



Aurora Public Library Board

MEETING

Wednesday, January 15, 2020

7:00 p.m.

Marjorie Andrews Room, Aurora Public Library

AGENDA

1. Adoption of Agenda
2. Election of Library Board Executive 2020 *(enclosure)*
3. Declaration of Conflict of Interest
4. Minutes of:
 - .1 December 11, 2019 Meeting *(enclosure)*
5. Reports
 - .1 Fourth Quarter Operations Report SR2020.01 *(enclosure)*
 - .2 Fourth Quarter Use Indicators Report SR2020.02 *(enclosure)*
 - .3 Annual Health and Safety Report SR2020.03 *(enclosure)*
6. Items for Consideration
 - .1 Circulation and Fees Policy Report SR2020.04 *(enclosure)*
7. Library CEO Updates
 - .1 CEO Updates *(verbal report)*
8. General Business Information/Questions
 - .1 APL Updates
9. Resolution to Move into Closed Session
 - .1 Labour Relations or employee negotiations
10. Member Announcements
11. Date of Next Meeting: **Wednesday, February 19, 2020**
12. Adjournment

**** Please advise Maida Rae of regrets for attendance, by noon on January 15th at 905-727-9494 ext. 209 or mrae@aurorapl.ca.**

Dates to Remember:

Tues. Jan 14 | 7 pm | Telling Our Stories presentation to Council by Bruce Gorman | Town Hall

Sat. Feb 1 | 8:30 am – 4:30 pm | OLA SuperConference Trustee BootCamp | Metro Toronto Convention Centre, North Building, 255 Front Street West

Sat. Feb 1 | 2 pm | Rita Cox Live! (Storyteller, Author, Member of the Order of Canada)

Tues. Feb 18 | 12 pm | Aurora Hackathon Presentations

Tues. Feb 18 | 3 pm – 7 pm | APL College and University Fair



MEMORANDUM

To: Aurora Public Library Board

Date: January 15, 2020

Subject: ***ELECTION of the LIBRARY BOARD EXECUTIVE***

The agenda for the January 15th meeting will include an item for consideration concerning the election of the Library Board Chair and Vice-Chair for 2020. The Secretary-Treasurer is an appointed position, fulfilled by the CEO. In addition there is an additional position to which the Board may wish to appoint a representative, notably the SOLS Trustee Representative.

I. LIBRARY BOARD EXECUTIVE

The Board's Procedural By-law describes the responsibilities of officers as follows:

5. Officers of the Board

The Officers of the Board will be the elected Chair and Vice-Chair and the appointed Secretary-Treasurer who is the Chief Executive Officer.

The Chair and Vice-Chair will be elected annually at the January meeting of the Board, from among the Board's membership. Council representatives may not seek election to become an Officer of the Board. Each officer will serve a one (1) year term or until the next meeting at which annual elections are held by the Board.

5.1 The Chair will:

- a) Preside at the meetings of the Board;
- b) Conduct Board meetings in accordance with the *Public Libraries Act* and other relevant legislation, within the rules of procedure adopted by the Board;
- c) In the event that a decision must be made without specific authority of the Board, inform the Board of the decision and the reason(s) necessitating it, at the next regular Board meeting;
- d) Serve as an ex-officio member of all Board committees;
- e) Act as one of the authorized signing officers of all formal documents pertaining to Board business;

- f) Represent the Board at public or private meetings for the purpose of conducting, promoting or completing the business of the Board;
- g) Advise the Vice-Chair if, for any reason, the Chair is temporarily unable to perform these functions;

5.2 The Vice-Chair will:

- a) In the absence of the Chair, be vested with all the powers and perform all the duties of the Chair;
- b) Be assigned by the Board other powers and duties from time to time.

5.3 The Secretary-Treasurer will:

- a) Conduct the Board's official correspondence;
- b) Keep minutes of every meeting of the Board;
- c) Receive and account for all the Board's money;
- d) Open an account or accounts in the name of the Board in a chartered bank, trust company or credit union approved by the Board;
- e) Deposit all money received on the Board's behalf to the credit of that account(s);
- f) Disburse the money as the Board directs.

II. SOLS TRUSTEE REPRESENTATIVE

The Library Board normally nominates a trustee as the SOLS representative for Trustee Council. The Council meetings are for training and networking. Each Trustee Council meets twice a year in their respective geographical areas. The meeting is approximately three hours long and provides an opportunity for library trustees to discuss governance issues, and receive updates and news from SOLS, Ontario Library Boards Association (OLBA) and occasionally the Federation of Ontario Public Libraries (FOPL). There is often a training component to the meeting. While all trustees are welcome to attend, public library boards are asked to designate a representative who will receive a print mailing of the agenda. Please note that this meeting is intended for library trustees focusing on governance issues, and not for library staff. Information about the meetings, including an agenda and map, is mailed to the individual trustee council member or to the library and posted in the "Networking and Meeting" section of the SOLS website.

ATTACHMENT

1. Motions for the 2020 Executive and SOLS Trustee Representative



**MOTION FOR 2020 OFFICERS AND SOLS
TRUSTEE REPRESENTATIVE**

1. Election of 2020 Executive of the Aurora Public Library Board

.1 Nomination of Chair

Moved by: _____

Seconded by: _____

That _____ be nominated for the position of
Chair of the Aurora Public Library Board.

.2 Nomination of Vice-Chair

Moved by: _____

Seconded by: _____

That _____ be nominated for the position of Vice-
Chair of the Aurora Public Library Board.

2. Election of 2020 SOLS Trustee Representative

.1 Nomination of SOLS Trustee Representative

Moved by: _____

Seconded by: _____

That _____ be nominated as the SOLS trustee
representative.



Aurora Public Library Board

MINUTES of MEETING

Wednesday, December 11, 2019

The Aurora Public Library Board held its regular meeting on Wednesday, November 20, 2019 in the Marjorie Andrews Room of the Aurora Public Library, 15145 Yonge Street, Aurora, Ontario.

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

Regrets: Marie Rankel

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)

The Chair called the meeting to order at 07:02 p.m.

1. Adoption of the amended Agenda

MOTION: **19.09.119**
Moved by: J. Clement
Seconded by: A. Mobbs
CARRIED

THAT the amended Agenda be approved

2. Disclosure of Interest

3. Approval of Minutes:

.1 Regular meeting of November 20, 2019

MOTION: **19.09.120**
Moved by: K. Turriff
Seconded by: Councillor H. Kim
CARRIED

THAT the Minutes of the November 20, 2019 meeting be approved

4. Reports

.1 2020 Holiday and Service Hours Report SR2019.37

A staff report was issued prior to the meeting.

MOTION: **19.09.121**

Moved by: A. Mobbs

Seconded by: J. Clement

CARRIED

THAT the 2020 Service and
Holiday Hours Report be approved

.2 SOLS Trustee Council Report

The SOLS Trustee Council Report is postponed until January 2020 due to the SOLS Trustee representative's absence.

5. Library CEO Updates

.1 CEO Updates

A verbal report was provided at the meeting.

MOTION: **19.09.122**

Moved by: J. Clement

Seconded: K. Turriff

CARRIED

THAT the Library CEO Updates
verbal report be received as
information

B. Gorman will represent the Library at the December 17th Council meeting regarding Library Square. All Board members are invited to attend.

The Library's 2020-2022 Budget passed last night at Council. Thank you to the Board for their support during this process.

The Auditor will be on site December 9 and 10 in preparation for the 2019 annual report.

B. Gorman will present the APL Telling Our Stories video to Council on January 14th, 2020.

B. Gorman attended a Library Square meeting with CAO and Town staff.

+VG Architects presented initial findings regarding the Growth Accommodation Study to Library ELT on December 18. They will take the feedback from that meeting to further develop their recommendations.

There will be changes to APL's digital collections in 2020, most notable moving from carrying both Overdrive and cloudLibrary to strictly cloudLibrary, offering customers a single site for digital content. This service provider offers a better collection and better platform. In response to the ongoing pressure from publishers and the high per ebook costs for libraries, APL will re-allocate budget to dedicate additional funds to purchasing additional digital content. Staff will develop a communication plan to ease the transition for our customers.

Thanks to the Board for their recent advocacy efforts through participation in a survey on behalf of FOPL and OLA regarding an omnibus bill that impacted Library Boards. The

strong response resulted in changes to the proposed legislation. This is a good example of how advocacy can make a difference.

Thank you to the Board for their support of the annual staff holiday dinner.

6. General Business Information/Questions

.1 APL Updates

Articles and photographs were issued prior to the meeting.

MOTION: 19.09.123

Moved by: Councillor H. Kim

Seconded by: A. Mobbs

CARRIED

THAT the APL Updates be received as information

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

7. Member Announcements

Councillor Sandra Humfries arrived at 7:23 p.m.

Over 200 Christmas cards for soldiers have been collected from APL as part of a community partnership.

It was noted that there are laminated beams from the original library outside of the Joint Operations Centre. Is there interest in incorporating them into future renovations or projects? B. Gorman will follow up on this information.

Thanks from the Board to the Library's management team and staff for their work in 2019.

8. Date of Next Meeting

The next meeting is scheduled for Wednesday, January 15, 2020 at 7:00 p.m.

9. Adjournment

MOTION: 19.09.124

Moved by: Councillor H. Kim

Seconded by: A. Mobbs

THAT the meeting be adjourned at 7:29 p.m.

CARRIED

T. Connor
Chair

B. Gorman
Chief Executive Officer



Aurora Public Library Board

REPORT

SR2020.01

SUBJECT: ***FOURTH QUARTER OPERATIONS REPORT***

FROM: Bruce Gorman, Chief Executive Officer

DATE: January 15, 2020

RECOMMENDATION

That the *Fourth Quarter Operations Report to December 31, 2019* be received as information.

BACKGROUND

The quarterly Operations Report has been revised to reflect the goals set out in the Library's Strategic Plan 2017-2021 "Place of Possibilities". The Library's management team have identified goals relating to the Strategic Plan for 2019 and provided updates on the established timelines and targets in the attached spreadsheet, *Aurora Public Library 2019 Strategic Plan Goals*.

ATTACHMENTS:

Aurora Public Library 2019 Strategic Plan Goals

Assisted by: Executive Leadership Team

Maida Rae, Human Resources Coordinator/EA

A handwritten signature in blue ink, appearing to read "B. Gorman", is written over a horizontal line.

