

Board Meeting Agenda

Tuesday, September 16, 2025

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 August 26, 2025

3.2 Adoption of the minutes of the In-Camera meeting held August 26, 2025

4. Communications

4.1 July 2025 Customer Use Index

4.2 August 2025 Customer Use Index

5. Presentations/Delegations

6. Administrative Reports

6.1 CEO Report

6.2 Triennial Policy Review – Foundation Policies –in Principle

6.3 Financial Report as at August 31, 2025

6.4 Annual Fine-Free Update

6.5 Updated Sunday Summary and 2026 Hours of Operation

7. New Business

8. Next Meeting

Tuesday, November 18, 2025, at 4:30 o'clock p.m.
350 City Hall Square W – Room 204

9. Adjournment

10. In Camera

Board Meeting Minutes
Tuesday, August 26, 2025
350 City Hall Square West – Room 204

A meeting of the Windsor Public Library Board is held this day commencing at 4:31 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
Councillor Renaldo Agostino
Delia Greco (via conference phone)
John Coleman
Marko Jovanovic
Massimo De Menech

Also present are the following from Administration:

Michael Chantler, Commissioner, Community Services
Jen Knights, CEO, Windsor Public Library
Jason Moore, Manager Marketing and Communication
Julie Catenacci, Manager, Public Services
Leisa Pieczonka, Manager, Public Services
Nicole Hayward Manager, Public Services
Daryl Hermann, Supervisor of Facilities
Krystal Jarrold, Administrative Receptionist
Dan Seguin, Deputy Treasurer - Financial Accounting and Corporate Controls
Carrie McCrindle, Manager of Financial Accounting
Anna Ciacelli, Deputy City Clerk, Council Services

Guests in attendance:

Michael Regier, regarding Item 6.2
Karen Lamon regarding Item 6.4
Katie Vlanich, President CUPE Local 2067 regarding Item 6.5
Michelle Bondy regarding Item 6.5

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

3.1 Regular Meeting Minutes

Moved by: Councillor Kieran McKenzie

Seconded by: Marko Jovanovic

Decision Number: WPL 30/2025

That the minutes of the Windsor Public Library Board of its meeting held June 17, 2025, **BE ADOPTED** as presented.

3.2 In-Camera Meeting Minutes

Moved by: Councillor Kieran McKenzie

Seconded by: Marko Jovanovic

Decision Number: WPL 31/2025

That the In-Camera minutes of the Windsor Public Library Board of its meeting held June 17, 2025, **BE ADOPTED** as presented.

Carried.

4. Communications

Moved by: Councillor Kieran McKenzie

Seconded by: Marko Jovanovic

Decision Number: WPL 32/2025

That the Communications **BE RECEIVED** as presented.

Carried.

5. Presentations and Delegations

See item 6.2: Sunday Summary and 2026 Hours of Operation; 6.4: 2026 – 2035 WPL Capital Budget and Reserve Fund and 2026 Plan; 6.5: 2026 Proposed Operating Budget

6. Administrative Reports

6.1 CEO Report

Jennifer Knights, Windsor Public Library Chief Executive Officer provides a brief overview of the Windsor Public Library Board CEO Report highlighting the retirement of Sue Perry and welcoming Nicole Hayward as the new Manager of Public Service and noting that Carrie McCrindle, Manager of Finance will also be moving into a new role. Ms. Knights highlights the summer events, outreach and programming, including the launch of FRED 2.0, the continued success of the Bookmobile, the Summer Reading Program, and website changes.

Councillor Kieran McKenzie inquires as to how FRED 2.0 compares to the previous bookmobile and whether there is data regarding the reading programs. Ms. Knights replies that the data has not yet been analysed but can be provided at the next board meeting.

Member John Coleman asks how web design is handled, and whether it is done internally. Jason Moore, Manager, Marketing & Communications responds that the website is managed internally using Word Press, and that the focus has been on updating information, adding new marquees, freshening up the look, ensuring that material changes over more quickly, and adding new calendars. A redesign would need to be outsourced to someone with expertise in the field. The biggest concern is whether it is AODA compliant.

Councillor Mark McKenzie inquires whether there are any conversations or agreements with the school boards to implement FRED 2.0. Ms. Knights responds that administration hasn't had any conversations to date, but that she can proactively reach out.

Moved by: Councillor Kieran McKenzie

Seconded by: Marko Jovanovic

Decision Number: WPL 33/2025

That the report of the WPL Chief Executive Officer entitled "CEO Report" dated August 19, 2025, **BE RECEIVED** as presented.

Carried.

6.2 Sunday Summary and 2026 Hours of Operation

Michael Regier appears before the WPL Board of Directors and expresses concern about the proposed Sunday hours as compared to the reduced numbers of patrons on weekends, particularly on Sundays. Michael Regier provides data regarding hours of operation. Michael Regier indicates that resources could be used in more impactful ways and concludes by suggesting that the board request a more fulsome report on the Sunday data to determine whether it is viable before extending it into 2026.

Councillor Renaldo Agostino asks if there are daily numbers to determine which days are busiest. Michael Regier responds that Mondays and Wednesdays tend to be highest.

Councillor Renaldo Agostino inquires whether there are stats from Sundays at the Central location. Michael Regier responds that the Sunday average is about the same as the previous year, but the hours have doubled, Sunday hours have been heavily advertised for the past 6 months.

Councillor Renaldo Agostino asks if there is programming on Sundays. Michael Regier responds that the library is operating at half-staff, so programming is difficult.

Member John Coleman suggests that 6 months is not very long and that a little bit of patience is required to see an increase and recommends staying the course a bit longer to allow for increased awareness before making changes to the hours.

Councillor Kieran McKenzie inquires whether the available data suggests that we are improving access to the community as a whole or for greater usage. Ms. Knights responds that there is additional data that can be provided. The intent of this report at the mid-way point of Sunday Service was to highlight that there are patrons visiting the library on Sundays and to celebrate the

success. A deep dive into the data to see the impact on other days can be provided sooner rather than later.

Councillor Kieran McKenzie asks how soon the usage data can be provided. Ms. Knights responds that it can be provided at the next board meeting.

Moved by: Councillor Kieran McKenzie

Seconded by: John Coleman

Decision Number: WPL 34/2025

That the report of the Chief Executive Officer entitled “Sunday Summary and 2026 Hours of Operation” **BE DEFERRED** to the next meeting of the Windsor Public Library Board to allow for administration to provide additional information related to usage statistics for Sundays as it may potentially impact other days of the week, specifically Saturdays; and,

That the information **BE BROUGHT FORWARD** to the next Windsor Public Library Board meeting scheduled to take place on Tuesday, September 16, 2025.

Carried.

6.4 2026 – 2035 WPL Capital Budget and Reserve Fund and 2026 Plan

Karen Lamon appears before the Board and provides an overview of her interactions at the library including the available programming at her local branch, accessibility, the variety of services and resources and to support the 1.5% increase for staffing. Karen Lamon adds that without adequate funding, the impact on staffing could have a negative effect on the community as a result.

Councillor Kieran McKenzie encourages the delegate to attend the City Council Budget Meeting where the Windsor Public Library Budget will be determined.

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Renaldo Agostino

Decision Number: WPL 35/2025

That the Windsor Public Library Board **APPROVE** the proposed 2026 WPL Capital Budget Request of \$201,000 and the 2026-2035 Capital Budget Plan of \$2,800,000 as presented; and,

That the Windsor Public Library Board **APPROVE** in principle the proposed 2026-2035 Capital Budget Report as presented and refer it to the City of Windsor; and further,

That the Windsor Public Library Board **APPROVE** the proposed 2026 WPL Reserve Fund Expenditure Plan as presented.

Carried.

6.3 Financial Report as at July 31, 2025

Councillor Kieran McKenzie inquires about the provincial allocation. Carrie McCrindle, Manager of Financial Accounting, indicates that funding is made up of Public Library Operating Grant and

Literacy Grant funding, so it is a matter of time when the funding is received. The Literacy Grant is based on usage, so if we use the allocation, there is no concern that there will be a shortfall.

Councillor Kieran McKenzie inquires about the negative variance for Information Resources. Administration indicates that they are seeing rising costs associated with the purchasing of publications and materials. The cost is being mitigated through other spending areas.

Councillor Mark McKenzie inquires about the extent of the expense being digital. Administration indicates that they have seen significant increases since 2002 and vendors have changed their pricing models.

Councillor Kieran McKenzie inquires whether there are tariff impacts. Ms. Knights indicates not directly, but it is being monitored.

Councillor Kieran McKenzie inquires whether that is something to be considered for the 2026 budget. Julie Catenacci, Manager, Public Services indicates that their suppliers are trying to minimize the impact of tariffs on libraries. It is unpredictable and trend forecasting is not available.

Moved by: Massimo De Menech

Seconded by: Marko Jovanovic

Decision Number: WPL 36/2025

That the report of the Manager of Financial Accounting dated August 19, 2025, entitled “Financial Report as at July 31, 2025” **BE RECEIVED** as presented.

Carried.

6.5 2026 Proposed Operating Budget

Katie Vlanich appears before the Windsor Public Library Board and provides information related to the return on investment of library spending, budget allocation, budgetary responsibility and the cost of library materials. Katie Vlanich indicates that physical books cost far less than eBooks and there can be lengthy waitlists for eBooks; there is a growing popularity for eBooks, however the predatory practices of eBook publishing and licensing for libraries does not match budgetary investments. Discussion ensues related to budgetary allocations. The union is requesting that the board authorize a ROI and SROI study done for Windsor Public Library. There are free tools available to Ontario libraries to quantify economic impact of libraries highlighting how best to allocate funding.

Michelle Bondy appears before the Windsor Public Library Board to highlight the importance of the library, free access to its programming, computers, and resources, and adds that leveraging partnerships with local organizations such as Backpacks for Birding from the Pelee Island Bird Observatory can help the Windsor Public Library offer programming without impacting the budget. Michelle Bondy concludes by indicating that the library is a great place for people to go without having to spend money. Information related to the study entitled “The Case for Canada’s Public Libraries – Why investment in public libraries is essential to Canada’s post-pandemic

recovery, competitiveness, and resilience” is provided and requests that the board approve increased budgeting for libraries in Windsor.

Councillor Kieran McKenzie inquires as to how the SROI is impacted by the increased number of visitors on Sundays. Katie Vlanich responds that Library Impact Ontario is specifically for digital services. An ROI study is important for non-profit organizations to see where investments impact the community in a different way.

Councillor Kieran McKenzie asks if the data already exists. Katie Vlanich responds that there are resources available to calculate ROI. Library Impact Ontario will work with you through digital resources to quantify impact. It is run through the Toronto Public Library.

Marko Jovanovic asks if a copy of the information can be sent to Premier Doug Ford to request an increase in Provincial funding.

John Coleman adds that we need to consider how to balance the budget based on uncertainty to limit the damage while remaining responsible.

Councillor Mark McKenzie recommends that people reach out to their MPPs and MPs to bring the issues to the forefront and to advocate for increased funding.

Councillor Kieran McKenzie inquires about the requested increase for the 2024 budget and if the library received all the requested amount. Dan Seguin, Deputy Treasurer Financial Accounting and Corporate Controls indicates that there was a slight increase, but not all the requested amount was received, but it was a positive.

