



TOWN OF COLLINGWOOD

Collingwood Public Library Board Agenda

Thursday, January 23, 2025, 8:30 a.m.

FreeSchools World Literacy Community Room and by Videoconference

Collingwood Public Library, First Floor, 55 Ste. Marie Street, Collingwood

To participate virtually in the meeting please visit the following link:

<https://us02web.zoom.us/j/82054942036?pwd=QoLmMoc7lylJ1xSlmVV2cjYhYtUnSs.1>

Webinar ID: 820 5494 2036

Passcode: 839312

Pages

1. Call to Order

The Collingwood Public Library has a responsibility to raise awareness of the history and ongoing impacts of colonialism on this land.

We acknowledge the Lake Simcoe-Nottawasaga Treaty of 1818 and that the land on which we gather is the traditional unceded territory of the Anishinabek, Haudenosaunee, and Ojibwe peoples. We honour them for having lived here and cared for this land, from time immemorial, and we recognize the reality of our shared history, and the current contributions of Indigenous people within our community.

We seek to honour Indigenous peoples, history and culture, and are committed to moving forward in the spirit of truth, respect, and reconciliation.

2. Welcome New Board Member

3. Adoption of the Agenda

Recommendation:

THAT the content of the Collingwood Public Library Board Agenda for Thursday, January 23, 2025, be adopted as presented.

4. Declarations of Pecuniary Interest

5. Adoption of Minutes

Recommendation:

4 - 8

THAT the minutes of the regular meeting of the Collingwood Public Library Board held on November 28, 2024 be adopted as presented and forwarded to Council for receipt at its next regular meeting.

6. Business Arising from the Previous Meeting

7. Reports

7.1	Statistical Report	9 - 10
7.2	Financial Report	11 - 13
7.3	Leadership Team Report	14 - 15
7.4	Approval of Reports	

Recommendation:
THAT the Collingwood Public Library Board approve the following reports as presented:

- Statistical Report
- Capital Financial Report
- Operating Financial Report
- Leadership Team Report

8. New Business

8.1	Policy Review	16 - 38
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- Discrimination and Harassment
- Prevention of Workplace Violence;
- Health and Safety
- Accessibility for Users with Disabilities

Recommendation:
THAT the Collingwood Public Library Board approve the above policies as presented:

- Discrimination and Harassment
- Prevention of Workplace Violence
- Health and Safety
- Accessibility for Users with Disabilities

8.2	Library Incident Statistics	39 - 42
8.3	2025 Board Goals and Priorities	43 - 57

Recommendation:
THAT the Collingwood Public Library Board endorse the 2024 Accomplishments and 2025 Goals

8.4 MURF Steering Committee

8.5 2025 Holiday Closures

9. Other Business

10. Next Meeting

The next meeting of the Collingwood Public Library Board will take place on Thursday, February 27, 2025, commencing at 8:30 a.m.

11. Adjournment



TOWN OF COLLINGWOOD

COLLINGWOOD PUBLIC LIBRARY BOARD

November 28, 2024, 8:30 a.m.

FreeSchools World Literacy Community Room and by Videoconference
Collingwood Public Library, First Floor, 55 Ste. Marie Street, Collingwood

Members Present: Mariane McLeod, Chair
 Donna Mansfield, Vice-Chair
 Allison Hunwicks
 Charles Levine
 Courtney Squires
 Steve Perry, Council Appointee

Staff Present: Jenny Haines, Administrative Coordinator
 Ashley Kulchyski, Library CEO

Others: Dave McNalty, Manager, Fleet and Facilities

1. **Call to Order**

Chair McLeod called the meeting to order at 8:31 a.m. and Member Hunwicks provided recognition and acknowledgement of the traditional territory of the Indigenous peoples.

2. **Adoption of the Agenda**

LIB-038-2024

Moved by: Charles Levine

Seconded by: Donna Mansfield

THAT the content of the Collingwood Public Board Meeting agenda for Thursday, November 28, 2024, be adopted as presented.

CARRIED

3. **Declarations of Pecuniary Interest**

None.

4. **Adoption of Minutes**

LIB-039-2024

Moved by: Steve Perry

Seconded by: Charles Levine

THAT the minutes of the regular meeting of the Collingwood Public Library Board held on October 24, 2024 be adopted as presented and forwarded to Council for receipt at its next regular meeting.

CARRIED

5. Business Arising from the Previous Meeting

None.

6. In-Camera

6.1 Proceed In-Camera

LIB-040-2024

Moved by: Donna Mansfield

Seconded by: Steve Perry

THAT the Collingwood Public Library Board proceeds in camera in order to address a matter pertaining to:

a trade secret or scientific, technical, commercial or financial information that belongs to the municipality or local board and has monetary value or potential monetary value

Items for discussion: **Facility Update**

CARRIED

6.2 Rise from In-Camera

LIB-041-2024

Moved by: Steve Perry

Seconded by: Charles Levine

THAT the Collingwood Public Library Board rise from in-camera and return to open session

CARRIED

Manager McNalty left the meeting at this time.

7. Reports

7.1 Statistical Report

CEO Kulchycki provided the Board with a review of the Statistical Report for the period ending October 31, 2024 noting that the Library is ending the year with improved collection development statistics and that all other areas are showing consistency in numbers. CEO Kulchycki answered questions and received comments from the Board regarding current Staffing levels and if there is concern that the Library needs more Staff. CEO Kulchycki confirmed that at this time she is confident with the current Staff complement and that a service review is budgeted for 2026 which would provide a broad review of the Library services and Staffing needs.

7.2 Financial Report

Member Squires joined the meeting at this time.

CEO Kulchycki reviewed the Capital and Operating budget reports noting that the expense line-items have changed since the report was published and that the current numbers are on target. CEO Kulchycki answered questions from the Board regarding user fees; the Library security contract; capital expenses allocated for the work on the doors; revenue from art sales; and if the Library will spend their budget by the end of the year.

7.3 Leadership Team Report

CEO Kulchycki provided the Board with a high-level summary of the November 2024 Leadership Team Report and answered questions from the Board regarding how often the social worker is on site, whether the social worker documents their tasks and reports on how their time is spent at the Library, and if CEO Kulchycki has access to the details of the work the social worker is doing.

CEO Kulchycki provided an update on the Board member recruitment and confirmed that a new member will join the Board in January. CEO Kulchycki answered questions from the Board regarding the Multi-Use Recreation Facility Assessment (MURFA) noting that the consultants presented Council with a high-level summary of the outcome of the public engagement and that the final report will be coming forward with more detail.

CEO Kulchycki confirmed that there is no requirement to have a Board member as part of the Friends of the Library program and Member Levine noted that he is happy to volunteer if needed.

7.4 Approval of Reports

LIB-042-2024

Moved by: Allison Hunwicks

Seconded by: Steve Perry

THAT the Collingwood Public Library Board approve the following reports as presented:

- Statistical Report
- Capital Financial Report
- Operating Financial Report
- Leadership Team Report

CARRIED

8. New Business

8.1 Policy Review - Circulation Policy

CEO Kulchycki briefed the Board on the changes made to the Circulation Policy. The Board discussed membership eligibility for patrons that do not have identification or permanent living situations. CEO Kulchycki confirmed that patrons who do not have a permanent address can still access resources via an access card allowing them to obtain 5 items.

LIB-043-2024

Moved by: Steve Perry

Seconded by: Charles Levine

THAT the Collingwood Public Library Board approve the above policies as presented.

CARRIED

8.2 2025 Closures

CEO Kulchycki confirmed that she has provided the Board with a report regarding the Library closures in 2025 for their information and awareness. CEO Kulchycki confirmed that there has been no concerns brought forward from patrons of the Library when the facility was closed in 2024.

8.3 2025 Budget

CEO Kulchycki provided the Board with an overview of the 2025 Budget process noting that the Town has moved into a program and services-based budget and that the second draft will be going forward to Council next week.

CEO Kulchycki confirmed that the Library's budget has been submitted and asked the Board to consider how they would like CEO Kulchycki to proceed if changes are requested by Council.

LIB-044-2024

Moved by: Charles Levine

Seconded by: Steve Perry

THAT the Collingwood Public Library Board approve the 2025 Operating Budget as presented;

AND THAT the Collingwood Public Library Board authorize the CEO to make changes if requested by Council up to 2% to line items not related to Staffing.

CARRIED

9. Other Business

Null.

10. Next Meeting

The next meeting of the Collingwood Public Library Board will take place on January 23, 2025, commencing at 8:30 a.m.

11. Adjournment

Moved by: Member Levine

THAT the meeting of the Collingwood Public Library Board be hereby adjourned at 9:44 a.m. **CARRIED.**

Chair

DETAILED STATISTICS REPORT 2024

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024 YTD total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2023 YTD total
Collection - Material added	66	419	332	291	487	274	355	205	270	720	347	170	3936	408	340	471	339	468	465	338	362	456	310	184	147	4288
Adult	27	253	218	135	210	191	155	155	44	570	184	123	2265	183	197	264	236	252	296	216	173	283	219	107	71	2497
Children/Youth	36	136	80	130	226	51	169	18	178	117	144	46	1331	184	108	155	70	165	79	79	137	149	49	23	41	1239
Reference/Gov Docs/LH & Gen	3	30	34	26	51	32	31	32	48	33	19	1	340	41	35	52	33	51	90	43	52	24	42	54	35	552
Collection - Material deleted	94	20	77	260	14	208	432	319	226	368	478	47	2543	1252	225	73	146	60	329	32	88	211	69	18	44	2547
Adult	43	10	57	224	0	206	227	109	123	328	443	15	1785	1076	90	67	11	21	38	8	37	9	30	15	18	1420
Children/Youth	36	10	16	31	9	2	50	135	0	23	21	15	348	176	135	6	135	35	228	18	41	40	35	3	21	873
Reference/Gov Docs/LH & Gen	15	0	4	5	5	0	155	75	103	17	14	17	410	0	0	0	0	4	63	6	10	162	4	0	5	254

