



Aurora Public Library Board

MEETING

Wednesday, May 19, 2021

7:00 p.m.

Via Zoom video conference call

AGENDA

1. Adoption of Agenda
2. Declaration of Conflict of Interest
3. Minutes of:
 - .1 April 21, 2021 Meeting *(enclosure)*
4. Reports
 - .1 First Quarter Operations Report SR2021.10 *(enclosure)*
 - .2 2020 Financial Statement – Year End Report SR2021.11 *(enclosure)*
 - .3 2021 First Quarter Financial Statement SR2021.12 *(enclosure)*
5. Items for Consideration
 - .1 APLB Committees Membership 2021 *(discussion)*
 - .2 Staff Appreciation *(discussion)*
6. Library CEO Updates
 - .1 CEO Updates *(verbal report)*
 - .2 First Quarter User Indicators Update SR2021.13 *(enclosure)*
 - .3 Library Square Governance Discussion *(verbal report)*
7. General Business Information/Questions
 - .1 APL Updates
 - .2 Library Square Stakeholder Update May 2021
8. Member Announcements

9. Date of Next Meeting: **Wednesday, June 16, 2021**

10. Adjournment

**** Please advise Maida Rae of regrets for attendance, by noon on May 19th (mrae@aurorapl.ca).**

Join Zoom Meeting

<https://us02web.zoom.us/j/84932263938>

Meeting ID: 849 3226 3938

Passcode: 508365

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Aurora Public Library Board

MINUTES of MEETING

Wednesday, April 21, 2021

The Aurora Public Library Board held its regular meeting on Wednesday, April 21, 2021 via video conference.

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

Chief Executive Officer: Bruce Gorman

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

Adam Mobbs will Chair this meeting.

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

1. **Adoption of the Agenda**

MOTION: **21.03.16**

Moved by: Councillor J. Gallo

Seconded by: T. Connor

CARRIED

THAT the Agenda be approved

2. **Disclosure of Interest**

3. **Approval of Minutes:**

.1 Regular meeting of February 17, 2021

MOTION: **21.03.17**

Moved by: K. Turriff

Seconded by: M. Rankel

CARRIED

THAT the Minutes of the February 17 2021 regular meeting be approved, and

THAT the Minutes of the March 18 2021 Special meeting be approved

4. Correspondence

Copies of correspondence was circulated for information.

- .1 Anna Lozyk Romeo March 5, 2021
Aurora Resident
Re: Potential cannabis site near Aurora Public Library

MOTION: **21.03.18**
Moved by: J. Clement
Seconded: K. Turriff
CARRIED

THAT the correspondence be received as information

5. Reports

- .1 ***First Quarter Use Indicators Report SR2021.05***
A staff report was issued prior to the meeting.

MOTION: **21.03.19**
Moved by: T. Connor
Seconded by: K. Turriff
CARRIED

THAT the Aurora Public Library Board receives the First Quarter Use Indicators Draft Report to March 31, 2021 as information

Aurora Public Library has moved from Zinio to Pressreader as part of consortium pricing with Northern York Region libraries. Pressreader translates into other languages and has more original language content to better serve diversity in our community.

"Academic Assistance from a Distance" is a new program that led to a significant increase in volunteer service hours. APL partnered with a local high school to offer 1:1 online peer tutoring. This enabled students to fulfil their volunteer hours and assist peers with the challenges of virtual learning.

Councillor J. Gallo suggested adding a column with 2019 statistics to future Use Indicators Reports to give pre-pandemic context.

- .2 ***Revised 2021 Service and Holiday Hours Report SR2021.06***
A staff report was issued prior to the meeting.

MOTION: **21.03.20**
Moved by: K. Turriff
Seconded by: J. Clement
CARRIED

THAT the Revised 2021 Service and Holiday Hours Report be approved

6. Items for Consideration

.1 ***Aurora Public Library COVID-19 Operating and Safety Plan Report SR2021.07***

A staff report was issued prior to the meeting.

MOTION: **21.03.21**
Moved by: M. Rankel
Seconded by: T. Connor
CARRIED

THAT the Aurora Public Library COVID-19 Operating and Safety Plan dated April 21, 2021 be received as information

B. Gorman highlighted updates to the report, with more library open hours being added as the provincial framework permits. We are currently in the 90th percentile for open hours across Ontario, second in York Region to Vaughan Public Library.

.2 ***Intellectual Freedom Report SR2021.08***

A staff report was issued prior to the meeting.

MOTION: **21.03.22**
Moved by: T. Connor
Seconded by: M. Rankel
CARRIED

THAT the Intellectual Freedom Report dated April 21, 2021 be received as information

.3 ***Aurora Public Library Board Committee Terms of Reference Report SR2021.08***

A staff report was issued prior to the meeting.

MOTION: **21.03.23**
Moved by: J. Clement
Seconded by: K. Turriff
CARRIED

THAT the Board approves the Terms of Reference documents for the APL Executive Committee, Finance Advisory Committee and CEO Performance Review Committee dated April 21, 2021

7. Library CEO Updates

.1 ***CEO Updates***

A verbal report was provided at the meeting.

MOTION: **21.03.24**
Moved by: K. Turriff
Seconded: J. Clement
CARRIED

THAT the Library CEO Updates verbal report be received as information

A temporary entrance is being constructed on the south side of the Library.

