
The Blue Mountains Public Library Board Meeting

Meeting Date: January 16, 2020
Meeting Time: 2:00 p.m. Open Session
Location: L.E. Shore Boardroom
Prepared By: Dr. Sabrina Saunders, CEO/Secretary of the Board

Mission: The Blue Mountains Public Library is the dynamic centre of community engagement where everyone is free to create, explore, learn, research and connect in an inclusive environment.



A. Call to Order

The Board shall move into closed Session

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

B. Agenda

B.1 **Approval of the Agenda**

Recommended (Move, second)

THAT the Agenda of January 16, 2020 be approved as circulated, including any items added to the Agenda.

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

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

C. Reports to be “Received as Information”

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

Recommended (Move, second)

THAT this Board receive as information:

- 1) ADM.20.06 entitled “Workplace Violence Compliance Report”;
- 2) GOV.20.01 entitled “Vibrant Spaces & Capital Campaign Committee Report—January 2020”;
- 3) GOV.20.02 entitled “Organizational Capacity, By-Laws & Governance Committee Report—January 2020”;
- 4) GOV.20.03 entitled “Communication & Strategic Planning Committee Report—January 2020”;
- 5) ADM.20.01 entitled “Service Excellence & Operational Updates—January 2020”;
- 6) ADM.20.02 entitled “Action Plan 2019 Final Updates”;
- 7) ADM.20.03 entitled “Action Plan 2020”;
- 8) ADM.20.04 entitled “Mindful Employment Charter”;
- 9) ADM.20.05 entitled “Continuous Improvement Report”.

D. Minutes

D.1 Previous Minutes

Recommended (Move, second)

THAT this Board approve as circulated the minutes of November 21, 2019 Board Meeting.

D.2 Business Arising from the Minutes

- 1) .

Recommended (Move, second)

THAT this Board receive the discussions as information on the Business Arising from the Minutes.

E. Communications with the Board

E.1 Deputations

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

Deadline for registration is Monday, January 13th at 2pm.

E.2 Public Input on the Agenda

The Public Input on Agenda Items is an open mic session where community members may speak on any issue which is included in the agenda. This format is intended to provide an opportunity for community input prior to Board decisions being made. There is no advance application process. Prior to the meeting the Board Secretary will have a sign-up sheet for community members who wish to address issues on the agenda. On the sign-up sheet, presenters will be asked to identify the agenda item to be addressed. The order of presenters is at the discretion of the Chair. Total time is limited to twenty (20) minutes for this agenda item and the Chair may extend this time if the Board approves and the agenda permits. Individual presenters shall be limited to three (3) minutes. Board questions and response will not be included in the time. The identity of presenter and agenda item addressed will be noted in the minutes.

	Speaker	Agenda Item Addressing
1		
2		
3		
4		
5		
6 If time		
7 If time		

E.3 Correspondence

- 1) None Received at the time of publication.

Recommended (Move, second)

THAT this Board receive as information the Communications with the Board.

F. Action Items

F.1 Workplace Violence Compliance Report

G. Strategic Plan Updates

G.1 Vibrant Spaces & Capital Campaign Committee Report

[Joanne Vivona-Cmt Chair; Jesse T. Glass; Maurice Pepper; Gary Zalot]

G.2 Organizational Capacity, By-Laws & Governance Committee Report

[Laurey Gillies-Cmt Chair; Jesse T. Glass; Maurice Pepper]

- Notice of By-Law changes based on new legislation
 - POL-BLG.2018.03 Board Members Numbers and Term
 - POL-BLG.2018.06 Meetings of the Board

Recommended (Move, second)

1. That the Board approve the CEO Evaluation Form and process.
2. That the Board appoint the three Committee Chairs as an Ad Hoc committee to conduct the CEO evaluation for discussion at the February Board meeting.
3. That the Board acknowledge notice of amendment to *POL-BLG.2018.03 Board Members Numbers and Term* re adding landed immigrant to qualifications, *POL-BLG.2018.06 Meetings*

- of the Board re new minimum number of monthly board meetings and POL-BLG.2018.99 Agenda & Multi-Year Agendas specifying the months in which the Board will meet.*
4. That the Board approve the CEO Job Fact Sheet.

G.3 Communication & Strategic Planning Committee Report

[Odeen Probert-Cmt Chair; Dorothy Cammaert; Laurey Gillies;]

Recommended (Move, second)

THAT the Board schedule a Special Meeting of the Board Chair, the three Committee Chairs and/or designates in order to review the Budget 2020 presentation. It is understood that this meeting may have quorum and will be a single agenda item for planning of members speaking notes during the Budget Hearings”.

G.4 Service Excellence & Operational Updates

[CEO and Managers]

G.5 Action Plan Updates

- 2019 Closing Updates
- Action Plan 2020

Recommended (Move, second)

THAT this Board approve the 2020 Action Plan for implementation.

H. Other Reports

H.1 Mindful Employer Charter

Recommended (Move, second)

THAT this Board endorse the BMPL signing of the Mindful Employer Charter.

H.2 Continuous Improvement Report

Recommended (Move, second)

THAT this Board endorse the organization’s Health & Safety Goals for 2020.

I. Roundtable

I.1 Roundtable—General updates by the Board

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

- 1) What activities and events are you attending or would recommend Members attend?
- 2) TBM Valentine’s Gala [Grants and Donations Cmt]
- 3) CHD Leap Year Dance
- 4) CHD Golf Tournament
- 5) OLA Trustee Bootcamp

Recommended (Move, second)

THAT this Board receive as information the Roundtable discussions.

J. Key Messages

J.1 Key Messages Update

Recommended (Move, second)

THAT this Board approve the release of the Key Messages Update-January 2020.

K. Closed Meeting-none planned

L. Notice of Meeting Dates

The next regularly scheduled Board Meeting is February 20, 2020 at 2:00pm.

Additional Special Meetings and Committee Meetings:

- Vibrant Spaces & Capital Campaign Committee
 - Feb 11th at 1:00pm in the LES Boardroom
- Organization Capacity, By-Laws & Governance Committee
 - March 17th at 1:00pm in the LES Boardroom-*tentative hold*
- Communication & Strategic Planning Committee
 - February 11th at 4:30pm in the LES Boardroom [special time]
 - March 17th at 9:00am in the LES Boardroom
- Museum Advisory Council
 - February 26th at 1:00pm at LES
- Arts Advisory Council
 - February 1st 2:00pm Gallery Opening
- Committee of the Whole Presentations
 - February 3rd BMPL Budget

All meetings and relevant agenda materials will be posted on the [Events Calendar](#).

M. Adjourned

Recommended (Move)

THAT this Board does now adjourn at ____ p.m. to meet again at the call of the Chair.

The Blue Mountains Public Library

Report To: The Blue Mountains Public Library Board
Report Name: ADM.20.06 Workplace Violence Compliance Report
Prepared by: Dr. Sabrina Saunders, CEO

A. Recommendations

That this Board receive as information ADM.20.06 entitled “*Workplace Violence Compliance Report*”.

B. Overview

According to ADM.2018.48 *Respectful Workplaces*, the CEO shall provide an annual Compliance Report to the Board. This report will identify any incident, including the number of incidents, how they were dealt with, and any recommendations made. This compliance report will be used by the Board in evaluating the effectiveness of the policy and program and make changes as needed. This report is of the 2019 calendar year. This report does not take the place of ongoing communication on Health & Safety matters with the Board.

C. Types of Incidents to Report

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

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

D. 2019 Incidents

Type of Incident: Verbal Aggressive/Verbal Violence

Number of Incidents: 6

Management of Incidents: While there remain several incidents where patrons have been verbally aggressive with staff, these incidents have improved in since 2018. Incidents including those upset with being charged fines, computers automatically timing out, and not being able to register for events/activities due to registration capacity.

Recommendations: The CEO is monitoring this issue and regularly intervenes on staff behalf. Two patrons have been asked to leave for the day, but no non-trespassing notices were filed. Staff have monthly staff meetings where issues are discussed. Table Talks on how to handle aggressive or violent patrons are frequent. Aggressive patrons are seen as a mental health issue which is problematic for many public libraries. Additional Training by outside professionals would be of benefit.

Type of Incident: Vulnerable Sector Concerns—Children

Number of Incidents: 1

Management of Incidents: One incident occurred where staff were concerned for the safety of an abandoned child and police had to be contacted. While this in itself is not a workplace violence situation, staff did have to be protected from working alone during the police involvement and had to be supported in the event of family retaliation.

Recommendations: Staff followed all procedures and health and safety techniques. Police were involved and took the child off premises following 90 minutes of attempted contact of family.

Type of Incident: Vulnerable Sector Concerns—Mental Health**Number of Incidents:** 1 patron, several situations**Management of Incidents:** There were several incidents with the same individual where the patron became increasingly agitated, arguing with staff and yelling at children. This culminated with the CEO speaking to the patron and giving notice that the behavior was unacceptable and the patron would be required to leave if not following the Code of Behaviour and Acceptable Use.**Recommendations:** Staff have monthly staff meetings where issues are discussed. Table Talks on how to handle a mental health issue are frequent. Mental Health is an issue which is problematic for many public libraries. Additional Training is ongoing.

Respectfully Submitted,

Dr. Sabrina Saunders, CEO
LibraryCEO@TheBlueMountains.ca
519-599-3681 extension 148



Committee Report

The Blue Mountains Public Library Board

Report To: The Blue Mountains Public Library Board
Committee: Vibrant Spaces & Capital Campaign Committee
Report Name: GOV.20.01 VS-CC Cmt Report— January 2020
Prepared by: Dr. Sabrina Saunders, CEO

Meeting Date: January 13, 2020 at 1:00pm
Attendees: Jesse T. Glass, QC
Maurice Pepper Joanne Vivona
Gary Zalot
Dr. Sabrina Saunders, CEO [Staff Resource]
Regrets: N/A

Recommendations:

- 1. THAT this Board receive as information the January written and verbal updated of the GOV.20.01 report entitled “Vibrant Spaces and Capital Campaign Committee Report”.**

VS-CC worked in December electronically to secure rates and contracts for the 25th Anniversary Gala. The event will be located in the Blue Mountains Inn in the Weider/Kandahar Banquet Room and include between 30 and 37 tables of 8.

With the next meeting occurring between the date of release of the package and the Board Meeting, additional items will be verbally updated:

- Selection of Cmt Chair
- Fundraising plans

Respectfully Submitted,
Sabrina Saunders on behalf of the Committee

The Blue Mountains Public Library Board

Report To: The Blue Mountains Public Library Board
Committee: Organizational Capacity, By-Laws & Governance Committee
Report Name: GOV.20.02 OC-BLG Cmt Report—January 2020
Location: Boardroom, L.E. Shore Memorial Library
Prepared by: Laurey Gillies, Chair

Meeting Date(s): January 7, 2020 at 1:00 p.m.
Attendees: Laurey Gillies, Chair
Jesse T. Glass, Q.C.
Maurice Pepper
Dr. Sabrina Saunders, CEO [Staff Resource]
Regrets: N/A
Absent: N/A

Recommendations:

1. That the Board receive as information *GOV.20.02* entitled “*Organizational Capacity, By-Laws & Governance Committee Report*”.
2. That the Board approve the CEO Evaluation Form and process.
3. That the Board appoint the three Committee Chairs as an Ad Hoc committee to conduct the CEO evaluation for discussion at the February Board meeting.
4. That the Board acknowledge notice of amendment to *POL-BLG.2018.03 Board Members Numbers and Term* re adding permanent resident to qualifications, *POL-BLG.2018.06 Meetings of the Board* re new minimum number of monthly board meetings and *POL-BLG.2018.99 Agenda & Multi-Year Agendas* specifying the months in which the Board will meet.
5. That the Board approve the CEO Job Fact Sheet.