Circulation	25654	23540	26118	25172	24573	23101	26298	26053	25529	25362	24483	23175	299058	19968	17820	21301	19194	20542	20643	23242	23230	20492	22587	21981	18367	249458
Total circulation - CPL	25374	23287	25861	24812	24256	22878	26023	25694	25186	25043	24358	23168	295940	19766	17613	21003	18951	20225	20388	22995	22931	20160	22295	21694	18283	246304
1st time circ	12759	12284	13776	13160	12903	12273	14616	14046	13227	12963	12308	11181	155496	10857	9561	11665	10631	11128	11208	12894	13122	11055	12125	11464	10227	135937
Renewals	5140	4997	5345	5179	5487	4641	5409	5148	5794	5116	4924	5073	62253	3427	3179	3811	3584	3764	3588	3653	3685	3736	4234	3953	3872	44486
eMaterials	5771	4365	4593	4640	4174	4546	4520	4821	4523	4810	4994	5142	56899	3360	3365	3588	3236	4004	4087	4340	3907	3834	4180	4252	2846	44999
All in house use of materials	1704	1641	2147	1833	1692	1418	1478	1679	1642	2154	2132	1772	21292	2122	1508	1939	1500	1329	1505	2108	2217	1535	1756	2025	1338	20882
Total ILLO Circulation	280	253	257	360	317	223	275	359	343	319	125	7	3118	293	207	298	243	317	255	247	299	332	292	287	84	3154
Borrowed	116	107	130	148	158	115	133	145	137	145	49	7	1390	119	112	149	128	158	97	104	144	130	134	125	84	1484
Loaned	164	146	127	212	159	108	142	214	206	174	76	0	1728	174	95	149	115	159	158	143	155	202	158	162	0	1670
Items declared lost	10	3	6	8	8	1	1	2	17	11	4	5	76	6	0	2	5	7	3	6	3	6	7	3	8	56

Computer use - Total	20398	17907	18999	19862	22156	19868	13577	6865	10441	13150	12186	13142	188551	17902	14370	16989	16354	23624	23805	20809	19926	18707	18120	25703	15042	231351
In-house computer use	966	900	919	875	864	806	891	782	822	849	874	641	10189	925	723	916	795	1321	807	779	1000	812	888	883	775	10624
Wifi use	19432	17007	18080	18987	21292	19062	12686	6083	9619	12301	11312	12501	178362	16977	13647	16073	15559	22303	22998	20030	18926	17895	17232	24820	14267	220727

New Patrons Registrations	160	159	151	157	122	128	152	150	115	124	126	82	1626	155	112	138	137	157	121	172	182	155	145	135	110	1719
Adult	124	122	108	110	101	101	105	105	81	98	101	71	1227	129	92	103	111	118	94	123	144	124	116	106	78	1338
Children	31	28	37	39	15	23	30	36	26	16	20	11	312	16	16	25	23	30	21	38	25	30	25	24	24	297
Grey Highlands Reciprocal	2	3	2	0	2	1	2	4	2	6	0	0	24	1	0	0	0	0	0	0	0	0	1	0	1	3
Non-resident	3	6	4	8	4	3	15	5	6	4	5	0	63	9	4	10	3	9	6	11	13	1	3	5	7	81
Patron visits per month	54322	56668	59883	62772	64700	64455	69388	58933	50814	52065	44407	41395	679802	25216	28180	24625	22607	25898	28802	31632	28659	25633	28603	23320	43076	336251
In person	10225	9532	11019	9297	11808	9068	10136	9539	9918	11468	10399	9026	121435	5462	4224	5112	6245	5858	9403	10152	9851	7301	10488	10217	8431	92744
Freeschools Community Room A	761	952	989	616	1236	636	448	385	424	1022	796	325	8590	1078	1706	735	1175	694	498	418	386	581	1309	996	412	9988
Electronic visits (website & library app)	41169	43909	45727	51291	49102	52938	57117	47841	38219	36957	31797	30698	526765	16959	12301	13356	13475	16179	16188	17512	16787	14623	9121	7148	29367	183016
Electronic visits (social media)	2167	2275	2148	1568	2554	1813	1687	1168	2253	2618	1415	1346	23012	1717	9949	5422	1712	3167	2713	3550	1635	3128	7685	4959	4866	50503

Meeting Room Bookings																										
Number of bookings	53	51	56	60	54	41	57	54	53	75	46	34	634	34	33	44	56	43	48	54	52	73	60	59	41	597
Hours booked	220.5	296.5	295.5	347.5	359	250	322	267	226.5	380.5	340	229	3534	0	193.5	210	241	249.5	213	218	204	216.5	246	0	0	1991.5
Percentage of hours used	25%	39%	38%	42%	44%	33%	41%	34%	30%	46%	44%	31%		0	0	25%	34%	31%	27%	29%	26%	29%	31%	0%	0%	
Library programs (hours)	73	71	86	140.5	153	114	113.5	83	91.5	171	119	124	1339.5	0	0	55	100.5	99	92.5	45.5	52	52.5	52	0	0	549

Program Attendance	1393	1537	2190	1700	1958	2270	2076	1668	1571	2204	1893	1228	21688	1018	1062	1372	1141	1584	1146	1516	892	791	1477	1410	981	14390
Number of Programs Facilitated	74	87	82	81	111	84	93	81	63	94	80	59	989	58	74	90	81	94	82	71	55	56	86	87	64	898
Adult - Total Attendance	799	921	1117	945	963	1412	950	947	1077	1537	1111	891	12670	674	787	707	669	705	736	860	529	553	804	825	552	8401
Children & YA - Total Attendance	517	494	964	631	826	745	941	425	187	464	593	250	7037	300	238	600	374	759	271	583	302	150	577	489	365	5008
PR/Fundraising Events	27	55	28	35	43	21	0	150	184	32	29	42	646	0	0	9	20	42	49	52	0	43	42	52	35	344
Technology Support	50	67	81	89	126	92	185	146	123	171	160	45	1335	44	37	56	78	78	90	21	61	45	54	44	29	637

Reference Requests - Total All	2890	11218	12568	11174	10684	10303
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**Highlight Statistics Report Year to Date Totals
for period ending December 31, 2024**

	2024		2023		% Change 2023 - 2024
	Month Total	2024 YTD Total	Month Total	2023 YTD Totals	
Collection					
Material added (all formats)	170	3936	147	4288	-8.2
Material deleted (all formats)	47	2543	44	2547	-0.2
Circulation	23175	299058	18367	249458	19.9
Print Collection	18026	239041	15437	201305	18.7
eMaterials	5142	56899	2846	44999	26.4
Inter-Library Loan	7	3118	84	3154	-1.1
Lost Items	5	76	8	56	35.7
Computer Use	13142	188551	15042	231351	-18.5
In-house Computer Uses	641	10189	775	10624	-4.1
Wifi Use	12501	178362	14267	220727	-19.2
Meeting Rooms					
Number of bookings	34	634	41	597	6.2
% of use (hours)	31%		0%		
Library program use (hours)	124	1339.5	0	549	
Patron Registration and Visits					
New patron registrations	82	1626	110	1719	-5.4
Patron visits - in person	9351	130025	8843	102732	26.6
Patron visits - website & library app	30698	526765	29367	183016	187.8
Patron visits - social media	1346	23012	4866	50503	-54.4
Programs					
Programs offered	59	989	64	898	10.1
Attendance	1228	21688	981	14390	50.7
Reference Request	14643	139530	15290	1654308	-91.6
In person/Email/Website	637	15373	1127	10599	45.0
Database sessions	14006	124157	14163	1643709	-92.4
Volunteer Hours	54	896.5	71	996	-10.0

Capital Actual vs Budget History

	<u>2023 Actual</u>	<u>2023 Budget</u>	<u>2024 Actual</u>	<u>2024 Budget</u>	<u>2025 Actual</u>	<u>2025 Budget</u>
Funding Source						
43200-Fundraising	-	-	250	-		
48500-Transfer from Reserve	134,427	237,000	-	207,000	-	186,000
48550-Transfer from Reserve Funds	-	150,000	-	17,500		
43400-Grant - Federal	-	20,000				
48450-Transfer from DC Reserve	-	-	-	-	-	-
Total Funding Source	134,427	407,000	250	224,500	-	186,000
Expenditure						
52450-Computer Hardware	5,707	7,000	5,627	7,000	-	6,000
53000-Contracted Services	128,719	400,000	62,173	200,000	-	180,000
55300-Furniture/Equip Replacements			14,139	17,500		
57350-Land, Building & Other	-	-	-	-	-	-
58200-Materials					-	-
55350-Furniture & Small Equipment					-	-
54300-Equipment Purchases/Rentals	-	-	-	-	-	-
Total Expenditure	134,427	407,000	81,940	224,500	-	186,000

Operating Actual vs Budget History

	<u>2023 Actual</u>	<u>2023 Budget</u>	<u>2024 Actual</u>	<u>2024 Budget</u>	<u>2025 Actual</u>	<u>2025 Budget</u>
Revenues						
41320-Art Sales	2,650	2,000	4,785	2,000	-	3,000
42550-Donations	13,079	8,000	18,815	8,000	-	14,000
43000-Expense Recoveries	-	-	-	-	-	-
43100-Fines	-	-	-	-	-	-
43200-Fundraising	636	1,500	1,065	1,500	-	3,000
43400-Grant - Federal	-	4,000	-	-	-	-
43450-Grant - Other	3,522	2,000	61,861	2,000	-	4,000
43500-Grant - Provincial	32,513	35,162	-	32,513	-	32,513
44650-Member Fees	9,937	10,000	9,619	10,000	-	10,000
45800-Printing/Copy Revenue	5,691	5,500	5,509	6,000	-	6,000
46800-Rentals	24,229	14,250	25,126	20,000	-	26,000
46850-Replacement Purchase Fees	1,022	1,500	633	1,500	-	1,500
47250-Sale of Material	-	-	-	-	-	-
47700-Special Activities	-	-	-	-	-	-
48150-Taxable Receipts	-	-	-	-	-	-
48450-Transfer from DC Reserve	77,532	84,000	-	84,000	-	84,000
48630-User Fees	177	-	46	-	-	-
Total Revenues	170,988	167,912	127,459	167,513	-	184,013
Expenses						
42350-Direct to Reserves	-	-	-	-	-	-
50500-Art Sales	1,897	1,500	2,926	1,500	-	1,500
50600-Audio Visual	16,158	20,000	15,884	20,000	-	35,000
50700-Automation	31,265	24,000	9,323	14,000	-	14,000
51200-Book Processing	1,747	5,000	2,601	5,000	-	5,000
51650-Cash short and over	0	-	0	-	-	-
51850-Childrens Department	17,562	25,000	17,157	25,000	-	25,000
52650-Conferences	1,528	2,000	-	-	-	-
53000-Contracted Services	453	-	61	-	-	-
53350-Credit Card Discount	1,111	1,500	-	2,000	-	-
53750-Dues, Fees, Memberships	1,932	2,000	1,834	2,000	-	2,000
53800-Employee Benefits	269,148	300,173	260,180	311,691	-	322,687

