



Agenda
Orangeville Public Library Board

Wednesday, September 27, 2023, 5:00 p.m.
The Corporation of the Town of Orangeville

NOTICE

Due to the closure of Mill Library this meeting will be held at the Alder Recreation Centre in Room 210, 275 Alder St, Orangeville ON, L9W 5H6.

Prior to the meeting, written comments may be sent to the Secretary of the Orangeville Public Library Board by email to jmoule@orangeville.ca. Such written comments will become part of the public record. Members of the public may access the meeting on the above noted date and time by telephone at (audio only) at +1-289-801-5774 Phone Conference ID: 250 428 084#. Please note that your full name and comments will be part of the public record and will be included in the minutes of the meeting.

Accessibility Accommodations

If you require access to information in an alternate format, please contact the Clerk's division by phone at 519-941-0440 x 2256 or via email at clerksdept@orangeville.ca

	Pages
1. Call to Order	
2. Disclosures of (Direct or Indirect) Pecuniary Interest	
3. Adoption of Minutes of Previous Meeting	4
Recommendations: That the minutes of the June 28, 2023 meeting be approved.	
4. Presentations	
5. Information Items	
Recommendations: That the information items be received.	
5.1 CEO Report - September	9
5.2 2023-08-31 Library Operating Financial Report	17
6. Staff Reports	

6.1	Report 23-14 Adoption of Town Policies for Accessible Customer Service and Procurement	18
	Recommendations: That report 23-14 Adoption of Town Policies for Accessible Customer Service and Procurement be received; And that the Board adopt and continue to abide by the policies set forth by the Town of Orangeville regarding Accessible Customer Service (Appendix A) and Procurement (Appendix B).	
6.2	Report 23-15 Policy Review - Information Services	61
	Recommendations: That report 23-15 Policy Review - Information Services Policy be received; And that the Board adopt the Information Services Policy as presented in Appendix A.	
6.3	Report 23-16 Revisions to the Scope of 2023 Capital Project 20320.1300	64
	Recommendations: That report 23-16 Revisions to the Scope of 2023 Capital Project 20320.1300 be received; And that the Board approve the proposed change to the scope of Capital Project 20320.1300 Computer Hardware and direct staff to seek Council approval.	
6.4	Report 23-17 Elimination of Overdue Fines	66
	Recommendations: That Report 23-17 Elimination of Overdue Fines be received; And that the Board approve the permanent elimination of overdue fines on specified physical materials, effective 2024, based on one of the following options for the approach to notification: Option A – Softer approach: Notification – prescribed number of reminders - Invoice sent as last resort. Option B – Strong approach: Notification - Replacement costs added to account at first due date – removed once item is returned.	
6.5	Report 23-18 2024 Operating and Capital Budget Estimates	73
	Recommendations: That report 23-18 2024 Operating and Capital Budget Estimates be received; And that the Board approve the five-year Operating and the ten-year Capital Budget estimates for 2024 to be forwarded to Council for final approval.	

7. Correspondence

Recommendations:

That the correspondence be received.

7.1 2023-06-20 Letter from Shelburne Public Library

81

8. New Business

9. Date of Next Meeting

The next meeting is scheduled for October 25, 2023.

10. Adjournment



**Minutes of Orangeville Public Library Board
The Corporation of the Town of Orangeville**

June 28, 2023, 5:00 p.m.

Members Present: S. Marks
Councillor J. Andrews
P. LeBlanc
Councillor T. Prendergast
D. Waugh

Members Absent: J. Demczur
B. Rea

Staff Present: D. Fraser, CEO
J. Moule, Administrative Assistant
R. Medeiros, Financial Analyst, Operations
M. Jhajj, Deputy Treasurer
K. Carson, Librarian Collection and Systems

1. Call to Order

Chair S. Marks called the meeting to order at 5:00 p.m. and noted regrets from B. Rea and J. Demczur.

2. Disclosures of (Direct or Indirect) Pecuniary Interest

None.

3. Land Acknowledgement

Chair S. Marks acknowledged the treaty lands and territory of the Williams Treaty Nations and the Mississaugas of the Credit First Nation and recognized that

Dufferin County is the traditional territory of the Wendat and the Haudenosaunee and is home to many Indigenous people today.

Chair S. Marks acknowledged these traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.

4. Adoption of Minutes of Previous Meeting

Recommendation: 2023-023

Moved by Councillor T. Prendergast

Seconded by Councillor J. Andrews

That the minutes of the May 24, 2023 meeting be approved as amended.

Carried Unanimously

5. Presentations

5.1 Murray Short, Partner, RLB or Delegate - 2022 Draft Audited Financial Statements

RLB Auditor, Murray Short presented the 2022 Audited Financial Statements.

Recommendation: 2023-024

Moved by Councillor J. Andrews

Seconded by D. Waugh

That the Library Board approve the 2022 Audited Financial Statements of The Corporation of the Town of Orangeville, Public Library as presented.

Carried Unanimously

6. Information Items

Recommendation: 2023-025

Moved by Councillor T. Prendergast

Seconded by D. Waugh

That the information items be received.

Carried Unanimously

6.1 CEO Report

6.2 Correspondence to Dufferin Caledon Public Libraries

7. Staff Reports

7.1 Report 23-10 Policy Review - Personnel

Recommendation: 2023-026

Moved by Councillor J. Andrews

Seconded by P. LeBlanc

That report 23-10, dated June 28, 2023 with respect to a review of the policies governing Personnel, be received;

And that the Orangeville Public Library Board adopt and continue to abide by the Town of Orangeville's current Personnel policies.

Carried Unanimously

7.2 Report 23-11 Policy - Strategic Vision, Values, and Principles

Recommendation: 2023-027

Moved by Councillor J. Andrews

Seconded by D. Waugh

That report 23-11, dated June 28, 2023, with respect to the Strategic vision, values, and principles, be received;

And that the following policies dated June 28, 2023, attached to the report as

Appendix A - Statement of Vision and Values

Appendix B - Equity, Diversity, and Inclusion Policy

Appendix C - Commitment to Intellectual Freedom

be adopted as amended;

And that the foundational beliefs and principles articulated in the policies above guide the board and staff in the governance and the operations of library services and programs.

Carried Unanimously

7.3 Report 23-12 New Policy - Working With Us

Recommendation: 2023-028

Moved by Councillor J. Andrews

Seconded by Councillor T. Prendergast

That report 23-12, dated June 28, 2023, with respect to the New Policy: Working with Us be received;

And that the Working with Us Policy attached as Appendix A dated June 28, 2023 be adopted, as presented.

Carried Unanimously

7.4 Report 23-13 2024 Budget Process and Discussion

Recommendation: 2023-029

Moved by Councillor T. Prendergast

Seconded by Councillor J. Andrews

That report 23-13, dated June 28, 2023, with respect to the 2024 Budget Process and Discussion be received;

And that staff submit an operating and capital budget to meet the Town of Orangeville budget process timelines;

And that staff bring the draft 2024 budgets for Board review and approval at the September 28, 2023 meeting of the Board.

Carried Unanimously

8. Correspondence

Recommendation: 2023-030

Moved by P. LeBlanc

Seconded by Councillor T. Prendergast

That the correspondence item be received;

And the Board directs staff to coordinate with Caledon Public Library and send out a joint media release in support of Drag Storytime.

Carried Unanimously

8.1 OPL - Support for Drag Storytimes - June 2023

9. New Business

- Digital Transformation Working Group - verbal update deferred to the September meeting.
- Councillor J. Andrews spoke on establishing a communication strategy to increase memberships. This topic will be deferred to a meeting in the fall. Councillor J. Andrews and D. Waugh expressed interest in establishing a working group to continue advocacy in memberships.

10. Date of Next Meeting

Next meeting is scheduled for Wednesday September 27, 2023.

11. Adjournment

Meeting adjourned at 7:40 p.m.

Darla Fraser, CEO

Sheri Marks, Board Chair



CEO – September 2023

Sector Updates

Federation of Ontario Public Libraries (see [website](#) for opportunities and resources)

FOPL attended the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) Conference earlier this summer and the Association of Municipalities of Ontario (AMO) Conference in August to continue their campaign to reach out and spread awareness among our municipal partners. FOPL representatives spoke to hundreds of delegates at each, highlighting the importance of public libraries and discussing some of the larger issues our libraries are currently dealing with.

Campaigns: “Keep Public Libraries Independent” and “the Value of Public Libraries” now shifting for 2024 to a new campaign in response to protests, book banning, censorship and issues of intellectual freedom.

FOPL has secured two lobbying days at Queens Park on November 14th and 15th. This is the first opportunity post-pandemic to lobby at Queens Park in person and they are very excited to engage with MPPs and other stakeholders about government relations priorities.

Partnering with OLA they are working towards the 2024 Ministry of finance Pre-Budget Submission (February 2024)

Budget Priorities:

- Increase to the Public Library Operating Grant:
\$ 25M increase to the existing \$ 21M envelope
- Funding an Ontario Digital Public Library
- Immediate Funding and sustainability for First Nations Public Libraries

Ontario Library Association (OLA)

2024 OLA Super Conference Theme: **Get Loud!**

Toronto January 24 – 27, 2024 (Save the date)

Saturday Boot Camp for Board Members will be in person on January 27.

More information will be communicated as available. Board members to consider participation. <https://www.olasuperconference.ca>

October is Canadian Library Month and Ontario Public Library Week runs October 16 - 22; The theme this year is **Libraries for Life**.

Board Business

Victoria Speirs was the successful applicant appointed by Council as the newest public member to serve on the Library Board. Chair Marks hosted this year's annual board / council social.

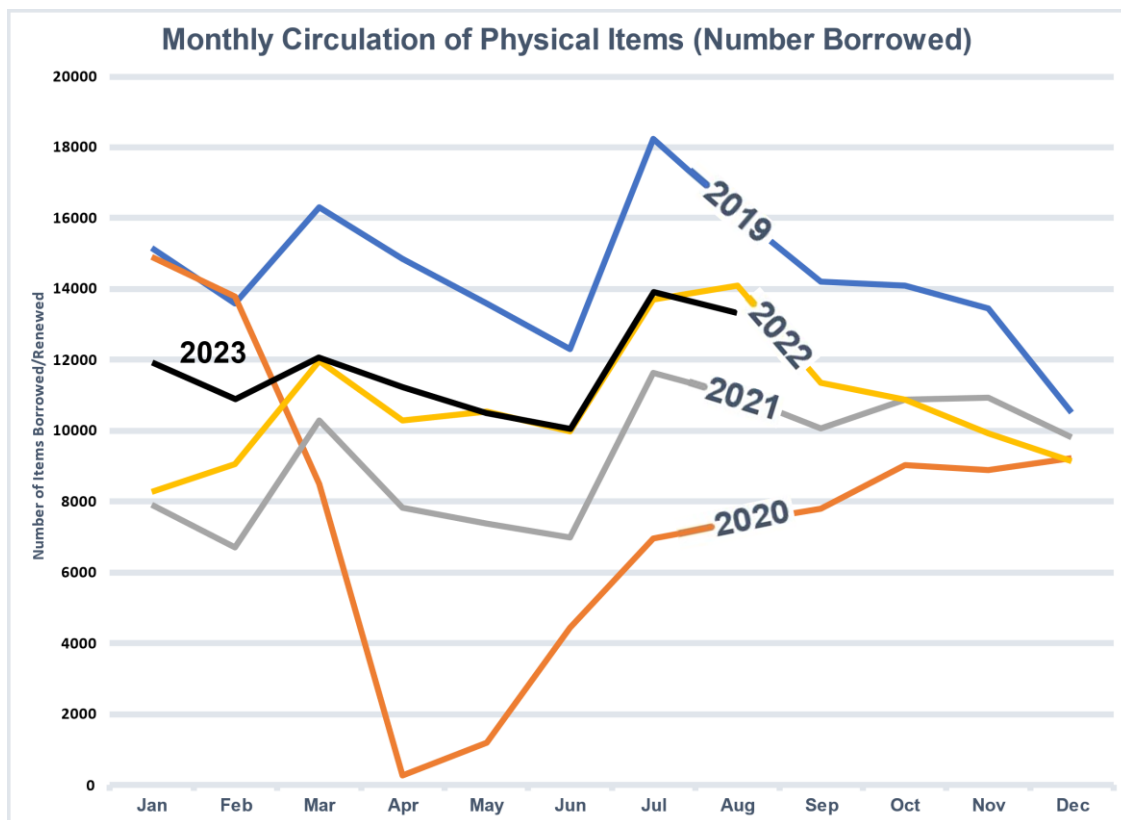
Inheritance

The library was named as a beneficiary in the last will and testament of Jacob Stuhl (Jack). The estate trustee, daughter D.B. has fulfilled her father's wishes of a Legacy Gift (\$2,000.00) to the Orangeville Public Library Board. The CEO communicated the Board's sincere appreciation to Mr. Stuhl and his family.