There are currently 22 staff members that have been outfitted with laptops, VPN access to enable working from home. Library IT were able to quickly adapt to ensure staff could work safely.

The Library has strengthened the partnership with the Town of Aurora by offering the Town access to LinkedIn learning online courses for all Town staff and the Summer Reading Club Story Walk in parks across Aurora this summer.

J. Marr, R. Mandelcorn and B. Gorman are participating in the Library Square Governance Committee.

J. Rocca and M. Rae continue to work with Town staff on the HRIS implementation.

The Editor in Residence program has been well received, with waiting lists and positive feedback from participants about the positive impact this provides to local writers.

Library ELT met with Metrolinx. A new return box will be installed, and they are following up on the possibility of a library vending machine on the premises.

B. Gorman met with the new CUPE National Representative, Heather Rideout.

8. General Business Information/Questions

.1 *APL Updates*

Articles and photographs were issued prior to the meeting.

MOTION: **21.03.25**
Moved by: M. Rankel
Seconded by: T. Connor
CARRIED

THAT the APL Updates be received as information

Newspaper articles and media coverage from late February to early April were provided that highlight APL's programs and services.

.2 *Library Square Stakeholder Updates*

An update on the project was issued prior to the meeting.

MOTION: **21.03.26**
Moved by: K. Turriff
Seconded by: J. Clement
CARRIED

THAT the Library Square Stakeholder Updates be received as information

B. Gorman confirmed that he had requested the Library work be done during COVID since it is easier to handle construction related issues while the Library is closed to the public. This work was initially scheduled for completion in June 2021, but has been delayed to August 2021.

9. Member Announcements

M. Rankel asked why the Town was renaming Library Square. Councillors Gallo and Humfryes indicated that public input has been requested, and that "Library Square" was intended to be a temporary name for the project in the early stages.

Board members are asked to think about committee participation for the May meeting. It was agreed that Board members will chair two meetings in a row to gain experience and increase their comfort in the role.

10. Date of Next Meeting

The next meeting is scheduled for Wednesday, May 19, 2021 at 7:00 p.m.

11. Adjournment

MOTION: **21.03.27**
Moved by: K. Turriff
Seconded by: T. Connor
CARRIED

THAT the meeting be adjourned
at 8:36 p.m.

T. Connor
Chair

B. Gorman
Chief Executive Officer



Aurora Public Library Board

REPORT

SR2021.10

SUBJECT: ***FIRST QUARTER OPERATIONS REPORT***

FROM: Bruce Gorman, Chief Executive Officer

DATE: May 19, 2021

RECOMMENDATION

That the *First Quarter Operations Report to March 31, 2021* 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 2021 and provided updates on the established timelines and targets in the attached spreadsheet, *Aurora Public Library 2021 Strategic Plan Goals*.

ATTACHMENTS:

Aurora Public Library 2021 Strategic Plan Goals

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

Bruce Gorman
Chief Executive Officer

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
Strategic Direction 1. Build Community								
1.1 Strengthen Town and partner organization relationships, working with all stakeholders as construction begins for Library Square	Bruce	40%	Q1	Q4	Working with town staff and stakeholders to imagine and implement the possibilities	Governance ongoing with Town and Culture Centre Working with Museum on future opportunities Involved in naming of library square process Working with Town parks department on programming Provide library cards to town staff	On track	
1.2 Community collection access points	Ashley	20%	Q1	Q4	Vending machine browsing collections (ex. SARC) Holds pickup lockers (ex. Senior's Centre)	Quotes obtained Initiated discussions with MetroLinx and GO for new book return bin & possible book vending machine located inside Aurora GO station	On track	
1.3 Fine-Free for all material	Ashley	20%	Mar	Jun	Communications plan developed for staff and customers Updated Circulation and Fees Policy for Board approval	Following our successful fine-free on children's material in August 2019, remove overdue fines for rest of collection material Studies (and our own experience with children's material) show this does not reduce instance or timeliness of returned material	On track	
1.4 Plan and deploy online reading challenges	Jodi	25%	Jan	Sep	Annual Summer Reading Club for all three age categories Establish seasonal reading challenges for each age category.	Launched Winter Challenges (Read Woke, 1000 BBK, 100 BBG, Adult & Kids) Jan 2021. Launched Spring Challenges (Apr 1 st).	On Track	
1.5 Explore ways to utilize library volunteers during pandemic	Jodi	90%	Jan	Sep	Engage with 100 volunteers and assist them in earning 350 hours	These success measures are based on achieving ¼ of what we provided volunteers in 2019. Pandemic Pen Pals, Academic Assistance from	On Track	

