



Aurora Public Library Board
MEETING
Wednesday, December 9, 2020
7:00 p.m.
Via Zoom video conference

AGENDA

1. Adoption of Agenda
2. Declaration of Conflict of Interest
3. Minutes of:
 - .1 November 12, 2020 Meeting *(enclosure)*
4. Reports
 - .1 2021 Holiday and Service Hours Report *(enclosure)*
SR2020.30
5. Items for Consideration
 - .1 Fine Free Extension Report SR2020.31 *(enclosure)*
 - .2 Procurement Policy Report SR2020.32 *(enclosure)*
 - .3 2021 Strategic Plan Goals and Objectives *(enclosure)*
SR2020.33
6. Library CEO Updates
 - .1 CEO Updates *(verbal report)*
7. General Business Information/Questions *(enclosure)*
 - .1 APL Updates (Media clips)
8. Member Announcements
9. Date of Next Meeting: **Wednesday, February 17, 2021**
10. Adjournment

**** Please advise Maida Rae of regrets for attendance, by noon on December 9th at mrae@aurorapl.ca.**





Aurora Public Library Board

MINUTES of MEETING

Thursday, November 12, 2020

The Aurora Public Library Board held its regular meeting on Thursday, November 12, 2020 via video conference call.

Present: John Clement, Tom Connor (Chair), Councillor Sandra Humfryes, Adam Mobbs (Vice Chair), Marie Rankel, Ken Turriff

Regrets: Councillor Harold Kim

Chief Executive Officer: Bruce Gorman

Staff: Reccia Mandelcorn, Manager, Community Collaboration; Jodi Marr, Manager, Customer Opportunity; Ashley Nunn-Smith, Manager, Content, Access & Innovation; Maida Rae, HR Coordinator/EA (recorder), Julie Rocca, Business Manager

The Chair called the meeting to order at 07:03 p.m.

1. Adoption of the Agenda

MOTION: **20.09.85**

Moved by: K. Turriff

Seconded by: M. Rankel

CARRIED

THAT the Agenda be approved

2. Disclosure of Interest

3. Approval of Minutes:

.1 Regular meeting of October 21, 2020

MOTION: **20.09.86**

Moved by: J. Clement

Seconded by: A. Mobbs

CARRIED

THAT the Minutes of the October 21, 2020 meeting be approved

.2 APLB Finance Sub-Committee Meeting of November 6, 2020

MOTION: **20.09.87**
Moved by: K. Turriff
Seconded by: M. Rankel
CARRIED

THAT the Minutes of the November 6, 2020 APLB Finance Sub-Committee meeting be approved

The Finance Sub-Committee meeting focused on adjustments to the previously approved 2021 budget to respond to the implications of COVID-19. The meeting included a line by line review of the 2021 budget, and the committee has endorsed the reallocation of the approved funds to adapt to the current environment.

The Town requested consideration to return any surplus 2021 operating budget funds. B. Gorman anticipates that the Library will fully spend the allocated budget in 2021, but the Board has approved the return of any budget surplus in 2020 to the Town of Aurora.

4. **Reports**

.1 ***2021 Budget Plan Report SR2020.28***
A staff report was issued prior to the meeting.

MOTION: **20.09.88**
Moved by: A. Mobbs
Seconded by: J. Clement
CARRIED

THAT the Aurora Public Library 2021 Operating Budget redistribution between budget categories dated November 12, 2020 be approved

B. Gorman shared with the Board the 2021 Budget Plan presentation that has been prepared for the November 16, 2020 meeting with the Town Finance Committee to review the implications of COVID-19 and review any required funding adjustments. The Library will not request additional funding from the Town for 2021. Instead, there will be a redistribution between budget categories to meet new demands within the existing financial framework.

Councillor Sandra Humfryes joined the meeting at 7:19 p.m.

Key priorities that will require increased spending include collections, technological capacity/internet speed and updating the Library's website.

5. **Items for Consideration**

.1 ***Library Service Hours Report SR2020.29***
A draft report was issued prior to the meeting.

MOTION: **20.09.89**
Moved by: K. Turriff
Seconded by: M. Rankel
CARRIED

THAT the Board approve the following change to Library service hours as follows:

- 1. Closed December 24 and December 31, 2020

These changes to service hours align with operational efficiencies and more importantly provide the Board with an opportunity to thank Library staff for their efforts throughout this pandemic.

6. Library CEO Updates

.1 *CEO Updates*

A verbal report was provided at the meeting.

