

Board Meeting Agenda
Tuesday, August 13, 2024
4:30 pm – 350 City Hall Square W – Room 204

1. Call to Order

Reading of Land Acknowledgment

We [I] acknowledge that the land on which we gather is the traditional territory of the Three Fires Confederacy of First Nations, which includes the Ojibwa, the Odawa, and the Potawatomi. The Windsor Public Library honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.

2. Disclosure of Pecuniary Interest

3. Minutes

3.1 Adoption of the minutes of the meeting held June 18, 2024

3.2 Adoption of the minutes of the In-Camera meeting held June 18, 2024

3.3 Adoption of the minutes of the special In-Camera meeting held July 4, 2024

4. Communications

4.1 Communications

4.2 Usage Statistics for July 2024

5. Presentations/Delegations

6. Administrative Reports

6.1 2025 Hours of Operation

6.2 2025 – 2034 Capital Budget and WPL Reserve Fund and 2025 Plan

6.3 2025 Proposed Operating Budget Report

6.4 Financial Report as at July 31, 2024

6.5 2023 Hourly and Day of Week Usage

6.6 Fine-Free Assessment 2024

6.7 Facility Update RE: Public Drinking Fountains & Bottle Fill Stations

6.8 Human Resources Report – Update

7. New Business

8. In Camera

9. Next Meeting

Tuesday, September 24, 2024, at 4:30 o'clock p.m.

350 City Hall Square W – Room 204

10. Adjournment

**Board Meeting Minutes
Tuesday, June 18, 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
Delia Greco
Marko Jovanovic

Guest in Attendance:

Justin D. Pierre, KPMG, *regarding Item 5.1*
Kaitlyn Iannicello, KPMG, *regarding Item 5.1*

Also present are the following from Administration:

Ray Mensour, Commission of Corporate Services
Michael Chantler, CEO (A)
Norbert Wolf, Manager of Employee Relations
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
Daryl Hermann, Supervisor of Facilities
Dan Seguin, Deputy Treasurer, Financial Accounting
Karen Kadour, Committee Coordinator, Council Services

1. Call to Order

The Chair calls the meeting to order at 4:34 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

3.1 Annual General Meeting Minutes

Moved by: Councillor Kieran McKenize

Seconded by: Councillor Renaldo Agostino

Decision Number: WPL 18/2024

That the minutes of the Annual General Meeting of the Windsor Public Library Board of its meeting held April 16, 2024 **BE ADOPTED** as presented.

Carried.

3.2 Regular Meeting Minutes

Moved by: Councillor Kieran McKenize

Seconded by: Councillor Renaldo Agostino

Decision Number: WPL 19/2024

That the Regular minutes of the Windsor Public Library Board of its meeting held April 16, 2024 **BE ADOPTED** as presented.

Carried.

3.3 In-Camera Meeting Minutes

Moved by: Councillor Kieran McKenize

Seconded by: Councillor Renaldo Agostino

Decision Number: WPL 20/2024

That the In Camera minutes of the Windsor Public Library Board of its meeting held April 16, 2024 **BE ADOPTED** as presented.

Carried.

4. Communications

Moved by: Councillor Renaldo Agostino

Seconded by: Massimo De Menech

Decision Number: WPL 21/2024

That the Media communications, letters and e-mails received **BE NOTED AND FILED**.

Carried.

5. Presentations and Delegations

5.1 KPMG Presentation of the Draft Audit Findings Report for the year ended December 31, 2023

Justin D. Pierre, and Kaitlyn Iannicello, KPMG appear before the Windsor Public Library Board and provide the highlights of the Audit Findings Report for the year ended December 31, 2023. In response to a question asked by Councillor Renaldo Agostino regarding if they have seen any variances due to the cessation of collecting late fees, Michael Chantler responds that a report relating to “going fine free” will be brought to the Board in August 2024 which will allow the staff sufficient time to define how that may be affecting the budget.

Moved by: Councillor Renaldo Agostino
Seconded by: Marko Jovanovic

Decision Number: WPL 22/2024

That the KPMG Presentation of the Draft Audit Findings Report for the year ended December 31, 2023 **BE RECEIVED**.
Carried.

6. Administrative Reports

6.1 Preliminary Financial Results of the Year Ended December 31, 2023

Moved by: Massimo De Menech
Seconded by: John Coleman

Decision Number: WPL 23/2024

That the report of the Manager of Financial Accounting dated June 11, 2024, entitled "Preliminary Financial Results of the Year Ended December 31, 2023" **BE RECEIVED** as presented.
Carried.

6.2 Financial Report as at May 31, 2024

Moved by: Marko Jovanovic
Seconded by: Massimo De Menech

Decision Number: WPL 24/2024

That the report of the Manager of Financial Accounting dated June 11, 2024, entitled "Financial Reports as of May 31, 2024" **BE RECEIVED** as presented.
Carried.

6.3 Neighbourhood Libraries Annual Review

Leisa Pieczonka advises that 2023 was a successful year overall for Windsor Public Library and their three Neighbourhood branches had a strong showing across the board. She adds that without any COVID restrictions, they were able to offer a range of creative programming for all ages.

Councillor Kieran McKenzie remarks that the statistics are continually rebounding which is good news. He notes in the past, statistics were broken down by day and time and asks if there is still a capacity to do this. Christine Rideout-Arkell reports that in 2023, they provided an hourly and day of the week report and asks if the Board would like to see this again. Councillor Kieran McKenzie requests that this report be provided for the next meeting.

Massimo De Menech commends the staff for their efforts to increase the membership and program attendance, and in bringing the community back to the library.

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

Decision Number: WPL 25/2024

That the report of the Manager of Public Services – Branches dated June 11, 2024 entitled “Neighbourhood Libraries Annual Review” **BE RECEIVED** as presented, and further, that Administration **BE REQUESTED** to report back as early as possible on an hourly and daily usage.

Carried.

6.4 Local History Branch & Windsor Municipal Archives Annual Review

Christine Rideout-Arkell indicates that the objective of the report is to provide the Windsor Public Library Board with a review of the facilities, collection and programming at the Local History Branch located at 3312 Sandwich Street and the Windsor Municipal Archives, located at 85 Pitt Street East for the period January to December 2023. She reports that there has been an increase of 38% in the number of people visiting these sites.

Councillor Kieran McKenzie states that the acquisition of the Windsor Star Archives is exactly what the Board envisioned. He asks if there would be a capital expense for some kind of equipment that could help accelerate the process. Christine Rideout-Arkell responds that most of the time involved is “people time” as there are boxes and boxes of negatives that require review. Councillor Kieran McKenzie advises that his priority is to take these materials and resources and make them available to the public as soon as possible.

John Coleman concurs that this is important to the community and to the people who work at the Windsor Star.

Councillor Kieran McKenzie refers to the relationship between the city and the heritage planners and asks what the partnership is like as there are over 800 heritage properties to review within the next two years otherwise, they are taken off of the list. Christine Rideout-Arkell responds that staff at the Local History Branch and Archives have been involved in assisting the heritage department with research related to the Walkerville Heritage Conservation District Study over the past year. They are willing to assist with any research related to other properties.

Moved by: Councillor Renaldo Agostino

Seconded by: Councillor Kieran McKenzie

Decision Number: WPL 26/2024

That the report of the Manager of Public Services dated June 11, 2024, entitled “Local History Branch & Windsor Municipal Archives Annual Review” **BE RECEIVED** as presented. Carried.

6.5 Facilities Project Updates

In response to a question asked by Councillor Kieran McKenzie regarding if every library has a water fountain, Daryl Hermann responds not all libraries have a water fountain, however

they are working on it. He adds that every branch has drinking water. The cost for the installation of a water fountain is typically \$2,500 to \$5,000.

Moved by: Councillor Keiran McKenzie

Seconded by: Councillor Renaldo Agostino

Decision Number: WPL 27/2024

That the report of the Supervisor of Facilities dated June 11, 2024, entitled “Facility Project Updates” **BE RECEIVED** as presented; and further,

That Administration **BE REQUESTED** to report back assessing the water bottle refill capacity in the libraries including the cost estimates.

Carried.

7. New Business

The Chair introduces the newest member of the Windsor Public Library Board – Delia Greco.

8. In Camera (Separate Agenda)

9. Date of Next Meeting

The next meeting will be held on Tuesday, August 13, 2024 at 4:30 o'clock p.m. in room 204, 350 City Hall Square West.

10. Adjournment

There being no further business, the meeting is adjourned at 5:03 o'clock p.m.

Councillor Mark McKenzie
Windsor Public Library Board Chair

Michael Chantler
CEO (A), Windsor Public Library

IN CAMERA

Board Meeting Minutes

Tuesday, June 18, 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
Delia Greco
Marko Jovanovic

Also in attendance:

Michael Chantler, CEO (A)
Ray Mensour, Commissioner, Corporate Services
Norbert Wolf, Manager of Employee Relations
Dan Seguin, Deputy Treasurer
Rachel Chesterfield, Manager of Financial Accounting
Karen Kadour, Committee Coordinator, Council Services

Call to Order

The Chair calls the In Camera meeting to order at 5:14 o'clock p.m.

Moved by: Councillor Renaldo Agostino

Seconded by: Massimo De Menech

That the In Camera Agenda **BE APPROVED** and to move In Camera for the purpose of consideration of the items of business:

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

3.1 labour relations or employee negotiations – Section 16.1 (4)(d)

Carried.

Disclosure of Pecuniary Interest

None disclosed.

Discussion on the item of business

Verbal Motion is presented by Councillor Kieran McKenzie, seconded by Councillor Renaldo Agostino to move back into public session at 6:10 o'clock p.m.

Carried.

Moved by: Councillor Renaldo Agostino

Seconded by: Councillor Kieran McKenzie

That the Clerk **BE DIRECTED to** transmit the recommendation(s) contained in the report(s) discussed at the In Camera Meeting held June 18, 2024 directly to the Windsor Public Library Board for consideration at the next Regular Meeting.

Carried.

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Renaldo Agostino

Decision Number: WPL IC 03/2024

That the In Camera verbal update relating to labour relations or employee negotiations by the Board **BE RECEIVED AND SUPPORTED** and further, that Administration **BE REQUESTED** to proceed in accordance with the verbal direction of the Windsor Public Library Board.

Carried.

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Renaldo Agostino

That the In Camera meeting of the Windsor Public Library Board held June 18, 2024 **BE ADJOURNED** at 6:17 o'clock p.m.

Carried.

Councillor Mark McKenzie
Windsor Public Library Board Chair

Michael Chantler
CEO (A) Windsor Public Library

IN CAMERA

Special Board Meeting Minutes

Thursday, July 4, 2024

Zoom Conference Call

Members in attendance:

Councillor Mark McKenzie, Chair
Councillor Kieran McKenzie, Vice Chair
Councillor Renaldo Agostino
John Coleman
Delia Greco
Marko Jovanovic

Regrets received from:

Massimo De Menech

Also in attendance:

Michael Chantler, CEO (A)
Ray Mensour, Commissioner, Corporate Services
Norbert Wolf, Manager of Employee Relations
Dan Seguin, Deputy Treasurer
Karen Kadour, Committee Coordinator, Council Services

Call to Order

The Chair calls the In Camera meeting to order at 3:29 o'clock p.m.

Moved by: Councillor Renaldo Agostino

Seconded by: Councillor Kieran McKenzie

That the In Camera Agenda **BE APPROVED** and to move In Camera for the purpose of consideration of the items of business:

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

3.1 labour relations or employee negotiations – Section 16.1 (4)(d)

Carried.

Disclosure of Pecuniary Interest

None disclosed.

Discussion on the item of business

Verbal Motion is presented by John Coleman, seconded by Marko Jovanovic to move back into public session at 4:20 o'clock p.m.

Carried.

Moved by: Councillor Renaldo Agostino

Seconded by: Councillor Kieran McKenzie

That the Clerk **BE DIRECTED to** transmit the recommendation(s) contained in the report(s) discussed at the In Camera Meeting held July 4, 2024 directly to the Windsor Public Library Board for consideration at the next Regular Meeting.

Carried.