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
						<p>a Distance, Acts of Kindness, TAG all running in January 2021.</p> <p>Q1 – We have engaged 168 volunteers and assisted them in earning 340 hours. Goal has been achieved earlier then anticipated.</p>		
1.6 Develop three new community partnerships	Reccia	100%	Jan	Nov	Partnerships attained	<p>A number of longstanding partners are not able to collaborate for the foreseeable future due to pressures they are experiencing due to the pandemic. (The Arts Music Store, The York Region Food Network, Theatre Aurora).</p> <p>New relationships and alliances will be pursued.</p> <ul style="list-style-type: none"> • Orillia Storytellers • York Hills Centre for Children, Youth and Family Family Services York Region • 2SLGBTQI Community & Partnership Developer (CPD) Inclusive School and Community Services • Aurora Black Community 		Achieved
1.7 Increase newcomer/multicultural involvement with APL	Reccia	60%	Q1	Q4	25 targeted newcomer responses	<p>Carried forward/adjusted from 2020 If not able to gather the responses live, investigate collection of responses via Zoom interviews.</p> <ul style="list-style-type: none"> • Questions developed with CCLI (Jan) • Zoom interviews problematic due to access to computers. Phone interviews are being conducted as an alternative • Interviews began end-January • Survey Monkey developed (March) • 19 completed surveys (April 7) 	On Track	

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
Strategic Direction								
2. Place of Possibilities								
2.1 Oversee completion of renovation project in year two, integrate Library Square considerations and present the benefits of the space	Bruce	40%	Jan	Dec	<p>Successful operations of the Library during all phases of construction</p> <p>As permitted explore opportunities to utilize new spaces</p>	<p>Town assisted in setup of library pickup window.</p> <p>Weekly meeting with Town, Colliers Project Leaders, and Chandos</p> <p>Regular communication with CAO and senior town staff</p> <p>Presented reopening plan to Board</p> <p>Demolition at library near completion May 2021</p> <p>South doors installed for staff</p>	On track	
2.2 Develop Capital Plan based on outcomes of the Growth Accommodation Study.	Bruce	30%	Jan	Oct	<p>Approval of GAS. Support of the Town. Development of a ten-year phased plan. Comprehensive financial plan.</p>	<p>Carried forward from 2020</p> <p>Meeting with VG+ Architects to discuss design considerations in Jan 2021</p> <p>+VG currently working on updated 2nd floor plan</p> <p>Had further discussions with town staff</p>	On track	
2.2.1 Reimagine staff work spaces	Bruce		June	Sept	<p>A work environment where staff work efficiency and collaborate effectively.</p>			

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
2.2.2 Explore sustainability options	Bruce		Aug	Sep	Introduction of measures that are reflective of environmental stewardship.			
2.3 Redesign website and mobile platform to improve customer experience	Mario	10%	Jan	Q4	Increase number of visitors as well as average time spent on a page. Reduce our bounce rate (number of people who only view one page then leave the site)	Redesign online presence to provide customers with an excellent experience regardless of the device type they are using. This will increase usage and better display our programming and material offerings. Simplify and optimize content updates and website management to reduce staff workload. Fully integrate website with the Library catalogue and event management system.	On Track	
2.4 Explore Podcast/Filming/Editing studio capabilities in the Library	Jodi		Q2	Q4	Consider a defined space and equipment being used by staff to film, edit and record programming.	Explore a studio in the Library where staff and customers can create and edit their content. This will assist in creating higher quality content for our social media channels.		
2.5 Seamless integration of collections in APL website	Ashley		Q3	Q4	Home and landing pages feature min. 25% collection content (digital promo, reading lists, etc.)	Work with IT, marketing, and information staff to incorporate collection promotions seamlessly into the new website design		
2.6 Develop a comprehensive programming plan and delivery model	Jodi	15%	Q1	Q4	Completed program plan that details annual projects and defines delivery guidelines Outline a consistent framework for marketing deadlines (Q2)	Carried forward from 2020 Additions made with the expansion into virtual programming.	On Track	
2.6.1 Provide an informative plan that communicates dates, delivery model and required resources	Jodi		Q2	Q4	Develop a calendar of annual events (Q2) and refine template for program submissions for manager and marketing (Q2)	Documents in development and being added to on a monthly basis.	On Track	
2.6.2 Deliver engaging Creative Studio plan	Jodi		Q2	Q3	Define Creative Studio programming objectives (Q1)			

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
					Develop a course of programming specific to the Creative Studio resources and mandate (Q3)			
2.6.3 Research and if feasible implement a professional virtual programming environment	Jodi		Q2	Q3	Evaluate current virtual delivery tools (social media outlets, etc.) Engage expertise to provide best practices and advise changes to delivery. Implement changes and streamline procedures for all staff who deliver virtual programming. Staff training for enhanced delivery of virtual programming (Q2) See 2.4 above as a tie in.			
2.7 Implement marketing plan	Reccia/Jodi		Jul	Sept	New website that meets the integrated needs of marketing programs, collections, brand identity	Marketing Plan developed in 2020 This will define required resources Include branded Go Station Return Bin (waiting delivery of replacement) and branded Tent for children's programming. Both designs are ready to go; awaiting physical products.	On Track	
2.8 Develop a process for hybrid virtual/live programming	Reccia/Jodi		Jul	Dec	Develop synchronous & asynchronous virtual presentations from live events	Pending restrictions, this may be either the planning process or actual delivery. This could translate into the need to expand Marketing to include an employee/contract as needed with video expertise. Reference 2.4		
2.9 Develop an active partnership with Niagara College (Armoury)	Reccia	20%	Jan	Dec	New program(s) that promote the goals of both organizations	Examples could include: <ul style="list-style-type: none"> • Wine pairing • Student "bake-offs" • Showcasing students' cooking (virtual series) 	At Risk (in relation to partnership)	

