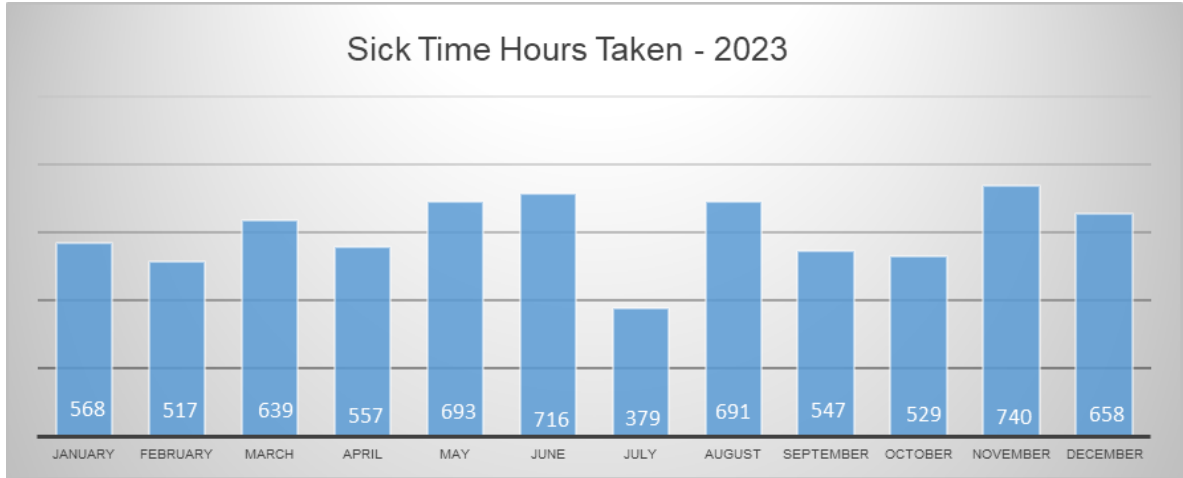
WPL staff are entitled to paid vacation time, and their annual entitlement grows based on their years of service. Annual entitlement ranges from 15 to 32 vacation days per year. The average number of paid vacation days for staff in 2023 was 25.12 days. Work life balance is very important at WPL, so staff are encouraged to use their vacation entitlement each year.

Total hours taken for the year is 8,507 (226.9 days) equivalent to \$304,157.00. Highest is May with 1,527 hours (40.7 days) followed by July and August closely at 1,178 hours.



Sick Time

WPL staff accrue paid sick time each month, which is accessed when an employee is absent due to illness. The chart below shows the number of hours staff were absent due to illness and the associated cost in 2023.

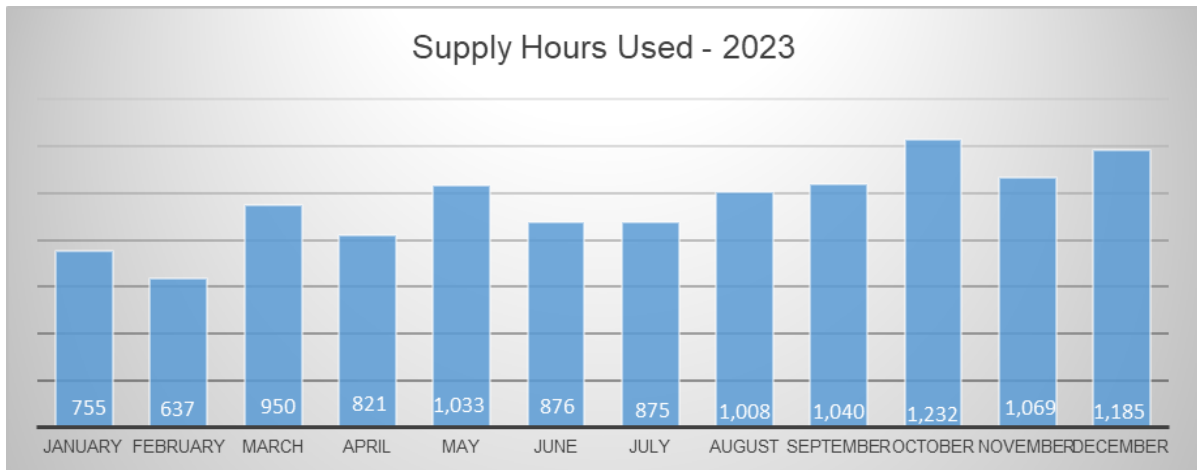


Total hours taken for the year 6,625 (176.7days) equivalent to \$205,879.00. Below is a comparison for the past 4 years:

