Port Colborne Public Library Board Meeting Agenda

Date:	Wednesday, February 5, 2025
Time:	6:00 pm
Location:	Library Auditorium, Port Colborne Public Library
	310 King St, Port Colborne

Pages

1. **Call to Order**

2. **Land Acknowledgement**

   Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Hatiwendaronk, the Haudenosaunee, and the Anishinaabe, including the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit people from across Turtle Island that live and work in Niagara today. The City of Port Colborne and the Port Colborne Public Library stand with all Indigenous people, past and present, in promoting the wise stewardship of the lands on which we live.

3. **Disclosures of Interest**

4. **Adoption of Agenda**

5. **Approval of Minutes** — 1

6. **Business Arising from the Minutes**

7. **Consent Items**

   7.1   Staff Reports

         a.   CEO's Report — 5

   7.2   Circulation Reports

         a.   Circulation Report, December 2024 — 9

               a.   December 2024 Snapshot — 12

10.2   Confidential Human Resources (HR) Verbal Report

Confidential Human Resources (HR) Verbal Report pursuant to Public Libraries Act, Section 16.1(4)(d) labour relations or employee negotiations

10.3   Confidential Human Resources Matter

Confidential Human Resources Matter— pursuant to Public Libraries Act, Section 16.1(4)(b) of the personal matters about an identifiable individual

11.   Roundtable

12.   Other Business

13.   Next Meeting Date and Adjournment

Port Colborne Public Library Board Meeting Minutes

Date:	**Wednesday, January 8, 2025**
Time:	**6:00 pm**
Location:	**Library Auditorium, Port Colborne Public Library**
	310 King St, Port Colborne

Members Present:	M. Bagu, Councillor
	H. Cooper
	B. Ingram, Chair (attended virtually)
	C. MacMillan
	B. Beck
	M. Booth
	E. Tanini
	A. Smits (attended virtually)
Member(s) Absent:	A. Desmarais, Vice-Chair
Staff Present:	R. Tkachuk, Chief Executive Officer (Board Secretary-Treasurer)

1. Call to Order

The Chair called the meeting to order at approximately 6:05 p.m.

2. Land Acknowledgement

The Chair recited the Land Acknowledgement.

3. Disclosures of Interest

There were no disclosures of interest.

4. Adoption of Agenda

Moved by H. Cooper
Seconded by C. MacMillan

That a Discussion Item regarding a damaged item complaint be added to the agenda.

Moved by H. Cooper
Seconded by E. Tanini

That the agenda dated January 8, 2025, be confirmed, as amended.

Carried

5. **Approval of Minutes**

Moved by C. MacMillan
Seconded by H. Cooper

That the minutes dated December 4, 2024, be approved, as circulated.

Carried

6. **Business Arising from the Minutes**

Nil.

7. **Consent Items**

Moved by H. Cooper
Seconded by M. Booth

That Consent Items 7.1 to 7.6 be received, as presented.

Carried

    7.2 **Circulation Reports**

        a. **Circulation Report, November 2024**

        b. **Circulation Snapshot, November 2024**

    7.3 **Financial Reports**

        a. **Operating Budget (as of December 16, 2024)**

    7.4 **Public Relations**

        a. **Librarian's Report, December 2024**

    7.5 **Media Items**

        a.   **Off-the-Shelf Newsletter, January/February 2024**

        b.   **New Year's Eve Press Release**

7.6   Correspondence

        a.   **CFUW Thank You**

7.1   Staff Reports

        a.   **2025 Library Board Meeting Schedule**

        b.   **2025 Program Plan**

        c.   **CEO's Report**

8.   Discussion Items

8.1   Strategic Plan Verbal Update (R. Tkachuk)

The CEO provided a verbal strategic plan update.

8.2   CEO Verbal Report - Accreditation (R. Tkachuk)

The CEO provided information on the accreditation process for libraries.

8.3   Patron Complaint

The Board discussed a complaint regarding a damaged item.

9.   Confidential Items

Moved by E. Tanini
Seconded by B. Beck

That the Board do now proceed into closed session in order to address the following matters at approximately 7:49 p.m.

                          Carried

9.1   Minutes of the closed session of the December 4, 2024, meeting

Moved by C. MacMillan
Seconded by H. Cooper

That the Board approves the minutes from the closed session dated December 4, 2024, as circulated.

                          Carried

3

9.2 Confidential Human Resources Matter- pursuant to Public Libraries Act, Section 16.1(4)(b) of the personal matters about an identifiable individual

The CEO provided an informational update to the Board.

Moved by H. Cooper
Seconded by M. Booth

That the Board do now rise from closed session at approximately 7:52 p.m.

Carried

10. Roundtable

Nil.

11. Other Business

Nil.

12. Next Meeting Date and Adjournment

The next meeting will be held Wednesday, February 5, 2025.
The Chair adjourned the meeting at approximately 7:53 p.m.

<table>
<tr><td>_____
Bryan Ingram, Chair</td><td>_____
R. Tkachuk, Chief Executive Officer (Board Secretary-Treasurer)</td></tr>
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Date: February 5, 2025
To: Port Colborne Public Library Board
From: Rachel Tkachuk, Chief Executive Officer
Subject: CEO's Report

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Recommendation

That the Port Colborne Public Library Board receive the CEO's Report, for information.

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1. **Memorandum of Understanding**
    City Council approved the Memorandum of Understanding (MOU) at the meeting of January 28, 2025.

    The CEO provided a brief update at the meeting, noting a presentation on the Port Colborne Public Library's Community Connect initiative scheduled for January 30, 2025, at the Ontario Library Association Superconference. Council was reminded of the Port Colborne Public Library's nomination for the Minister's Award for Innovation related to the Touch-a-Truck Book, with the Ontario Public Library Service awards ceremony to be held at a Gala during the Superconference.

2. **Capital Projects**

    - Roof Replacement Project – The Facilities Team and the roofing contractor conducted the final inspection on January 16, 2025. Drywall repairs in several areas of the library are scheduled for February.

    - Existing Stairwell Replacement – This project is ongoing and awaiting a quote from the flooring contractor.

3. **Community Volunteer Income Tax Program (CVITP)**
    The Community Volunteer Income Tax Program (CVITP) is a program offered by the Canada Revenue Agency (CRA) to assist individuals with modest incomes and simple tax situations in filing their income tax returns at no charge. Port Colborne Public Library has registered as a host organization for the 2024 income tax year. Library staff will coordinate with a CVITP volunteer to coordinate several clinic dates throughout March and April 2025.

4. **City Partnerships and Opportunities**

- <u>City of Port Colborne's Easter at Vale</u>
  The Library will be popping up at the City of Port Colborne's Easter event at Vale on April 19, 2025. This will be the first time that the library is participating in this event, and library staff will provide a family-friendly craft activity.

- <u>Future of Healthcare in Port Colborne Surveys</u>
  The City is collecting feedback on Niagara Health's Port Colborne site. A community survey was released by the City on January 30, 2025, and will remain open until April 30, 2025. Residents are being encouraged by the City to provide their feedback by February 21, 2025.

  Copies of the survey have been distributed to various locations across Port Colborne, including a station set up at the library. Members of the public will be able to complete the survey on public library computer workstations. Information about the survey has been added to the library social media accounts and on the King St. digital sign.

5. **Community Connect Partnerships**
   The following new Community Connect partners events are in the process of being planned:

- <u>Elections Ontario</u>
  In February, representatives from Elections Ontario will be offering community presentations (virtual and in-person) and will set up a Community Ambassador table at the library to promote voter registration, provide information, and to provide support to Ontarians who experience barriers to voting.

- <u>Niagara Transit - Port Colborne Community Engagement</u>
  As part of their Master Plan Project, Niagara Transit will host a series of community information sessions across the Niagara Region. These public engagement sessions are being offered as an opportunity for the community to provide their input. The Niagara Transit will be onsite on February 6, 2025, from 9:30 – 2 p.m.

  Residents are also being encouraged by Niagara Transit to provide their

feedback before Feb. 14, 2025, by participating in the Exploring Possibilities Survey, available online at www.NRTransit.ca

- Canadian Association of Tourism Employees – Niagara Region Community Job Fair & Courses Sign Up
  A job fair is in the process of being planned for late winter or early spring.

- Start Me Up Niagara's Mobile Closet
  The Mobile Closet is a mobile service that provides free, seasonally appropriate new/gently used clothing and other daily necessities to the unsheltered and low-income population in the Niagara Region. A free outdoor shopping experience is in the process of being planned.

6. **610 CKTB Radio Interview**
   On January 22, 2025, the CEO was interviewed by Steph Vivier of 610 CKTB about the Erwin Taylor Charitable Foundation's donation to the library, and the expansion of the Library of Things collection.

7. **Evergreen ILS Upgrade**
   On February 26, 2025, the Evergreen ILS System is being upgraded to 3.14.2. The LiNC IT Working Group is working with the service provider Equinox to minimize disruptions to library service.

8. **Frontier Life**
   Frontier Life is a digital archive that provides access to primary source documents and records detailing the experiences and struggles of settlers, pioneers, and Indigenous peoples on various frontiers worldwide from the 17th to the early 20th centuries. It offers a collection of letters, diaries, maps, photographs, and government documents that highlight the cultural, social, and economic dynamics of frontier life.

   Access to Frontier Life is being added to the library's e-resources page thanks to a free subscription from the vendor.

9. **Annual Survey of Public Libraries**
   The Ministry of Tourism, Gaming and Culture has advised that the Annual Survey of Public Libraries is now open. The deadline to complete the survey is April 30, 2025.

10. Ontario Library Association (OLA) Superconference, January 29 to January 31, 2025

- A presentation entitled "**Community Connect: An Approach to Creating Effective Library Partnerships with Local Support Agencies**" was presented by the CEO at the OLA Superconference on January 30, 2025.

  The Community Connect is an initiative unique to the Port Colborne Public Library. Since it was implemented in spring of 2023, Port Colborne has integrated resources and services with over 20 community support groups and has added over 130 additional programs to the library schedule as a result.