Discussion ensues about the last budget requests and what was received and details provided about this year’s request.

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Renaldo Agostino

Decision Number: WPL 37/2025

That the Windsor Public Library Board **APPROVE** the 2026 Proposed Operating Budget of \$9,573,212, including all noted net zero impact budget items, which reflects a \$144,252 or a 1.53% increase over 2025.

Carried.

7. New Business

None.

8. In Camera – separate agenda

9. Date of Next Meeting

The next meeting if the Windsor Public Library Board will be held on Tuesday, September 16, 2025, 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 5:46 o'clock p.m.

Councillor Mark McKenzie
Windsor Public Library Board Chair

Jen Knights
CEO, Windsor Public Library

IN CAMERA

**Board Meeting Minutes
Tuesday, August 26, 2025
350 City Hall Square West – Room 204**

Members in attendance:

Councillor Mark McKenzie, Chair
Councillor Kieran McKenzie
Councillor Renaldo Agostino
John Coleman
Marko Jovanovic
Delia Greco (via conference phone)
Massimo De Menech

Also in attendance:

Michael Chantler, Commissioner, Community Services
Jen Knights, CEO, Windsor Public Library
Dan Seguin, Deputy Treasurer, Financial Accounting and Corporate Controls
Carrie McCrindle, Manager of Financial Accounting
Anna Ciacelli, Deputy City Clerk, Council Services

Call to Order

The Chair calls the In Camera meeting to order at 5:49 o'clock p.m.

Moved by: Massimo De Menech

Seconded by: Marko Jovanovic

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 a proposal or pending acquisition or disposition of land by the board – Section 16.1 (4)(c)**
- 3.2 a proposed or pending acquisition or disposition of land by the board – Section 16.1(4)(c)**
- 3.3 a proposed or pending acquisition or disposition of land by the board – Section 16.1(4)(c)**
- 3.4 personal matters about an identifiable individual – Section 16.1(4)(b); a proposed or pending acquisition or disposition of land by the board – Section 16.1.(4)(c); labour relations or employee negotiations – Section 16.1.(4)(d)**

Carried.

Disclosure of Pecuniary Interest

None disclosed.

Discussion on the items of business

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Renaldo Agostino

To move back into public session at 6:38 o'clock p.m.

Carried.

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Renaldo Agostino

That the Clerk **BE DIRECTED** to transmit the recommendation(s) contained in the report(s) discussed at the In Camera Meeting held August 26, 2025, directly to the Windsor Public Library Board for consideration at the next Regular Meeting.

Carried.

Moved by: Councillor Renaldo Agostino

Seconded by: Councillor Kieran McKenzie

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

Carried.

Moved by: Councillor Kieran McKenzie

Seconded by: Massimo De Menech

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

Carried.

Moved by: Councillor Kieran McKenzie

Seconded by: Massimo De Menech

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

Carried.

Moved by: Councillor Kieran McKenzie

Seconded by: Marko Janovich

That the In Camera report relating to personal matters about an identifiable individual a proposal or pending acquisition or disposition of land by the board; and labour relations or employee negotiations **BE RECEIVED** and further, that Administration **BE REQUESTED** to proceed with the verbal direction of the Windsor Public Library Board.

Carried.

Moved by: Councillor Renaldo Agostino

Seconded by: Councillor Kieran McKenzie

That the In Camera meeting of the Windsor Public Library Board held August 26, 2025, **BE ADJOURNED** at 6:40 o'clock p.m.

Carried.

Councillor Mark McKenzie
Windsor Public Library Board Chair

Jen Knights
CEO, Windsor Public Library

Windsor Public Library Board
Usage Statistics for July 2025
Tuesday, September 9, 2025

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 2025	July 2024	Variance
Gate Count	48,055	42,513	13%
Website & Social Media	162,541	120,054	35%
In-house Usage	18,432	17,384	6%
Circulation	122,189	115,766	6%
Public Service	8,096	7,497	8%
CUI Total	358,776	303,214	19%
CUI per open hour	153	143	7%

Notes: July 2025 had 2,342 open hours, which is 10% more than the 2,126 open hours in July 2024.

Gate Counts

Customers Entering	July 2025	July 2024	Variance
Central	7,292	7,298	0%
Budimir	8,864	8,726	2%
Riverside	7,318	6,234	17%
Forest Glade	6,129	4,483	37%
Chisholm	5,178	4,932	5%
Fontainebleau	2,945	2,650	11%
Bridgeview	4,132	2,951	40%
Seminole	2,023	1,830	11%
John Muir	3,464	3,202	8%
Local History	173	207	-16%
FRED 2.0	537	N/A	N/A
Total	47,518	42,513	13%

Website and Social Media

Category	July 2025	July 2024	Variance
Website*	85,391	70,469	21%
Catalogue Sessions	19,632	20,127	-2%
WPL Mobile Sessions	14,651	10,874	35%
Social Media Engagement	42,867	18,584	131%
Total	162,541	120,054	35%

Notes: *Website count includes WPL's website, Digi Branch, Learn@Home, Obituaries, and Digital Exhibits. Digital Exhibits views were estimated in July 2025.

In-House Usage

Location	Public Internet (in hours)	Netbook Circulation	Items Used	July 2025 Total	July 2024 Total	Variance
Central	1,059	2	1,024	2,085	1,765	18%
Budimir	283	-	2,950	3,233	3,850	-16%
Riverside	397	-	2,653	3,050	2,496	22%
Forest Glade	233	-	1,828	2,061	1,078	91%
Chisholm	202	-	2,036	2,238	2,370	-6%
Fontainebleau	254	-	1,191	1,445	2,097	-31%
Bridgeview	330	-	1,685	2,015	1,824	10%
Seminole	249	-	771	1,020	744	37%
John Muir	169	-	821	990	837	18%
Local History	N/A	N/A	246	246	323	-24%
FRED 2.0	N/A	-	49	49	N/A	N/A
Total	3,176	2	15,254	18,432	17,384	6%

Circulation

Location	July 2025	July 2024	Variance	2024 Total
Central	8,251	8,735	-6%	98,316
Budimir	14,746	14,836	-1%	154,777
Riverside	12,745	12,390	3%	135,361
Forest Glade	7,566	6,677	13%	67,952
Chisholm	9,187	8,854	4%	90,383
Fontainebleau	4,703	4,561	3%	53,783
Bridgeview	5,403	4,198	29%	47,169
Seminole	4,332	4,362	-1%	43,991
John Muir	2,808	2,504	12%	29,014
Local History*	124	N/A	N/A	N/A
FRED	251	N/A	N/A	N/A
Total Physical Circ	70,116	67,117	4%	720,746
eResources	52,073	48,649	7%	589,270
Total	122,189	115,766	6%	1,310,016

Notes: * In June 2025, Local History began circulating items from displays.

Public Services

Category	July 2025	July 2024	Variance
Reference Questions*	287	163	76%
Program Attendance**	6,989	5,992	17%
Outreach Attendance	244	224	9%
School Visit Attendance	146	136	7%
Accessibility Circulation	430	982	-56%
Total	8,096	7,497	8%

Notes: * Reference Questions include reference interactions tracked by Ask a Librarian, Local History, Digital Media, and—as of February 23rd, 2025—at service desks systemwide.

** Program Attendance includes Take & Make kits, online live programming, and in-person programming.

Memberships

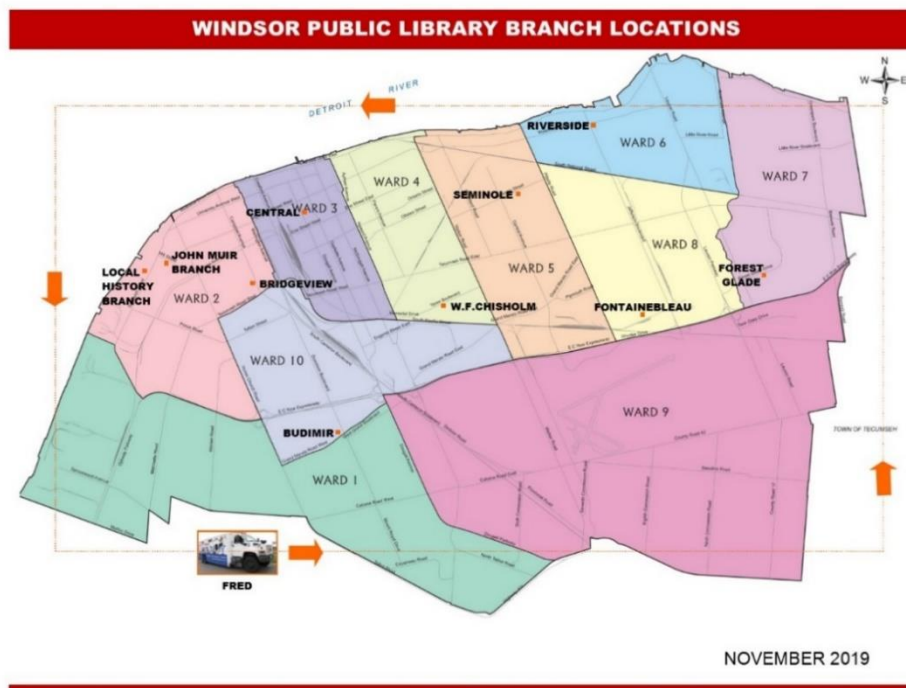
Location	July 2025 New	July 2025 Purged	July 2025 Total
Central	250	(140)	20,146
Budimir	210	(62)	12,096
Riverside	159	(80)	10,675
Forest Glade	152	(69)	7,241
Chisholm	103	(58)	6,698
Fontainebleau	93	(55)	4,691
Bridgeview	81	(37)	5,509
Seminole	77	(44)	5,094
John Muir	111	(41)	4,639
FRED	24	(5)	285
Total	1,260	(591)	77,074

Notes: Of the 1,260 new memberships, 158 (13%) were ecards. In total, 6,682 members (8.7%) hold ecards.

Annual Memberships

Year	Total	% of Total Population
2024	88,374	38%
2023	98,129	43%
2022	95,886	42%
2021	98,944	43%
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. Due to the pandemic this was not done in 2021; it was resumed in 2022. In January 2025, 10,956 such memberships were removed. Starting in February 2025, we now purge smaller batches of memberships monthly, rather than one large batch annually. Population of Windsor per the 2021 Census = 229,660; Population of Windsor per the 2016 Census = 217,188



Windsor Public Library Board
Usage Statistics for August 2025
Tuesday, September 9, 2025

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	August 2025	August 2024	Variance
Gate Count	44,312	40,093	11%
Website & Social Media	158,824	116,955	36%
In-house Usage	16,097	14,911	8%
Circulation	117,535	117,827	0%
Public Service	7,580	8,149	-7%
CUI Total	344,348	297,935	16%
CUI per open hour	158	143	10%

Notes: August 2025 had 2,184 open hours, which is 5% more than the 2,080 open hours in August 2024.