Year	Sick Hours Used	Sick Cost
2020	4,403.00	128,489.00
2021	4,795.00	140,629.47
2022	5,132.90	154,312.01
2023	6,625.00	205,879.00

Supply Staffing

To ensure WPL continues to provide high-level customer service at all locations, a pool of qualified supply staff are maintained for both Public Service and Caretaking positions. These supply pools are used to back fill when regular staff are absent due to scheduled vacations or unplanned absences. The chart below shows the number of supply hours used and the associated cost in 2023.



Total hours taken for the year is 11,206 (298.83 days) equivalent to \$291,079. The highest month is October with 1,232 hours - \$32,790.00 followed by December with 1,185 hours - \$31,969.

Health & Safety Training

All new hires are required to complete Online Orientation training through the City of Windsor's eLearn System prior to their first day. This training covers both provincially required health and safety training, as well as City of Windsor specific training. Public Service employees spend their first two weeks in a combination of classroom and job shadow training with a Team Leader prior to working independently.

Ongoing training is required for all employees and is accessible through the City of Windsor eLearn System. This includes annual training renewals and monthly Safety Talks that highlight relevant safety subject matter. The modules included in the compliance training are the following:

- Asbestos I
- Commercial Motor Vehicle Defensive Driving
- Non-commercial Motor Vehicle Defensive Driving
- Gas & Diesel
- Non-violent Crisis Intervention
- Respiratory
- Working at Heights
- Hours of Service
- Sharps
- CESO (Fire Ext, Injury Prevention, Occupational H&S, WHMIS, Respectful Workplace, Ladder Safety)
- Noise
- H&S Supervisor/Manager

WPL has a designated Occupational Health and Safety Advisor that we are working with to track compliance progress and to promote health and safety awareness in the organization.

4. ACTIONS:

Administration will prioritize the following items in 2024:

1. Continue to train and develop a viable pool of internal candidates to fill any vacancies as they arise.
2. Work with the CUPE 2067.1 and Labour Relations to sign off on a mutually beneficial Collective Agreement.
3. Complete the 2024 Triennial Review for all job classes.
4. Continue to utilize the new technologies implemented to enhance WPL's business processes and reporting

5. RECOMMENDATION:

THAT the report of the Manger of Operations dated April 9, 2024, entitled "2023 Annual Human Resources Review" **BE RECEIVED** as presented.

Prepared by:

Tracy McManus, Manager of Operations

tmcmanus@windsorpubliclibrary.com

Windsor Public Library Board
Financial Report as at March 31, 2024
Tuesday, April 9, 2024

1. OBJECTIVE:

To inform the Windsor Public Library Board of the operating results of the organization for the three months ending March 31, 2024. This report is based on the:

- [Public Libraries Act, R.S.O.1990, chapter P.44](#) as amended 2019, CH14, Sched.12
- WPL [Financial Policy O-22](#)

The Windsor Public Library also abides by the following City of Windsor Policies: Accounts Receivable Billing Policy, Purchasing Bylaw, Cash Receipts Control Policy, Purchasing Card Program Policies, Tangible Capital Assets Policy, Travel and Business Expense Policy and Fraud and the Misuse of Assets Policy.

2. BACKGROUND:

The 2024 operating budget was developed in the summer/fall of 2023 by Administration using the best information available at the time, and was subsequently approved by both the Windsor Public Library Board and the City of Windsor. All efforts are made to operate within the budget allotments, and offsetting savings are sought where budget deficits do occur. Actual results will be influenced by many factors including staffing trends, grant and donation levels, foreign exchange fluctuations and other events which impact revenue streams or expenditure levels.

3. ANALYSIS:

Results at March 31, 2024

A high-level summary of the operating results is provided in the table below and actuals by category are compared to budget in **Appendix A**.