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Renaldo Agostino

Decision Number: WPL IC 04/2024

That the In Camera verbal update relating to labour relations or employee negotiations 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: Councillor Renaldo Agostino

Seconded by: Delia Greco

That the In Camera meeting of the Windsor Public Library Board held July 4, 2024 **BE ADJOURNED** at 4:21 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, August 6, 2024

Media

- [Windsor Public Library workers narrowly ratify new contract](#) – Windsor Star, July 9, 2024
- [Tentative deal reached between CUPE, Windsor Public Library](#) – Windsor Star, June 30, 2024
- [Windsor library and union reach a tentative deal with no cuts to library services](#) – CBC, June 30, 2024
- ['Windsor in a different time' - Star archives exhibit offers historic glimpse of Freedom Festival](#) – Windsor Star, June 29, 2024
- [Mediation talks to continue this weekend for Windsor Public Library members as strike deadline looms](#) – AM800, June 27, 2024
- [Visit Ontario Parks for Free This Summer with Day-Use Passes From These Ontario Public Libraries](#) – June 1, 2024

Letters/Emails

26 July, 2024

Please find enclosed a cheque donation on behalf of, or in honour of, my mother _____ who was a patron of WPL (Riverside branch) for many years. It is my hope that this small donation can be used to purchase Playa-ways of books on CD for the benefit of the vision impaired. Her personal favourites were historical fiction, mystery (murder and mayhem) and always the latest suspense/thriller.

My thanks to the staff at Riverside through the years and to Nicole and Alexandra, previous and current Accessibility Managers. All made effort to streamline processes and even helper her browse, with suggestions, when she was able to physically visit the branch. I have described the library to be a lifeline in a way for the elderly, the lonely the housebound or impaired patrons of any age. This was certainly true of my Mother who enjoyed nothing more than a good “read” even after her eyes failed her.

Sincerely

Windsor Public Library Board
Usage Statistics for July 2024
Tuesday, August 6, 2024

Customer Use Index

The Customer Use Index (CUI) aggregates five use factors and is particularly useful in tracking the number of customer interactions per open hour.

Use Factors	July 2024	July 2023	Variance
Gate Count	42,513	40,356	5%
Website & Social Media	120,054	133,990	-10%
In-house Usage	17,384	11,844	47%
Circulation	115,766	108,498	7%
Public Service	7,497	6,915	8%
CUI GROSS	303,214	301,603	1%
CUI per open hour	143	151	-5%

Notes: Open Hours July 2024: 2,126 hours (1,995 hours in July 2023)

Gate Counts

Customers Entering	July 2024	July 2023	Variance
Central	7,298	7,222	1%
Budimir	8,726	8,180	7%
Riverside	6,234	6,254	0%
Forest Glade	4,483	3,852	16%
Chisholm	4,932	5,269	-6%
Fontainebleau	2,650	2,411	10%
Bridgeview	2,951	2,625	12%
Seminole	1,830	1,919	-5%
John Muir	3,202	2,482	29%
Local History	207	142	46%
Total	42,513	40,356	5%

Website and Social Media

Category	July 2024	July 2023	Variance
Website*	70,469	75,211	-6%
Catalogue	20,127	20,336	-1%
WPL Mobile**	10,874	12,104	-10%
Social Media	18,584	26,339	-29%
Total	120,054	133,990	-10%

Notes: A count of customer interactions with our library website, catalogue and social media platforms.

*Website count includes WPL’s website, Digi Branch, Learn@Home, Obituaries, and Digital Exhibits.

In-House Usage

Location	Public Internet (in hours)	Netbook Circulation	Items Used	July 2024 Total	July 2023 Total	Variance
Central	970	-	795	1,765	1,578	12%
Budimir	364	-	3,486	3,850	2,150	79%
Riverside	371	2	2,123	2,496	1,459	71%
Forest Glade	181	-	897	1,078	1,287	-16%
Chisholm	177	-	2,193	2,370	1,744	36%
Fontainebleau	174	-	1,923	2,097	767	173%
Bridgeview	288	-	1,536	1,824	1,333	37%
Seminole	306	-	438	744	724	3%
John Muir	243	-	594	837	669	25%
Local History	N/A	N/A	323	323	133	143%
Total	3,074	2	14,308	17,384	11,844	47%

Circulation

Location	July 2024	July 2023	Variance	2023 Total
Central	8,735	8,216	6%	94,945
Budimir	14,836	12,700	17%	143,150
Riverside	12,390	10,682	16%	115,497
Forest Glade	6,677	5,373	24%	55,065
Chisholm	8,854	7,327	21%	77,700
Fontainebleau	4,561	4,033	13%	47,908
Bridgeview	4,198	3,103	35%	35,844
Seminole	4,362	3,443	27%	34,955
John Muir	2,504	2,142	17%	25,522
Total Physical Circulation	67,117	57,019	18%	630,586
eResources	48,649	51,479	-5%	580,266
Total Circulation	115,766	108,498	7%	1,210,852

Public Services

Category	July 2024	July 2023	Variance
Reference Questions*	163	177	-8%
Program Attendance	5,992	5,233	15%
Outreach Attendance	224	340	-34%
School Visit Attendance	136	128	6%
Accessibility Circulation	982	1,037	-5%
Total	7,497	6,915	8%

Notes: Program attendance includes Take & Make kits, online live programming plus in-person programming

*Reference Questions tracked by Ask a Librarian, Local History & Digital Media

Memberships

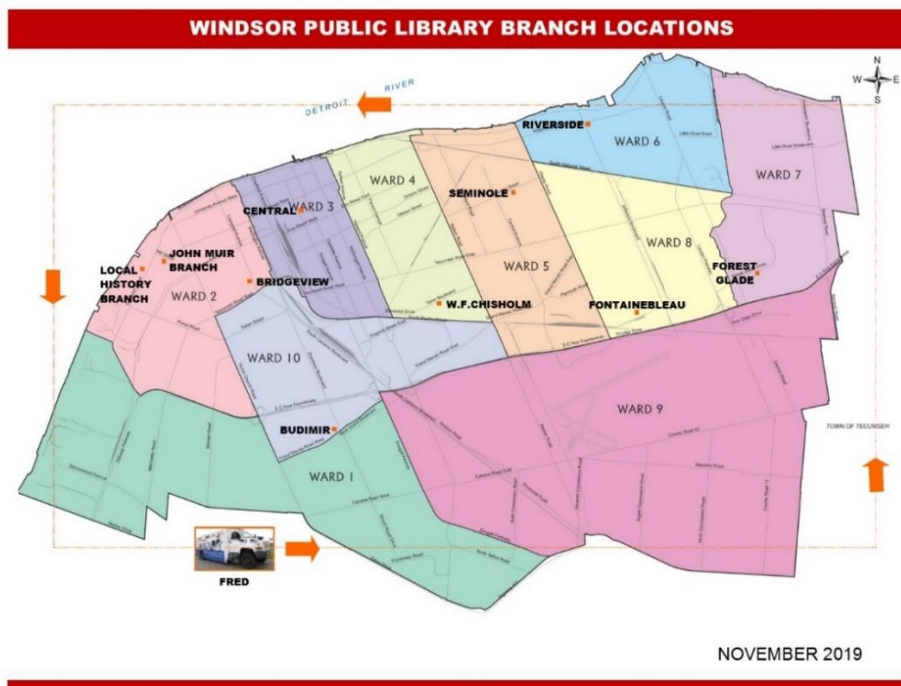
Location	July 2024 New	July 2024 Total
Central	242	23,201
Budimir	172	12,950
Riverside	169	11,653
Forest Glade	121	7,779
Chisholm	148	6,953
Fontainebleau	58	5,286
Bridgeview	71	5,989
Seminole	79	5,242
John Muir	88	4,578
FRED	-	578
Total	1,148	84,209

Notes: Of the 1,148 new memberships, 138 (12%) were ecards. In total, 6,929 members (8.2%) hold ecards.

Annual Memberships

Year	Total	% of Total Population
2023	98,129	45%
2022	95,886	44%
2021	98,944	46%
2020	93,709	43%
2019	89,393	41%
2018	87,762	40%

Notes: Like all large public libraries in Canada, every year WPL removes memberships that have not been active in three years. However, due to the pandemic this was not done in 2021. In March 2024, 19,830 such memberships were removed. Population of Windsor per the 2016 Census = 217,188



Windsor Public Library Board
2025 Hours of Operation
Tuesday, August 6, 2024

1. OBJECTIVE:

To present a proposed 2025 Schedule for Hours of Operation for review and endorsement by the Windsor Public Library Board of Directors and make a recommendation to amend the current approved schedule for December 2024.

2. BACKGROUND:

In previous years, the hours of operation changed throughout the year. January to mid-May and mid-September to December the following Winter Schedule was used:

Branch	Sun	Mon	Tues	Weds	Thurs	Fri	Sat
Central	1pm-5pm	9am-9pm	9am-9pm	9am-9pm	9am-9pm	9am-5pm	9am-5pm
Riverside	1pm-5pm	10am-9pm	10am-9pm	10am-9pm	10am-6pm	9am-5pm	9am-5pm
Budimir	1pm-5pm	10am-9pm	10am-9pm	10am-9pm	10am-6pm	9am-5pm	9am-5pm
Chisholm	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Forest Glade	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Fontainebleau	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Bridgeview	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Seminole	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
John Muir	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Local History	CLOSED	12pm-8pm	10am-6pm	10am-6pm	10am-6pm	9am-5pm*	9am-5pm*

*Local History Branch closes Friday & Saturday from 1-2pm

And the following were the total service hours to the community by day:

Branch	Sun	Mon	Tues	Weds	Thurs	Fri	Sat	Weekly Total
Central	4	12	12	12	12	8	8	68
Riverside	4	11	11	11	8	8	8	61
Budimir	4	11	11	11	8	8	8	61
Chisholm	0	8	8	8	8	8	8	48
Forest Glade	0	8	8	8	8	8	8	48
Fontainebleau	0	8	8	8	8	8	8	48
Bridgeview	0	8	8	8	8	8	8	48
Seminole	0	8	8	8	8	8	8	48
John Muir	0	8	8	8	8	8	8	48
Local History	0	8	8	8	8	7	7	46
System Total	12	90	90	90	84	79	79	524

From mid-May to mid-September the following Summer hours were observed:

Branch	Sun	Mon	Tues	Weds	Thurs	Fri	Sat
Central	CLOSED	9am-8pm	9am-8pm	9am-8pm	9am-8pm	9am-5pm	9am-5pm
Riverside	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Budimir	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Chisholm	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Forest Glade	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Fontainebleau	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Bridgeview	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Seminole	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
John Muir	CLOSED	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	9am-5pm	9am-5pm
Local History	CLOSED	12pm-8pm	10am-6pm	10am-6pm	10am-6pm	9am-5pm*	9am-5pm*

*Local History Branch closes Friday & Saturday from 1-2pm

And the following were the total service hours to the community by day:

Branch	Sun	Mon	Tues	Weds	Thurs	Fri	Sat	Weekly Total
Central	0	11	11	11	11	8	8	60
Riverside	0	8	8	8	8	8	8	48
Budimir	0	8	8	8	8	8	8	48
Chisholm	0	8	8	8	8	8	8	48
Forest Glade	0	8	8	8	8	8	8	48
Fontainebleau	0	8	8	8	8	8	8	48
Bridgeview	0	8	8	8	8	8	8	48
Seminole	0	8	8	8	8	8	8	48
John Muir	0	8	8	8	8	8	8	48
Local History	0	8	8	8	8	7	7	46
System Total	0	83	83	83	83	79	79	490

3. DISCUSSION:

The CEO and Managers met to discuss hours of operation and weighed several factors including the addition of Sunday service hours, equal service throughout the City of Windsor to ensure all neighbourhoods are given adequate consideration, both day and evening programming times, holidays, usage statistics, comparison to historic schedules, consistency of hours for library users, etc. to develop a proposed schedule for the Board's consideration.

The proposed schedule would be consistent throughout the year and provides an increase of 36 hours of service per week compared to the recent Winter schedule and 70 hours more per week when compared to the current Summer schedule. The proposed schedule also includes 80 hours of service to the community on Sundays compared to zero in the current summer schedule and 12 hours per week in the previous Winter. The total number of library service hours to the community per week would be 560 hours.

The following is the proposed base schedule for 2025 Hours of Operation:

Branch	Sun	Mon	Tues	Weds	Thurs	Fri	Sat
Central	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm
Riverside	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm
Budimir	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm
Chisholm	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm
Forest Glade	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm
Fontainebleau	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm
Bridgeview	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm
Seminole	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm
John Muir	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm
Local History	10am-6pm	12pm-8pm	10am-6pm	12pm-8pm	10am-6pm	10am-6pm	10am-6pm

In addition, WPL Administration is recommending a change to operating hours around the winter holidays for 2024 only. Visitation is reduced during the two weeks that coincide with the winter school break and statutory holidays for Christmas, Boxing Day and New Year's Day. Therefore, we do not foresee that there will be any negative impact to our guests. We believe amending hours during this period will also be beneficial to the work-life balance for our employees during this time and assist with scheduling challenges during a peak vacation request period. Administration is recommending that all branches move to a 9am-5pm schedule for regular operating days during this period and we would effectively communicate such a change to the public to ensure they are aware of the change to hours of operation which are already affected by the statutory holidays.