Summary

The Committee reviewed the CEO Evaluation form (attached) which recommends a process and format for the annual performance evaluation. The evaluation is structured on the strategic plan and focuses on key achievements from the previous year and key goals for the upcoming year. The form is to be completed by the CEO and then discussed with the committee appointed to conduct the review. It would then be submitted to the Board for discussion. The Committee recommends that the Board approve the evaluation form and process (recommendation 2).

Recommendation 3 speaks to whom would conduct the evaluation and the timing. In previous years, the Board appointed two people. In both cases, the Chair participated with one other volunteer. This year, the Committee is proposing that the three committee chairs form an ad hoc committee to conduct the review and bring it back to the February Board meeting for discussion in closed session.

The Committee did a final review of the Action Plan 2020 with particular reference to the activities under Organizational Capacity. Having reviewed the existing policies on fundraising, goal OC1.11 "Develop policies in support of fundraising" was deleted since the Board had already addressed all of the relevant questions.

The CEO noted that there have been two changes made to the *Public Libraries Act* that need to be reflected in three Board By-Laws:

- Qualifications to be appointed to a Board now include being a landed immigrant (By-Law 2018.03);
- The requirement for boards to hold regular monthly meetings has been reduced from ten to seven (By-Law 2018.06). As a result, By-Law 2018.99.2 may also be amended to adjust the months that the Board meets.

Recommendation 4 constitutes notice that these amendments will come forward for a vote at the next meeting of the Board. If all members are present, and if all members agree by resolution to waive notice, these can be completed at the January meeting.

The Committee also reviewed the Job Fact Sheet (attached) for the CEO and recommends some minor adjustments (Recommendation 5).

Laurey Gillies was appointed Committee Chair for 2020.

Respectfully Submitted,
Laurey Gillies, Chair

CEO Evaluation-DRAFT DOCUMENT

Bylaw 7.1 (4) states that “The Board shall conduct an annual evaluation of the performance of the CEO to aid in setting objectives.” ADM2018/39.3 further describes the Board’s authority to evaluate the CEO.

The CEO is evaluated primarily on the achievement of organizational goals as outlined in the strategic plan. Goals for the new year are also set in relation to the strategic plan. A personal development/training plan for the CEO may also be identified.

Process

1. The Board appoints a minimum of two and maximum of three board members to an ad hoc committee to conduct the evaluation.
2. The CEO completes the chart below, identifying key achievements from the previous year and key goals for the upcoming year.
3. The Committee reviews the document and meets with the CEO to discuss/revise it.
4. The Board reviews the document in closed session.

Key Achievements/Goals

Goals for the previous year were identified in last year’s evaluation. The following is an assessment of key achievements against those goals and key goals for the upcoming year.

Key Achievements (previous year)	Key Goals (upcoming year)
Vibrant Spaces Goal Vision: Create versatile spaces that meet the ever-changing interests and needs of our diverse and growing population.	
Organization Capacity Goal Vision: Build Board and staff capacity to lead a 21 st century library, museum and gallery system.	

CEO Evaluation-DRAFT DOCUMENT

Key Achievements (previous year)	Key Goals (upcoming year)
Service Excellence Goal Vision: Enrich opportunities to learn, explore, create, connect with others, develop careers, grow businesses, engage with new technologies, pursue healthy lifestyles, and have fun.	
Communications Goal Vision: Establish communications and market BMPL as a valued community resources.	

<Name>

<Name>

Dr. Sabrina Saunders
CEO

Resolution # _____



Type:	By-Law
Authority:	Board
Resolution No.:	BMPL 2018-48 on 3-22-18; POL-BLG.2018.03
Associated Documents:	<ul style="list-style-type: none">• Public Libraries Act R.S.O., 1990• Amendment: 2002, c. 18, Sched. F, s. 3(8)• Amendment: 2002, c. 18, Sched. F, s. 3(9, 10, 11)

Legal Framework

1. **Composition of the Board:** The Board shall be composed of at least five members and be appointed by the Council. [PLA 9.1]
2. **Board Members:** A person is qualified to be appointed as a member of the board who is a member of the appointing Council or,
 - 2.1. is at least eighteen years old;
 - 2.2. is a Canadian citizen or a permanent resident of Canada within the meaning of the *Immigration and Refugee Protection Act (Canada)*;
 - 2.3. is a resident of the municipality for which the board is established,
 - 2.4. is not employed by the Board or by the municipality. [PLA 10.1].
3. **Number of council members on Board Limited:** The appointing council shall not appoint more of its own members to the Board than the number that is one less than a majority of the Board. [PLA 10.2]
4. **Term:** The Board member shall hold office for a term concurrent with the term of appointing council, or until a successor is appointed, and may be reappointed for one or more further terms. [PLA 10.3]
5. **Time for making appointments:** The appointment of members of the Board shall be made at the first meeting of Council in each term or no later than 60 days after its first meeting. [10.4]
6. **Notice of Vacancies:** The clerk of The Town of The Blue Mountains shall give public notice of vacancies on the Board by publishing a notice of them, inviting applications, in a newspaper of general circulation in the municipality. [PLA 11.1]
7. **Notice of Vacancies Idem:** The notice referred to in PLA subsection 11.1 shall be in English or in both English and French, as may be appropriate. [PLA 11.2]
8. **Vacancies:** Where a vacancy arises in the membership of a Board, the Council shall promptly appoint a person to fill the vacancy and to hold office for the unexpired term, except where the unexpired term is less than forty-five days. [PLA 12]

BLG.2018.3.1 Composition

1. The Board shall be composed of at least five members inclusive of councillor(s).
2. All members of the Board are trustees.

BLG.2018.3.2 Appointments

Prior to the call for appointments, the Board shall provide recommendations to Council on considerations for attributes, including size of board, and how the Board may assist in recruitment of qualified applicants.

BLG.2018.3.3 Vacancies

1. Upon receipt of a notice of resignation by a Board member, the Board deems the resignation as effective immediately and the Board Secretary will notify the Board and Town Clerk of the vacancy.
2. Upon removal of a Board member pursuant to *By-Law 4.2 Removal from the Board*, the Board Secretary shall notify the affected Board member and the TBM Clerk immediately following the meeting at which the position is declared vacant.

BLG.2018.3.3 Orientation

1. Orientation shall occur prior to the first meeting of the Board. Orientation shall provide training to prepare new Board Members for the first Board meeting and enable all Board Members, new and returning, to get acquainted. The CEO shall schedule the orientation meeting(s).
2. Each Board Member shall have access to orientation materials including:
 - 2.1. Applicable legislation (e.g. The Public Libraries Act);
 - 2.2. Board By-Laws;
 - 2.3. BMPL Policies;
 - 2.4. MOU between the Board and TBM;
 - 2.5. Current financial information including the audited statement and budget;
 - 2.6. Current planning documents;
 - 2.7. Most recent Annual Report;
 - 2.8. Governance information and training resources (incl. Governance Hub);
 - 2.9. Names, and contact information of other Board Members and CEO;
 - 2.10. BMPL (Library, Museum, and Gallery) Organization chart;
 - 2.11. List of Council members;
 - 2.12. An application for Library membership (if not already a member); and
 - 2.13. Such other information as the CEO advises.
3. In addition to the review of the Orientation materials, the CEO and outgoing Chair shall be available to answer questions and further discuss the by-laws, policies, and direction of BMPL.

BLG.2018.3.4 Training

1. Board members shall participate in training mandated by legislation.
2. Board members are encouraged to participate in training opportunities that include, but are not limited to:
 - 2.1. Relevant legislation;
 - 2.2. Effective governance;
 - 2.3. Planning;
 - 2.4. Advocacy;
 - 2.5. Funding development; and
 - 2.6. Community Building.
3. To ensure ongoing education, the Board shall:
 - 3.1. Assess its training needs and schedule time for Board training throughout the year;
 - 3.2. Maintain a membership in the Ontario Library Association and the Ontario Library Boards' Association;

- 3.3. Designate the Chair, via the LibraryChair@TheBlueMountains.ca email to be the official representative to SOLS for all Trustee correspondence;
- 3.4. Approve representative(s) to attend regional SOLS Trustee Council meetings and report back to the Board; and
- 3.5. Provide funding in the annual budget to allow for conference attendance.
4. The CEO shall notify the Board of available training and networking opportunities.
5. The cost of any training must be approved by the Board before it is undertaken or be within the larger budgetary lines approved within the annual estimates.
6. Board members shall report on their participation in training events at a duly scheduled Board Meeting.

Original Approval: 2018-03-22

Amended On: 2019-05-16

**Type:** By-Law**Authority:** Board**Resolution No.:** BMPL 2018-48 on 3-22-18; POL-BLG.2018.06

Associated Documents:

- Public Libraries Act R.S.O., 1990
- Amendment: 2009, c. 33, Sched. 11, s. 7(2)
- Amendment: 2002, c. 17, Sched. C, s. 24(5)
- Amendment: 2006, c. 32, Sched. C, s. 53(1)
- POL-BLG.2018.99 Agenda and Multi-Year Agenda

Legal Framework

1. **Meetings:** ~~The Board shall hold regular meetings once a month for at least 10 months each year and at such other times as it considers necessary. A Board shall hold at least seven regular meetings in a year.~~ [PLA 16.1].
2. **Special meetings:** The chair or any two members of a Board may summon a special meeting of the Board by giving each member reasonable notice in writing [including electronic], specifying the purpose for which the meeting is called. [PLA 16.2]
3. **Open and closed meetings:**
 - 3.1. In this section,
 - 3.1.1. "committee" means any advisory or other committee, subcommittee or similar entity of which at least 50 per cent of the members are also members of the Board;
 - 3.1.2. "meeting" means any regular, special, committee or other meeting of the Board. [PLA 16.1]
 - 3.2. **Open meetings:** Except as provided in this section, all meetings shall be open to the public. [PLA 16.2]
 - 3.3. **Improper conduct:** The Board chair may expel any person for improper conduct at a meeting. [PLA 16.3]
 - 3.4. **Closed meetings:** A meeting or part of a meeting may be closed to the public if the subject matter being considered is,
 - 3.4.1. the security of the property of the Board;
 - 3.4.2. personal matters about an identifiable individual;
 - 3.4.3. a proposed or pending acquisition or disposition of land by the Board;
 - 3.4.4. labour relations or employee negotiations;
 - 3.4.5. litigation or potential litigation, including matters before administrative tribunals, affecting the Board;
 - 3.4.6. advice that is subject to solicitor-client privilege, including communications necessary for that purpose;