Bruce Gorman
Chief Executive Officer

2019 GOALS	ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ACHIEVED
Strategic Direction								
Build Community								
Institute program evaluations to better align with customer needs	Jodi	75%	August	December	Establish baseline program satisfaction	Researched various library evaluation tools (i.e. Project Outcomes), created an evaluation template and began piloting program evaluations during Maker Mondays. Pilot continues into 2020.	Defer	
Adjust program scheduling to align with usage	Jodi	100%	January	October	5% increase in programs and 5% increase in attendance	Program scheduling was realigned resulting in an increase in programs offered as well as improved attendance overall. From Jan to Oct the Customer Opportunity department offered 101 more programs than in 2018 resulting in a 12% increase. Program attendance additionally saw growth with 4049 more customers attending programs and a 20% increase over 2018.	Yes	
Improved public experience through aligned financial support	Jodi	100%	March	August	Improved program satisfaction (program evaluations)	Realigned March Break Program costs from 2018 and reduced the amount spent by 34%. We offered more programs during this time and reduced the cost per program from \$177 in 2018 to \$65 in 2019, resulting in an improved cost of \$0.91 per attendee. Greater financial support was provided for more Summer Reading Club programming through this alignment and APL offered 3 large SRC events (the SRC launch party, SRC mid-summer party and SRC wrap-up party) as well as daily programming throughout the summer. From the end of June to the beginning of September we ran 120 programs for ages 3-12 years of age and counted 4448 in attendance for SRC programming alone. Our SRC end of summer surveys reported increased customer satisfaction both in the quality of the programming as well as frequency. Parents/guardians stated that their children were more motivated to participate in the program and they appreciated the expanded program schedule.	Yes	

2019 GOALS	ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ACHIEVED
Revised March Break programs		Jodi	100%	January	March	5% increase in attendance	<p>Increased March Break program offering by 82% and increased March Break program attendance by 49%</p> <p>Decreased the amount of registered programs offered during March Break and offered a variety of programs for all audiences.</p>	Yes
Revised Summer Reading Club programs		Jodi	100%	June	September	5% increase in program completion	Of the 1230 Registrants, 831 children reported reading times or program attendance for a total engagement number of 68%. Additionally, we rewarded 378 books to TD SRC participants for achieving their summer goal of 20 hours of reading. 23% of registered SRC participants completed their goals for 2019.	Yes
Establish new programming partnerships		Jodi	100%	February	September	Three additional partnerships	<p>Developed several new partnerships in 2019 including La Leche League Aurora/Newmarket and Girls Who Code, Cathy's Crawly Composters, Partagez Le Francais and Nadia Tsvetkov from York University and her presentations about bees.</p> <p>Developed new relationships with two more local schools; Wellington Street PS and St. Jerome Catholic Elementary School.</p> <p>The Aurora Hackathon received partnership support from Magna International, Smart Solutions, Chocolat Favoris and Cobs Bread.</p>	Yes
Introduce and implement One Desk Service Model		Jodi/Ashley	100%	January	September	Improved customer service (customer surveys)	<p>All Staff meeting to introduce concept in January; completed 4 training sessions on Access procedures with all staff</p> <p>Scheduling methods revised to optimize customer service and staff effectiveness</p> <p>Feedback from staff reviewed by JM/ANS/BG and action plan developed to address concerns on March 27</p>	Yes

2019 GOALS	ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ACHIEVED
							Labour Management Committee meeting (May) expressed positive feedback on One Desk	
Develop French collections based on community need	Ashley	100%	September	December	5% increase in circulation of French collection	Phone meeting with AFRY (<i>Association des francophones de la region de York</i>) to discuss community needs, potential survey, focus groups Met with school librarian at <i>Academie de la Moraine</i> (French-language school serving RH and Aurora) on collaborative opportunities with APL Attended first APL-location meeting of <i>Partagez le français</i> , an adult French-practice meet-up group, about their collection needs French circulation year-over-year from 2018 to 2019 increased by 26%	Yes	
Review fines and fee policies to remove barriers	Ashley	100%	March	August	Customer survey	Board approved new Circ & Fees Policy in June 2019 Worked with IT to implement changes to ILS Trained frontline staff on upcoming changes and how they remove customer barriers on July 29, 30 and 31 Changes went into effect on Tuesday, Aug 6	Yes	
Update symphony profiles	Ashley	100%	May	November	Customer survey	New codes implemented November 2. Staff trained week of Nov 4-8. In process of ensuring all existing customer records have been merged into correct new codes. As of Nov 2, we no longer request or collect gender at any point of customer registration.	Yes	
Establish enhanced procedures for book club kit holds	Ashley	80%	July	December	5% increase in kit circulation	Book Club set records loaded into subscription software for booking by the public and key staff trained. Currently in testing mode with all staff. Promotion and public roll-out planned for January-February.	Defer	
Expand LGBTQ+ Partnerships	Reccia	100%	January	June	10% increase in partnerships	PFlag Coffee Night (pilot) commenced Dec. 2018; continues as regularly scheduled event the second Monday of every month.	Complete March 2019	

2019 GOALS	ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ACHIEVED
							Partnering with AIDS Committee of York Region, My House Rainbow Meeting Spaces and Community & Home Assistance to Seniors (CHATS) to provide focus group (March 2019). APL now has a relationship with all LGBTQ+ - identified groups in York Region.	(Ongoing as opportunities to partner with new groups may present themselves.)
Strategic Direction Place of Possibilities								
Develop and implement plan for new creative space	Jodi	75%	March	December	Create attendance baseline for future quantitative improvements Increase awareness (school, outreach visits, social media counts)	Librarians and Digital Literacy Assistant conducting outreach with local schools to publicize Creative Studio. Participation of programs are recorded on an ongoing basis, to create baseline attendance. Exploring options for staff training through an LMS, to increase staff digital literacy skills and comfort of working out of this space.	Defer	
Increase open hours	Bruce	100%	February	July	15% increase in gate count	Monday morning (9:30 a.m. – 1 p.m.) and Friday (5 p.m. – 6 p.m.) open hours approved by Board Start date in conjunction with renovation completion Announced on website, social media, Borealis, eNewsletter July 8 launch date for Monday and Friday extended hours	Yes, complete on July 8, 2019	
Introduce new digitally based programs	Jodi	100%	March	September	Three new programs	Digital Literacy Assistant is running 4 new digital based programs out of the Creative Studio: Intro to VR, Intro to Cricut, Intro to 3D Printing, Intro to Tinkercad. During the Summer Reading Club we also ran several digitally based programs that coincided with our Maker Monday and Tech Tuesday programming, these programs included DIY paper circuits, Mario Maker gaming, Bloxels and electric dough.	Yes	

2019 GOALS	ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ACHIEVED
Develop public training workshops for the expert use of the creative space		Jodi	100%	March	December	50 customers trained	Began running Intro to VR, Intro to Cricut, Intro to 3D Printing, Intro to Tinkercad in April 2019, we have trained a total of 62 customer in 2019.	Yes
Develop a collection merchandizing strategy		Ashley	100%	April	July	Increase in circulation	<p>New display furniture in place. Collection Promotion Planning Team convened to determine best practices. Website catalog lists purged and updated.</p> <p>Schedules for physical displays, catalog lists and printed booklists rolled out to staff on July 31. Staff and customers both report positive engagement with fresh, updated, rotating, and dynamic new ways of merchandising.</p>	Yes
Expand Lunch and Learn to social service agencies		Reccia	100%	January	November	10% increase in programs	<p>Lunch & Learns (2018) 13</p> <p>Lunch & Learns (2019) 18 (Nov. 26)</p>	Yes
Explore alternate service points <ul style="list-style-type: none"> Go station SARC Other high traffic areas 		Ashley	100%	June	October	10% increase in offsite returns	Market research complete. Presented quotes from 5 companies to Bruce, who presented to Doug for possible locations such as the SARC or AFLC. Site visits and working out specific locations with Town staff required. Unit delivery schedule will occur in 2020.	Yes
Investigate and implement (where appropriate) audiovisual solution/ public address		Mario	100%	July	October	Exit surveys to measure satisfaction with technology in meeting rooms	<p>Requested quotes from design consultants. Vendors will be coming onsite mid-September to see the building, and learn more about the project.</p> <p>3 Vendors came on site in September. I have only received a quote from 1 of the vendors.</p> <p>Investigation is completed. We will proceed with an AV solution in 2020.</p>	Yes
Enhance digital signage solution		Mario	100%	March	December	Ensure system is highly-visible, robust and user friendly	<p>Competitive quotes received and pending PO approval, digital signage will be installed as part of renovations; with additional signage to be installed on second floor in Q4</p> <p>POs signed and sent to vendor. Waiting for product (display panels) and installation</p>	Yes

2019 GOALS	ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ACHIEVED
							Digital signage has been enhanced with 2 digital signage boards, both with REACH media computers attached Investigating the location of 4 or 5 more additional signage boards 4 new locations have been mapped out, obtaining quotes for hardware and installation 2 quotes were received. They will be reviewed. Additional signage will be installed in 2020	
Undertake a website update <ul style="list-style-type: none">• Use analytics for targeted improvement• Update for personal/mobile devices• Digital shelf	Mario	5%	June	December	Focus on increase in mobile use Improve access to e-resources	Reviewing website usage statistics. With departmental changes this year, this project is put on hold until next year.	Defer	
Undertake growth accommodation study	Bruce	75%	February	December	Provide details and recommendations as to spatial possibilities of the facility	Met with Potters re: Lease RFP complete Working with CAO (Doug) to use Bids and Tenders website to release RFP issued, closes June 28, 2019 +VG Architects selected Kick off meeting in July +VG meeting with Library Board in August +VG currently reviewing building plans +VG consultation with staff in October		
Strategic Direction Organizational Capacity								
Implement staff intranet	Mario	20%	June	December	Improved staff communication through user friendly solution	Implemented intranet – configuration to be reworked for greater access Upon further review and discussions with management, we will investigate the benefits of an intranet in 2020.	Defer	
Explore scheduling software	Julie	80%	January	December	Improved efficiency and staff satisfaction	Contacted other libraries to poll satisfaction with current scheduling software	Defer	

2019 GOALS	ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ACHIEVED
							Contacted several vendors (Celayix, Homebase, ADP, Ezlabor) to explore alternative software Currently working with Town of Aurora staff to integrate with recently purchased ADP software implementation to take place in in Q2 of 2020	Align with Town ADP
Investigate centralized scheduling	Julie	80%	April	December	Improved efficiency	With introduction of one desk model, centralized front line shifts to improve efficiency and ease of filling shifts Centralize scheduling in 2020 to align with position budgets and record attendance in a timely fashion	Defer Align with Town ADP	
Review Business Intelligence <ul style="list-style-type: none">Review Blue cloud analytics	Julie/Mario	5%	September	December	Improved and timely decision making	Sirsi Dynix Blue Cloud training planned for 2020	Defer	
Align organizational structure for service delivery	Bruce	100%	May	December	Improve customer satisfaction and organizational efficiency	Met with staff from across the organization over the summer Currently aligning org structure with strategic plan and operational needs Budget presentation to council Nov 18	Yes	
Investigate opportunities to work with the town staff	Bruce	100%	January	November	Improved relations with senior town staff	Invited to attend Town Finance Sub-Committee Presented Capital Budget to Council for first time Working with Town Finance on operational efficiencies Attended Awards Ceremony with Town to accept Youth Friendly Award Attended event for Governor General visit 2019 Operating and Capital Budget approved March 26, 2019 Working with Town on Library Square Town staff presented at Hackathon Attended Town Finance Advisory Committee Library Square Bridge Approved, delegated to Council Participating in Town of Aurora United Way campaign Library Corridor approved Invited to armory opening Working together on new HRIS system	Yes	