4. SUMMARY:

This proposed schedule offers service to the public seven days per week and increases the overall hours of service to the public. Aside from holidays, hours are consistent and allow service to all areas of the City of Windsor equally. Both daytime and evening hours are available for users to take part in the creative programming we will continue to offer at WPL.

5. RECOMMENDATION:

THAT the Windsor Public Library Board **APPROVES** the proposed 2025 schedule for hours of operation of the various branches of the Windsor Public Library, and further;

THAT the Windsor Public Library Board **APPROVES** holiday hours of 9am-5pm for regular operating days during the two-week, winter holiday period in 2024.

Prepared by:
 Michael Chantler, Acting CEO
mchantler@citywindsor.ca

Windsor Public Library Board
**2025 – 2034 Capital Budget and
 WPL Reserve Fund and 2025 Plan**
 Tuesday, August 6, 2024

1. OBJECTIVE:

To present to the Windsor Public Library Board (WPLB) the 2025-2034 WPL Capital Budget and Reserve Fund Report as per the [Public Libraries Act, R.S.O.1990,C.p44](#), the 2014 Operating Agreement and the 2017 Amending Agreement between the Corporation of the City of Windsor (CCW) and the WPLB.

2. BACKGROUND:

The annual capital budget is a 10-year planning and asset management tool allocating funds for the acquisition or maintenance of fixed assets such as land, buildings and equipment. Administration drafts the capital budget and presents it to the WPLB for review, discussion and approval. The Board approved budget is submitted to the City of Windsor for consideration as part of the City’s budget process.

Over the past five years (2020-2024), City Council has approved \$1,150,276 in capital funding and Development Charges for WPL-managed projects. This amount is exclusive of funding provided for building and renovation projects managed by the City on WPL’s behalf and other facility-related projects prioritized by the City’s Facilities Division.

Year	Approved Funding	Project Descriptions
2024	\$376,000	Material Acquisitions (DC funding), Branch Refurbishment, Central Branch Relocation & Archiving Project
2023	\$158,752	Material Acquisitions (DC funding) and Branch Refurbishment
2022	\$244,180	Material Acquisitions (DC funding) and Branch Refurbishment & Scanners
2021	\$221,344	Material Acquisitions (DC funding) and Branch Refurbishment
2020	\$150,000	Material Acquisitions (DC funding)
Total	\$1,150,276	Material Acquisitions (DC funding)
**Year to Date funding not spent	\$1,078,024	As at June 30, 2024

**DC refers to Development Charges*

***Includes unspent funding from all WPL projects funded through the Capital budget which may include funding prior to 2020*

The unspent funding is largely attributable to WPL’s Integrated Library System (ILS) that was never replaced. In 2019, the Board approved \$1.05 million to replace this system. However, since that time, further research determined WPL’s ILS is an adequate system and only

required updating and some additional features to be added. While some funding toward ILS upgrades may be needed in the future, there is no current plan to replace the entire system. WPL is currently reviewing the system for hosting needs and additional funding from this project may be required to move the hosting home over to a 3rd party from the current City hosting to maintain the technology and continuous updates required to keep the system current. Other unspent funding in various capital projects noted above is planned to be spent as previously approved.

3. CAPITAL BUDGET: ASSET MANAGEMENT PLAN

WPL is recommending six projects to be funded through the capital budget: Branch Refurbishments, Exterior Digital Signage, Material Acquisitions, Library Self-Checkout Units, Equipment Upgrades and John Muir Exterior. The projects and associated funding proposed for the 2025 Capital Budget are as follows:

Previously Approved in Principle through the Capital Budget

Project # WPL	Project	2025 \$	2026 \$	2027 \$	2028 \$	2029 \$	2030 \$	2031 \$	2032 \$	2033 \$	2034 \$	Total
001-17	Branch Refurbishments	46,000	31,000	48,000	-	-	-	138,000	98,000	100,000		461,000
001-20	Exterior Digital Signage	-	-	-	-	90,000	-	92,000	68,000	-		250,000
002-18	Materials Acquisitions	150,000	150,000	133,000	200,000	200,000	-	150,000	225,000	150,000		1,358,000
002-20	Library Self-Checkout Units	-	-	-	40,000	40,000	80,000	55,000	150,000	-		365,000
001-23	Equipment Upgrades	-	-	17,000	-	-	-	-	25,000	-		42,000

New WPL Capital Funding Requests

Project # WPL	Project	2025 \$	2026 \$	2027 \$	2028 \$	2029 \$	2030 \$	2031 \$	2032 \$	2033 \$	2034 \$	Total
001-17	Branch Refurbishments	-	-	-	-	-	-	-	-		100,000	100,000
002-18	Materials Acquisitions	-	-	-	-	-	-	-	-		150,000	150,000
001-25	John Muir Exterior	250,000										250,000
GRAND	TOTALS	446,000	181,000	198,000	240,000	330,000	80,000	435,000	566,000	250,000	250,000	2,976,000

Branch Refurbishments (WPL-001-17)

The Branch refurbishment project is set up to address necessary refurbishments from general "wear and tear" to Library locations, including however not limited to; painting, new customer seating, children's seating, shelving improvements, study surfaces, and other internal library maintenance and refurbishment needs. WPL Administration maintains a refurbishment schedule to assist with scheduling necessary improvements on a timely basis. It should be noted that projects related to refurbishments for building envelope items are handled by the City of Windsor through their Facilities department and Corporate Projects.

Exterior Digital Signage (WPL-001-20)

This project provides funding to expand the number of branches with digital signage to draw attention to the library community partners as well as promote programs, services and library resources. As of June 2022 WPL has installed three exterior digital signs at Budimir, Forest Glade and Chisholm.

Materials Acquisitions (WPL-002-18)

The materials acquisition project is set up to receive development charges annually from the City of Windsor with the intention of using these funds to build the library collection both in print and digital resources, to meet the residential growth needs of the community and wards in which the library serves.

Library Self-Checkout Units (WPL-002-20)

The WPL integrated library system (ILS - the digital catalogue), organizes over 383,000 resources that are loaned over 570,000 times annually. In 2019, the system was upgraded adding additional customer self-checkout functionality. By 2028/ 2029 /2030, the ILS self-checkouts will need to be upgraded with self-checkout units and gates, a new server, enhanced integration, digital upload and search capabilities, for all locations.

Equipment Upgrades (WPL-001-23)

These equipment upgrades will provide necessary updated equipment for the Digital Branch and Technology Hub for WPL.

John Muir Exterior (WPL-001-25)

To rectify the previously completed work and ensure that the exterior work on the John Muir Branch meets the highest standards and adheres to heritage requirements for materials and techniques, additional funding is necessary.

Riverside Branch Cooling System

Funding for a new cooling system required for the Riverside Branch is not part of the Windsor Public Library's capital budget requests as this project is being handled through the City's Corporate Projects.

New Central Branch (ENG-001-23)

Proposed funding for a new Central Library is not part of the Windsor Public Library's capital budget requests as this project is being handled through the City's Corporate Projects.

4. WPL RESERVE FUNDS:

The 2014 Operating Agreement between the City of Windsor and WPL assigns the following responsibility to the WPL Board:

“Direct and use of all Windsor Public Library reserve funds and bequests and donations made to the Windsor Public Library subject to the following: “The Board shall submit to the City for approval, together with the annual operating budget an annual expenditure plan for the WPL reserve funds and all bequests and donations made to the Windsor Public Library.”

The Windsor Public Library has five reserve funds: Capital, Budimir, Discard, Operation Expenditures and the C. M. Bradley Reserve Fund. Access to all WPL reserve funds are by WPL Board motion only. As per the 2014 Operating Agreement with the City of Windsor, the WPLB Reserve Fund Expenditure Plan is shared with the City of Windsor annually.

2025 Reserve Fund Expenditure Plan is summarized as follows:

Fund	Reserve Fund	Description	Balance July 31, 2024	Change From Year Ending 2023	2024 Notes	Reserve Fund Expenditure Plan
199	Capital	For WPLB approved capital expenditures	\$404,544	-\$18,761	Decision Number: WPL 64/2023 approved upset limit of \$50,000 to fund consultant to update the Central Library Functional Plan.	Established to address unexpected capital expenditures.
200	Budimir	Established by the Budimir family to improve the Budimir Branch	\$15,064	\$455	No Expenditures	Established to purchase furnishings, equipment & collection for the branch as needed. No expenditures anticipated
202	Discard	Revenue from the sale of discarded library materials and community donations	\$39,318	\$8,463	No Expenditures	Designated to fund the opening day collection for the new Central Library. WPL 49/2023. Fund goal is \$95,000 by 2028. No expenditures anticipated
204	Operating Expenditures	All net annual operating surplus funds are held in this fund to be used for the planning and development of a new Central Library Motion 65.19	\$3,241,882	\$208,993	No Expenditures	Designated to fund the planning and development of a new Central Library.
430	C.M. Bradley	Established by donations to recognize a WPL employee; to be used to support the Sandwich/Muir Branch	\$4,459	\$137	No Expenditures	Established to purchase furnishings, equipment & collection for the branch.
		Total	\$3,705,268	\$199,288		

5. RECOMMENDATION:

THAT the Windsor Public Library Board **APPROVE** the proposed 2025 WPL Capital Budget Request of \$446,000 and the 2025-2034 Capital Budget Plan of \$2,976,000 as presented/amended.

THAT the Windsor Public Library Board APPROVE in principle the proposed/amended 2025-2034 Capital Budget Report as presented and refer it to the City of Windsor.

THAT the Windsor Public Library Board APPROVE the proposed 2025 WPL Reserve Fund Expenditure Plan as presented/amended.

Prepared by:

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Rachel Chesterfield, Manager of Financial Accounting

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Windsor Public Library Board
2025 Proposed Operating Budget Report
Tuesday, August 6, 2024

1. OBJECTIVE:

To provide the Windsor Public Library Board (WPLB) with the 2025 Proposed Operating Budget as per the [Public Libraries Act, R.S.O.1990,C.P44](#), the 2014 Operating Agreement and the 2017 Amending Agreement between the Corporation of the City of Windsor (CCW) and the WPLB.

2. BACKGROUND:

The budgetary responsibilities of the WPLB are defined in the following documents:

1. Public Libraries Act

Estimates 24 (1) A public library board, county library board or county library cooperative board shall submit to the appointing council, annually on or before the date and in the form specified by the council, estimates of all sums required during the year for the purposes of the board. R.S.O. 1990, c. P.44, s. 24 (1).

2. Windsor Public Library Board and the City of Windsor Operating Agreement as amended

Finance 2(b) (ii) Develop and recommend an annual budget to the Council.

The Operating Budget supports the day-to-day expenditures of the Windsor Public Library (WPL) including salaries and benefits, utilities, repair and maintenance of facilities and the purchase of library materials to operate 10 locations and the Archives. The following chart outlines WPL's funding by category over the last 5 years.

Year	Provincial Funding	Donations / Fees / Grants / Other	Total Revenue	Total Expenses	Total Municipal Funding	+/-
2024	\$630,023	\$242,012	\$872,012	\$9,068,428	\$8,196,393	-0.64%
2023	\$629,183	\$332,012	\$961,195	\$9,210,381	\$8,249,186	-0.85%
2022	\$632,883	\$332,012	\$964,895	\$9,284,880	\$8,319,985	0.61%
2021	\$632,883	\$399,738	\$1,032,621	\$9,302,368	\$8,269,747	0.79%
2020	\$632,883	\$438,738	\$1,071,621	\$9,276,250	\$8,204,629	

The 2025 Proposed Operating Budget is organized into four sections:

- A. **Budget Pressures:** The unavoidable budget increases required to maintain 2025 service levels i.e. salaries, utilities, and gas prices.
- B. **Budget Reduction:** As per City Council's direction a potential 5% reduction in municipal funding toward the WPL operating budget.

- C. **Service Enhancement:** Increases to the operating budget resulting from an increase in existing level of service delivery or new initiatives.
- D. **Budget Increases:** Budget line increases for reasons such as legislated, contractual, council initiatives, inflationary, and increases from a line-by-line review of current operations

3. 2025 PROPOSED OPERATING BUDGET

A. Budget Pressures:

Salary and Wage Impact

In 2024, salaries, wages, and benefits accounted for 70% of the operating budget for the public service organization. A new Collective Agreement was ratified in 2024, resulting in a negotiated 3.25% salary increase for all union staff in 2025. Non-union Administration staff follow the Non-Union Non-Canue Salary schedules established by the City of Windsor. These contractual increases will lead to an annual increase of \$299,579 in the salary and wage accounts, which will be brought forward through the salary budget in the 2025 operating budget.

To accommodate temporary staff increases, which are not included in the salary schedule but are affected by the contractual increase, an additional \$18,100 in hourly temporary wages is requested. This will ensure adequate funding is available to cover the employment costs of all supply staff.