MOTION: **20.09.90**
Moved by: J. Clement
Seconded: M. Rankel
CARRIED

THAT the Library CEO Updates verbal report be received as information

B. Gorman advised that he is pleased with the current services being offered and the level of service provided to the public. The management team regularly deal with COVID concerns (family quarantining, confirmed exposure within the household, staff experiencing symptoms etc.). The Library adheres to York Region Public Health guidelines to ensure we are protecting staff and the community. We experience more staff absences (mental health/stress related as well as physical illness/COVID related symptoms). We are regularly reminding staff about the Employee Assistance Plan and encouraging them to take care of themselves.

B. Gorman is in regular contact with the Library Square team (construction staff and Town staff). He has requested that they frontload the work related to the Library while we are operating at a reduced capacity to reduce the impact on customers.

CUPE 905 negotiations for the Page group will continue before the end of the year, and into 2021.

7. General Business Information/Questions

.1 *APL Updates*

Articles and photographs were issued prior to the meeting.

MOTION: **20.09.91**
Moved by: K. Turriff
Seconded by: A. Mobbs
CARRIED

THAT the APL Updates be received as information

Newspaper articles and media coverage from mid-October to early November were provided that highlight APL's programs and services.

8. Member Announcements

9. Date of Next Meeting

The next meeting is scheduled for Wednesday, December 9, 2020 at 7:00 p.m.

10. Adjournment

MOTION: **20.09.92**
Moved by: J. Clement
Seconded by: A. Mobbs
CARRIED

THAT the meeting be adjourned
at 8:26 p.m.

T. Connor
Chair

B. Gorman
Chief Executive Officer

DRAFT



Aurora Public Library Board

**REPORT
SR2020.30**

SUBJECT: 2021 SERVICE and HOLIDAY HOURS

FROM: Bruce Gorman, Chief Executive Officer

DATE: December 9, 2020

RECOMMENDATION

That the *2021 Service and Holiday Hours Report* be approved.

BACKGROUND

The Library has established public service hours which are adjusted in the course of each year to reflect times of closure resulting from statutory and public holidays, the Collective Agreement and discretionary closures. Any resulting adjustments in service hours are advertised in advance. The APL website includes advance information for the entire year. Accordingly, the public service hours are being confirmed for 2021.

Times of Closure:

Friday, January 1	New Year's Day	Statutory holiday
Monday, February 15	Family Day	Public holiday
Friday, April 2	Good Friday	Statutory holiday
Sunday, April 4	Easter Sunday	Discretionary holiday
Monday, April 5	Easter Monday	Holiday as per Collective Agreement
Monday, May 17	Victoria Day	Statutory holiday
Thursday, July 1	Canada Day	Statutory holiday
Monday, August 2	Civic Holiday	Public holiday
Monday, September 6	Labour Day	Statutory holiday
Monday, October 11	Thanksgiving	Statutory holiday
Friday, December 24	Christmas Eve	12:00 noon as per Collective Agreement
Saturday, December 25	Christmas Day	Statutory holiday
Sunday, December 26	Boxing Day	Statutory holiday
Friday, December 31	New Year's Eve	12:00 noon as per Collective Agreement
Saturday, January 1, 2022	New Year's Day	Statutory holiday

Since 2016, the Library has conducted staff development days, a single day closure for training purposes. For 2021, a Tuesday, Wednesday or Thursday in the Fall is the anticipated closure date for the staff training, and will be confirmed based on

availability of trainers/speakers. Consideration will also be made to minimize the impact of the closure on the public, and once details are confirmed, the change in operating hours will be widely publicized.

Regular Weekly Service Hours:

Monday	09:30 a.m. – 09:00 p.m.	
Tuesday	09:30 a.m. – 09:00 p.m.	
Wednesday	09:30 a.m. – 09:00 p.m.	
Thursday	09:30 a.m. – 09:00 p.m.	
Friday	09:30 a.m. – 06:00 p.m.	
Saturday	09:30 a.m. – 05:00 p.m.	
Sunday	01:00 p.m. – 05:00 p.m.	<i>(January 3 – May 9 & September 12 – December 19)</i>

It should be noted that due to the pandemic, our current operating hours are Monday to Saturday, 11 a.m. to 6 p.m. As circumstances warrant, we will return towards our regular service hours.

CONCLUSION

Most of the proposed closures result from requirements related to statutory and public holidays and to the Collective Agreement. There will be two discretionary closure dates in 2021 – the Fall Staff Training Day and Easter Sunday, which is observed as a holiday within the community and has traditionally been a day of closure.