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
						<ul style="list-style-type: none"> Creating a cookbook <p>When we are again programming live, we could collaborate on events in the Armoury.</p> <ul style="list-style-type: none"> Emailed Dean Craig Youdale (cc BG) Jan. 14) Follow-up Feb 22 Zoom meeting and presentation with Chelsea Brewster (March 5) Follow-up email (April 1) No response Follow-up email (April 20) No response Reply from Dean Youdale (April 20) that Chelsea Brewster is no longer employed by Niagara College and that the Armoury is closed until June. At that time, he will connect their new hire with us to again have the conversation. 		
2.10 Pilot an “In-Residence” program with an “Editor-in-Residence” or an “Author-in-Residence”	Reccia	66%	April	June	3 workshops with feedback	<p>Pilot to develop other “in-residence” opportunities in podcasting, technology, etc.</p> <ul style="list-style-type: none"> Engaged Greg Ioannou as Editor-in-Residence Series delivery April – June https://www.editors.ca/directory/greg-ioannou 	On Track	
Strategic Direction 3. Organizational Capacity								
3.1 Implement a new Performance Management Program that aligns with APL Goals and Objectives	Bruce	10%	May	Sep	Implement a streamlined program that provides specific concise feedback for employees to take action.	Reviewing system-wide program for consistency	On Track	
3.2 Implement a Succession Planning Program for APL	Bruce	20%	May	Aug	Identify talent and develop plans for progression	Using red light/ green light methodology for management group	On Track	

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
to identify, develop, and retain leadership talent								
3.3 Investigate the viability of enhancing our communications solution	Mario		Q3	Q4	VOIP transition completed, including training for staff to highlight features for remote work	Expand the telephone system to include an Internet based service to allow staff better communications in a remote work environment. Enable staff laptops and mobile devices to receive and make phone calls on Library extension as if they were located in the office.	On Track	
3.4 Provide staff the tools to create high quality media content	Mario/Jodi	10%	Jan	Q3	Research kit contents, including consulting with staff Purchase kit contents, package and make available to staff	Create "Studio in a Bag kits" for staff who film for Library social media Put together a set of kits for staff to use when filming for Library social media. These kits will include required equipment to produce high production quality content for Library social channels. Investigating appropriate equipment for staff.	On Track	
3.5 Present economic impact of Aurora Public Library	Julie		Sep	Dec	Financial value of library services to community	Implement value calculator and undertake marketing of economic impact for the community		
3.6 Migrate HR and payroll functions to new ADP software (HRIS)	Julie	75%	Jan	June	Optimize staff utilization and cost effectiveness	Align with Town HRIS ADP system currently in pre- implementation phase		
3.7 Conduct a scheduling software needs assessment and implement if feasible	Ashley/Jodi	20%	Jan	Sept	Managers to identify specific scheduling requirements	Frontline managers to develop "must haves" list for scheduling requirements Needs assessment being developed. Determine if an in-house solution acceptable or external software required (awaiting ADP implementation)	On Track	

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
3.8 Implement paperless processing of payables, payroll and audit function	Julie	100%	Jan	Mar	Timely processing of financials; reduction of staff time and paperless (greening initiative)	Authorized financial authority for payables under \$5,000 to adhere to due dates and improve turn around time	Complete	Achieved
3.9 Expand remote access	Mario	90%	Jan	Q3	All designated staff given tools and training completed.	<p>Transition staff to become more mobile by providing the necessary technology to work seamlessly and effectively in an offsite location.</p> <p>Staff will receive laptops with VPN access, docking station (for when working in the office), Monitor/keyboard/mouse (to be used at home)</p> <ul style="list-style-type: none"> Received quotes from three vendors Laptops have been deployed to appropriate staff members VPN access has been granted to staff, they will no longer be using Teamviewer. Staff have been trained on using VPN and remote access 	On Track	
3.10 Adapt circulation and customer service in light of all changing environments	Ashley/Jodi	25%	Q1	Q4	Maintain customer satisfaction as measured by quantitative use of services (within range of +/- 5%) as well as qualitative customer satisfaction feedback	<p>Remain highly flexible, adaptable, and service oriented as our environment changes rapidly.</p> <ul style="list-style-type: none"> For example, adapt holds pick-up service each time construction location changes. Monitor best practices for return quarantine, browsing, touch-free checkout, etc. as pandemic evolves. <p>Contactless Pickup Window opened on Jan 20</p>	On track	
3.11 Provide programming resources for Goal 2.6 above	Jodi		Q3	Q4	Defined training via learning modules or documentation for all Customer Opportunity staff.			