Additionally, a legislated increase in the minimum wage from \$15.50 per hour to \$16.55 per hour took effect on October 1, 2023, with a further increase to \$17.20 per hour scheduled for October 1, 2024. The 2024 operating budget did not include a wage increase request for the 2023 minimum wage adjustment, as it was anticipated that it could be absorbed within the current WPL operating budget. However, to offset the additional expense associated with the 2024 increase, WPL is requesting an additional \$6,600 in funding for minimum wage staff.

B. Budget Reduction Options

Branch Closure

Based on the 2024 municipal funding, a budget reduction of \$852,036 would be required to meet City Council's proposed 5% reduction in municipal funding. As WPL's budget is primarily composed of staffing costs (70%), facilities costs (10%) and collection costs (11%), a budget reduction can only be achieved through a reduction in public service. The closing of a Library Branch would satisfy this budget reduction, however, this option is **not recommended**, as it would have significant impact on customer service. If this option was recommended and approved, WPL would complete a review and analysis to determine which Library Branch would be appropriate for closure to meet the required budget reduction and a report would be brought forward with the recommendations.

C. Service Enhancements

Increase Graphic Designer from 20 hours to 28 hours

WPL is recommending that the Graphic Designer weekly hours be increased from 20 hours to 28 hours per week to increase the capacity of this position to meet the needs for completing all required work and assisting with increasing communication, both print and digital for the public. This position has been working 28 hours since May 2022 on a pilot basis and the increased hours has proven to be beneficial to WPL and necessary for the workload of the role. This 8-hour weekly increase is estimated to cost an additional \$15,399 including salary and fringe benefit.

D. Budget Increases

Negotiated Increase Fringe Impact

This budget request reflects the fringe benefit increases associated with the contractually negotiated increases in the new Collective Agreement as well as increases to non-union Administration salaries through the City of Windsor Salary Market Review, including Canada Pension Plan (CPP), Employment Insurance (EI), Employer Health Tax (EHT), Life Insurance, OMERS and Extended Health Benefits. The total fringe benefit impact is estimated to be \$76,600. This increase accounts for the 2024 and 2025 rate increases.

Security Services

In 2024, the City of Windsor signed a new contract with Paladin Security for Security Services. This new contract laid out new hourly rates for security which WPL uses at the Central Branch. To provide the necessary security for the Central Branch during operating hours, a budget increase of \$38,737 is required. This budget request will be brought forward with a City of Windsor issue requesting all department budget increases required to maintain security at the new contracted rates for 2025.

Mileage

Due to the change in wording in the new Collective Agreement to use CRA mileage rates from the previously stated \$0.45/km, an additional \$2,600 is required to provide an accurate budget for estimated annual mileage expenses

Budget Items with Net Zero Budget Impact

Sunday Service Part of Regular Work Week

The recently ratified 2024-2026 Collective Agreement includes the integration of Sunday hours into the regular work week. To facilitate this transition, three additional positions are required for the WPL staff complement: a 7-hour Shipper/Receiver, a 14-hour Caretaker, and a 14-hour Library Service Representative. Alongside these new roles, a Sunday premium of \$1.10 per hour will be implemented for all hours worked on Sundays. This adjustment aims to reduce the reliance on overtime, as Sunday services were previously staffed on a voluntary basis and compensated at an overtime rate of 1 times the regular hourly rate. The transition to this new model is projected to have a net zero impact on the WPL operating budget.

Summary of WPL Budget Issues

Category	Description	FTE Impact	Budget Impact
Budget Pressures	Salary and Wage Impact	0.0	\$324,279
Service Enhancement	Increase Graphic Designer	0.2	\$15,399
Service Enhancement	Sunday Service Part of Regular Work Week	1.0	\$0
Budget Increases	Negotiated Increase Fringe Impact	0.0	\$76,600
Budget Increases	Security Services	0.0	\$38,737
Budget Increases	Mileage	0.0	\$2,600
Budget Reduction Option	Reduction of Hours / Branch Closure	TBD	-\$852,036

Please note the recommended 2025 operating budget in this report does not include City managed accounts such as insurance, utilities, internal salary recoveries, etc. which will have an impact on WPL's final 2025 operating budget. These budget changes are brought forward through City corporate budget accounts.

4. RECOMMENDATION:

As per Appendix A (see attached), Administration recommends a 2025 WPL Operating budget of \$9,526,043, including all noted net zero budget items, which reflects a \$457,615 or a 5.05% increase over 2024.

Upon WPLB approval, the 2025 Proposed Operating Budget will be submitted to City Administration for review and forwarded to City Council for final deliberation.

WPL Recommended 2025 Operating Budget

Category	Recommended	Not Recommended
Expenses		
Budget Pressures/Increases/Service Enhancements	\$457,615	
Budget Reduction Option		-\$852,036
Total Proposed Expenses Increase (Decrease)	\$457,615	
Total Proposed 2025 Operating Budget	\$9,526,043	

THAT the Windsor Public Library Board **AMEND/APPROVE** the 2025 Proposed Operating Budget of \$9,526,043, including all noted net zero impact budget items, which reflects a 457,615 or a 5.05% increase over 2024.

Prepared by:

Michael Chantler, Chief Executive Officer (Acting)

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Rachel Chesterfield, Manager of Financial Accounting

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Recommended 2025 Operating Budget Report

CATEGORY	2024 ANNUAL BUDGET	2025 RECOMMENDED BUDGET	CHANGE
Revenue:			
Municipal Funding	8,196,393	8,196,393	-
Provincial Funding	630,023	630,023	-
Grant Revenue	-	-	-
Donations	25,712	25,712	-
Transfers from Reserves	-	-	-
Miscellaneous Income	-	-	-
Fees Revenue	66,300	66,300	-
Expense Recoveries	150,000	150,000	-
Total Revenue	9,068,428	9,068,428	-
Expenses			
Salaries & Benefits:			
Salaries & Wages	4,681,363	5,018,104	336,741
Employee Benefits	1,245,624	1,325,162	79,538
Wages and Benefits - CCW staff	388,570	388,570	-
Total Salaries & Benefits	6,315,557	6,731,835	416,278
Other Expenses:			
Professional Services & Consulting	40,700	40,700	-
Information Resources	961,989	961,989	-
Information Communication & Technology	235,630	235,630	-
Furniture & Equipment	19,550	19,550	-
Building & Property	460,742	460,742	-
Operating Supplies	38,000	38,000	-
Postage & Freight	30,455	33,055	2,600
Conference & Education Assistance	30,000	30,000	-
Communications & Development	22,204	22,204	-
Charges Against Donations	-	-	-
Charges Against Literacy	268,142	268,142	-
Rent, Insurance, Taxes & Security	216,935	255,672	38,737
Utilities	193,900	193,900	-
Grant Expenses	-	-	-
Program Expenses	188,324	188,324	-
Fees Offset Expenses	39,300	39,300	-
Transfer to Operations Reserve	7,000	7,000	-
Total Other Expenses	2,752,871	2,794,208	41,337
Total Expenses	9,068,428	9,526,043	457,615
Net Budget Surplus (Deficit)	-		

Windsor Public Library Board
Financial Report as at July 31, 2024
Tuesday, August 6, 2024

1. OBJECTIVE:

To inform the Windsor Public Library Board of the operating results of the organization for the seven months ending July 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 July 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	Budget to July 31, 2024	Actual	Surplus (Deficit)	% Budget Spent
Revenue	\$9,068,428	\$5,289,916	\$5,292,353	(\$3,776,075)	58%
Salaries & Benefits	\$6,315,557	\$3,684,075	\$3,569,391	\$2,746,166	57%
Other Expenses	\$2,752,871	\$1,605,841	\$1,596,042	\$1,156,829	58%
Net Surplus				\$126,920	

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 August 6th, 2024 entitled “Financial Report as at July 31, 2024” **BE RECEIVED** as presented

Prepared by:
Rachel Chesterfield, Manager of Financial Accounting
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OPERATING RESULTS FOR THE MONTH ENDING JULY 31, 2024

	2024 ANNUAL BUDGET	2024 YTD ACTIVITY	2024 YTD VARIANCE Surplus (Deficit)	% UTILIZED	2024 BUDGET TO JULY 31	2024 PRORATED VARIANCE AT JULY 31
Revenue:						
Municipal Funding	8,196,393	4,781,229	(3,415,164)	58%	4,781,229	-
Provincial Funding	630,023	296,829	(333,194)	47%	367,513	(70,685)
Donations	25,712	71,579	45,867	278%	14,999	56,581
Transfers from Reserves	-	4,083	4,083	-	-	4,083
Miscellaneous Income	-	11,301	11,301	-	-	11,301
Fees Revenue	66,300	39,831	(26,469)	60%	38,675	1,156
Expense Recoveries	150,000	87,500	(62,500)	58%	87,500	-
Total Revenue	9,068,428	5,292,353	(3,776,075)	58%	5,289,916	2,437
Expenses						
Salaries & Benefits:						
Salaries & Wages	4,681,363	2,680,882	2,000,481	57%	2,730,795	49,914
Employee Benefits	1,245,624	664,844	580,780	53%	726,614	61,770
Wages and Benefits - CCW staff	388,570	223,666	164,904	58%	226,666	3,000
Total Salaries & Benefits	6,315,557	3,569,391	2,746,166	57%	3,684,075	114,684
Other Expenses:						
Professional Services & Consulting	40,700	15,432	25,268	38%	23,742	8,310
Information Resources	961,989	705,972	256,017	73%	561,160	(144,812)
Information Communication & Technology	235,630	89,151	146,479	38%	137,451	48,300
Furniture & Equipment	19,550	196	19,354	1%	11,404	11,208
Building & Property	460,742	238,859	221,883	52%	268,766	29,908
Operating Supplies	38,000	25,878	12,122	68%	22,167	(3,711)
Postage & Freight	30,455	25,412	5,043	83%	17,765	(7,647)
Conference & Education Assistance	30,000	13,198	16,802	44%	17,500	4,302
Communications & Development	22,204	4,188	18,016	19%	12,952	8,764
Charges Against Donations	-	50,248	(50,248)	-	-	(50,248)
Charges Against Literacy	268,142	91,962	176,180	34%	156,416	64,454
Rent, Insurance, Taxes & Security	216,935	161,902	55,033	75%	126,545	(35,357)
Utilities	193,900	110,905	82,995	57%	113,108	2,204
Program Expenses	188,324	51,971	136,353	28%	109,856	57,885
Fees Offset Expenses	39,300	6,685	32,615	17%	22,925	16,240
Transfer to Operations Reserve	7,000	4,083	2,917	58%	4,083	-
Total Other Expenses	2,752,871	1,596,042	1,156,829	58%	1,605,841	9,800
Total Expenses	9,068,428	5,165,433	3,902,995	57%	5,289,916	124,483
Net Budget Surplus (Deficit)	-	126,920	126,920			126,920

Windsor Public Library Board
2023 Hourly and Day of Week Usage
Tuesday, August 6, 2024

1. OBJECTIVE:

To provide the Windsor Public Library (WPLB) with information regarding the 2023 daily and hourly usage statistics of the WPL Branches.

2. BACKGROUND:

The WPLB's responsibility for establishing library hours of operation are based on the following documents:

1. The Public Library Act, R.S.O. 1990, c. P44. 20:

A board, (a) shall seek to provide, (a) shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs;

2. The Agreement between the Corporation of the City of Windsor and the Windsor Public Library Board February 20, 2015, as Amended March 21, 2017, provides further guidelines:

Section 2 "Board" ... being a governance body, which is responsible for library policy development, planning and research, operations and metrics...

3. WPL Hours of Operation Policy 0-6 1.1:

The Windsor Public Library Board establishes through the annual budget process, the hours of operation for the library system based on community needs, usage and funding.

Library Hours

In 2023, WPL branches had a total of 25,424 open hours of public service. This compares to a very similar 25,237 service hours in 2022.

WPL branches had one of three different models for Hours of Operation based on their size and historical usage. Winter and Summer hours are indicated in the charts below.