- 3.4.7. a matter in respect of which a Board or Committee of a Board may hold a closed meeting under another Act [PLA 16.4].
- 3.4.7.1. This includes the Municipal Act’s Permission to close session for an Educational or Training sessions which reads, “A meeting of a council or local board or of a committee of either of them may be closed to the public if the following conditions are both satisfied: (1) The meeting is held for the purpose of educating or training the members. (2) At the meeting, no member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the council, local board or committee”. [Municipal Act, 239.3.1].
- 3.4.7.2. A meeting shall be closed to the public if the subject matter relates to the consideration of a request under the *Municipal Freedom of Information and Protection of Privacy Act* if the Board or Committee of the Board is the head of an institution for the purposes of that Act, or the Head is presenting to the Board or Committee. [PLA 16.5]
- 3.5. **Resolution:** Before holding a meeting or part of a meeting that is to be closed to the public, a Board or Committee of the Board shall state by resolution,
- 3.5.1. the fact of the holding of the closed meeting; and
- 3.5.2. the general nature of the matter to be considered at the closed meeting. [PLA 16.6]
- 3.6. **Open meeting:** Subject to PLA subsection 16.8, a meeting shall not be closed to the public during the taking of a vote. [PLA 16.7]
- 3.6.1. Exception:** A meeting may be closed to the public during a vote if,
- 3.6.1.1. PLA subsection 16.4 or 16.5 permits or requires the meeting to be closed to the public; and
- 3.6.1.2. the vote is for a procedural matter or for giving directions or instructions to officers, employees or agents of the Board or Committee of the Board or persons retained by or under contract with the Board. [PLA 16.8]
4. **Quorum:** The presence of a majority of the Board is necessary for the transaction of business at a meeting. [PLA 16.5]
5. **Voting:** The chair or acting chair of a Board may vote with the other members of the Board upon all questions, and any question on which there is an equality of votes shall be deemed to be negative. [PLA 16.6]
6. **Language:** The Board may conduct its meetings in English or French or in both English and French and subsections 247(1), (4), (5), and (6) of the *Municipal Act 2001*, apply with necessary modifications. [PLA 17]

BLG.2018.6.1 Meeting, Schedule and Agenda

1. A schedule of the regular meetings of the Board, identifying date, time and location, shall be developed annually.
2. Annual and multi-year agenda shall be developed to schedule topics over the Board’s term.
3. The Agenda Package shall be distributed to the Board no less than one (1) week before the meeting; and no less than five (5) days before the meeting via BMPL website to the public.

BLG.2018.6.2 Quorum

Quorum is a simple majority of members.

1. Where a quorum is not present within thirty (30) minutes after the hour fixed for a meeting, the Board Secretary shall record the names of members present and the meeting shall stand adjourned until the next meeting or until a special meeting is called.
2. If notified by a majority of Members of their anticipated absence from a meeting, the Board Secretary shall notify all Board Members and the public that the meeting is cancelled.

BLG.2018.6.3 Attendance at Meetings

1. In the event that a Board Member must be absent from any meeting, that person shall notify the Secretary prior to the day of the meeting.
2. Meeting attendance is to be in-person, but may, in special situations, be considered by teleconference, with approval of the Chair.
3. Proxy voting is not permitted.

BLG.2018.6.4 E-mail Vote

1. In the event of an emergency or a time sensitive single item, the Chair may require an e-mail poll to immediately move on business.
2. The e-mail message shall constitute official correspondence and be recorded as the content of the minutes. A recorded vote shall be included in the minutes.
3. There shall be no discussions on an e-mail vote. Should further discussion be requested, a Special Meeting may be called or the item shall be deferred to the next Regularly Scheduled meeting.

BLG.2018.6.5 Rules of Debate

The Board shall follow a best practice rules of debate such as *Robert's Rules of Order*. A copy of Robert's Rules of Order shall be available for each Board meeting.

BLG.2018.6.6 Deputations

1. Members of the public may address the Library Board on any BMPL-related topic, provided they complete a Deputation Request Form, including complete details of the deputation.
 - 1.1. A Deputation Request Form with all supporting presentation materials (e.g. PowerPoint, statement to be read) must be submitted to the Board Secretary by noon, at least three (3) days prior to the date of the Board meeting to be considered for inclusion on that agenda.
 - 1.2. If the Deputation Request Form is received after the deadline, or if the Chair deems the Agenda to be full, or if presentation materials are omitted, the presentation may be delayed until a subsequent Board meeting.
2. All materials will be circulated to the Board and relevant staff prior to the presentation and will be included in the web-posted agenda package if available before the package is posted. All materials within the application or provided during the actual presentation will be entered into the records management system for that meeting. The Board Secretary shall also update the Agenda Package on the website with any presentation documents received during the meeting.
3. The Library Board allocates up to ten minutes per presentation. The Chair may extend this time if the Board approves and the agenda permits. Any person who has presented information on the

same topic at previous meetings shall be limited to providing only new information in their subsequent presentations.

BLG.2018.6.8 Public Input on Agenda Items

1. The Public Input on Agenda Items is an open mic session where community members may speak on any issue which is included in the agenda. This format is intended to provide an opportunity for community input prior to Board decisions being made. Those wishing to speak to items not on the agenda, should follow the Deputation process.
2. There is no advance application process. Prior to the meeting the Board Secretary will have a sign-up sheet for community members who wish to address items on the agenda. On the sign-up sheet, presenters will be asked to identify the agenda item to be addressed. The order of presenters is at the discretion of the Chair.
3. Total time is limited to 20 minutes for this agenda item. The Chair may extend this time if the Board approves and the agenda permits. Individual presenters shall be limited to three (3) minutes.
4. The identity of presenter and agenda item addressed will be noted in the minutes.

BLG.2018.6.9 In Meeting Procedures for Deputations and Public Input on Agenda Items

1. Speakers shall direct their presentation to, and through, the Chair.
2. Board members may, through the Chair, respond to the presentation, or ask questions, where it is appropriate, but shall not enter into debate about the presentation.
3. Anyone making a presentation to the Board shall speak respectfully and follow MFIPPA policies, addressing only the approved presentation topic.

Original Approval: 2018-03-22

Amended On: 2019-05-16



Type: By-Laws & Governance

Authority: Board

Resolution No.: BMPL 2018-198 on 10-25-18;
POL-BLG.2018.99

Associated Documents: POL-SYS.2018.88 Indigenous
Acknowledgement & Inclusion in Planning

BLG.2018.99.1

Standard Agenda

A. Call to Order

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

B. Agenda

1. Approval of Agenda
2. Declaration of Pecuniary Interest

C. Reports to be “Received as Information”

D. Minutes

1. Previous Minutes
2. Business Arising from the Minutes

E. Communication with the Board

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

F. Action Items

1. Training (if any)
2. [other reports or discussions requiring actions]

G. Strategic Plan Update

1. Vibrant Spaces & Capital Campaign Committee
2. Organizational Capacity, By-Law & Governance Committee
3. Communication & Strategic Planning Committee
4. Service Excellence & Operational Updates
5. Action Plan Update

H. Other Reports

1. Consolidated Variance Report (quarterly)
2. Museum Advisory Council Report (when available)

I. Roundtable

J. Key Message Updates

K. Closed Session (if required)

L. Notice of Upcoming Meeting(s)

M. Adjournment

BLG.2018.99.2 Annual and Multi-year Agenda

Month	Annual	Multi-Year
Jan	<ul style="list-style-type: none"> • Approve annual meeting schedule (dates/times). • Review/approve annual and multi-year agendas. 	<p>Year 1:</p> <ul style="list-style-type: none"> • Elect Chair and Vice-Chair. • Appoint committee members and authorize committees to draft action plans for their component of the Strat Plan. • Appoint Board MAC Member • Appoint delegates(s) to Board BootCamp at OLA Superconference. • Review Legacy Documents. <p><i>Note: Board Orientation occurs in a separate meeting(s) prior to the Board's first meeting.</i></p>
Feb	<ul style="list-style-type: none"> • Approve Annual Report. • Review Q4 Financials. • CEO Evaluation. 	<p>Year 1:</p> <ul style="list-style-type: none"> • Appoint MAC members.
Mar	<ul style="list-style-type: none"> • Confirm Spring Regional Trustee Council Mtg attendee. • Respectful Workplaces Compliance Report. 	
Apr	<ul style="list-style-type: none"> • Review Q1 Financials. • Risk Assessment Report. 	<p>Year 1:</p> <ul style="list-style-type: none"> • Receive/approve committee action plans (should include action plans for implementation of Strategic Plan, Space Plan, Stakeholder Engagement and/or Advocacy Plan).
May	<ul style="list-style-type: none"> • Annual Planning Mtg (Full Day). • Policy Review: H&S and AODA. 	<p>Policy Review:</p> <ul style="list-style-type: none"> • Year 1: By-Laws and Governance • Year 2: HR • Year 3: Public Usage • Year 4: New policies required for accreditation <p>Year 1:</p> <ul style="list-style-type: none"> • Complete Board training needs assessment and develop training plan.
June	<p>Approve audited statements and appoint auditor for upcoming year.</p>	<p>Year 3:</p> <ul style="list-style-type: none"> • Approve Board Recruitment Plan.

Month	Annual	Multi-Year
Summer	<ul style="list-style-type: none"> Review Q2 Financials. Approve budget proposal to Council. 	Year 2-4: <ul style="list-style-type: none"> Prioritize action items in preparation for budget.
Sept	<ul style="list-style-type: none"> Confirm Fall Regional Trustee Council Mtg attendee. 	Year 3: <ul style="list-style-type: none"> Initiate consultations for new Strat Plan. Year 4: <ul style="list-style-type: none"> Approve new Strategic Plan.
Oct	<ul style="list-style-type: none"> Review Q3 Financials. 	Year 4: <ul style="list-style-type: none"> Complete preparation for new Board (e.g., orientation, legacy document). Review/revise committee terms of reference to align with new Strategic Plan.
Nov	<ul style="list-style-type: none"> Elect Chair and Vice-Chair. Make committee appointments. Identify delegate(s) for OLA conference. Board Evaluation. Complete Board training needs assessment and develop training plan. Confirm Action Plan (for coming year) for implementation of Strategic Plan. 	Year 2: <ul style="list-style-type: none"> Review CEO Job Fact Sheet. Year 4: <ul style="list-style-type: none"> CEO Evaluation.
Dec	<ul style="list-style-type: none"> No meeting. 	

BLG.2018.99.3 Plans and Programs

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

Original Approval: 2018-10-25
 Amended On: 2019-05-16; 2019-05-16



THE BLUE MOUNTAINS PUBLIC LIBRARY

JOB FACT SHEET

Updated from Version: June 2017

JFS Approved: October 25, 2018

Position Title:	Chief Executive Officer Library
Reports To:	The Blue Mountains Public Library Board
Job Grade:	Grade 14

Position Summary

The Chief Executive Officer (CEO) *“shall have general supervision over and direction of the operations of the public library and its staff, shall attend all board meetings and shall have the other duties the board assigned to him or her from time to time.”* R.S.O. 1990, c.P44, s.15(2)

The CEO is responsible for leading, administering, planning, managing, and operating the Blue Mountains Public Library (BMPL) Gallery, Library, Archive and Museum (GLAM), hereinafter referred to “BMPL”- consistent with the *Public Libraries Act*, all relevant legislation, all relevant provincial standards, LibraryBMPL policies, procedures and By-laws, and strategic directions set by the Blue Mountains Public Library Board.