2019 GOALS	ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ACHIEVED
Develop Financial Plan		Julie	100%	August	October	Fiduciary responsibility to residents	3 year Operating Budget process established; 10 year Capital Plan Finance Advisory Committee review info prior to Board approval and Council presentation	Yes
Procurement Policy		Julie	50%	September	December	Update and align with Town of Aurora	Review current procurement policy to update and align with the Town of Aurora procurement processes to achieve economies of scale i.e. purchase from Vendors of Record preferred pricing list.	Defer 2020 and update Policy as per schedule
Implement Library Value Calculator		Julie	95%	May	October	Create awareness of the value of the library	Completed Library Value Calculator, to be published in 2020 with economic impact	Defer Align with Economic Impact 2020 goal
Develop Board Competencies and Expertise		Bruce	100%	May 11	October	Enhance Board decision making	Board Training Day scheduled for May 11, 2019 Excellent feedback, training material distributed to Board	Yes
Establish staff training plan		All	50%	February	November		Met with LMC/Union re: Staff Development Day – reviewing feedback, researching facilitators/options CAMH De-escalation/Customer Service training sessions with N6 libraries confirmed for May and Oct at APL Managers to renew/obtain First Aid certification Customer Opportunity staff to renew/obtain First Aid certification (Q3/Q4) Managers to obtain Mental Health First Aid certification (Q3/Q4) Staff Development Day held on November 7 featuring team building, assertive communication and cultural competency/language inclusiveness training. Exploring possible LMS options through Town HRIS and WordPress with input from the IT department. Set-up Wordpress LMS, began learning the system and creating content.	Defer Align with Town ADP

2019 GOALS	ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ACHIEVED
Develop visual presentation: Telling Our Stories		Reccia	100%	January	August	Completed by year end	Raw material (stills, video, interviews) are being captured and a schedule has been compiled to track events throughout 2019.	Yes
Oversee completion of renovation project		Bruce	100%	January	December	10% increase in gate count	Project completion at end of April Lighting has been delayed Deficiency remaining In After Care now	Yes
Work with stakeholders on Library Square		Bruce	100%	January	December	Enhanced partnerships with the town and cultural partners	Bridge investigation approved – on site meeting on April 8, 2019 Partners with Town on Parking Study Delegate at Council (March) Met with Councillors Met with CAO on numerous occasions Met with Mayor Bridge Approved Corridor approved Member of Town Committee on Library Square Project	Yes



Aurora Public Library Board

REPORT

SR2020.02

SUBJECT:***FOURTH QUARTER USE INDICATORS REPORT***

FROM:**Bruce Gorman, Chief Executive Officer**

DATE:**January 15, 2020**

RECOMMENDATION

That the *Aurora Public Library Board* receives the *Fourth Quarter Use Indicators Report to December 31, 2019* as information.

BACKGROUND

One of the Library's chief priorities is to ensure we remain relevant and responsive to our community. A key component of advancing this priority has been to gather, analyze and interpret our quantitative data with the understanding that the numbers do not always reflect the qualitative usage and benefits of library service.

Aurora Public Library has tracked use indicators for many years with the actual indicators evolving over time. New and emerging technologies continue to impact the indicators and serve to demonstrate the diverse nature of customer usage of collections, programs and services.

The Library depends on the reporting of our vendors or site for metrics on streaming and downloads, database use and some social media.

Metrics for programs are provided by Library staff or community partners.

The Use Indicators serve two important purposes:

- tracking changes and trends in Library use patterns for planning collections, programs and services
- fulfilling the annual reporting requirements of the Province of Ontario for public library boards

The Library Board is provided with quarterly updates of our current use indicators to monitor trends and to plan for future strategic opportunities and developments.

Attached is the fourth quarter summary of the 2019 APL Use Indicators.

Some Use Indicator Definitions:

Circulation

Circulation includes the number of physical items borrowed/checked out from the Library's collections for use outside of the Library during the given period. Items that are used within the Library that have not been checked out and therefore never physically leave the facility are not included in this total. Circulated items that are renewed are included in this statistic.

Circulation also includes the number of digital items streamed or downloaded by active cardholders during the given period. Digital items include eBooks, eAudiobooks, digital magazines and digital media such as music and movies.

In-Library Use

In-Library use represents items removed from their usual location and used in the library. The count includes reference materials, circulating materials, magazines and newspapers.

Holds

Holds is an aggregate of both physical and digital materials. Physical holds represent items not currently available (in-use or on order) or materials the cardholder reserves remotely for staff to retrieve from the shelves as a customer service. Digital holds represent eBooks and eAudiobooks that currently are in use.

Courses

Included in this metric are both registered courses (e.g. Gale online learning and Lynda.com) and courses in database format (e.g. Mango language learning). In September 2019 Lynda.com changed to LinkedIn Learning requiring a LinkedIn account for access.

Public Workstation Usage

This metric reflects the number of times a customer logs in during the given period. The amount of time that the public workstation is used is not reflected in this statistic.

Wireless Internet Usage

This metric reflects the number of times visitors utilized the free wireless network during the given period. The amount of time that the wireless network is used is not reflected in this statistic.

Facebook Reach

This metric defines Reach when the post is shown in a News Feed, either directly or through a liking or sharing of the post.

Online Followers

This metric combines Followers on Twitter, Facebook and Instagram.

Library Programs

A program is a planned presentation, program or event given at a scheduled time in the library facility or in the community. New categories of All Ages and One-on-One (instructional) programs were added January 2019.

Outreach

Outreach includes exhibits/displays and promotional library booth at events, festivals, agencies and schools.

Volunteer Services

Volunteer Services includes the total number of hours provided by high school students and Visiting Library Service (VLS) volunteers. An estimate of two hours per visit (to include material selection, delivery and interaction between client and volunteer) is allotted to each VLS transaction.

Volunteer services was enhanced in 2019 to include assistance at Library events; also a change was made to count actual hours rather than people (March 2019).

In-Person Visits

Gate counters at the Yonge Street and Parking Lot entrances capture the number of visitors entering the facility.

Library Membership

Membership is defined as the number of library cardholders who have used the card in the past two years. This metric is taken as a snapshot at the end of the given period. While the Library encourages each member to have a personal library card, families often share one or two cards among them.

Community Use Statistics

A comparison of metrics indicates an overall annual increase in Circulation of .4%. Circulation of physical books increased .4%; Streaming & Downloads increased 21.5%.

Customers continue to make use of our Holds service, with an overall YTD increase of 12.3%.

Digital products show combined popularity in usage with products showing a range of use. A comparison with 2018 shows eBooks & eAudio increased 20.8%; Zinio increased 81%; Hoopla increased 17.7%. Staff continues to monitor the popularity of individual products to ensure that APL's offerings match customer preferences.

Electronic services usage is up 18.1% but the count for Electronic Database Sessions of 57.8% was inflated due to the count in May when high school students practiced logging on to databases. The expected usage count (2,000 – 3,000) rose to 29,766 that month, skewing the normal usage count.

Online courses (both registered and accessed through database format) increased 15.7 %. In December, 90 customers registered for Gale courses; 38 registered for LinkedIn Learning (formerly Lynda.com). Staff continues to promote online learning, including highlighting individual courses in the monthly Chamber of Commerce online publication.

Public workstation usage increased 5.6%; Wireless continues to increase 11.9%. Use of the public workstations tells us that many people rely on APL for their computer needs despite the prevalence of personal devices in our community.

Facebook Total Reach shows an increase of 57.1%; Online Followers (Twitter, Facebook & Instagram) increased 45.2%. Social media statistics are difficult to measure due to analytics provided by sites; also by what is being measured and unexpected pick-up on occasional posts that drives the numbers up.

Library programs show an overall annual increase in sessions of 37.9% with attendance up 38.8%. New innovative programs, more drop-in story times, large events, increased programming in the community and some changes in how numbers are being captured account for this very positive result.

Volunteer Services are up 224.2% due to a new methodology of capturing hours volunteered rather than volunteer interactions and new opportunities to engage teens with their library. Accurate comparisons will not be available until March 2020.

Library Membership

Membership (30,625) is up 13.5%, an increase we've not experienced in many years. Staff has expanded efforts to engage the community offsite which is attracting new members; also the elimination of fines on children's materials and reduction of fines on young adult materials may be resulting in increased membership.

ATTACHMENTS

1. APL Fourth Quarter Use Indicators 2019

Assisted by Reccia Mandelcorn, Manager, Community Collaboration



Bruce Gorman
Chief Executive Officer



Comparatives Quarter Use Indicators

Period: October - December 2019

Circulation

	2019 Quarter	2018 Quarter	% chg	2019 YTD	2018 YTD	% chg
1. Print	114,642	111,871	2.5%	483,751	481,909	0.4%
2. Audio/Visual	31,241	32,336	-3.4%	123,161	144,034	-14.5%
3. Streaming & Downloads *	29,391	27,055	8.6%	123,136	101,328	21.5%
4. Miscellaneous	23	34	-32.4%	99	186	-46.8%
Total	175,297	171,296	2.3%	730,147	727,457	0.4%

In-Library Use Holds

	10,693	10,635	0.5%	46,198	37,008	24.8%
	33,934	29,135	16.5%	129,885	115,691	12.3%

Electronic Services

1. Catalogue Logins	51,499	38,796	32.7%	174,722	155,277	12.5%
2. Electronic Database Sessions *	9,167	9,495	-3.5%	60,538	38,368	57.8%
3. Courses	577	606	-4.8%	2,900	2,507	15.7%
4. Public Workstation Usage	8,106	7,913	2.4%	34,276	32,469	5.6%
5. Wireless Internet Usage	12,303	10,265	19.9%	44,771	40,010	11.9%
Total	81,652	67,075	21.7%	317,207	268,631	18.1%

Website Visits

eNewsletter Subscribers	7,643	7,528	1.5%	7,643	7,528	1.5%
Facebook Total Reach **	42,167	44,758	-5.8%	216,604	137,906	57.1%
Online Followers **	2,794	1,924	45.2%	2,794	1,924	45.2%

Programs

Sessions (In Library)