Assisted by: Maida Rae, HR Coordinator/EA

Bruce Gorman
Chief Executive Officer



Aurora Public Library Board

**REPORT
SR2020.31**

SUBJECT: Fine Free Report

FROM: Bruce Gorman, Chief Executive Officer

DATE: December 9, 2020

RECOMMENDATION

That Aurora Public Library continue to waive overdue fines until June 30, 2021.

BACKGROUND

The economic impact of COVID-19 has been particularly difficult for many in our community. In June 2020, the Board approved fine forgiveness for the remainder of 2020 to ease the financial strains related to the pandemic. The financial hardships for local businesses and individuals as a result of this virus will continue into 2021. In an effort to assist our community, the library would like to continue offering financial relief through overdue material fine forgiveness.

FINANCIAL IMPLICATIONS

Foregoing fines for the Q1 and Q2 of 2021, would reduce revenue by approximately \$20,000. Given the state and scale of the health crisis along with the economic impact on our community, the library believes this is a prudent move that will not have a negative impact on library operations.

***Assisted by: M. Rae, HR Coordinator/EA
J. Rocca, Business Manager***

*Bruce Gorman
Chief Executive Officer*



Aurora Public Library Board

**REPORT
SR2020.32**

SUBJECT: Procurement Policy Report
FROM: Bruce Gorman, Chief Executive Officer
DATE: December 9, 2020

RECOMMENDATION

That the attached Procurement Policy dated December 9, 2020 be reaffirmed.

BACKGROUND

The Aurora Public Library Procurement Policy was last updated in December 2017.

Library expenditures requiring procurement of goods and services is limited given that compensation and collections represents 90% of the annual operating budget. This policy recognizes that collection acquisition is a distinct function of library services.

The Chief Executive Officer, or designate, functions as the approval authority for all Aurora Public Library expenditures.

In 2020, the Library entered into a partnership with the Town of Aurora whereby the Library may now access Standing Offers of the Town. This allows the Library to harness the purchasing relationships of the Town and provides the benefit of costing efficiencies and reduced timelines for purchases such as office equipment, supplies and computers.

The Library is pleased to work closely with the Town in providing as efficient service as possible to the residents of Aurora.

ATTACHMENTS

1. APL Procurement Policy dated December 9, 2020.

Assisted by: Julie Rocca, Business Manager

*Bruce Gorman
Chief Executive Officer*



AURORA PUBLIC LIBRARY BOARD PROCUREMENT POLICY

AUTHORIZATION

Overall financial authority for the Library rests with the Library Board, with expenditure requirements being established through the annual operating and capital budgets. The Chief Executive Officer, or designate, acting as the Treasurer of the Library Board, has the authority to commit and expend funds, in accordance with the approved budget and the provisions outlined in this policy statement.

GENERAL REQUIREMENTS

Annual expenditures are authorized by the Library Board through the annual budget process. Pending final approval of draft or proposed budgetary estimates by the Board, the CEO is authorized to spend up to 50% of the previous year's approved Operating Budget.

REQUIREMENTS for GOODS AND/OR SERVICES

Up to \$10,000:

Goods or services up to and including \$10,000 will be acquired using competitive pricing whenever possible and practical.

\$10,000 to \$25,000

Three quotations will be obtained, using requests for proposal (RFP) or quotation (RFQ) whenever practical; or direct negotiation with a single source or sole source bidder.

\$25,000 to 75,000:

Formal invitational bids (RFQ) or requests for proposal (RFP) will be called.

\$75,000 and over:

Formal invitational bids (RFQ) or requests for proposal (RFP) will be called. The Chief Executive Officer will prepare a report for consideration and approval by the Library Board. In the event that a public tender is required, the Town of Aurora procedures for tendering will be followed.

The above noted procurement scenarios may have circumstances which obviate the need for competitive pricing or quotes, such as items which must be compatible with existing equipment, items which are available only from a sole source, and proprietary service contracts.

Procurement of Collection Materials

The principles of the Policy are respected in this process. However, procurement of library collections is a continual and complex process, requiring use of highly

specialized vendors, of which there are few. Review of this particular procurement process will occur as part of ongoing financial management, which continually strives to achieve cost efficient and service effective practices, as well as to minimize risk.

REQUIREMENTS for PROFESSIONAL SERVICES

Professional services related to administrative functions, such as auditors, insurance, and legal review, generally are acquired most effectively through shared use of the Town of Aurora's source for the given service. Expenditures for such services are approved in the annual budget and may not require separate procurement consideration.