Key Responsibilities

- Ensure that the LibraryBMPL is operated in accordance with relevant legislation and best practices.
- Lead, model and promote positive attitudes and interactions with a commitment to excellence in library-programs and services for all stakeholders.
- Demonstrate superior interpersonal and communication skills to ensure effective day-to-day operation and functioning of the LibraryBMPL.
- Facilitate and maintain effective communications with the Library-Board, the Town of Blue Mountains and community stakeholders, including community organizations, local business and the community at large, to contribute to positive growth and development.
- Develop, in consultation with the Board, staff and community members, a formal process to obtain feedback from all stakeholders.
- Develop an annual report for all stakeholders, for Board approval, to provide general information about the Library’s-programs, services, events, analysis of user statistics, and update regarding progress towards achievement of the Strategic Plan goals for the year.
- On an annual basis, review, develop and recommend policies, procedures and by-laws to maintain compliance with all applicable municipal, provincial and federal legislation, including but not limited to the Employment Standards Act (ESA), Ontario Health & Safety Act (OHSA), Accessibility for Ontarians Disabilities Act (AODA), Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), and the Ontario Human Rights Code (OHRC)~~ESA, OHSA, AODA and OHRC~~, all for Board approval.
- Conduct Health and Safety audits, as required under legislation, to ensure that LibraryBMPL facilities are operated and maintained in a safe and eco-friendly state, reporting safety and maintenance needs in a timely manner to the appropriate Town of the Blue Mountains staff.

- Effectively plan, acquire, manage and maintain the LibraryBMPL's collection and all physical resources, ensuring they meet the needs of our community.
- Maintain confidentiality, according to policy and MFIPPA, with respect to all documentation and information of BMPL.

Staff

- Provide vision and guidance to librarystaff, board members and the community;
- Recruit, hire, supervise, evaluate, provide opportunities for professional growth, and, where necessary, terminate Libraryemployees, keeping the Board informed as appropriate.
- Conduct performance reviews for all employees at least once per year, more often if appropriate.
- Keep confidential personnel records, in accordance with established LibraryBMPL policies and applicable legislation.
- Develop succession plan(s) and provide opportunities for staff to develop skills.
- Ensure that staff provide exemplary customer service.
- Apply change management strategies to assure effective implementation of change and acceptance by all stakeholders.
- Assess the current L.-E. Shore Public Library and Craigeith Heritage Depot Volunteer programs to ensure that volunteer activities provide meaningful opportunities.
- Recognize volunteer contributions on a regular basis, celebrate Libraryvolunteers annually.

Secretary to the Board

- Act as Secretary to the Board, unless the Board appoints an alternate, and prepare meeting agenda in concert with the Chair of the Board, keep minutes of Board meetings, and ensure that agenda and minutes are made available to Board members and the public in a timely manner.
- Provide orientation for all new Board members, and support continuing Board development and education for all Board members.
- Ensure that the needs of our community and our LibraryBMPLare represented to the Ministry of Tourism, Culture and Sport, Southern Ontario Library Service and the Ontario Library Association and, where appropriate, to other organizations.
- Cultivate a healthy, mutually empowering relationship with the LibraryBoard.
- Support the maintenance of and compliance to the Memorandum of Understanding between the LibraryBMPL and the Town of Blue Mountains for the benefit of the LibraryGLAM services and the community.

Treasurer to the Board and Financial Management

- Act as Treasurer to the Board, unless the Board appoints an alternate, and receive and account for all LibraryBMPL funds, ensuring funds are deposited and dispersed as per Board policy.
- Prepare and present annual and multi-year budgets to the Board including operating and capital projections based on identified Strategic Plan goals with both short-term and long-term consideration, and present the approved budget to the Town of Blue

Mountains.

- Negotiate and administer contractual agreements with third parties as directed by the Board to ensure outcomes are in the best interests of the [LibraryBMPL](#) and the community.
- Ensure accurate and timely filing of tax and other government payments and reports.
- Assess risk and maintain insurance to protect the organization, Board and staff from loss or liability.
- Establish strategic financial management processes, using sound business and financial judgment.
- Promote and justify the [libraryBMPL](#)'s needs to funding authorities.

Strategic Planning

- Assist the Board in the review and development of short, medium and long terms Strategic Planning goals.
- Work collaboratively with the Board, staff, other organizations and community stakeholders to implement identified action plans, monitor and report progress (or lack thereof) towards achievement of Strategic Plan goals, and recommend revisions to the Strategic Plan as appropriate.
- Keep abreast of current trends in [LibraryGLAM](#) service including advancements in technology.
- Develop a multi-year Capital Plan, Technology Plan, and Work Plan identifying requirements and opportunities presented to enhance [libraryBMPL](#) services, for the Board's approval.
- Employ sound project management principles and procedures in the planning and implementation of programs and services.

Facility Management

- Manage the [library](#) environment in all branches to enhance the user experience.
- Create a welcoming and user-friendly physical environment that encourages all community members to use [libraryGLAM](#) services.
- Create and maintain a healthy and safe environment for [library](#) users, staff and volunteers.
- Coordinate with Town departments to ensure the ongoing operation and maintenance of all [libraryBMPLBMPL](#)'s facility and related capital equipment.
- Work with Town departments to develop and implement [libraryBMPL](#) building and renovation projects.

Collection Development

- Establish collection development policies and procedures.
- Oversee the selection, acquisition, organization and maintenance of the [libraryBMPL](#)'s collection of print, archival, electronic, digital and other collections.
- Manage the processes by which [libraryGLAM](#) materials are ordered, acquired, received and tracked.
- Establish procedures and resources to support the acquisition of [libraryBMPL](#) materials.
- Execute the functions associated with tracking the expenditures and accounting for acquisitions.

Education, Specific Training, and Relevant Work Experience:

1. Masters of Library and Information Sciences from an ALA accredited program.
2. Minimum of five (5) year's experience as a CEO with a career pattern that demonstrates continued professional development.
3. Thorough knowledge of practices and procedures regarding administration and operations of a municipal public library.
4. Strong interpersonal skills and ability to manage human and physical resources efficiently and effectively in a supervisory position.
5. Understanding of the philosophy and trends in public library service, including trends in technology.
6. Excellent communication skills, both verbal and written.
7. Demonstrated record of success in fiscal management of an annual budget in excess of \$750,000.
8. Demonstrated experience in strategic planning and assessing community needs.
9. Strong public relations skills, interpersonal, and organizational skills.
10. Proven history of partnering with community organizations in the provision of programs and services.
11. Knowledge and understanding of legislation, regulations and political astuteness relating to all aspects of public libraries and the municipal environment.
12. Proven ability to champion and successfully implement change.

Other Qualifications Required:

- CPR with AED
- WHIMS
- Smart Serve

Probable Impact of Errors:

The primary impact of errors associated with the CEO position is as follows:

- **Confidentiality**—A CEO who does not protect the records, data, internal documents and information of the Library, Museum or Gallery, and their patrons will be responsible for causing a breach of confidentiality. The CEO, as Board Secretary and lead Human Resources Manager has, in their possession, confidential employment and Board documents. Improper storage and/or discussion of confidential information is a breach of confidentiality and may result in legal action against the organization or CEO personally.
- **Loss of Materials**—any staff who is not vigilant within the [LibraryBMPL](#), or who does not properly log equipment, properly log artifact, or log materials into the Content Management System (CMS and/or Integrated Library System (ILS) may cause a loss of materials. It is the CEO's responsibility to ensure all staff are securing the assets of the organization and to rectify any breeches in protocol through policy development, training and/or corrective action.
- **Loss or Damage of Property**—The CEO shall ensure all policy and procedure is in place, as well as staff training to maintaining the premises during open hours and off-hours in

order to mitigate the potential of loss of personal or organization property. Any staff who does not follow the IT policies and remain vigilant for phishing and viral scams may be responsible for irrevocable damage to Town and Board property. A CEO who does not properly maintain records may cause a disruption of service, financial loss, or loss of materials.

- **Personal Injury**—a CEO, who does not properly supervise the building, risks personal injury to themselves, their personnel or the patron/participant.
- **Financial Loss**—as both financial manager and Treasurer, a CEO who does not properly safeguard the cash of the organization risks theft of petty cash and loss of revenue for the organization. A CEO who does not properly maintain a budget and records of finances may have loss of finances or loss of funding due to improper use by funders.
- **BMPL Reputation**—a CEO who does not adhere to both standards and core documents of the organization will directly damage the reputation of the organization. This can impact community support and ultimately funding by the Town. The CEO, as the face of the organization must, at all times, hold the reputation of the organization as a primary consideration in all activities, in and out of BMPL.
- **Discontinuity with the Actions of the Board**—Pertaining to awareness and familiarity with organizational documents, it is the responsibility of the CEO to review, question, and be mindful of the BMPL’s organization documents. Without knowledge of these documents, the CEO cannot complete their job properly, which will result in both poor practices and performance reviews, or ultimately termination. These documents include but are not limited to:
 1. Mission, Mandates, Vision, and Values
 2. Core Competencies (found within the Learn HQ accounts as developed by SOLS)
 3. Strategic Plan
 4. Policies, Procedures, and Plans
 5. Manuals
 6. Operational Work Plan

Supervision or Direction Exercised:

Directly supervises the following employees:

- Manager of Technical Services
- Manager of Public Services and Community Outreach
- Museum Curator (Museum Manager)

Responsible for larger staff and volunteers:

- Library Assistants
- Museum ~~Assistants~~ Technicians
- Pages
- Clerks
- Volunteers
- Interns

- Co-Op students
- Summer Students

Working Relationships:

With the Board:

Receives direction and guidance on policy, brand and service model adherence regarding the implementation of governance and strategic initiatives into operational actions of the Blue Mountains Public Library ([Gallery](#), Library, [Archives and](#) Museum and Gallery).

With Other Staff:

Displays and promotes positive “Team Player” attitudes and actions. This includes positive communications with subordinates and Town staff regarding ideas and initiatives to enhance the workplace improve policies, procedures and services. Promotes courtesy, cooperation and fosters a respectful work environment.

With External Agencies or Groups:

Represents and promotes The Blue Mountains Public Library interests relative to the organization’s related initiatives; seeks advanced permissions, values, or statements from the Board as required; seeks to develop sound professional working relationships.

With the Public:

Represents and promotes The Blue Mountains Public Library interests in a courteous manner, provides information as requested, but not speaking for the Board without authorization. This includes both on and off-shift, as the CEO is an identifiable representative of the organization throughout the community.