- The CEO attended several conference sessions, including:

  - *Learning Hard Truths: Building a Bridge to Reconciliation One Book at a Time,* Shannon McGrady

  - *Dollars and Stories, Leveraging the Social Return on Investment to Public Libraries*, Jesse Roberts, Steven Kraus & Sean Meades

  - *Ever-Changing Landscape of Being a CEO—What Keeps Us Going and What Keeps us Up at Night*, Asa Kachan, Sonia Bebbington, Shonda Jessup, Vickery Bowles, Jeff Barber, Margie Singleton & Lita Barrie

- The Ontario Public Library Service Awards were presented at the Gala Ceremony during the OLA Superconference on January 30, 2025. The Port Colborne Public Library was the recipient of the Minister's Award for Innovation for the Touch-a-Truck Book written and illustrated by the Children of Port Colborne in the Small Libraries category.

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Respectfully submitted,

Rachel Tkachuk
Chief Executive Officer

CIRCULATION (PHYSICAL)	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Books	2273	3138	-865		45766	48171	38907	-5%	18%
Periodicals	227	57	170		2383	765	791	212%	201%
DVDs	919	1620	-701		16111	16201	10191	-1%	58%
CDs	53	13	40		320	747	301	-57%	6%
Audiobooks	57	76	-19		834	1103	778	-24%	7%
Board Games	12	31	-19		404	382	259	6%	56%
Seed Library	72	0	72		1385	413	499	235%	178%
Video Games	74	51	23		1267	1471	873	-14%	45%
Lendable Non-Traditional	0	0	0		60	37	35	62%	71%
Lendable Technology	3	1	2		31	27	7	15%	343%
Library of Things	4	2	2		176	271	86	-35%	105%
Toys and Puzzles	62	213	-151		2306	2780	338	-17%	582%
Microfilm	20	19	1		308	418	233	-26%	32%
TOTAL CIRCULATION	3776	5221	-1445		71351	72786	53298	-2%	34%
Materials Returned	3855	5305	-1450		64160	66258	51430	-3%	25%
TOTAL TRANSACTIONS	7631	10526	-2895		135511	139044	104728	-3%	29%

CIRCULATION (DIGITAL)	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Electronic Databases	7	420	-413		1658	3353	6520	-51%	-75%
Downloadable Audiobooks	630	575	55		7622	6354	5881	20%	30%
Downloadable eBooks	1070	929	141		12429	11359	12076	9%	3%
Downloadable Music	1	0	1		21	13	26	62%	-19%
Downloadable Video	49	25	24		451	410	891	10%	-49%
Downloadable Magazines	532	600	-68		5689	3232	1502	76%	279%
TOTAL CIRCULATION	2289	2549	-260		27870	24721	26896	13%	4%

ILLO & RECIP. BORROWING	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Interlibrary Loans --IN	0	8	-8		121	135	73	-10%	66%
LINC Reciprocal IN	511	519	-8		7336	7465	6149	-2%	19%
TOTAL RECEIVED	511	527	-16		7457	7600	6222	-2%	20%
Interlibrary Loans --OUT	0	9	-9		162	265	140	-39%	16%
LINC Reciprocal OUT	651	727	-76		9627	9054	8486	6%	13%
TOTAL SENT	651	736	-85		9789	9319	8626	5%	13%

REGISTRATIONS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Adults	22	26	-4		719	506	406	42%	77%
Children	0	12	-12		197	183	145	8%	36%
Non-Resident	6	0	6		122	113	96	8%	27%
Teen	2	0	2		26	11	14	136%	86%
TOTAL REGISTRATIONS	30	38	-8		1064	813	661	31%	61%

RECEIPTS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Library Receipts	100.00	74.00	26.00		2096.18	1449.43	1008.85	45%	108%
Auditorium Rental	67.80	67.80	0.00		802.30	825.00	169.50	-3%	373%
Donations	0.00	0.00	0.00		1000.00	1000.00	1000.00	0%	0%
Book Sales	167.55	283.25	-115.70		2958.90	3654.84	3077.41	-19%	-4%
Photocopy Revenue	85.50	63.10	22.40		1665.25	1065.25	312.70	56%	433%
Sign Rental	0.00	0.00	0.00		201.75	72.50	169.50	178%	19%
Print Server	158.00	111.60	46.40		3330.00	2808.45	2477.55	19%	34%
Programme Revenue	0.00	210.00	-210.00		120.00	2593.25	495.00	-95%	-76%
Fundraiser Items Revenue	2.00	9.00	-7.00		78.00	946.00	196.00	-92%	-60%
Misc.	0.00	0.00	0.00		12.50	0.00	0.00	100%	100%
Capital Asset Disposal	0.00	0.00	0.00		0.00	113.00	0.00	-100%	0%
SUBTOTAL	580.85	818.75	-237.90		12264.88	14527.72	8906.51	-16%	38%
Capital Donations	50.00	10250.00	-10200.00		3301.00	14464.53	1820.00	-77%	81%
TOTAL RECEIPTS	630.85	11068.75	-10437.90		15565.88	28992.25	10726.51	-46%	45%

MATERIALS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Books Repaired	32	11	21		383	405	378	-5%	1%
Donations added to Collection	0	64	-64		143	546	63	-74%	127%
Used Books Sold	109	208	-99		1997	3973	3314	-50%	-40%

PROGRAMS AND EVENTS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Prog/Events								0%	0%
Teen Programs	0	0	0		16	15	27	7%	-41%
Pop-Up Library Visits	1	2	-1		19	22	30	-14%	-37%
Community Events	11	48	-37		302	723	320	-58%	-6%
Children's Programmes	14	16	-2		238	232	48	3%	396%
Class Visits	1	1	0		34	15	2	127%	1600%
* Tech	28		28		356	0	0	100%	100%
* Seniors	2		2		22	0	0	100%	100%
TOTAL	57	67	-10		987	1007	427	-2%	131%
No. of Attendees									
Teen Programs	0	0	0		70	253	238	-72%	-71%
Pop-Up Library Visits	220	57	163		856	842	891	2%	-4%
Community Events	100	289	-189		3318	4700	1056	-29%	214%
Children's Programmes	257	362	-105		5682	5648	3428	1%	66%
Class Visits	3	16	-13		951	390	82	144%	1060%
* Tech	28		28		356	0	0	100%	100%
* Seniors	6		6		101	0	0	100%	100%
TOTAL	614	724	-110		11334	11833	5695	-4%	99%

* Tech and Seniors previously categorized under Community Events

No. of Rentals/Reservations	2024	2023	+/-		2024 YTD			% Change 2024/2023	% Change 2024/2022
No. of Rentals/Reservations									
Room Rentals	7		7		75			100%	100%
Bookable Spaces	15		15		125			100%	100%
Sign Rentals	0		0		13			100%	100%
No. of Attendees									
Room Rentals	105		105		903			100%	100%
Bookable Spaces	20		20		169			100%	100%

*Room Rentals previously categorized under Community Events

ALL COMPUTER USERS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Wireless Computer Users	469	208	261		4104	4703	2415	-13%	70%
Computer Workstation Users	127	217	-90		2821	3466	2346	-19%	20%
TOTAL	596	425	171		6925	8169	4761	-15%	45%

PATRON COUNT	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	2456	3066	-610		49588	42974	33884	15%	46%

LIBRARY HOMEPAGE HITS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	1566	1345	221		19020	19222	18682	-1%	2%

ONLINE CATALOGUE HITS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	1945	1734	211		29180	21544	18260	35%	60%

SOCIAL MEDIA	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Facebook									
Page Likes/Followers	1731	1608	123		1731	1608	1293	8%	34%
Total Post Views	38810	24735	14075		280504	236702	112678	19%	149%
Total Post Interactions	721	462	259		5701	9449	3254	-40%	75%
Total Posts	40	35	5		441	485	420	-9%	5%
Instagram									
Page Likes/Followers	1324	1207	117		1324	1207	1085	10%	22%
Total Post Views	5613	4179	1434		52086	64254	21293	-19%	145%
Total Post Interactions	193	189	4		4889	4333	964	13%	407%
Total Posts	46	31	15		493	458	206	8%	139%

Twitter / X Discontinued Oct. 2023

eNEWSLETTER	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
New Contacts	3	0	3		70	137	188	-49%	-63%
Total Contacts to Date	456	386	70		456	386	249	18%	83%
Email Opens	0	208	-208		1708	2222	1171	-23%	46%
Clickthroughs	0	45	-45		280	520	287	-46%	-2%

PRINTING	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Public Computers	103	129	-26		1764	3549	5226	-50%	-66%
Mobile Print	54	26	28		819	98	0	736%	100%
Pages in Black and White	508	415	93		10246	9869	6790	4%	51%
Pages in Colour	31	53	-22		522	325	170	61%	207%
Total Jobs	157	155	2		2583	3647	5226	-29%	-51%
Total Number of Pages	539	468	71		10768	10194	6960	6%	55%

PHOTOCOPIER	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Pages copied	342	252	90		6661	4261	1251	56%	433%

MONTHLY REPORT

PORT COLBORNE · PUBLIC LIBRARY ·

INTERACTIONS

NEW PATRONS	PATRON VISITS
30	**2,456**

CATALOGUE VISITS	WEB VISITS
1,945	**1,566**

CIRCULATION

PHYSICAL CIRC	DIGITAL CIRC
3,776	**2,289**

ITEMS BORROWED FROM LINC LIBRARIES	ITEMS LOANED TO LINC LIBRARIES
551	**651**

PROGRAMS

- New Year's Pop-up at Vale Health & Wellness Centre launched new items for Library of Things collection, courtesy of Erwin Taylor donation. Interacted with 220 people.

TOTAL PROGRAMS	PROGRAM ATTENDANCE
57	**614**

SOCIAL MEDIA POSTS	eNEWSLETTER SUBSCRIBERS
86	**456**

LIBRARY TECH

- ePRINTit users sent **54** remote print jobs for a total of **364** pages.

PAGES PRINTED & COPIED
881

COMPUTER USERS	WIRELESS USERS	TECH HELP SESSIONS
127	**469**	**28**

HIGHLIGHTS

- Roof replacement project ongoing
- Library joined the Annual Lighted Santa Claus Parade -- won for the Other Category!
- Library of Things new items launched, courtesy of Erwin Taylor donation.