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
3.11.1 Provide focused staff training to grow skills in delivering virtual programming	Jodi		Q2	Q4	Defined set of virtual programming delivery competencies and expectation for staff. IPS and Librarians provided with individualized and directed training to address gaps.	Research virtual program delivery competencies and explore what other libraries or industries require of staff to succeed in these tasks/roles. Through one-on-ones identify individual staff program delivery needs. Evaluate staff virtual program delivery and provide directed feedback. Compare IPS and Librarians to the competencies and train on gaps.		
3.11.2 Develop technology programming support of virtual environment	Jodi		Q2	Q4	All IPS and Librarians trained on the developed virtual programming modules.	Identify the tools used for virtual program delivery and develop training for each tool (i.e. Zoom, Facebook, etc.)		
3.11.3 Review human resources in support of virtual programming, social media, and digital literacy	Jodi		Q3	Q4	Define new competencies that expands into virtual programming, social media and digital literacy			
3.11.4 Develop staff branding, visibility and virtual presence to support relationship building and enhance the customer experience	Jodi		Q2	Q4	Train all IPS and Librarians in personal brand development that aligns with APL's vision.	Research branding and personal marketing training for staff. Customer Opportunity staff have individualized Bibliocommons logins to communicate the RA recommendation to customers.	On Track	
3.12 Explore and Implement a project management solution to manage team projects	Jodi	50%	Q1	Q3	Complete a needs assessment Review software that addresses team needs Select and roll out a solution for project heavy teams	Detail project management software needs and have IT assist in researching and implementing a solution that integrates with existing technology. <ul style="list-style-type: none">Develop needs assessment.Piloting (free version) of Asana for Customer Opportunity team.	On Track	

AURORA PUBLIC LIBRARY 2021 GOALS AND OBJECTIVES

ACTION	RESPONSIBLE	STATUS %	START	END	SUCCESS MEASURE	NOTES	ON TRACK/AT RISK	ACHIEVED
3.13 Consolidate staff training resources into an online LMS	Jodi	15%	Q1	Q4	<p>Launch APL Education platform with 5 active modules.</p> <p>Have 15 staff complete all modules that apply to their job functions.</p>	<p>Carried forward from 2020</p> <ul style="list-style-type: none"> Explore using the Niche Academy platform to develop the LMS. <p>Niche academy purchased and developing learning modules for staff, branding and layout for courses.</p>	On Track	



Aurora Public Library Board

REPORT SR2021.11

SUBJECT: Financial Statement for the period ended December 31, 2020

FROM: Bruce Gorman, Chief Executive Officer

DATE: May 19, 2021

RECOMMENDATION:

That the *Aurora Public Library Financial Statement for the year ended December 31, 2020* be received.

BACKGROUND:

The attached Financial Statement for the period ended December 31, 2020 shows an operating municipal surplus of \$622,802. The COVID-19 provincial regulations significantly impacted the operations of public libraries across Ontario.

Under normal circumstances, in accordance with Town of Aurora Council approved policy, Library operating surplus would transfer to the Library General Capital Reserve to fund future library capital expenditures. However, at a Special Library Board Meeting (April 24, 2020), the Library Board agreed to return 2020 Library operating surplus to the Town of Aurora due to COVID-19.

This report provides explanatory note variances of Aurora Public Library's expenses and revenues for the period ended December 31, 2020:

- Salaries and benefits expenditures came in at 78.3% of the annual budget. This is attributable to COVID-19 including unfilled vacancies and reduced operating hours from 61 hours to 42 hours per week
- Cataloguing and processing services are below budget by \$15,610 as the demand for digital content increases and physical content declines.
- Professional fees exceed budget due to ongoing collective agreement negotiations.
- Programs, public relations, staff training and development expenses were lower than anticipated as budgets did not reflect the impact of COVID-19 in these areas.
- The COVID-19 pandemic significantly affected the ability of the Library to achieve revenue targets starting with the closure of the Library on March 14, 2020, and continuing through the ongoing limited in-person access to the

facility. In addition, at the June 2020 Library Board meeting it was agreed to waive overdue fines for the remainder of 2020 and then further extended through June 2021.

ATTACHMENTS:

1. APL Financial Statement for the period ended December 31, 2020

Assisted by: Julie Rocca, Business Manager

Bruce Gorman
Chief Executive Officer

**Aurora Public Library
Financial Statement**

For the period ended December 31, 2020	Annual Budget	Prior YTD Actuals	Actuals YTD	Balance	Actuals % of Budget
EXPENSES					
Operating Expenses					
Salaries & Benefits	\$3,140,742	\$2,866,119	\$2,460,870	\$679,873	78.4%
Collections	365,000	549,433	361,878	3,122	99.1%
Cataloguing and Processing Services	63,000	62,720	47,390	15,610	75.2%
IT Contracts, Equipment & Licenses	147,000	159,237	144,026	2,974	98.0%
Programs	30,000	28,516	10,450	19,550	34.8%
Public Relations	25,000	28,011	13,524	11,476	54.1%
Office Supplies, Equipment & Telephone	47,000	51,413	44,754	2,246	95.2%
Staff Development & Board Training	24,500	19,764	9,353	15,147	38.2%
Professional Fees	17,700	13,899	77,624	-59,924	438.6%
Business Plan Initiatives	20,000	0	19,080	920	95.4%
Unclassified / Contingency	3,000	2,872	3,711	-711	123.7%
	3,882,942	3,781,984	3,192,661	690,281	82.2%
Contribution to Capital Reserve	130,000	130,000	130,000	0	100.0%
TOTAL EXPENSES	4,012,942	3,911,984	3,322,661	690,281	82.8%
REVENUE					
General Revenue					
Fines	40,000	38,070	6,122	33,878	15.3%
Fees	26,320	25,886	6,526	19,794	24.8%
Sales	32,400	33,849	7,911	24,489	24.4%
Reserves	0	16,300	10,028	-10,028	0.0%
Interest and Other	700	823	1,354	-654	193.4%
	99,420	114,928	31,941	67,479	32.1%
Grant Revenue					
Provincial Library Operating Grant (PLOG)	44,138	44,138	44,138	0	100.0%
Pay Equity Grant	1,284	1,284	1,284	0	100.0%
	45,422	45,422	45,422	0	100.0%
Total General and Grant Revenue	144,842	160,350	77,363	67,479	53.4%
Municipal Requisition	3,868,100	3,751,634	3,245,298	622,802	83.9%
TOTAL REVENUE	\$4,012,942	\$3,911,984	\$3,322,661	\$690,281	82.8%