Gate Counts

Customers Entering	August 2025	August 2024	Variance
Central	6,340	7,057	-10%
Budimir	8,241	8,105	2%
Riverside	6,453	5,420	19%
Forest Glade	6,149	4,686	31%
Chisholm	5,078	4,308	18%
Fontainebleau	2,335	2,309	1%
Bridgeview	3,653	3,023	21%
Seminole	1,981	1,855	7%
John Muir	2,878	3,250	-11%
Local History	171	80	114%
FRED 2.0	1,033	N/A	N/A
Total	44,312	40,093	11%

Website and Social Media

Category	August 2025	August 2024	Variance
Website*	74,530	70,222	6%
Catalogue Sessions	18,601	19,221	-3%
WPL Mobile Sessions	14,601	11,207	30%
Social Media Engagement	51,092	16,305	213%
Total	158,824	116,955	36%

Notes: *Website count includes WPL's website, Digi Branch, Learn@Home, Obituaries, and Digital Exhibits. Digital Exhibits views were estimated in July 2025.

In-House Usage

Location	Public Internet (in hours)	Netbook Circulation	Items Used	August 2025 Total	August 2024 Total	Variance
Central	987	-	1,035	2,022	1,571	29%
Budimir	254	-	1,933	2,187	2,949	-26%
Riverside	379	1	1,936	2,316	2,113	10%
Forest Glade	181	-	1,609	1,790	1,092	64%
Chisholm	214	-	1,874	2,088	1,919	9%
Fontainebleau	213	-	1,322	1,535	1,846	-17%
Bridgeview	277	-	1,360	1,637	1,393	18%
Seminole	310	-	895	1,205	776	55%
John Muir	145	-	667	812	1,123	-28%
Local History	N/A	N/A	363	363	129	181%
FRED 2.0	N/A	-	142	142	N/A	N/A
Total	2,960	1	13,136	16,097	14,911	8%

Circulation

Location	August 2025	August 2024	Variance	2024 Total
Central	8,076	8,212	-2%	98,316
Budimir	13,811	14,898	-7%	154,777
Riverside	12,264	11,235	9%	135,361
Forest Glade	7,656	6,898	11%	67,952
Chisholm	8,923	8,387	6%	90,383
Fontainebleau	4,464	4,678	-5%	53,783
Bridgeview	4,861	5,100	-5%	47,169
Seminole	4,353	4,249	2%	43,991
John Muir	2,656	2,652	0%	29,014
Local History*	29	N/A	N/A	N/A
FRED	361	N/A	N/A	N/A
Total Physical Circ	67,454	66,309	2%	720,746
eResources	50,081	51,518	-3%	589,270
Total	117,535	117,827	0%	1,310,016

Notes: * In June 2025, Local History began circulating items from displays.

Public Services

Category	August 2025	August 2024	Variance
Reference Questions*	249	167	49%
Program Attendance**	6,117	5,261	16%
Outreach Attendance	626	1,573	-60%
School Visit Attendance	142	113	26%
Accessibility Circulation	446	1,035	-57%
Total	7,580	8,149	-7%

Notes: * Reference Questions include reference interactions tracked by Ask a Librarian, Local History, Digital Media, and—as of February 23rd, 2025—at service desks systemwide.

** Program Attendance includes Take & Make kits, online live programming, and in-person programming.

Memberships

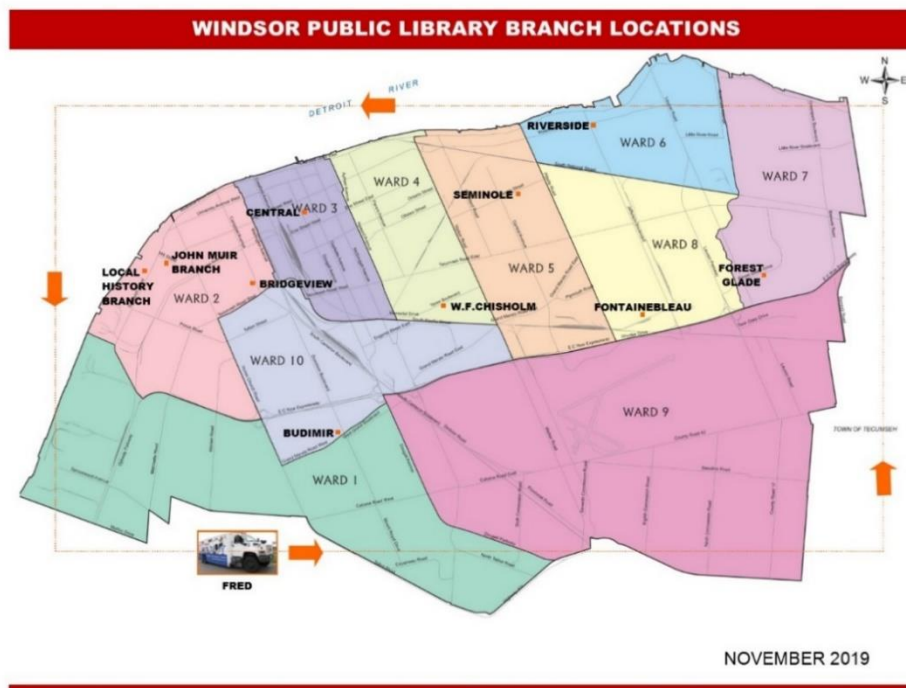
Location	August 2025 New	August 2025 Purged	August 2025 Total
Central	209	(229)	20,069
Budimir	183	(101)	12,144
Riverside	156	(99)	10,706
Forest Glade	113	(125)	7,217
Chisholm	106	(58)	6,738
Fontainebleau	70	(86)	4,658
Bridgeview	68	(56)	5,513
Seminole	82	(49)	5,114
John Muir	74	(56)	4,650
FRED	21	(11)	292
Total	1,082	(870)	77,101

Notes: Of the 1,082 new memberships, 126 (12%) were ecards. In total, 6,666 members (8.6%) hold ecards.

Annual Memberships

Year	Total	% of Total Population
2024	88,374	38%
2023	98,129	43%
2022	95,886	42%
2021	98,944	43%
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. Due to the pandemic this was not done in 2021; it was resumed in 2022. In January 2025, 10,956 such memberships were removed. Starting in February 2025, we now purge smaller batches of memberships monthly, rather than one large batch annually. Population of Windsor per the 2021 Census = 229,660; Population of Windsor per the 2016 Census = 217,188



Windsor Public Library Board
CEO Report
Tuesday September 9, 2025

1. ADMINISTRATION

Administration is currently focusing on the Central Library Functional Plan Update and Public Information Centre on Tuesday, September 23, 2025, as well as completing our provincial Public Libraries Operating Grant (PLOG) submission, which is due October 15, 2025.

2. EVENT, OUTREACH AND PROGRAMMING INFORMATION

At the August 26, 2025, WPL Board meeting Councillor Kieran McKenzie inquired as to how FRED 2.0 compares to the previous book mobile and whether there was data regarding the reading programs. An update is provided below:

FRED 2.0

FRED continues to provide mobile public service around Windsor with continued comments on FRED’s distinctive and colourful look! Bookings for September include Children’s Fest, Open Streets, the Forest Glade Book Sale and at parks including Captain John Wilson, Alexander and Willistead.

In looking at comparison data, information on gate counts for 2018, 2019 and 2025 (July and August only) are noted below:

Gate Count	2018	2019	2025
Average Gate Count per Month	646	803	785
Highest Monthly Gate Count	1229	1479	1033
Lowest Monthly Gate Count	177	176	537

Administration will continue to report on FRED at each Board meeting through the CEO Report.

Summer Reading 2025

Program	2024* 8-week program	2025 6-week program
Total Programs	268	234
Adult	2462	2543
Young Adult	329	339
Child	6417	5609

Over the years, the way children and families engage with the library during the summer months has evolved. With increased participation in day camps and other competing activities, we’ve seen a decline in Summer Reading Program (SRP) involvement. As we look ahead to 2026, we’ll

be exploring new approaches to reach more readers – potentially through expanded drop-in, self-directed or multi-day programming options.

To ensure we are meeting families where they are, we plan to conduct a customer survey to better understand preferences and needs around summer programming.

Changes to our hours and staffing model have impacted our ability to offer as many staff-led programs on Mondays as in previous years. However, these changes also present new opportunities – particularly for Sunday programming, which will be a key focus in 2026.

It is also worth noting that Summer Reading participation has traditionally been measured over a six-week period. In 2024, however, the program extended through August 31, 2024, adding two additional weeks beyond the usual timeframe. This change affects the year-over-year comparisons and should be considered when reviewing the participation data above.

3. RECOMMENDATION:

That the report of the WPL Chief Executive Officer entitled “CEO Report” dated September 9, 2025, **BE RECEIVED** as presented.

Prepared by:

Jennifer Knights, WPL Chief Executive Officer

jknights@citywindsor.ca

Windsor Public Library Board
Triennial Policy Review – Foundation Policies – in Principle
Tuesday, September 9, 2025

1. OBJECTIVE:

To present the Windsor Public Library Board with the triennial review of the Windsor Public Library Foundation Policies.

2. BACKGROUND:

Policies are defined as a set of principles to guide decision-making; they are a “high level *what and why* statement of intent” . WPL is guided by a series of policies that are based on the:

- [Public Libraries Act](#)
- [Municipal Act, 2001](#)
- Operating Agreement with the City of Windsor
- Appropriate City of Windsor [policies](#)

The WPL policies are based on comparisons with policies from Toronto, London, Vaughan and Hamilton public libraries and the SOLS Trillium master policies. They are developed using the City’s [Policy on Policies Framework](#). WPL has three types of policies:

- 1) Foundation Policies are the fundamental guidelines that affect all WPL decisions i.e. Mission Statement.
- 2) Governance Policies outline the governing authority of the WPLB i.e. Board Purpose, Powers and Duties Policy.
- 3) Operational Policies outline the core principles that direct operational decisions i.e. Circulation Policy.

Policy	# of Policies	Next Review Date
Foundation	8	2025
Governance	8	2026
Operational	23	2027

The WPLB is committed to having clear and concise policies to ensure the Board and employees approach similar situations consistently and appropriately. In developing policies, the goal is to address most but not all situations. Policies that try to address every possible situation are too complex to enforce and become counterproductive.

Core principles that shape WPL policy development include:

- 1) **Simplicity:** to ensure understanding and consistent application.
- 2) **Clear language:** to enhance readability and understanding.
- 3) **Accessibility:** policies are available on the WPL website at [WPL Policies](#).

- 4) Consolidation: related information is contained in the same policy.
- 5) Maintenance: the WPLB is committed to a triennial review of all policies.

The Process: All policies are reviewed by the WPLB on a three-year cycle. Once reviewed and accepted *in principle* by the Board, they are posted on the WPL website for public comment and then “formally accepted by a 2/3 majority of the votes cast at a duly constituted Board meeting” and posted on the website.

All amended policies are attached to this report and recommended edits or additions are in red.

Recommended Foundation Policy Revisions

The following changes are recommended.