Bookmark winner Aria, Santa Claus parade, Library of Things

portcolbornelibrary.org

CIRCULATION (PHYSICAL)	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Books	8682	11673	-2991		45766	48171	38907	-5%	18%
Periodicals	617	177	440		2383	765	791	212%	201%
DVDs	3185	4723	-1538		16111	16201	10191	-1%	58%
CDs	70	82	-12		320	747	301	-57%	6%
Audiobooks	207	320	-113		834	1103	778	-24%	7%
Board Games	63	69	-6		404	382	259	6%	56%
Seed Library	130	13	117		1385	413	499	235%	178%
Video Games	260	216	44		1267	1471	873	-14%	45%
Lendable Non-Traditional	12	3	9		60	37	35	62%	71%
Lendable Technology	11	6	5		31	27	7	15%	343%
Library of Things	44	57	-13		176	271	86	-35%	105%
Toys and Puzzles	257	793	-536		2306	2780	338	-17%	582%
Microfilm	73	93	-20		308	418	233	-26%	32%
TOTAL CIRCULATION	13611	18225	-4614		71351	72786	53298	-2%	34%
Materials Returned	13158	17253	-4095		64160	66258	51430	-3%	25%
TOTAL TRANSACTIONS	26769	35478	-8709		135511	139044	104728	-3%	29%

CIRCULATION (DIGITAL)	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Electronic Databases	285	858	-573		1658	3353	6520	-51%	-75%
Downloadable Audiobooks	2040	1787	253		7622	6354	5881	20%	30%
Downloadable eBooks	3149	2785	364		12429	11359	12076	9%	3%
Downloadable Music	4	1	3		21	13	26	62%	-19%
Downloadable Video	107	108	-1		451	410	891	10%	-49%
Downloadable Magazines	1580	1628	-48		5689	3232	1502	76%	279%
TOTAL CIRCULATION	7165	7167	-2		27870	24721	26896	13%	4%

ILLO & RECIP. BORROWING	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Interlibrary Loans --IN	18	28	-10		121	135	73	-10%	66%
LINC Reciprocal IN	1753	2104	-351		7336	7465	6149	-2%	19%
TOTAL RECEIVED	1771	2132	-361		7457	7600	6222	-2%	20%
Interlibrary Loans --OUT	47	45	2		162	265	140	-39%	16%
LINC Reciprocal OUT	2140	2319	-179		9627	9054	8486	6%	13%
TOTAL SENT	2187	2364	-177		9789	9319	8626	5%	13%

REGISTRATIONS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Adults	111	123	-12		719	506	406	42%	77%
Children	47	49	-2		197	183	145	8%	36%
Non-Resident	37	15	22		122	113	96	8%	27%
Teen	4	2	2		26	11	14	136%	86%
TOTAL REGISTRATIONS	199	189	10		1064	813	661	31%	61%

RECEIPTS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Library Receipts	417.00	376.99	40.01		2096.18	1449.43	1008.85	45%	108%
Auditorium Rental	169.50	361.60	-192.10		802.30	825.00	169.50	-3%	373%
Donations	0.00	0.00	0.00		1000.00	1000.00	1000.00	0%	0%
Book Sales	763.85	917.79	-153.94		2958.90	3654.84	3077.41	-19%	-4%
Photocopy Revenue	268.05	223.85	44.20		1665.25	1065.25	312.70	56%	433%
Sign Rental	88.75	8.00	80.75		201.75	72.50	169.50	178%	19%
Print Server	648.90	619.10	29.80		3330.00	2808.45	2477.55	19%	34%
Programme Revenue	0.00	810.00	-810.00		120.00	2593.25	495.00	-95%	-76%
Fundraiser Items Revenue	11.00	14.00	-3.00		78.00	946.00	196.00	-92%	-60%
Misc.	12.50	0.00	12.50		12.50	0.00	0.00	100%	100%
Capital Asset Disposal	0.00	0.00	0.00		0.00	113.00	0.00	-100%	0%
SUBTOTAL	2379.55	3331.33	-951.78		12264.88	14527.72	8906.51	-16%	38%
Capital Donations	427.00	10250.00	-9823.00		3301.00	14464.53	1820.00	-77%	81%
TOTAL RECEIPTS	2806.55	13581.33	-10774.78		15565.88	28992.25	10726.51	-46%	45%

MATERIALS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Books Repaired	96	44	52		383	405	378	-5%	1%
Donations added to Collection	6	159	-153		143	546	63	-74%	127%
Used Books Sold	467	449	18		1997	3973	3314	-50%	-40%

PROGRAMS AND EVENTS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Prog/Events								0%	0%
Teen Programs	3	1	2		16	15	27	7%	-41%
Pop-Up Library Visits	5	4	1		19	22	30	-14%	-37%
Community Events	40	198	-158		302	723	320	-58%	-6%
Children's Programmes	50	54	-4		238	232	48	3%	396%
Class Visits	11	7	4		34	15	2	127%	1600%
* Tech	98		98		356			100%	100%
* Seniors	5		5		22			100%	100%
TOTAL	212	264	-52		987	1007	427	-2%	131%
No. of Attendees									
Teen Programs	6	7	-1		70	253	238	-72%	-71%
Pop-Up Library Visits	474	136	338		856	842	891	2%	-4%
Community Events	1164	1895	-731		3318	4700	1056	-29%	214%
Children's Programmes	943	970	-27		5682	5648	3428	1%	66%
Class Visits	268	164	104		951	390	82	144%	1060%
* Tech	98		98		356			100%	100%
* Seniors	15		15		101			100%	100%
TOTAL	2968	3172	-204		11334	11833	5695	-4%	99%

* Tech and Seniors previously categorized under Community Events

No. of Rentals/Reservations	2024	2023	+/-		2024 YTD			% Change 2024/2023	% Change 2024/2022
Room Rentals	26		26		75			100%	100%
Bookable Spaces	43		43		125			100%	100%
Sign Rentals	0		0		13			100%	100%
No. of Attendees									
Room Rentals	312		312		903			100%	100%
Bookable Spaces	51		51		169			100%	100%

*Room Rentals previously categorized under Community Events

ALL COMPUTER USERS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Wireless Computer Users	1156	969	187		4104	4703	2415	-13%	70%
Computer Workstation Users	281	706	-425		2821	3466	2346	-19%	20%
TOTAL	1437	1675	-238		6925	8169	4761	-15%	45%

PATRON COUNT	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	10181	10496	-315		49588	42974	33884	15%	46%

LIBRARY HOMEPAGE HITS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	4458	4567	-109		19020	19222	18682	-1%	2%

ONLINE CATALOGUE HITS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	6815	5567	1248		29180	21544	18260	35%	60%

SOCIAL MEDIA	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Facebook									
Page Likes/Followers	1731	1608	123		1731	1608	1293	8%	34%
Total Post Views	103925	70821	33104		280504	236702	112678	19%	149%
Total Post Interactions	1924	2175	-251		5701	9449	3254	-40%	75%
Total Posts	120	117	3		441	485	420	-9%	5%
Instagram									
Page Likes/Followers	1324	1207	117		1324	1207	1085	10%	22%
Total Post Views	16292	14986	1306		52086	64254	21293	-19%	145%
Total Post Interactions	563	839	-276		4889	4333	964	13%	407%
Total Posts	136	105	31		493	458	206	8%	139%

Twitter / X Discontinued Oct. 2023

eNEWSLETTER	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
New Contacts	13	6	7		70	137	188	-49%	-63%
Total Contacts to Date	456	386	70		456	386	249	18%	83%
Email Opens	239	629	-390		1708	2222	1171	-23%	46%
Clickthroughs	25	143	-118		280	520	287	-46%	-2%
PRINTING	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Public Computers	234	477	-243		1962	3549	5226	-45%	-62%
Mobile Print	253	98	155		899	98	0	817%	100%
Pages in Black and White	2096	1682	414		10801	9869	6790	9%	59%
Pages in Colour	125	140	-15		679	325	170	109%	299%
Total Jobs	487	575	-88		2861	3647	5226	-22%	-45%
Total Number of Pages	2221	1822	399		11480	10194	6960	13%	65%
PHOTOCOPIER	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Pages copied	1072	895	177		6661	4261	1251	56%	433%

PORT COLBORNE
· PUBLIC LIBRARY ·

QUARTERLY REPORT

INTERACTIONS

NEW PATRONS
199

PATRON VISITS
10,181

CATALOGUE VISITS
6,815

WEB VISITS
4,588

CIRCULATION

PHYSICAL CIRC
13,611

DIGITAL CIRC
7,165

ITEMS BORROWED FROM LINC LIBRARIES
1,753

ITEMS LOANED TO LINC LIBRARIES
2,140

PROGRAMS

- Library Month Contests
- Touch-A-Truck
- REDress Display
- Environmental Awareness Series
- New Year's Pop-up at Vale Health & Wellness Centre

TOTAL PROGRAMS
212

PROGRAM ATTENDANCE
2,968

SOCIAL MEDIA POSTS
256

eNEWSLETTER SUBSCRIPTIONS
456

LIBRARY TECH

PAGES PRINTED & COPIED
3,293

- ePRINTit users sent **253** remote print jobs this quarter.

COMPUTER USERS
281

WIRELESS USERS
1,156

TECH HELP SESSIONS
98

UPDATES

- Roof replacement project
- Library shortlisted for 2024 Ontario Public Library Service Award for "Touch-A-Truck" project. Minister Stan Cho visited.
- Library joined the Annual Lighted Santa Claus Parade -- won for the Other Category!
- Library of Things new items launched, courtesy of Erwin Taylor donation.