Aurora Public Library Board

REPORT SR2021.12

SUBJECT: Financial Statement for the period ending March 31, 2021

FROM: Bruce Gorman, Chief Executive Officer

DATE: May 19, 2021

RECOMMENDATION:

That the *Aurora Public Library Financial Statement for the period ended March 31, 2021* be received.

BACKGROUND:

The attached Financial Statement for the first quarter shows expenses at 20.2% of the annual operating budget. Salaries and Benefits are lower than budgeted due to staff gapping and collective agreement negotiations. It is anticipated that salaries and benefits will continue to be underspent in 2021 due to the public library restrictions resulting from COVID-19. Collection and cataloging are over benchmark due to digital content and periodical subscription commitments renewing in the first quarter of the year.

As a result of COVID-19, fines continue to be waived and other revenues will not be achieved as planned. Provincial grant revenue is typically received in the fourth quarter and municipal funding is furnished as needed throughout the year.

ATTACHMENTS:

1. APL Financial Statement for the period ending March 31, 2021

Assisted by: Julie Rocca, Business Manager

Bruce Gorman
Chief Executive Officer

**Aurora Public Library
Financial Statement**

For the period ended March 31, 2021	Annual Budget	Prior YTD Actuals	Actuals YTD	Balance	Actuals % of Budget
EXPENSES					
Operating Expenses					
Salaries & Benefits	\$ 3,007,505	\$ 627,507	\$ 546,296	\$ 2,461,209	18.2%
Collections	379,000	121,306	145,710	233,290	38.4%
Cataloguing and Processing Services	49,000	15,762	12,380	36,620	25.3%
IT Contracts, Equipment & Licenses	210,000	78,140	43,768	166,232	20.8%
Programs	30,000	3,303	2,212	27,788	7.4%
Public Relations	17,500	2,845	574	16,926	3.3%
Office Supplies, Equipment & Telephone	50,000	8,570	5,741	44,259	11.5%
Staff Development & Board Training	25,500	3,594	4,633	20,867	18.2%
Professional Fees	39,000	19,410	5,683	33,317	14.6%
Business Plan Initiatives	10,000	-	-	10,000	0.0%
Unclassified / Contingency	3,000	-	3,566	- 566	118.9%
	3,820,505	880,437	770,564	3,049,941	20.2%
Contribution to Capital Reserve	130,000	-	-	-	0.0%
TOTAL EXPENSES	3,950,505	880,437	770,564	3,049,941	19.5%
REVENUE					
General Revenue					
Fines	1,000	6,066	-	1,000	0.0%
Fees	2,280	5,632	356	1,924	15.6%
Sales	5,000	10,318	-	5,000	0.0%
Reserves	-	-	-	-	0.0%
Interest and Other	700	286	31	669	4.4%
	8,980	22,302	387	8,593	4.3%
Grant Revenue					
Provincial Library Operating Grant (PLOG)	44,140	-	-	44,140	0.0%
Pay Equity Grant	1,285	-	-	1,285	0.0%
	45,425	-	-	45,425	0.0%
Total General and Grant Revenue	54,405	22,302	387	54,018	0.7%
Municipal Requisition	3,896,100	858,135	770,177	2,995,923	19.8%
TOTAL REVENUE	\$ 3,950,505	\$ 880,437	\$ 770,564	\$ 3,049,941	19.5%