Youth	192	160	20.0%	789	530	48.9%
Adult	120	101	18.8%	398	280	42.1%
All Ages	4	n/a		22	n/a	
One-on-One	0	n/a		0	n/a	

Subtotal

316	261	21.1%	1,209	810	49.3%
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Sessions (In the Community)

Youth	10	26	-61.5%	63	103	-38.8%
Adult	19	12	58.3%	72	62	16.1%
All Ages	0	n/a		1	n/a	

Subtotal

29	38	-23.7%	136	165	-17.6%
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Total

345	299	15.4%	1,345	975	37.9%
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Attendance (In Library) ***

Youth	4032	3558	13.3%	19471	12950	28.3%
Adult	1,786	1,602	11.5%	5,565	4,339	
All Ages	292	n/a		1,413	n/a	
One-on-One	0	n/a			n/a	53.0%

Subtotal

6,110	5,160	18.4%	26,449	17,289	53.0%
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Attendance (In the Community) ***

Youth	287	963	-70.2%	3408	3837	-11.2%
Adult	535	300	78.3%	1,394	1,476	-5.6%
All Ages	0	n/a		121	n/a	

Subtotal

822	1,263	-34.9%	4,923	5,313	-7.3%
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Total

6,932	6,423	7.9%	31,372	22,602	38.8%
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Outreach

Volunteer Services

	6	n/a		24	n/a	
	450	250	80.0%	1,725	532	224.2%

In-Library Visits

	63,402	64,318	-1.4%	262,520	259,965	1.0%
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Library Membership

	30,625	26,992	13.5%	30,625	26,992	13.5%
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* Metrics for Streaming, Downloads & Electronic Database Sessions provided by Vendor;

Numbers for Database Sessions inflated in May when students practiced logging on/off

** Metrics for Social Media provided from social media sites

*** Metrics for Attendance provided by staff, facilitators and community partners

† An error in the reporting of eBook circulation (+1695) resulted in an adjustment of y-t-d counts

DLR 09/01/20



Aurora Public Library Board

REPORT SR2020.03

SUBJECT: ***ANNUAL HEALTH AND SAFETY REPORT***

FROM: Bruce Gorman, Chief Executive Officer

DATE: January 15, 2020

RECOMMENDATION

That the Library Board receive the *Annual Health and Safety Report for 2019* as information; and endorse the attached *Aurora Public Library Board Health and Safety Policy* statements.

PURPOSE

To provide the Library Board with the policy statements of commitment for Occupational Health and Safety and with information regarding the 2019 health and safety program at Aurora Public Library.

HEALTH AND SAFETY POLICY

To recognize and emphasize the Aurora Public Library Board's commitment to a healthy and safe workplace, the Health and Safety Policy statements have been included for review. They speak to the Library Board's commitment as an employer and are directed at ensuring the well-being of employees and the undertaking of every reasonable precaution for the protection of employees. See attached *Health and Safety Policy statements*.

BACKGROUND

In accordance with the *Occupational Health and Safety Act*, a Joint Health and Safety Committee (JHSC) is required at a workplace at which twenty or more workers are regularly employed. The JHSC is an advisory group of worker and management representatives who meet regularly to discuss health and safety concerns, review progress and make recommendations. To carry out its functions, the JHSC is required to conduct regular inspections of the workplace.

The Aurora Public Library has an established JHSC currently composed of two management representatives and two worker representatives. The JHSC schedules bimonthly meetings which surpasses the legislated requirement. In addition, the Library refers to the Aurora Public Library Board Health and Safety Policy statements in all position profiles.

2019 LIBRARY OCCUPATIONAL HEALTH AND SAFETY PROGRAM

Training

As part of the health and safety program, staff are provided with appropriate training:

- health and safety orientation includes Occupational Health and Safety Awareness Training for Workers in Ontario; Workplace Hazardous Materials Information System (WHMIS) 2015 including the GHS for Workers and Supervisors; AODA Customer Service Training and Understanding HR Training (AODA Edition); Workplace Violence and Harassment Training for Employees (Ontario, Bills 168 and 132)
- fire safety plan for new employees and review for existing employees as part of annual performance review; certification training for committee representatives; first aid/CPR/defibrillation training for applicable staff

Workplace Inspections

As prescribed, regular workplace inspections were carried out by the Joint Health and Safety Committee:

- inspections were completed monthly
- management responded to issues and staff concerns promptly

Following the 2018-2019 library interior renovations, the JHSC inspections were revised to reflect these changes, resulting in more frequent inspections staff and public areas.

WSIB Claims and the Return to Work Program

A Return to Work Program is offered to assist Library staff who may be off work on short term disability or through WSIB. This program accommodates staff members who are returning to work after illness or injury whether workplace or non-work related. Staff members are offered, where feasible, modified duties based on guidance from their physician and with close supervision from their respective Manager.

- One (1) WSIB Claim was filed; no return to work program or modification was required.

Staff/Customer Issues

From time to time, staff or customers may have difficulties on or around library premises. Typically these consist of slips, trips, cuts, bumps or falls. In addition, threatening behavior in the form of violence or harassment now falls under the Occupational Health and Safety Act, R.S.O. 1990. Staff have been trained in procedures that assist the staff/customer in question and/or to get the appropriate help quickly.

- Fifteen (15) accidents/incidents were investigated and/or assistance provided.
- Two (2) incidents of harassment occurred in/around Library property, including a physical altercation and aggressive solicitation.
- Two (2) thefts were reported on library property.
- Eleven (11) other incidents were reported, for example, damage to vehicles in the parking lot, customer trips/falls (parking lot and library interior), customers displaying disruptive behavior (swearing, loud music etc.).

Other

Ongoing implementation of the occupational health and safety program included:

- equipment and furniture replacement as necessary for ergonomic and safety reasons
- annual book truck maintenance program completed
- no work refusals
- Workplace Wellness initiative of staff pedometer challenge continued in 2019

CONCLUSION

This annual report fulfills the duty of the employer to prepare and review at least annually a written occupational health and safety policy and program.

ATTACHMENT***APL Health and Safety Policy Statements***

Assisted by: Maida Rae, Human Resources Coordinator/EA



Bruce Gorman
Chief Executive Officer



AURORA PUBLIC LIBRARY BOARD

HEALTH AND SAFETY POLICY STATEMENT

The Aurora Public Library is committed to maintaining a safe and healthy work environment and encouraging worker interest and responsibility for safety. This policy is designed to ensure the well-being of workers and the undertaking of every reasonable precaution for the protection of workers.

The Aurora Public Library Board is vitally interested in the health and safety of its workers. The Board as the Employer is responsible for worker health and safety. It is committed to the development and maintenance of a Program that fulfills this responsibility. The Library Board is dedicated to minimizing the risk of injury and will continue to comply with all legislative requirements and the Health and Safety policies and procedures as they apply to the design, operation and maintenance of facilities and equipment.

It is in the best interest of both the Employer and its workers to commit jointly to health and safety in every workplace activity. Therefore, the Board encourages its workers to join in the creation and maintenance of a safe work environment and to protect their own health and safety by working in compliance with the law and with any safe work practices established by the Employer.

The achievement of the health and safety goals demands commitment, active support and the involvement of individuals involved with library operations at every level:

- It is the responsibility of each worker to work safely and report all unsafe or unhealthy conditions
- It is the responsibility of Managers to ensure that safe and healthy work conditions are maintained
- It is the responsibility of contractors and their staff to meet or exceed Library health and safety program requirements
- It is the responsibility of all workers to be committed to furthering their education regarding health and safety

Working together on a foundation of commitment and enthusiasm, the Library is firmly resolved to be successful in its health and safety efforts, ultimately contributing to the effectiveness of the Library's operation.

Endorsed Date:	Motion #:
Effective Date:	
Date of Last Endorsement:	January 16, 2019



AURORA PUBLIC LIBRARY BOARD

VIOLENCE IN THE WORKPLACE POLICY

Aurora Public Library is committed to the prevention of workplace violence by providing a safe and secure working environment. This Policy is designed to ensure the well-being of workers and the undertaking of every reasonable precaution for the protection of workers from violence in the workplace from all possible sources. This applies to all workers, including: employees, managers, temporary employees, students, volunteers, sub-contractors, customers, clients, as well as other employers, supervisors, workers, volunteers and members of the public, as applicable.

Workplace violence means:

- The exercise of physical force by a person, against a worker, in a workplace, that causes or could cause physical injury to the worker,
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- 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.

The Aurora Public Library Board is vitally interested in the health and safety of its workers and, as the Employer, is responsible for worker health and safety.

Aurora Public Library will ensure implementation and maintenance of this policy and the supporting program. All workers will receive appropriate information and instruction on the contents of the policy and the program.

Violent behaviour in the workplace is unacceptable from anyone.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

The Employer pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Related APL Policies

1. Workplace Harassment Policy
2. Health & Safety Policy Statement

Endorsed Date:	Motion #:
Effective Date:	
Date of Last Endorsement:	January 16, 2019



AURORA PUBLIC LIBRARY BOARD WORKPLACE HARASSMENT POLICY

Aurora Public Library is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace. This applies to all workers, including employees, managers, temporary employees, students, volunteers, sub-contractors, customers, clients, as well as other employers, supervisors, workers, volunteers and members of the public, as applicable.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, including workplace sexual harassment.

Workplace sexual harassment means:

- a. Engaging in a course of vexatious comment or conduct against an employee in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b. Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

Reasonable action taken by the Employer or manager relating to the management and direction of workers or the workplace is not workplace harassment. This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace. Examples may include changes in work assignments, scheduling, job assessment and evaluation, workplace inspections, implementation of dress codes and disciplinary action.

Workers are encouraged to report any incidents of workplace harassment to the appropriate person. Refer to the Workplace Harassment Program for information on reporting any incidents of workplace harassment.

Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

Managers and workers are expected to adhere to this policy. Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

If an employee needs further assistance, he or she may contact CUPE Local 905.02, a Joint Health & Safety Committee representative, the Human Rights Legal Support Centre or the Employee Assistance Program.

Related APL Policies:

1. Violence in the Workplace Policy
2. Health & Safety Policy Statement

Endorsed Date:	Motion #:
Effective Date:	
Date of Last Endorsement:	January 16, 2019



Aurora Public Library Board

REPORT SR2020.04

SUBJECT: *Circulation and Fees Policy Report*

FROM: Bruce Gorman, Chief Executive Officer

DATE: January 15, 2020

RECOMMENDATION

That the revised *Aurora Public Library Circulation and Fees Policy* dated January 15, 2020 be approved.

BACKGROUND

The Circulation and Fees Policy was last reviewed and approved by the Board in June 2019. At that time, the print machines were not equipped to receive credit/debit payment. With this improvement to our printers to allow point of service payment using credit/debit, an adjustment is required to keep the policy current. The new machines require applicable tax to be included in the set price. Doing this will also simplify in-person interactions and improve customer service.