Working Conditions:

Expected Working Environment–The expected working environment of the organization is that of a public library [and museum](#), public service, office setting. The CEO can expect:

- Liaising with agencies and partners on and off-site;
- Significant period of writing such as policy, grants, strategic document;
- Meeting with and serving the public in a quick paced environment;
- Contact with difficult and aggressive patrons, which may include physical threats to self or others;
- Contact with community and patrons who may be under the influence of alcohol or substances;
- Use of LCD monitor on PCs for an average of 80% of shift;
- Occasional lifting in excess of 20-40 pounds;
- Sitting for approximately 75% of shift;
- Walking between multi-level, non-accessible floors when on shift at the Craighleith Heritage Depot;
- Occasional offsite/outdoor activities including extreme heat/cold and contact with wildlife and toxic plants.

Commitment to Health & Safety:

All employees must personally comply with all health and safety practices as they relate to the work, standard operating guidelines and the Occupational Health & Safety Act. Personally comply with, and assume appropriate supervisory responsibility for compliance with, all health and safety practices as they relate to the Library and Museum, standard operating guidelines and the occupational Health and Safety Act. All Managers shall be certified in Standard First Aid & CPR/AED Level C or better.

Job Details

- Hours of Work:** Standard 35 hour work week Monday to Friday from 8:30 – 4:30 with a 1 hour lunch break. Weekend and evening work is required.
- Direct Reports:** 3 regular staff, plus interns and volunteers
- Overtime:** Does not apply to salary position
- Driver's License:** Require G2 or higher

Approved by BMPL Board on October 25, 2018 BMPL-Resolution 2018-199.

Committee Report

The Blue Mountains Public Library Board

Report To: The Blue Mountains Public Library Board
Report Name: GOV.20.03 C-SP Cmt Report—January 2020
Prepared by: Odeen Probert, Cmt Chair

Committee: Communication & Strategic Planning Committee
Meeting Date: November 21, 2019 12:30pm
Location: L.E. Shore Boardroom
Members: Odeen Probert, Chair
Dorothy Cammaert
Laurey Gillies
Dr. Sabrina Saunders, CEO [Staff Resource]
Regrets: N/A
Absent: N/A

Meeting Date: December 3, 2019 9:00am
Location: L.E. Shore Boardroom
Members: Odeen Probert, Chair
Dorothy Cammaert
Laurey Gillies
Guests: Maurice Pepper, Board Chair
Regrets: N/A
Absent: N/A

Meeting Date: December 9, 2019 11:00am – TBM Committee of the Whole Deputation
Location: TBM Council Chambers
Members: Odeen Probert, Chair
Dorothy Cammaert
Laurey Gillies
Regrets: N/A
Absent: N/A

Meeting Date: January 7, 2020 9:00am
Location: L.E. Shore Boardroom
Members: Odeen Probert, Chair
Dorothy Cammaert
Laurey Gillies
Regrets: N/A
Absent: N/A

Recommendations

THAT the Board receive as information GOV.20.03 entitled “Communication & Strategic Plan Committee Report”.

THAT the Board schedule a Special Meeting of the Board Chair, the three Committee Chairs and/or designates in order to review the Budget 2020 presentation. It is understood that this meeting may have quorum and will be a single agenda item for planning of members speaking notes during the Budget Hearings”.

Summary

Since the last report the C-SP Cmt has met three times and provided a deputation to the TBM Committee of the Whole on behalf of the Board.

We met December 3rd to finalize our deputation to the council. At our January 7th meeting we received an update on the status of CHD. The CEO will continue to update the board and public as necessary. We completed a final review of the action plan for 2020. We selected a timing for semi-annual deputations to the Council as well as two other deputation topics for the year-the Social Return on Investment study and the Annual Report.

In an attempt to continue ongoing transparency, board biographies will be developed and uploaded to the website. These will also be featured in the Board Corner throughout the year. The February Cmt meeting will further develop the proposed bio format.

The C-SP Cmt also reviewed changes to TBM’s Councils procedural By-Law including the inclusion of public input to the agenda occurring at the beginning and end of the meeting. The Cmt made a recommendation via the CEO to the OC-BLG Cmt to consider adding to the current agenda, a closing public comment period following H: Other Reports via an amendment to the POL.2018.99 Agenda and Annual Agenda.

In preparation of the Budget Hearings, the Cmt developed a PowerPoint slide deck for each of the Board Chair and Committee Chairs (or designates) to follow as an introduction to the budget. A recommendation is included to hold a meeting with presenters to review the slide deck and the speaking notes.

Our next meeting is on February 11th and will include a focus on the development of a matrix with respect to our communication goals in 2020.

Respectfully Submitted,
Odeen Probert, Chair
Communication & Strategic Planning (C-SP) Committee Chair

The Blue Mountains Public Library

Report To: The Blue Mountains Public Library Board
Report Name: ADM.20.01 Service Excellence & Operational Updates, January
Prepared by: Dr. Sabrina Saunders, CEO

A. Recommendations

THAT this Board receive as information ADM.20.01 entitled, “Service Excellence & Operational Updates CEO Report”.

B. Service Excellence

Minister’s Award. The REEL History Film Series was nominated for the Minister’s Award for Innovation. Awards will be announced on January 30th at the annual Ontario Library Association conference. Congratulations to the Craighleith Heritage Depot for being shortlisted for this award.

C. Vibrant Spaces

Roll-over Capital: A portion of the furniture expenses were held over from 2019 to be joined with the 2020 to make updates to areas of the library which could not have been completed in one year’s allowances. These purchases will be held back until after the capital budget is determined by Council so we can purchase the highest needed items for staff and services.

D. Organizational Capacity

Joint Health & Safety Committee: The JHSC with the CEO have developed the Continuous Improvement Goals for 2020. Some items were added to the Action Plan such as hazards included on Job Fact Sheets. Additional items specific to the situation at CHD were also included, such as the development of new Standard Operating Procedures.

E. Communications

CHD Temporary Closure: Following the closure of CHD on October 24th, the staff and TBM have been working together to develop a remediation plan to mitigate the radon and redevelop an HVAC system which can address museum and archive needs. A FAQ webpage is being developed to answer questions of the community.

Respectfully Submitted,

Dr. Sabrina Saunders, CEO

LibraryCEO@TheBlueMountains.ca

519-599-3681 extension 148

The Blue Mountains Public Library

Report To: The Blue Mountains Public Library Board
Report Name: ADM.20.02 Action Plan 2019—Final Update
Prepared by: Dr. Sabrina Saunders, CEO

A. Recommendations

That this Board receive as information ADM.20.02 entitled “Action Plan 2019 Final Update”.

B. Background

The Action Plan 2019 was approved May 23, 2019 and is a one-year plan towards achievement of the four-year Strategic Plan 2018-2022. This plan has 86 achievable outcomes with lead responsible parties of the Board, the 3 standing Board committees, MAC, ACC, and the CEO.

C. Status Assessment

77 of 86 outcomes have been achieved or are ongoing (90%). Of the 9 remaining, 7 have been deferred and will be completed to be completed in the first quarter of 2020 and 2 have been added to the Action Plan 2020.

Respectfully Submitted,

Dr. Sabrina Saunders, CEO
LibraryCEO@TheBlueMountains.ca
519-599-3681 extension 148



Action Plan for 2019

The Blue Mountains Public Library Board, Museum Advisory Council, CEO & Management Team

Goals	Outcomes	Lead Party	Expected Timing	Status
Communications	<i>Establish communications and market BMPL as a valued community resource.</i>			
C1 Provide accessible and inclusive communications to raise awareness of our many offerings.				
	C1.1 Increase the e-newsletter subscription to 15% of active patrons [418 at December 31, 2018]	CEO	Dec 2019	COMPLETE 12-1-19
	C1.2 Increase the e-newsletter click through rate by 25%	CEO	Dec 2019	COMPLETE 12-1-19
	C1.3 Increase Twitter fans to 500 combined users	CEO	Dec 2019	COMPLETE 12-1-19
	C1.4 Increase Facebook followers to 800 combined users	CEO	Dec 2019	COMPLETE 12-1-19
	C1.5 Redevelop website in a GLAM format that is AODA compliant	CEO	May 2019	COMPLETE 5-1-19
C2 Develop a Communication and Marketing Plan.				
	C2.1 Develop Communication Plan	CEO	May 2019	COMPLETE 5-16-19
	C2.2 Develop Social Media Plan	CEO	May 2019	COMPLETE 5-16-19
	C2.3 Develop 2019 Key Messages of Staff	CEO	Ongoing	STARTED 2-1-19
	C2.4 Develop Monthly Key Messages from Board	Board	Ongoing	STARTED 3-21-19

Goals	Outcomes	Lead Party	Expected Timing	Status
	C2.5 Develop Advocacy Plan around awareness of BMPL as a GLAM and Cultural Hubs for the Town	C-SP Cmt	Fall 2019	COMPLETE 6-20-19
	C2.6 Develop Social Media training sessions for staff	CEO	Summer 2019	COMPLETE 12-15-19
	C2.7 Improve photographic collection for communication	CEO	Summer 2019	Ongoing
	C2.8 Share consistent & targeted branded messaging	CEO	Ongoing	STARTED 3-21-19
	C2.9 Participate in the TBM Community Communications Advisory Committee	CEO	Ongoing	STARTED 4-27-19
C3	Establish consistent branding across all communications and signage.			
	C3.1 Assess branding needs of BMPL as a GLAM	CEO	June 2019	COMPLETE 11-8-19
	C3.2 Develop interim & new signage plans	CEO	July 2019	--
	UPDATED 9-13-19 for facility C3.2a Develop interim & new signage plans for CHD	CEO	July 2019	COMPLETE 9-13-19
	UPDATED 9-13-19 for facility C3.2b Develop interim & new signage plans for LES	CEO	July 2019	COMPLETE 9-13-19
	C3.3 Install interim gallery signage	CEO	Oct 2019	Deferred to 2020
	C3.4 Install interim museum signage	CEO	Oct 2019	Deferred to 2020

Goals	Outcomes	Lead Party	Expected Timing	Status
C4	Ensure transparency and accountability to all stakeholders.			
	C4.1 Publish governance document library on website	CEO with Board	May 2019	COMPLETE 5-1-19
	C4.2 Publish 2018 Annual Report	CEO with Board	April 2019	COMPLETE 5-1-19
	C4.3 Include all committees and MAC meeting notices on the website	CEO	May 2019	COMPLETE 5-1-19
	C4.4 Include all MAC Minutes and Agendas on the website	CEO with MAC	May 2019	COMPLETE 5-1-19
	C4.5 Define Lease Agreements [2018 AP4.8. Removed from MOU].	CEO with CAO Board with TBM	Sept 2018 2019 Deferral	Awaiting TBM