Operations

Mid-year stats – as of August 31, 2023.

Figure 1: Monthly circulation of physical items 2019-2023.

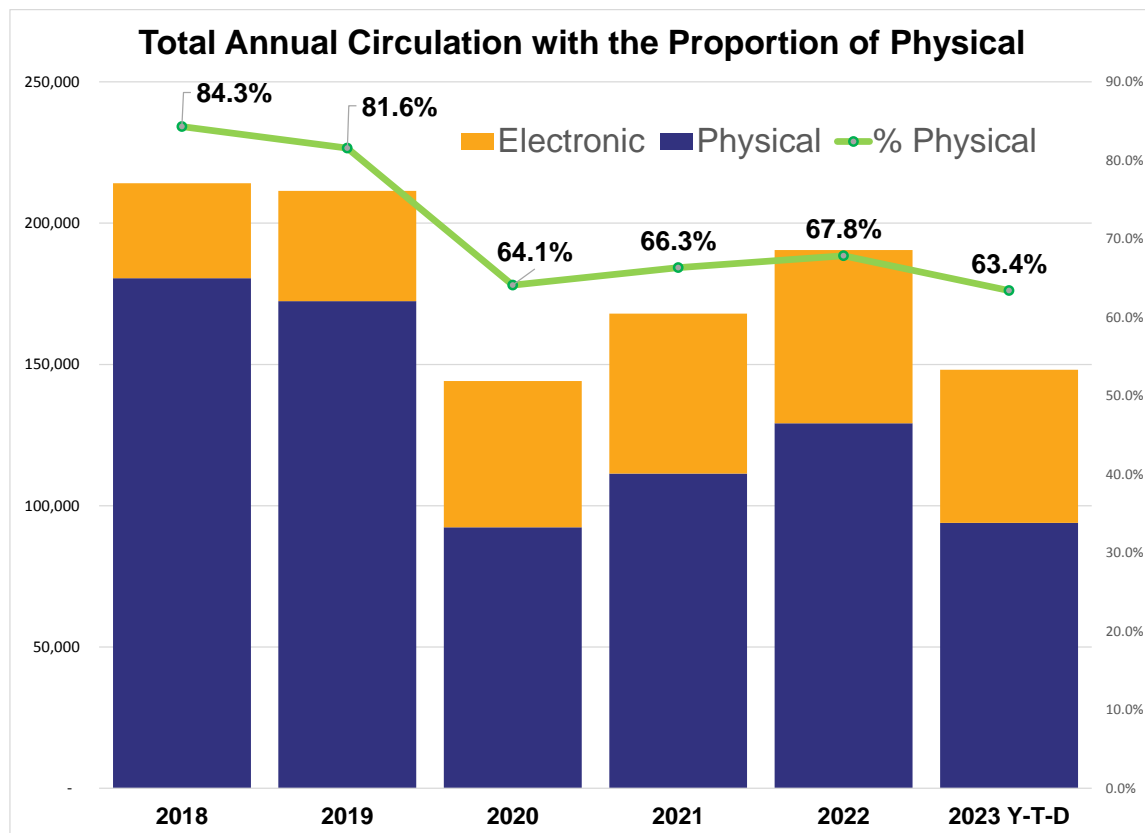


June is typically a slow month in library for programming and circulation – many families busy with end of school year events. However, July and August are typically strong and did not disappoint with circulation of physical items exceeding 13,000 each month.

Without Mill, space is at a premium and as for circulation of physical items it is difficult to measure or capture what percentage of the decline is attributable to the closure of Mill. Our hope is for increased circulation once Mill opens putting our goal of a 10% increase in circulation over the last year in reach.

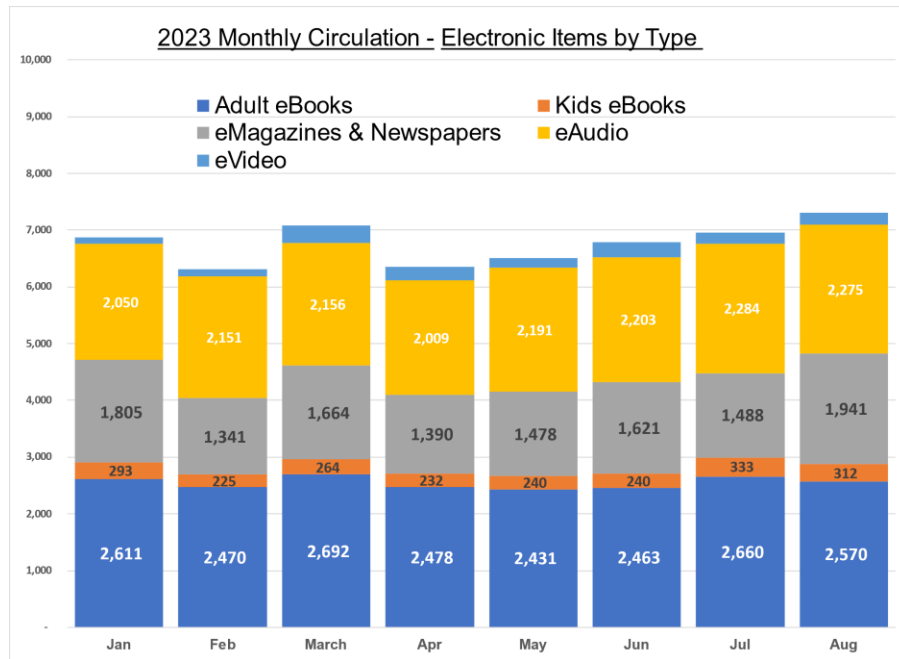
The first half of the year circulation of physical items accounts for less than 50% of the target 142,000. The total of physical items circulated as of June 30 was 66,685 items – 47% of target. As of August 31, year to date circulation rose to was 93,929 which takes us to within 66% of the year end goal with four months remaining.

Figure 2: Total annual circulation with the proportion of physical.



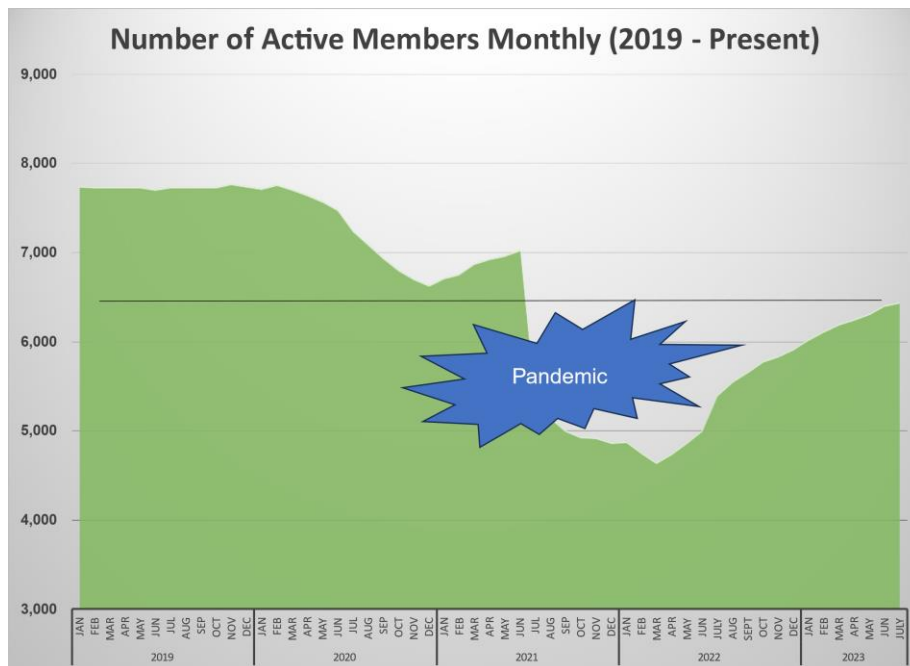
Circulation of electronic materials continues to gain in small increments each month.

Figure 3: 2023 monthly circulation of electronic items by type.



Membership numbers continue to trend upwards and as of August 31 the total active memberships sitting at 6,425 (accounts which have been used in the past 24 months). We are confident we will meet and possibly exceed the goal of 6500 memberships (new or renewed) for 2023.

Figure 4: Number of active members monthly 2019 to present.



Facilities

Mill Street Library

The board chair narrated the latest Mill renovation update video which has been uploaded to the [website](#).

Alder has been refreshed with new signage and convenient power packs (see photos below)

Figure 5: New signage at Alder, power packs for the booth section at Alder library.



Staff Updates

Truth and Reconciliation Week 2023 will be commemorated from September 25-30 and the National Day for Truth and Reconciliation is on September 30. As part of the commitment to providing rich and informative learning opportunities to increase staff knowledge and skills, professional development focused on learning and listening to the truth before attempting reconciliation.

The four library coordinators were responsible for developing phase two of our journey of Truth and Reconciliation. A book list was provided, and staff selected the title of their choice, read it over the summer and then gathered to discuss the book, the author, and the impact on them with their colleagues. This “Book Talks / Club” initiative has met with overwhelming positivity from our team.

Employee service milestones were celebrated at the Employee Recognition luncheon, held September 18, 2023.

We celebrated Kim Carson's 30 years of service! to the Orangeville Public Library. Over these past three decades Kim has been a guardian of knowledge, custodian of our collections and the maestro behind our library systems, ensuring that information flows seamlessly to those who need it. Her expertise is unparalleled, and her contributions to our library are immeasurable. A big shout out... to thank Kim, for her dedication, wisdom, and her boundless love for the world of knowledge.

Congratulations to all three recipients who represent a combined 45 years of service!

Figure 6: Picture from the Employee Recognition luncheon, (left to right) - Shelby, Shannon, Kim, and Darla



Shelby Cole	Public Services Assistant	5 years
Shannon McGrady	Coordinator, Program and Research	10 years
Kimberley Carson	Librarian, Collections and Systems	30 years

Program Update *as submitted by Lauren Tilly*

TD Summer Reading Program 2023

The Orangeville Public Library TD Summer Reading Program came to a close with a Bubble Foam Party on August 27 where children enjoyed dancing and music with Presswood Entertainment. Over 200 TD Summer Reading Club participants read a collective 122,213 minutes (about 3 months) between July and August!

Figure 7: Pictures from the TDSRC finale party.



Summer Reading Program Assistant's Jasmine and Quinn provided the community with a range of fun activities this summer including a coding club and outdoor stories in the park with the Neighbourhood Block Box. The Nature Tales story pilot at Island Lake Conservation Area was well received with 100 attendees over the summer.

Fall Programming

Fall programs have begun with storytime resuming on September 12. The first storytime of the season featured special guest and local author, Mandeep Kaur Bassi, who came to read her book: "We are Just Like You, Mom". Programming remains at the Alder Street location and will begin to transition back to Mill after the reopening.

Program and Research staff have several outreach visits and opportunities coming up this fall including class visits to the Alder Library, a presence at the International Plowing Match in the Education Centre with Dufferin Libraries on September 20 and 22 and a table at the Autism Speaks Canada Walk in Orangeville on September 24.

2024 Program Planning

Program and Research staff are in the process of developing the 2024 Program Plan to map out the offerings for the next year.

Internal (staff) and external (community based) program submissions have been received and have gone through a process of review and evaluation. New ideas have been aligned with the strategic directions, values and literacies of the organization to compliment current program offerings and build towards the goals set out in the Program Framework to meet community needs and expectations.

Forecasting of the staffing requirements for 2024 programs is being done in addition to a monthly schedule of programs and events.