CONCLUSION

Staff regularly review Library services and equipment to find ways to improve the overall customer experience. Enabling debit/credit payment for simple print jobs at the printers makes it easier for customers to use library resources independently and efficiently.

ATTACHMENTS

1. *Aurora Public Library Circulation and Fees Policy*, dated January 15, 2020.

Assisted by: **Ashley Nunn-Smith, Manager Content, Access and Innovation**
Mario Baleno, Acting Information Technology Manager
Maida Rae, HR Coordinator/EA



Bruce Gorman
Chief Executive Officer



AURORA PUBLIC LIBRARY

CIRCULATION AND FEES POLICY

1. PURPOSE

The Aurora Public Library (the Library) Circulation and Fees Policy allows the Library to serve all customers in an accurate, consistent and accountable manner, and supports staff in providing equitable service.

2. LIBRARY MEMBERSHIP

2.1 General

Membership is free to all who live, work, attend school or own property in Aurora or any York Region municipality (as per YRPLP Agreement).

Children 13 years of age and under require the permission of a parent/guardian to become members.

A member's library account expires biennially. At that time, the member's name, address and telephone number are verified. All outstanding monies owed to the Library must be paid in full before the member's library account can be renewed.

A registered member should be in the possession of only one (1) Aurora Public Library account. A second account may be issued for educator use and for children of divorced/separated parents; a separate account for use with each caregiver.

The replacement fee for a lost library card is \$3.00.

2.2 Non-Residents

There is an annual fee of \$60.00 per person for those who do not live, work, attend school or own property in York Region.

Temporary residents may apply for a three (3) month membership and will be charged a deposit of \$20.00 which is refunded upon the return of all materials and the membership card including receipt for the deposit.

Customers in temporary housing (e.g. shelters or hostels) who are unable to provide a permanent address may borrow three (3) print materials at a time, unlimited e-resources and must renew their account every three (3) months. A letter from the shelter on letterhead is required to confirm residency and to waive the \$20 deposit.

2.3 Registration

In order to register as a member of Aurora Public Library, a phone number is required and personal identity and address must be verified by the Library.

Signing the library card implies acceptance of and adherence to all the rules and regulations of the Library. The signatory is responsible (or the parent/guardian if the cardholder is under 18 years of age) for all fines and damage or loss of materials.

Current identification providing name and address must be presented:

Adult (18+ years of age)

Driver's Licence	Ontario Motor Vehicle Permit
Ontario Photo ID card	Mortgage, rental or lease agreement
Pay stub or Direct Deposit PDF	
Utility bill	
Bank statement	

Or any other source of identification that gives the customer's name and current address (preferably photo ID)

Youth (14 – 17 years of age)

Driver's Licence	Report card with address
Ontario Photo ID card	Pay stub or Direct Deposit PDF
Bill (ex. cell phone)	Bank statement

Children (Birth – 13 years of age)

Parent's identification and proof of address
Date of birth of child (birth certificate, passport, etc.)

Educators who qualify for free membership may open a second account to keep their professional borrowing separate from their personal borrowing. The named individual is still personally responsible for all borrowing and the same fines and fees apply to both accounts. To qualify, educators must have a personal membership account in good standing, plus produce any of the following forms of ID:

Educator Account

Pay stub, direct deposit, T4 from school, daycare, etc.
Employment letter on school, daycare letterhead
School security pass with photo ID
Registered homeschool papers with Ontario Ministry of Education

2.4 Borrowing Privileges

A valid library account must be presented (via library card, barcode in library app, or sufficient ID) in order to borrow any material.

Members are responsible for all materials issued on their account. Notify the library immediately if a card is suspected lost or stolen.

Changes in personal information such as address, telephone number or email address should be reported immediately.

Parents/guardians are responsible for the selection, usage and safe return of Library materials borrowed by their children under 18 years of age.

In addition to having a valid library account, the borrowing of the following materials has age restrictions:

- To borrow Blu-rays/DVDs rated "R", or Video Games rated "Mature" (as classified by the Ontario Film Review Board and the Entertainment Software Rating Board) a member must be 18 years of age or over and must show proof of age upon request.

2.5 Loan Period

A standard loan period of three (3) weeks exists for materials borrowed except for those materials for which special loan periods have been established (Schedule 4.1.5).

2.6 Loan Limits

The Library reserves the right to limit the number of bestseller, popular or seasonal materials borrowed, or categories in which there are limited holdings (Schedule 4.1.4).

The total number of items that can be borrowed on a single library account at any one time is 100.

2.7 Renewals

All items may be renewed five (5) times except for:

- Items with holds
- Bestseller and Express titles
- High demand materials
- Book Club Kits
- Another library's materials (ILLO) unless authorized by the lending library

Each renewal is considered a new loan period for the calculation of any overdue fines.

Renewals can be requested in person, by telephone, through the library website at www.aurorapl.ca, catalogue www.aurora.bibliocommons.ca or APL app (Android or Apple).

2.8 Holds

Most library materials may be reserved in person, by telephone, through the library website at www.aurorapl.ca, catalogue www.aurora.bibliocommons.ca or APL app (Android or Apple) (Schedule 4.1.5).

The maximum number of holds at one time is 30.

When picking up holds, the customer must bring the card on which the hold was placed.

2.9 Returns

Customers are responsible for ensuring all material is returned, by the due date, to Aurora Public Library. Material may be returned inside during operating hours or via the outside drop box.

A return bin is also available at the Aurora GO Station, 121 Wellington St E., northwest corner, beside the bike racks. All material returned to the GO Station is backdated to the date of last pickup.

2.10 Overdue Fines

Failure to receive courtesy email or telephone notification for materials coming due does not absolve the borrower of the responsibility to return items by their due date.

Overdue fines are assessed on the basis of the material type, regardless of the age of the borrower (Schedule 4.2).

Clients of the Visiting Library Service are not charged overdue fines but are charged for lost or damaged materials.

2.11 Overdue Notification

Members will be notified when material is ten (10) days overdue and two (2) more times thereafter. When material is six (6) weeks overdue, members will be billed for material not returned.

Delinquent accounts may be forwarded to a collection agency. An additional \$20.00 +HST service charge is levied for each overdue account referred to the collection agency.

2.12 Suspension of Borrowing Privileges

All privileges will be suspended when members have fines and/or overdue materials in excess of \$20.00. Privileges will be reinstated when the charges are paid.

All monies owed to the Library must be paid in full before a library account may be renewed. The Library accepts cash, cheque, debit and credit in-person at the service desk. For your convenience, the Library also accepts credit card payments over the telephone and debit and credit payments at the Self-Checkout stations.

2.13 Lost and Damaged Material

Members shall report lost or damaged material at the earliest possible opportunity.

The charge for materials that are not returned, are lost or are damaged is based on the full replacement cost including the cost to acquire, catalogue and process the item.

Replacement or donated copies in lieu of payment are not accepted.

2.14 Refunds for Lost Materials

The time limit for refunds for payment of lost materials is three (3) months from the date of payment. Members must produce their receipt to receive the refund.

3. OTHER SERVICES

3.1 Copying of Material

Aurora Public Library adheres to the laws of Canada governing the copying of all materials. The Library retains a copying license for public libraries through Access Canada, a non-profit organization formed and run by Canada's leading associations of creators and publishers. The Library operates within the terms and conditions of this license and makes every effort to ensure staff and customers do likewise.

Use of photocopiers to reproduce all or a substantial part of work protected by copyright is governed by the Canadian Copyright Act. Copying of a work or a substantial part of a work protected by a copyright requires the permission of the copyright owner. No parts of some work, such as music, can be copied without permission. However it is not an infringement of copyright to "deal fairly" with some works for the purpose of private study, research, criticism, review or newspaper summary. The responsibility of determining whether permission is required, and then obtaining permission, is that of the person making the copy and not the Library. Staff will neither

participate in nor condone infringements of copyright. The Copyright Act is available at Information Services should further information be required.

3.2 Printing

Printing is available from photocopiers and laser printers (Schedule 5.4). 3D printing is also available. Please ask staff for assistance.

3.3 Proctoring

Proctoring services are available to residents of Aurora who are registered members of the Library with due notice to staff during regular library hours of service. Residents from other municipalities seeking this service from Aurora Public Library will be charged \$30.00 inclusive of HST (Schedule 5.8).

3.4 Program registration

Program fees may be levied on a cost-recovery basis, to cover the cost of external resource people and materials.

Refunds to program registration fees are subject to an administration fee of \$5.00 (no refund if program cost is less than \$5.00).

4. SCHEDULES

4.1 Borrowing Privileges and Restrictions

4.1.1 Blu-ray/DVD

- Children (0-13) may borrow Blu-ray/DVDs and Video Games from the Juvenile collections only
- Restricted Blu-ray/DVDs are available to persons 18 and over

4.1.2 Electronic Equipment

- Available to borrowers 6 years of age and older

4.1.3 Suspension

When the account:

- has more than \$20.00 in fines or charges, which includes both unpaid fines on returned materials and fines accruing on items not yet returned, or
- has been referred to a collection agency.

4.1.4 Limits

Schedule of Maximum Number of Items per Account

Material Type	Max per account
Total combined items checked out at one time	100
Book Club Kits	2
Bestseller Express Movies	3
Video Games	5

4.1.5 Holds, Loan Periods and Renewals

Schedule of Hold Permissions, Loan Periods and Renewals

Material Type	Holds	Loan Period	Renewals
Audiobook	Yes	21 days	5 renewals
Bestseller Express (Books)	No	7 days	0 renewals
Bestseller Express (Movies)	No	3 days	0 renewals
Blu-Ray	Yes	7 days	5 renewals
Book	Yes	21 days	5 renewals
Book Club Kit	Yes	42 days	0 renewals
CD	Yes	21 days	5 renewals
Digital Equipment	No	Return 30 minutes before closing	0 renewals
DVD	Yes	7 days	5 renewals
eContent	Determined by licensing agreement	Determined by licensing agreement	Determined by licensing agreement
Fast track books	Yes	14 days	0 renewals
Magazines	No	21 days	5 renewals
Nature Backpack	Yes	21 days	5 renewals
Pedometer	Yes	21 days	5 renewals
Reference Material	No	In-Library use only	N/A
Video Games	Yes	21 days	5 renewals
Watt Readers	Yes	21 days	5 renewals

4.2 Fines

Schedule of Fines per Day and Maximum Fines per Item

Material Type	Fine Amount Per Day Per Item	Maximum Per Item Each Loan Period *
Adult books & magazines	\$0.25	\$3.00
Adult and Young Adult A/V	\$0.25	\$3.00
Young Adult books & magazines	\$0.05	\$1.00
Juvenile A/V	\$0.05	\$1.00
Juvenile books & magazines	no fines	no fines

A/V includes DVDs, BluRay, music CDs, audiobooks, and video games

*Note that each renewal is considered another loan period

4.3 Electronic Equipment Fines

\$1.00 per hour overdue

4.4 Use of a Collection Agency

\$20.00 plus HST for accounts owing

5. CHARGES

5.1 Non-Resident Membership

\$60.00 per person for 12 months

5.2 Replacement Card

\$3.00 for replacement card

5.3 Lost Item/Digital Equipment

Invoiced price plus HST, if applicable

5.3.1 Refund

Limit of three (3) months for refund on lost materials, once returned.
Full refund of invoiced price, but not overdue fines.