2023 Winter Hours: January 1 – May 20; September 17-December 31

BRANCH	MON	TUES	WED	THURS	FRI	SAT	SUN	TOTAL
Central	9-9	9-9	9-9	9-9	9-5	9-5	1-5	68
Budimir	10-9	10-9	10-9	10-6	9-5	9-5	1-5	61
Riverside	10-9	10-9	10-9	10-6	9-5	9-5	1-5	61
Bridgeview	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Chisholm	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Fontainebleau	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Forest Glade	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Muir	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Seminole	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Local History	12-8	10-6	10-6	10-6	9-5*	9-5*	N/A	46
TOTAL	90	90	90	84	79	79	12	524

*Local History Branch closes Friday & Saturday from 1-2pm

2023 Summer Hours: May 21 – September 16

BRANCH	MON	TUES	WED	THURS	FRI	SAT	SUN	TOTAL
Central	9-8	9-8	9-8	9-8	9-5	9-5	N/A	60
Budimir	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Riverside	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Bridgeview	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Chisholm	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Fontainebleau	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Forest Glade	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Muir	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Seminole	12-8	10-6	12-8	10-6	9-5	9-5	N/A	48
Local History	12-8	10-6	10-6	10-6	9-5*	9-5*	N/A	46
TOTAL	83	83	83	83	79	79	N/A	490

*Local History Branch closes Friday & Saturday from 1-2pm

The Central Branch has the largest number of weekly service hours and is the only branch to consistently open at 9am. The Budimir and Riverside Branches also have longer hours of operation Monday through Wednesday but unlike Central, they don't open until 10am most days. During the summer months, these two branches shorten their hours to 8 hours per day. The remaining 6 smaller branches are all open just 8 hours per day year-round and do not change during the summer months. Sunday service hours (1pm-5pm) are offered during the winter (mid-May to mid-September) at Central, Riverside and Budimir.

3. ANALYSIS:

Hourly and day of week usage statistics for 2023 are obtained for the following two metrics:

Circulation: The physical borrowing or renewing *in person* of library materials. This does NOT include the borrowing or downloading of e-resources or the renewal of materials by patrons remotely.

Public Internet Usage: Patrons are allocated up to 2 hours per day of internet access with an active library card and longer if there are no other users waiting.

Gate Count could be a useful metric for this discussion, however WPL's current gate counting software provides only data at the monthly level with any degree of reliability. Frequent disruptions to the connection between the gate counters and the server cause counts from

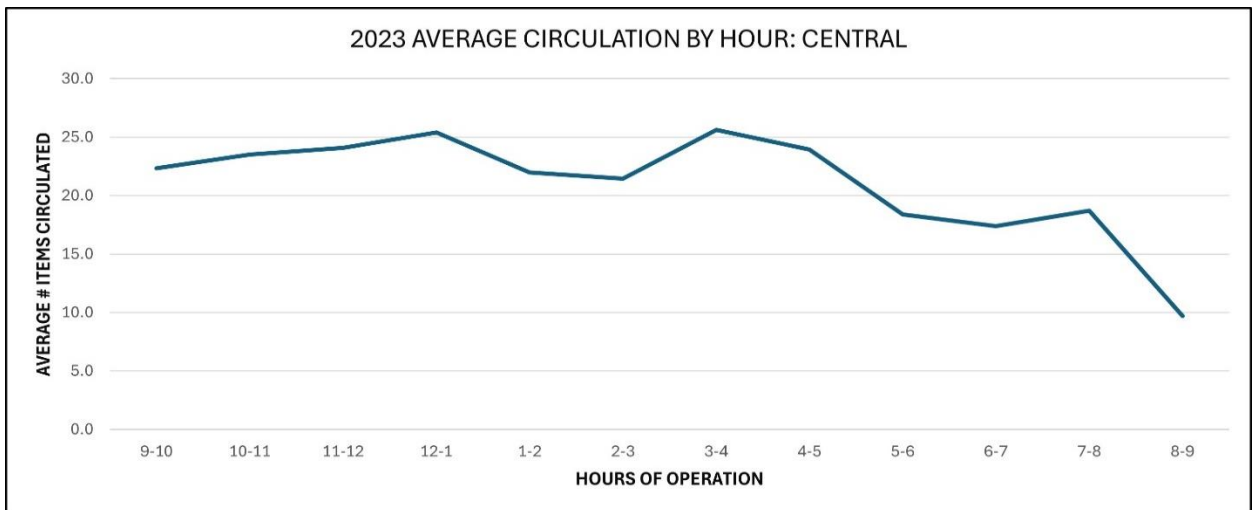
multiple hours and/or dates to be lumped together leading to unreliable reported data at this level. As a result, this analysis will focus on Circulation and Internet Use.

The three different models of operational hours have been grouped separately such that only libraries with the same hours of operation are being compared to one another.

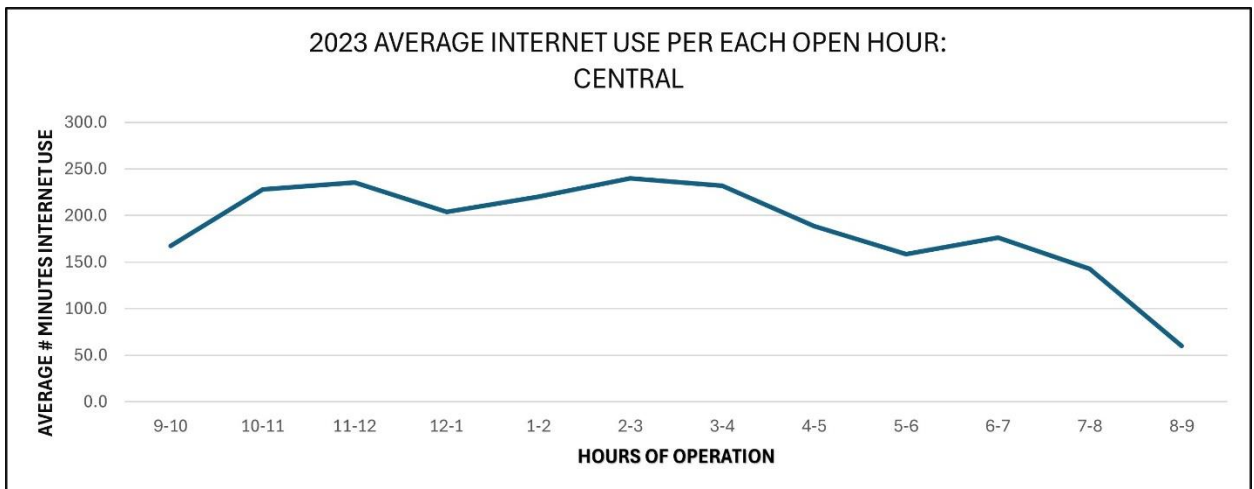
A. HOURLY USAGE STATISTICS

Central Branch

The Central Branch has relatively stable circulation numbers from 9am until 5pm when it starts to decline slightly with a significant drop off between 8pm and 9pm.

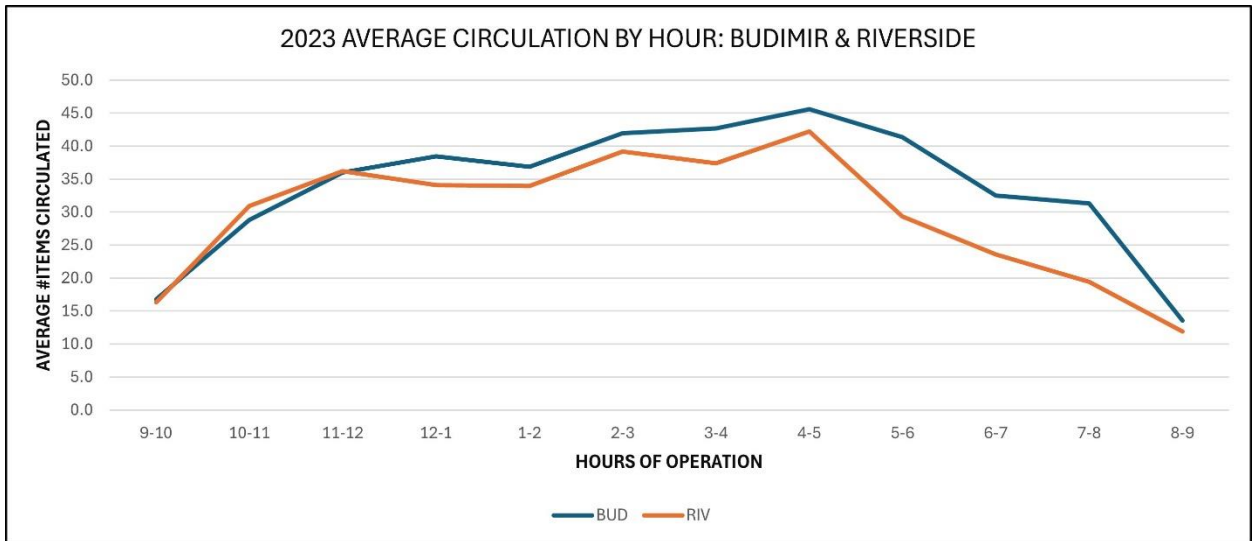


Central's public internet use follows a similar hourly pattern to its circulation with a significant drop off between 8pm and 9pm.

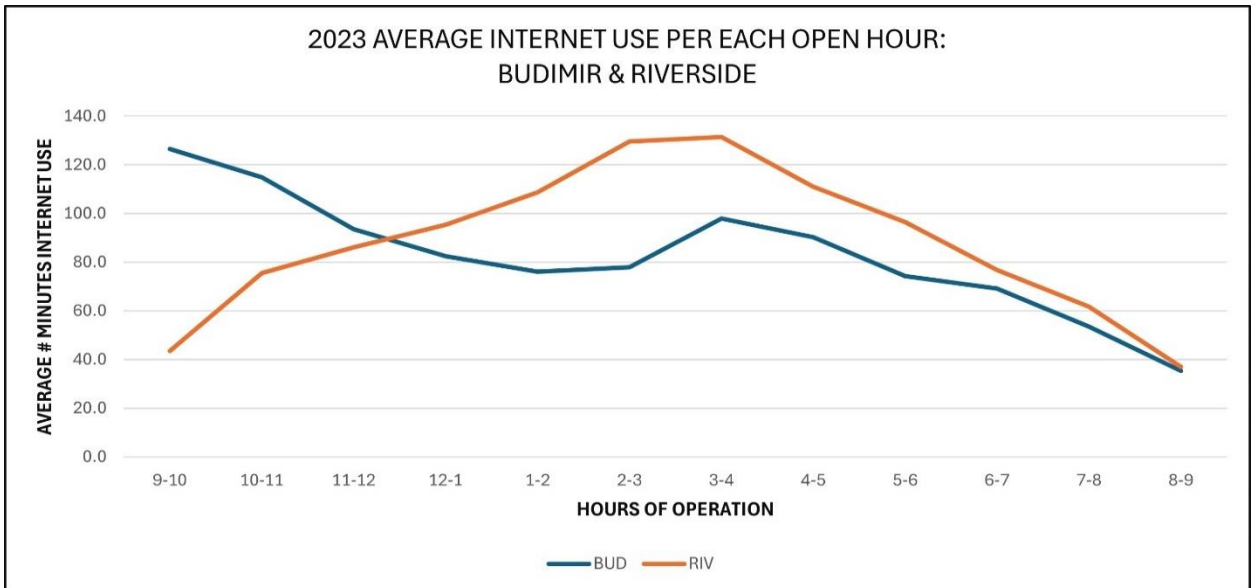


Budimir and Riverside Branches

While Budimir's average circulation is higher for most time slots, both branches follow a similar pattern with slow starts to the day and check outs peaking between 4pm and 5pm.



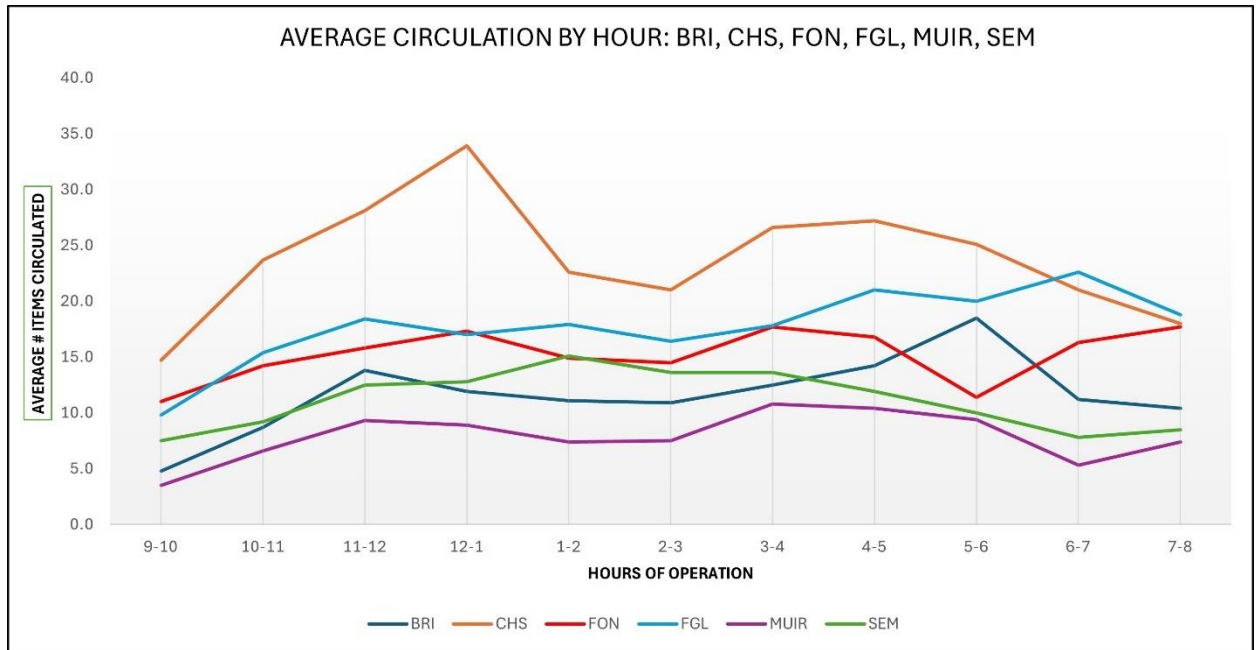
Budimir and Riverside Branches show very different patterns in terms of average internet use in the early part of the day. Budimir patrons log strong internet hours right on opening but then start to taper off for the rest of the day, with a bit of a surge in the 3pm to 4pm after-school hour. Riverside shows an opposite pattern with a slower start to the day, steadily increasing to a peak from 3pm to 4pm. Both branches see decreasing internet use in the evening hours.