#	Name of Policy	Recommended changes or additions
All		All references to “OLA Statement on Intellectual Freedom” will be amended to “OLA Statement on Intellectual Freedom and Rights of the Individual”.
All		All references to the City of Windsor will be amended to “The Corporation of the City of Windsor”.
F-1	Mission Statement	No changes.
F-2	Vision Statement	2.1 The removal of “ as amended, 2019, CH14, Sched.12 ” as it pertains to the <i>Public Libraries Act</i> . This will allow for changes to the Act without necessarily requiring a change to the policies that reference it.
F-3	Values Statement	2.1 The removal of “ as amended, 2019, CH14, Sched.12 ” as it pertains to the <i>Public Libraries Act</i> . This will allow for changes to the Act without necessarily requiring a change to the policies that reference it. 2.2 The removal of “ and the OLA Statement on Intellectual Freedom, OLA Children’s Rights in the Public Library and OLA Teen Rights in the Library ” statements and adding it in as a separate section to align with the formatting of the other policies. 2.3 The addition of “ The Windsor Public Library Board endorses the OLA Statement on Intellectual Freedom and Rights of the Individual, OLA Children’s Rights in the Public Library and OLA Teen Rights in the Library statements ” to align with the wording of the other policies. 2.4 The addition of “ The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and the Amending Agreement of March 21, 2017, with The Corporation of the City of Windsor ” to align with the wording of the other policies.
F-4	Customer Service Pledge	No changes.

#	Name of Policy	Recommended changes or additions
F-5	Intellectual Freedom Policy	2.3 The addition of “ OLA Children’s Rights in the Public Library ” to align with the wording of other policies. 3.2 c) The removal of “ of ”
F-6	Materials Selection Policy	2.1 the removal of “ and is supported by the Windsor Public Library/City of Windsor Service Agreement (2015), as amended March 21, 2017. ” and adding it in as a separate section to align with the formatting of the other policies. 2.3 The addition of “ The Windsor Public Library Board endorses the OLA Statement on Intellectual Freedom and Rights of the Individual, OLA Children’s Rights in the Public Library and OLA Teen Rights in the Library statements ” to align with the wording of the other policies. 2.4 The addition of “ The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and the Amending Agreement of March 21, 2017, with The Corporation of the City of Windsor ” to align with the wording of the other policies.
F-7	Access to Information and Protection of Privacy Policy	2.1 The removal of “ This policy applies to all services and operations of the WPLB, its customers, volunteers and staff ” and adding it in as a separate section to align with the formatting of the other policies. 2.5 The addition of “ This policy applies to all services and operations of the Windsor Public Library Board, its customers, volunteers and employees ” to align with the wording of the other policies.
F-8	Diversity, Equity and Inclusion Policy	2.2 The addition of “ recognizes and ” to align with the wording of the other policies. 2.3 The addition of “ The Windsor Public Library Board endorses the OLA Statement on Intellectual Freedom and Rights of the Individual, OLA Children’s Rights in the Public Library and OLA Teen Rights in the Library statements ” to align with the wording of the other policies. 2.4 The addition of “ The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and the Amending Agreement of March 21, 2017, with The Corporation of the City of Windsor ” to align with the wording of the other policies. 2.5 The addition of “ This policy applies to all services and operations of the Windsor Public Library Board, its customers, volunteers and employees ” to align with the wording of the other policies.

3. ACTIONS:

The following actions are recommended:

- 1) WPLB accept *in principle* the proposed edits and additions to the Foundation Policies.
- 2) Publicly post the proposed revised policies for 21 days.
- 3) At the next meeting, review any public comments and if appropriate formally approve the revised policies.
- 4) Post and review the Foundation Policies with employees.

4. RECOMMENDATION:

That the Windsor Public Library Board **APPROVE** *in Principle* the recommended amendments to the Operational Policies as presented/amended.

Prepared by:

Jennifer Knights, CEO

jknights@citywindsor.ca

Policy Type: **Foundation**

Policy Number: **F-1**

Policy Title: **Mission Statement**

Policy Reviewed: September 2025
Effective: January 2026 - December 2028

1. PURPOSE

1.1 The Windsor Public Library Board Mission Statement is the foundation for the provision of excellent public library service to the community of Windsor, Ontario, Canada.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act R.S.O. 1990, c. P.44* provides governance and management of public library services in Windsor.

2.2 The Windsor Public Library Board recognizes and endorses the *Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA)*, *Copyright Act*, *Canadian Criminal Code*, *Canadian Charter of Rights and Freedoms*, *Ontario Human Rights Code*, *Accessibility for Ontarians with Disabilities Act*, *Accessibility Standards for Customer Service*, and the *Integrated Accessibility Standards*.

2.3 The Windsor Public Library Board endorses the ~~*CLA Statement on Intellectual Freedom*~~ *OLA Statement on Intellectual Freedom and Rights of the Individual*, *OLA Children's Rights in the Public Library* and *OLA Teen Rights in the Library* statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and the Amending Agreement of March 21, 2017, with *The Corporation of the City of Windsor*.

3. POLICY

3.1 The Mission of the Windsor Public Library is to enrich our community by providing access to resources that inform and entertain.

3.2 We believe in the freedom to read, learn and discover.

Policy Type: **Foundation**

Policy Number: **F-2**

Policy Title: **Vision Statement**

Policy Reviewed: September 2025
Effective: January 2026 - December 2028

1. PURPOSE

1.1 The Windsor Public Library Board Vision Statement provides direction for the future of public library service in Windsor, Ontario, Canada.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act R.S.O. 1990, c. P.44 as amended, 2019, CH14, Sched.12* provides governance and management of public library services in Windsor.

2.2 The Windsor Public Library Board recognizes and endorses the *Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA)*, *Copyright Act*, *Canadian Criminal Code*, *Canadian Charter of Rights and Freedoms*, *Ontario Human Rights Code*, *Accessibility for Ontarians with Disabilities Act*, *Accessibility Standards for Customer Service*, and the *Integrated Accessibility Standards*.

2.3 The Windsor Public Library Board endorses the *CLA Statement on Intellectual Freedom OLA Statement on Intellectual Freedom and Rights of the Individual*, *OLA Children's Rights in the Public Library* and *OLA Teen Rights in the Library* statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and the Amending Agreement of March 21, 2017, with *The Corporation of the City of Windsor*.

3. POLICY

3.1 The Windsor Public Library makes our community a better place to live, work and raise a family. The Windsor Public Library Board and employees envision a future where the library enriches the lives of all residents and where reading, learning and discovery are a part of daily life.

3.2 The Windsor Public Library Board supports the core vision of the Windsor Public Library including:

- Equitable access, opportunity and connection to information and technology
- Support and protect intellectual freedom
- Encourage reading, discovery and lifelong learning
- Support literacy for all

Foundation Policy
F-2 Vision Statement

3.3 The Windsor Public Library Board recognizes that innovation and technology enhances customer experience, promotes lifelong learning and cultivates community collaboration. Windsor Public Library strives to place new technology and innovation that promotes discovery and learning in the hands of customers and employees.

3.4 *The WPL is actively working to promote knowledge over ignorance, understanding over intolerance and access over inequity.*

DRAFT

Policy Type: **Foundation**

Policy Number: **F-3**

Policy Title: **Values Statement**

Policy Approved: September 2025

Effective: January 2026 - December 2028

1. PURPOSE

1.1 The Windsor Public Library Board Values Statement outlines the values upon which all Windsor Public Library decisions and actions are based.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act R.S.O. 1990, c. P.44 as amended 2019, CH14, Sched.12*, provides governance and management of public library services in Windsor. ~~and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.~~

2.2 The Windsor Public Library Board endorses the *Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA), Copyright Act, Canadian Criminal Code, Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Accessibility Standards for Customer Service, Integrated Accessibility Standards.*; ~~and the GLA Statement on Intellectual Freedom, OLA Children's Rights in the Public Library and OLA Teen Rights in the Library statements.~~

2.3 The Windsor Public Library Board endorses the *OLA Statement on Intellectual Freedom and Rights of the Individual, OLA Children's Rights in the Public Library and OLA Teen Rights in the Library statements.*

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and the Amending Agreement of March 21, 2017, with The Corporation of the City of Windsor.

2.5 This policy applies to all Windsor Public Library Board members, volunteers, employees and agents.

3. POLICY

3.1 The following values guide Windsor Public Library decisions and actions:

3.1.1 **Excellent Customer Service**

- Windsor Public Library values and respects its customers, partners, volunteers and employees.
- We are committed to always providing welcoming, courteous and efficient service.

3.1.2 **Lifelong Learning and Literacy**

- Windsor Public Library values intellectual freedom, literacy and access to information for all residents.
- We believe the passion for reading and learning should be shared.

Foundation Policy
F-3 Values Statement

3.1.3 Community

- Windsor Public Library values teamwork, partnerships and serving the community.
- We are committed to a strong and healthy Windsor.
- The Windsor Public Library acknowledges the Indigenous Lands upon which we live, work and play.

3.1.4 Accountability

- Windsor Public Library values wise planning and responsible stewardship.
- We are committed to providing efficient use of public funds and resources.

3.1.5 Integrity

- Windsor Public Library values direct and honest communications and actions.
- We are committed to conducting business in an ethical and transparent manner.
- We are committed to eliminating racism and social inequity.

3.1.6 Growth and Innovation

- Windsor Public Library values intellectual curiosity and innovation.
- We are constantly recalibrating and capitalizing on opportunities to improve.

Policy Type: **Foundation**

Policy Number: **F-4**

Policy Title: **Customer Service Pledge**

Policy Approved: September 2025
Effective: January 2026 - December 2028

1. PURPOSE

1.1 The Windsor Public Library Board Customer Service Pledge defines how we provide excellent customer service to the community of Windsor, Ontario, Canada.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act R.S.O. 1990, c. P.44* provides governance and management of public library services in Windsor.

2.2 The Windsor Public Library Board recognizes and endorses the *Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA)*, *Copyright Act*, *Canadian Criminal Code*, *Canadian Charter of Rights and Freedoms*, *Ontario Human Rights Code*, *Accessibility for Ontarians with Disabilities Act*, *Accessibility Standards for Customer Service*, and the *Integrated Accessibility Standards*.

2.3 The Windsor Public Library Board endorses the ~~CLA Statement on Intellectual Freedom~~ *OLA Statement on Intellectual Freedom and Rights of the Individual*, *OLA Children's Rights in the Public Library* and *OLA Teen Rights in the Library* statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and the Amending Agreement of March 21, 2017, with *The Corporation of the City of Windsor*.

3. POLICY

3.1 Windsor Public Library customers are our number one priority.

3.2 The Windsor Public Library Board and staff define excellent library service as:

- a) Welcoming, courteous and efficient;
- b) Respecting our customers, partners, volunteers and peers;
- c) Engaging in timely, direct and honest communications;
- d) A balanced and diverse collection that educates and entertains;
- e) Information services that are prompt, accurate, relevant and confidential;
- f) Encouraging innovation and discovery;
- g) A community gathering place that welcomes everyone;
- h) Sharing our passion for reading, literacy and lifelong learning;
- i) Always smiling and saying thank you

Policy Type: **Foundation**

Policy Number: **F-5**

Policy Title: **Intellectual Freedom Policy**

Policy Approved: September 2025
Effective: January 2026 - December 2028

1. PURPOSE

1.1 The Intellectual Freedom Policy articulates the Windsor Public Library Board's support of intellectual freedom and public access to information.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act R.S.O. 1990, c. P.44* provides governance and management of public library services in Windsor.

2.2 The Windsor Public Library Board recognizes and endorses the *Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA)*, *Copyright Act*, *Canadian Criminal Code*, *Canadian Charter of Rights and Freedoms*, *Ontario Human Rights Code*, *Accessibility for Ontarians with Disabilities Act*, *Accessibility Standards for Customer Service*, and the *Integrated Accessibility Standards*.