5.4 Damaged Materials

Invoiced price plus HST, if applicable

5.5 Photocopying and Printing

Black and white - \$0.1~~85~~ + HST (\$0.20 including tax)

Black and white (11" x 17") - \$0.~~30~~35 + HST (\$0.40 including tax)

Colour - \$0.5~~30~~ + HST (\$0.60 including tax)

3D Printing - \$1.00 + cost recovery per-minute charge + HST

5.6 NSF Cheque

\$40.00

5.7 Proctoring

Proctoring services are offered free to Aurora residents; otherwise a \$30.00 (including HST) fee is charged.

Related Policies

1. Proctoring Policy

Approved Date: June 24, 2019	Motion #:
Effective Date: August 6, 2019	
Date of Last Revision: June 20, 2018	

365 days – since I had the privilege of being sworn in as the Mayor of Aurora. It has been an exciting year.

Council has strived to get things done this first year of our term. We have made a number of decisions that will continue to move Aurora forward, in a positive way, and

enable our community to continue to grow and evolve while maintaining our small-town charm!

We have had some pretty incredible events that showcased our Town both nationally and globally ... From Hometown Hockey to start off this term, to our very own Robert Thomas bringing the Stanley cup home and, of course, the CP woman's open at Magna. This Town showed why we are considered a sports Town!

When we took office, one of the first things that this Council was tasked with was to make a decision on how to better protect our stable neighbourhoods. Council got to work right away in addressing this issue by making the decision to implement changes to our Stable Neighbourhood bylaw, that are forward-looking and ensure that the infill zoning bylaws make sense for our Town. I believe the recommendations Council approved are fair and balanced. They meet the stated objective of achieving a balance between development control, and the flexibility to allow innovation and ongoing investment.

Council also moved forward with making a change to how our sport plan is delivered by bringing it in-house and having the Town work with all the sporting organizations to create more opportunities for our residents.



Getting Things Done

Mayor
Tom Mrakas

It's been one year –

I reached out to all sports organizations and had the opportunity to meet with virtually all in this first year to get a first hand sense of the challenges that our organizations are having and what the Town can do to help support them.

Council recognized the important role that sport plays in building community vitality. And, building on the work of the previous Council, this Council implemented important elements of the Sport Plan – including the hiring of a Sport Development Officer. The role of the Sport Development officer will be to not only develop deliverables of the Sport Plan, but to work with all our sports organizations to ensure that their needs and wants are being addressed and that the identified goals will be realistic, achievable and efficient.

I am looking forward to our Town continuing the work of the Sport Plan and working together with all of our sport organizations to get things done.

Recently, we also saw The Armoury officially open.

This extraordinary repurposing of one of our heritage buildings is an important milestone in the revitalization of our downtown core, honouring our past as we build our future. This stunning project is one that took commitment and resolve of Council members – past and

present – to see this vision come to reality. Right now, we are turning the page and starting a new chapter in the history of the Town of Aurora and the Aurora Armoury. It's a truly exciting time in Aurora.

This week, we will be finalizing our second budget in this first year and – holding true

to the budget principles that we set last term – have set the tax rate as inflation + 1% as the tax rate. Our Town is in a very healthy financial position.

However, to minimize any potential impact to our services and/or the tax levy due to the Provincial downloads, we took a serious look at what is a need and what is a want and eliminated duplications wherever identified. In this way we have worked to continue to ensure a budget that provides the best services that residents expect, at the best price.

The first year also saw the approval of our new Economic Strategic Plan. Too many times plans have been developed and afterwards just put on the top shelf where they collect dust. This plan is different; this plan is about action and getting things done, and we have the right mix of professionals on the Board that are eager and willing to move things forward so that our Town can achieve long-term employment growth. The Town has also renewed and strengthened our partnership and relationship with the Aurora Chamber of Commerce. For decades, the Aurora Chamber of Commerce has been an important resource for businesses in our community and they play a key role in economic development efforts for our Town. A continued, strong relationship with the Chamber will be key to encouraging a positive business environment and revitalizing our downtown core – as this has already happened in this this first year!

Getting Things Done

From page 15

We also saw the first lecture of York University Scholars Hub.

When I spoke with Dr. Rhonda Lenton, the President of YorkU, back at the beginning of this term of Council, I indicated that I was looking for ways that Aurora could be home to some YorkU programming and asked how the Town could collaborate with the University.

Dr Lenton mentioned the possibility of bringing the York University Scholars Hub series here to Aurora and, potentially, growing that working relationship to include future collaborative initiatives. So, I am very excited that York University is bringing "The York University Scholars Hub" right here to Aurora at our very own Library. I believe this is a great first step that will lead to many more collaborations between YorkU and the Town of Aurora.

Council has also made a significant change that will help bring more major office development to our Town by exempting development charges for "major office development". I believe we need to use all the tools available to us as a municipality, working with the business and development community, to ensure the Town puts the optimal conditions in place to both attract new businesses and assist current businesses

to thrive. This type of forward-thinking links land use planning with financial incentives for businesses and developers, making Aurora a desirable location. These initiatives will promote economic development opportunities across the Town and solidify Aurora as a place of business and investment.

I would also like to thank staff for the work they have done over this past year.

It is our dedicated Town employees who do their jobs – day in and day out – that makes Aurora a better place for all of us. They are the ones who really make this Town run. They respond to our many unpredictable needs – fires, weather-related needs from snow to flooding, trees down, street lights out, potholes, and everything in between.

Town employees also work diligently to provide, summer camps, swimming lessons, and fun for our kids. They keep our water flowing. They consider development proposals, issue building permits, strive to preserve our rich architectural history, and keep our trails and parks in shape for your stroll or family picnic.

To them I say, a very heartfelt thank you!

In closing, It has been a truly exciting year, and I am looking forward to the next three years and what we – Council, staff and community – can accomplish as we work together to get things done.

Since the 1970s, artist David Kempton has explored human emotions and longings in natural and urban settings through photography that plays with his subjects, both interactively and experimentally.

Recently, David has been branching out into exploration of art and text, with extended sequences for storytelling. His new exhibit, *First Lines of Haiku*, invites the viewer to experience photography and poetry with titles that are, or could be, the first lines of this poetic form.

Most of David's earliest influences were in the realistic tradition - crisp black and white images with an emphasis on composition. But as he moved from developing in the darkroom to digital format and new software, his work branched out into more contemporary and experimental forms.

David's process is fascinating; he plays with the camera, layering and manipulating colour, using collage and experimenting with time and movement. Much of this came as a result of his love of the traditional "wet darkroom" photography and the magic of watching an image appear - the anticipation in days or weeks between exposure and print.

In an era when cameras are ubiquitous,

David reminds us of the role of the artist/photographer - their choice of subjects, framing, texture, layering or juxtaposition, choosing what they want the viewer to look at in that little window that invites you to really see their world and think differently.

Many of David's photographs are titled by the deliberate use of five syllables - the beginning of the stylistic form of haiku. In this new exhibit, David invites visitors to express their relationship with his art through writing haiku on cards available at the gallery or by sharing their poetry online at pixsilver.com. For the artist, this exhibit is not only about what visitors take away from the experience, but equally important, what they will leave behind.

First Lines of Haiku is on exhibit in the Colleen Abbott Gallery, running December 9 - January 19, 2020.

The expanse and influence of creative expression continues to surprise and delight, adding to our enjoyment when we host our guests on *The Speakeasy*.



SPEAKEASY
Jane Taylor and Recia Mandelcorn

Jane Taylor is Executive Director of the York Region Food Network, dropped by to chat about The Culinary Traveller, a unique partnership between the York Region Food Network and Aurora Public Library that builds upon "Food Culture".

During this holiday season, many of us will be enjoying food that connects us to family memories, embodying cultural and symbolic meanings beyond what's on our plates. In fact, when we think about "Culture", there can be no greater alignment than in its relationship to food.

Food can also be the bridge that helps newcomers integrate in a new country, growing relationships when people "break bread" together.

The Culinary Traveller is a free, hands-on cooking class where participants create and enjoy delicious, easy to prepare dishes from around the world. Each month a different community volunteer leads participants in cooking a menu from their country of origin. More than just

a cooking class, The Culinary Traveller is about sharing, learning, creating and building community.

The Culinary Traveller has launched its third cookbook featuring some of the fabulous dishes they created together. Featured at the Library event were some of the participants who spoke about the program, of the new friends they made and of how the Culinary Traveller has welcomed them to our community.

A limited number of cookbooks are available at the Library as well as online at aurorapl.ca under Newcomer Services.

Wrapping up 2019, we reflect on what a privilege it is for us to connect with the people who bring our community to life. We wish our readers a Happy Winter Solstice, a Happy Hanukkah, a Merry Christmas and a Happy Kwanzaa - and look forward to another great year bringing you the best of the Arts and Culture scene in Aurora.

Jane Taylor is Communications and Events Manager at the Aurora Cultural Centre and Recia Mandelcorn is Manager of Community Collaboration at Aurora Public Library. They co-host The Speakeasy on the first Wednesday of each month on 102.7 CHOP-FM.

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ARTS & REC

DEATH BECOMES HER

SIMONE JOSEPH
sjoseph@ymg.com

Rhobi Jacobs has brought baby talk to Aurora Public Library.

Now it's time to tackle death.

The library's baby café was launched in September. People came to talk about pregnancies and parenting. The café included guest speakers, said Jacobs, co-ordinator of community led initiatives at Aurora Public Library.

Now, Jacobs is bringing The Death Café movement to Aurora.

"Everyone faces it (death) but we don't have a model for what it's like, how we make meaning out of it," she said.

As a librarian with a background in social work, it's perhaps not surprising that Jacobs has helped introduce diverse programming.

"We are hoping to capture the whole lifespan of our patrons," Jacobs said. "Our library is known for being outside of the box - different."

Aurora Public Library's café will be held Jan. 30. Here's the library's pitch to the public: "The

Death Café movement

started in the U.K., believes that 'death belongs to everybody.' John poet Mollie Cates Tom to gather with people of all ages and demographics, eat cake and talk about death in an open context with no agenda. Please note that Death Café is not a grief support or counselling session."