Operating Actual vs Budget History

54930-Financial Support (Charitable)	8,646	-	25,238	-	-	14,000
56800-Insurance	13,524	12,216	12,902	14,716	-	14,716
57050-Janitorial Contract	28,499	32,529	37,207	36,610	-	37,310
57100-Janitorial Supplies	2,118	2,000	2,286	2,000	-	2,000
58200-Materials	77,532	84,000	64,659	84,000	-	84,000
60000-Natural Gas	1,089	2,755	976	2,755	-	2,755
60350-Office Supplies	9,999	10,000	10,931	12,000	-	12,000
60800-Overhead Allocation	264,000	264,000	198,000	264,000	-	264,000
61650-Printing & Stationery	9,419	8,000	4,076	8,000	-	5,500
62150-Promo, Publicity & Marketing	5,748	6,000	4,228	6,000	-	6,000
63300-Repairs & Maint - Building	50,655	35,000	31,334	35,000	-	35,000
63400-Repairs & Maint - Equipment	688	1,000	714	1,000	-	1,000
64550-Salaries - Allocated	1,086,616	1,169,354	1,016,070	1,190,466	-	1,267,558
65350-Security	-	-	5,226	15,000	-	15,000
65400-Service Charges	1,654	-	1,203	-	-	2,000
66350-Special Events	4,283	5,000	4,321	9,000	-	9,000
66700-Staff Training	5,132	5,000	6,774	10,000	-	8,000
66900-Sundry	-	-	-	-	-	-
67200-Telephone	7,323	6,700	6,230	6,700	-	6,700
67500-Transfer to Reserve	7,000	7,000	5,250	7,000	-	7,000
67600-Transfer to Reserve Fund	-	-	-	-	-	40,151
67620-Capital Levy	-	-	-	-	-	10,735
68500-Utilities	50,344	50,000	42,526	50,000	-	50,000
Total Expenses	1,977,068	2,081,727	1,790,116	2,135,438	-	2,299,612



Leadership Team Report

Date: January 8, 2025

Submitted to: Library Board

Submitted by: CEO Kulchycki

Subject: For information

STAFFING

Interviews to fill the full-time community care worker position and the part-time public services clerk were completed in January. We hope to have both of these positions filled by early to mid-February.

COLLECTIONS

We have added a few new databases to our digital collection for 2025. Through the County, we have added two resources for children: LOTE4Kids, a multilingual ebook platform, and Just for Kids, which is a streaming platform with content for a younger audience. We have also added Grant Connect, which provides information on Canadian grant foundations and opportunities.

HEALTH & SAFETY

Our current social worker will be offering an optional workshop for staff on burnout and work-life balance. This felt like a timely topic for the new year.

BUILDING

A couple building projects are wrapping up. The dropbox room has a new door with a window, which allows staff to see where their colleagues are standing before opening the door. All of our LED lights have been installed, with the exception of the pendants above the public service desk; we are waiting for some missing pieces. Our staff entrance doorbell was repaired after an electrical surge damaged some wiring components.

PROGRAMMING

In January, Spanish classes are being added to our program offerings for adults and seniors. Beginner classes will be in-person, and advanced lessons will be online.

Our children's department will have Story Time Kits available beginning January 24, leading in to Family Literacy Day on January 27.

OTHER

All of our staff will be undertaking the annual performance review process beginning this month and expected to wrap up by the end of March.

The municipality is coordinating their annual job fair. This is often a good time to share information about our summer student positions. Library staff will be attending the event, which is expected to take place in early February.

Our interlibrary loan services have resumed, following the Canada Post strike. Staff and patrons are acclimating to the new interlibrary loan platform, which was launched in November.

Ashley Kulchycki
Chief Executive Officer



Collingwood Public Library

Policy Type: **Human Resources**

Policy Number: **HR – 07**

Policy Title: **Human Rights –
Discrimination and
Harassment**

Policy Approval Date: **January 23, 2025**

Policy Review Date: **January 2026**

The Collingwood Public Library Board recognizes the dignity and worth of every person and is committed to providing a workplace free from discrimination and harassment and ensuring that any complaint is resolved quickly and with fairness and confidentiality.

Managers, supervisors, board members, volunteers and staff are expected to uphold this policy. Workplace discrimination or harassment will not be tolerated from any person in the library including co-workers, members of the board, volunteers, supervisors, patrons, and family members.

This policy is a companion to the Library's Prevention of Workplace Violence Policy.

Section 1: Discrimination

1. The Collingwood Public Library adheres to Ontario **Human Rights Code** with respect to rights of freedom from discrimination in employment: "*Every person has a right to equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.*" HRC R.S.O. 1990, CHAPTER H. 19 s. 5.1
2. Discrimination may include abuse of authority or position of power as follows:
 - a) to endanger a staff member's job,
 - b) to undermine the performance of that job,
 - c) to threaten the economic livelihood of the staff member,
 - d) to interfere with or influence the career of the staff member in any way.

Section 2: Harassment

1. The Collingwood Public Library Board recognizes the definition of harassment as set out in the Ontario **Human Rights Code** and the **Occupational Health and Safety Act** both of which define harassment as engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome. As of September 2016, workplace harassment includes "workplace sexual harassment," that is, engaging in a course of vexatious comment or conduct against a worker in a

workplace because of sex, sexual orientation, gender identity or gender expression or making a sexual solicitation or advance and the person knows or ought reasonably to know that the solicitation, advance, comment or conduct is unwelcome.

2. Prohibited harassment in the library workplace includes grounds under the Ontario ***Human Rights Code*** (race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability).
3. A reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace, within the conditions of the *Occupational Health and Safety Act* is not workplace harassment.
4. The Ontario *Employment Standards Act* (ESA) prohibits employers, and anyone acting on their behalf, from harassing or penalizing an employee in any way because the employee asks the employer to comply with the ESA or asks the employer about employee rights under the ESA.
5. Harassment may include:
 - a) making remarks, joke or innuendos that demean, ridicule, intimidate, or offend,
 - b) displaying or circulating offensive pictures or materials in print or electronic form,
 - c) bullying,
 - d) repeated offensive or intimidating phone calls or e-mails,
 - e) inappropriate sexual advances, suggestions or requests.
6. Uninvited sexual touching will be considered assault and reported to police.

Section 3: Responsibilities and False Reports

1. Responsibilities of the Employee:
 - a) Treat all persons with respect and dignity,
 - b) Comply with this policy at all times to protect themselves and others in the workplace from workplace harassment,
 - c) Report immediately all complaints or incidents of workplace harassment to the CEO,
 - d) Participate in training regarding this policy and workplace harassment prevention,
 - e) Cooperate fully in the investigation of complaints or incidents of workplace harassment.
2. Responsibilities of the CEO:
 - a) Treat all persons with respect and dignity,
 - b) Understand and abide by the requirements of this policy,
 - c) The CEO must develop and maintain a workplace discrimination and harassment program (see Appendix A),

- d) The program will set out:
 - i. procedures for reporting incidents of workplace discrimination and harassment,
 - ii. the process for dealing with and investigating complaints,
 - iii. a formalized training program, as required by Bill 132 and
 - iv. the system for maintaining all associated records should an inspection by the Ministry of Labour or employee inquiries occur.
 - e) Encourage employees to report complaints or incidents of workplace harassment,
 - f) Respond to all complaints or incidents of workplace harassment in a professional manner appropriate to the circumstances of the complaint or incident.
3. Employees who are found to have made false or malicious complaints will be subject to disciplinary action.
4. This policy will be:
- a) reviewed annually by the board,
 - b) posted on the library's health and safety board along with the Workplace Discrimination and Harassment Program (Appendix A).

Related Documents:

Human Rights Code R.S.O. 1990, Chapter H.19, section 5 (1)

Occupational Health and Safety Act R.S.O. 1990, CHAPTER O.1

Bill 132: An Act to amend various statutes with respect to sexual violence, sexual harassment, domestic violence and related matters (Statutes of Ontario, 2016, Chapter 2)

Bill 168: An Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters. (Statutes of Ontario, 2009, Chapter 23)

Appendix A

Workplace Discrimination and Harassment Program

1. Awareness about Workplace Discrimination and Harassment Policy and Program

The Collingwood Public Library's Human Rights Policy, which addresses both workplace discrimination and harassment, in addition to being included in the library's policy binder will be posted on the health and safety board along with the Workplace Discrimination and Harassment Program.

2. Training on Discrimination and Workplace Harassment Policy and Program

All employees will receive a copy of the library's Discrimination and Harassment Policy as part of their onboarding package.

3. Reporting Incidents of Workplace Discrimination and Harassment.

The Collingwood Public Library encourages any staff member or volunteer who believes that they have been subjected to discrimination or harassment to discuss the situation with the CEO.

In the event that there is a complaint against the CEO or a conflict of interest, a complaint shall be filed with the board chair. The board may conduct an investigation or designate an individual to investigate and issue a report.

At any time during a meeting or interview concerning a complaint, the staff member lodging the complaint has the right to be represented and accompanied by a person of their choice. The same right is also granted to the person against whom the complaint has been lodged.

The staff member with a complaint must provide written notes about the events leading up to the complaint which include:

- a) What happened – a description of the events or situation,
- b) When it happened – dates and times,
- c) Where it happened,
- d) Who saw the incident, if anyone.

As well, any related documents or materials having to do with the complaint are to be made available.

4. Complaint Resolution Procedures

If the staff member chooses to pursue Complaint Resolution Procedure, the CEO will advise the person against whom the complaint has been lodged of the investigation. The library recognizes and acknowledges that, under Bill 132, an inspector from the Ontario Ministry of Labour has the power to order the library board, as employer, to have an impartial third party conduct an investigation, at the library's expense, and report the outcome of their findings to the complainant.

The CEO begins a confidential investigation immediately and finishes within 30 days. Throughout the process, the investigator keeps all parties informed, interviews the staff concerned and witnesses, collects evidence, prepares a report, and informs the parties in writing of the decision and the underlying reasons.

The CEO is responsible for imposing any disciplinary or corrective measures.

Any employee may file a complaint with the Ontario Human Rights Commission when the harassment or discrimination is related to one or more of the Human Rights Code's prohibited grounds - race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.



Collingwood Public Library

Policy Type: **Human Resources**

Policy Number: **HR – 08**

Policy Title: **Prevention of Workplace
Violence**

Policy Approval Date: **January 23, 2025**

Policy Review Date: **January 2026**

This policy addresses the prevention of workplace violence as part of the Collingwood Public Library Board's responsibility for worker health and safety under the ***Occupational Health and Safety Act***.

Violent behaviour in the workplace is unacceptable from anyone including staff, members of the board, volunteers, patrons, and others who do business with the library. Individuals who violate this policy may be removed from library property, and in the case of employees and members of the Library Board, are subject to disciplinary action including termination.