Goals	Outcomes	Lead Party	Expected Timing	Status
Organizational Capacity	<i>Build Board and staff capacity to lead a 21st century library, museum and gallery system.</i>			
OC1 Build Board competencies to excel in governance and advocacy.				
	OC1.1 Complete a comprehensive orientation	CEO	Mar 2019	COMPLETE 5-11-19
	OC1.2 Complete Training Gap Analysis	OC-BLG Cmt	May 2019	COMPLETE 5-23-19
	OC1.3 Finalize 2019 Board training plan	Board	June 2019	COMPLETE 5-23-19
	OC1.4 Develop 2020 Board training plan	Board	July 2019	COMPLETE 5-23-19
	OC1.5 Attend Spring Governance Hub Mtgs	Board	Apr 2019	COMPLETE 5-11-19
	OC1.6 Attend Fall Regional Trustee Mtgs	Board	Nov 2019	COMPLETE 10-26-19
	OC1.7 Complete annual Board evaluation	Board with OC-BLG	Nov 2019	COMPLETE 11-21-19
	OC1.8 Complete MAC evaluation	MAC	Nov 2019	Deferred to 2-2020
	OC1.9 Complete ACC evaluation	CEO with ACC	Nov 2019	COMPLETE 11-11-19
	OC1.10 Complete annual policy review	Board	May 2019	COMPLETE 5-16-19
	OC1.11 Review & make recommendations pertaining to Code of Conduct and Integrity Commissioner	OC-BLG Cmt	Fall 2019	--
	UPDATED OC1.11 Review & update BMPL Code of Ethics and Oath document in lieu of TBM documents (BMPL not local Board per Municipal Act).	OC-BLG Cmt	Fall 2019	COMPLETE 10-17-19
	OC1.12 Schedule rep(s) to OLBA Bootcamp Feb 2020	Board	Nov 2019	COMPLETE 11-21-19

Goals	Outcomes	Lead Party	Expected Timing	Status
OC2 Work with the Town to secure annual funding which realizes the BMPL vision.				
	OC2.1 Present 2019 Budget	CEO with Board	Feb 2019	COMPLETE 2-12-19
	OC2.2 Present Feasibility Study & Space Plan	CEO with Board	Feb 2019	COMPLETE 1-16-19
	OC2.3 Publish and present BMPL ROI and Social Value	CEO with Board	Summer 2019 <i>Budget timing moved to 2020</i>	--
	OC2.4 Present 2020 Budget	CEO with Board	Fall 2019	On Agenda
	OC2.5 Present repairs and renovations needs within facilities, based on the Risk Assessment Report and TBM Building Assessment Reports	CEO with Board	Fall 2019	COMPLETE 8-26-19
OC3 Become an employer of choice to retain and recruit staff.				
	OC3.1 Complete BMPL Salary Market Review	CEO with TBM	Mar 2019	COMPLETE 4-30-19
	OC3.2 Complete annual performance appraisals for all staff	CEO	Nov 2019	COMPLETE Jan 2020
	OC3.3 Update Job Fact Sheets for a contemporary job description	CEO	June 2019	COMPLETE 5-14-19
OC4 Develop a sustainable human asset management plan which addresses branch expansion and future system needs.				
	OC4.1 Provide initial plan, costs and efficiencies with any expansion plans	CEO	Dec 2019	COMPLETE 8-26-19

Goals	Outcomes	Lead Party	Expected Timing	Status
OC5 Build upon staff competencies to excel in their job responsibilities.				
	OC5.1 Implement Job Training & Job Shadow program for all 2019 staff	CEO	Jun 2019	Ongoing
	OC5.2 Implement Individual Goal and Competency Plan for all staff	CEO	Dec 2019	Ongoing

Goals	Outcomes	Lead Party	Expected Timing	Status
Vibrant Spaces	<i>Create versatile spaces that meet the ever-changing interests and needs of our diverse and growing population.</i>			
VS1 Provide spaces to gather, learn, explore, work and connect.				
	VS1.1 Investigate professional cleaning of Gallery walls	CEO with ACC	Aug 2019	COMPLETE 12-1-19
	VS1.2 Investigate general seating space in Gallery	CEO	Oct 2019	COMPLETE 9-5-19
	VS1.3 Investigate options for stage refinishing	CEO with ACC	June 2019	COMPLETE 9-5-19
	VS1.4 Investigate Café Options for LES	CEO	Summer 2019	COMPLETE 9-5-19
	VS1.5 Re-Upholster Gallery seating	CEO with ACC	Dec 2019	Deferred to 2020
	VS1.6 Install water refill station at LES	CEO with Town	Fall 2019	Deferred to 2020
	VS1.7 Install CHD water tap suitable for refill station	CEO with Town	Fall 2019	Deferred to 2020
VS2 Provide technologically-connected spaces.				
	VS2.1 Establish VR area in the CHD relating to the Mary Ward and Indigenous Exhibits	CEO	May 2019	COMPLETE 5-5-19
	VS2.2 Analyze technology needs for 2020 budget (for use in current)	CEO	June 2019	COMPLETE 8-31-19
	VS2.3 Develop Digital Memory Maker Lab	CEO	Summer 2019	COMPLETE 6-21-19

	Goals	Outcomes	Lead Party	Expected Timing	Status
VS3	Implement the recommendations of the Feasibility Study & Space Plan(s).				
	VS3.1	Complete a Gap Analysis and Building Report of current facility/service and 21 st century library needs	CEO with VS-CC	May 2019	COMPLETE 5-23-19
	VS3.2	Complete a Gap Analysis and Building Report of current 21 st century gallery needs	CEO with ACC	May 2019	COMPLETE 5-23-19
	VS3.3	Complete a Gap Analysis and Building Report of current facility/service and 21 st century museum and archive needs	CEO with MAC	Nov 2019	COMPLETE 5-23-19
	VS3.4	Liaise with Town SMT and report to Council regarding Craigleith multi-use facility and LES expansion	CEO with VS-CC With Town	Dec 2019	Ongoing
VS4	Implement a successful capital campaign.				
	VS4.1	<i>See Training-OC1.14</i>	--	--	--
	VS4.2	Investigate Fundraising approaches and develop Capital Campaign Plan for 2020	CEO with VS-CC With Town	Dec 2019	COMPLETE 11-6-19

Goals	Outcomes	Lead Party	Expected Timing	Status
Service Excellence	<i>Enrich opportunities to learn, explore, create, connect with others, develop careers, grow businesses, engage with new technologies, pursue healthy lifestyles, and have fun.</i>			
SE1 Leverage partnerships to achieve shared goals.				
	SE1.1 Develop Teen Advisory Group	CEO	Oct 2019	COMPLETE 11-7-19
	SE1.2 Support the Blue Mountains Creator Arts Space Digital Lab Canada as a Maker community	CEO with Mountain Goat Film	Dec 2019	Ongoing
	SE1.3 Investigate maker options with community partners	CEO	Oct 2019	COMPLETE 9-12-19
SE2 Create a service model that reaches all communities of The Town of The Blue Mountains.				
	SE2.1 Prepare Pop-Up Library and Outreach Plan 2019	CEO	June 2019	COMPLETE 6-6-19
	SE2.2 Prepare Pop-Up Library and Outreach Plan 2020	CEO	Oct 2019	COMPLETE 10-20-19
	SE2.3 Complete Teen Designation analysis for improved rating and Building Program use.	CEO	Dec 2019	COMPLETE 10-20-19
	SE2.4 Finalize 2019 Technology Plan	CEO	May 2019	COMPLETE 6-10-19
	SE2.5 Develop 2020 Technology Plan	CEO	June 2019	COMPLETE 6-10-19
SE3 Provide diverse collections and programs in the library, museum and gallery.				
	SE3.1 Launch the VR experience and films 4 and 5 in the Reel History series through an off-site event in May 2019.	CEO with MAC	May 2019	COMPLETE 5-4-19
	SE3.2 Finalize Museum Collection Development Plan 2019-2022	CEO	May 2019	COMPLETE 4-24-19

Goals	Outcomes	Lead Party	Expected Timing	Status
	SE3.3 Generate an updated storage plan to support growth based on inventory and Collection Development Plan.	CEO	Dec 2019	Deferred to 2020
	SE3.4 Finalize Exhibition Plan 2019-2021	CEO	May 2019	COMPLETE 4-24-19
	SE3.5 Develop a 2020 Matrix for programs, services, and needs achievement	CEO	June 2019	COMPLETE 8-31-19
	SE3.6 Develop <i>Reel History</i> & Artifact Fundraising Plan	CEO with MAC	Fall 2019	COMPLETE 9-13-19
	SE3.7 Finalize Program Plan 2019	CEO	April 2019	COMPLETE 3-22-19
	SE3.8 Develop 2020 Program Plan	CEO	June 2019	COMPLETE 6-21-19
	SE3.9 Develop The Gallery Schedule for 2020	CEO with ACC	Sept 2019	COMPLETE 6-11-19
	SE3.10 Establish VR gaming programs and collections at both branches	CEO	April 2019	COMPLETE 5-4-19
SE4 Offer resources, opportunities and coaching to engage in 21st century literacies.				
	SE4.1 Launch Wired Wednesday Series	CEO	Sept 2019	COMPLETE 9-4-19
SE5 Develop a virtual branch.				
	SE5.1 Launch Virtual Branch in new website	CEO	May 2019	COMPLETE 5-1-19
	SE5.2 Develop promotion for the Virtual Branch	CEO	Summer 2019	COMPLETE 9-5-19
	SE5.3 Achieve 1,000 visits within 6 months of launch	CEO	Fall 2019	COMPLETE 10-1-19

Goals	Outcomes	Lead Party	Expected Timing	Status
SE6 Achieve GLAM standards.				
	SE6.1 Achieve MTCS qualification status on Standards for Community Museums in Ontario	CEO with MAC	Dec 2019	COMPLETE 8-15-19
	SE6.2 Achieve remaining OPLG Accreditation "System" criteria	CEO with OC-BLG	Dec 2019	COMPLETE 10-20-19

The Blue Mountains Public Library

Report To: The Blue Mountains Public Library Board
Report Name: ADM.20.03 Action Plan 2020
Prepared by: Dr. Sabrina Saunders, CEO

A. Recommendations

That this Board receive as information ADM.20.03 entitled “Action Plan 2020”.

B. Background

The Action Plan 2020 was developed through Board consultation and in consultation with the three committees, MAC, ACC and staff. This on-year plan has 108 achievable outcomes with lead responsible parties of the Board, the 3 standing Board committees, MAC, ACC, and the CEO. Additional recommendations may come from the VS-CC Cmt who will meet after this report has been released.

C. Status Assessment

While the Action Plan 2020 has not yet been approved, 6 of 108 outcomes have been achieved or are ongoing (6%). There are no concerns for successful achievement of the Action Plan 2020 at this time.