Comparitives April 2019 - 2021¹

	Apr-21		Apr-20		Apr-19		2019-21	Y-T-D 21		Y-T-D 20		Y-T-D 19	2019-21
Circulation													
1. Print	15,532	270.2%	4,196	-89.2%	38,730	-149.4%		54,489	-51.4%	112,219	-28.0%	155,759	-185.9%
2. Audio/Visual	2,543	515.7%	413	-95.8%	9,738	-282.9%		9,065	-66.0%	26,689	-35.5%	41,385	-356.5%
3. Streaming & Downloads	12,474	4.1%	11,982	19.5%	10,029	19.6%		48,779	21.9%	40,017	-0.4%	40,178	17.6%
4. Miscellaneous	4	300.0%	1	-90.9%	11	-175.0%		4	-76.5%	17	-46.9%	32	-700.0%
Total	30,553	84.1%	16,592	-71.6%	58,508	-91.5%		112,337	-37.2%	178,942	-24.6%	237,354	-111.3%
In-Library Use	0		0		2,994			0		6,902	-55.8%	15,604	
Holds	14,099	391.8%	2,867	-72.5%	10,436	26.0%		50,837	99.5%	25,477	-39.6%	42,158	17.1%
Electronic Services													
1. Catalogue Logins	14,718	144.0%	6,031	-61.6%	15,716	-6.8%		53,382	4.3%	51,160	-6.8%	54,895	-2.8%
2. Electronic Database Sessions	2,101	-61.2%	5,410	101.0%	2,692	-28.1%		10,272	-35.6%	15,958	37.7%	11,589	-12.8%
3. Courses	268	-64.9%	763	150.2%	305	-13.8%		1,269	-11.8%	1,438	36.7%	1,052	17.1%
4. Niche Academy	313		n/a		n/a			1,312		n/a		n/a	
5. Public Workstation Usage	0		0		2,719			0		6,745	-34.8%	10,350	
6. Wireless Internet Usage	510	750.0%	60	-98.5%	3,929	-670.4%		2,040	-81.0%	10,720	-27.4%	14,776	-624.3%
Total	17,910	46.0%	12,264	-51.6%	25,361	-41.6%		68,275	-20.6%	86,021	-7.2%	92,662	-35.7%
Website Visits	14,624	-19.4%	18,134	-32.8%	26,997	-84.6%		64,328	-36.1%	100,612	-5.2%	106,134	-65.0%
eNewsletter Subscribers	7,761	1.3%	7,659	1.3%	7,564	2.5%		7,761	1.3%	7,659	1.3%	7,564	2.5%
Facebook Total Reach **	23,007	-27.1%	31,563	13.3%	27,864	-21.1%		113,738	18.9%	95,684	12.1%	85,383	24.9%
Online Followers **	4,026	32.4%	3,041	20.8%	2,517	37.5%		4,026	32.4%	3,041	20.8%	2,517	37.5%
Outreach	0		0		1			0		2		2	
Volunteer Services	175		0		91	48.0%		549	256.5%	154	-55.7%	348	36.6%
In-Library Visits	0		0		23,015			0		49,343	-45.1%	89,815	
Library Membership	27,479	-12.5%	31,409	15.0%	27,307	0.6%		27,479	-12.5%	31,409	15.0%	27,307	0.6%

¹ APL closed March 17, 2020 due to COVID-19
Virtual programming commenced April 17, 2020
Curbside pick-up of holds commenced May 25, 2020

	Apr-21		Apr-20		Apr-19		2019-21		Y-T-D 21		Y-T-D 20		Y-T-D 19	2019-21
Programs														
Sessions (In Library)														
Youth	0		0		58			0		195	-20.1%	244		
Adult	0		0		52			0		103	-23.1%	134		
All Ages	0		0		0			0		12	100.0%	6		
Subtotal	0		0		110			0		310	-19.3%	384		
Sessions (In Community)														
Youth	0		0		5			0		4	-84.0%	25		
Adult	0		0		3			0		15	-40.0%	25		
All Ages	0		0		0			0		0		0		
Subtotal	0		0		8			0		19	-62.0%	50		
Total (Live)	0		0		118			0		329	-24.2%	434		
Sessions (Virtual)														
Youth	65	622.2%	9		0			196	2077.8%	9		0		
Adult	56	1300.0%	4		0			203	4975.0%	4		0		
All Ages	5		0		0			23		0		0		
Subtotal (Virtual)	126	869.2%	13		0			422	3146.2%	13		0		
Total (Live & Virtual)	126	869.2%	13	-89.0%	118	6.3%		422	23.4%	342	-21.2%	434	-2.8%	
Attendance (In Library) ***														
Youth	0		0		1,228			0		3,973	-26.7%	5,418		
Adult	0		0		957			0		1,103	-45.4%	2,021		
All Ages	0		0		63			0		636	30.6%	487		
Subtotal	0		0		2,248			0		5,712	-27.9%	7,926		
Attendance (In Community) ***														
Youth	0		0		266			0		83	-91.5%	975		
Adult	0		0		0			0		303	-4.4%	317		
All Ages	0		0		0			0		0		0		
Subtotal	0		0		266			0		386	-70.1%	1,292		
Total (Live)	0		0		2,514			0		6,098	-33.8%	9,218		
Attendance (Virtual) ****														
Youth	887	155.6%	347		0			2,782	701.7%	347		0		
Adult	829	1281.7%	60		0			4,556	7493.3%	60		0		
All Ages	142		0		0			318		0		0		
Subtotal (Virtual)	1,858	356.5%	407		0			7,656	1781.1%	407		0		
Total (Live & Virtual)	1,858	356.5%	407	-83.8%	2,514	-35.3%		7,656	17.7%	6,505	-29.4%	9,218	-20.4%	

Theatre Aurora plans play reading for One Book One Aurora campaign

Drew Hayden Taylor
piece eyed for
theatre’s reopening

BY BROCK WEIR
EDITOR
LOCAL JOURNALISM
INITIATIVE REPORTER

Over the last few weeks, Aurora readers have had the opportunity to all read from the same page as part of the One Book One Aurora campaign, spearheaded by the Aurora Public Library.

With each page of Chasing Painted Horses, the acclaimed 2019 novel by Drew Hayden Taylor, the vivid characters of Danielle, who found a creative outlet with her “Everything Wall” and police officer Ralph, whose interest is stirred by a graffitied image of a horse on a wall, have come to life.

This fall, readers will be able to come face to face with them as Theatre Aurora unveils a staged reading of “The Girl Who Loved Her Horses”, the play that started it all.