2.3 The Windsor Public Library Board endorses the ~~CLA Statement on Intellectual Freedom~~ *OLA Statement on Intellectual Freedom and Rights of the Individual*, *IFLA Statement on Libraries and Intellectual Freedom*, *OLA Children's Rights in the Public Library* and *OLA Teen Rights in the Library* statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and the Amending Agreement of March 21, 2017, with **The Corporation of the City of Windsor**.

3. POLICY

3.1 The Windsor Public Library Board and staff support and advocate for intellectual freedom which is defined as "the right of every individual to both seek and receive information from all points of view without restriction."

3.2 It is the responsibility of the Windsor Public Library Board and staff to:

- a) Ensure that all customers have the fundamental right to access all expressions of knowledge, creativity and intellectual activity;
- b) Guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some individuals may consider to be unconventional, unpopular or unacceptable;
- c) Make available all ~~of~~ the library's public facilities and services to all individuals and groups;

Foundation Policy

F-5 Intellectual Freedom

- d) Resist all efforts to limit the exercise of these responsibilities, while recognizing the right of criticism by individuals and groups.

3.3 The Windsor Public Library Board directs the CEO to ensure that the principles of intellectual freedom are integrated into all policies, procedures and practices.

DRAFT

Policy Type: **Foundation**

Policy Number: **F-6**

Policy Title: **Material Selection Policy**

Policy Approved: September 2025
Effective: January 2026 - December 2028

1. PURPOSE

1.1 The Material Selection Policy outlines the principles upon which material selection decisions are made and guides staff in the selection of library materials.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act R.S.O. 1990, c. P.44 as amended 2019, CH14, Sched. 12*; provides governance and management of public library services in Windsor., ~~and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.~~

2.2 The Windsor Public Library Board endorses the *Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA), Copyright Act, Canadian Criminal Code, Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Accessibility Standards for Customer Service, Integrated Accessibility Standards., GLA Statement on Intellectual Freedom; and the IFLA Statement on Libraries and Intellectual Freedom, OLA Children's Rights in the Public Library and OLA Teen Rights in the Library statements.*

2.3 ~~The Windsor Public Library Board endorses the OLA Statement on Intellectual Freedom and Rights of the Individual, IFLA Statement on Libraries and Intellectual Freedom, OLA Children's Rights in the Public Library and OLA Teen Rights in the Library statements.~~

2.4 ~~The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and the Amending Agreement of March 21, 2017, with The Corporation of the City of Windsor.~~

2.5 This policy applies to all services, resources and operations of the Windsor Public Library Board, its customers, volunteers and employees.

3. POLICY

3.1 When selecting and de-selecting material, the following criteria are considered:

- a) Clarity, accuracy, and presentation;
- b) Suitability of subject, style and reading level for intended audience;
- c) Relevance to community users;
- d) Authority and significance of the publisher or producer;
- e) Relationship to existing collection;

Foundation Policy

F-6 Material Selection

- f) Availability of the material from other sources;
- g) Format, durability, storage requirements and ease of access;
- h) Purchase price and other budgetary considerations.

3.2 The Windsor Public Library collection includes a variety of:

- a) Formats e.g. print, audiovisual, large print, realia (aka “things”) and digital;
- b) Reading, listening and viewing levels e.g. children’s, young adults, ESL;
- c) Languages e.g. English, French, Italian, Chinese, Arabic.

3.3 The Windsor Public Library participates in shared collections that may require restricted access e.g. CELA DAISY discs.

3.4 In selecting material staff use professional reviewing and assessment tools, knowledge of the collection and experience as a selector.

3.5 Suggestions for the purchase of library material are welcome and are considered for purchase using the same criteria as all selections.

3.6 Special consideration is given to material with Canadian content or by Canadian authors.

3.7 Windsor Public Library does not keep, acquire, or purchase materials that the Canadian courts have found to be obscene, hate propaganda, or seditious literature.

3.8 No material will be excluded solely because of the race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, marital status, political affiliation, disability, language and/or socio-economic status of the creator of the work.

4. SPECIAL COLLECTIONS

The Windsor Public Library has a large fiction and nonfiction collection in a variety of locations plus the following special collections:

4.1 Children’s Collections

Windsor Public Library provides resources for children up to age 13 in a variety of formats, languages and reading levels. Except where limited by law, children have access to all library materials. Parents and legal guardians are responsible for monitoring the access and use of library materials by their children.

4.2 Local History

The Windsor Public Library collects information about the history of Windsor and surrounding areas, in all formats, including books, diaries, original manuscripts, papers, correspondence, logbooks, ledgers, municipal records, maps, drawings, photographs, pictures, microform, audio-visual, newspapers, realia and ephemera about Windsor and Essex County. The Local History collection has a strong focus on genealogical resources.

4.3 Municipal Publications

The Windsor Public Library acquires and maintains municipal publications and documents published by the City of Windsor.

4.4 Automotive Archives

The Windsor Public Library maintains and actively develops a collection of materials in multiple formats devoted to the history of automobile design and manufacture, with a special focus on Windsor and Detroit. This is a non-circulating collection.

4.5 Windsor Authors

The Windsor Public Library maintains and actively develops a collection of works by Windsor authors, in acknowledgement of the area's strong literary history. This is an autographed collection and non-circulating.

4.6 850 Ouellette Avenue Collection

In 2015, the Windsor Public Library established a special local history designation to accommodate donations of rare and valuable material of local and/or national significance. Materials accepted for donation to the *850 Ouellette Avenue Collection*, named in honour of Windsor Public Library's third Central Branch, will be acknowledged with a charitable donation tax receipt. This is a non-circulating collection.

These donations or bequests require:

- a) An appraisal by the Antiquarian Booksellers Association of Canada or designated equivalent;
- b) A duly authorized donation contract, as negotiated with the CEO of Windsor Public Library;
- c) A tax receipt issued by the Windsor Public Library Board.

4.7 WPL Rare Book Collection

The Windsor Public Library maintains and actively develops a collection of rare books, by a wide range of authors. These very rare books are distinguished by their early print (dated 1585-1899), unique edition or binding, or historic significance. This is a non-circulating collection.

4.8 Film / Video Resources

The Windsor Public Library purchases all licenses for film and video resources, honouring the legal requirements of the *Film Classification Act, 2005, S.O.200, c.17*.

5. DONATIONS AND BEQUESTS

5.1 The Windsor Public Library accepts the donation or bequest of books and other library appropriate material. In accepting donations or bequests, Windsor Public Library does not:

- a) Evaluate or appraise donations or bequests, except for donations to the 850 Ouellette Ave Collection;
- b) Provide tax receipts, except for donations to the 850 Ouellette Ave Collection.

Foundation Policy
F-6 Material Selection

5.2 The Windsor Public Library Board reserves the right to accept or deny any donations or bequests without reservation.

5.3 All donations and bequests become the property of the Windsor Public Library.

6. CHALLENGES OR COMPLAINTS ABOUT LIBRARY RESOURCES

6.1 The Windsor Public Library recognizes the right of an individual or group to reject library material for personal use but does not accord to any individual or group the right to restrict or censor the freedom of others to make use of that same material.

6.2 Complaints or requests for the re-consideration of or withdrawal of a specific item from the Windsor Public Library collection should be directed to the CEO. Responses to these requests will be in writing and are guided by the Board's position that:

- a) People have the right to reject for themselves material of which they do not approve but they do not have the right to restrict the intellectual freedom of others;
- b) It is the right of parents and legal guardians to develop, interpret and enforce their own code of ethics upon their minor children.

7. WITHDRAWAL AND / OR REPLACEMENT OF MATERIAL

7.1 Materials are regularly assessed for their physical condition, accuracy, currency, performance within the context of the collection and relevance to library customers.

7.2 The ongoing process of withdrawal is the responsibility of the CEO. It is a formal process conducted by knowledgeable staff to maintain collection vitality, relevance, size and scope.

7.3 Withdrawn library material may be discarded, recycled or sold.

7.4 The replacement of worn-out library material is dependent on recurring demand, availability of the title or format, budgetary constraints and the extent to which the subject is already covered in the collection.

Policy Type: **Foundation**

Policy Number: **F-7**

Policy Title: **Access to Information and Protection of Privacy Policy**

Policy Approved: September 2025
Effective: January 2026 - December 2028

1. PURPOSE

1.1 The Access to Information and Protection of Privacy Policy outlines the principals to ensure that the public and staff have access to information about the operations of the library and to their own personal information held by the library in accordance with [MFIPPA](#) and that the privacy of individuals' personal information is protected.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the [Public Libraries Act R.S.O. 1990, c. P.44](#) provides governance and management of public library services in Windsor. **This policy applies to all services and operations of the WPLB, its customers, volunteers and staff.**

2.2 The Windsor Public Library Board recognizes and endorses the [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Ontario Human Rights Code](#), [Accessibility for Ontarians with Disabilities Act](#), [Accessibility Standards for Customer Service](#), [Canadian Anti-Spam Legislation \(CASL\)](#) and the [Integrated Accessibility Standards](#).

2.3 The Windsor Public Library Board endorses the [GLA Statement on Intellectual Freedom](#), [OLA Statement on Intellectual Freedom and Rights of the Individual](#), [OLA Children's Rights in the Public Library](#) and [OLA Teen Rights in the Library](#) statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and Amending Agreement of March 21, 2017, with **The Corporation of the City of Windsor**.

2.5 **This policy applies to all services and operations of the Windsor Public Library Board, its customers, volunteers and employees.**

3. DEFINITIONS

For the purposes of this policy:

3.1 **Disclosure** means revealing a piece of information that was intended to remain confidential.

3.2 **General records** mean general information that is organized and capable of being retrieved. The records contain no personal information.

3.3 **Individuals** means members of the public, about whom the library retains "personal information".

Foundation Policy

F-7 Access to Information and Protection of Privacy

3.4 **Personal information** as defined by MFIPPA, means recorded or unrecorded information about an identifiable individual, including, but not limited to:

3.4.1 Information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual,

3.4.2 Information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,

3.4.3 Any identifying number, symbol or other particular assigned to the individual,

3.4.4 The address, telephone number, fingerprints or blood type of the individual,

3.4.5 The personal opinions or views of the individual except if they relate to another individual,

3.4.6 Correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,

3.4.7 The views or opinions of another individual about the individual, and

3.4.8 The individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

3.5 **Personal information bank** means a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular assigned to the individual.

3.6 **Record** means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes:

3.6.1 Correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine-readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof, and

3.6.2 Subject to the regulations, any record that is capable of being produced from a machine-readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

4. POLICY PURPOSE

To ensure that Windsor Public Library protects the personal information and privacy of its library customers and staff.