Respectfully Submitted,

Dr. Sabrina Saunders, CEO
LibraryCEO@TheBlueMountains.ca
519-599-3681 extension 148



Action Plan for 2020-Proposed

The Blue Mountains Public Library Board, Museum Advisory Council, CEO & Management Team

Goals	Outcomes	Lead Party	Expected Timing	Status
Communications	<i>Establish communications and market BMPL as a valued community resource.</i>			
C1 Provide accessible and inclusive communications to raise awareness of our many offerings.				
	C1.1 Increase the e-newsletter subscription to 25% of active patrons	CEO	December	
	C1.2 Increase Twitter fans to 650 combined users	CEO	December	
	C1.3 Increase Facebook followers to 1200 combined users	CEO	December	
	C1.4 Establish an Instagram account	CEO	Spring	
	C1.5 Publish an annual direct mail newsletter to promote the GLAM to the community	C-SP Cmt, MAC & CEO	Summer	
	C1.6 Install one TV screen promoting BMPL offerings in the BVCC	CEO	Spring	
	C1.7 Develop Social Media training sessions for staff	CEO	June	
	C1.8 Provide ongoing communication on the CHD facilities, services, collections and operations	Board, MAC & CEO	December	

Goals	Outcomes	Lead Party	Expected Timing	Status
C2	Develop a Communication and Marketing Plan.			
	C2.1 Expand staffing capacity to oversee and implement a comprehensive communications plan	Board & CEO	March	
	C2.2 Provide Monthly Key Messages from Board	Board	Monthly	
	C2.3 Identify key supporters and develop a communication plan with priority groups	Board	June	
	C2.4 Provide updates to Council through Committee of Whole meetings.	Board, MAC & CEO	Quarterly	
	C2.5 Hold quarterly meetings with TBM	Chair & CEO	Quarterly	
	C2.6 Hold quarterly meetings between Town CAO and Library CEO re MOU.	CEO	Quarterly	
	C2.7 Hold at least 3 Town Hall Style Mtgs in locations around Town	C-SP Cmt & MAC	Spring Fall Winter	
	C2.8 Hold a minimum of two (2) joint meetings with MAC to plan GLAM advocacy	C-SP & MAC	May November	
	C2.9 Participate in the TBM Community Communications Advisory Committee	CEO	Monthly	
	C2.10 Prepare Board Corner for monthly newsletter	C-SP Cmt & CEO	Monthly	
	C2.11 Publish a series of articles on the 21 st century GLAM	C-SP Cmt & CEO	December	
	C2.12 Promote 25th anniversary celebrations	Board, MAC, ACC & CEO	December	
	C2.13 Produce marketing ready collection of BMPL images	CEO	March	
	C2.14 Investigate Lawn Sign campaign for potential 2021 implementation	C-SP Cmt & CEO	December	

	Goals	Outcomes	Lead Party	Expected Timing	Status
C3	Establish consistent branding across all communications and signage.				
		C3.1 Assess branding needs of BMPL as a GLAM	CEO	October	
		C3.2 Install temporary new signage for CHD	CEO	Summer	
		C3.3 Install interim gallery signage	CEO	May	
		C3.4 Share consistent & targeted branded messaging	CEO	May	
C4	Ensure transparency and accountability to all stakeholders.				
		C4.1 Publish 2019 Annual Report and present to the community in an information session.	Board & CEO	Summer	
		C4.2 Publish regular updates on fundraising	CEO	December	
		C4.3 Publish staff, volunteer, Board and Council members' bios and photos on the website	Board, MAC, ACC, & CEO	February	
		C4.4 Publish ROI and Social Value Report	Board & CEO	Spring	

Goals	Outcomes	Lead Party	Expected Timing	Status
Organizational Capacity	<i>Build Board and staff capacity to lead a 21st century library, museum and gallery system.</i>			
OC1 Build Board competencies to excel in governance and advocacy.				
	OC1.1 Finalize 2020 Board training plan	Board	February	
	OC1.2 Develop 2021 Board training plan	Board	December	
	OC1.3 Attend Spring Regional Trustee Mtgs	Board	April	
	OC1.4 Attend Fall Regional Trustee Mtgs	Board	October	
	OC1.5 Attend OLBA Bootcamp Feb 2020	Board	February	
	OC1.6 Schedule rep(s) to OLBA Bootcamp Feb 2021	Board	October	
	OC1.7 Complete annual Board evaluation	Board with OC-BLG	November	
	OC1.8 Complete MAC evaluation	MAC	November	
	OC1.9 Complete ACC evaluation	CEO & ACC	November	
	OC1.10 Complete annual policy review [HR, AODA, H&S]	Board with OC-BLG	May	
	OC1.11 Complete fundraising and campaign training with Board, Sr Staff, and members of MAC and ACC.	Board, MAC, ACC, & CEO	June	

Goals	Outcomes	Lead Party	Expected Timing	Status
OC2 Work with the Town to secure annual funding which realizes the BMPL vision.				
	OC2.1 Present 2020 Budget	CEO with Board	February	
	OC2.2 Prepare 2021 Budget	CEO with Board	September	
OC3 Become an employer of choice to retain and recruit staff.				
	OC3.1 Complete annual performance appraisals for all staff	CEO	November	
	OC3.2 Complete CEO annual performance appraisal	Board	February	<i>On Agenda</i>
	OC3.3 Review the CEO Job Fact Sheet	Board	January	<i>On Agenda</i>
	OC3.4 Update Job Fact Sheets to include any Job Hazards	CEO	March	
	OC3.5 Complete the Annual Respectful Compliance Report	CEO	January	<i>On Agenda</i>
	OC3.6 Provide a healthy workplace	Board & CEO	December	
	OC3.7 Approve Health & Safety Continuous Improvement Goals 2020	Board with JHSC	January	<i>On Agenda</i>
	OC3.8 Endorse the Charter for Canadian Employers: Supporting Workplace Mental Health	Board & CEO	January	<i>On Agenda</i>
OC4 Develop a sustainable human asset management plan which addresses branch expansion and future system needs.				
	OC4.1 Cooperate with the Town on implementing any new HRMS	CEO	December	
	OC4.2 Identify any MOU Schedule A: Human Resources Support needs pertaining to HRMS	CEO	December	

Goals	Outcomes	Lead Party	Expected Timing	Status
OC5 Build upon staff competencies to excel in their job responsibilities.				
	OC5.1 Implement annual Job Training & Job Shadow program for all 2020 staff	CEO	February	
	OC5.2 Implement annual Individual Goal and Competency Plan for all staff	CEO	February	

Goals	Outcomes	Lead Party	Expected Timing	Status
Vibrant Spaces	<i>Create versatile spaces that meet the ever-changing interests and needs of our diverse and growing population.</i>			
VS1 Provide spaces to gather, learn, explore, work and connect.				
	VS1.1 Update Gallery Seating	CEO & ACC	May	
	VS1.2 Update LES Seating	CEO	May	
	VS1.3 Update LES Stacks	CEO	May	
	VS1.4 Redesign the Children’s Area	CEO	June	
	VS1.5 Provide Café Option at LES	CEO	May	
	VS1.6 Install water refill station at LES	CEO with Town	December	
	VS1.7 Install CHD water tap suitable for refill station	CEO with Town	May	
	VS1.8 Install a baby changing station at the CHD	CEO with Town	May	
	VS1.9 Redesign Kitchenette to qualify for Liquor Venue Licensure	CEO	March	
VS2 Provide technologically-connected spaces.				
	VS2.1 Implement the 2020 Technology Plan	CEO	December	
	VS2.2 Analyze technology needs and develop 2021 Technology Plan for 2021 budget	CEO	September	
	VS2.3 Expand onsite Digital Lab Computer Access	CEO with Creator Lab	June	
	VS2.4 Expand computer stations for youth access	CEO	June	

Goals		Outcomes	Lead Party	Expected Timing	Status
VS3	Implement the recommendations of the Feasibility Study & Space Plan(s).				
	VS3.1	Liaise with TBM to determine implementation plan for achieving LES Building Condition Assessment Report and Gap Analysis and Building Report recommendations	VS-CC & CEO	December	
	VS3.2	Liaise with TBM to determine implementation plan for achieving CHD Building Condition Assessment Report and Gap Analysis and Building Report recommendations	VS-CC, MAC & CEO	December	
	VS3.3	Liaise with Town SMT and Council regarding Master Facilities Plan	Board & CEO	December	
	VS3.4	Liaise with Town SMT and Council regarding Leisure & Activities Plan as it pertains to BMPL services and facilities as Community Hub(s).	Board & CEO	December	
	VS3.5	Standardize Gallery lighting, with gallery standard fixtures.	ACC & CEO	December	
	VS3.6	Replace The Gallery walls	CEO	December	
	VS3.7	Purchase new glasses and serving items for kitchenet	CEO	December	
	VS3.8	Purchase uniform linens for events	CEO	December	
VS4	Implement a successful capital campaign.				
	VS4.1	Investigate Fundraising approaches and develop Capital Campaign Plan	VS-CC, MAC & CEO	May	
	VS4.2	Plan and Implement 2020 fundraising plan	Board, MAC & CEO	December	
	VS4.3	Implement the CHD fundraising plan	Board, MAC & CEO	December	

Goals	Outcomes	Lead Party	Expected Timing	Status
VS4.4	Plan and implement the 25 th Anniversary Gala	VS-CC with CEO	December	
VS4.5	Cultivate Library supporters to participate in the 25 th Anniversary Program	Board, MAC & CEO	December	
VS4.6	Identify Board & Council(s) member networks to expand supporter base	Board, MAC, ACC	December	
VS4.7	Develop <i>REEL History</i> & Artifact Fundraising Plan 2021	MAC & CEO	November	
VS4.8	Hold a minimum of two (2) joint meetings a year with MAC to plan GLAM fundraising	VS-CC, MAC & CEO	May November	

Goals	Outcomes	Lead Party	Expected Timing	Status
Service Excellence	<i>Enrich opportunities to learn, explore, create, connect with others, develop careers, grow businesses, engage with new technologies, pursue healthy lifestyles, and have fun.</i>			
SE1 Leverage partnerships to achieve shared goals.				
	SE1.1 Develop Teen Advisory Group (TAG)	CEO	January	COMPLETE 1-6-20
	SE1.2 Develop Tween Advisory Group (TwAG)	CEO	October	
	SE1.3 Act as lead partner to the Blue Mountains Creator Arts Space Digital Lab	CEO	December	
	SE1.4 Investigate maker options with community partners	CEO	December	
SE2 Create a service model that reaches all communities of The Town of The Blue Mountains.				
	SE2.1 Prepare and Implement Pop-Up Library and Outreach Plan 2020	CEO	October	
	SE2.2 Work with TAG to develop Teen and Tween improvements to programs and services	CEO	December	
	SE2.3 Develop and implement an outreach plan to take museum/archive services and collections into the community	Board, MAC & CEO	March	
	SE2.4 Develop and implement an outreach plan to provide library services to the Craigleith community during the time of remediation	Board, MAC & CEO	March	

Goals	Outcomes	Lead Party	Expected Timing	Status
SE3 Provide diverse collections and programs in the library, museum and gallery.				
	SE3.1 Produce the <i>REEL History</i> series film 6 & 7 on Natural History	CEO	December	
	SE3.2 Implement Museum Collection Development Plan 2019-2022	CEO	December	
	SE3.3 Generate an updated storage plan to support growth based on new remediation driven SOPs, inventory and Collection Development Plan.	CEO	December	
	SE3.4 Finalize and implement the CHD Remediation Plan	Board, MAC & CEO	May	
	SE3.5 Implement Exhibition Plan 2019-2021	CEO	December	
	SE3.6 Develop and implement a 2020 Matrix for programs, services, and needs achievement	CEO	December	
	SE3.7 Develop 2021 Program Plan	CEO	October	
	SE3.8 Develop The Gallery Schedule for 2021	CEO with ACC	September	
	SE3.9 Establish VR gaming programs and collections at both branches	CEO	June	
SE4 Offer resources, opportunities and coaching to engage in 21st century literacies.				
	SE4.1 Expand Wired Wednesday Series	CEO	June	
	SE4.2 Build YouTube Channel and website tutorials	CEO	December	
SE5 Develop a virtual branch.				
	SE5.1 Update Marketing Plan for Virtual Branch holdings	CEO	December	
	SE5.2 Achieve 2,500 visits to Virtual Branch landing	CEO	December	

Goals	Outcomes	Lead Party	Expected Timing	Status
	pages			
SE6 Achieve GLAM standards.				
	SE6.1 Update all CHD policies and procedures for MHSTCI best practices	MAC & CEO	May	
	SE6.2 Review new OPLG Accreditation criteria for compliance	CEO	March	
	SE6.3 Investigate Gallery best practices and standards for improvement planning	ACC & CEO	August	

The Blue Mountains Public Library

Report To: The Blue Mountains Public Library Board
Report Name: ADM.20.04 Mindful Employer Charter
Prepared by: Dr. Sabrina Saunders, CEO

A. Recommendations

That this Board receive as information *ADM.20.04* entitled “Mindful Employer Charter”.