This policy is a companion to the Library's Human Rights - Discrimination and Harassment Policy

Section 1: Definition

1. The Collingwood Public Library recognizes the definition of violence as set out in the ***Occupational Health and Safety Act***. Workplace violence means:
 - a) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
 - b) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.
 - c) A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.
2. Violence in the workplace may include:
 - a) Verbally threatening to attack a worker.
 - b) Leaving threatening notes or sending threatening emails to the workplace.
 - c) Shaking a fist in a worker's face.
 - d) Hitting or trying to hit a worker.
 - e) Throwing or kicking an object.
 - f) Sexual aggression against a worker.

3. Violence in the library or on library property also includes:
 - a) Intentionally or recklessly damaging the property of another person.
 - b) Intentionally causing alarm.
 - c) Recklessly creating a risk by fighting.
 - d) Creating a hazardous condition or danger by recklessly engaging in conduct which creates a substantial risk of serious physical injury.
 - e) Intentionally placing or attempting to place another person in fear of imminent serious physical injury.
 - f) Wielding a weapon.

Section 2: Responsibility and Response

1. The CEO or designate must develop and maintain a workplace violence program. (See Appendix A).

The program will set out:

- a) A process for assessing the risk of violence in the workplace.
 - b) Measures to control risk including those from domestic violence.
 - c) Procedures for reporting incidents of violence.
 - d) The process for dealing with, and investigating, violent incidents and complaints.
2. All reports will be thoroughly investigated by the CEO or designate.
3. Physical or sexual assault or threat of physical violence will be reported to the police.
4. The library will provide staff with information on the risk of violence in the library and training workshops on a periodic basis addressing concerns such as “dealing with difficult people.”
5. Anyone experiencing or witnessing imminent danger or actual violence involving weapons or personal injury should call the police.
6. Workplace violence should be reported immediately to the most senior staff member available.
7. Employees are encouraged to report behaviour that they reasonably believe poses a potential for violence as described above.
8. The Collingwood Public Library, at the request of an employee, or at its own discretion, may prohibit members of the public, including family members, from seeing an employee on library property in cases where the employee suspects that an act of violence will result from an encounter with said individual(s).



9. This policy will be:
 - a) Reviewed annually by the board.
 - b) Posted on the library's health and safety board

Section 3: Confidentiality and False Reports

1. All investigations shall be conducted in strict confidence to the extent possible. Documents will be stored in a locked filing cabinet in the CEO's office and access to these records will be restricted.
2. Employees who are found to have made false or malicious complaints will be subject to disciplinary action.

Related Documents:

Collingwood Public Library – ***HR - 09 Health and Safety***

Collingwood Public Library – ***OP - 01.3 Code of Conduct***

Collingwood Public Library – ***HR - 07 Human Rights – Discrimination and Harassment***
Occupational Health and Safety Act R.S.O. 1990, CHAPTER O.1

Bill 168 An Act to amend the Occupational Health and Safety Act with respect to violence and harassment in the workplace and other matters. S.O. 2009 Chapter 23

Appendix A – Workplace Violence Program

Plan for Maintaining Security in the Library

1. The multi-site joint health and safety committee will conduct a worksite assessment as often as necessary to ensure measures for violence prevention are effective. The assessment will:
 - a) Identify jobs or locations with the greatest risk.
 - b) Identify high risk factors.
 - c) Include a physical workplace security audit.
 - d) Evaluate the effectiveness of existing security measures.
2. The CEO, or designate, will annually review the history of past incidents to identify patterns or trends.

Recognized areas of higher risk in the library include:

- a) Contact with the public.
- b) Working alone or in small numbers.
- c) The circulation desk where money is kept.
- d) Closing the library at night.

Measures for Reducing Risk

1. General
 - a) Library staff are trained on lockdown procedures and are aware of the emergency safe rooms throughout the building, as identified by the OPP.
 - b) Keep all secondary entrance doors locked.
 - c) Keep the exterior lights around the building in good working order.
 - d) Staff will not work alone in the library without prior consent of the CEO.
2. Recognize the Signs of Violence

Early identification and prevention of violence in the workplace is encouraged. Potential threats of violence that should be reported could include the following:

- a) Threatening statements to do harm to self or others.
- b) Reference to other incidents of violence.
- c) Confrontational behaviour.
- d) Major change in personality, mood or behaviour.
- e) Suspected or confirmed substance use.

3. Steps to Increase your Personal Safety

- a) Notice your surroundings and report any unsafe or dangerous situation to the most senior staff member.
- b) If you feel uncomfortable about a person who has entered the library, trust your instincts. If you feel threatened, make a scene - YELL!
- c) Use a buddy system when leaving work.
- d) If you ever find you are working alone in the library, let the CEO, or someone at home, know the situation and tell them when you expect to leave.
- e) If you enter a bathroom and suspect it is unsafe, don't call out. Back out, go to a safe, lockable place with phone and call for help.
- f) Know the nearest exit or room with a lock.

4. Domestic Violence: Steps to Increase your Personal Safety

- a) Tell someone at work about your situation.
- b) Make up a code word for co-workers so they know when to call for help.
- c) Ask your co-workers to screen your calls and visitors.
- d) Ask a co-worker to call the police if your abuser is bothering you.

5. Threatening Behaviour: Steps to Increase your Personal Safety

- a) Do not argue with a threatening person. Identify yourself as a library staff member. Remain calm and keep your voice low and firm.
- b) Do not put yourself or others in danger.
- c) Be friendly but firm, introduce yourself, look at the person while you talk to him/her, let the person talk, clarify the problem and offer solutions.
- d) Get assistance from another staff person.
- e) Advise him/her that the police will be called if the abuse does not stop.
- f) If the behaviour does not change, call the police.**
- g) Notify the CEO or designate.

6. Violence and Assault

- a) If you hear raised voices or sounds of a scuffle investigate.
- b) If you witness violence or an assault call the police and describe the situation.**
- c) Recruit other staff to move others out of the way to a safer location.
- d) Do not block exits to prevent a threatening/violent person from leaving the building.
- e) Do not invade the personal space of the threatening person.
- f) Do not get between two people fighting.
- g) Notice details so you can describe the situation to the police.
- h) Notify the CEO.

How to report a situation

1. A report should be made as soon as possible after an action or behaviour occurred.
2. An informal, verbal complaint may be brought forward to the CEO. It is in the best interest of all concerned that a report be written.
3. If a formal complaint is requested, the employee must file a written report with the CEO.
4. The report should include a brief statement of the incident, when it occurred, where it occurred, date and time it occurred, the person(s) involved and the names of any witnesses if any.

Investigation and Dealing with Incidents or Complaints

1. After receiving a report, the CEO or their designate will complete an investigation as quickly as possible, depending on the nature and severity of the issue. This will include interviews with the employee, the alleged perpetrator, if a staff member, and any witnesses.
2. The results of the investigation will be discussed with the employee and recommended preventative actions and/or resolutions presented.
3. A separate meeting will be held with the alleged perpetrator, if a staff member.
4. If the findings do not support the allegations the CEO will recommend that no further action is necessary and that the matter be closed.
5. Should the investigation conclude that there is evidence of misconduct the CEO will prescribe a resolution that may include police intervention.
6. Employees who are found to have made false or malicious complaints will be subject to disciplinary action.



Collingwood Public Library

Policy Type: **Human Resources**

Policy Number: **HR – 09**

Policy Title: **Health and Safety**

Policy Approval Date: **January 23, 2025**

Policy Review Date: **January 2026**

The Collingwood Public Library Board and CEO are committed to the establishment of a healthy and safe workplace and to the integration of health and safety practices in all areas of the workplace. The underlying principal of the policy is the responsibility of all personnel in maintaining a safe workplace which is best achieved through consultation and co-operation between management and employees.

Section 1: Legislative Requirements

1. The **Occupational Health and Safety Act (OHSA)** requires those who have any degree of control over the workplace to ensure a safe and healthy work environment.
2. The requirements of the OHSA apply to every worker who is being paid, regardless of the location where the work is performed. If workers work at home and are being paid or are driving and being paid en route, they are covered under the Act.
3. If a paid worker suffers a critical injury, the OHSA requires that the employer must immediately notify the Ministry of Labour Health & Safety Contact Centre and the workplace Health and Safety representative. The employer and the employee health and safety representative (see Section 4) must prepare a report in writing and forward within 48 hours to a director of the Ministry of Labour (Appendix A).
4. The library complies with the OHSA which sets out duties with respect to workplace safety, and materials and equipment in the workplace. Section 25(2) of the OHSA requires employers to prepare and review at least annually a written occupational health and safety policy and develop and maintain a program to implement that policy.
5. **Ontario Regulation 297/13 Occupational Health and Safety Awareness and Training** requires a worker to complete a basic occupational health and safety awareness training program.

Section 2: Rights of the Worker

1. A worker has the following rights:
 - a) to participate in the process of identifying and resolving workplace health and safety concerns,
 - b) to know about potential hazards to which they may be exposed,
 - c) to refuse work that they believe is hazardous to either their own health and safety or that of another worker,
 - d) all other rights indicated in the OHSA.

Section 3: Responsibilities

1. The Collingwood Public Library Board is responsible for complying with the OHSA and Regulations and for funding a health and safety program for staff.
2. The board delegates authority to administer and direct health and safety to the CEO.
3. The CEO is responsible for:
 - a) ensuring adherence to the principles of this policy,
 - b) ensuring compliance with all applicable health and safety legislation,
 - c) ensuring training and procedures for effective health and safety program management, including adequate allocation of funds and resources,
 - d) investigating all accidents involving personal injury and reporting incidents to proper authorities when required,
 - e) addressing employee's safety concerns promptly,
 - f) ensuring that health and safety infractions are addressed.
4. Supervisors are responsible for:
 - a) making sure that work is done safely,
 - b) ensuring employees are aware of hazards and how to protect themselves,
 - c) maintaining an orderly and uncluttered work area,
 - d) providing adequate training to employees in order to protect their health and safety,
 - e) investigating refusals to work in the presence of the employee health and safety representative or, in the event that they are not available, a fellow employee.
5. Staff members are responsible for:
 - a) knowing procedures to follow in the case of accidents or sudden illnesses,
 - b) reporting any known hazards to their supervisor,
 - c) reporting any accidents or injuries to their supervisor,

- d) understanding the hazards associated with any materials used by the staff and all relevant safety information regarding their use,
- e) reporting any missing or defective equipment,
- f) maintaining an orderly and uncluttered work area,
- g) operating any equipment in a way that will not endanger any staff member,
- h) knowing the location of the first aid kit,
- i) knowing the locations and use of the fire extinguishers as well as the location of emergency exits,
- j) participating in fire drills and other emergency procedures.