5. POLICY

5.1 Customer: Collection and Use of Personal Information

Foundation Policy

F-7 Access to Information and Protection of Privacy

- 5.1.1 The Windsor Public Library will state the purpose of collecting personal customer information and will obtain consent for its use with the exception of consent implied by obtaining a library card.
- 5.1.2 The Windsor Public Library will strive to maintain updated and current personal customer information, collect only what is necessary, and establish safeguards to protect unauthorized access.
- 5.1.3 The Windsor Public Library will not share, use or disclose personal customer information except with the consent of the individual, through exceptions in this policy or as required by law.
- 5.1.4 The Windsor Public Library will ensure that all library staff and any organization that may have legitimate access to this information to provide service enforce its privacy policy.
- 5.1.5 Windsor Public Library customers have the right to access their personal information, provide or decline consent, maintain accuracy, request clarification or challenge practices.
- 5.1.6 Parents or legal guardians, who are listed as the responsible person for the child, may obtain information about their child's account until they turn 16 years.
- 5.1.7 The Windsor Public Library will ensure that the collection, storage and disposal of information are carried out in a manner that conforms to legislation.
- 5.1.8 Questions regarding the collection and use of personal information can be directed to the CEO of the Windsor Public Library.

5.2 Library Card Privacy

- 5.2.1 Obtaining a library card implies the individual's consent to authorize the library to collect personal information for the purpose of conducting the library's business, which may include fines, holds, overdue notices, fundraising and programs. The possession of a library card, overdue notice or collection letter by another person implies written consent for the holder to pay fines or pick up materials on behalf of the card owner but does not allow access to any personal records. Individuals can provide consent for another person to access their records by signing a consent form. Any individual may choose not to allow the collection of their personal information, although such an action may affect their ability to use the affected library services.
- 5.2.2 The Windsor Public Library will ensure that the collection, storage and disposal of information is carried out in a manner that conforms to legislation.
- 5.2.3 Customers should report immediately any lost or stolen library cards to reduce the potential of unauthorized access to their records and to protect their information.

5.3 Staff: Collection and Use of Information

Foundation Policy

F-7 Access to Information and Protection of Privacy

5.3.1 The Windsor Public Library will not collect any personal staff information without obtaining consent to do so, subject to the exceptions as outlined in Sections 29(1) and 52 of MFIPPA and Sections 4(1) and (2) of the general regulations made under MFIPPA. Personal information that is collected will be limited to what is necessary for the appointment and management of staff and the administration of staff wages, salaries and benefits.

5.3.2 Personal staff information will only be used for the purpose for which it was collected.

5.3.3 Disclosure of Information: The Windsor Public Library will not disclose personal staff information to any third party without obtaining consent to do so, subject to exemptions as provided in MFIPPA Section 32. Other situations where the library will disclose personal information include:

5.3.4 To third party service providers for the purpose of administering employee services or benefits.

5.3.5 With written permission from the staff member concerned, the library will provide reference checks and confirmation of employment with the library, including wage and salary rate information, to third parties.

5.3.6 The Windsor Public Library will ensure that the collection, storage and disposal of information is carried out in a manner that conforms to legislation.

5.4 Electronic Messages under Canada's Anti-Spam Legislation.

5.4.1 All electronic messaging sent by the Windsor Public Library will be consistent with Canada's Anti-Spam Legislation (CASL).

5.4.2 The Windsor Public Library will ensure that all electronic messages clearly identify the subject of the communication, the sender Windsor Public Library, the library's mail address and contact information, and the way that an individual may "unsubscribe" from receiving further messages.

5.4.3 The Windsor Public Library may use electronic communication channels to promote services, share information, or announce special events. The library will provide an opportunity for individuals to sign up to receive such specific notifications and will seek the individual's consent before sending promotional electronic messages and notifications. The library will provide options to unsubscribe from these services or to change their preferences at any time

1. PURPOSE

- 1.1 The Diversity, Equity and Inclusion Policy promotes equitable access to information and recognises the diverse community Windsor Public Library serves.

2. SCOPE

- 2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act R.S.O. 1990, c. P.44 as amended 2019, CH14, Sched.12*, provides governance and management of public library services in Windsor., ~~and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.~~
- 2.2 The Windsor Public Library Board ~~recognises and~~ endorses the *Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA), Copyright Act, Canadian Criminal Code, Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Accessibility Standards for Customer Service, Canadian Anti-Spam Legislation (CASL), Integrated Accessibility Standards, ~~CLA Statement on Intellectual Freedom, OLA Children's Rights in the Public Library~~*, the Canadian Federation of Library Association's (CFLA) *Statement on Diversity and Inclusion*, the Canadian Urban Libraries Council's (CULC) *Statement on Race and Social Equity* and ~~The Corporation~~ of the City of Windsor *Diversity- and-Inclusion-Initiative*.
- 2.3 ~~The Windsor Public Library Board endorses the OLA Statement on Intellectual Freedom and Rights of the Individual, OLA Children's Rights in the Public Library and OLA Teen Rights in the Library statements.~~
- 2.4 ~~The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015, and Amending Agreement of March 21, 2017, with The Corporation of the City of Windsor.~~
- 2.5 ~~This policy applies to all services, resources and operations of the Windsor Public Library Board, its customers, volunteers and employees.~~

3. POLICY

- 3.1 The Windsor Public Library Board on July 21, 2021, authorized the following statement (Motion 20.53):

Together Against Racism and Social Inequity

The Windsor Public Library Board is committed to providing inclusive public library services, resources and facilities where everyone feels safe, welcome and valued. The public library

Foundation Policy

F-8 Diversity, Equity and Inclusion

belongs to everyone. The Windsor Public Library respects the rights of all individuals to access information, participate in programming, and engage with the community regardless of race, citizenship, gender, income level, education, sexual orientation, including those living with a disability, addiction, mental illness, or experiencing homelessness. **The Windsor Public Library is actively working to promote knowledge over ignorance, understanding over intolerance and access over inequity.**

3.2 To achieve this the Windsor Public Library will:

- a) Eliminate racial and social barriers to library programs, services, policies and practices.
- b) Acquire library resources that reflect the rich diversity of the Windsor community.
- c) Create and maintain a welcoming environment for all races, which respects both customers and employees.

The Windsor Public Library Board stands with the community against racism and reinforces the library's mission and values to promote equity.

Windsor Public Library Board
Financial Report as at August 31, 2025
Tuesday, September 9, 2025

1. OBJECTIVE:

To inform the Windsor Public Library Board of the operating results of the organization for the eight months ending August 31, 2025. 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 2025 operating budget was developed in the summer/fall of 2024 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 August 31, 2025

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 Aug 31, 2025	Actual	Surplus (Deficit)	% Budget Spent
Revenue	\$9,428,960	\$6,285,973	\$6,138,674	(\$3,290,286)	65%
Salaries & Benefits	\$6,668,895	\$4,445,930	\$4,499,687	\$2,169,208	67%
Other Expenses	\$2,760,065	\$1,840,044	\$1,854,766	\$905,299	67%
Net Surplus				(\$215,779)	

Revenue and expenditures have seasonal variations, and the current deficit 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 Sept 9, 2025, entitled “Financial Report as at August 31, 2025” **BE RECEIVED** as presented

Prepared by:

Carrie McCrindle, Manager of Financial Accounting

cmccrindle@citywindsor.ca

OPERATING RESULTS FOR THE MONTH ENDING AUGUST 31, 2025

CATEGORY	2025 ANNUAL BUDGET	2025 YTD ACTIVITY	2025 YTD VARIANCE Surplus (Deficit)	% UTILIZED	2025 BUDGET TO AUG 31	2025 PRORATED VARIANCE AT AUG 31
Revenue:						
Municipal Funding	8,561,036	5,707,357	(2,853,679)	67%	5,707,357	-
Provincial Funding	625,912	232,463	(393,449)	37%	417,275	(184,812)
Donations	25,712	44,173	18,461	172%	17,141	27,032
Transfers from Reserves	-	-	-	-	-	-
Miscellaneous Income	-	938	938	-	-	938
Fees Revenue	66,300	53,743	(12,557)	81%	44,200	9,543
Expense Recoveries	150,000	100,000	(50,000)	67%	100,000	-
Total Revenue	9,428,960	6,138,674	(3,290,286)	65%	6,285,973	(147,299)
Expenses						
Salaries & Benefits:						
Salaries & Wages	5,085,994	3,437,522	1,648,472	68%	3,390,663	(46,859)
Employee Benefits	1,231,718	821,145	410,573	67%	821,145	-
Wages and Benefits - CCW staff	351,183	241,020	110,163	69%	234,122	(6,898)
Total Salaries & Benefits	6,668,895	4,499,687	2,169,208	67%	4,445,930	(53,757)
Other Expenses:						
Professional Services & Consulting	40,700	21,273	19,427	52%	27,133	5,860
Information Resources	888,989	902,216	(13,227)	101%	592,659	(309,557)
Information Communication & Technology	309,630	78,488	231,142	25%	206,420	127,932
Furniture & Equipment	18,920	2,783	16,137	15%	12,613	9,830
Building & Property	523,975	188,181	335,794	36%	349,317	161,136
Operating Supplies	38,00	33,126	4,874	87%	25,333	(7,793)
Postage & Freight	23,725	20,134	3,591	85%	15,817	(4,317)
Conference & Education Assistance	38,500	14,422	24,078	37%	25,667	11,245
Communications & Development	21,704	6,504	15,200	30%	14,469	7,965
Charges Against Donations	-	44,173	(44,173)	-	-	(44,173)
Charges Against Literacy	264,031	132,248	131,783	50%	176,021	43,773
Charges Against Ward Funds	-	-	-	-	-	-
Rent, Insurance, Taxes & Security	172,067	257,456	(85,389)	150%	114,711	(142,745)
Utilities	185,200	123,467	61,733	67%	123,467	-
Program Expenses	152,500	23,421	129,079	15%	101,667	78,246
Fees Offset Expenses	75,124	6,874	68,250	9%	50,083	43,209
Transfer to Operations Reserve	7,000	-	7,000	0%	4,667	4,667
Total Other Expenses	2,760,065	1,854,766	905,299	67%	1,840,044	(14,722)
Total Expenses	9,428,960	6,354,453	3,074,507	67%	6,285,974	(68,479)
Net Budget Surplus (Deficit)	-	(215,779)	(215,779)			(215,778)

Windsor Public Library Board
Annual Fine-Free Update
Tuesday, September 9, 2025

1. OBJECTIVE:

To present the Windsor Public Library Board with the Annual Fine-Free Update Report.

2. BACKGROUND:

In August 2023, the Windsor Public Library (WPL) Board voted in favour of adopting a fine-free policy. This decision followed a temporary suspension of late fines during the COVID-19 pandemic. The Board agreed that the effectiveness of this policy would be evaluated annually.

In November 2023, the Board approved measures to encourage the timely return of materials, including:

- Blocking accounts with 3 or more overdue items or balances exceeding \$25.
- Reducing the time before overdue items are charged to patrons.
- Collection agency referral for accounts owing more than \$50.
- Implementing auto-renewals to help prevent overdue items.

These changes were incorporated into WPL’s O-10 Lending Services Policy in February 2024 and implemented in mid-March 2024.

3. DISCUSSION:

Equity and Access

Research from the Ontario Library Association supports that fine-free libraries promote equitable access to resources. WPL Administration continues to monitor the policy’s effectiveness through metrics that assess both benefits and potential drawbacks.

Membership Growth

One of the strongest arguments for going fine free is the reduction of barriers to membership. In the first six months of 2025, WPL created 6,083 new memberships, slightly higher than the 6,059 created during the same period in 2024 — the highest since 2019.