THAT this Board endorse the BMPL signing of the Mindful Employer Charter.

B. Background

[The Mindful Employer Charter](#) is a voluntary agreement to practices which:

- Promote a mentally healthy workplace
- Increase mental health awareness
- Eliminate stigma around seeking help
- Develop mindful managers
- Support success at work

Participating in this initiative is both a statement of our staff’s Mental Health in organizational decision making as well as an opportunity to receive supports and resources as a Charter member. It is the recommendation of the Joint Health & Safety Committee that BMPL agree to the importance of these priorities and for the CEO to complete the binding of this agreement.

C. The Charter for Canadian Employers: Supporting Workplace Mental Health

i. As an Employer we recognize:

- Mental health concerns are increasingly common in our brain-based economy. Supporting mental health of all staff is a prudent business strategy.

- Discrimination and stigma, including self-stigma, need to be addressed through workplace awareness and education.
- Managers often have the greatest responsibility for workplace mental health. They deserve the necessary support and resources to be comfortable and competent in their role.
- Given effective support at work, the vast majority of people who experience mental health concerns can continue to work successfully.

ii. As an Employer we Aim to:

- Promote good mental health in the workplace, and show a positive attitude to staff members who have, or who develop, mental health concerns.
- Ensure that all staff involved in recruitment and selection have appropriate interviewing skills and are briefed on human rights and the duty to accommodate.
- Make it clear that people who experience mental health concerns will not be discriminated against in the workplace. Create procedures following disclosure of a mental health concern that strives to allow staff to perform their jobs successfully.
- Not make assumptions that individuals with mental health concerns will be unable to handle work tasks, take more time off than any other staff member, or become disabled.
- Be non-judgmental in providing proactive support to staff who experience mental health concerns themselves or are caring for family members with mental illness.
- Ensure all managers and supervisors have support and resources for managing mental health issues in the workplace.

Taken from <https://www.mindfulemployer.ca/charter/>

Respectfully Submitted,

Dr. Sabrina Saunders, CEO

LibraryCEO@TheBlueMountains.ca

519-599-3681 extension 148

The Blue Mountains Public Library

Report To: The Blue Mountains Public Library Board
Report Name: ADM.20.05 Continuous Improvement Report
Prepared by: Dr. Sabrina Saunders, CEO

A. Recommendations

THAT this Board receive as information ADM.20.05 entitled “Continuous Improvement Report”.

THAT this Board endorse the organization’s Health & Safety Goals for 2020.

B. Background

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

C. 2019 Continuous Improvement Achievements

Over the 2019 calendar year, BMPL JHSC and staff were able to achieve fourteen of the sixteen goals.

Overview of Year

One significant health and safety event occurred in 2019. At CHD, a health and safety matter was reported via JHSC reports, K-box, and illness report. This prompted a comprehensive investigation and temporary closure of the CHD facility for further investigation and remediation. This investigation prompted a WSIB report that 9 of the BMPL staff had been exposed to high mold spore count and high levels of radon.

Achievements Include:

1. **Maintained a healthy workplace with no fatalities.** No injuries occurred in 2019. One illness report was filed by a single employee which prompted a WSIB Form 6 being submitted for 8 employees being exposed to mold and radon. No medical attention was required and there was no lost time.

2. **Accident/Injury Investigation Training.** Training for JHSC members and management pertaining to accident/injury investigation including working in an All-Staff Meeting to train all staff on incident report completion and the investigation which follows.
3. **Developed a Health & Safety training communication schedule** between the JHSC, the BMPL Managers, and the staff via the All-Staff meetings occurred. Between the calendar for timing of meetings, and at each meeting, ongoing communication informed training. Additionally, each monthly CHD Staff Meetings had an update by the JHSC worker representative.
4. **Implement training sessions at All-Staff Meetings.** Three sessions were identified in the goals, however, 8 of the 10 All Staff Meetings included training including ese included Ergonomics, Incident Reports, Mental Health intervention scenarios, fire safety, working outdoors in heat, and Mental Health in the Workplace Training. Additionally, during the months of April-October the 13 Factors of Mental Health Wellness videos were presented and discussed at All-Staff Meetings.
5. **Health & Safety Calendar.** This document was created and posted on each of the H&S Boards at each facility so staff and managers would know what the dates and topics were for each meeting.
6. **Orientation Curriculum.** A plan for training new and young workers was developed by the JHSC and Managers. This includes orientation and tours with a focus on safety.
7. **Ergonomics Plan.** This was the primary focus of 2019. This plan included education, assessment, interviews, and implementation via modifications in the workplace and purchases. The JHSC and Managers held key roles in the planning, but all staff were involved actively throughout the process.
8. **Review all H&S Policies.** The JHSC reviewed all policy or programs/plans to identify what was missing or required redevelopment. The edits to policy were made and provided as recommendations to the OC-BLG Cmt (which were each approved). Programs and Plans were edited and recommended to the employer. These were reviewed by the Managers and approved for implementation.
9. **Review TBM H&S Policies for implementation or development.** The CEO attended TBM JHSC meetings and reviewed all documents for presentation to the BMPL JHSC. Areas of focus included compliance with all Ministry of Labour and Ontario Health & Safety Act policy, program and plan requirements; 100% on Ontario Public Library Guidelines Health & Safety and personnel accreditation items; and the review of site-specific programs [Work Alone Program, Emergency Closures, Workplace Violence Program, Lockdown Procedures].
10. **Review the TBM Contractor Policy.** The TBM policy was reviewed for either adoption or, development of our own. It was determined that BMPL does not hire contractors, and therefore any contractors would already be bound by the TBM policy and there was no need to develop our own policy, or to endorse the TBM policy.
11. **Ministry of Labour and Ontario Health and Safety Act documents.** These documents were reviewed to determine if there were additional implementation needs. The two MoL focus for this period were working at heights and ergonomics. No action was taken on working at heights as no staff work in this current focus area. Ergonomics were the primary focus of BMPL.
12. **Standardize the Health & Safety Boards.** Using templates available, and building additional internal requirements, both LES and CHD JHSC boards were developed. While both boards

have different sizes and locations, the content was standardized and is updated monthly by the JHSC worker representative.

13. **Weekly Inspection Sheet.** The development of a H&S Weekly inspection sheet for LES was completed and included the daily review of the fire panel and the weekly review of the sprinkler system. Weekly walk through of the storage room also occurred. each facility's storage areas. Mid-year this was relocated from the H&S board to the desk rotation board. The relocation has improved the quantity of day inspection reports completed. CHD relocated all artifacts in storage throughout the year. This item was to be completed in the last quarter, but the building was closed. It will be a hold-over to 2020 when the building resumes operation. LES will also be looking for additional improvements to the primary storage room in 2020.
14. **Semi-annual Management Inspection Program.** The CEO completed inspections. However, in future years other managers may be involved with this process.

15. Additional Successes

- Ran the BMPL JHSC program while CEO remains an active guest at the TBM JHSC.
- Worked within the JHSC Terms of Reference.
- Maintained the comprehensive MSDS facility binders and e-folder and worked with the TBM to ensure the janitorial and outside contracts provide MSDS for BMPL.

Areas in Progress

1. **One member trained as a Certified member** was postponed due to scheduling availability in our area, but both a worker and an employer member are registered for early 2020 and paid for within the 2019 budget. This would have been completed in 2019 if more access to training was available in the area. The employer member is registered for both Level I and II certification. One of the two workers are registered for level I and will complete level 2 within six months of the first course. Options for the second worker being registered will be investigated in 2020 as well.
2. **Ergonomics Plan.** Continued implementation of the plan will continue. Specifically, the circulation desk of LES is a primary focus as it does not meet ergonomic needs of staff. This item is in the requested 2020 budget.
3. **Weekly Inspection Sheet.** The CHD weekly, quarterly and semi-annual inspection sheets will be completed in 2020 following the assessment of the building and collection by environmental sciences. LES is looking for additional improvements to the primary storage room.
4. **Museum Specific Health & Safety Plan.** CHD staff were working on the development of a museum specific Health & Safety Plan pertaining to hazardous and potentially hazardous collections and archival materials at the time of the closure. This item has been deferred until a remediation plan can be created and further information is available on the facility and collections.

D. 2020 Continuous Improvement Goals

The BMPL JHSC has developed eighteen goals for achievement in 2020. These items have been endorsed by the BMPL Management Team.

1. To have a healthy and safe workplace, where there are zero injuries and fatalities.
2. To have at least one worker and employer member trained as Certified members, and ensure there is no less than 50% of members certified.
3. To develop training for JHSC members and management pertaining to accident/injury investigation.
4. To develop a Health & Safety training communication schedule between the JHSC, the BMPL Managers, and the staff via the All-Staff meetings.
5. To identify no less than 3 training sessions to be provided at All-Staff Meetings (1/4 of planned meetings).
6. To develop a Health & Safety calendar for staff and managers to provide input to the JHSC.
7. To review annually, the curriculum managers provide to new and young workers.
8. To implement the Ergonomics Plan in conjunction with the BMPL Managers.
9. To review all BMPL Policies for areas of policy or programs/plans which are missing; and to develop these in conjunction with management and/or the Board.
10. To review any updated TBM H&S Policies for implementation or development.
11. To review all Ministry of Labour, Training, & Skills Development and Ontario Health and Safety Act documents for additional implementation.
12. To sign onto The Charter from the Mindful Employer Canada and provide additional resources to staff.
13. Standardize Health & Safety Boards at both facilities.
14. To maintain a H&S Weekly inspection sheet for each facility's storage areas.
15. To maintain a semi-annual management inspection program.
16. To develop a museum specific Health & Safety Plan pertaining to hazardous and potentially hazardous collections and archival materials.
17. To develop, in partnership with TBM, an annual and semi-annual inspection program for CHD.
18. To develop Standard Operating Procedures which will minimize any future opportunities of mold blooms on CHD artifacts or in the CHD building.
19. To develop updated Job Fact Sheets for all positions include potential hazards of the workplace.

Respectfully Submitted,

Dr. Sabrina Saunders, CEO
LibraryCEO@TheBlueMountains.ca
519-599-3681 extension 148