Up and Coming

- [After School Club](#) will feature special guest Miles Cohen from 3Rs: Reduce, Reuse, and Recycle to guide participants through an art workshop - “The Art of Recycling” on Monday, September 25 at 4:30 pm.
- Dufferin Libraries Coffee, Conversation and Books program returns on October 18 hosted by Shelburne Public Library featuring local author Patrick Clark
- In partnership with BookLore the Orangeville Public Library will host a book launch for local author Nancy Early on Saturday, October 21 at 11 a.m. in the Town Hall Atrium for her new book – Once Upon a Forest: Orangeville’s Early Years
- The last [100% Certainty Book Club](#) of 2023 will take place on Thursday, December 7 at 7 p.m. with the featured book being Life on Tenth: A Second Chance at Life by Delia Ephron

Library Operating

For period ending August 31, 2023

	2022 August YTD Actuals	2023 August YTD Actuals	2023 Annual Budget	2023 Variance \$	2023 Variance %
Operating Fund					
Library Services					
Revenues					
User Fees	(\$36,138)	(\$39,645)	(\$108,677)	(\$69,032)	64%
Grants	(5,786)	(1,650)	(33,950)	(32,300)	95%
Miscellaneous	(6,491)	(13,311)	(11,000)	2,311	(21%)
Other Fines and Penalties	(874)	(818)	(8,000)	(7,182)	90%
Total Revenues:	(49,289)	(55,424)	(161,627)	(106,203)	66%
Expenses					
Compensation	1,007,332	989,365	1,723,399	734,034	43%
Insurance	4,937	6,680	5,529	(1,151)	(21%)
Office Expenses	12,775	15,144	27,492	12,348	45%
Workshops and Conferences	9,211	7,850	18,016	10,166	56%
Advertising	5,198	3,363	8,670	5,307	61%
Professional Fees	(3,430)	(2,284)	5,000	7,284	146%
Programs	8,613	11,732	18,839	7,107	38%
Software Licence & Support	21,298	20,534	30,250	9,716	32%
Internal Allocation	14,787	11,463	30,487	19,024	62%
Maintenance and Repairs	27,077	18,212	73,607	55,395	75%
Service Agreements	3,961	4,504	7,461	2,957	40%
Utilities	12,181	9,747	21,731	11,984	55%
Transfers to Reserve	190,567	80,625	241,875	161,250	67%
Transfer to Capital			61,528	61,528	100%
Total Expenses:	1,314,507	1,176,935	2,273,884	1,096,949	48%
Total Operating Fund	1,265,218	1,121,511	2,112,257	990,746	47%

The Corporation of the Town of Orangeville

Report to Library Board



To: Chair and Members of the Board

From: Darla Fraser, Chief Executive Officer

Date: September 27, 2023

Report #: 23-14

Subject: Adoption of Town Policies for Procurement and Accessible Customer Service.

Recommendation:

That report 23-14 Adoption of Town Policies for Procurement and Accessible Customer Service be received;

And that the Board adopt and continue to abide by the policies set forth by the Town of Orangeville regarding Accessible Customer Service (Appendix A) and Procurement (Appendix B).

Purpose:

To provide the Board with the opportunity to review the most current policies adopted by the Town of Orangeville and if in agreement, the Board will adopt and abide by these policies as their own.

Background:

Accessible Customer Service

Requirements of Regulation 429/07 Accessibility Standards for Customer Services under the Accessibility for Ontarians with Disabilities Act, 2005 state that all municipal services must have a policy governing Accessible Customer Service. The regulation details much of the content of the required policy. The Town of Orangeville has created and adopted an appropriate document governing both policies and procedures for providing Accessible Customer Service.

Procurement

The Orangeville Public Library Board recognizes the procurement of goods and services must be undertaken in a way that complies with all applicable legislative

requirements and provides the best value for the library while balancing quality, cost, and effective and efficient processes. It is with that understanding that the recommendation to the Library Board is to adopt and abide by the Town's procurement policy.

Financial Impact:

If adopted, these policies will have no financial impact on the existing budget.

Strategic Alignment:

Direction: Soar

Objective: Strong, effective governance will guide our actions with an emphasis on fiscal accountability and environmental sustainability.

Prepared and respectfully submitted by,

Darla Fraser,
Chief Executive Officer



Accessible Customer Service Policy

Board motion number:

Date of next review: September 2027

Date: September 27, 2023

Date of original motion: May 27, 2009

Policy type: Public

Chair's signature: _____

Purpose:

This policy addresses accessibility requirements of Regulation 429/07 Accessibility Standards for Customer Services under the Accessibility for Ontarians with Disabilities Act, 2005.

Scope:

Orangeville Public Library remains committed to eliminating barriers to all library goods, services, information, and resources for persons with disabilities. All policies, practices and procedures will respect the dignity of persons with disabilities and treat them as customers who are valued and deserving of effective and full service. The library will ensure them freedom of choice and being able to do things in their own way; will provide integrated services that will allow the full benefit from the same services, in the same place and way as other customers; and will provide equal opportunities to benefit from the library's goods and services as others do.

Policy:

The Orangeville Public Library Board has chosen to adopt and abide by the Policies and Procedures set out by the Town of Orangeville for Accessibility Standards for Customer Service.

A copy of the Town of Orangeville – Accessibility Standards for Customer Service – Policies and Procedures is attached and forms an integral part of this policy.



Corporate Policy

Accessibility Standards for Customer Service

Department:	Community Services
Attachments:	Accessible Customer Service Feedback Form, Notice of Service Disruption, Accessibility Standards for Customer Service
Related Documents/Legislation:	Accessibility for Ontarians with Disabilities Act Ontario Human Rights Code
Approved:	by Council: August 10, 2009 Resolution No. 23 By-Law No. 99-2009 (September 14, 2009)

1. Policy Statement

The Town will strive to provide its services in a way that respects the dignity and independence of persons with disabilities and is committed to giving persons with disabilities the same opportunity to access its goods and services, as well as allowing them to benefit from the same services, in the same place and in a similar way as other customers.

2. Purpose

The Ontario Government is issuing five sets of standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) to achieve the vision of a barrier-free Ontario by 2025. The first set of standards is the Accessibility Standards for Customer Service, Ontario Regulation 429/07, which came into force on January 1, 2008. By January 1, 2010, municipalities, being designated public sector organizations, must have policies, practices and procedures in place. Other providers of goods and services are required to have their policies and procedures in place by January 1, 2012.

The purpose of the Customer Service Standards Policy is to fulfill the requirements set out in the regulation by establishing a policy for the Town to govern the provision of its goods or services by its employees, agents or volunteers to persons with disabilities. In general, the Town must deliver its services in a way that is in keeping with the key principles of dignity, independence, integration and equal opportunity.

3. Definitions

“Accessibility Coordinator”: shall mean the staff liaison for the Accessibility Committee.

“Assistive Devices”: shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

“Contractors and Third Parties”: shall mean any contractor, agent, volunteer or otherwise, who provide customer service and/or develop policies and procedures on behalf of the Town of Orangeville.

“Disabilities”: shall mean the same definition of disability as found in the Ontario Human Rights Code.

“Employee”: shall mean individuals directly employed by the Town of Orangeville.

“Persons with Disabilities”: shall mean those individuals that have a disability as defined under the Ontario Human Rights Code.

“Service Animal”: shall mean any animal individually trained or required to do work or perform tasks for the benefit of a person with a disability. If the work of the service animal is not readily apparent, the person can provide a letter from a physician or nurse confirming that they require the animal for reasons relating to the disability.

“Support Person”: shall mean any person whether paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care / medical needs, or with access to goods or services.

“Town”: shall mean the Corporation of the Town of Orangeville.

4. Scope

This policy applies to all members of the Town’s organization including members of Council, full-time, part-time and contract staff, members of Advisory Boards and Committees and volunteer and to all persons who deal with members of the public or contractors and third parties on behalf of the Town, whether the person does so as an employee, agent, volunteer or otherwise.

5. Policy

5.1 Best Practices and Procedures

Accessible Customer Service provided by Town employees will follow four basic principles, which are defined as follows:

Dignity

Persons with disabilities will be treated the same as any other customer and are as deserving of effective and full service as any other customer. Persons with disabilities will not be treated as an afterthought or forced to accept lesser service, quality or convenience. Service delivery will take into account how people with disabilities can effectively access and use services and show respect for these methods.

Independence

In some instances, independence means freedom from control or influence of others – freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way. People who may move or speak more slowly should not be denied an opportunity to participate in a program or service because of this factor. A staff person should not hurry them or take over a task for them if they prefer to do it themselves in their own way.

Integration

Integrated services are those that allow persons with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies and procedures are designed to be accessible to everyone, including persons with disabilities. Sometimes integration does not serve the needs of all people with disabilities. In these cases, it is necessary to use alternate measures to provide goods or services.

Equal Opportunity

Equal opportunity means having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity to benefit from the way the Town provides goods or services to others. Persons with disabilities should not have to make significantly more effort to access or obtain a service and they should also not have to accept lesser quality or more inconvenience.

Sometimes this may mean that the Town treats individuals slightly different so that they can benefit fully from its services. Equal opportunity can best be reached by taking steps to ensure that individual needs are taken into account when providing goods or services. Individuals do not have equal opportunity if they cannot have full benefit from the Town's goods or services because of barriers to their access or participation. Sometimes the principles need to be balanced in order to achieve the outcome that meets the needs of the person with a disability.

5.2 Establishment of Policies, Practices and Procedures

The Town shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the four basic principles listed above.

The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.

- The provision of goods or services to persons with disabilities and others must be integrated unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of the Town's goods and services.
- When communicating with a person with a disability, Town employees shall do so in a manner that takes into account the person's disability.

This policy shall apply to all persons who deal with members of the public or contractors and third parties on behalf of the Town, whether the person does so as an employee, agent, volunteer or otherwise.

5.3 Exclusions

The Accessibility Standards for Customer Service policy shall not apply during any period where Council has declared a "State of Emergency" as defined under the *Emergency Management Act*. Policies of the County of Dufferin's Emergency Plan would apply.

5.4 Feedback Process

Feedback from our customers gives the Town opportunities to learn and improve. The Town recognizes and encourages our customers to provide us with feedback, either in the form of a complaint, compliment or to make suggestions on ways to improve its services.

To assist the Town in ensuring that the delivery of its goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide the Town with their feedback.

Let us know how we can improve or enhance our accessible customer service. An Accessible Customer Service Feedback form will be available on the Town's website www.orangeville.ca.

Feedback can also be forwarded in writing, in person, email or telephone, addressed to:

Accessibility Coordinator
c/o Building and By-law Enforcement Department
87 Broadway, Orangeville, ON L9W 1K1
Phone: 519-941-0440 x228
Fax: 519-941-2979
Email: vdouglas@orangeville.ca

The Accessibility Committee Coordinator will respond either in writing, in person, email or by telephone, acknowledging receipt of feedback and will set out the action to be taken in response to any comments.

5.5 Service Animal

If a person with a disability is accompanied by a guide dog or other service animal, the Town shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the Town shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Town's goods or services.

If a service animal is unruly or disruptive (i.e. jumping on people or exhibiting harmful behavior) an employee may ask the person with a disability to remove the animal from the area in order to continue their access to goods or services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with a disability.

5.6 Support Persons

If a person with a disability is accompanied by a support person, the Town shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

The Town may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

There will be no fee charged to care providers who access Town facilities and other Town services while they are attending with a disabled person who require their assistance.

In the event that admission fees are charged, advance notice concerning what admission, if any, would be charged to a support person shall be posted in a conspicuous place.

5.7 Personal Assistive Devices

The Town permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by the Town.

If for some reason the use of the personal assistive device could cause harm or injury to the person with a disability while attempting to access our goods or services, then other

reasonable arrangements to provide the goods or service shall be explored with the assistance of the person with a disability.

Appropriate staff will be trained and knowledgeable of the presence and use of Town owned assistive devices within their working department. Staff will be available to assist with the assistive devices, if requested, for use by an individual.

5.8 Notice of Service Disruptions

Notice of Service Disruptions must be provided when facilities or services that persons with disabilities may use to access the Town's goods or services are temporarily unavailable or if the goods or services are expected, in the near future, to be temporarily unavailable.

For example, persons with disabilities may often go to a lot of trouble to access services, such as arranging for transportation or relying on the use of an elevator to access another floor. Providing notice can save that person an unnecessary trip.

The Notice of Service Disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Notice of Service Disruptions will be provided to the public on the Town's website www.orangeville.ca, by posting the information in a conspicuous place at the location of the disruption, or by such other method as is reasonable in the circumstances.