Month	New Memberships	Total Memberships
January	1,017	78,239
February	1,029	77,756
March	1,078	77,444
April	981	76,958
May	990	76,520
June	988	76,584
July	1,260	77,074

In January 2025, WPL removed 10,956 memberships inactive for three years. Starting February 2025, purges are now conducted monthly in smaller batches.

Circulation Trends

Increased membership and reduced fear of fines have contributed to higher circulation numbers.

Month	2025 Circulation	2024 Circulation	% Change
January	115,356	99,072	+14%
February	105,795	105,984	0%
March	121,782	106,435	+13%
April	112,727	110,383	+2%
May	108,382	107,844	0%
June	107,973	104,502	+3%
July	122,189	115,766	+5%

Account Renewals

Library accounts expire every three years. Patrons must pay any outstanding balances to renew. The fine-free policy may have encouraged more renewals by reducing financial barriers. WPL sees an average of 1080 renewals per month compared to an average of 945 renewals per month prior to the policy change.

Potential Drawbacks

A concern with fine-free policies is that patrons may keep items past their due dates, increasing wait times for others. However, WPL reports that most holds continue to be fulfilled within a consistent timeframe.

WPL's Integrated Library System (ILS) shows a steady decrease in the percentage of items marked "overdue" or "lost" since January 2024.

4. SUMMARY:

WPL has observed growth in key areas predicted to benefit from the fine-free policy. Potential drawbacks have not materialized. Administration believes the policy continues to positively impact library usage and patron experience.

5. RECOMMENDATION:

THAT the report of the Manager of Public Services dated September 9, 2025, entitled "Annual Fine Free Update" **BE RECEIVED** as presented

Prepared by:

Julie Catenacci, Manager of Public Services

jcatenacci@windsorpubliclibrary.com

Jen Knights, Chief Executive Officer

jknights@citywindsor.ca

Windsor Public Library Board
Updated Sunday Summary and 2026 Hours of Operation
Tuesday, September 9, 2025

1. OBJECTIVE:

To provide the Windsor Public Library Board (WPLB) with additional information pertaining to the expanded Sunday Service initiative and present the proposed 2026 Hours of Operation.

2. BACKGROUND:

At the August 26, 2025, WPLB meeting Administration presented an overview of Sunday operation and proposed hours of operation for 2026. The report was deferred to the next meeting of the WPLB to allow for Administration to provide additional information related to usage statistics for Sundays as it may potentially impact other days of the week, specifically Saturdays.

This report is intended to provide that information.

3. DISCUSSION:

WPL's Digital Media Librarian, Greg Nightingale, provides the Management Team with Usage Statistics on a monthly basis. The Customer Use Index (CUI) aggregates five use factors that are useful in tracking the number of customer interactions. The report also contains information on memberships. Like all large public libraries in Canada, every year WPL removes memberships that have not been active in three years. This was traditionally done in one large batch in January of each year. As of February 2025, this was changed so that smaller batches are purged monthly instead of one batch annually.

The Digital Librarian also provides a high-level summary along with the monthly statistics. A synopsis of this information is included below. January is not included as the sample size pertaining to the new hours and expansion of Sunday service was too small.

February 2025:

- Sunday was the least active day of the week with Saturday being the busiest day.
- Personal computer (PC) use demonstrated that PC use is an important service for people coming in on Sundays.

March 2025:

- The increase in the number of hours branches are open has led to an increase in usage at smaller branches including Forest Glade, Chisholm and Bridgeview.
- Gate counts at Central, Budimir and Riverside are down
- Central also saw a decrease in circulation and in-house use.
- Total system-wide usage was up 4% but total open hours were 13% higher than March 2024, resulting in CUI per open hour decreasing by 9%.
- More memberships were purged than were added.

April 2025:

- Forest Glade Library continues to benefit from the new hours while usage is down at Central, Budimir and Riverside.
- E-resource usage was strong which contributed to a slight increase in overall circulation.
- More memberships were purged than were added. This is something to continue to monitor.

May and June 2025:

- Trending posts had a big impact on the social media numbers and thus the overall CUI, especially in May.

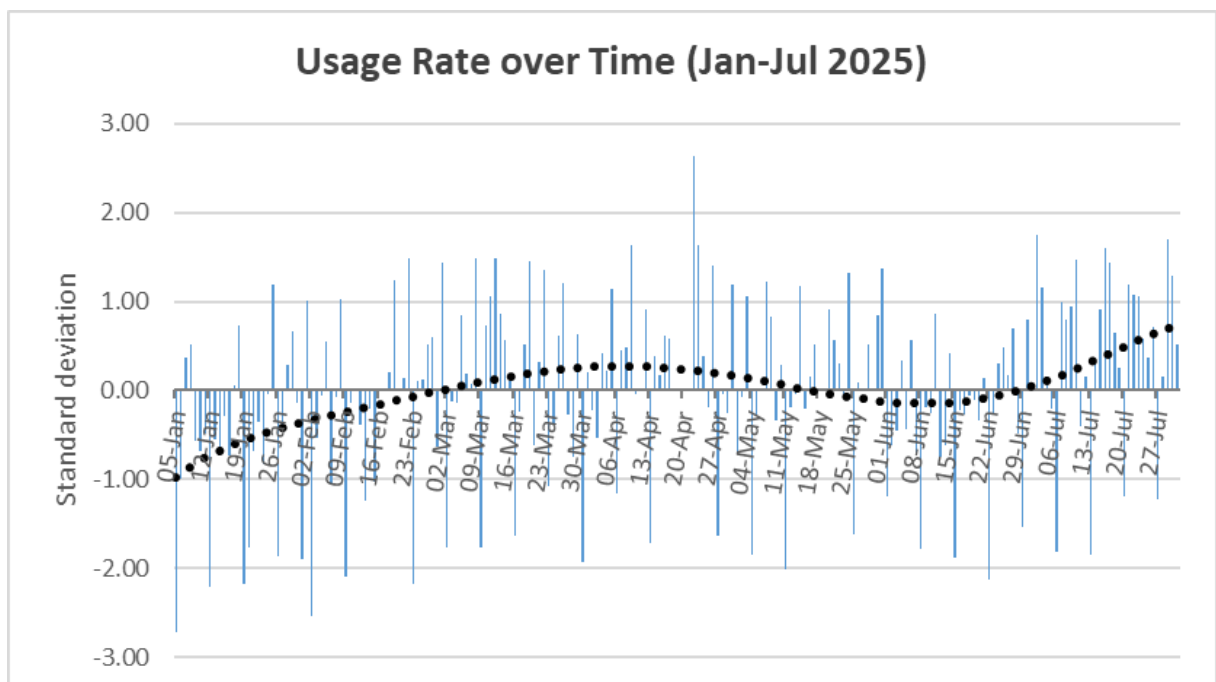
July 2025:

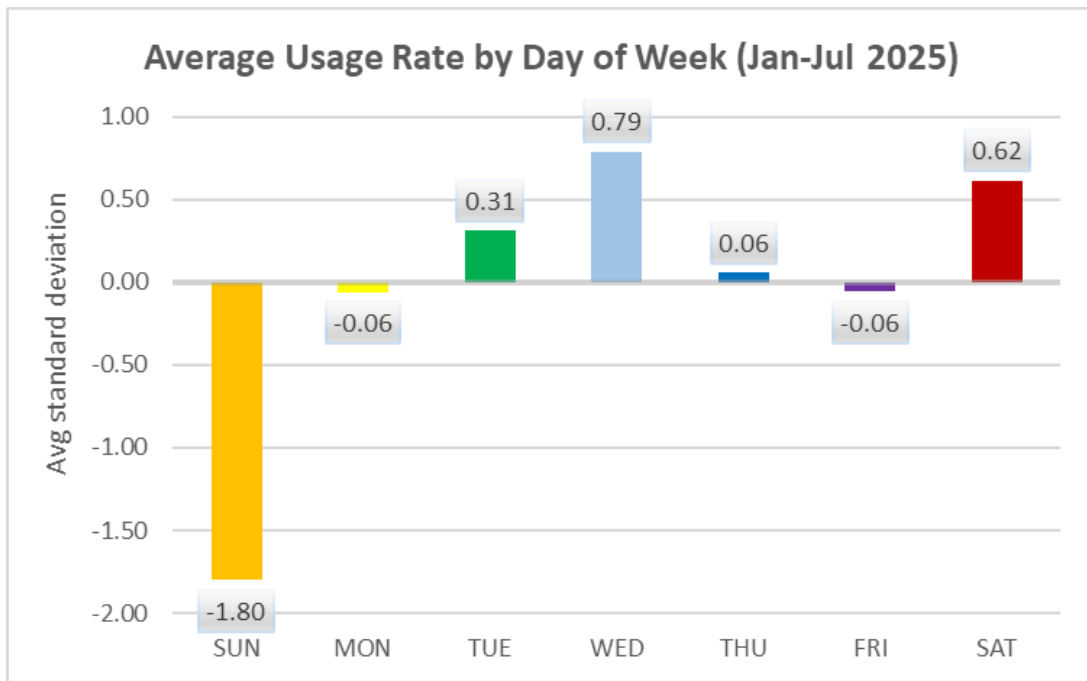
- Like last month, some social media traction brought up the overall numbers.
- The number of new memberships far outpaced the number of purged memberships.
- In-house, circulation and public service were a little below what one might expect. Their variance was under 10% which is the same as the difference in hours between July 2025 and July 2024.

August 2025:

- Social media views continue to be strong which brought up our overall numbers.
- Gate count (11%) and website/social media (36%) both had increases higher than the variance in open hours (5%), whereas circulation (0%) and public service (-7%) were lower.
- Forest Glade continues to be the largest beneficiary of the new hours.