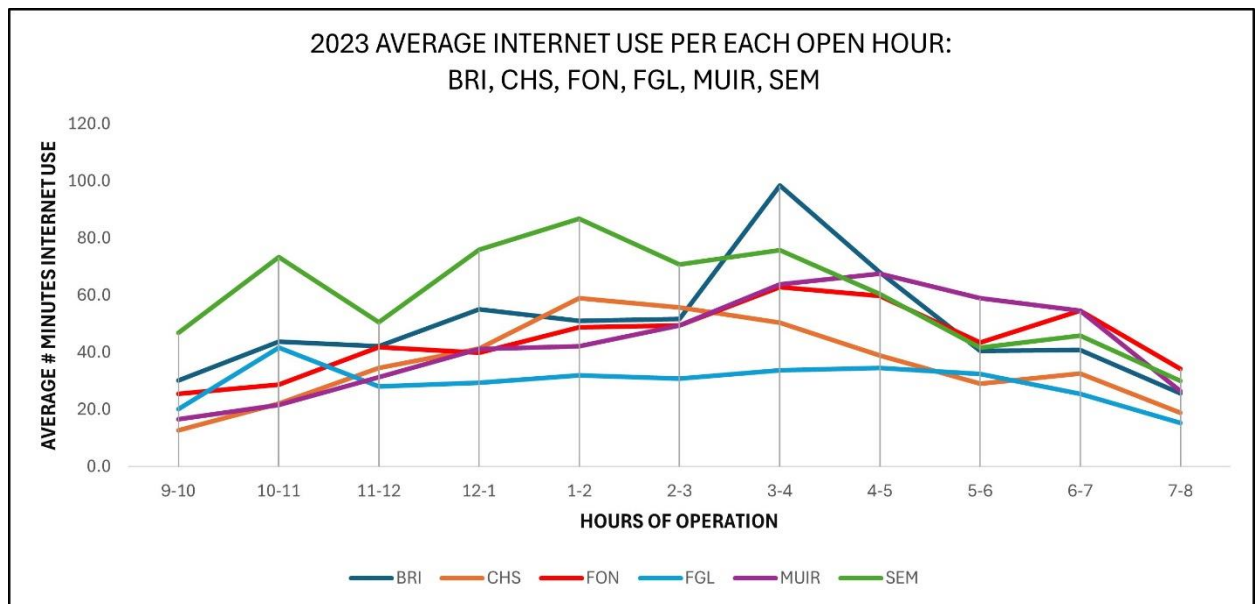
Bridgeview, Chisholm, Fontainebleau, Forest Glade, Muir, Seminole Branches

The Chisholm Branch has by far the highest circulation across all hours except for 6pm-8pm when the Forest Glade Branch checks out slightly more items. This may be a result of Forest Glade’s close proximity to the arena and community centre which both host evening activities.

All the branches in this category see their lowest circulation numbers between 9am-10am. It is interesting to note that half of the branches (BRI, CHI, FGL) see decreasing circulation after 7pm while the other three branches (FON, MUIR, SEM) see a small boost during that last hour.



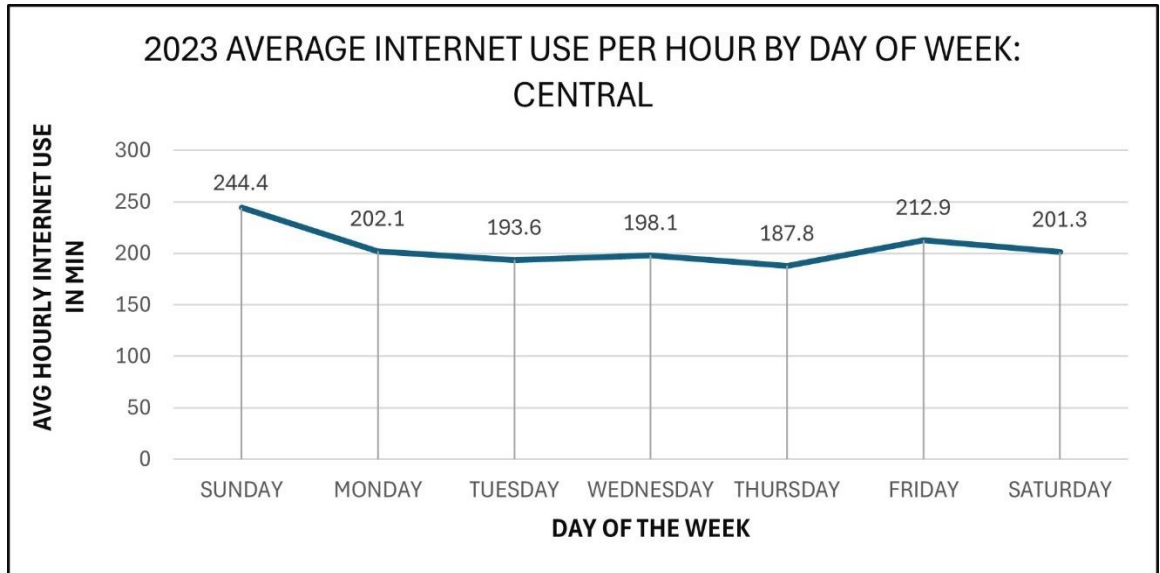
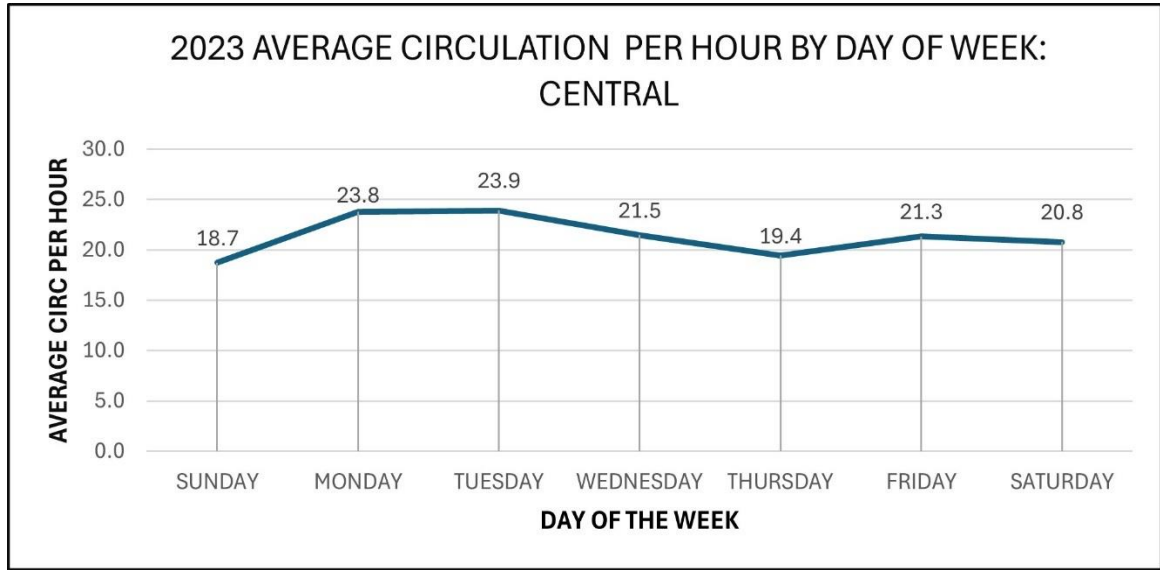
In terms of public internet use, many of the 6 branches peak between 3pm and 4pm, which could be a factor of after-school use. Internet use is lowest between 9am and 10am and again between 7pm and 8pm except for Seminole and Bridgeview which see at least some moderate internet use at 9am (Fridays and Saturdays).



B. DAY OF WEEK USAGE STATISTICS

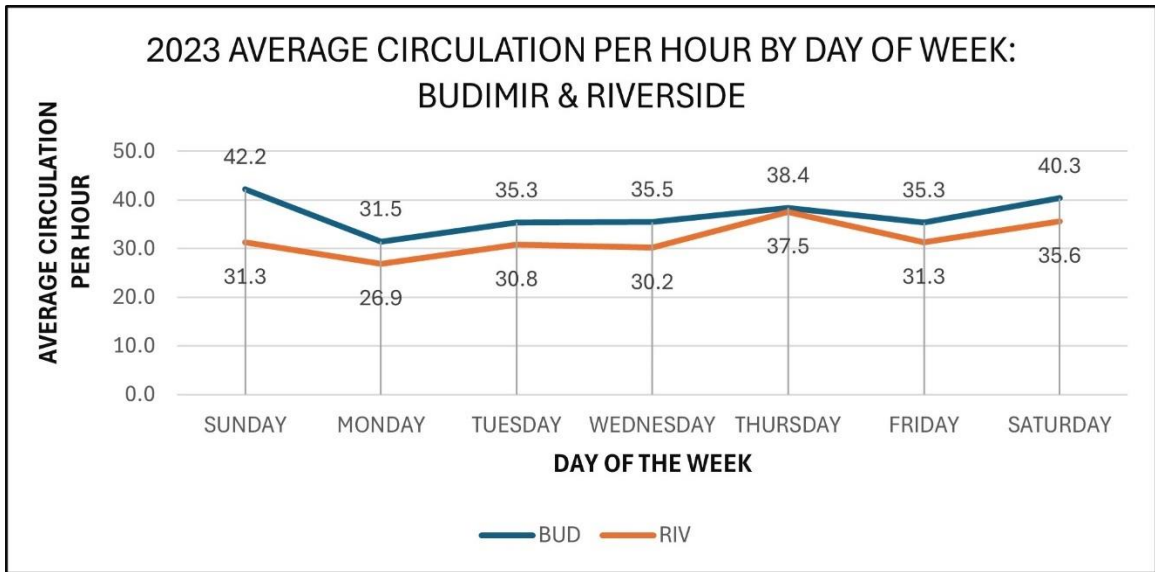
Central Branch

The Central Branch experiences the lowest circulation per hour on Sundays followed closely by Thursdays. Mondays and Tuesdays are virtually identical in having the highest circulation per hour at this location.

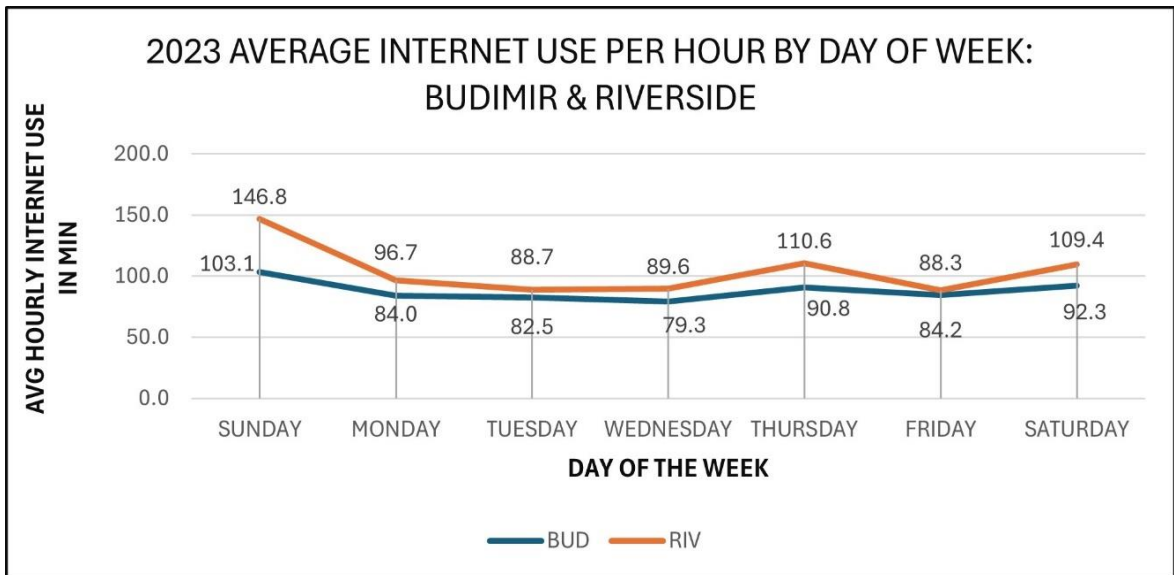


Budimir and Riverside Branches

Quite different from the Central Branch, Budimir experiences its *highest* average hourly circulation on Sundays followed by Saturdays. Riverside, on the other hand, see its highest average hourly circulation on Thursdays by quite a significant margin, followed by Saturdays.