In the event of an unexpected disruption in service, notice will be provided as soon as possible and alternative methods of service may be considered, if any, and those impacted by the disruption in service shall be informed of any alternative methods.

5.9 Training

The Town shall ensure that the following persons receive training about the provision of the Town's goods or services to persons with disabilities:

- Every person who deals with members of the public or other contractors and third parties on behalf of the Town, whether the person does so as an employee, agent, volunteer or otherwise.
- Every person who participates in developing the Town's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training will include, but is not limited to the following:

- Review the purpose of the AODA and requirements of the customer service standards.
- How to interact and communicate with persons with various types of disabilities.

- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- How to use equipment or devices available on the Town's premises or otherwise provided by the Town, that may help with the provision of goods or services to a person with a disability (i.e. TTY telephones, elevators, lifts, listening devices or other technology).
- What to do if a person with a particular type of disability is having difficulty accessing the Town's goods or services.

All current employees must receive training that complies with the above guidelines.

Contractors and third parties who provide customer service and/or develop policies and procedures on behalf of the Town must provide proof of training on the customer service standard if required by the Regulation. This process will be confirmed and monitored through the Contractor Handbook, if required.

This training must be provided to all new employees as soon as practicable after he or she is assigned their applicable duties. The method and amount of training shall be geared to the trainee's role in terms of accessibility.

The Human Resources Department will coordinate training and will maintain records that include who the training has been provided to and the dates when the training was completed.

Town employees and contractors and third parties will be provided with a handout, "Guidelines to Providing Accessible Customer Service - "May I Help You?", which sets out the standards for providing goods and services to customers with disabilities.

Training will be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

5.10 Notice of Availability of Documents

A copy of the policies and procedures required under Ontario Regulation 429/07 – Accessibility Standards for Customer Service will be provided to any person. The Town's Accessibility Standards for Customer Service will be available on its website.

5.11 Format of Documents

If a request is made to the Town to provide a copy of a document to a person with a disability, the Town shall provide to that person the document, or the information contained in the document, in a format that takes into account the person's disability. The Town and the person with a disability may agree upon the format to be used for the document or information.

Attachment 1: Accessible Customer Service Feedback Form



Accessible Customer Service Feedback Form

Thank you for visiting a Town of Orangeville facility. We value all of our customers and strive to meet everyone's needs.

Please indicate which Town of Orangeville facility you visited:

Please tell us the date and time of your visit:

Did we respond to your customer service needs today?

☐

Yes

☐

No

Was our customer service provided to you in an accessible manner?

☐

Yes

☐

Somewhat

☐

No (please explain below)

Contact information:

Name: _____

Telephone Number: _____

Thank you.

Please forward to:

Accessibility Coordinator, c/o Building and By-law Enforcement Department

87 Broadway, Orangeville, ON L9W 1K1

vdouglas@orangeville.ca

519-941-0440 x228 (p)

519-941-2979 (f)



Attachment 2: Notice of Service Disruption



NOTICE OF SERVICE DISRUPTION

Type of Disruption: _____

Reason for Disruption: _____

Duration of Disruption: _____

Alternative facilities or services: _____

Contact for Information: _____

Authorized by: _____ **Date Posted:** _____

Please post in a conspicuous place with reasonable amount of notice. Post on the Town's website. Examples of accessibility features, services and facilities include (but are not limited to):

Accessible Parking

Accessible Washrooms

Elevators

Grab bars

Lighting

Pool lifts

Ramps

Sidewalks

TTY's (teletypewriters)



Attachment 3: Accessibility Standards for Customer Service



**Accessibility Standards for
Customer Service**

“May I Help You?”

Guidelines to Providing Accessible Customer Service

The Corporation of the Town of Orangeville
87 Broadway
Orangeville ON L9W 1K1
www.orangeville.ca

Information in this package has been obtained from the Ministry of
Community and Social Services – Accessibility for Ontarians with
Disabilities website.
www.mcass.gov.on.ca

Background

Did you know that just over 15.5% of Ontarians have a disability? That's 1 in every 7 Ontarians and as the population ages that number will grow.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario Legislature with the goal of creating standards to improve accessibility across the province.

Ontario Regulation 429/07, Accessible Standards for Customer Service, was the first accessibility standard under the AODA to be enacted. Under this Regulation, the Town of Orangeville is required to:

1. Establish policies, practices and procedures on providing goods or services to persons with disabilities.
2. Use reasonable efforts to ensure that our policies, procedures and practices provide accessible customer service to persons with various kinds of disabilities.
3. Establish a policy on allowing people to use their own personal assistive devices to access our goods and use our services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Permit a person with a disability to be accompanied by their guide dog or service animal in those areas of our premises that are open to the public, unless the animal is excluded by law.
6. Permit a person with a disability who uses a support person to bring that person with them while accessing goods or services in our premises open to the public or other third parties. If an admission fee is charged for a service, let people know ahead of time what, if any, admission will be charged for a support person.
7. Provide notice when facilities or services that persons with disabilities rely on to access or use our goods or services are temporarily disrupted.
8. Train staff, volunteers, contractors and any other people who interact with the public or the third parties on our behalf on a number of topics as outlined in the customer service standard.
9. Establish a process for people to provide feedback on how we provide goods or services to persons with disabilities and how we will respond to any feedback and take action on any complaints.

What is Accessible Customer Service?

The Town of Orangeville is committed to providing customer service to persons with disabilities in a manner that:

- respects their dignity and independence;
- is integrated as fully as practicable into the method of service delivery;
- ensures an opportunity equal to that given to other customers to obtain and use our goods and services; and
- allows persons with disabilities to benefit from the same service, in the same place, and in a similar way as other customers.

Accessible customer service is the understanding that each individual may need a slightly different type of accommodation. For example, a person who is blind may need to have information read aloud to them; an individual with a learning disability may need to have instructions written down; and someone who uses a wheelchair may need help in finding a route they can use.

Accessible customer service is **good** customer service – courteous, helpful and prompt.

What can I do?

In any interaction, always start with addressing the person's service needs, rather than focusing on the disability.

A “**Disability**” as defined by the AODA includes:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 (“handicap”).

Here are some ways you can provide better service to our customers with disabilities:

- Treat persons with disabilities with the same respect and consideration you have for everyone else.
- Patience, optimism, and a willingness to find a way to communicate are your best tools.
- Smile, relax, and keep in mind that persons with disabilities are just people.
- Don't make assumptions about what type of disability or disabilities a person has.
- Some disabilities are not visible. Take the time to get to know your customers' needs.
- Be patient. People with some kinds of disabilities may take a little longer to understand and respond.
- Ask before you offer to help – don't just jump in. Your customer with disabilities knows if they need help and how you can provide it.

- Find a good way to communicate. A good start is to listen carefully.
- Look at your customer, but don't stare. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
- Use plain language and speak in short sentences.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Ask permission before touching a wheelchair or piece of equipment.
- Every business should have emergency procedures for customers with disabilities. Make sure you know what they are.
- If you can't understand what someone is saying, just politely ask again.

And,

- If you're not sure what to do, ask your customer, "May I help you?"

Each table below defines a specific category of disability and outlines some tips to help you provide exceptional service to your customers.

Vision Disability

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Most individuals who are legally blind have some remaining vision – very few are totally blind. • Low or no vision can restrict ability to read signs, locate landmarks, or see hazards. • May use guide dog or white cane. • May need to view written documents in large print, or with help of magnifier. 	<ul style="list-style-type: none"> • Don't assume you customer can't see you. • Speak directly to your customer. • Offer your elbow to guide customer. • If they accept, walk slowly, wait for permission. • Identify landmarks. • Be precise and descriptive with information. • Don't leave your customer.

Hearing Disability

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Deaf – severe to profound hearing loss. • Hard of Hearing – a person who uses their residual hearing and speech to communicate. • Deafened – hear poorly or not at all. 	<ul style="list-style-type: none"> • Attract your customer's attention before speaking – a gentle touch on the shoulder or wave of your hand. • Look directly at the person. • May have to use pen and paper. • Speak clearly, keep your hands away from your face. • Reduce background noise. • Ensure appropriate lighting.

Deafblind Disability

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Cannot see or hear to some degree. • Many will be accompanied by a support person (a professional who helps with communication by using Sign language that involves touching the hands of the client). 	<ul style="list-style-type: none"> • Speak directly to your customer, not the support person. • Identify yourself to the support person.

Physical Disability

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • May restrict a person in the following ways: <ul style="list-style-type: none"> ○ Control or speed of movements. ○ Coordination and balance. ○ Ability to grasp some objects. ○ Ability to walk long distances. ○ Ability to sit or stand for prolonged periods. • Can be present at birth, result from disease, injury or be temporary. 	<ul style="list-style-type: none"> • Speak directly to your customer. • Ask before you help. • Respect personal space. • Don't move any items they may have. • Describe what you are going to do beforehand. • Don't leave your customer in an awkward, dangerous or undignified position.

Speech or Language Disability

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • May have problems communicating. • May be difficult to pronounce words, slurring or stuttering. • May use communication boards or other assistive devices. 	<ul style="list-style-type: none"> • Don't make assumptions. • Give whatever time they need to get their point across. • Ask questions that can be answered "yes" or "no", if possible. • Don't interrupt or finish your customer's sentences. • May have to use pen and paper. • Say: "I don't understand, can you repeat that?"

Intellectual or Developmental Disability

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Intellectual development and capacity that is below average. • Can mildly or profoundly limit ability to learn, communicate, do everyday activities and live independently. • May be an invisible disability. • They may understand you more than you know. 	<ul style="list-style-type: none"> • Don't assume what your customer can or cannot do. • Use plain language. • Take your time, be patient. • Ask: "Do you understand this?" • Provide one piece of information at a time – step-by-step instruction. • Offer information in simpler concepts.

Learning Disability

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Affects how person acquires, interprets, retains or takes in information. • In many cases individual has average or above-average intelligence. • May affect: <ul style="list-style-type: none"> ○ Language based learning. ○ Mathematics. ○ Writing, fine motor skills. 	<ul style="list-style-type: none"> • Take some time, be patient. • Demonstrate a willingness to assist. • Speak normally, clearly and directly to your customer. • Provide information in a way that works for your customer (i.e. pen and paper). • Be prepared to explain any materials

Mental Health Disability

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • Defined as the absence of psychological well-being and satisfactory adjustment to society. • Some common features of mental health disabilities are: <ul style="list-style-type: none"> ○ Phobias, panic attacks. ○ Hallucinations. ○ Mood swings. ○ Bipolar disorders (depression & manic phases). 	<ul style="list-style-type: none"> • Treat your customer with the same level of respect and consideration. • Be confident and reassuring. • Do not be confrontational. • If your customer is in crisis, ask how best to help. • Take your customer seriously. • Don't take things personally.

How should I interact with persons with disabilities who use assistive equipment, the assistance of a service animal or a support person?

Assistive Equipment

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> Defined as devices that people may bring with them or that are already on the premises and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the Town of Orangeville. Assistive devices include, but are not limited to: wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping. 	<ul style="list-style-type: none"> Inappropriate to lean on or reach over your customer's assistive device. Ensure that the person is permitted to enter the premises with the device and to utilize the device, unless excluded by law. Potential barriers to the use of assistive devices must be removed where possible. Ensure persons with disabilities are aware of assistive devices available at Town of Orangeville facilities. Assistive devices must be offered in a manner that respects the persons' dignity and independence.

Service Animal

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> Defined as an animal which is specifically trained to assist an individual with disabilities. An animal is a "Service Animal" if it is readily apparent that the animal is used by a person with a disability for reasons relating to his or her disability, for example, a guide dog wearing a harness. If it is not readily apparent that the animal is a Service Animal, then a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability is required. 	<ul style="list-style-type: none"> Customer is permitted to keep the animal with him or her unless the animal is otherwise excluded by law from the premises (e.g. areas where food is prepared). Customer is responsible for the care and supervision of the Service Animal. Avoid talking to, touching or making eye contact with the Service Animal.

Support Persons

Definition	Tips for Serving Customers
<ul style="list-style-type: none"> • In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. • May be a paid professional, a volunteer, a family member or a friend. 	<ul style="list-style-type: none"> • Both persons are permitted to enter the premises together. • The person with a disability is not prevented from having access to the Support Person while on the premises. • Consent is required if confidential information is going to be shared when a Support Person is present. • Speak directly to your customer, not the Support Person.

What happens if for some reason we can't serve a person with a disability?