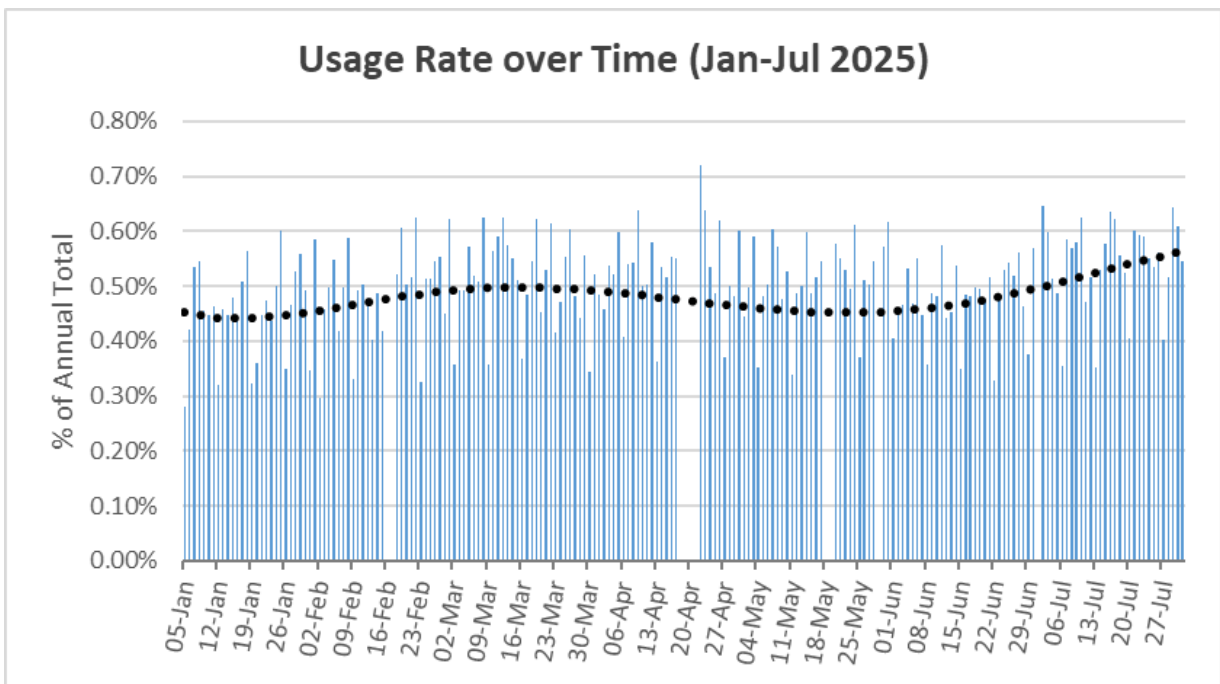
In addition to the notes above, the Digital Media Librarian has provided additional insights. The information below is current through the end of July 2025. The first two charts provide a summary using standard deviation:

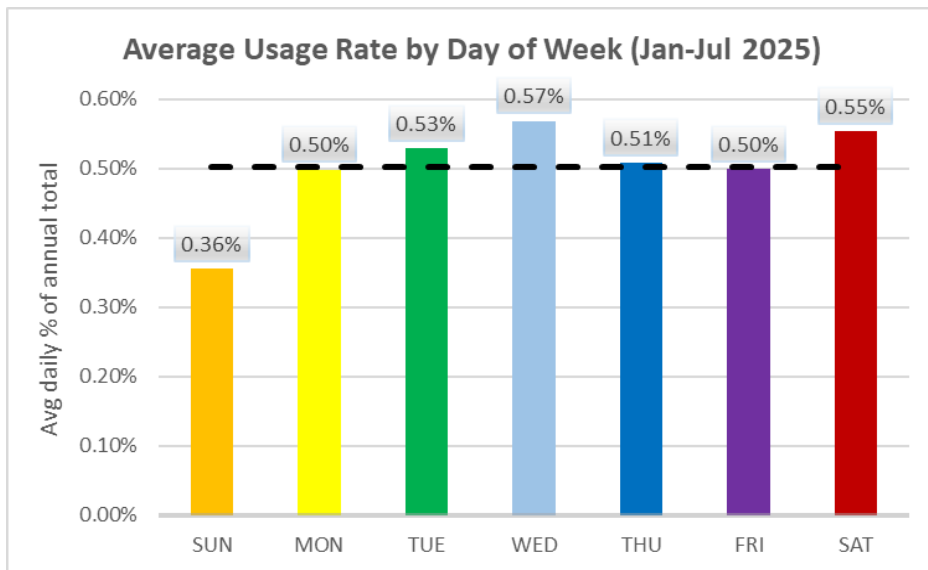




The two charts above demonstrate the change in usage over time on the different days of the week relative to each other. Wednesday and Saturday are the two busiest days of the week.

To make it even easier to visualize the change in usage over time and the average usage rate by day of week two additional charts were created. The charts below use the percentage of the annual total (*not* standard deviation):



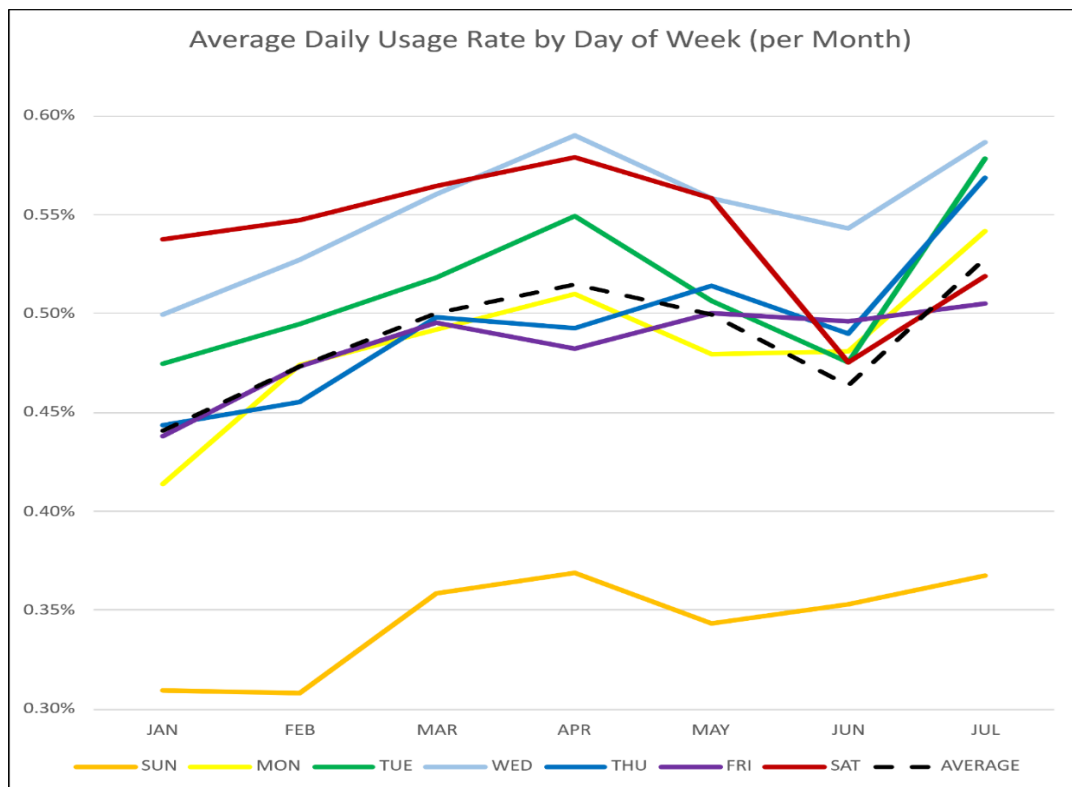


The first chart shows a dip in May/June and an uptick in July, and the second chart shows how much Sunday is currently behind other days of the week.

Note that as the year goes on, each individual day will have a lower share of the overall annual usage, so the average daily percentage of the annual total will naturally go down.

For now, the overall daily average is 0.50% (the dotted line in the second chart); every day of the week—except for Sunday—is at or above this average.

Finally, all that data was combined, and a line chart was created showing the change in average usage rate by day of week per month:



The Y-axis is trimmed from 0.0%–0.3% to spread the lines out a little bit for readability.

Taken together, these five charts show some clear trends:

- Sunday, while up slightly since January, has not gone up as much as the other days of the week, so its usage share continues to slip relative to the other days of week.
- Saturday saw a slight dip in May, a large dip in June, and did not bounce back as much as the weekdays did in July.
- Every weekday except Monday and Friday saw a large dip in June, and then every weekday except Friday saw a large gain in July.

In summary:

- Overall average usage dipped slightly in May and then even more in June, before rebounding substantially in July—passing the previous April peak.
- Sunday continues to lag behind other days of the week, in terms of both total usage and rate of change.
- Monday, Thursday, Friday, and Saturday continue to flatten out relative to each other.
- Tuesday and Wednesday have picked up ever so slightly.

The management team would like to recognize and thank Digital Media Librarian Greg Nightingale for the extensive amount of work done to provide the information in this report.

In looking at the data, a comparison of 2024 and 2025 shows the following as it relates to Consumer Use Index totals for January through July in both 2024 and 2025:

Jan - July	2025 Total	2024 Total	Change
Gate Count	299,344	292,006	2.51%
Website & Social	1,050,979	940,582	11.74%
In-House Usage	114,392	119,637	-4.38%
Circulation	794,204	749,986	5.90%
Public Service	46,448	41,659	11.50%
CUI Gross	2,304,830	2,150,170	7.19%

The slight rise in physical visits shows stable and slightly growing in-person engagement. The significant increase in website and social media demonstrates effective digital outreach and growth in our online presence. The increase in both circulation and CUI gross can be attributed to more materials being borrowed and an overall increased usage of library resources. Public service also shows an increase which can be related back to our dedicated staff team members and their customer service skills.

The decline pertaining to in-house usage likely reflects changing user behaviour and the trend towards digital opportunities or changes in interest pertaining to the physical spaces we provide.

In looking further into the data, program, outreach and school visit attendance also demonstrate interesting trends and opportunities:

Jan - July	2025 Total	2024 Total	Change
Program Attendance	33,877	31,238	8.45%
Outreach Attendance	2,196	3,981	-44.14%
School Visits	5,157	6,076	-15.13%

The numbers above reflect the continued draw of our programs, as well as the need to strategize around ways to continue to grow programming based on our new hours and the interests of our

customers. This will include surveys off both staff and customers, an analysis of current programming, opportunities to expand and ways to capture people who are not regular WPL users.

We will also look to regain the staffing stability needed to accommodate outreach requests and will examine school visits in more depth with the goal of seeing growth in both of these areas.

In considering Sundays on their own, WPL had approximately 26,540 customers visit on Sundays in the first 27 weeks of 2025, or an average of 983 people per Sunday, including an average of 836 materials circulated (22,574 year to date) and an average almost 80 hours of computer use each Sunday.

Proposed 2026 Hours of Operation

Section 9 of the Letter of Understanding for Sunday Service states:

Within the first week of October 2025, management will meet with the Union Executive to review the expansion and available data.

This meeting is scheduled from 2 pm –3 pm on October 1, 2025. When the LOU was drafted there was no commitment from Management to make any changes. The Union was informed that time would be needed to build up the traction and success of Sunday service,

Considering information in the report above and the successful implementation of the 2025 hours of operation, Administration continues to recommend maintaining the current weekly schedule for 2026. A minimum of a full year of data is recommended prior to any changes being considered.

Branch	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Total Hours
All Major Branches	10am – 6pm	12pm – 8pm	10am – 6pm	12pm – 8pm	10am – 6pm	10am – 6pm	10am – 6pm	56
Local History	Closed	12pm – 8pm	10am – 6pm	12pm – 8pm	10am – 6pm	10am – 6pm	10am – 6pm	48
Total Weekly Hours	72	80	80	80	80	80	80	552

4. SUMMARY

While the expansion has introduced some staffing challenges—including absenteeism and scheduling complexities—Administration continues to monitor and mitigate these issues with care and diligence. Our team remains committed to maintaining high-quality service while supporting staff wellness. Administration will provide a report summarizing full-year usage and impact at the February 2026 Board Meeting.

5. RECOMMENDATION:

THAT the Windsor Public Library Board **APPROVE** the proposed 2026 schedule for hours of operation of the Windsor Public Library branches.

Prepared by:

Jennifer Knights, WPL Chief Executive Officer

jknights@citywindsor.ca

IN-CAMERA AGENDA

Tuesday, September 16, 2025
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 <i>Public Libraries Act 16.1 (4)</i>
3.1	<i>Verbal Update – Section 16.1(4)(c) – a proposed or pending acquisition or disposition of land by the board</i>
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