Set to take place on the Theatre Aurora stage on October 2, it is unclear at this point whether the public will be allowed into the Henderson Drive performance venue to see the reading in person, or whether it will have to be a strictly streamed affair online, but Theatre Aurora is eager to get those creative juices flowing once again after more than a year in the dark.

“I was taken aback by the simple idea of how art is impactful and the creator can be – which is the loveliest gem for me in the book – as simple as a ten-year-old girl who can create something and it becomes a moving piece of art to many people,” says Theatre Aurora Artistic Director Sergio Calderon. “That strikes a chord with me working in the theatre. We want to create art hoping it will



Contributed photo

Chasing Painted Horses by Drew Hayden Taylor, above, is the 2021 book selection for One Book One Aurora. The play that started it all, The Girl Who Loved Her Horses, will be subject of an upcoming Theatre Aurora initiative.

move people. It doesn’t need to be complicated, it doesn’t need to be complex; it can be simple and sort of universal.

“Everyone has their own experience from it. Not everyone has to have the exact same experience; some will be positive, some will be negative. Some will be confused or ponder, and I think that is ultimately the goal of what art is trying to create: the very beginning of a conversation.”

The conversations sparked by the words on the pages of “Chasing Painted Horses” started out life as “The Girl Who Loved Her Horses” and going through both pieces has provided Theatre Aurora with a number of threads to draw on – not only about art, but Indigenous persons and their histories.

But that has also provided a

challenge. Unfortunately, Theatre Aurora does not have a regular roster of players of Indigenous ancestry and they have been reaching out to different groups for leads on how to make this reading as authentic as possible by bringing Indigenous actors into the fold.

“We produce shows and content and things that we’re all comfortable with,” says Mr. Calderon. “People continuously show up and do things, thus we have our local small theatre, we have our Indigenous theatre, our Black theatre, but it would be nice if a lot of those borders were broken down, a lot more diverse and we mix a little bit more into each other’s worlds. We’re reaching out and hoping this is not just a one-off but the beginning of a process where we can examine larger bodies of work to present on our stage and perhaps share experiences on both sides.”

As they still have a few months to bring everything together, having a representative cast to bring the play to life is not their only challenge; another hurdle is preparing for any and all eventuality due to the global pandemic.

“What we don’t know is how we have to approach it,” says Mr. Calderon. “We have to set it up and be ready and able to do this virtually at the end of the day because we have

no idea where we will be in October with restrictions or if we’re even going to be allowed audiences. All of that is left to the unknown. Our approach is we’re going to start with the simplest, most basic and safest way, which will ultimately lead to four chairs on our stage where it will truly be a reading. In that format, then we can set up several cameras and we can easily switch from in-person to live-streaming should we need to. Then, as we get closer and more familiar with the material, and as we’re told what the new guidelines are for performance basis, we might be able to augment a little bit with a bit of movement, but that will all be determined at some point in the summer when we start hearing what will this truly look like.

“It is an all-in for us. Our biggest hope is we’ll be able to welcome people back into our space. Hopefully it is our first event back in the theatre after COVID.”

If you or anyone you know might want to become involved in the reading/presentation of The Girl Who Loved Her Horses, visit theatreaurora.com, call 905-727-3669, or reach out to Mr. Calderon directly via social media. For more on the One Book One Aurora campaign, visit onebookoneaurora.com.



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LIBRARY SQUARE *Updates*



May 2021



Figure 1: Overview of construction; North Library laneway retaining wall and the tower crane installation.

Status

The project is approximately 2 months behind schedule based on the value of work completed to date in comparison to Chandos' initial forecast, however, Chandos has noted that there is ample opportunity to make up time and is committed to doing so.

Schedule Status

Milestone	Expected Completion	Actual/Forecast	% Complete
Evaluation and Award	May 2020	August 2020	100%
Construction Mobilization	September/October 2020	October/November 2020	100%
Completion (Substantial)	Summer 2022	Summer 2022	N/A
Completion (Total)	Fall 2022	Fall 2022	N/A

LIBRARY SQUARE *Updates*



May 2021

Activities Since Last Update

- Site preparation works continued for the month of April 2021
- Demolition work within the Library has continued as the west entrance tower and rooftop expansion area continues to be prepped for new installations
- Remediation of the concrete masonry block walls continued at the future 2nd floor multi-purpose rooms
- Pedestrian bridge footings at the east of the Library have been poured, stripped, and backfilled
- North Library laneway retaining wall has been poured and stripped, while excavation of the future generator/chiller equipment enclosure has been completed
- The piles/caisson foundations for the addition to 22 Church St. have been completed
- The crane pad was poured and backfilled in anticipation of tower crane installation in early May 2021
- The contaminated soil previously identified at the east of 22 Church St. continues to be stockpiled and removed from site
- Excavation at the future generator/chiller equipment is complete and Chandos will start formwork and pouring of the enclosure in the coming weeks

Activities For Next Period

- Tower crane installation to take place early May
- Following tower crane installation, work will begin on the addition to 22 Church St.
- Continue installation of new infrastructure installment within the Library
- Continue demolition of west Library entrance
- Restore wall at 2nd floor of Library
- Continue construction of masonry wall
- Continue mechanical and electrical demolition
- Continue removal of contaminated soil
- Continue to prepare pockets for steel beams at Library
- Regular site meetings to occur with contractor every two weeks
- Project management meetings are ongoing



Figure 2: Tower crane installation.