Library of Things, Library Month programs, roof replacement project

portcolbornelibrary.org

CIRCULATION (PHYSICAL)	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Books	45766	48171	-2405		45766	48171	38907	-5%	18%
Periodicals	2383	765	1618		2383	765	791	212%	201%
DVDs	16111	16201	-90		16111	16201	10191	-1%	58%
CDs	320	747	-427		320	747	301	-57%	6%
Audiobooks	834	1103	-269		834	1103	778	-24%	7%
Board Games	404	382	22		404	382	259	6%	56%
Seed Library	1385	413	972		1385	413	499	235%	178%
Video Games	1267	1471	-204		1267	1471	873	-14%	45%
Lendable Non-Traditional	60	37	23		60	37	35	62%	71%
Lendable Technology	31	27	4		31	27	7	15%	343%
Library of Things	176	271	-95		176	271	86	-35%	105%
Toys and Puzzles	2306	2780	-474		2306	2780	338	-17%	582%
Microfilm	308	418	-110		308	418	233	-26%	32%
TOTAL CIRCULATION	71351	72786	-1435		71351	72786	53298	-2%	34%
Materials Returned	64160	66258	-2098		64160	66258	51430	-3%	25%
TOTAL TRANSACTIONS	135511	139044	-3533		135511	139044	104728	-3%	29%

CIRCULATION (DIGITAL)	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Electronic Databases	1658	3353	-1695		1658	3353	6520	-51%	-75%
Downloadable Audiobooks	7622	6354	1268		7622	6354	5881	20%	30%
Downloadable eBooks	12429	11359	1070		12429	11359	12076	9%	3%
Downloadable Music	21	13	8		21	13	26	62%	-19%
Downloadable Video	451	410	41		451	410	891	10%	-49%
Downloadable Magazines	5689	3232	2457		5689	3232	1502	76%	279%
TOTAL CIRCULATION	27870	24721	3149		27870	24721	26896	13%	4%

ILLO & RECIP. BORROWING	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Interlibrary Loans --IN	121	135	-14		121	135	73	-10%	66%
LINC Reciprocal IN	7336	7465	-129		7336	7465	6149	-2%	19%
TOTAL RECEIVED	7457	7600	-143		7457	7600	6222	-2%	20%
Interlibrary Loans --OUT	162	265	-103		162	265	140	-39%	16%
LINC Reciprocal OUT	9627	9054	573		9627	9054	8486	6%	13%
TOTAL SENT	9789	9319	470		9789	9319	8626	5%	13%

REGISTRATIONS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Adults	719	506	213		719	506	406	42%	77%
Children	197	183	14		197	183	145	8%	36%
Non-Resident	122	113	9		122	113	96	8%	27%
Teen	26	11	15		26	11	14	136%	86%
TOTAL REGISTRATIONS	1064	813	251		1064	813	661	31%	61%

RECEIPTS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Library Receipts	2096.18	1449.43	646.75		2096.18	1449.43	1008.85	45%	108%
Auditorium Rental	802.30	825.00	-22.70		802.30	825.00	169.50	-3%	373%
Donations	1000.00	1000.00	0.00		1000.00	1000.00	1000.00	0%	0%
Book Sales	2958.90	3654.84	-695.94		2958.90	3654.84	3077.41	-19%	-4%
Photocopy Revenue	1665.25	1065.25	600.00		1665.25	1065.25	312.70	56%	433%
Sign Rental	201.75	72.50	129.25		201.75	72.50	169.50	178%	19%
Print Server	3330.00	2808.45	521.55		3330.00	2808.45	2477.55	19%	34%
Programme Revenue	120.00	2593.25	-2473.25		120.00	2593.25	495.00	-95%	-76%
Fundraiser Items Revenue	78.00	946.00	-868.00		78.00	946.00	196.00	-92%	-60%
Misc.	12.50	0.00	12.50		12.50	0.00	0.00	100%	100%
Capital Asset Disposal	0.00	113.00	-113.00		0.00	113.00	0.00	-100%	0%
SUBTOTAL	12264.88	14527.72	-2262.84		12264.88	14527.72	8906.51	-16%	38%
Capital Donations	3301.00	14464.53	-11163.53		3301.00	14464.53	1820.00	-77%	81%
TOTAL RECEIPTS	15565.88	28992.25	-13426.37		15565.88	28992.25	10726.51	-46%	45%

MATERIALS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Books Repaired	383	405	-22		383	405	378	-5%	1%
Donations added to Collection	143	546	-403		143	546	63	-74%	127%
Used Books Sold	1997	3973	-1976		1997	3973	3314	-50%	-40%

PROGRAMS AND EVENTS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Prog/Events								0%	0%
Teen Programs	16	15	1		16	15	27	7%	-41%
Pop-Up Library Visits	19	22	-3		19	22	30	-14%	-37%
Community Events	302	723	-421		302	723	320	-58%	-6%
Children's Programmes	238	232	6		238	232	48	3%	396%
Class Visits	34	15	19		34	15	2	127%	1600%
* Tech	356		356		356			100%	100%
* Seniors	22		22		22			100%	100%
TOTAL	987	1007	-20		987	1007	427	-2%	131%
No. of Attendees									
Teen Programs	70	253	-183		70	253	238	-72%	-71%
Pop-Up Library Visits	856	842	14		856	842	891	2%	-4%
Community Events	3318	4700	-1382		3318	4700	1056	-29%	214%
Children's Programmes	5682	5648	34		5682	5648	3428	1%	66%
Class Visits	951	390	561		951	390	82	144%	1060%
* Tech	356		356		356			100%	100%
* Seniors	101		101		101			100%	100%
TOTAL	11334	11833	-499		11334	11833	5695	-4%	99%

* Tech and Seniors previously categorized under Community Events

No. of Rentals/Reservations									
No. of Rentals/Reservations									
Room Rentals	75		75		75			100%	100%
Bookable Spaces	125		125		125			100%	100%
Sign Rentals	13		13		13			100%	100%
No. of Attendees									
Room Rentals	903		903		903			100%	100%
Bookable Spaces	169		169		169			100%	100%

*Room Rentals previously categorized under Community Events

ALL COMPUTER USERS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Wireless Computer Users	4104	4703	-599		4104	4703	2415	-13%	70%
Computer Workstation Users	2821	3466	-645		2821	3466	2346	-19%	20%
TOTAL	6925	8169	-1244		6925	8169	4761	-15%	45%

PATRON COUNT	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	49588	42974	6614		49588	42974	33884	15%	46%

LIBRARY HOMEPAGE HITS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	19020	19222	-202		19020	19222	18682	-1%	2%

ONLINE CATALOGUE HITS	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	29180	21544	7636		29180	21544	18260	35%	60%

SOCIAL MEDIA	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Facebook									
Page Likes/Followers	1731	1608	123		1731	1608	1293	8%	34%
Total Post Views	280504	236702	43802		280504	236702	112678	19%	149%
Total Post Interactions	5701	9449	-3748		5701	9449	3254	-40%	75%
Total Posts	441	485	-44		441	485	420	-9%	5%
Instagram									
Page Likes/Followers	1324	1207	117		1324	1207	1085	10%	22%
Total Post Views	52086	64254	-12168		52086	64254	21293	-19%	145%
Total Post Interactions	4889	4333	556		4889	4333	964	13%	407%
Total Posts	493	458	35		493	458	206	8%	139%

Twitter / X Discontinued Oct. 2023

eNEWSLETTER	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
New Contacts	70	137	-67		70	137	188	-49%	-63%
Total Contacts to Date	456	386	70		456	386	249	18%	83%
Email Opens	1708	2222	-514		1708	2222	1171	-23%	46%
Clickthroughs	280	520	-240		280	520	287	-46%	-2%
PRINTING	**2024**	**2023**	**+/-**		**2024 YTD**	**2023 YTD**	**2022 YTD**	**% Change 2024/2023**	**% Change 2024/2022**
Public Computers	1962	3549	-1587		1962	3549	5226	-45%	-62%
Mobile Print	899	98	801		899	98	0	817%	100%
Pages in Black and White	10801	9869	932		10801	9869	6790	9%	59%
Pages in Colour	679	325	354		679	325	170	109%	299%
Total Jobs	2861	3647	-786		2861	3647	5226	-22%	-45%
Total Number of Pages	11480	10194	1286		11480	10194	6960	13%	65%
PHOTOCOPIER	**2024**	**2023**	**+/-**		**2024 YTD**	**2023 YTD**	**2022 YTD**	**% Change 2024/2023**	**% Change 2024/2022**
Pages copied	6661	4261	2400		6661	4261	1251	56%	433%

2024
YEAR IN REVIEW

PORT COLBORNE
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INTERACTIONS

NEW PATRONS **1,064**	PATRON VISITS **49,588**
CATALOGUE VISITS **29,180**	WEB VISITS **19,020**

PROGRAMS

TOTAL PROGRAMS **987**	PROGRAM ATTENDANCE **11,334**
SOCIAL MEDIA POSTS **934**	TOTAL eNEWSLETTER SUBSCRIPTIONS **456**

CIRCULATION

PHYSICAL CIRC **71,351**	DIGITAL CIRC **27,870**
ITEMS BORROWED FROM LINC LIBRARIES **7,336**	ITEMS LOANED TO LINC LIBRARIES **9,627**

LIBRARY TECH

PAGES PRINTED & COPIED **18,141**	TECH HELP SESSIONS **356**
COMPUTER USERS **2,821**	WIRELESS USERS **4,104**

- ePRINTit users sent **903** remote print jobs for a total of **5,297** pages.

portcolbornelibrary.org

City of Port Colborne
Library
For the Twelve Months Ending December 31, 2024

	YTD Dec ACTUAL	2024 BUDGET	VARIANCE	VAR %
Revenue				
Donations	$4,638.96	$4,800.00	($161.04)	(3.36%)
Rentals	928.54	650.00	278.54	42.85%
Other Revenue	152.34		152.34	0.00%
Fees	6,652.37	3,500.00	3,152.37	90.07%
Grants - Other	1,113.00		1,113.00	0.00%
Grant - Federal	730.00		730.00	0.00%
Grant - Provincial	47,928.00	38,300.00	9,628.00	25.14%
Sales	3,005.70		3,005.70	0.00%
Total Revenue	**65,148.91**	**47,250.00**	**17,898.91**	**37.88%**
Expense				
Personnel Expense				
Salaries and Wages - Full Time	371,514.18	451,200.00	-79,685.82	(17.66%)
Salaries and Wages - Part Time	79,753.31	69,900.00	9,853.31	14.10%
Overtime Pay	5,332.62		5,332.62	0.00%
Employee Benefits	142,595.07	187,900.00	-45,304.93	(24.11%)
Subtotal Personnel Expense	**599,195.18**	**709,000.00**	**-109,804.82**	**(15.49%)**
Operating Expense				
Association/Membership Fees	1,366.00	1,500.00	-134.00	(8.93%)
Library Collection	55,464.40	44,800.00	10,664.40	23.80%
Library Digital Resources	29,808.02	30,000.00	-191.98	(0.64%)
Comm and Public Relations	479.83	500.00	-20.17	(4.03%)
Computer Software		1,000.00	-1,000.00	(100.00%)
Contract Services	1,335.10	4,000.00	-2,664.90	(66.62%)
Equipment - Purchase	4,810.02	7,000.00	-2,189.98	(31.29%)
Financial Expenses	18.40		18.40	0.00%
Hospitality Expense	686.61	750.00	-63.39	(8.45%)
Office Supplies	3,255.59	3,000.00	255.59	8.52%
Postage & Courier	517.88	700.00	-182.12	(26.02%)
Program Supplies	3,596.35	3,500.00	96.35	2.75%
Protective & Uniform Clothing		1,300.00	-1,300.00	(100.00%)
Staff Training & Development	7,166.75	7,000.00	166.75	2.38%
SME - Audit and Actuary		7,200.00	-7,200.00	(100.00%)
Telephone/Internet	16,552.66	17,100.00	-547.34	(3.20%)
Travel	316.86	500.00	-183.14	(36.63%)
Subtotal Operating Expense	**125,374.47**	**129,850.00**	**-4,475.53**	**(3.45%)**
Total Expense	**724,569.65**	**838,850.00**	**-114,280.35**	**(13.62%)**
Surplus/(Deficit) Before Allocation	**-659,420.74**	**-791,600.00**	**132,179.26**	**(16.70%)**
Surplus/(Deficit) After Allocation	**-659,420.74**	**-791,600.00**	**132,179.26**	**(16.70%)**
Transfer Between Funds		-791,600.00	791,600.00	(100.00%)
Total Transfer		**-791,600.00**	**791,600.00**	**(100.00%)**
Surplus / (Deficit)	**($659,420.74)**		**($659,420.74)**	