The Chief Executive Officer may engage the services of other professionals and consultants for specific projects, if the total cost of such services is approved in the annual budget and does not exceed \$25,000. Three quotations will be obtained, using requests for proposal (RFP) or quotation (RFQ) whenever practical. The Chief Executive Officer will prepare a report for consideration and approval by the Library Board.

There are circumstances which obviate the need for competitive pricing or quotes, such as previous history with the organization, enabling an efficient and cost saving approach.

STANDARDIZATION

Wherever possible, the procurement of goods and services will be standardized to allow for:

- Reduced number of goods and services required
- Increased volume on common items or services
- Maximizing volume buying opportunities
- Providing economies of scale
- Reduced handling, training and storage costs
- Minimizing maintenance costs
- Co-operative purchasing activities
- Competitive bid results
- Reduced overall cost

REVIEW

This policy statement shall be reviewed for effectiveness, at least once in each term of the Library Board, and more frequently if required.

Approved Date: December 9, 2020	Motion #:
Effective Date: December 9, 2020	
Date of Last Revision: December 13, 2017	



Aurora Public Library Board

REPORT SR2020.33

SUBJECT: *AURORA PUBLIC LIBRARY 2021 STRATEGIC PLAN GOALS AND OBJECTIVES REPORT*

FROM: Bruce Gorman, Chief Executive Officer

DATE: December 9, 2020

RECOMMENDATION

That the *Aurora Public Library 2021 Strategic Plan Goals and Objectives Report* dated December 9, 2020 be approved.

BACKGROUND

The Aurora Public Library 2021 Strategic Plan Goals and Objectives chart was developed by the Library's management team to track their progress in achieving identified goals and objectives relating to the Strategic Plan 2017-2021 "Place of Possibilities". This chart will be reviewed regularly by the Library management team and shared quarterly with the Board to provide details of key accomplishments throughout the upcoming year.

ATTACHMENTS:

Aurora Public Library 2021 Strategic Plan Goals and Objectives

*Assisted by: Executive Leadership Team
Maida Rae, Human Resources Coordinator/EA*

*Bruce Gorman
Chief Executive Officer*

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
Strategic Direction 1. Build Community								
1.1 Strengthen Town and partner organization relationships, working with all stakeholders as construction begins for Library Square	Bruce		Q1	Q4	Working with town staff and stakeholders to imagine and implement the possibilities			
1.2 Community collection access points	Ashley		Q3	Q4	Vending machine browsing collections (ex. SARC) Holds pickup lockers (ex. Senior's Centre)			
1.3 Fine-Free for all material	Ashley		Jan	Mar	Communications plan developed for staff and customers Updated Circulation and Fees Policy for Board approval	Following our successful fine-free on children's material in August 2019, remove overdue fines for rest of collection material Studies (and our own experience with children's material) show this does not reduce instance or timeliness of returned material		
1.4 Plan and deploy online reading challenges	Jodi		Jan	Sep	Annual Summer Reading Club for all three age categories Establish seasonal reading challenges for each age category.			
1.5 Explore ways to utilize library volunteers during pandemic	Jodi		Jan	Sep	Engage with 100 volunteers and assist them in earning 350 hours	These success measures are based on achieving ¼ of what we provided volunteers in 2019.		
1.6 Develop three new community partnerships	Reccia		Jan	Nov	Partnerships attained	A number of longstanding partners are not able to collaborate for the foreseeable future due to pressures they are experiencing due to the pandemic.		

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
						(The Arts Music Store, The York Region Food Network, Theatre Aurora). New relationships and alliances will be pursued.		
1.7 Increase newcomer/multicultural involvement with APL	Reccia		Q3	Q4	25 targeted newcomer responses	Carried forward/adjusted from 2020 If not able to gather the responses live, investigate collection of responses via Zoom interviews.		
Strategic Direction								
2. Place of Possibilities								
2.1 Oversee completion of renovation project in year two, integrate Library Square considerations and present the benefits of the space	Bruce		Jan	Nov	Successful operations of the Library during all phases of construction As permitted explore opportunities to utilize new spaces			
2.2 Develop Capital Plan based on outcomes of the Growth Accommodation Study.	Bruce		Jan	Oct	Approval of GAS. Support of the Town. Development of a ten-year phased plan. Comprehensive financial plan.	Carried forward from 2020 Meeting with VG+ Architects to discuss design considerations in Jan 2021		
2.2.1 Reimagine staff work spaces	Bruce		May	Jun	A work environment where staff work efficiency and collaborate effectively.			
2.2.2 Explore sustainability options	Bruce		Aug	Sep	Introduction of measures that are reflective of environmental stewardship.			
2.3 Redesign website and mobile platform to improve customer experience	Mario		Q1	Q4	Increase number of visitors as well as average time spent on a page. Reduce our bounce rate	Redesign online presence to provide customers with an excellent experience regardless of the device type they are using.		