Section 4: Emergency Response Information for Employees with Disabilities

1. In accordance with ***Ontario Regulation 191/11 Integrated Accessibility Standards*** the library will provide individualized workplace emergency response information for an employee who has a disability, if the disability is such that the information is necessary and the library is aware of the need for accommodation due to the employee's disability.
2. With the employee's consent the workplace emergency response information shall be provided to the person designated to provide assistance.
3. The individualized workplace emergency response information shall be reviewed when:
 - a) the employee moves to a different work location,
 - b) the employee's overall accommodation needs are reviewed, and
 - c) the overall emergency response procedures are reviewed

Section 5: Health and Safety Representative

1. The OHSA requires that a workplace with 20 or more employees have a Joint Health and Safety Committee. In 2016, the Town of Collingwood established a Multi-Site Joint Health and Safety Committee with the approval of the Ministry of Labour. In accordance with the OHSA and the Terms of Reference established by the Multi-Site Joint Health and Safety Committee:
 - a) the committee will be comprised of worker representatives who do not exercise managerial functions and management representatives, who do exercise managerial duties,
 - b) at least half of the committee must be comprised of workers, as set out in Section 9(7) of the OHSA,
 - c) worker representation from different departments, including the library, is preferred,
 - d) the library will pay the representatives while carrying out their duties.
2. The Health and Safety Representatives, in accordance with Section 8 of the OHSA will:

- a) identify workplace hazards,
- b) inspect the workplace at least once a month,
- c) be consulted about workplace testing,
- d) make recommendations to the CEO,
- e) investigate work refusals and serious accidents,
- f) maintain a health and safety bulletin board which will include, but not be limited to:
 - i. the most recent version of the Minister of Labour's poster, "**What You Should Know About The Ontario Employment Standards Act**",
 - ii. a copy of the **Occupational Health and Safety Act**,
 - iii. **HR-09 Health and Safety Policy, HR-07 Human Rights – Discrimination and Harassment**, and **HR-08 Prevention of Workplace Violence Policy**,
 - iv. The Workplace Safety and Insurance Board's poster entitled "**In Case of Injury--1234**",
- g) be trained in basic first aid by an accredited agency,
- h) maintain the first aid box which meets the requirements of the Workplace Safety and Insurance Act Regulation 1101 (Appendix B).

Section 6: Working Alone

1. Working alone describes a situation where a person is the only employee in the library, or where the employee does not have direct contact with a co-worker.
2. The CEO must develop a plan for working alone. The plan identifies the occupational hazards, risks, procedures for personal safety, special training, and emergency assistance in the event of an incident where working alone. In addition:
 - a) all employees will be made aware of potential risks and will be trained on procedures when working alone
 - b) employee will not work alone in the library without the prior consent of the CEO
 - c) volunteers and students will not work alone.

Related Documents:

Collingwood Public Library. **HR 08 – Prevention of Workplace Violence**
Collingwood Public Library. **HR 07 – Human Rights: Discrimination and Harassment**
Occupational Health and Safety Act, R.S.O. 1990, chapter O.1
Ontario Regulation 191/11 Integrated Accessibilities Standards s. 27
Ontario Regulation 297/13 Occupational Health and Safety Awareness and Training



Appendix A

Ministry of Labour Health and Safety Contact Centre for Critical Injury

Contact: 1-877-202-0008

A critical injury:

- places life in jeopardy
- produces unconsciousness
- results in a substantial loss of blood
- involves the fracture of an arm or leg (but not a finger or toe)
- results in the amputation of an arm, leg, hand or foot (but not a finger or toe)
- involves burns to a major portion of the body, or
- causes the loss of sight in an eye

Appendix B

First Aid Station Requirements

[Workplace Safety and Insurance Act Regulation 1101](#)

1. Every employer employing more than five workers and not more than fifteen workers in any one shift at a place of employment shall provide and maintain a first aid station with a first aid box containing as a minimum,
 - a) a current edition of a standard St. John Ambulance First Aid Manual;
 - b) 1 card of safety pins; and
 - c) dressings consisting of,
 - i. 24 adhesive dressings individually wrapped,
 - ii. 12 sterile gauze pads, 3 inches square,
 - iii. 4 rolls of 2-inch gauze bandage,
 - iv. 4 rolls of 4-inch gauze bandage,
 - v. 4 sterile surgical pads suitable for pressure dressings, individually wrapped,
 - vi. 6 triangular bandages,
 - vii. 2 rolls of splint padding, and
 - viii. 1 roll-up splint. R.R.O. 1990, Reg. 1101, s. 9 (1).

2. The employer shall ensure that the first aid station is at all times in the charge of a worker who,
 - a) is the holder of a valid St. John Ambulance Standard First Aid Certificate or its equivalent; and works in the immediate vicinity of the box. R.R.O. 1990, Reg. 1101, s. 9 (2).



Collingwood Public Library

Policy Type: **Operational**

Policy Number: **OP – 03**

Policy Title: **Accessibility for Users with Disabilities Policy**

Policy Approval Date: **January 23, 2025**

Policy Review Date: **January 2026**

This policy addresses the requirements of Regulation 165/16 Accessibility Standards for Customer Service under the *Accessibility for Ontarians with Disabilities Act (AODA)* 2005. It was put in place to remove and prevent barriers to people living with disabilities. This policy is demonstrative of the Collingwood Public Library’s goal to establish a fully accessible environment for everyone, including universal accessibility to library services, resources and facilities.

Scope

This policy applies to all Library Board members, employees, volunteers, and agents or contractors representing the Library and to the delivery of operations, services and programs provided by the Library.

Definitions:

“AODA” means the Accessibility for Ontarians with Disabilities Act.

“Accessible formats” as defined by the AODA Ontario Regulation 191/11, are formats including large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities. Other ways to make information accessible include communication support (i.e. reading something aloud) and using written notes.

“Assistive Device” means a device used to assist people living with disabilities in carrying out activities or in accessing Library services.

“Barrier” means anything that prevents a person living with a disability from participating in all of the services and programs offered at the Library, because of their disability. This includes a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, and a policy or practice.

“Disability or disabilities” as defined by the AODA, 2005 and the Ontario Human Rights Code, is:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impairment, or physical reliance on a guide dog or other animal or on a wheelchair or other appliance or device
- A condition of mental impairment or a developmental disability
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Library Service” refers to the program the Library offers to the public in an effort to meet a defined set of community needs.

“Public Spaces” means indoor and outdoor paths of travel such as paths and sidewalks, accessible off-street parking, service-related elements such as lowered service counters and work stations.

“Service Animal” means any animal used by a person with a disability for reasons related to the disability where it is readily apparent that the animal is used by the person for reasons relating to their disability; or where the person provides a letter from a physician or nurse confirming that they require the animal for reasons relating to their disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

“Support Person” as defined by the AODA, 2005, means a person who accompanies a person with a disability in order to assist them with communication, mobility, personal care or medical needs, or with access to Library services or facilities.

“Reasonable Effort” means to provide the best possible service within the context of: available resources, balancing the needs of people living with disabilities with others who may encounter barriers to access, the health and safety of Library staff and volunteers, the security of Library property and existing laws and contracts.



“Universal Access” or “universal accessibility” means to provide access to services for all people to the greatest extent possible without the need for adaptation or specialized design.

Statement of Commitment

The Collingwood Public Library values the independence and dignity of all who live, learn, work, volunteer, and play, in our community. The Collingwood Public Library is committed to meeting the obligations set out in the *AODA* and the current accompanying regulations, in partnership with the Town of Collingwood. This is accomplished by evaluating the accessibility of the Library’s public spaces, providing accessibility training to our staff and volunteers, and offering a variety of assistive services.

Section 1: Access to Public Spaces

The Collingwood Public Library is committed to meeting its obligations under Section 2 of the *AODA* Accessibility Standards for the Design of Public Spaces by providing:

- a) Universal access to Library space(s).
- b) Reasonable effort to provide notice of planned or unplanned disruption of Library services to the public. In the case of unplanned temporary disruption, advance notice will not be possible.
- c) A Barrier Identification Form to help identify and remove barriers at the Library. This form is available in accessible formats upon request at the Public Services Desk.

Section 2: Responsibilities

For the purposes of *AODA*, the Library provides services on behalf of the municipality, and therefore is considered, along with the municipality, to be a “small designated public sector organization with at least one but fewer than 50 employees” as defined within the *O. Reg. 165/16*. The Library complies with the obligations for this sector as set out in the *AODA* regulations.

The board ensures that the Library complies with the spirit, principles and intent of *AODA* and designates the Chief Executive Officer (CEO) as the individual accountable for the organization’s compliance with legislation. **The CEO will ensure that policies, procedures, and training comply with the *AODA* and any regulations made under the *AODA*.**

Section 3: ~~Information and Communications Program and Services Support~~

- 3.1. The Collingwood Public Library is committed to meeting the communication needs of people living with disabilities and will make every reasonable effort to ensure services and programs are created and revised with accessibility in mind. When communicating



with a person with a disability, the Library will do so in a manner that takes into account the person's abilities.

- 3.2. A person with a licensed service animal is welcome to visit the Library.
- 3.3. A person training a service animal is welcome to use the Library as a training exercise for the animal.
- 3.4. If it is not apparent that an animal is a service animal, a Library employee may ask the person for confirmation of the animal's status by asking to see a letter from a physician, nurse, or an identification card from the Ministry of the Attorney General.
- 3.5. It is the responsibility of the person with the service animal to ensure that it is controlled at all times.
- 3.6. A support person, when assisting a person with a disability in the enjoyment of Library programs and services, will be permitted to attend at no charge where an admission fee is applicable.
- 3.7. The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the Library premises.
- 3.8. The use of a personal assistive device for the purpose of accessing Library services and programs is allowed and encouraged, provided that the device is operated in a safe manner.

Section 4: Notice of Service Disruptions

The Collingwood Public Library will make reasonable effort to provide notice of planned or unplanned service disruptions. In the case of an unplanned disruption, advance notice will not be possible. Notice will be given to the public through signage on our premises and/or by posting notice on the Library website, and/or social media channels. If the disruption will last more than a few hours, the Library uses the Town's outlets to communicate service barriers.

Section 5: Training

The Collingwood Public Library is committed to excellent customer service. The Library provides training on how to effectively communicate with people of different abilities, to:

- a) Those who develop policies and procedures on the provision of service to the public

b) Those who deal with the public on behalf of the Library.

Board members, staff, volunteers, and all others who deal with the public on behalf of the Library, will receive online training offered by the Town of Collingwood. Training will be required again if changes have been made to relevant legislation or if new training or refresher training courses are requested.

In accordance with Ontario Regulation 165/16, the Library shall keep records of the training provided to Board members, staff, volunteers, and all others who deal with the public on behalf of the Library. All personnel records are kept for a period of three (3) years from the date of departure.