Date: February 5, 2025
To: Port Colborne Public Library Board
From: Hannah Madsen
Subject: Public Relations Report
_____

Recommendation:
That the Port Colborne Public Library Board receives the Public Relations Report for information purposes.

Public Relations Report Items

1. **Pop-Up Library & Outreach**

   Pop-Up Library
   - January 14, 2025 – Northland Pointe

   Pop-Up: Port Colborne High School
   The librarian popped-up at PCHS on January 9, 2025 with the Nintendo Switches and a selection of Switch games, along with information on community service hours and teen programs at the library. Ten teens participated in the activity, and one registered for a library card.

   A monthly pop-up is scheduled for the remainder of the school year.

   Pop-Up: PCHS Grade 8 Open House
   The librarian popped-up at PCHS' Grade 8 Open House on January 16, 2025 with the mini buttonmaker. The librarian promoted the monthly pop-up in the school library and shared information on community service hours and teen programs at the library. Twenty-five teens participated in the activity.

2. Programming

- Red Cross Babysitting Course
  Twelve children attended the Canadian Red Cross babysitting
  course on January 2, 2025. Participants learned basic first aid,
  CPR, and responsible care for children of all ages.

- PD Day Activity: Mini Button Makerspace
  Families were invited to make a mini button with the library's new mini
  buttonmaker. Thirty-two participated in the activity.

- Baby Time
  Families met new friends, sang songs, and enjoyed stories during Baby Time.
  Four sessions were offered in January.

- Kid's Chess Club
  Kid's Chess Club started weekly sessions beginning Tuesday, January 14, 2025.
  Children learned tips to improve their chess strategy and competed against other
  children. Kid's Chess Club has 10 members and is volunteer-run.

- Lego Club
  Four Lego Club sessions were offered after school on Mondays in
  January. Children ages 5+ were encouraged to complete challenges
  or to use their imaginations to build something new.

- Kid's Craft Cart
  Four Kid's Craft Cart sessions were offered after school on Wednesdays in
  January. Children were encouraged to choose craft supplies and make a craft of
  their own choosing.

- Story Time with Shelly
  On Saturdays in January, Story Time with Shelly ran in the Children's Room from
  10:30 – 11:30 a.m. Shelly read a variety of picture books to families.

- Warhammer 101
  Teens unboxed their Warhammer 101 kit, built their minifigures, and practiced painting in an intro to the game. Three participated in the activity.

- Adult Chess Club
  Adult Chess Club started weekly sessions beginning Monday, January 6, 2025. The program included a series of chess workshops for beginner and experienced players and is volunteer-run. Adult Chess Club has five members.

- Documentary Films
  On Monday, January 27, 2025, there was a screening and discussion of the documentary film **Malartic** (2024, 88 min.). The documentary addresses the issue of land management while chronicling the broken promises of a gold-mining project.
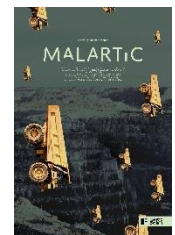
  In 2025, our Documentary Films Program is presented in partnership with the National Film Board of Canada.

- Port Colborne Public Library Book Club
  In January, the PCPL Book Club read **Demon Copperhead** by Barbara Kingsolver and met on Monday, January 13 to discuss the book. The book club has 15 members.

- Portal Village Book Club
  In January, the Portal Village Book Club read **The Quintland Sisters** by Shelley Wood. The book club has 10 members.

- Music Makerspace
  The Music Makerspace includes a keyboard, digital drum set, ukeleles, a guitar, and bells and shakers. The Music Makerspace is available for patrons to book a free 30-minute session.

3. Passive Programming

- Take and Makes
  Free Take and Make craft kits were available each week during January.
  Thirty kits were handed out each week, for a total of 150 kits distributed.

- Scavenger Hunts
  Scavenger hunts were available daily on the library's main floor, with a
  different theme each week. Children reported how many scavenger hunt
  items they found to receive a small prize. In January, there were four
  scavenger hunts with over 55 participants.

- Design Our Bookmark Contest
  In December, the theme for the monthly bookmark contest was "Winter
  Wonderland". The winning bookmark submission for December was designed
  by Aria, who drew herself outside in the snow.

  Aria received a small prize package, and her
  bookmark was handed out to all patrons at
  checkout.

  In January, the Bookmark Contest theme
  was "Create a Cartoon Character."

4. **Art in the Atrium**
   Each month, the library hosts a local artist in our Atrium gallery. The art show is open to the public for free.

   In January, the library welcomed an exhibit from the Brain Injury Association of Niagara. The exhibit promoted awareness of the prevalence of brain injury and included decorated masks made by Brain Injury Survivors to visually describe their experiences with ABI.

   In February, the library will be hosting an exhibit by Niagara-based multidisciplinary artist and photographer Cleah Fast.

5. **One Book, One Niagara**
   One Book, One Niagara is an annual initiative that encourages the community to come together by reading the same book. It culminates in an in-person author event that is free to attend.
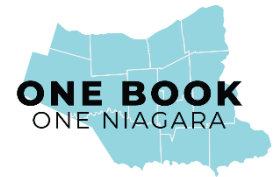
   On January 15, the One Book, One Niagara committee met to discuss a venue for the 2025 event.

6. **Erwin Taylor Charitable Foundation Grant**
   The library received a $10,000 donation from the Erwin Taylor Charitable Foundation for expanding the Library of Things collection. As of January, the new items are available for check out.

7. **Teen Non-Fiction**
   The library added a small teen non-fiction collection in January. The collection contains books on issues relevant to teens, including mental health and digital well-being. The librarian plans to expand the collection in 2025.

Community Connect

On various dates in January, community partners booked a library table to promote their programs and services:

January 7, 2025 – PC Works – Resume Refresh
January 8, 2025 – Bridges CHC – Ontario Seniors Dental Care Program
January 9, 2025 – Bridges CHC – Programs & Services
January 11, 2025 – PFLAG Niagara
January 13, 2025 – Birchway Niagara – Programs & Services
January 16, 2025 – Senior Citizens Advisory Committee
January 21, 2025 – PC Works – Resume Refresh
January 28, 2025 – PC Works – Resume Refresh

Supporting Ontario's Public & School Libraries to Empower Local Communities

Ontario Library Association & Federation of Ontario Public Libraries 2025-26 Pre-Budget Submission

Public libraries are critical to communities across Ontario and essential to thriving local economies and economic growth.

- Public libraries are Ontario's farthest-reaching, most cost-effective public resource. They are engines of innovation, entrepreneurship, and local economic development in communities of all sizes.

- Millions of Ontarians rely on local public libraries in their communities: to work, to learn, to connect to community and government services, and to find or train for a job.

- Despite this, many individuals and families across the province are unable to access the local public library resources they need.

- In urban centres, rural and Northern communities alike, public library budgets are overstretched – and the situation is getting worse.

- The combined impact of the pandemic, the pressure of inflation on public library and municipal budgets, and growing social and economic challenges in communities across the province have brought public libraries to a critical point.

Building on Ontario's Investment in Public Libraries

Over the past several years, OLA & FOPL have worked successfully with the Ontario Government to secure vital support for Ontario's public libraries.

- Through the 2024 Ontario Budget, $1.25 million in enhanced, ongoing provincial funding to support the operations and staffing of First Nations Public Libraries on reserve.

- $582,000 investment for up to 155 eligible public libraries in small, rural and First Nation communities to provide internet access.

- $4.8 million investment to install or upgrade high-speed broadband internet at over 100 public libraries across Ontario

Priorities Overview

Public Libraries

- Provide critical e-learning support and fair access to modern, digital resources for all Ontario public libraries through **the creation of an Ontario Digital Public Library,** leveraging the province's significant purchasing power to give all Ontarians access to a universal set of high- quality e-learning & online resources through their local public library.

- **Increase provincial operating funding for Ontario's public libraries** to address critical shared priorities and community needs.

- Building upon the enhanced funding committed in the 2024 Ontario Budget, **develop a sustainable funding model for public libraries on reserve** to ensure that these important local hubs are fully funded and viable.

School Libraries

- **Restore and enhance protection of provincial funding for school libraries and library staff** under the new Core Education Funding Model, as well as accountability for school boards about how these funds are used, in recognition of their importance for meeting Ontario's student literacy goals and supporting student achievement.

1

Public Library Priorities

Provide critical e-learning support and equitable access to modern, digital resources for all Ontario public libraries through the creation of an Ontario Digital Public Library, leveraging the province's significant purchasing power to give all Ontarians access to a universal set of high-quality e-learning & online resources through their local public library.

- Ontario's public libraries are essential to equitable, reliable access to broadband internet and computers. They are especially vital for many First Nation, rural and Northern communities where at home connectivity is limited, and for hundreds of thousands of Ontarians that cannot afford in-home internet services.