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
					(number of people who only view one page then leave the site)	<p>This will increase usage and better display our programming and material offerings.</p> <p>Simplify and optimize content updates and website management to reduce staff workload.</p> <p>Fully integrate website with the Library catalogue and event management system.</p>		
2.4 Explore Podcast/Filming/Editing studio capabilities in the Library	Jodi		Q1	Q4	Consider a defined space and equipment being used by staff to film, edit and record programming.	Explore a studio in the Library where staff and customers can create and edit their content. This will assist in creating higher quality content for our social media channels.		
2.5 Seamless integration of collections in APL website	Ashley		Q3	Q4	Home and landing pages feature min. 25% collection content (digital promo, reading lists, etc.)	Work with IT, marketing, and information staff to incorporate collection promotions seamlessly into the new website design		
2.6 Develop a comprehensive programming plan and delivery model	Jodi		Q1	Q3	Completed program plan that details annual projects and defines delivery guidelines Outline a consistent framework for marketing deadlines (Q2)	Carried forward from 2020 Additions made with the expansion into virtual programming.		
2.6.1 Provide an informative plan that communicates dates, delivery model and required resources	Jodi		Q1	Q2	Develop a calendar of annual events (Q2) and refine template for program submissions for manager and marketing (Q2)			
2.6.2 Deliver engaging Creative Studio plan	Jodi		Q1	Q3	Define Creative Studio programming objectives (Q1) Develop a course of programming specific to the Creative Studio resources and mandate (Q3)			
2.6.3 Research and if feasible implement a professional virtual	Jodi		Q1	Q3	Evaluate current virtual delivery tools (social media outlets, etc.)			

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
programming environment					Engage expertise to provide best practices and advise changes to delivery. Implement changes and streamline procedures for all staff who deliver virtual programming. Staff training for enhanced delivery of virtual programming (Q2)			
2.7 Implement marketing plan	Reccia/Jodi		Jan	Jul	New website that meets the integrated needs of marketing programs, collections, brand identity	Marketing Plan developed in 2020 This will define required resources		
2.8 Develop a process for hybrid virtual/live programming	Reccia/Jodi		Jan	Dec	Develop synchronous & asynchronous virtual presentations from live events	Pending restrictions, this may be either the planning process or actual delivery. This could translate into the need to expand Marketing to include an employee/contract as needed with video expertise.		
2.9 Develop an active partnership with Niagara College (Armoury)	Reccia		Jan	Dec	New program(s) that promote the goals of both organizations	Examples could include: <ul style="list-style-type: none"> • Wine pairing • Student “bake-offs” • Showcasing students’ cooking (virtual series) • Creating a cookbook When we are again programming live, we could collaborate on events in the Armoury.		
2.10 Pilot an “In-Residence” program with an “Editor-in-Residence” or an “Author-in-Residence”	Reccia		Q3	Q4	3-4 In Residence programs delivered	Pilot to develop other “in-residence” opportunities in podcasting, technology, etc.		
Strategic Direction 3. Organizational Capacity								

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
3.1 Implement a new Performance Management Program that aligns with APL Goals and Objectives	Bruce		Jun	Sep	Implement a streamlined program that provides specific concise feedback for employees to take action.			
3.2 Implement a Succession Planning Program for APL to identify, develop, and retain leadership talent	Bruce		May	Aug	Identify talent and develop plans for progression			
3.3 Investigate the viability of enhancing our communications solution	Mario		Q3	Q4	VOIP transition completed, including training for staff to highlight features for remote work	Expand the telephone system to include an Internet based service to allow staff better communications in a remote work environment. Enable staff laptops and mobile devices to receive and make phone calls on Library extension as if they were located in the office.		
3.4 Provide staff the tools to create high quality media content	Jodi		Q1	Q2	Research kit contents, including consulting with staff Purchase kit contents, package and make available to staff	Create "Studio in a Bag kits" for staff who film for Library social media Put together a set of kits for staff to use when filming for Library social media. These kits will include required equipment to produce high production quality content for Library social channels.		
3.5 Present economic impact of Aurora Public Library	Julie		Sep	Dec	Financial value of library services to community	Implement value calculator and undertake marketing of economic impact for the community		
3.6 Migrate HR and payroll functions to new ADP software (HRIS)	Julie		Jan	Apr	Optimize staff utilization and cost effectiveness	Align with Town HRIS ADP system currently in pre- implementation phase		
3.7 Conduct a scheduling software needs assessment and implement if feasible	Julie/Ashley/Jodi		Jan	Sept	Managers to identify specific scheduling requirements	Frontline managers to develop "must haves" list for scheduling requirements Determine if an in-house solution acceptable or external software required (awaiting ADP implementation)		