Section 6: Feedback on Services

Feedback regarding the provisions of Library materials, programs, and services may be communicated through the submission of a Customer Service Feedback Form, available at the Public Services Desk or on our website. These forms are reviewed by the CEO and the Coordinator, Community Engagement and Learning Services.

Feedback from a member of the public about the delivery of services to people living with disabilities may be given by telephone, in person, in writing, in an electronic format or through other methods.

Section 7: The Multi-Year Accessibility Plan

7.1. The Collingwood Public Library will establish, implement, and maintain a multi-year accessibility plan which will outline the Library's strategy to prevent and remove barriers. This plan will be reviewed and updated at least once every five years.

7.2. The process of developing the Multi-Year Accessibility Plan will be done in consultation with people living with disabilities.

7.3. The Plan will be posted on the Library's website and will be provided in an accessible format upon request. Library staff can also assist patrons with reading the Plan.

Section 8: ~~Availability of Documents~~ Communication

This policy will be updated and reviewed by the Collingwood Public Library Board annually. It is available on the Library's website and in accessible formats upon request.

The Library shall make its communications available, upon request, in accessible formats for persons with disabilities in a timely manner and make the public aware of the availability of communication support. In this context, the types of communications include:

- a) Policies,
- b) Accessibility plans,
- c) Emergency procedures, plan and public safety information prepared for the public,
- d) Forms, surveys and other tools used to gather feedback,
- e) Information on collections/materials in accessible format, and
- f) Employment standards.

Public sector organizations are required to make their websites and website content comply with the Web Content Accessibility Guidelines 2.1 (WCAG 2.1) and Ontario Regulation 191/11. The Library will conduct an annual assessment of its website for compliance and will remove and modify inaccessible content.

Related Documents:

- Accessibility for Ontarians with Disabilities Act, 2001 (AODA)
- Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11
- Ontario Regulation 165/16 – Integrated Accessibility Standards
- Ontario Human Rights Code
- W3C Web Content Accessibility Guidelines (WCAG) 2.0
- Barrier Identification Form
- Collingwood Public Library Accessibility Plan



Staff Report

Report # 2025-01

Date: January 6, 2025

Submitted to: Library Board

Submitted by: CEO Kulchycki

Subject: Incident Statistics

1. RECOMMENDATION:

This report is being presented to the Board for their information; there are no actions or recommendations at this time.

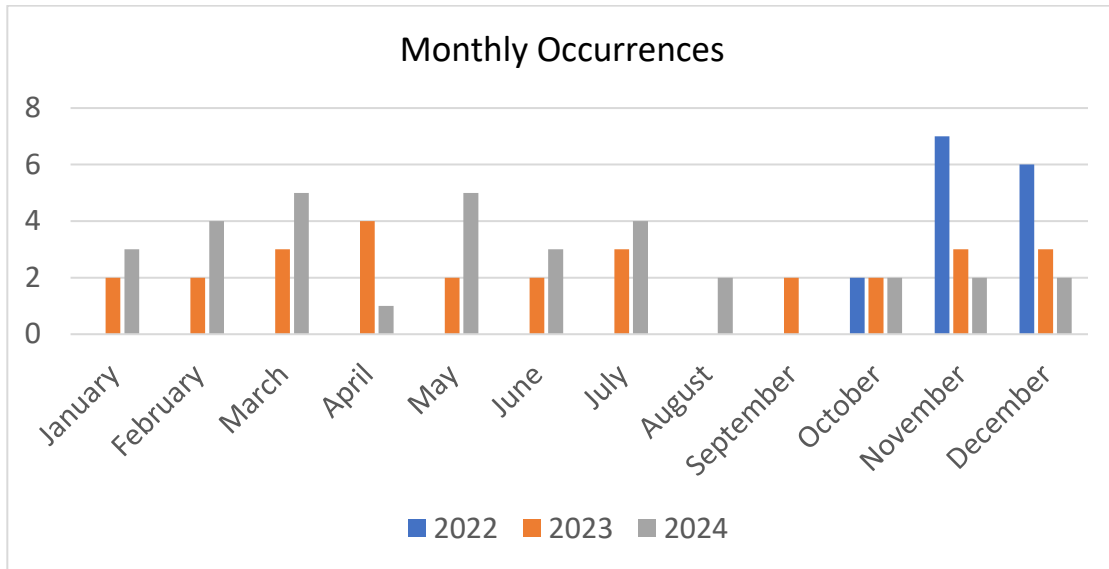
2. SUMMARY AND BACKGROUND:

Public libraries are one of the few spaces that remain equitable to all members of the public, including those living with disabilities, mental health, and social barriers. As an institution that welcomes everyone, problems that exist in the communities we serve are occasionally experienced inside our facility.

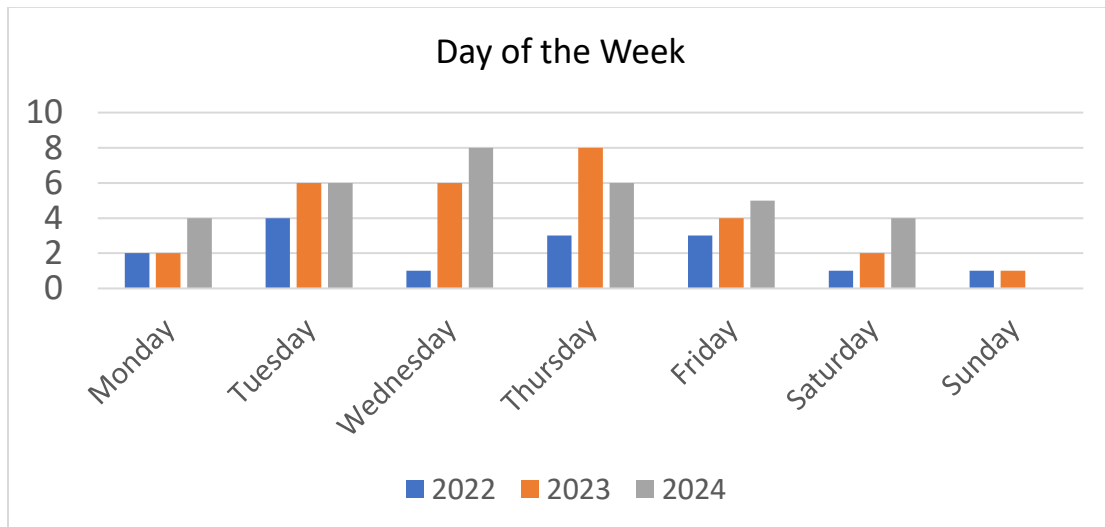
In recent years, it became evident that Library staff were handling challenging situations regularly, but reporting an incident was often forgotten. In October 2022, we launched a library-specific online form to make reporting incidents easier for staff. As this tool continues to be used, more accurate trends, patterns, and changes can be tracked. For reporting, we use the word "incident" very broadly, to capture anything unusual that happens within our space.

In 2024, we were able to introduce some new supports for staff and patrons. Made possible with a grant from Simcoe County, a social worker began regular hours in August. As a risk management measure, operating funds were approved for seasonal security, which began in September.

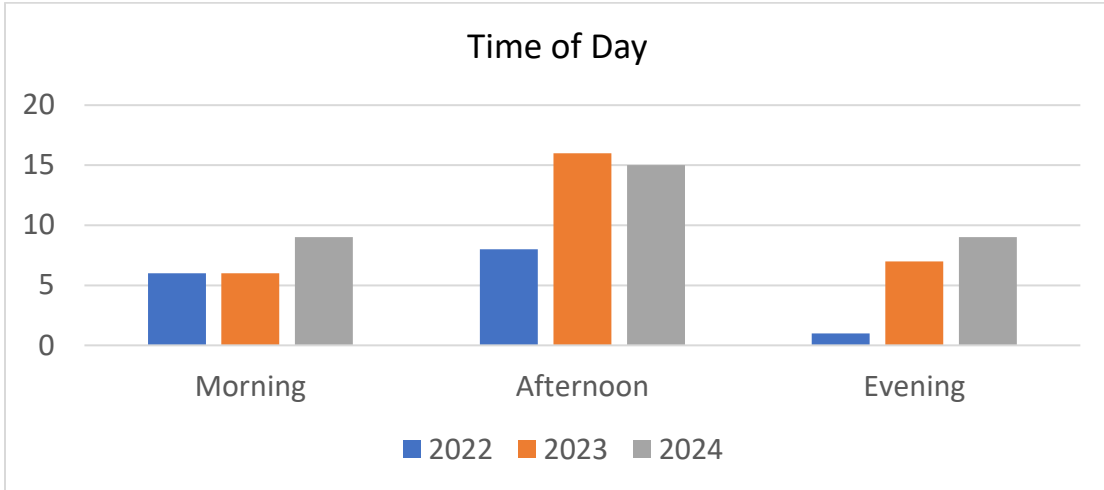
3. STATISTICS:



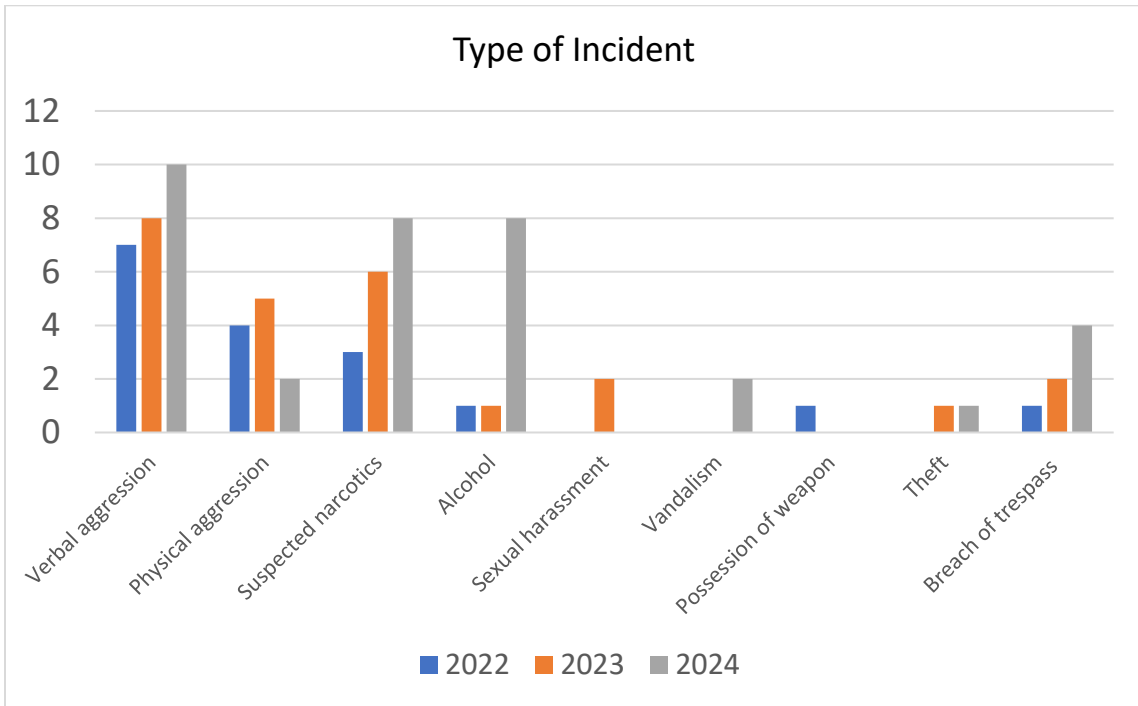
Our 2024 statistics are slightly higher than 2023; this could indicate an increase in incidents, or more diligent reporting by staff. Of note for our monthly occurrences is the decrease that started in August and plateaued for the remainder of the year.