- The Ontario Government has already recognized the crucial importance of public libraries to broadband connectivity and equity of access:

  o in *Building a Digital Ontario,* making a $4.8 million investment to install or upgrade broadband connectivity at more than 100 public libraries across the province; and

  o in February 2024, the Ontario Government invested an additional $122,000 to the *Internet Connectivity Grant* enabling up to 155 eligible public libraries that serve communities of 20,000 or less to be fully reimbursed for the costs of providing publicly accessible internet access.

- Building on that critical foundation, it is the right time to take the next step to empower Ontarians with the online resources they need to succeed – no matter where they live in Ontario.

- In particular, people rely on local public libraries for access to digital and online resources, which contribute to student success and life-long learning, as well as towards entrepreneurship and job readiness. These include:

  o in-depth job and career skills training;

  o language learning;

  o live tutoring and homework help;

  o health information; and

  o resources to support vulnerable residents, such as seniors and adults living with developmental disabilities.

A proposed Ontario Digital Public Library would provide a core suite of highly impactful digital resources accessible by every Ontarian through their local public library. While the specific resource set will depend on the outcome of competitive negotiations with vendors, potential resources could include:

- **Live Tutoring;** resources are available that provide a powerful suite of live tutoring, skills development and test preparation tools for learners of all ages, with a focus on K-12.

- **Job Skill Development and Training;** some libraries already subscribe to databases that include an ever-expanding catalogue of virtual courses and learning modules for career, creative, digital skills development and certifications

- **Language Learning;** these apps have become increasingly popular, providing highly personalized and comprehensive language learning capabilities for dozens of global languages.

- However, **these resources are expensive, especially when purchased on a patchwork, library-by-library basis** – and a diverse set of the highest impact resources is well beyond the means of an individual or family to afford. Many public libraries in Ontario, particularly in smaller and First Nation communities, struggle to pay for or are unable to afford these high-quality resources.

- People living in communities of less than 5,000 have access to less than a third of the online resources as those living in Toronto – despite accessing them twice as often per capita as people in large urban communities.

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Recommended Priority:

- By following the well-established approach used in Alberta and Saskatchewan and leveraging volume purchasing through an annual provincial investment, as well as existing public library infrastructure, the Ontario Digital Public Library could provide a universal set of the highest-impact digital resources to every public library – and every Ontarian – **at an overall cost savings of up to 40%** when compared to library-by-library subscription.

- Addressing this digital divide – through both broadband connectivity and the high-impact resources to match – is how public libraries are at the forefront of fulfilling Ontario's vision of an economy where every individual and community can contribute and compete.

- *Projected cost:* $10 million - $20 million / annually.[1]

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1   See Appendix for provincial investment scenarios based on different funding levels.

Critical Digital Resources are Out-of-Reach for Many Ontarians and Public Libraries

- According to the 2023 Annual Survey of Public Libraries, only 145 of our 363 library systems are able to afford subscriptions to five (5) or more databases.

- Meanwhile, 69 public libraries reported having zero (0) database subscriptions; majority of which are public libraries on reserve.

How Would an Ontario Digital Public Library Work?

- Based on an annual provincial investment, Ontario's public library sector would work closely with the Ministry of Tourism, Culture and Gaming and agency partners to determine the appropriate mix of resources to deliver the greatest impact across the province.

- The designated delivery partner – such as the Ontario Library Service or another identified entity – would negotiate to secure province-wide access to a universal set of resources.

- Access to these resources will ideally be connected directly through local public library websites, providing a seamless experience for local users.

- Ontarians will be able to access the complete resource set either in-person at their local library, from home, or through their personal devices wherever they are.

- For those public libraries without an online presence, the Ontario Digital Public Library will maintain a direct online portal to provide access.

Increase provincial funding for Ontario's public libraries to address critical shared priorities and community needs.

- Public libraries in Ontario have received no increase in provincial funding support (Provincial Libraries Operating Grant, or PLOG) in over 25 years, during which time the value of the province's investment in public libraries has decreased by over 60%.

- Although over 90% of public library funding is provided by the local municipal government, provincial operating funding provides critical stability to public library budgets.

- Libraries have adapted and maximized the impact of every dollar despite inflation, substantial changes in technology, and the increasing importance of libraries as a vital community hub and public resource.

- Across Ontario – in communities of all sizes – these **budget pressures are reaching a tipping point.**

- Public libraries are the focal point of municipalities across Ontario; critical to social cohesion and community building. As a result, they find themselves on the front lines of many of the most critical challenges facing our communities, including homelessness, mental health and addictions, newcomer integration, re-skilling in a changing economy, and overcoming the digital divide.

- Ontario's public libraries are proposing a targeted investment in additional operating funding for public libraries **to specifically address critical areas of shared community and provincial priority,** including:

    o Supporting economic recovery through job training and skills development;

    o Addressing the community impacts of mental health and addictions;   3

- o Providing services and resources to assist with high-needs members of the community such as seniors, newcomers, working families and all vulnerable members; and
- o Supporting early literacy and K-12 success.

- This investment, which would be in addition to and separate from existing provincial operating funding under the PLOG, would be shared across hundreds of Ontario libraries to provide predictable, flexible funding for local public libraries to respond to these critical areas of focus based on the needs of the people and the local communities they serve.

- This funding could be utilized to support ongoing operations, programming, resources, or front-line staffing specifically targeted to the four identified priority areas based on community need.

- The proposed level of investment corresponds to a restoration of the present value of the Ontario Government's support for Ontario's public libraries, addressing the impact of inflation, rising costs and other pressures over more than two decades.

- In conjunction with this investment, the Ontario Government and Ontario's public libraries would work alongside municipalities to ensure that this critical investment builds upon and enhances existing municipal support for public library budgets.

- *Projected cost:* $25 million / annually.

Building upon the enhanced funding committed in the 2024 Ontario Budget, develop a sustainable funding model for public libraries on reserve to ensure that these important local hubs are fully funded and viable.

- Public libraries on reserve serve as an accessible gathering place and information sharing resource for First Nations communities. They are deeply important to maintaining a sense of community and to minimizing social isolation, many of which are remote or face systemic social and economic challenges.

- Furthermore, public libraries on reserve perform a unique role in the preservation of their communities' memory, archiving photos and historical information, and in revitalizing First Nations languages through cultural resources, language learning programming, storytelling events, and craft groups.

- Public libraries on reserve are chronically under-funded. The municipal tax revenue used to support most public libraries does not exist for public libraries in First Nation communities.

- There is little to no funding available for collections, programming and technology resources. Librarians rely on one-time grants or donations to develop their collections, and many librarians contribute personally to purchase programming supplies and food.

- Many public libraries on reserve operate with only one staff person who is expected to perform many functions. Public libraries on reserve need additional funding to provide staff with a living wage and to increase staffing levels so that they can meet their communities' needs for library programs and services.

- Of the 133 First Nations communities in Ontario, only 37 have public libraries. The number has steadily dropped in recent years and the pandemic has only made this situation worse, with four public libraries on reserve closing their doors due to inadequate funding over the past 20 months.

- In recognition of the significant financial barriers faced by First Nations Public Libraries on reserve, **the Ontario Government made a multi-million-dollar enhancement through the 2024 Ontario Budget** to both the First Nation Salary Supplement and Public Library Operating Grant funding. This investment amounted to $1.25 million in additional, ongoing annual funding.

- This critical investment is a vital first step to restoring stability to First Nations Public Libraries on-reserve.

- There is more important work to be done. Together with the Ministry of Tourism, Culture and Gaming and First Nations Public Library leaders, this recent investment provides an opportunity to work together on a sustainable funding and operating model to preserve the long-term viability of these important local hubs.

Recommended Priority:

- Work alongside First Nations Public Library leaders towards the design and implementation of a sustainable funding model for public libraries on reserve to ensure that these important local hubs are fully-funded and viable.

- *Projected cost:* N/A; projected funding requirements would be based on the identified model and requirements.

4

School Library Priorities

Restore and enhance protection of provincial funding for school libraries and library staff under the new Core Education Funding Model, as well as accountability for school boards about how these funds are used, in recognition of their importance for meeting Ontario's student literacy goals and supporting student achievement.

- Ontario's Ministry of Education has embarked upon a "back to basics" strategy with a commitment to boosting student literacy and math skills.

- This reflects ongoing trends indicating that fewer and fewer Ontario students are meeting the provincial standard in reading and writing. Last year's Grade 3 and Grade 6 EQAO scores indicated a further decrease in reading and writing scores.

- Access to school libraries is a proven part of student success, especially in literacy.

- School libraries are at the heart of student literacy achievement. Literacy and critical research skills are foundational to student success in STEM and other key subject areas. Teacher-librarians serve as literacy leaders and provide support and expertise while working alongside classroom teachers to meet literacy and curriculum objectives.

- Despite the importance of school libraries and staff to achieving Ontario's literacy objectives, student access to school libraries has significantly declined over the past 20 years.

> **Ontario's School Libraries and Student Literacy are At Risk**
>
> - Closure of school libraries and reductions/eliminations in library staff for 20+ years
> - 1 out of 3 of school boards reported underfunding school libraries and library staff in 2021-22
> - Loss of enveloped funding & reporting measures via Core Education Funding
> - 2023-24 EQAO results show decrease in number of students meeting provincial standard for reading & writing

- Due to school board-level decisions, **hundreds of thousands of students across Ontario have lost access to school libraries and the critical resources and support they provide**. This has accelerated in the past several years as several of Ontario's largest school boards have made dramatic reductions to school libraries and library staff; other school boards in both urban and rural communities have eliminated them altogether.

- According to reporting by school boards to the Ministry of Education, 1 in 3 school boards in Ontario self-reported underfunding school libraries for the 2021-22 school year – a number that has likely increased since then.

- Ontario's Core Education Funding Model, introduced last spring, is putting school libraries at further immediate risk. The new model:
  - Eliminated protected funding for school libraries and library staff.
  - Put library staff funding in the same category as materials like Chromebooks and crayons.
  - School boards are no longer required to report to the Ministry of Education on how or if they are funding school libraries – a requirement previously introduced by the Ontario Government in 2021.

Recommended Priorities

- Update the Core Education Funding Model to create a defined sub-allocation for all school libraries and staffing funding, consistent with the provincial per-student formula;

- Update the Funding Model to fully protect these allocations; and

- Restore the annual reporting and accountability requirements regarding school libraries for school boards and implement recommended enhancements previously submitted by the OSLA.