Jacobs understands people's interest in death. It's a curiosity, people are intrigued and horrified.

But Aurora's is not the only library with a penchant for the peculiar. Markham has also introduced unique programming, says Diane Macklin, director, community engagement for Markham public libraries.

Markham held a Memory Café. Those living with memory loss are led through conversations that get them to chat in a non-threatening environment, Macklin is also offering a lending where people can borrow sports equipment, tools, and small kitchen appliances.

Through a partnership with Markham Cycles, the community can borrow bicycles from the library. As

well, Markham will be introducing a musical instrument lending library in 2020.

"One of the most important things we can do as a library is community building. Libraries play an important role in providing people with a sense of connection and belonging," Macklin said.

"We serve as a community bridge, bringing together diverse groups of people, creating forums for the sharing of information and ideas."

In 2018, Newmarket's Doane House Hospice ran death cafés three times, said Susan Henderson Harris, a hospice volunteer/ambassador.

This year, the hospice has hosted cafés three times.

All of its cafés are registered on DeathCafe.com.

"In every one, (Death Café), participants meet simply as people who have one essential thing in common," Harris said.

"Since people rarely talk about their own mortality, at a Death Café we strive to break that taboo ... while eating cake."

Aurora Library's death café is at the library on Jan. 30, 7 to 8:30 p.m. | Lebovic Room
Doane Hospice's next café is Sunday, Jan. 28, 2-4 p.m.



Since Sonerville/Teater Rhobi Jacobs, coordinator of community-led initiatives at the Aurora Public Library, has brought some unusual programming to the library including baby cafés, newcomer nature tours and death cafés.

clue ON STAGE

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Gibb brings down curtain on One Book One Aurora 2019 with author talk

By Brock Weir

It has been a whirlwind year for Toronto-based author Camilla Gibb.

In addition to her novel, *Sweetness in the Belly*, receiving the big screen treatment with a film adaptation that made its world premiere at the Toronto International Film Festival (TIFF) this past September, her story of Lilly, a young English orphan sent

to live in Harare, Ethiopia, has been a focal point for many local booklovers as the 2019 selection of the Aurora Public Library's One Book One Aurora campaign.

Throughout the year, the Aurora Public Library (APL) has spearheaded a full year of programming exploring various themes contained within the book, from evocative talks, to film screenings, to photography and writing contests.

One Book One Aurora 2019, however,



Author Camilla Gibb speaks at the Aurora Public Library, the grand finale of the 2019 One Book One Aurora program.

Auroran photo by Brock Weir

culminated last month in a special author talk given by Ms. Gibb herself in APL's central Living Room space.

"I want to thank [Reccia Mandelcorn, APL's Manager of Community Collaboration] very much for really thoughtful, creative programming you have developed around this book," Ms. Gibb told Ms. Mandelcorn and the packed audience. "I think programs like this are kind of remarkable in the sense that they use a book as a starting off point to talk about issues and ideas, and I think that is how a book wants to carry on living in the world as a form of conversation and [in a world of] big box stores, something we pass from hand to hand, or participate and share in the context of a book club."

In sharing her story, Ms. Gibb spoke about the origins of *Sweetness in the Belly* itself.

The roots of the story began to form when Ms. Gibb was studying for her PhD in social anthropology.

She developed an interest in the Muslim world from a relatively young age, swept up, courtesy of her mother's partner who grew up in Lebanon, by a world that seemed a little bit mysterious and just out of her grasp.

"I was curious enough that once I got to university I started studying not only anthropology but also middle eastern studies," she explained. "I knew that I wanted to learn the language, so in my third year of undergraduate at the University of Toronto, I went to Cairo and spent a year living in this heaving, seething metropolis of 18 centuries of history and it was a vastly overwhelming place where I couldn't have felt smaller."

She lived in a university residence at this time primary of Arab women and this environment further stoked her interest – and her travels, which eventually took her

to Ethiopia.

The book was a success and its most recent chapter – the film – took her back to Ethiopia and back to the life-long friends she made during her time there, many of whom served to inspire her book.

"This book has had an interesting life," she said. "Ten years ago, it was optioned for a film and it took ten years for a very passionate Canadian producer to pull it all together. I wasn't asked to write a script. I would much rather have it done by someone who was a professional screen writer. I came in at quite a late stage, read the script and I saw this happening, which was quite surreal. This thing had to be [filmed] here in the places that I have been. It was in that context that I got to have these really wonderful reunions with friends and family and people."

But the resulting product, the film, also courted controversy with an early synopsis of the film released just prior to TIFF, describing Lilly as a "white Ethiopian" woman portrayed by Dakota Fanning sparking, despite its inaccuracy, a lengthy social media discussion on cultural appropriation.

"I think our conversations around appropriations have become so much more sophisticated and complicated," Ms. Gibb told the APL audience. "What happened in advance of the screening at TIFF was some controversy because a press release came out saying 'Dakota Fanning plays white Ethiopian.' They had been really careful around the wording, but this was a disaster, a three-day twitter storm where a lot of work had to be done. She is not a white Ethiopian. The director is Ethiopian, but the director is not a Muslim."

For more on *One Book One Aurora*, including some of the work resulting from this year's reading campaign, visit onebookoneaurora.com.



Welcome to Library Land

Reccia Mandelcorn

The face of Canada is changing, and nowhere is this more evident than in public libraries across the country.

When I started working at APL almost 40 years ago, Aurora was a pretty homogenous mix. Second and third generations came from British, German and Dutch stock, and people of colour or faiths other than Christian were a rarity.

Fast forward to 2019 where new patterns of immigration have changed the demographic and cultural makeup of Aurora. The recent newcomer population has increased by 44% since 2006, exceeding the growth rate of Aurora's total population (16%). One of the first places immigrants go when moving to a new community is their public library, creating relationships that mutually enhance integration and community building.

At APL, we have been fortunate

Continued on page 31

Welcome to Library Land

From page 4

to be able to develop new initiatives through collaborations with diverse communities. Arab Voices brought poetry, music and art from the Arab world to a unique cultural festival. Celebrating Chinese Heritage gave us a sampling of the richness of Chinese culture at an afternoon featuring music, dance and song. Offered in our living room, these experiences enable us to expand our horizons.

Our library welcomes immigrants to learn about and contribute to our community through a growing number of newcomer-focused programs. While created with newcomers in mind, everyone is welcome to attend.

Culture is best experienced through the flavours of global cuisine. The Culinary Traveller, a monthly, hands-on cooking class where we create delicious recipes from around the world, is the result of a partnership between Aurora Public Library and the York Region Food Network.

Women new to Canada or Aurora come together alternate Tuesday mornings to share ideas and learn about our community at the Newcomer Women's Meetup. Each morning includes a special focus, craft or speaker, so there is always something new to learn with an emphasis of forming new connections.

Through the Library Settlement Partnerships, APL offers information sessions on a variety of topics, including applying for Canadian citizenship, how to avoid fraud and financing your post-secondary education in Canada. Some sessions are provided in languages other than English.

Meet the Seasons Newcomer Tours are offered through a partnership with the Lake Simcoe Region

Conservation Authority. This fun and interactive series is an introduction to the four seasons in Aurora.

The ESL Conversation Group is a continuing adult English conversation program offered by a facilitator from York Catholic District School Board and the evening English Conversation Meetup is a social, interactive gathering where participants come together to practice their conversation skills.

These programs can be found on the Library website (aurorapl.ca); all are free, although some require prior registration.

At APL, there is nothing more satisfying than welcoming new immigrants to our Library. So many countries do not have free library service or the extensive collections and programs that we can offer; this reminds staff of how fortunate we are.

In 2020, we will be gathering input about how we can work together to build a strong, cohesive and diversified library community. If you are a newcomer, we'd love to talk with you. To share your feedback, please contact Rhobi Jacobs, APL's community-led coordinator at rjacobs@aurorapl.ca.

Canada is a nation of immigrants. With the exception of Indigenous peoples, we all came from somewhere else to build new lives for ourselves and our families. APL is energized through new perspectives, art and culture that come from the vast life experiences of increasingly diverse residents. For this, our community is all the richer.

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.

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NEWCOMERS NEED NATURE: AURORA LIBRARY LAUNCHES PILOT PROGRAM

NATURE TOUR INTRODUCES 'HARDEST SEASONS' FOR NEWCOMERS: WINTER AND SPRING

SIMONE JOSEPH
sjoseph@ymg.com

When you think of a traditional program for newcomers, you might think of English as a Second Language Classes. Or job training.

But a pilot program Aurora Public Library is launching promises to bring new immigrants outside to experience nature.

"For the pilot - called Newcomer nature tour - we are introducing what I think are the two hardest seasons for newcomers: winter and spring. It can be daunting - especially if you've arrived in Canada during the warmer months and have never seen an Ontario winter-to feel comfortable in and enjoy these two seasons," says Rhobi Jacobs, co-ordinator, community-led initiatives at

Aurora Public Library. Educators from the Lake Simcoe Regional Conservation Authority will be facilitating crafts and learning activities centering on the season that will be better suited to an indoor space, before leading an excursion to introduce (that's the "meeting" part of "Meet the Seasons") what Aurora is like during winter and spring.

"We want to share what happens to the plants and animals in our neighbourhood during the winter and spring months, and also celebrate how magical and fun these months can be," Jacobs said.

The library serves a sizable newcomer population, Jacobs said. The library also hosts a program called "Newcomer Women's Meetup" that helps newcomers meet new friends, learn about the area, and have a chance to practice English or speak with others in their first language.

In the summer, the library invited Dana Eldon from the Lake Simcoe Regional Conservation Authority to facilitate a work-

shop for this Meetup group in Town Park. Eldon showed them how to identify plants and trees, as well as how to recognize different bird calls.

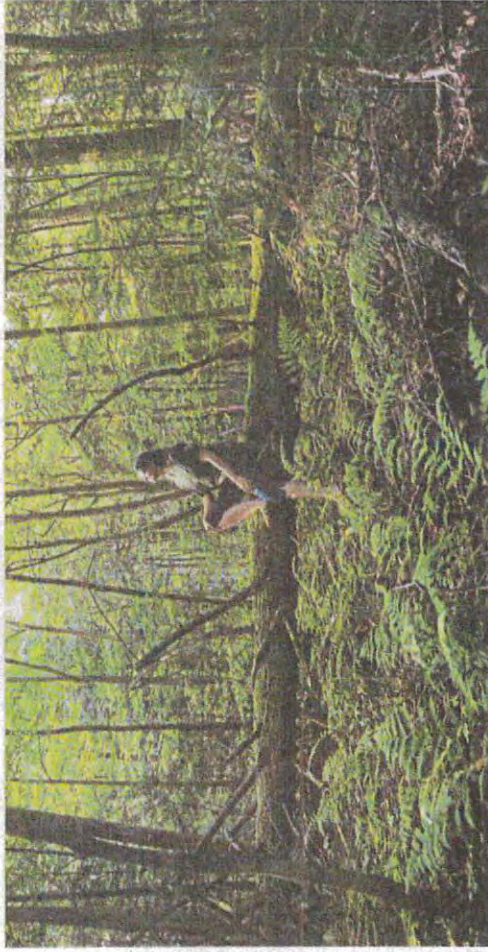
"It was so much fun that we got interest from others using the park that day too," Jacobs said.