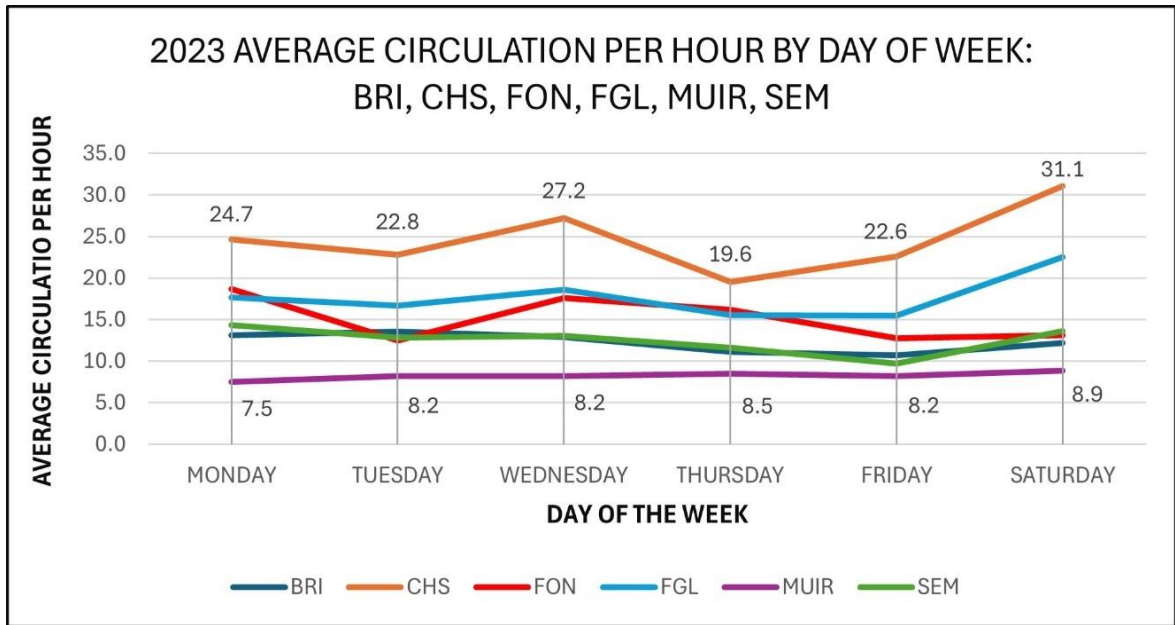


As with the Central Branch average hourly internet use for both branches is highest on Sundays.

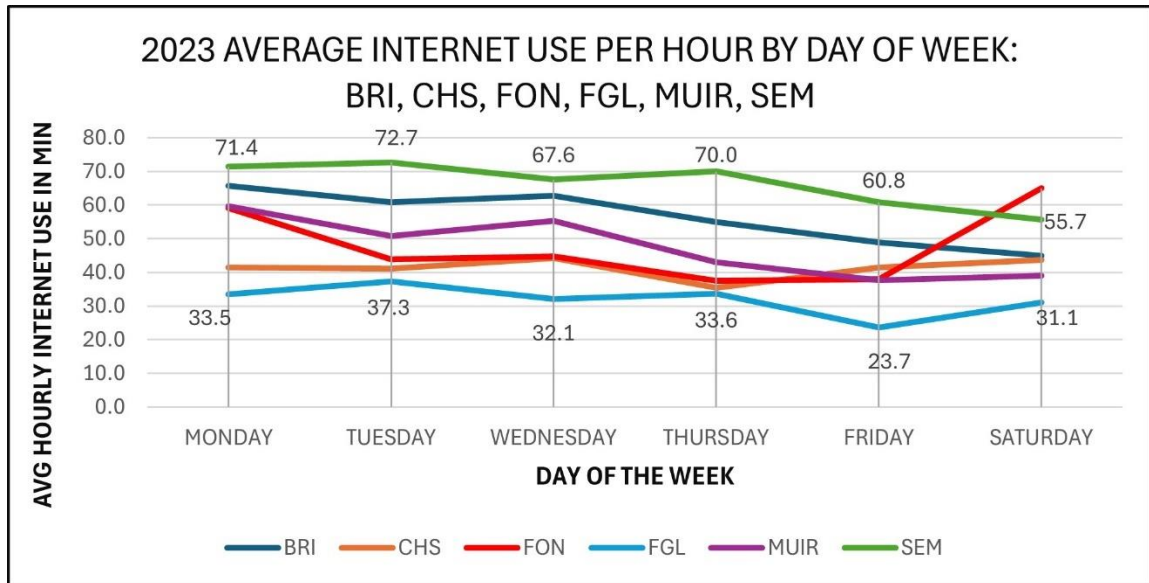


Bridgeview, Chisholm, Fontainebleau, Forest Glade, Muir, Seminole Branches

The Chisholm Branch sees its highest average hourly circulation on Saturdays followed by Wednesdays, and its lowest circulating day is Thursdays. Most of the other 5 branches in this category do not have a large variance across days of the week for this metric except for Forest Glade, which does see a sizable uptick on Saturdays.



The Seminole, Bridgeview and Muir branches have the highest average hourly internet use in this category across most days of the week. Interestingly, these 3 locations have the lowest circulation as well. All branches in this category have consistent internet use across days of the week with exception of Fontainebleau which is noticeably busier on Saturdays.



4. RECOMMENDATION:

THAT the report of the Manager of Public Service, dated August 6, 2024, entitled “2023 Hourly and Day of Week Usage” **BE RECEIVED** as presented.

Prepared by:
Christine Rideout-Arkell, Manager of Public Service
carkell@windsorpubliclibrary.com

Windsor Public Library Board
Fine-Free Assessment 2024
Tuesday, August 6, 2024

1. OBJECTIVE:

To present the Windsor Public Library Board with a report evaluating the impact of its decision to go permanently fine-free approximately 5 months after the implementation of measures to ensure the timely return of library materials.

2. BACKGROUND:

In August 2023, the WPL Board voted to go fine-free. The library had temporarily stopped collecting late fines for overdue items during the Covid-19 pandemic. This 2023 decision by the Board made “fine-free” the official practice of the library going forward with the understanding that the effectiveness of this policy would be evaluated on an annual basis.

In November 2023, the Board approved the implementation of measures to ensure the timely return of library materials. These measures 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 will prevent many patrons from being overdue in the first place. These changes were incorporated into WPL’s [O-10 Lending Services Policy](#) in February 2024 and implemented into WPL’s service model in mid-March 2024.

3. ANALYSIS:

Measuring the effectiveness of going fine-free will be evaluated from two different perspectives:

- Metrics that capture some of the expected *benefits* of this policy
- Metrics analyzing whether any *potential drawbacks* are occurring due the implementation of this policy

A. Measuring Expected Benefits

i. New Memberships

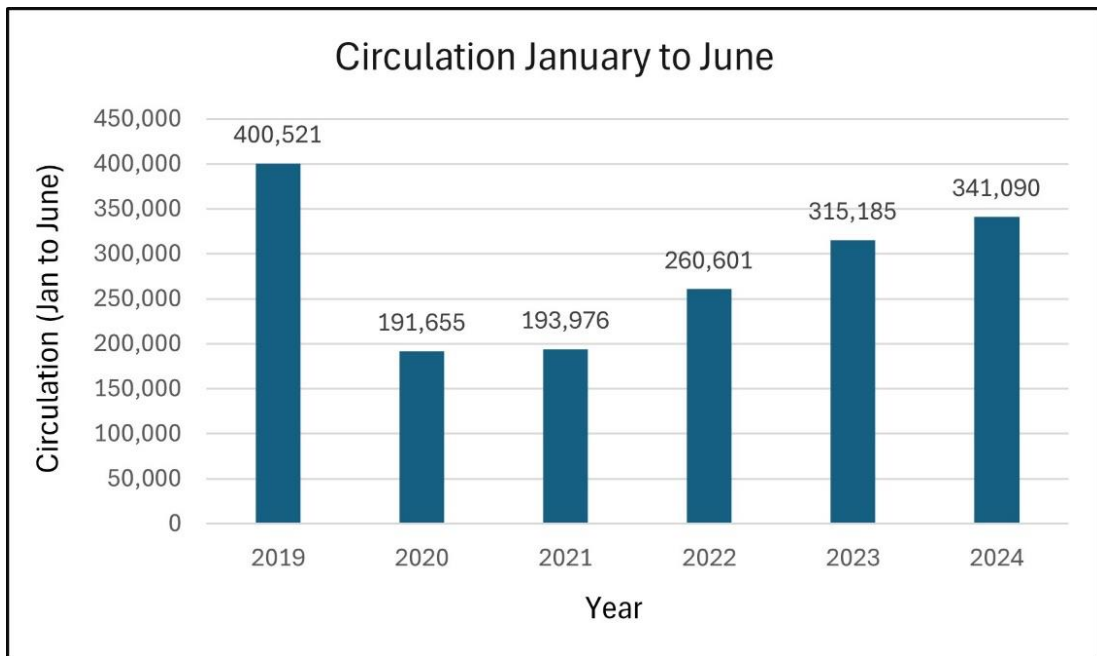
One of the strongest arguments for going fine-free is that it reduces barriers to membership.



In the first six months of 2024, WPL has created 6,059 new memberships, which is the highest for this period since 2019.

ii. Circulation

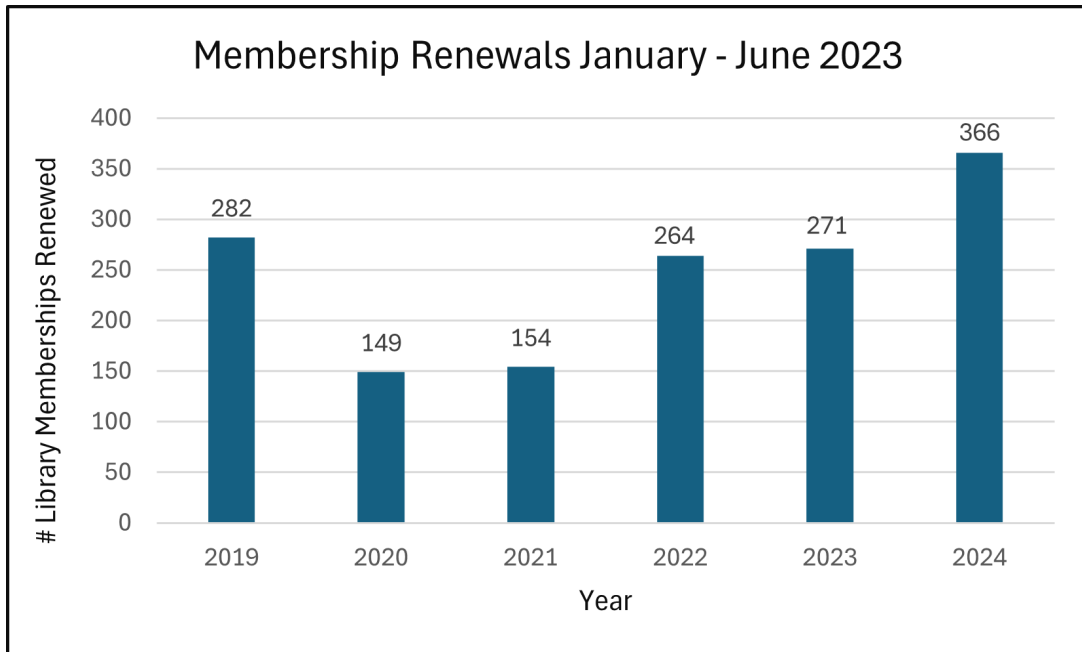
A related metric is circulation, another measure that WPL currently tracks monthly. If more people are becoming members, it follows that more items would be checked out. Similarly, if people are less afraid of being charged late fees, they may be comfortable checking out more items, leading once again to an increase in circulation numbers.