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Ontario Library Association / Federation of Ontario Public Libraries

The Ontario Library Association (OLA) is the oldest continually-operating non-profit library association in Canada, with over 3,500 members comprised of library staff and supporters from public, school, academic, and special libraries.

The Federation of Ontario Public Libraries (FOPL) represents 237 public library systems in Ontario, including 39 Public Libraries on Reserves.

Together, OLA & FOPL are committed to ensuring that libraries can continue to play a critical role in the social, education, cultural and economic success of our communities and schools.

Appendix

ODPL – Provincial Investment Scenarios

- Different funding levels listed below provide incremental increases for access to online databases and e-learning products, based on library sector understanding of preferred/high-use resources, current subscription costs, and required technical support and maintenance.

- Each funding level provides all 310 public library systems and First Nations public libraries in Ontario with:
  - o A suite of online resources for a full subscription year with unlimited, 24/7 and simultaneous access, and
  - o Annual operating costs for staff, support and supplies.

- At each funding level, the breadth of resources provided substantially increases, while operating costs remain stable.

- The ODPL would be delivered seamlessly through local public library websites, with centralized support to coordinate and manage resources and operations.

Funding Level*	Number of Databases	Database Examples**
$10 million	14	General: • *Health and Small Business reference* • *Language learning* • *Consumer Reports* • *Legal forms and templates* • *Magazines and News in 70 languages* • *French e-books* • *Auto Repair* • *Genealogy* • *Self Publishing*
$15 million (recommended)	18	General and Advanced – all content listed above and: • *K-12 e-content* • *Live Tutoring* • *Resume and Job coaching*
$20 million	22	General, Advanced and Specialized - all content listed above and: • *Online learning courses, including business essentials* • *Wellness and personal development*

* The three funding levels include funds for online databases as well as $780,000 for operational requirements including supplies, support materials and 5 full-time staff for training, technical support, outreach and digital content management for the ODPL.

** At the levels of investment outlined in the scenarios above, OLA/FOPL is not recommending that further investment in e-books be included in the ODPL due to borrowing limits/restrictions, and high purchasing costs. The funding would be more impactful and beneficial to a greater number of Ontarians when expended on online databases and e-learning resources.

ONTARIO DIGITAL PUBLIC LIBRARY – BRIDGING THE DIGITAL DIVIDE

August 2024

Public libraries are critical infrastructure for successful, thriving communities across Ontario.

- Public libraries are Ontario's farthest-reaching, most cost-effective public resource and vital community infrastructure.

- It's much more than books: in most communities across the province, public libraries are either the most flexible – or the only – local resource with the capability to adapt and support emerging local needs and priorities.

- Millions of Ontarians rely on local public libraries in their communities: to work, to learn, to connect to community and government services, and to find or train for a job.

Public libraries are essential for bridging the digital divide.

- With access to many necessary resources, services and learning supports now primarily or entirely accessible online, Ontario's public libraries are essential to equitable, reliable access to broadband internet and computers.

- They are especially vital for many First Nation, rural and Northern communities where at-home connectivity is limited, and for hundreds of thousands of Ontarians that cannot afford in-home internet services.

- Over the past several years, the Ontario Government has recognized the crucial importance of public libraries to bridging the digital divide.

- These infrastructure and connectivity investments have built the necessary foundation to now take the next step to empower all Ontarians with the online resources they need to succeed – no matter where they live in Ontario.

Building the Foundation for the Ontario Digital Public Library

Since 2021, the Ontario Government has made the necessary targeted structural investments to ensure that all Ontarians can benefit from an Ontario Digital Public Library and the valuable learning, job skills and training resources it will provide.

- **Broadband Infrastructure:** $4.8 million investment to install or upgrade high-speed broadband internet connections at over 100 public libraries across rural, Northern and First Nations communities in Ontario.

- **Connectivity:** $582,000 annually – including a $122,000 increase in 2024 – to ensure that up to 155 eligible public libraries in small, rural and First Nation communities receive full funding to cover the ongoing costs of broadband subscriptions.

- **First Nations Public Libraries:** Through the 2024 Ontario Budget, $1.25 million in additional ongoing funding to help stabilize staffing and operations of First Nations Public Libraries on reserve in Ontario.

1

Providing equitable access to modern digital resources through public libraries is a logical next step under the *Building a Digital Ontario* plan.

- Digital resources provided through public libraries provide Ontarians with digital and online resources that contribute to student success and life-long learning, entrepreneurship and job readiness. These include:
    - in-depth job and career skills training;
    - language learning;
    - live tutoring and homework help;
    - health information; and
    - resources to support vulnerable residents, such as seniors and adults living with developmental disabilities.
- In larger urban and suburban communities, residents can expect 24/7 access to powerful, subscription-based online resources.
- However, these resources are expensive, especially when purchased on a patchwork, library-by-library basis.
- For a well-resourced urban or suburban public library, these subscriptions cost many tens – or even hundreds – of thousands of dollars each year.
- Many public libraries in Ontario, particularly in smaller and First Nation communities, struggle to pay for or are unable to afford these high-quality resources.
- People living in communities of less than 5,000 have access to less than a third of the online resources as those living in Toronto – despite accessing them twice as often per capita as people in large urban communities.

Ontarians Living in Small, Rural and Northern Communities Lack Access

Across Ontario, access to powerful digital resources through local public libraries is very uneven. While Ontarians living in cities and major suburban communities may have excellent access, the picture is very different in other part of Ontario.

- According to the 2022 Annual Survey of Public Libraries, only 147 of our 363 library systems can afford subscriptions to five (5) or more resources.

- Meanwhile, 67 public libraries reported having zero (0) database subscriptions; the majority of which are First Nations public libraries on reserve.

The Ontario Digital Public Library: Expanding Access & Cost Savings –

Without More Bureaucracy.

- With the infrastructure and operating support in place, there is a logical opportunity to level the playing field.
- Ontario's public libraries are proposing the creation of an **Ontario Digital Public Library (ODPL).**
- By following the well-established approach used in Alberta and Saskatchewan and leveraging

2

the province's significant purchasing power, Ontario can give all Ontarians access to a universal set of high-quality e-learning & online resources through their local public library.

- The Ontario Digital Public Library, through volume purchasing, can provide digital resources **at a cost savings of up to 40%** when compared to a direct subscription by an average Ontario public library.

- Better still, most Ontarians would be able to access these resources directly through their local public library, whether at a branch, at home or on the go.

- A provincial investment in an Ontario Digital Public Library would **save costs for all public libraries** and help improve consistency of service delivery. This is an investment directly in the quality of supports that libraries can deliver – with the overwhelming majority of the investment going directly into digital resources.

- This is a red tape reduction-friendly approach that modernizes access to digital resources by making them available to all Ontario municipalities – and millions of Ontarians – for the first time.

- The Ontario Digital Public Library will **seamlessly integrate with existing public library infrastructure and operations,** without the need to significantly expand provincial bureaucracy to deliver it.

- **Recommended Annual Investment:** $10 – 20 million annually

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How Would an Ontario Digital Public Library Work?

- Based on an annual provincial investment, Ontario's public library sector would work closely with the Ministry of Tourism, Culture and Gaming and agency partners to determine the appropriate mix of resources to deliver the greatest impact across the province.

- The designated delivery partner - such as the Ontario Library Service or another identified entity - would negotiate to secure province-wide access to a universal set of resources.

- Access to these resources will ideally be connected directly through local public library websites, providing a seamless experience for local users.

- Ontarians will be able to access the complete resource set either in-person at their local library, from home, or through their personal devices wherever they are.

- For those public libraries without an online presence, the Ontario Digital Public Library will maintain a direct online portal to provide access.

Ontario Library Association / Federation of Ontario Public Libraries

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The Federation of Ontario Public Libraries (FOPL) represents 237 public library systems in Ontario, including 39 Public Libraries on Reserves.

Together, OLA & FOPL are committed to ensuring that libraries can continue to play a critical role in the social, education, cultural and economic success of our communities and schools.

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Port Colborne Public Library

Circulation

Policy Number: **OP-12**
Initial Policy Approval Date: **2002**
Last Review/Revision Date: **July 2021, 2024**
Year of Next Review: **2026**

Libraries in Niagara Cooperative (LiNC) Circulation Policy (May 2021)

Purpose

The purpose of the LiNC Public Library Circulation Policy is to set the parameters for the borrowing of materials by the public as well as the collection and use of personal information. The LiNC PL Circulation Policy shall be reviewed annually by the LiNC Executive Team and follows all provisions of the Public Libraries Act.

Cardholder Conditions

a) Libraries in Niagara Cooperative (LiNC) cardholders have the same borrowing privileges at all LiNC public library locations. The only exceptions to this statement are in requesting interlibrary loans and restricted access to the electronic resources offered by each LiNC library.

b) Regardless of a member's place of residence, the LiNC library where a cardholder initially registers is considered the home library for that library card.

c) New library card memberships will not be issued to anyone whose borrowing privileges have been suspended at another LiNC library.

d) LiNC library cardholders must present a valid library card from one of the LiNC libraries in order to checkout materials or access their account. If the card cannot be presented, valid photo I.D. is required.

e) Library cards expire annually. At the time of expiration, the cardholder's contact information will be verified. Updates must be completed with a cardholder's home library.

f) By obtaining a library card that is valid for use at a LiNC library, the cardholder will abide by all of the policies established by the LiNC Executive Team and their corresponding Library Boards, including but not limited to:

- responsibility for the care of all items checked out on their cards
- paying outstanding fines and fees
- paying for lost or damaged material and associated processing fees
- reporting a lost or stolen card
- reporting change of name, address, telephone number, email address
- presenting library card or acceptable identification every time material is borrowed
- understanding that the holder is responsible for materials should the card be loaned to another user

g) Not fulfilling the above responsibilities may result in suspension of cardholder privileges.

Lending Periods, Renewals and Holds

Item	Loan Period	Renewals	Holds
Books, Audiobooks, Music CDs	21 days	2	Yes
DVDs, Blu-Rays	7 days	2	Yes
Magazines	7 days	2	Yes

Overdue fines will be assessed per individual LiNC library. Please see individual library policies for their fine schedule.

Overdue Materials Notification

a) Cardholders will be notified when their material is overdue. For cardholders not using email notification, contact with the cardholder will be made after 7 days and a final notice will be communicated to the cardholder after 21 days.