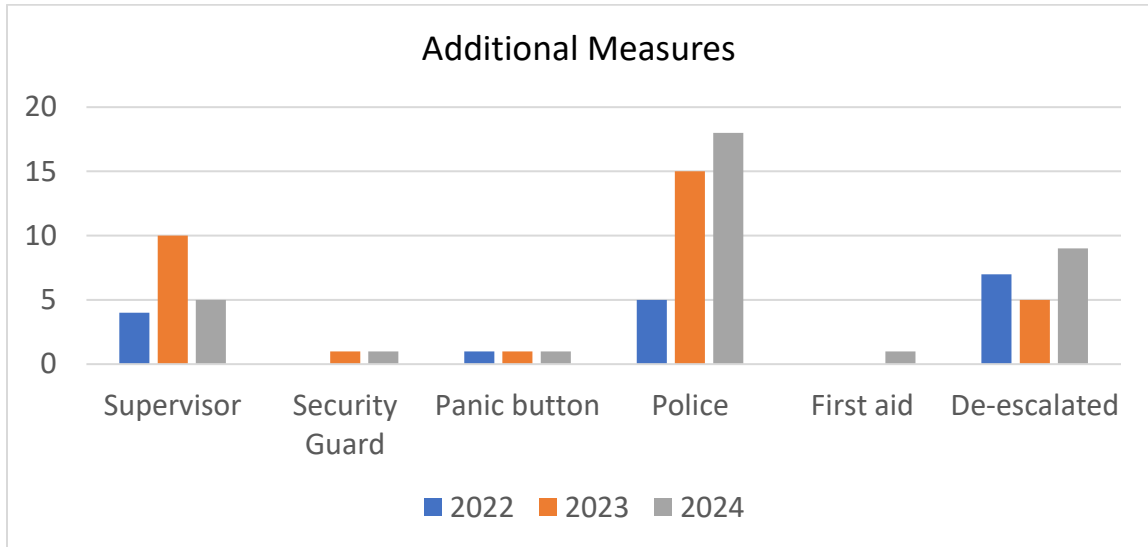
Although incidents reported on Saturdays are increasing, problematic behaviours continue to be more prevalent during the week.



Reports of evening incidents are on the rise, but the afternoon continues to be when most occurrences are taking place.



Verbal aggression and suspected substance use continue to be primary factors when incidents occur. As staff continue to set boundaries for patron behaviour, we regularly issue trespass notices (nine notices in both 2023 and 2024). As more notices are delivered, we have seen an increase in patrons attempting to re-enter the facility.



When handling incidents, staff continue to use de-escalation techniques and receive support from supervisors. As a primary measure, we continue to phone police. This does not necessarily indicate an emergency, as we also call for police support in doing wellness checks for patrons.

4. EFFECT ON FINANCES

In 2024, the Library Board approved \$15,000 in the operating budget for security services; these funds remain in the 2025 budget. Continuing to monitor incident statistics will help determine if and when these funds need to be augmented.

5. APPENDICES:

Attached

SIGNATURE

Ashley Kulchycki
Chief Executive Officer



Committee and Board Goals and Accomplishments

celebrating successes – shaping our future



Purpose of Discussion

To align the goals and objectives of boards and committees with the following guiding documents:

- Programs and Services offered by the Town
- 2024-2028 Community Based Strategic Plan
- Actions within the various Master Plans, other Strategic Plans and Studies
- Projects contained within the Operational Plan

PROGRAMS & SERVICES – Updated October 11, 2024

PROGRAMS	Development & Growth	Environmental Management, Conservation & Sustainability	Community Safety & Standards	Community Health & Well-being	Arts, Culture & Heritage	Community Access & Mobility	Municipal Governance & Civic Engagement	Corporate & Customer Services
	Plan and deliver a physically complete community, and support economic success	Manage, mitigate and improve environmental impacts today and for the future	Set community standards so all can enjoy the community and enhance the safety of individuals and property	Inspire & support community physical and mental well-being through inclusive opportunities that foster social interactions & senses of place & belonging	Recognize and strengthen arts, culture and built heritage within the community	Integrated, safe and accessible movement of people and goods across multiple modes of transportation (e.g., active, transit, cars, etc.)	Effective, responsible and accountable governance and two-way engagement of residents, businesses and visitors	Excellence in the administration of the Municipal government
SERVICES	<p>1.1 Growth Planning Land Use Parks, Rec and Culture Roads & Active Transportation Stormwater Wastewater Water Development Charges</p> <p>1.2 Development Management Planning Act Applications Development Review & Input Committee of Adjustment Rights of Way, Encroachments & Easements Development Agreements Administration Development Infrastructure Commissioning – W&WW Zoning Compliance Source (Drinking) Water Protection Right of Way Utility Consents</p> <p>1.3 Economic Development Business Retention & Expansion Investment Attraction Tourism Promotion & Support Business Support Business Encroachments</p> <p>1.4 Housing Supports Affordable Housing Initiative Social Housing</p> <p>1.5 Ontario Building Code</p>	<p>2.1 Climate Change Action Climate Action Plans Energy Mgmt</p> <p>2.2 Wastewater Operations, Maintenance & Capital for: - Plant & Non-linear - Collection Third Party Services Asset Management Capital Projects Delivery</p> <p>2.3 Stormwater Management Asset Management Planning Capital Projects Delivery Operations & Maintenance</p> <p>2.4 Environmental Containment</p>	<p>3.1 Community Standards Bylaw Policy Development Animal Control Compliance Business Licencing Compliance Property / Person Compliance Private Property Compliance Private Property Parking Compliance</p> <p>3.2 Police</p> <p>3.3 Fire & Rescue Fire Prevention Fire Suppression & Emergency Response</p> <p>3.4 Emergency Management</p>	<p>4.1 Parks & Harbour Parks, Trails and Amenities Marina & In-Water services Noxious Species Mgt Urban Forestry/ Tree Canopy Protection</p> <p>4.2 Community Recreation Spaces</p> <p>4.3 Community Gathering Space (Library)</p> <p>4.4 Community Recreation Activities</p> <p>4.5 Library Community Activities</p> <p>4.6 Building Community Well-being & Inclusion</p> <p>4.7 Water Treatment & Distribution Asset Management Planning Capital Project Delivery Minor Capital Project Delivery Operations & Maintenance - Plant & Non-linear - Distribution Backflow Prevention</p>	<p>5.1 Conservation & Promotion of Heritage & Culture Museum Collection Built Heritage</p> <p>5.2 Community Arts & Culture Build Arts & Culture Capacity Public Art Promotion & Awareness Museum Activities</p> <p>5.3 Community & Public Events</p> <p>5.4 Circulation & Curation of Library Materials</p>	<p>6.1 Roads & Active Transportation Asset Management Planning Minor Capital Projects Delivery Capital Projects Delivery Operations & Maintenance ROW Permits and Locates Non-park Outdoor Spaces Parking Payment & Enforcement Crossing Guards</p> <p>6.2 Transit</p> <p>8.13 Talent Management Labour Relations Succession Planning Performance Management Compensation & Benefits Talent Acquisition Employee Experience</p>	<p>7.1 Council Council Representation Council Support</p> <p>7.2 Governance Support Parliamentary Procedures & Clerking Accountability</p> <p>7.3 Communications Internal Communications External Communications</p> <p>7.4 Governmental Services Vital Statistics Provincial Services Public Commissioner</p> <p>7.5 Records Records Management FOI & Privacy</p> <p>7.6 Municipal Elections Support</p> <p>8.9 Corp Fleet</p> <p>8.10 Municipal Law Enforcement</p> <p>8.11 Customer Service</p> <p>8.12 HR Operations Compliance, Health & Safety</p>	<p>8.1 Strategic Planning & Leadership (Town)</p> <p>8.2 Strategic Planning & Leadership (Library)</p> <p>8.3 Legal & Land Legal Advice & Corp Agreements Land Needs, Acquisition & Disposal By-Law Appeals and Municipal & Provincial Prosecution</p> <p>8.4 Risk Management Enterprise Risk Management Insurance</p> <p>8.5 Procurement Support</p> <p>8.6 Corporate Finance Corp. Asset Management Financial Budgeting & Planning Taxation Financial Accounting & Reporting Cash and Investment Mgmt Debt Mgmt</p> <p>8.7 Information Technology Network Infrastructure Maintenance & Support Business Applications GIS and Data Telecommunications Support End User Technology Support Asset Disposal and Sale</p> <p>8.8 Corp Facilities</p>

Programs and Services

What programs and services link to the mandate of the Collingwood Public Library Board?

- Community Health and Wellbeing: 4.3 Community Gathering Space (Library)
- Community Health and Wellbeing: 4.5 Library Community Activities
- Arts, Culture, and Heritage: 5.4 Circulation and Curation of Library Materials
- Corporate and Customer Services: 8.2 Strategic Planning and Leadership (Library)

Community Based Strategic Plan 2024-28

Vision: Sustainable, Connected, Vibrant

Collingwood is an inclusive community that offers a healthy and active lifestyle in a beautiful waterfront setting, anchored by a responsible government, strong business and nonprofit networks, and an animated downtown.

Mission: Working together to provide excellent services, progressive and accountable decision-making, collaboration and advocacy.

Community Based Strategic Plan 2024-28

Pillar 1: Sustainability

We grow with intention, with a focus on creating a livable community that serves the needs of today and builds for our future.

Pillar 2: Connected

We foster well-being, belonging, and understanding through spaces, places, and activities.

Pillar 3: Vibrant

We are home to a dynamic and resilient economic ecosystem, driven by design and continuous learning and powered by people.

Pillar 4: Responsible

We commit to service excellence through collaboration, continuous improvement, and fiscal prudence.