It is possible that from time to time there will be disruptions in service, such as an elevator under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned, and expected, it is important to provide reasonable notice.

Persons with disabilities may often go to a lot of trouble to access services (i.e. arranging transportation and support person). By providing notice, you can save that person an unnecessary trip. Notice will be posted on the Town of Orangeville's website www.orangeville.ca and in a conspicuous place at the location of the disruption.

Please refer to the Town of Orangeville's Accessibility Standards for Customer Service – Policies and Procedures to assist you in delivering goods and services on behalf of the Town, to persons with disabilities.



Procurement Policy

Board motion number:

Date of review: September 2027

Date: September 27, 2023

Date of original motion: April 15, 2008

Policy type: Town

Chair's signature: _____

Purpose:

The purpose of the policy is to outline the guidelines to be followed when procuring goods and or/services for the Orangeville Public Library.

Policy:

The Orangeville Public Library Board has chosen to follow the Procurement Policies/Procedures as adopted by the Town of Orangeville.

Supersedes:

All other Procurement Policies of the Orangeville Public Library.

Corporate Policy

Procurement Policy

Department: Corporate Services

Approved: by Council: July 10, 2023
Resolution No. 2023-249
By-law No. 2023-061

1. Policy Statement

The Town of Orangeville is committed to:

- (1) acquiring Goods and Services in an efficient and cost-effective manner having regard to the objectives of openness, fairness and transparency in procurement while ensuring the Town's operational requirements are satisfied;
- (2) actively encouraging effective procurement planning, monitoring and control, and the continuous review and utilization of new sources and methods of procurement;
- (3) procuring necessary Goods or Services with regard for the principles of best value, total cost of ownership and preservation of the natural environment; and
- (4) ensuring compliance with applicable laws and to ensure alignment, as appropriate, with applicable trade agreements.

2. Purpose

The purpose of this policy is to ensure Town staff are provided with the guidance required to ensure integrity and consistency in procurement and contracting activities and to delegate the authority to carry out these activities.

3. Definitions

Words and phrases used in this policy and related procedures have the following meanings, unless expressly stated otherwise:

"Approval Authority" means the authority to: (i) approve procurements; and (ii) approve contract awards and/or (iii) sign contracts, including any changes to such procurements or contracts.

"Bid" means a supplier's response to an RFx.

"Bidder" means a supplier that submits a response to an RFx.

"Buying Group" means a cooperative arrangement in which individual members administer

the procurement function for specific contracts for the group, and more formal corporate arrangements in which the buying group administers procurement for group members. Buying groups may consist of a variety of entities, including the federal government, provincial/territorial government, other municipalities, or any combination of procuring entities, private sector entities, or not-for-profit organizations.

“Chief Administrative Officer” or “CAO” means the Chief Administrative Officer for the Town.

“Contract” means a written agreement for the purchase of Goods or Services by any contractual means including lease or rental with, or without, an option to buy. For greater certainty, a Contract includes a Town purchase order and any purchase using a credit card.

“Contract Value” means the estimated total remuneration received by a supplier (or suppliers) over the entire period of the Contract, including optional extension periods but exclusive of taxes.

“Contractor” means a supplier that is a party to a Contract for the supply of Goods or Services to the Town.

“Council” means the council of the Town of Orangeville.

“Department” means the Town department initiating the acquisition of the Goods or Services.

“Department Signing List” has the meaning assigned in Part 2 (Procurement Approval Authority and Procurement Methods).

“Direct Purchase” means purchasing a Good or Service directly from a supplier without a competitive process such as in the case of (a) a low-dollar value procurement as set out in the Procurement Approval Matrix, (b) an Excluded Contract or (c) a Non-Competitive (Single/Sole Source) Procurement.

“Emergency” has the meaning assigned in Part 3 (Sole/Single Source Procurement).

“Excluded Contract” means a Contract that is not subject to the competitive procurement rules in this policy, a list of which is set out in Schedule A, as may be supplemented by the procedures.

“Formal Contract” means a written contract that includes approved terms and conditions and that is executed by duly authorized Town and supplier representatives.

“General Manager” and “GM” means a Town employee responsible for a Department and includes the General Manager, Corporate Services; the General Manager, Infrastructure Services; the General Manager, Community Services; or such other employee as may be appointed in such a role by the CAO from time to time.

“Goods” includes supplies, equipment, materials, products, software, furniture, structures and fixtures to be delivered, installed or constructed.

“Informal Competitive Process” mean a competitive procurement process that involves

requesting verbal or written/mailed quotes from at least 2 qualified suppliers or comparing published prices of at least 2 qualified suppliers prior to selecting the supplier from which to purchase Goods or Services.

“Informal Contract” means a document or written transaction that commits the Town to purchase specified Goods and Services and that may, or may not be, signed by the Town such as a credit card purchase or purchase order.

“Invitational Competitive Process” is a competitive procurement process using a formal RFX document that invites Bids from 3 or more qualified suppliers and that is not publicly advertised on the Town’s designated website.

“Legislation” means all applicable laws, regulations, by-laws and policies.

“Non-Competitive (Sole/Single Source) Procurement” is a Direct Purchase that is justified based on one of the justifications listed in Part 3 (Sole/Single Source Procurement).

“Procurement Approval Matrix” means the table included in Part 2 (Procurement Approval Authority and Procurement Methods).

“Procurement Specialist” means the person reporting to the Treasurer that performs delegated responsibilities pursuant to this policy and related procedures.

“Public Competitive Process” means an RFX that is advertised on the Town’s designated tendering website.

“Qualified Supplier List” means a list of prequalified suppliers established as a result of a public prequalification process to be used for purposes of undertaking one or more future Invitational Competitive Processes for predetermined Goods or Services.

“RFX” means any competitive process inviting suppliers to submit Bids or information in connection with the potential purchase of Goods or Services.

“Services” means all types of services, including construction services, unless otherwise specified.

“Standing Arrangement” means an arrangement with one or more suppliers that does not commit the Town to purchase a Good or Services but allows for the future purchase, from time to time, of Goods and Services as the need arises.

“Town” means The Corporation of the Town of Orangeville.

“Treasurer” means the Town employee responsible for the administration and management of the financial assets and liabilities of the Town.

4. Scope

This policy applies to all purchases of Goods and Services by the Town of Orangeville except as otherwise expressly stated.

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5. Policy

Part 1: Accountabilities

- (1) **General Responsibilities.** Any person purchasing Goods and Services on behalf of the Town must comply with this policy and related procedures.
- (2) **Council.** Council's role in procurement is, generally, to establish the policy, approve the budget and modifications to the budget and approve Contract awards as required by the policy. Council has the ultimate authority for this policy including the authority to approve exceptions and amendments to this policy.
- (3) **CAO Responsibilities and Authority.** The CAO is accountable to Council for the proper administration of, and staff compliance with, this policy and related procedures. Subject to the requirements of this policy, the CAO, as head of the Town administration, may exercise or override the authorities delegated to a subordinate under this policy as deemed appropriate.
- (4) **Treasurer Responsibilities.** The Treasurer is assigned administrative responsibility for the procurement function. The Treasurer is responsible for developing and maintaining procurement and contracting procedures that comply with the requirements of this policy and for approving the procurement and contracting templates to be used by the Town, including changes or alternatives to the templates. The Treasurer shall assist Town staff, as appropriate, in the interpretation, administration and compliance with this policy and related procedures.
- (5) **General Manager Responsibilities.** General Managers shall:
 - (a) Be accountable for, and shall oversee, all procurement and contract management activities within their service areas and ensure compliance with this policy and related procedures.
 - (b) Make required reports to the CAO or any other party regarding their Department's compliance with this policy and procedures.
 - (c) Where permitted by this policy and as necessary, delegate Approval Authority to appropriate staff or others working within the General Manager's area of responsibility while maintaining the accountability for their delegates' actions.
 - (d) Maintain procurement-related records in accordance with the Town's record retention policy and procurement procedures.
- (6) **Amendments to Position Titles.** Where a title to a position used in this policy no longer exists or is modified, the authorities assigned to the position may be exercised by a person deemed to have the responsibilities of the original position until such time as an amendment to this policy reflecting the applicable change in title is approved by Council.

- (7) **Prohibitions.** In carrying out procurement and contracting activities, Town employees must not:
- (a) circumvent the requirements of this policy including, but not limited to, biasing specifications or scheduling events to prevent suppliers from meeting requirements or dividing purchases to avoid the requirements of the policy by any method;
 - (b) purchase any Goods and Services through Town Contracts for personal use by or on behalf of any member of Council, employees of the Town and their immediate families;
 - (c) provide information to one supplier to give that supplier an advantage over other suppliers;
 - (d) for procurements with a Contract Value of \$120,000 or more, the following are prohibited, unless otherwise approved by the CAO:
 - Imposing a condition that, in order for a supplier to participate in the procurement, the supplier must have previously been awarded one or more contracts by the Town;
 - Requiring prior experience where it is not essential to the procurement;
 - Favouring Goods or Services of a region;
 - Favouring suppliers of Goods or Services of a region.
- (8) **Failure to Abide by the Policy.** Any person who fails to act in accordance with the provisions of the policy may be subject to appropriate sanctions or disciplinary action up to and including, for employees, termination of employment.

Part 2: Procurement Approval Authority and Procurement Methods

- (1) **Procurement Approval Matrix.** Table 1 below sets out procurement and contracting approval authorities and permitted procurement and contracting methods based on Contract Value:

Table 1: Procurement Approval Matrix

Contract Value	Procurement Method	Approval Authority Procurement Strategy and RFx	Contracting Method	Approval Authority/ Contract Signature
Under \$25,000	Direct Purchase (low dollar value)	GM or delegate	Informal Contract E.g., credit card, purchase order <u>Optional but not recommended:</u> Formal Contract	GM (or delegate)
\$25,000-\$40,000	Informal Competitive Process (min 2 suppliers) <u>Optional:</u> Public Competitive Process	GM or delegate	Informal Contract E.g., credit card, purchase order <u>Optional:</u> Formal Contract	GM (or delegate)
	<u>By Exception:</u> Direct Purchase must be justified based on an exception listed in Part 3 or as an Excluded Contract	GM or delegate	Informal Contract E.g., credit card, purchase order <u>Optional:</u> Formal Contract	GM (or delegate)
Over \$40,000-\$120,000	Invitational Competitive Process (min 3 suppliers) <u>Optional:</u> Public Competitive Process	GM or delegate	Informal Contract or Formal Contract	Formal Contract co-signed by GM (or delegate) and Procurement Specialist
	<u>By Exception:</u> Direct Purchase must be justified based on an exception listed in Part 3 or as an Excluded Contract	<u>Non-Competitive (Sole/Single Source) Procurement</u> must be approved by: CAO	Informal Contract or Formal Contract	<u>Direct Purchase:</u> Formal Contract co-signed by Treasurer and CAO
Over \$120,000-\$600,000	Public Competitive Process	GM	Formal Contract	Co-signed by GM and Treasurer
	<u>By Exception:</u> Direct Purchase must be justified based on an exception listed in Part 3 or as an Excluded Contract	<u>Non-Competitive (Sole/Single Source) Procurement:</u> CAO	Formal Contract	<u>Direct Purchase:</u> Co-signed by Treasurer and CAO
Over \$600,000	Public Competitive Process	GM	Formal Contract	Co-signed by: GM and CAO
	<u>By Exception:</u> Direct Purchase must be justified based on an exception listed in Part 3 or as an Excluded Contract	<u>Non-Competitive (Sole/Single Source) Procurement:</u> CAO	Formal Contract	<u>Direct Purchase:</u> Co-signed by Treasurer and CAO

(2) Exercise of Approval Authority

- (a) **Funds Must be Available.** Any person delegated Approval Authority shall ensure that, prior to approving a procurement strategy, sufficient funds are available in the approved budget to cover the Contract Value of the resulting Contract. In the case of multi-year Contracts involving operating funds, the funding for future years of the Contract can reasonably be expected to be made available if the funding is included in the current year's approved operating budget and is based on a multi-year forecast, subject to confirmation from the Treasurer.
- (b) **Delegation of Approval Authority.** Delegation of an approver's Approval Authority may be made as deemed appropriate by the person with Approval Authority provided that General Managers may only delegate approval authority to a manager up to a maximum of \$120,000, and to a supervisor up to a maximum of \$40,000. Approval Authority that has been delegated may not be further sub-delegated. All delegations must be made in writing and signed by the Approval Authority. All copies of delegations must be forwarded to the Finance Division.
- (c) **Treasurer's Department Signing List.** The Treasurer will maintain a list that controls signature authorization for all major financial transactions ("**Department Signing List**"). Only persons officially delegated in this policy or on the Department Signing List shall have the authority to approve a procurement of Goods or Services or related Contract.
- (d) **Impact of Increases in Contract Value.** The procurement and contracting Approval Authority is based on the Contract Value. If, after a procurement process is completed and actual prices are known, it is determined that the Contract Value of the Contract is elevated into a higher level of Approval Authority, then higher level Approval Authority shall be the Approval Authority for subsequent approvals and signatures.
- (e) **Council and CAO's Ultimate Authority.** Regardless of the Approval Authority set out in the Procurement Approval Matrix, the CAO and Council have ultimate Approval Authority and may either approve or sign documents in place of lower-level staff, or override the decisions made by lower-level Approval Authorities, as deemed appropriate.
- (f) **CAO May Seek Council Approval.** Regardless of the Approval Authority in the Procurement Approval Matrix, the CAO may at any time, as deemed appropriate, receive Council approval prior to releasing a procurement document or to award a Contract. Circumstances where Council approval may be sought include: (a) if there is an irregularity in the procurement; (b) the award of a Contract, the value of the Bid or the aggregate cost of the project is in excess of the Council approved budget; (c) there is a legislative requirement for Council approval; or (d) other circumstances the CAO deems appropriate.