Replacement Fees

a) Damaged library materials will have a processing fee of $5.00 and the replacement cost of the material applied to the cardholder's account.

b) Items that remain overdue for longer than 60 days will be considered lost and the borrower privileges will be suspended until the processing fee and replacement cost are paid.

c) Items that are found after the replacement fee has been paid are the property of the cardholder. No refunds will be made.

Limits

a) Borrowing privileges will be suspended for accounts that have $10.00 or more in unpaid fines or fees.

b) Cardholders are limited to a maximum total of 99 items checked out at any one time.

Privacy Statement

LiNC public libraries abide by the Municipal Freedom of Information and Protection of Privacy Act.

For the purposes of fulfilling its mandate to make materials available, keeping necessary records, planning purposes, and ensuring the Library's resources are safeguarded, LiNC libraries collect and utilize personal information. This information will not be sold, given, or intentionally made available to other institutions or individuals without express cardholder consent.

Employees of the LiNC libraries are required to maintain confidentiality with regard to the following information:

- all records identifying the names, library card numbers, or contact information of library users;
- all records identifying material the library user currently has checked out or has checked out in the past;
- all records identifying the library user's overdue material(s);
- all records identifying users of public computers;
- all reference questions;
- all inter-library loan transactions;
- all holds placed, trapped, or held;
- all online searches and their results;

- all items photocopied, printed, or faxed;
- all suggested purchases of library material submitted by library users;
- all information pertaining to the identity of anyone conducting research on a particular subject.

Cooperation with Authorities

In accordance with various federal and provincial Acts and Regulations, requests for information about any LiNC library cardholder will be referred to the cardholder's home library CEO.

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Port Colborne Public Library Circulation Policy

Purpose

The Port Colborne Public Library makes materials widely available to the community, in an equitable manner, in order to maximize the use of the collections. The Port Colborne Public Library Board ensures fair conditions for library membership and borrowing privileges while protecting resources in a responsible manner and in accordance with the Public Libraries Act. R.S.O. 1990, c. P44.

Section 1: Library Membership and Borrowing

a) No fee will be charged for admission to the library.

b) Any person may be a member of the library with borrowing privileges.

c) **Residents** are defined as persons who reside in Port Colborne or pay taxes on a business or any other property in Port Colborne.

d) **Non-Residents** are defined as persons who reside outside of Port Colborne and their household does not pay taxes on a business or any other property in Port Colborne.

e) Membership will be granted to an individual who provides verification of address and identification by showing two (2) documents bearing their name, one of

which must bear the individual's current address. See Schedule A for acceptable documentation.

f)   Membership will be granted to an individual who is unable to provide identification verifying address; in this case, borrowing is limited to one item on the initial visit and the verification of address will be required for any subsequent loans.

g)   Children under the age of 13 must register for membership accompanied by a parent or guardian who presents identification with name and address, and assumes responsibility for fines, damages or lost items.

h)   Only members of the library in good standing will be allowed to borrow library materials.

i)   Materials may be borrowed by either the membership card or, by valid identification at the discretion of library staff.

j)   Personal information collected will be subject to the Port Colborne Public Library Policy at OP-01 Privacy, Access to Information & Electronic messages under CASL.

Section 2: Conditions of Membership and Card Use

a)   Membership is not transferable to other individuals. The cardholder is responsible for all items checked out on a card with the understanding that this responsibility still applies even if the card was loaned to another user.

b)   Under special circumstances and with the approval of the CEO or designate, a member may grant permission for another person to use their card after submitting written permission to the library.

c)   Adult membership category: ages 18 and up (See Schedule B regarding borrowing privileges)

Teen membership category: ages 13 to 17 (See Schedule B regarding borrowing privileges)

Child membership category: ages 0 to 12 (See Schedule B regarding borrowing

privileges)

d) Residents:
- <u>Fees</u>: No membership fee. Replacement charge for lost cards.
- <u>Restrictions</u>: See Schedule B regarding borrowing privileges for children and teens.

e) Non-Residents:
- <u>Fees</u>: No membership fee. Replacement charge for lost cards.
- <u>Restrictions</u>: Non-residents may not borrow inter-library loan items. Other restrictions may apply. See Schedule B regarding borrowing privileges for
- children and teens.

f) Temporary Residents:
- <u>Fees</u>: No membership fee for a 4-month membership. Replacement charge for lost cards.
- <u>Restrictions</u>: Temporary residents may not borrow inter-library loan items. Other restrictions may apply. See Schedule B regarding borrowing privileges for children and teens.

g) An individual is entitled to only one library card. Lost or damaged cards will be replaced for a fee.

h) The card is the property of the Port Colborne Public Library and must be returned upon request.

i) Lost or theft of a card must be reported immediately; members are responsible for any materials borrowed on their cards until loss or theft is reported.

j) Change of address, name or phone number must be reported immediately.

k) Membership expires annually. Renewal requires verification of the member's name, address, and telephone number.

l) Effective August 1, 2021, fines are eliminated on all Port Colborne Public Library items for all patrons. Fees for replacement items due to lost or damaged items will continue to apply for all members.

m) Port Colborne Public Library card members who borrow items from other LiNC

libraries are still subject to fines from those libraries. Membership will be suspended when fines exceed $10.00 from other LiNC libraries and will be re-instated when the outstanding balance is less than $10.00 when paid at that LiNC library.

n) Membership may be suspended for violating library policies.

Section 3: Borrowing

1. **Loans**:
   a) A standard loan period of 21 days exists for materials borrowed, except those materials for which special loan periods have been established. See Schedule B**.**
   b) Reference works, local history materials and newspapers are not available for loan except at the discretion of the CEO or designate.
   c) The total number of items on loan to any one member will not exceed 99 items.
   d) Borrowing of DVDs is restricted to cardholders 13 years and over. DVDs that are classified 18^A (suitable for people 18 years of age or older) or R (restricted to 18 years or older) by the Canadian Home Video Rating System will not be loaned to members under the age of 18. Proof of age is required.
   e) Interlibrary loans are restricted to Port Colborne cardholders 13 years and older.

2. **Renewals:**
   a) Library items may be renewed in person, by telephone, by catalogue access in the library or remotely, or through a participating LiNC library. See Schedule B for renewal schedule.
   b) Items on hold for other members cannot be renewed.

3. **Holds/Reserves:**
   a) Library items may be reserved in person, by telephone, or by catalogue access in the library or remotely.
   b) When the item becomes available, the member will be notified and asked to pick up the item.
   c) Items will be held for 3 days.
   d) There will be no limit on the amount of holds that can be placed by a patron.

4. Returns:
   a) Members are required to return materials on or before the due date.
   b) Materials borrowed may be returned to the library at the Circulation Desk or in the book drop.
   c) Materials may also be returned to participating LiNC libraries.

5. Circulation Records:
   a) Library Circulation and membership records will be used in accordance with Privacy, Access to Information & Electronic Messages under CASL (OP-01).

Section 4: Charges

1. Damaged/Lost Items:
   a) The library will charge replacement costs for items which are overdue by 21 days or for items which are damaged or lost.
   b) The replacement cost will be assessed by the library and will include the purchase cost and the processing cost of the item. It may not be possible to replace a specific item with an identical one.
   c) Charges will be levied based on the cost of a substitute item or the current average price of materials when an item is not replaced.
   d) Replacement of the item will be left to the discretion of the Chief Executive Officer or designate, in keeping with the library's selection policy.

2. Fines and Fees
   a) The board has eliminated fines on overdue materials for all Port Colborne Public Library items and for all patrons.
   b) Items borrowed from other LiNC libraries by a Port Colborne Public Library member may incur fines if items are overdue.
   c) Fees will be charged for costs incurred to process lost or damaged items, missing barcodes, and other repairs.

Related Documents:
   - OP-01: Privacy, Access to Information & Electronic Messages Under CASL
   - OP-21: Lendable Technology Items
   - OP-22: Lendable Non-Traditional Items

Schedules:

- Schedule A: Acceptable Identification to Verify Name and Address for Membership Registration
- Schedule B: Fines and Loan Periods

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Schedule A

Acceptable Identification to Verify Name and Address for Membership Registration

Documents are used to verify name and address only. No other information on the document(s) presented is kept on record.

Acceptable Identification	Acceptable Proof of Address
- Health card with photo - Citizenship card - Passport - Student ID card - OAS (senior's card) - Employer-issued photo ID card - Ontario Identity Card	- Any benefit statement issued by the Government of Canada - Bank account statement - Utility bill (telephone, hydro, water, gas, cable, etc.) - Driver's license - Mortgage, rental or lease agreement - Property tax assessment or bill - Insurance policy (property, auto, life) - Employer record (pay stub or letter from employer) - Secondary school, college or university report card or transcript

Port Colborne Public Library

Schedule B

Loans and Renewal Periods (Effective May 19, 2021)
Total number of items allowed per user is 99. No limit by material type.

Material Type	Patron Type	Loan Period	Number of Renewals
Adult and Teen Books	Adult	21 days	2
	Teen	21 days	2
	Juvenile	21 days	2
Express Books	Adult	14 days	0
	Teen	14 days	0
Children's Books	Adult	21 days	2
	Teen	21 days	2
	Juvenile	21 days	2
Audiobooks Language Instruction	Adult	21 days	2
	Teen	21 days	2
Magazines	Adult	7 days	2
	Teen	7 days	2
Audiobooks Fiction & Non-Fiction	Adult	21 days	2
	Teen	21 days	2
Express Audiobooks Fiction & Non-Fiction	Adult	14 days	0
	Teen	14 days	0
Music CDs	Adult	21 days	2
	Teen	21 days	2
Children's Story Kits	Adult	21 days	2
	Teen	21 days	2
	Children	21 days	2
DVDs Fiction, Non-Fiction, Documentaries, TV Series	Adult	7 days	2
	*Teen (Teens may not borrow Restricted DVDs)	7 days	2
Express DVDs	Adult	7 days	0
	*Teen (Teens may not borrow Restricted DVDs)	7 days	0
Interlibrary Loans	Adult	21 days	1 (depends on lending library)
	Teen	21 days	

Board Games	Adult	7 days	2
	Teen	7 days	2
Video Games	Adult	7 days	2
	Teen	7 days	2

Processing Fee: $5.00   Replacement for library cards: $4.00
Missing Barcode: $1.00