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
3.8 Implement paperless processing of payables, payroll and audit function	Julie		Jan	Mar	Timely processing of financials; reduction of staff time and paperless (greening initiative)			
3.9 Expand remote access	Mario		Q1	Q3	All designated staff given tools and training completed.	Transition staff to become more mobile by providing the necessary technology to work seamlessly and effectively in an offsite location. Staff will receive laptops with VPN access, docking station (for when working in the office), Monitor/keyboard/mouse (to be used at home).		
3.10 Adapt circulation and customer service in light of all changing environments	Ashley/Jodi		Q1	Q4	Maintain customer satisfaction as measured by quantitative use of services (within range of +/- 5%) as well as qualitative customer satisfaction feedback	Remain highly flexible, adaptable, and service oriented as our environment changes rapidly. <ul style="list-style-type: none"> For example, adapt holds pick-up service each time construction location changes. Monitor best practices for return quarantine, browsing, touch-free checkout, etc. as pandemic evolves. 		
3.11 Provide programming resources for Goal 2.6 above	Jodi		Q3	Q4	Defined training via learning modules or documentation for all Customer Opportunity staff.			
3.11.1 Provide focused staff training to grow skills in delivering virtual programming	Jodi		Q2	Q4	Defined set of virtual programming delivery competencies and expectation for staff. IPS and Librarians provided with individualized and directed training to address gaps.	Research virtual program delivery competencies and explore what other libraries or industries require of staff to succeed in these tasks/roles. Through one-on-ones identify individual staff program delivery needs. Evaluate staff virtual program delivery and provide directed feedback. Compare IPS and Librarians to the competencies and train on gaps.		

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
3.11.2 Develop technology programming support of virtual environment	Jodi		Q2	Q4	All IPS and Librarians trained on the developed virtual programming modules.	Identify the tools used for virtual program delivery and develop training for each tool (i.e. Zoom, Facebook, etc.)		
3.11.3 Review human resources in support of virtual programming, social media, and digital literacy	Jodi		Q3	Q4	Define new competencies that expands into virtual programming, social media and digital literacy			
3.11.4 Develop staff branding, visibility and virtual presence to support relationship building and enhance the customer experience	Jodi		Q2	Q4	Train all IPS and Librarians in personal brand development that aligns with APL's vision.	Research branding and personal marketing training for staff.		
3.12 Explore and Implement a project management solution to manage team projects	Jodi		Q1	Q2	Complete a needs assessment Review software that addresses team needs Select and roll out a solution for project heavy teams	Detail project management software needs and have IT assist in researching and implementing a solution that integrates with existing technology.		
3.13 Consolidate staff training resources into an online LMS	Jodi		Q3	Q4	Launch APL Education platform with 5 active modules. Have 15 staff complete all modules that apply to their job functions.	Carried forward from 2020		

UNGRADED EGGS FOR SHIPMENT ONLY

Shipper:



To:

Cook's Supplies
PHONE 9 - AURORA

The Aurora Museum & Archives is celebrating...

French Toast Day (November 28)

What is one to do with the stale heel of this week's loaf? This has been a problem bread lovers have faced for centuries. The French developed the brilliant technique of soaking the stale bread in a raw egg custard and then cooking it to golden perfection. Thus was born Pain Perdu – lost bread, with usefulness reborn anew. The British took this idea across the Channel and, in their usual way of es chewing the French language, called it the apt but uninspired "Eggy Bread." In Canada, we've split the difference with "French Toast." This egg shipping label (80.10) and bread tag (81.65.63) should get breakfast started nicely.