Part 3: Sole/Single Source Procurement

- (1) The Town may procure Goods and Services without a competitive process in the following circumstances:
 - (a) **Contract Value under \$120,000 and In Town's Best Interest.** Where the policy requires a competitive procurement process and the Contract Value of the requirement is under \$120,000 provided it is determined that the Town or the public is not likely to benefit from undertaking a competitive procurement process in the circumstances.
 - (b) **No Compliant Bids Received:** If (i) no Bids were submitted or no suppliers requested participation; (ii) no Bids that conform to the essential requirements of the RFX documentation were submitted; (iii) no suppliers satisfied the conditions for participation; or (iv) the submitted tenders were collusive, provided that the requirements of the tender documentation are not substantially modified;
 - (c) **Only One supplier:** If the Goods or Services can be supplied only by a particular supplier and no reasonable alternative or substitute Goods or Services exist for any of the following reasons: (i) the requirement is for a work of art; (ii) the protection of patents, copyrights, or other exclusive rights; (iii) due to an absence of competition for technical reasons; (iv) the supply of Goods or Services is controlled by a supplier that is a statutory monopoly; (v) to ensure compatibility with existing Goods, or to maintain specialized Goods that must be maintained by the manufacturer of those Goods or its representative; (vi) work is to be performed on property by a contractor according to provisions of a warranty or guarantee held in respect of the property or the original work; (vii) work is to be performed on a leased building or related property, or portions thereof, that may be performed only by the lessor; or (viii) the procurement is for subscriptions to newspapers, magazines, or other periodicals;
 - (d) **Additional Deliveries:** For additional deliveries by the original supplier of Goods or Services that were not included in the initial procurement, if a change of supplier for such additional Goods or Services: (i) cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, software, Services, or installations procured under the initial procurement; and (ii) would cause significant inconvenience or substantial duplication of costs for the procuring entity;
 - (e) **Commodity Market Goods:** For Goods purchased on a commodity market such as electricity, postal services, postage, water, fuel, natural gas, furnace oil;
 - (f) **Prototypes:** If the Town procures a prototype or a first Good or Service that is developed in the course of, and for, a particular contract for research, experiment, study, or original development. Original development of a first Good or Service may include limited production or supply in order to incorporate the

results of field testing and to demonstrate that the Good or Service is suitable for production or supply in quantity to acceptable quality standards, but does not include quantity production or supply to establish commercial viability or to recover research and development costs;

- (g) **Exceptionally Advantageous Conditions:** For purchases made under exceptionally advantageous conditions that only arise in the very short term in the case of unusual disposals such as those arising from liquidation, receivership, or bankruptcy, but not for routine purchases from regular suppliers;
- (h) **Winner of Design Contest:** If a Contract is awarded to a winner of a design contest provided that: (i) the contest has been organized in a manner that is consistent with this policy, in particular relating to the publication of a tender notice; and (ii) the participants are judged by an independent jury with a view to a design contract being awarded to a winner;
- (i) **Confidential or Privileged Goods or Services:** If Goods or Services regarding matters of a confidential or privileged nature are to be purchased and the disclosure of those matters through an open tendering process could reasonably be expected to compromise government confidentiality, result in the waiver of privilege, cause economic disruption, or otherwise be contrary to the public interest;
- (j) **Emergency:** If strictly necessary, and for reasons of urgency brought about by events unforeseeable by the Town, the Goods or Services could not be obtained in time using an open competitive process. An Emergency is an exceptional situation that could include:
 - (i) An imminent or actual danger to the life, health or safety of any person;
 - (ii) An imminent or actual danger of injury to or destruction of real or personal property;
 - (iii) An imminent or actual unexpected interruption of a public service essential to the community;
 - (iv) An emergency as defined by the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9 and the emergency plan formulated thereunder by the Town; and
 - (v) An imminent or actual spill of a pollutant as contemplated by Part X (Spills) of the *Environmental Protection Act*.

- (2) **Written Justification Required.** All Non-Competitive (Sole/Single Source) Procurements must be justified in writing based on one of the above exemptions and approved by the Approval Authority specified in the Procurement Approval Matrix.

Part 4: Preparing the Procurement Documents

- (1) Where the Town has implemented standard templates, such templates must be used in Town procurement and contracting activities. The use of other forms of solicitation documents, agreements, templates, or documents is only permitted where approved in advance by the Treasurer.
- (2) When preparing specifications for a Good or Service, General Managers shall ensure the requirements of the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 are reflected, and that Contractor's are required to respect the Town's Accessibility Standards for Customer Service guidelines.
- (3) When preparing specifications for a Good or Service, General Managers shall ensure the environmental impacts of the Good or Service are considered and, as appropriate, shall afford a preference to environmentally sustainable Goods and Services.

Part 5: Standing Arrangements

- (1) Where the Town anticipates it will have a recurring need for specific Goods or Services but is unable to commit to specific quantities in advance, General Managers may establish a Standing Arrangement with one or more suppliers that can be used for future purchases.
- (2) To establish a Standing Arrangement, a public competitive process must be used regardless of the Contract Value.
- (3) A Standing Arrangement must include all terms and conditions applicable to subsequent procurements, including the price of the Goods or Services and delivery requirements.
- (4) If Standing Arrangements are established with multiple suppliers for the same Goods or Services, clear ranking methods and call-up procedures must be specified in the arrangement.

Part 6: Prequalified Supplier Lists

- (1) General Managers may establish Prequalified Supplier Lists by conducting a publicly advertised prequalification process depending on the Contract Value of anticipated purchases to be made from such list.

Part 7: Cooperative Purchasing (Buying Groups)

- (1) The Town may join one or more Buying Groups or purchase from an existing Buying Group Contract with the Treasurer's approval.
- (2) Once the Treasurer has approved the Town's participation in a Buying Group or Buying Group contract, a General Manager may purchase from an existing Buying Group

Contract or participate in a procurement process administered by the Buying Group without undergoing a separate competitive procurement process.

- (3) A Buying Group contract is deemed to be a competitively awarded Contract. Approvals to award the Contract or to purchase from a Buying Group Contract must be obtained as set out in this policy based on the Contract Value of the Contract prior to committing the Town to purchase any Goods or Services.

Part 8: Unsolicited Proposals

- (1) The Town may, from time to time, be approached by proactive suppliers seeking to engage the Town in a procurement or contract. For example, a proactive supplier may offer to allow the Town to test, or pilot, a Good or Service, or suggest that the Town consider an innovative approach, or solution to an existing Town problem.
- (2) Town staff may engage in discussions with potential suppliers on opportunities that exist in the market as part of informing themselves of market changes and opportunities. Before engaging in any such discussions, however, the supplier must always be advised that any procurement or contract can only be initiated pursuant to the Town's policies.
- (3) If an unsolicited proposal (document) is received from any potential supplier, the unsolicited proposal should be forwarded to the appropriate General Manager. The General Manager shall first assess such proposals on the basis of whether they align with the Town's strategic goals and objectives, do not circumvent the Town's regular procurement processes, and the proposal's scale and scope align with the requirements and funding ability of the Town.
- (4) If it is determined that there is a legitimate need for the Goods or Services offered by way of an unsolicited proposal, then the procurement process shall be conducted in accordance with the Policy.

Part 9: Notification of Contract Award

- (1) Where (a) a tender notice was published as part of the procurement process or (b) where a Non-Competitive (Sole/Single Source) Procurement Contract with a Contract Value exceeding \$120,000 was awarded, unless otherwise provided in the procedures, the Town shall publish a notice of award of the Contract on the tendering website used for the posting no later than 72 days after the award of each Contract.

Part 10: Authority to Amend, Renew and Terminate Contracts

- (1) Contract amendments or renewals that add Goods or Services are permitted without further approvals where: (a) the Contract includes an option to renew or contemplates, expressly or implicitly, the potential need to add the Goods or Services and (b) the cost of additional Goods and Services is within the approved budget.

- (2) If the Contract does not include an option to renew or to add the specific Goods or Services, the renewal or addition of additional Goods and Services must be justified as a Direct Purchase and approved by the appropriate Approval Authority based on the updated total Contract Value.
- (3) Except as otherwise stated, the Approval Authority that approved entering into the initial Contract has the authority to approve any amendment unless the resulting Contract Value changes the level of Approval Authority, in which case the higher-level Approval Authority is required to approve the Contract amendment or renewal.
- (4) The CAO must approve all decisions to terminate a Contract prior to its expiration date, regardless of value.

Part 11: Bidder Debriefing

- (1) The Town shall, on request, provide debriefing sessions to unsuccessful Bidders on RFX procurements with a Contract Value over \$120,000 with an explanation of the reasons why the procuring entity did not select its Bid.

Part 12: Bidder Complaint Resolution

- (1) Any supplier that wishes to challenge or is otherwise aggrieved by a procurement decision made by the Town under this policy is required to provide a written complaint to the Town clerk, within 5 business days of the earliest of (i) the date of the supplier first being notified of the Contract award or procurement decision it wishes to challenge or (ii) date of publication of award. Any complaint must be in writing and shall include the following details:
 - (a) A specific identification of the provision(s) or procedure that is alleged to have been breached;
 - (b) A specific description of each act alleged to have breached the process;
 - (c) A precise statement of the relevant facts;
 - (d) An identification of the issues to be resolved;
 - (e) The supplier's argument and supporting documentation; and
 - (f) The supplier's requested remedy.
- (2) The Town clerk will distribute accordingly to the appropriate staff to respond.