Community Based Strategic Plan 2024-28

What Pillars and Goals connect to the Collingwood Public Library Board:

- Pillar 2: Connection
 - Encourage and support events, festivals, and celebrations that bring people together, foster inclusion, and showcase the richness of our culture, diversity, heritage, and community.
 - Determine future recreational programming and facility needs and explore creation of a Multi-Use Recreation Facility.
 - Collaborate with the County of Simcoe and community agencies and partners to expand or support homelessness prevention initiatives.
- Pillar 3: Vibrant
 - Explore opportunities for more experiential learning opportunities at and within the Town to support youth with “on the job” training and mentorship.
 - Complete and implement the Downtown Visioning Master Plan to guide the evolution of the downtown area to 2051, including fostering greater connection to and integration with the waterfront.
- Pillar 4: Responsible
 - Manage Town services such that each has clear levels of service and appropriate resourcing and implement periodic service reviews to ensure optimization.

Master Plans

Legislation, Master Plans, Strategic Plans and Studies you should be aware of:

- Legislation
 - Public Libraries Act
- Strategic Plans
 - Collingwood Public Library Strategic Plan
- Master Plans
 - Asset Management Plan
 - 10 Year Capital Plan
 - Strategic Financial Plan
 - Downtown Visioning Master Plan
 - Development Charges Background Study
 - Facility Condition Assessment
 - IT Master Plan
 - HR Master Plan

Operational Plan

What is the Operational Plan and why it's important to you?

The Operational Plan provides a workplan for Staff that contains direction of Council that requires staff action and staff initiatives that fall outside of its routine service delivery items, and highlights projects that require additional funding of Council to be actioned. The CAO provides an update to Council on the status of the projects listed in the Operational Plan on a quarterly bases.

NEW: Goals and accomplishments of Committees and Boards will be highlighted in the Operational Plan staff report to be provided to Council on March 17, 2025.

Operational Plan

Projects identified on the Operational Plan you should be aware of:

- Library refurbishing
- E-book development
- Collection Development review
- Book vending machine
- Expand access to digital resources
- Cultivate youth services department

2024 Accomplishments

What are the top three to five accomplishments of 2024 that the Committee/Board would like to highlight to Council?

- What are you most proud of?
- Do any of them align with the guiding documents reviewed earlier in this presentation?

Staff Resource Recommendations:

1. Developed the Library's 2025-2029 Strategic Plan
2. Supported staff in drafting a continuity of operations plan
3. Creation of a capital project plan to assist with sustainable Library improvements
4. The ongoing review of Library policies as a sound governance practices

2025 Goals and Objectives

Define three to five goals/objectives the committee/board would like to focus on in 2025. The staff resources has provided recommendations, but these can be added to or amended.

Staff Resource Recommendations:

1. Continued participation in the exploration of a multi-use recreation facility.
2. Support staff in the launch of a book vending machine to increase access to library collections in the community.
3. Review of policies and plans that govern collection development.

2025 Goals and Objectives

MURF

- This goal aligns with:
 - Community Based Strategic Plan
 - Library Strategic Plan
 - Identified in the Operational Plan
- Funding will be required for the next phase of the MURF

Book Vending Machine

- This goal aligns with:
 - The circulation and curation of library materials
 - Library Strategic Plan
 - Identified in the Operational Plan
- Funds for this project have been raised through fundraising in 2024 and the balance was included in the 2025 budget

Collection Development Policies/Plans

- This goal aligns with:
 - The circulation and curation of library materials
 - Library Strategic Plan
 - Identified in the Operational Plan
- No funds are required to complete this goal.

Next Steps

- A document will be created by staff to include the 2024 accomplishments and 2025 goals/objectives into the CAO's Operational Plan staff report to be provided to Council-Committee of the Whole on March 17, 2025. Your submissions are required by February 25 to be included in the staff report.
- Accomplishments and goals/objectives of each committee/board will be posted to their individual webpage.
- Terms of Reference will be reviewed to incorporate these guiding documents, and environmental and accessibility initiatives.
- Training on environmental and accessibility initiatives will be provided at a later date.

Resources

Community Based Strategic Plan:

https://www.collingwood.ca/sites/default/files/uploads/documents/2024-2028_community_based_strategic_plan.pdf

Master Plans: <https://www.collingwood.ca/strategic-plans>

By-laws enforced by the Town of Collingwood:

2024 Staff Reports:

- C2024-03 Annual Report of Boards and Advisory Committees (Item 4.1): <https://pub-collingwood.escribemeetings.com/FileStream.ashx?DocumentId=2409>
- CAO2024-XX Operational Plan Q3 Update (Item 14.2.1): <https://pub-collingwood.escribemeetings.com/Meeting.aspx?Id=eea14bfc-aa5c-40a4-9e72-33b03dc2102a&Agenda=Agenda&lang=English&Item=33&Tab=agenda>



Staff Report

Report # 2025-02

Date: January 13, 2025

Submitted to: Library Board

Submitted by: CEO Kulchycki

Subject: MURF Steering Committee

1. RECOMMENDATION:

THAT the Library Board appoint one (1) member to sit on the Multi-Use Recreation Facility (MURF) Steering Committee to provide perspective, insight, and recommendations on the Phase 1 Final Report as delivered by Colliers Project Leaders.

2. SUMMARY AND BACKGROUND:

In July 2024, Council directed municipal staff to prepare a Terms of Reference for a Steering Committee for the next steps of a potential MURF.

3. DISCUSSION:

The Terms of Reference (Appendix A) outlines the Committee's purpose, mandate, composition, selection process, roles and responsibilities, meeting format, governance and authority, conflict resolution, term, and review.

It is proposed that the Committee's primary role is to review the Collingwood & Blue Mountains Joint Multi-Use Recreation Feasibility Assessment Phase 1 Final Report and provide guidance to Collingwood Council on the recommended next steps. At the completion of the Committee's mandate, their recommendations and insights will be included alongside Staff's recommendations in a report which will be presented to Council.

As indicated under Composition, one Library Board representative will be a voting member of the Committee, with the intention of providing insight on community engagement and programming opportunities that align with the creation facility's goals.

4. EFFECT ON FINANCES

There are no financial impacts associated with the creation of the Committee or its work, however there will be staff time involved in attracting applicants, selecting members, attending meetings and providing written advice.

5. APPENDICES:

Attached

SIGNATURE

Ashley Kulchycki
CEO

Collingwood Multi-Use Recreation Facility Steering Committee: Terms of Reference

1. Purpose

The purpose of establishing a Collingwood Multi-Use Recreation Facility Steering Committee (“the Committee”) is to ensure diverse, local perspectives are incorporated into Council’s decision-making regarding a MURF, by consulting with relevant stakeholders. The Committee is established by the Town of Collingwood to provide Collingwood community perspectives, insights, and advisory recommendations on the outcomes of the Phase 1 Final Report as delivered by Colliers Project Leaders, to assist Council in making decisions regarding a future multi-use recreation facility (“MURF”).

2. Mandate

- Review the Phase 1 Final Report, comment on the outcomes from the lens of Collingwood-specific stakeholders and provide advice as a committee on recommended next steps.
- Provide recommendations that take into account the data collected through community engagement during Phase 1, and that reflect current and future community needs from a Collingwood-centric perspective.

3. Composition

The Committee will consist of seven (7) voting members and three (3) non-voting members, as follows:

- **Council Representative:** The Mayor of the Town of Collingwood or designated representative.
- **Library Board Representative:** One (1) representative from the Collingwood Public Library Board who will provide insight on community engagement and programming opportunities that align with the recreation facility’s goals.
- **Town of Collingwood Staff:** Three (3) non-voting representatives from relevant departments involved in the planning, development, or administration of recreational and library facilities.
- **Local Sports or Recreation Industry Representatives:** Three (3) representatives selected from Collingwood-based sports organizations, recreational service providers, or relevant industry sectors.

- **Public Representatives:** Two (2) Collingwood community members with a demonstrated interest in sports, recreation, or related fields.

4. Selection Process

- **Council Representative** will be determined by the Mayor.
- **Library Board Representative** will be appointed by the Library Board.
- **Town Staff** will be appointed by the CAO based on relevant roles within the municipality.
- **Local Sports/Relevant Industry Representatives** will be appointed by Council following an open application process with selection criteria based on organizational involvement, expertise, and understanding of community sport and recreational needs.
- **Public Representatives** will be appointed by Council following an open application process, with selection criteria focused on demonstrated interest and experience in sports, recreation, library, and/or community services.

5. Roles and Responsibilities

- **Chair:** The Chair will be the Mayor or designate. The Chair leads meetings, ensures the agenda is followed, and fosters a collaborative environment.
- **Vice-Chair:** The Vice-Chair will be the Library Board Representative. The Vice-Chair assists the Chair and assumes responsibilities in the Chair's absence.
- **Recording Secretary:** The role of Recording Secretary will be assumed by one of the Town Staff members on the Committee, to be determined among the Staff members. The Recording Secretary will prepare and circulate minutes from each meeting.
- **Committee Members:** Participate in discussions, provide insights from their respective fields, and contribute to recommendations.

6. Meetings

- **Frequency:** The Committee will meet monthly or as deemed necessary to fulfill its mandate effectively. Meetings may take place in-person, virtually, or as a hybrid based on the needs of the membership.
- **Quorum:** A quorum shall consist of at least four (4) voting members, including at least one representative from the following categories: Council or Library Board, Industry Representatives, and Public Representatives.
- **Agendas, Minutes and Reporting:** The designated staff member will ensure minutes are recorded and shared with the Committee for transparency and accountability.

7. Governance and Authority

- The Committee is an advisory body with no decision-making authority.
- The Committee's recommendations and insights will be included alongside Staff's recommendations in a Staff Report which will be presented to the Committee of the Whole.
- Members are expected to act in the best interest of the community, maintaining professionalism and confidentiality where required.

8. Conflict Resolution

- Any conflict or disagreement that arises should first be addressed through open and respectful discussion among the Committee members. The Chair will facilitate the discussion, ensuring all voices are heard and the conversation remains focused on resolving the issue at hand. • Discussion and decision making shall be based on a consensus approach where possible, with the Chair acting as moderator. Votes may be required if consensus is not achieved and shall be based on a simple majority.
- Regardless of the outcome of any conflict, all members of the Committee are expected to maintain a professional and respectful attitude.

9. Term

The Committee will be in effect until it has accomplished its mandate. Council may elect to extend the term of the Committee and revise the Terms of Reference if deemed advantageous to support the next steps in the project. Members may opt to remain on or resign from the Committee at that time. Any resulting vacancies will be filled based on the processes established.

10. Review and Amendments

This Terms of Reference document may be reviewed as needed. Amendments must be approved by Council to ensure the document remains relevant and aligned with project objectives.