Welcome to Library Land

By Reccia Mandelcorn

In 2012 I had the good fortune to attend the Public Library Association annual conference in Philadelphia. The PLA Conference is the premier event for public libraries, drawing speakers, vendors and attendees from around the world. For me, it was akin to being able to run wild in a toy store – where everything was free and for the taking.

One of the panels I attended featured an architect who talked about the short history of the printed word. A library-lover himself, and having designed a number of beautiful academic libraries in his career, he spoke to storytelling being the basis for collective memory and communication. In fact, it was only around 1440 that the invention of the moveable type made printed books available to common folk.

Examples of a future he imagined were experiential holograms, where children (safely) experienced the prehistoric age, feeling the size, smells, beings of dinosaurs. Farfetched indeed – but he challenged us to reimagine "reading" in new ways.

Even as technology continues to open up possibilities yet unimagined, this isn't a future I will necessarily embrace. But living virtually during COVID-19 does make me think of reading (and libraries) in new ways.

I was somewhat late to eBooks. Great for travelling, but not what I wanted to curl up with at night. With extra time for reading and eyes that seem to tire more easily, I am now finding eBooks my format of choice. And when I wake in the middle of night, having finished my bedtime read, I can always find something to get me through to the next day.

The future can be scary – but humans are masters of reinvention. While I'm not willing to give my imagination over to an experiential hologram, I am confident in our ability to adapt our storytelling in ways most of us cannot yet imagine. And I am confident that libraries will continue to be our collective place to find our stories.

The current pandemic is expanding our perspectives on how to program on new platforms, how to bring the magic of human narrative to readers and how to have important conversations when we cannot gather together. Even in this extraordinarily difficult time, Library Land remains a strangely exciting place to live.

What I've been reading:

Crosshairs

by Catherine Hernandez

Son of a Trickster

by Eden Robinson

Sharp Objects

by Gillian Flynn

They Left Us Everything

by Plum Johnson

Reccia Mandelcorn is the Manager, Community Collaboration at Aurora Public Library. The opinions expressed in this column reflect her personal thoughts about the engagement of community with their public library.

THIS WEEK'S NEW POLL

Will you get a COVID-19 vaccine once able to do so?

Yes No Unsure

www.theauroran.com

RESULTS TO DATE
November 24, 2020

YES
57%

NO
36%

UNSURE
7%

It is a great pleasure to connect with all of you to discuss the efforts our Government is making towards our fight against COVID-19.

This year has been a difficult one, presenting us with many challenges that have impacted each and every one of us in one way or another.

As we approach the end of the year, we must remain strong and positive. In the New Year, let us remember that our continued efforts are vital and it is important for us to work together to overcome our challenges. Our Government is continually working around the clock to support individuals, families and businesses who have been impacted by this pandemic. With the introduction of the 2020 Ontario's Action Plan we are making sure that we provide further assistance to protect, support and help Ontarians recover.

On November 5, Minister Phillips and our Government tabled the much anticipated 2020 Ontario Action Plan with the clear aim of getting our people and our province back on track.

As the Ontario Action Plan was recently tabled, I would like to take the opportunity to discuss some of the key features of this unprecedented three-year \$45 Billion Budget.

The Budget is made up of three main pillars. "Protect" is the first pillar, and it builds on the government's urgent response to COVID-19 by providing \$15.2 billion in supports, which includes \$7.5 billion in new funding.

The new funding includes an increased daily average of care provided by nurses or personal support worker (PSW) per long term care resident, making Ontario the leader among Canadian provinces



Parsa's Perspective

Michael Parsa, MPP
Aurora-Oak Ridges-Richmond Hill

in protecting our seniors. In 2021-2022 an additional \$4 billion will be dedicated in support to the protection of people's health in our fight against COVID-19 with further support of \$2 billion provided in 2022-2023. With these efforts, we are able to continue to support our heroes on the frontlines who are protecting us.

The second pillar represents "support" and builds on the assistance that has already been made available to families, workers and employers that provides \$13.5 billion in support of people and jobs, including \$2.4 billion in new funding. The 2020 Ontario's Action Plan provides \$380 million through the Support for Learner initiative for parents through another round of payments of \$200 per child up to 12 years old and \$250 per child and youth with special needs up to the age of 21 years old. This will assist families with the added costs of COVID-19, such as technology for online learning. Our government has also proposed the new Seniors' Home Safety Tax Credit for the 2021 taxation year which is a 25 per cent credit on eligible renovations of up to \$10,000, to help seniors stay in their homes longer by making their homes safer and more accessible. This support will be made

available to seniors regardless of their incomes and whether they owe income tax for 2021. Family members of those who live with them and support them will also be eligible for this initiative.