Part 13: Bidder Eligibility

- (1) Without limiting or restricting any other right or privilege of the Town and regardless of whether or not a Bid otherwise satisfies the requirements of an RFX, the Town may, subject to the CAO's prior approval, exclude a supplier, refuse any Bid from a supplier, or remove the supplier from a Qualified Supplier List where:

- (a) There is supporting evidence that the commercial integrity of the supplier has been impaired by the act(s) or omission(s) of such supplier or the public or the Town's interests are negatively impacted or are determined likely to be impaired by the supplier's participation in Town procurement processes. Circumstances justifying the exclusion of a supplier, include but are not limited to any one or more of the following having occurred within the 5-year period immediately preceding either the date on which the competitive procurement document is released or while the supplier is on the Qualified Supplier List:
- (i) the Town and the supplier are, or were, engaged in litigation or in any other type of contract or legal dispute;
 - (ii) supplier act(s) or omission(s) resulting in a claim by the Town under any security submitted by the supplier on a RFx, including but not limited to a Bid bond, a performance bond, or warranty bond;
 - (iii) the failure of the supplier to pay, in full, all outstanding payments (and, where applicable, interest and costs) owing to the Town by such supplier, after the Town has made demand for payment of same;
 - (iv) the supplier's refusal to follow reasonable directions of the Town or to cure a default under any Contract with the Town as and when required by the Town;
 - (v) the supplier's refusal to enter into a Contract with the Town after the supplier's Bid has been accepted by the Town;
 - (vi) poor performance of a supplier, including the supplier's refusal to perform or to complete performance of a Contract with the Town;
 - (vii) the supplier having unlawfully or unreasonably threatened, intimidated, harassed, or otherwise interfered with an attempt by any other prospective supplier to Bid for a Town Contract or to perform any Contract awarded by the Town to that supplier;
 - (viii) the supplier having discussed or communicated, directly or indirectly, with any other supplier or their agent or representative about the preparation of the supplier's Bid including, but not limited to, any connection, comparison of figures or arrangements with, or knowledge of any other supplier making a Bid for the same work except in the instance of a joint venture Bid where one is permitted;
 - (ix) the supplier having unlawfully or unreasonably threatened, intimidated, harassed, assaulted or committed battery against, or otherwise interfered with an official, employee, representative, agent or independent consultant

or contractor of the Town in the performance of his or her duties or in any way attempted to influence such persons;

- (x) the supplier has on one or more occasions, in the performance of a Contract with the Town, deliberately, with wilful blindness or negligence, save and except an inadvertent error corrected to the satisfaction of the Town within a reasonable time, as determined by the Town:
 - 1. over-billed, double-billed and/or retained a known over-payment, or has failed to notify the Town of an over-payment or duplicate payment;
 - 2. billed for items not supplied;
 - 3. billed for items of one grade, while supplying items of an inferior grade;
 - 4. made a misrepresentation as to the quality or origin of Goods, their functionality or suitability for a purpose, or their performance characteristics;
 - 5. submitted false or misleading information to the Town;
 - 6. acted in conflict with the Town's interests;
 - 7. misappropriated any property or right of the Town, in any form; or
 - 8. committed any other form of sharp or deceptive practice,
 - (xi) any other act or omission by the supplier that the Town deems to impair the commercial relationship between the Town and the supplier or that would otherwise not be in the Town's or its residents' best interest.
- (b) There is supporting evidence that it would not be in the best interests of the Town to enter into a Contract with the supplier, including but not limited to:
- (i) the conviction of that supplier or any person with whom that supplier is not at arm's length within the meaning of the *Income Tax Act* (Canada) of an offence under any taxation statute in Canada;
 - (ii) the conviction or finding of liability of that supplier under the *Criminal Code* or other Legislation or law, whether in Canada or elsewhere and whether of a civil, quasi-criminal or criminal nature, of moral turpitude including but not limited to fraud, theft, extortion, threatening, influence peddling and fraudulent misrepresentation;

- (iii) the conviction or finding of liability of that supplier under any environmental Legislation, whether of Canada or elsewhere, where the circumstances of that conviction evidence a gross disregard on the part of that supplier for the environmental well-being of the communities in which it carries on business;
 - (iv) the conviction or finding of liability of that supplier relating to product liability or occupational health or safety, whether of Canada or elsewhere, where the circumstances of that conviction evidence a gross disregard on the part of that supplier for the health and safety of its workers or customers;
 - (v) the conviction or finding of liability of that supplier under the financial securities Legislation whether of Canada or elsewhere, where the circumstances of that conviction evidence a gross disregard on the part of that supplier for its stakeholders.
- (c) There is supporting evidence that the supplier has been declared bankrupt or is insolvent.
- (2) For the purposes of this Part, a reference to a supplier shall also include: an officer, a director, a majority or controlling shareholder, or a member of the supplier, if a corporation; a partner of the supplier, if a partnership; any corporation to which the supplier is an affiliate of or successor to, or an officer, a director or a majority or controlling shareholder of such corporation; and any person with whom that the supplier is not at arm's length within the meaning of the *Income Tax Act* (Canada).

Part 14: Statement of Ethics for Public Procurement

- (1) Every Town employee and any other person assisting with procurement activities shall:
- (a) promptly declare any apparent, potential, or actual conflict of interest arising in the context of their activities to their immediate supervisor or the Treasurer or their delegate;
 - (b) abide by the highest ideals of honour and integrity in all public and personal relationships in order to merit the respect and inspire the confidence of the organization and the public being served;
 - (c) follow the lawful instructions, by-law, policies, and procedures of the Town;
 - (d) understand the limits of the authority granted by the Town;
 - (e) avoid activities which would compromise or give the perception of compromising the best interest of the Town and the public;

- (f) obtain the maximum benefit for funds spent as agents for the Town;
 - (g) maintain and practice, to the highest degree possible, business ethics, professional courtesy and competence in all transactions;
 - (h) undertake all purchasing activities without positive or negative bias;
 - (i) strive to obtain the maximum value for each dollar of expenditure;
 - (j) consistently reject any offer of favours, gifts, gratuities, loans regardless of the value;
 - (k) adhere to and protect suppliers' business and legal rights to confidentiality over pricing information, trade secrets, and other proprietary information.
- (2) Where the Town determines that a conflict of interest exists and that the conflict cannot be managed, such person shall be excluded from involvement with the procurement activities.

Part 15: Contract Management

- (1) General Managers are responsible for ensuring all Contract requirements are satisfied by the Contractor throughout the term, including ensuring bonds and insurance certificates, WSIB certificate, or any specified license requirements, are provided as required by the Contract.

SCHEDULE A - EXCLUSIONS FROM POLICY PROCUREMENT RULES

Contracts for Goods and Services and payment of the expenses listed below are excluded from the competitive procurement requirements in this policy, however the approval and signing authorities set out in the Procurement Approval Matrix and the ethical obligations set out in Part 14 (Statement of Ethics for Public Procurement) continue to apply.

For greater certainty, if a Contract awarded by the Town is excluded from the competitive procurement requirements of the policy, the competitive procurement requirements shall not be construed to cover any Good or Service component of that contract.

The Treasurer may identify additional types of contracts, Goods or Services as excluded from the competitive procurement requirements of the policy in the procurement procedures provided that any addition to the list remains consistent with the policy statement and objectives.

(1) **General Exclusions:** The following are excluded procurements:

- (a) Goods or Services financed primarily from donations that require the procurement to be conducted in a manner inconsistent with this policy.
- (b) Procurements by the Town on behalf of an entity not covered by this policy.
- (c) Procurements under a commercial agreement between the Town which operates sporting or convention facilities and an entity not covered by this policy that contains provisions inconsistent with this policy.
- (d) Acquisition of Goods or Services for the purpose of commercial sale or re-sale by the Town.
- (e) Procurement of Goods or Services from philanthropic institutions, non-profit organizations, prison labour, or natural persons with disabilities.
- (f) Procurement of Goods or Services for the specific purpose of providing international assistance, including development aid, provided that the procuring entity does not discriminate on the basis of origin or location within Canada of goods, services, or supplier.

(2) **Excluded Professional Services**

- (a) Health or social services.
- (b) Services that may, under applicable law, only be provided by licensed lawyers or notaries.

- (c) Services of expert witnesses or factual witnesses used in court or legal proceedings.
- (d) Financial services respecting the management of government financial assets and liabilities (*i.e.* treasury operations), including ancillary advisory and information services, whether or not delivered by a financial institution.

(3) **Non-Procurement Transactions**

- (a) Employment contracts.
- (b) Non-legally binding agreements.
- (c) Measures necessary to protect intellectual property, provided that the measures are not applied in a manner that would constitute a means of arbitrary or unjustifiable discrimination between Parties where the same conditions prevail or are a disguised restriction on trade.
- (d) Insurance premiums.
- (e) Payments of debts.
- (f) Procurement or acquisition of fiscal agency or depository services (banking services).
- (g) Any form of financial assistance, such as grants, loans, equity infusions, guarantees, and fiscal incentives.
- (h) Agreements with a governmental authority or agent of government (for example, vehicle, elevators, radios).
- (i) Agreements between enterprises that are controlled by or affiliated with the same enterprise, or between one government body or enterprise and another government body or enterprise.
- (j) Acquisition or rental of land, real property payments including land, buildings, leasehold interests, easements, encroachments and licenses, or the like.
- (k) Insurance claims, legal settlements and grievance settlements.
- (l) Binding orders, judgments or decisions of an arbitrator, tribunal or court. Given that these payments are mandatory, approval from the General Manager which is funding the payment is required instead of the approvals set out in Part 2 (Delegation of Approval Authority).
- (m) Refundable travel expenses.

- (n) Other Town and employee related expenses, such as: memberships in professional organizations (professional dues), staff attendance at seminars, testing or examination fees, workshops, courses, training, trade shows or conferences.

The Corporation of the Town of Orangeville

Report to Library Board



To: Chair and Members of the Board
From: Darla Fraser, Chief Executive Officer
Date: September 27, 2023
Report #: 23-15
Subject: Policy Review - Information Services Policy

Recommendation:

That report 23-15 Policy Review - Information Services Policy be received;

And that the Board adopt the Information Services Policy as presented in Appendix A.

Purpose:

To provide the Board with the opportunity to review, revise and adopt the Information Services Policy.

Background:

The library's information services connect people with resources to fulfil their informational, educational, cultural, and recreational needs. This policy describes information and reference services at the library and guides library staff when answering various questions.

Financial Impact:

There will be no financial impact to adopting this policy.

Strategic Alignment:

Direction: Connect

Objective: Support formal and informal learning and literacy development in all its forms.

Prepared and respectfully submitted by,
Darla Fraser, Chief Executive Officer



Information Services Policy

Board motion number:

Date of next review: September 2027

Date: September 27, 2023

Date of original motion: March 3, 1992

Policy type: Public

Chair's signature: _____

Purpose:

This policy outlines the commitment of the Orangeville Public Library to provide information/reference type services to the public. It is intended to define standards and responsibilities for the delivery of high quality, responsive and accessible information services.

Scope:

Orangeville Public Library is committed to providing information services which are intended to answer all reference and information questions efficiently, accurately, and as completely as possible.

Information services are defined as those services which connect people with resources to fulfil their informational, educational, cultural, and recreational needs based on resources available.

The policy aligns with Orangeville Public Library's values:

- Inclusivity - we support and protect accessible, equitable services that respects the needs and individual experiences of all
- Curiosity - we encourage creativity and innovation by providing opportunities for the community to come together, explore and discover
- Lifelong Learning - we foster a love of literacy in all its forms to advance awareness and build skills
- Intellectual Freedom - we provide access to diverse expressions of knowledge and ideas that inspire freedom of thought
- Trust - we act with integrity, accountability and transparency in our delivery of excellent service

Policy Statements:

- a. All patrons seeking information will be treated equally with courtesy and without judgement. Staff will respect and protect the confidential and private nature of requests for information.
- b. Provision of information services follows the Canadian Library Association's Statement of Intellectual Freedom and Libraries.
- c. Patrons of all ages will be assisted in finding information and will be provided instruction on how to use library resources based on individual needs.
- d. The library is committed to meeting the needs of persons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
- e. Library staff will assist patrons in finding information from medical, legal or financial sources, but will not offer any personal advice or interpretation of the information provided.
- f. Library patrons will be referred to other sources for information (such as agencies and community resources) if the information sought is not found within the resources available at the Orangeville Public Library.
- g. Statistics on information requests and reference questions will be kept and analyzed. This will ensure that services are assessed and evaluated in compliance with the requirements of the Annual Survey of Public Libraries.

Related Documents:

Accessible Standards for Customer Service
Equity, Diversity and Inclusion Policy
Intellectual Freedom Policy

The Corporation of the Town of Orangeville

Report to Library Board



To: Chair and Members of the Board

From: Darla Fraser, Chief Executive Officer

Date: September 27, 2023

Report #: 23-16

Subject: Revisions to the Scope of 2023 Capital Project 20320.1300

Recommendation:

That report 23-16 Revisions to the Scope of 2023 Capital Project 20320.1300 be received;

And that the Board approve the proposed change to the scope of Capital Project 20320.1300 Computer Hardware and direct staff to seek Council approval.

Purpose:

To provide the Board with the opportunity to set the direction and the priorities for investment in technical equipment for use in the library.

Background:

Recent changes to the Information Technology (IT) have resulted in the ability for divisions and local boards to assume responsibility for their business specific portion of IT capital requirements. The Library Board is requesting a change the description and scope of the Capital Project 20320.1300 Computer Hardware in the amount of \$ 57,241.