In the first 6 months of 2024, WPL patrons checked out 341,090 physical materials an increase of 8.2% over 2023. While this continues the upward trend seen in the post-Covid era, going fine free and related efforts (including the implementation of Auto Renewals which are tracked as circulation numbers) likely contributed to this growth.

iii. Account Renewals

Library accounts expire every 2 years. To renew an expired account, patrons need to pay off any amounts owing. It is quite possible that late fines were preventing some patrons from renewing their privileges. It was argued that going fine-free could lead to more people renewing their accounts each year since there would be fewer outstanding balances.



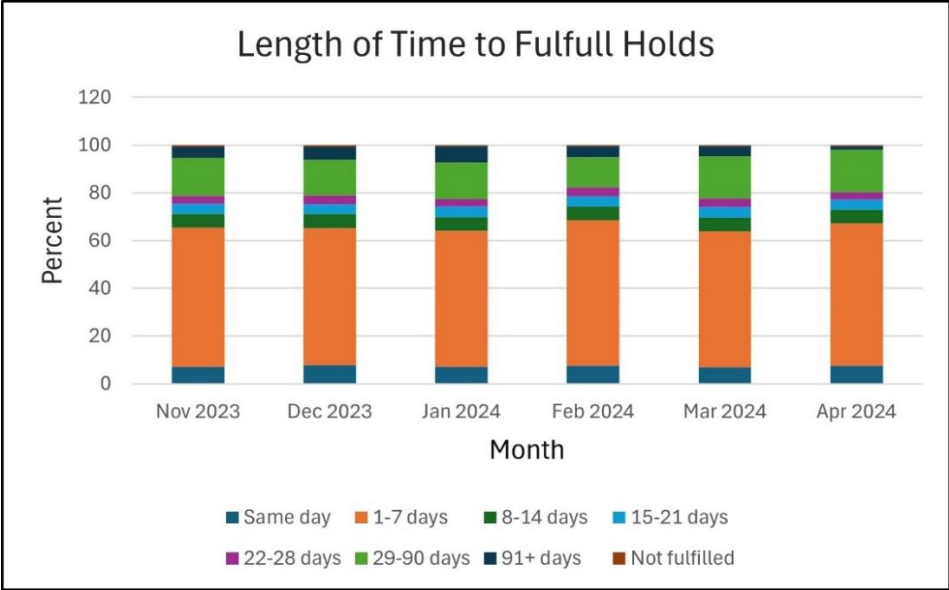
As indicated in the chart above, membership renewals from January-June 2024 are the highest they've been since 2019.

B. Measuring Potential Drawbacks

i. Increased Wait Times

While most fine-free public libraries have not found this to be the case, one of the *potential* drawbacks to going fine free is that patrons might keep books past their due dates. This prevents others from using these materials and could also lead to longer wait times for popular materials.

As seen in the graph below, most holds placed between November 2023 and April 2024 were fulfilled within 1-7 days. This portion, as well as the portion of holds being fulfilled in other time frames (ex. Same day, 8-14 days, etc) has remained relatively consistent over those 6 months.



Another way to measure whether wait times are increasing is the amount of money spent to purchase additional copies of popular titles. WPL has an Alert to Purchase procedure in place that monitors holds lists and triggers suggested purchases when certain thresholds are reached. This helps keep waiting lists down to a reasonable level. The amount of money spent on Alert to Purchase materials can be tracked over time. A substantial growth in this area could be a sign that patrons are keeping popular items past their due dates.

Total spending on physical books through the Alert to Purchase process from January to July 2024 was \$10,874.25, down slightly from spending of \$11,264.13 during this same period in 2023. While spending to keep patron waiting times for popular materials down fluctuated slightly from month to month, as seen in the graph below, overall WPL has not seen any growth in this measure.



ii. Overdue Items as a Percent of All Checkouts

ILS reports can give a snapshot of how many items are currently checked out as well as how many are in an overdue status. Calculating this ratio monthly and monitoring it over time can help gauge whether an increasing percentage of circulated materials are being kept past their due dates.

Monthly snapshots since June are listed in the table below. The portion of checked out items that have a status of either Overdue or Lost has decreased steadily since January 2024.

Date Data Collected	% of Checkouts that are Overdue or Lost
2024-02-06	20.1%
2024-03-06	20.0%
2024-04-06	13.0%
2024-05-06	10.4%
2024-06-06	10.0%
2024-07-06	10.1%
2024-07-26*	9.4%

*An extra collection date was completed near the end of July to add one additional data point for this report.

iii. Number of Accounts Sent to Collections

In mid-April, WPL resumed the practice of referring accounts that owe more than \$50 and have at least one item that has been overdue longer than 7 months to a Collections Agency. Since WPL had not done so since before Covid, there was a backlog of accounts to be dealt with first. At this point in time, we don't have enough data to indicate any trends for this measure. We anticipate by the end of 2024 we should have enough data to indicate whether we are seeing an increase or decrease in this area.

On a related note, between mid-April and the end of June 2024, WPL received just over \$1,100 in payments from accounts that had been referred to the Collections Agency.

4. SUMMARY:

The above metrics indicate that WPL has seen growth in the measures that were predicted as potential benefits of the fine-free policy. At the same time, they indicate that any of the identified potential drawbacks have not materialized. While at least a full year's worth of data would likely be needed to make more definitive conclusions, at this point in time WPL

Administration deems the Board's decision to make fine-free its official policy to have had a positive impact on library usage and for library patrons.

5. RECOMMENDATION:

THAT the report of the Manager of Public Services dated August 6, 2024, entitled "Fine-Free Assessment 2024" **BE RECEIVED** as presented and further,

THAT the Windsor Public Library Board **APPROVE** a Fine-Free Assessment Report be produced and presented to the WPLB on an annual basis.

Prepared by:

Christine Rideout-Arkell, Manager of Public Service

carkell@windsorpubliclibrary.com

Windsor Public Library Board
Facility Update RE: Public Drinking Fountains & Bottle Fill Stations
 Tuesday, August 6, 2024

1. OBJECTIVE:

To provide the Windsor Public Library Board with an update of currently installed Public Drinking Fountains & Bottle Fill Stations at all WPL Facilities.

2. SUMMARY:

Windsor Public Library has the following public water drinking devices installed at various branches per the table below:

Table 2.1

Branch	Location	Type	Installation Date & Condition	2023 Annual Gate Counts
Bridgeview Branch	Main Floor	Combo Unit (Drinking/Bottle Fill Station)	New 2023	34,042
Budimir Branch	Main Floor	Combo Unit (Drinking/Bottle Fill Station)	New 2019	103,172
	Basement Floor	None (Not Required)	N/A	
Fontainebleau Branch	Main Floor	Drinking Fountain	Good	29,820
Forest Glade Optimist Branch	Main Floor	Drinking Fountain	Good	39,601
John Muir Branch	Main Floor	Combo Unit (Drinking/Bottle Fill Station)	New 2023	29,354
	2 nd Floor Program Room	Kitchen Sink	New 2019	
Riverside Branch	Main Floor	Drinking Fountain	Old	73,375
	Basement Floor	Drinking Fountain	Old	
	Basement Program Room	Kitchen Sink	Old	
Seminole Branch	Main Floor	Combo Unit (Drinking/Bottle Fill Station)	New 2024	20,190
Central Branch Paul Martin Building	Main Floor	Combo Unit (Drinking/Bottle Fill Station) 2 nd Drinking Fountain	New 2019	87,317
	2 nd Floor Admin	Combo Unit (Drinking/Bottle Fill Station)	New 2019	
W.F. Chisholm Branch	Located inside Community Centre near washrooms ***See Notes in Summary***			48,538
Local History Branch	None ***See Notes in Summary***			1,548
Archives	None ***See Notes in Summary***			No Data

Based on the investigational findings summarized in Table 2.1 above, there are:

8 Sites with Access to Public Drinking Water

- The listed sites below have at least one device or multiple devices per floor consisting of either a public drinking fountain, a bottle fill station, or a combination unit.
 - Bridgeview Branch
 - Budimir Branch
 - Branch
 - Forest Glade Optimist Branch
 - John Muir Branch
 - Riverside Branch
 - Seminole Branch
 - Central Branch (Paul Martin Building)

1 Site with Limited Access to Public Drinking Water

- W.F. Chisholm Branch
 - A Bottle Fill Only station is located adjacent to the Community Centre public washrooms past the gated area of the shared entrance.
 - The Community Centre hours of operation currently have a start time before the library hours of service and extend past the Library hours of service so therefore the public would have access to this water station as the gate would be open during community centre hours of operation. (Note: there is an exclusion on some holidays)
 - Considerations:
 - A sign could be placed in the library space, outside of the library washrooms to reference the location within the Community Centre space.
 - If the Library chose to install our own drinking fountain/bottle fill station, there are two recommended options:
 - Option 1: within the library space
 - additional plumbing & electrical work would be required to provide services, fed from the custodial room, or washroom.
 - Budget would be approx. \$10,000.00
 - Option 2: within shared space entrance (before gated area to community centre)
 - additional plumbing & electrical work would be required to provide services, fed from the staff kitchen services.
 - Budget would be approx. \$5,000.00

2 Sites Without Access to Public Drinking Water

- Currently there are two sites that have no access to public drinking fountains and/or bottle fill stations. These are Local History and the Archives.

- Both of these sites experience the least amount of public traffic compared to other branches (See Table 2.1 – 2023 Annual Gate Count Totals) and the Archives are appointment only.

Local History Branch (located at General Brock Public School)

- There is minimal to no wall space where a device could be installed.
- Plumbing & Mechanical systems and services are fed from Greater Essex County District School Board portion of the building and any modifications to the system would have to be approved by their management as the library does not own this facility and are under a lease agreement terms & conditions.
- The public washroom does have a high neck faucet where a bottle could be refilled.
- The staff kitchen area does have a sink where a bottle could be filled.

Municipal Archives

- Rules & Regulations state “No Food or Drink” due to the unique nature of the collection of historical documents that are on site.

Notes

- All installed devices are functional, operational, and maintained through preventative maintenance service schedules funded through the operations budget. We plan to replace any older units without bottle fill stations with newer combination drinking fountain/bottle fill station units as devices fail or reach end of life/service.
- Although some devices are original equipment when the branch was built, they were compliant with building codes at the time of construction.

3. RECOMMENDATION:

THAT the report of the Supervisor of Facilities dated August 6, 2024, entitled “Facility Update RE: Public Drinking Fountains & Bottle Fill Stations” **BE RECEIVED** as presented.

Prepared by:

Daryl Hermann, Supervisor of Facilities

dherman@citywindsor.ca

Windsor Public Library Board
Human Resources Report - Update
Tuesday, August 6, 2024

1. OBJECTIVE:

To present the Windsor Public Library Board (WPLB) with an update further to the recently ratified WPLB and CUPE 2067.1 Collective Agreement, specifically with regards to additions to the current provisions for health benefits provided by Green Shield.

2. BACKGROUND:

The new Collective Agreement will run from January 01, 2024, to December 31, 2026. It has been past practice that any changes made to benefits through the negotiation process for CUPE 2067.1 employees, also be adopted for the Non-Union Administrative employees, via approval from the Board. Per the Public Libraries Act R.S.O. 1990, Chapter 14, Section, Staff 15 (1),

A board may appoint and remove such employees as it considers necessary, determine the terms of their employment, fix their remuneration and prescribe their duties. R.S.O. 1990, c. P.44, s. 15 (1); 1993, c. 27, Sched.

3. DISCUSSION:

The chart below indicates the changes negotiated in the new 2024-2026 WPLB and CUPE 2067.1 Collective Agreement.

Plan	Plan Details	Current Coverage	New Coverage	Effective Date of Change
Vision	Vision	\$350 per consecutive months based on date of first paid claim	Maximum benefit of \$400.00 every two (2) years	July 7, 2024
Vision	Vision	Maximum benefit of \$400.00 every two (2) years	Maximum benefit of \$450.00 every two (2) years	January 1, 2026
EHS	Mental Health	\$350 per practitioner per calendar year	\$1000 per practitioner, including Psychotherapy per calendar year	January 1, 2024

4. RECOMMENDATION:

THAT the WPL Board **APPROVE** extending the same increase to benefits to WPL's Non-Union Administrative employees that were negotiated for CUPE 2067.1 employees for the 2024-2026 Collective Agreement.

Prepared by:

Tracy McManus, Manager of Operations

tmcmanus@windsorpubliclibrary.com