The third and final pillar represents "recovering" and creating the conditions for growth within our economy. Now is the time to begin laying the foundation for a recovery, fuelled by long-term economic growth. In this Budget, the government is investing \$4.8 billion in new funding to do just that. To support the recovery of Ontario's economy our government is addressing six critical needs that will have immediate benefits to help the province towards a stronger recovery.

Reducing the high costs of electricity, will save medium and large sized industrial and commercial businesses about 14 and 16 per cent, on average, on their electricity bills. Additionally, reducing property taxes on job creators and levelling the playing field by lowering high Business Education Tax (BET) rates for over 200,000 employers, or 94 per cent of all business properties in Ontario, to a rate of 0.88 per cent. This initiative will create \$450 million in immediate annual savings and represents a total reduction of 30 per cent for many businesses subjected to the highest BET rates in the province. It is important that our province continue on the path to create additional jobs for Ontarians. By ending taxes on jobs for an additional 300,000 employers, and by making the Employer Health Tax (EHT) a permanent exemption from \$490,000 to \$1 million for employers. The additional relief would allow 90 per cent of employers to not pay EHT, saving businesses \$360 million in

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2020 Hindsight



INSIDE AURORA

Scott Johnston

Let's face it, for any number of reasons, a list of which would easily fill this entire newspaper, 2020 has been just a horrible year, and we're all looking forward to seeing 2021's arrival shortly.

But if you look carefully, there have been some local bright spots this year. Although not an exhaustive list, here are 20 positive things that occurred in Aurora in 2020.

1. Aurorans young and old pulled together to help each other during the COVID crisis, from making and donating masks, to buying groceries and running errands for at-risk neighbours.
2. After 20 years of discussion, Library Square was finally approved, and is under construction. Similarly ...
3. ... the Ward question, another topic that's been discussed for many years, has finally been put to rest, with six new wards being introduced for the next municipal election. Not everyone may agree with the final proposals or costs of the wards and/or Library Square, but at least decades of debate are finally over on both items and we can move forward.
4. Festivals and Events Ontario recognized Aurora as the Municipality of the Year.
5. Despite the economic downturn and restrictions of customer access, the Town saw the opening of several new shops, services and restaurants.
6. Animals came out ahead this year with the first phase of the Aurora Wildlife Park nearing completion, and a second leash-free park approved on the west side of Town.
7. The ability for greater numbers of people to work from home has allowed families to spend more time together.
8. It was announced that Magna's headquarters, which were to move to King, will be staying in Aurora.
9. Efforts to enhance diversity and inclusion and to engage people in recognition of the many different cultures in Town ramped up considerably this year. Examples include a thousand people attending a BLM solidarity walk, the installation of the rainbow crosswalk, the establishment of an anti-racism task force, and a review to address any inequities in diversity and inclusion in municipal staffing.
10. After a ten-year absence, Aurora finally has a hotel, with a second one on the way.
11. Despite the pandemic, the Town successfully proceeded with modified COVID-safe versions of its most popular events, including the Farmer's Market, Concerts and Movies in the Park, Haunted Forest and Santa Under the Stars Parade.
12. Although implementation is still a couple of years away, a plan and funding was approved to finally address turning and traffic congestion issues at Yonge and Wellington.
13. Residents have discovered and started frequenting many Aurora shops and restaurants that they

were unaware of previously, that have adapted to and expanded options for takeout and curbside pickup.

14. For the second year in a row, the Stanley Cup Champion team had a player from Aurora.
15. Province provided funding for a new elementary school in the northeast part of Town, and is investigating putting a long-term care facility on its unused Bloomington property.
16. St. Andrew's College announced the creation in Town of St. Anne's School, a separate all-girls school to be opened in a few years.
17. Plans are underway to paint several new murals downtown, the first two of which may feature front-line heroes, and the achievements of a more diverse group of Canadians.
18. Current Council discussions suggest that next year's tax increase will be .5% less than was approved at the beginning of this year.
19. Likely because the events and family gatherings associated with these days were so limited this year, Aurorans went out of their way to brighten up their neighbourhoods by decorating their homes for Easter, Canada Day, Hallowe'en, and Christmas.
20. Two decades after Ron's vision became reality, The Auroran celebrated its first twenty years in Town.

On a final optimistic note, if the early reports of COVID vaccines being available shortly pan out, we should have many more positives to look forward to in 2021.

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