Description	Budget	Actual	Surplus (Deficit)	% Budget Spent
Revenue	\$9,132,596	\$2,277,466	(\$6,855,130)	25%
Salaries & Benefits	\$6,306,889	\$1,399,252	\$4,907,637	22%
Other Expenses	\$2,825,707	\$501,188	\$2,324,519	18%
Net Surplus			\$377,026	

Note: The presented budget is still pending budget adjustments and possible amendments
Revenue and expenditures have seasonal variations and the current surplus is not an indication of the organization’s year-end position.

In accordance with Board resolution 65.19, any final year-end operating variance will be transferred to / from Operations Reserve Fund 204, which has been committed in its entirety to fund planning and development costs for a new Central Library.

4. RECOMMENDATION:

THAT the report of the Manager of Financial Accounting dated April 9th, 2024 entitled “Financial Report as at March 31, 2024” **BE RECEIVED** as presented

Prepared by:
Rachel Chesterfield, Manager of Financial Accounting
rchesterfield@citywindsor.ca

OPERATING RESULTS FOR THE MONTH ENDING MARCH 31, 2024

CATEGORY	2024 ANNUAL BUDGET	2024 YTD ACTIVITY	2024 YTD VARIANCE	% EXPANDED
Revenue:			Surplus (Deficit)	
Municipal Funding	8,260,561	2,065,140	(6,195,421)	25%
Provincial Funding	630,023	134,367	(495,656)	21%
Grant Revenue	-	-	-	-
Fundraising Revenue	-	-	-	-
Donations	25,712	23,589	(2,123)	92%
Transfers from Reserves	-	-	-	-
Miscellaneous Income	-	582	582	-
Fees Revenue	66,300	16,287	(50,013)	25%
Expense Recoveries	150,000	37,500	(112,500)	25%
Total Revenue	9,132,596	2,277,466	(6,855,130)	25%
Expenses				
Salaries & Benefits :				
Salaries & Wages	4,660,957	1,022,371	3,638,586	22%
Employee Benefits	1,245,624	260,633	984,991	21%
Wages and Benefits - CCW staff	400,308	116,248	284,060	29%
Total Salaries & Benefits	6,306,889	1,399,252	4,907,637	22%
Other Expenses:				
Professional Services & Consulting	40,700	11,623	29,077	29%
Information Resources	961,989	193,994	767,995	20%
Information Communication & Technology	235,630	13,913	221,717	6%
Furniture & Equipment	19,550	-	19,550	0%
Building & Property	455,093	41,562	413,531	9%
Operating Supplies	38,000	14,273	23,727	38%
Postage & Freight	30,455	8,028	22,427	26%
Conference & Education Assistance	30,000	3,306	26,694	11%
Communications & Development	22,204	825	21,379	4%
Charges Against Donations	-	23,589	(23,589)	-
Charges Against Literacy	268,142	36,543	231,599	14%
Rent, Insurance, Taxes & Security	216,935	54,779	162,156	25%
Utilities	272,385	54,346	218,039	20%
Grant Expenses	-	-	-	-
Program Expenses	188,324	40,264	148,060	21%
Fees Offset Expenses	39,300	4,144	35,156	11%
Transfer to Operations Reserve	7,000	-	7,000	0%
Total Other Expenses	2,825,707	501,188	2,324,519	18%
Total Expenses	9,132,596	1,900,439	7,232,157	21%
Net Budget Surplus (Deficit)	-	377,026	377,026	

Note: The presented budget is still pending budget adjustments and possible amendments

IN-CAMERA AGENDA

Tuesday, April 16, 2024
350 City Hall Square West – Room 204

1. CALL TO ORDER
2. MOTION TO APPROVE THE AGENDA AND MOVE IN-CAMERA FOR THE PURPOSE OF CONSIDERATION OF THE ITEMS OF BUSINESS
3. AGENDA ITEMS
 - Item No. Subject & Section - Pursuant to *Public Libraries Act 16.1 (4)*
 - 3.1 *labour relations or employee negotiations – Section 16.1 (4)(d)*
4. DISCLOSURE OF PECUNIARY INTEREST
5. MOTION TO MOVE BACK INTO PUBLIC SESSION FOR THE PURPOSE OF ADOPTING RECOMMENDATIONS AND PROVIDING THE CLERK WITH INSTRUCTIONS
6. MOTION TO ADJOURN