Afterward, Eldon and Jacobs wondered "how could we deliver this programming to a wider audience?"

"We both are passionate about the environment and the local area and want the chance to share our excitement with folks who are newer or less comfortable engaging with the nature around them," Jacobs said.

Jacobs hopes the newcomers have fun and feel a little more confident playing and enjoying leisure in every season of the year, she said.

"For all of us, new and old, having a relationship with the environment in one's immediate geography is a key part of being good stewards of the land. Also, part of living in Aurora, Ontario is the changing seasons! Understanding



Torstar file photo

Barb Davies, regional greening co-ordinator, indulges in forest bathing - using senses to experience the forest. A pilot program Aurora Public Library is launching will bring new immigrants out to experience natural treats.

what's happening in the environment without going settling here." The Newcomer Nature Tour is Jan. 11 and April 25, more information.

10 a.m. to 11:30 a.m.

Go to <https://www.library.aurora.on.ca/> for more information.

DOWN TO BUSINESS



BUSINESS BOOK REVIEW

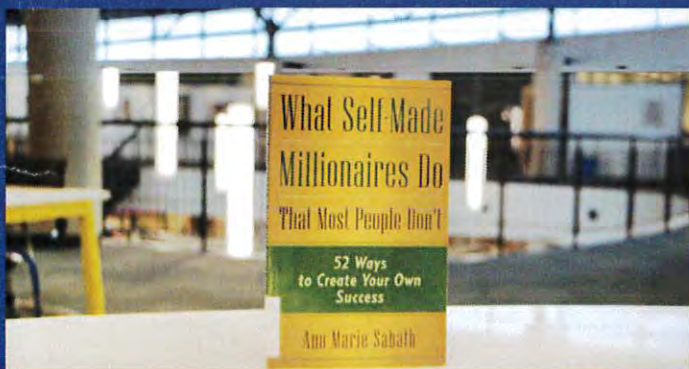
What Self-Made Millionaires Do That Most People Don't: 52 Ways to Create Your Own Success

By **Ann Marie Sabath**

In 52 short, digestible segments, Sabath provides insights on how to find your passion, stay focused and keep a healthy balance between your personal and professional life in order to become a millionaire.

Believing success is achieved through the fruition of one's mindset, the author presents shared habits through interviews of "ordinary" people with diverse backgrounds who became millionaires. Emphasizing the importance of attributes such as thinking big, being intentional, setting priorities and developing a high emotional quotient, each segment ends with a simple action step.

The book features interviews with a wide list of self-made millionaires. From white-collar professionals, blue-collar workers, small business owners and even teens, they have all achieved success by putting into practice, the habits and secrets that set successful self-made millionaires apart from the rest.



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OBOA 2020 novel "Scarborough" is hoped to spur conversation on how empathy creates action

By Brock Weir

Aurorans will soon have the chance to get fully immersed in Scarborough, the acclaimed debut novel of Catherine Hernandez, which is the Aurora Public Library's selection for their 2020 One Book Aurora campaign.

Over the next eleven months, local readers will be able to pick up the novel from free lending libraries that will be popping up around Town, as well as the Aurora Public Library (APL) itself, to enjoy, return or pass on to new readers, all the while participating in a year-long roster of programming spearheaded by APL and the many community groups under their umbrella.

"I first read Scarborough when it was nominated for the OLA Forest of Reading Evergreen Award in 2019," says Rebecca Mandelcorn, APL's Manager of Community Collaboration, who made this year's One Book One Aurora selection. "I simply fell in love with the characters and was so moved by the struggles they faced through economic and social marginalization—and with the dignity with which the author told their stories."

It was a voice that Ms. Hernandez initially struggled to find.

As The Aurora reported last week, Ms. Hernandez, who grew up in Scarborough, felt her writing was becoming stifled after moving to Downtown Toronto. Moving back home after experiencing an abusive relationship, she says she heard a voice inside her saying, "Stop thinking that Scarborough is a place you escape and be here. I made Scarborough my home instead of being ashamed of it and I decided to really and truly listen to the conversations that were very familiar to me."

In listening to those conversations and setting them down on paper, she found her words struck a chord with the world around her.

"These conversations were similar to

those I had when I was younger and I was just failing in love with this area all over again," she explains. "When I moved back here and started a home daycare, I realized there were so many stories from people in the community, especially when I was bringing the kids back and forth to different play centres—stories of people who are surviving quite intense things while raising their children. I realized this community needed a voice and I had to own up to the fact that I was ashamed of this area, just because of my internalized racism and classism; I was ashamed of it and I really needed to turn that around for myself, in my body and give this community a voice—and also not to make them caricatures but make them human beings with fibre and soul."

"When I started to piece together all of these stories that were really inspired by the residue of all the people I had met, I was able to sew it all together as an overall arc of three children in a neighbourhood over the course of a school year and a facilitator at a literacy centre who realizes that a community needs so much more support than what she is being employed to do."

Once the stories were brought together in the form of a book, Ms. Hernandez says it was "no surprise" that reaction in Scarborough was "a little bit slow to take."

There was a sense within the communities she was trying to reflect that literature, in the end, wouldn't reflect the real community, that their stories would never be covered in any form of "literature" but, through word of mouth, this conception was challenged.

Through social media, particularly Instagram and Facebook, Ms. Hernandez heard from more and more people from Scarborough who said "they felt seen, heard and acknowledged" in her words and that the book was actually "celebrating them."

"These are responses I treasure way more than any book review in a major magazine or newspaper [because] people said 'I saw myself' or 'I am one of these people.' To

me, that really meant I had done by job, that I was respecting the community. It really was a love letter to the people who are frontline workers to these communities. It doesn't have to be Scarborough; it can be any community that is an afterthought. Any place that is a racialized community, it ends up being an afterthought for policy-makers and it is such a shame. I wanted [of these communities] to be front and centre in the book because I don't have those powers—I am not a politician, however, I have absolute power when I am writing. I can make that a reality for them, a reality where they are front and centre."

For the characters in Scarborough, the measurement of success depends on who is in the spotlight. For some, the measure of success is to live abuse-free, find housing that is not precarious, or even simply realizing some form of financial security. Ms. Hernandez says that through her words she hopes people understand that the definition of success changes all the time. For her, success was sometimes "finding enough money to buy a dozen eggs" or being able to make rent, or afford a music lesson for her daughter.

"All of these things are successes. They might be small successes, but every day was a race to that success, to make sure that my daughter was safe," she says. "For this book, as difficult as their lives are, the truth is that I'm actually showing a community that is full of success, that every day they are experiencing joy and they are achieving extraordinary things."

"Change is slow to come, but I know [through my work] and workshops I have done with frontline workers like nurses, lawyers, social workers, I have been able to inform them that their work is important and to never forget it—to never forget the vision that they have always had within themselves of creating stronger communities because I know that the system they work against often dims that light within them and those tiny changes are important to me."

This is also important for the Aurora Public Library.

"Although the novel's focus is on one community that Catherine knows intimately, the challenges she describes of intersectionality, of poverty and of being 'othered' are universal, even in more affluent towns like ours," says Ms. Mandelcorn. "Storytelling creates empathy and empathy can create action. I hope that through reading this book together, we can see the importance of funding the infrastructure that enables all our community members to enjoy the fundamental rights to food, shelter and education."

For more on One Book One Aurora 2020, visit www.onebookoneaurora.com.

Community Recognition Awards: Festival honoured for encouraging the winter Blues

By Brock Weir

Normally, the winter blues are something you want to chase away – but it's a different story in Aurora. Here, the winter blues are encouraged and celebrated.

As such, the Aurora Winter Blues Festival was honoured by the Town of Aurora with the 2019 Arts & Culture Award, part of the Town's Community Recognition Awards program.

Inspired by the Johnson Family, the Arts & Culture Award is presented to an individual or group that has "enhanced our community through their support or promotion of culture, music, visual, performing, or the literary arts."

"The Aurora Winter Blues Festival is organized by Music Aurora and has enhanced the community through their support and promotion of music, arts and cultures," said Cerezia, who co-hosted the awards ceremony with Steve Hinder.

"This Festival is now celebrating its eighth year and in addition to running week-long programming, the event also hosts a musical kickoff with pop-up music performances throughout the town," continued Mr. Hinder. "This Festival also provides opportunities for musicians to attend educational workshops and learning opportunities."

In recognizing the Aurora Winter Blues Festival, the Town paid tribute to its contribution to Aurora's

"vibrant and active music scene" which benefits the community as a whole.

"This visionary approach to enhancing the musical scene in Aurora means that residents are not limited to a one-day experience, but can rather continue their education in the arts throughout a month-long period."

This month of Blues kicks off next month with a free pop-up performance at the Aurora Public Library, showcasing local youth musicians on Saturday, February 22, at 1 p.m.

One such young musician who got a significant boost from Music Aurora, Louisa Barbosa, paid tribute to the festival before Stewart MacLaren accepted the Arts & Culture Award from Councillor Sandra Humfries.

"For a lot of young musicians in Aurora, Music Aurora has definitely had a very big impact because they do a lot for the community in terms of supporting local music and giving local talent the opportunities they need in order to get out there and be able to do what they love," said Louisa. "They do a lot of free workshops, a lot of events. I know

they do one at the Library, and they also have a lot of paid opportunities. If you want to enter the professional world of music, they always have opportunities for you."

"I have done a paid gig for Music Aurora and they have always been so considerate and super-helpful, and they have always been keen on providing young musicians in Aurora with the exposure they need, the preparation they need, and the environments they need, in order to share their talents with other people."

Following the February 22 pop-up, events continue in earnest again on February 29 with the annual Blues Bash featuring The Pick Brothers, a Youth in Music Showcase, and James Martin & The Midnight Riders.

The Aurora Winter Blues Festival proper will take place at Theatre Aurora on Friday, March 22 with Samantha Martin & Delta Sugar, along with the Glenn Marais Band, and Saturday, March 23 with Harpdog Brown & The Uptown Blues Band and Sugar Brown.

For a full list of events, visit musicaurora.ca.



Music Aurora's Stewart accepts the Arts & Culture Award from Councillor Sandra Humfries.

Aurora photo by Brock Weir