These funds were approved by Council based on the following description in the 2023 budget. The original scope/description for the use of the funds was (1) Replacement of 40 computers that are out of warranty and beyond useful life. (2) Replacement of TV/Monitors at Alder and the Mill St Library. (3) Telephone System Replacement. However, on further investigation, there was no requirement for the Library Board to budget for computer replacements or telephone system replacements as these assets are managed corporately; budgeted and replaced by a corporate IT Capital Account.

Re-allocating these funds will enable the Board to bring an enhanced level of technology for the newly renovated Mill Street Library. These items all support the

Strategic Plan goal to: Design welcoming and accessible spaces to inspire discovery and ignite curiosity with innovative technology.

The proposed new use of these funds is still focused on technology and hardware; however, it is specific to the technical needs of the library. This is the preliminary list with further investigation required for more accurate pricing.

Figure 1: Proposed list of items to be purchased with descriptions and estimated costs

#	Description	Estimated Cost
1	Wired Meeting/Study Pod	\$ 15,000
2	Laptop Lending Kiosk	\$ 12,500
3	Makerspace wiring	\$ 10,000
4	Touch Screen Computers for Public to Access the Catalogue	\$ 5,000
5	Cameras for Mill – new sight lines	\$ 5,000
6	Wireless printing capability both branches	\$ 9,741
7	Display Screens – meeting rooms and lobby	
9	Accurate foot traffic counters – both locations	
10	Range extender for Wi-Fi at Alder	
	Capital Project 20320.1300	\$ 57,241

Financial Impact:

There is no change to the total financial impact of this project, originally approved for 2023, the only change is to the specific items (information technology) to be purchased for the library.

Strategic Alignment:

Direction: Discover

Objective: Invest in tools and technology for hands on learning.

Prepared and respectfully submitted by,
Darla Fraser,
Chief Executive Officer

The Corporation of the Town of Orangeville

Report to Library Board



To: Chair and Members of the Board
From: Darla Fraser, Chief Executive Officer
Date: September 27, 2023
Report #: 23-17
Subject: Elimination of Overdue Fines

Recommendations

That Report 23-17 Elimination of Overdue Fines be received;

And that the Board approve the permanent elimination of overdue fines on specified physical materials, effective 2024, based on one of the following options for the approach to notification:

Option A – Softer approach: Notification – prescribed number of reminders - Invoice sent as last resort.

Option B – Strong approach: Notification - Replacement costs added to account at first due date – removed once item is returned.

Purpose

To provide information and seek Board support on the guidelines for the permanent elimination of overdue fines on some library materials.

Background

Since it first opened in 1908, the Orangeville Public Library has been charging daily fines to all members for returning materials late (passed the due date). Orangeville is not alone; overdue fines have been a traditional policy among many public libraries throughout North America. It is also one of the few means of generating revenue that the Board has authority for, as set out in the [Public Libraries Act - R.S.O. 1990, c. P.44, s. 23 \(1\)](#).

A fine-free movement has been gaining momentum, which sees public libraries (and other library types) eliminating overdue fines. In January 2019, the American Library

Association passed a resolution that called for libraries to eliminate fines calling them “a major form of social inequity” and asserting that “imposition of monetary library fines creates a barrier to the provision of library and information services”.

By 2020 hundreds of libraries in the United States had eliminated overdue fines, as well as many throughout Europe and Australia. The trend is growing and more libraries around the world are expected to adopt a fine free model in the coming years.

In Canada, public libraries have recently started to adopt a fine free model. Most libraries stopped charging fines in 2020 temporarily when we were forced to close our facilities to the public due to the pandemic. See [Fine Free Canada](#) website for a current list of libraries that have fully or partially eliminated fines for overdue materials – many making the temporary suspension into official policy during the past few years. Removing fines removes barriers, but in doing so can impact budgets and collections.

Some libraries have been reluctant to eliminate fines as they are viewed as a source of valuable revenue. However, fines can be an unreliable source of income, fluctuating from year to year. Studies have shown that fine revenue is 1% or less of a library’s budget and is decreasing further in some libraries with increased popularity of electronic books with automatic returns (in Orangeville fine revenue accounts for .003% of the budget).

Incentive to return materials on time is also seen as a justification for fines. Optimal use of library items is ensured when they can be circulated. Books that are returned on time can be used by others in the community and frustration from unavailable overdue items avoided. Fines are a reminder of the importance of library materials and the consideration for others sharing this resource. There is no evidence that these fines have the intended result; rather, they encourage the very outcome they are intended to prevent - the loss of material. In addition, an unintended, negative consequence is the exclusion of many people, often the most vulnerable ones, from their library.

In the fine-free movement, these justifications for fines are being weighed against the library’s mandate to provide barrier-free access to information. Based on the 2022-2027 Strategic Plan, Orangeville Public Library services are grounded in our values including inclusivity, intellectual freedom (universal access to information), lifelong learning, curiosity, and trust. A past winner of the 2019 Angus Mowat Award of Excellence for “cultivating a culture of inclusion” emphasizes the commitment of the library to further support this mandate. Alternative sources of revenue generation are presented below, but perhaps the greater social benefits of a fine-free library outweigh any financial loss incurred.

2024 is the time to officially eliminate overdue fines for selected library materials. We are seeking board direction prior to finalizing the process for the administration of an overdue fine free environment and communication to staff and community.

Locally

The current circulation policy states (grants authority to): “the Chief Executive Officer may amend the Circulation Policy Schedule with a report to the Orangeville Public Library Board”.

Figure 1: Circulation policy schedule

Item	Loan Period	Limit per Card	Renewals	Daily Fine Rate	Maximum Fine Per Item
Book Club Kit	6 weeks	2	No renewals	\$2.00	\$25.00
Books, magazines	28* days	50	3	20¢	\$5.00
DVDs	7 days	5	3	\$1.50	\$5.00
DVD sets	28* days	5	3	\$1.50	\$5.00
Audiobooks on CD, CDs	28* days	10 each	3	20¢	\$5.00
* any of the above items with 2 or more requests will be subject to reduced loan periods	14 days		No renewals		
Total number of items per card		50			

With the unprecedented 2020 global pandemic and the resulting closure of the Orangeville Public Library on March 14, 2020, all overdue fines (daily rates) were suspended because members were asked to keep library materials until further notice. Once returns were permitted, the library had to quarantine materials for three days prior to processing.

This temporary suspension of overdue fines did result in a loss of revenue for the library. However, to add perspective, according to the Treasurers Report CPS-TF-2020-13 to council, Library Services represents approximately 5% of our [Town of Orangeville] annual operating budget and is primarily funded through taxation. Less than 10% of Library operating budget is funded through user fees, fines, and government grants.

Between 2020-2022, loss of this revenue estimate was mitigated with reduction to operating and compensation accounts due to closures of the facility and the need for curbside pick-up to circulate materials. In 2023, the suspension was extended to ease the impact to the community due to the service disruption (extended closure of Mill Street).

In future, to offset this loss of self-generated revenue (budget estimate \$ 5,789) we recommend that the library take on a still passive, yet more aggressive fundraising – Public Service Librarian has recommended the addition of link (box) on our website, as well as donation boxes on the service desks to make giving very easy. Many folks consider fines a ‘donation’ to the library and those with means are often happy to give.

The recommendation would be to work with a corporation such as [Canada Helps](#), which many libraries now use, to assist with the administrative tasks of managing donations.

We should also provide easy access and information on how to facilitate legacy giving. Bequests and legacy gifts are made as part of a will or trust; a bequest can be to a

person, or it can be a charitable bequest to a nonprofit organization, trust or foundation (such as a library). Not only does the library benefit, but charitable bequests combine philanthropy and tax benefits to the estate.

The ability to rent the program/meeting space independent of library hours of operation is being explored as a means of increasing self-generated revenue, in addition to the library continuing to seek funding opportunities and operational support by way of grants or partnerships.

In some cases, the cost of collecting fines can be greater than the fines themselves, in terms of staff time and fees for collection agencies. Eliminating overdue fines will not save the Orangeville Public Library in the cost of staff time significantly, but it would be better spent. Staff could use the time normally spent on explaining and processing fines to create more positive experiences for people. Many members have commented that staff are welcoming and caring. Eliminating fines would give them more time to build positive relationships, leading to increased use of the library, our collections, and services.

Overdue fines present a barrier for the residents of Orangeville who most need access to their library; especially in a post-pandemic world where training and reskilling will be critical to ensuring employment and economic security. Public Libraries are built on a model of trust: anyone can borrow a number of items and choose at any time not to return them, but we trust that they will. They may be denied service if they do not return borrowed items, but overdue fines will not prevent them from borrowing. The members of the Orangeville Public Library are residents of Orangeville, they are our neighbours and friends, and we should extend that trust through our Circulation Policy by eliminating overdue fines on books, audiobooks, magazines, and single/regular DVDs.

All members will continue to be responsible for items borrowed and will be charged replacement fees for any lost or damaged materials. Overdue fines will still be applied to all kits, DVD sets, Interlibrary Loan items and equipment as outlined in the Circulation Policy Schedule "A".

With a 2024 start date for this new policy, decisions regarding existing fees and fines will be considered. Further investigation is also required on the actual collection of funds invoiced for items not returned. These decisions in place will provide the foundation for the future handling of the financial impact of eliminating overdue fines on specific physical materials.

Of the two options presented below, the main difference comes down to when we provide the true cost of the materials – make no mistake – members are still responsible for the safe return of all library materials. Instead of overdue fines, members will be charged the replacement cost of each item not returned.

The following two sets of procedures are provided as a guide to demonstrate the different approaches. Actual operating procedures will be developed to meet the Board's wishes in the most efficient and effective means possible.

Option A – softer approach

Notification – Prescribed number of reminders - Invoice sent as last resort.

Under this model, the materials outlined will not accrue fines when they become overdue. Borrowing period for books and magazines is currently 4 weeks (28 days). If the item is not returned within 50 days, it will be assumed that the item will never be returned (either a member has lost it or chooses to keep the items).

Members who opt-in to electronic notices will receive the following notices, in order, regarding overdue materials:

Pre-due notice: 3 days prior to due date – renew now	(had it 25 days)
Overdue Notice: on due date – now overdue – need a little longer?	(had it 28 days)
Overdue notice B: 7 days after due date – reminder	(had it 35 days)
Overdue notice C: 14 days after due date – request the safe return	(had it 42 days)
Lost notice (replacement fees included): 3 weeks after due date	(had it 49 days)

Items not returned are marked lost (signaling that is no longer available in the collection and then delete it from the integrated library system (ILS) and the member will be responsible for the replacement fee. If the items are returned before they are 6 weeks late, replacement fees will be removed.

Members who do not have electronic notification set up will be notified by phone and mail:

Phone call: 7 days after due date
Phone call: Following due date
Mailed notice: 6 weeks after due date

Option B – strong approach

Replacement costs added to account at first due date – Removed once item is returned.

Under this model, the materials outlined will not accrue fines when they become overdue and will automatically be marked as lost after a period of 3 weeks.

When an item is marked lost, the account will be blocked, and the member will not be able to borrow physical or digital materials until it is resolved.

When a lost item is returned within 6 weeks of the due date (3 weeks after being marked lost), the replacement fee will be waived at check-in and all privileges reinstated.

If the item is not returned within 6 weeks of becoming overdue, staff may delete it from the integrated library system and the member will be responsible for the replacement fee.

Members who opt-in to electronic notices will receive the following notices, in order, regarding overdue materials:

- Pre-due notice: 2 days prior to due date
- Overdue notice: 7 days after due date
- Overdue notice: 14 days after due date
- Lost notice (replacement fees included): 3 weeks after due date

Members who do not have electronic notification set up will be notified by phone and mail:

- Phone call: 21 days after due date
- Mailed notice: 6 weeks after due date

Communications

Staff will put together a comprehensive communications plan, with the goal of announcing the permanent move to a fine free model as of 2024.

Information will be posted on the library's social media channels and website about why overdue fines on most materials were eliminated, including an FAQ section answering questions such as:

- Won't people just stop returning things to the library?
- What happens if I have a long overdue item right now?
- Will there still be a due date?
- What happens if I return things late?
- Do I have to pay any old fines?
- What if I lose or damage something?
- Will this affect the library's budget?

To ensure a consistent message, public-facing staff will be provided with 3 to 4 key talking points to share with customers. It is possible some residents will object to the policy change, and staff need to be prepared to provide accurate information and respond in a way that demonstrates understanding of the concerns.

The tone of the fine free campaign will be friendly, positioning the library as a good neighbour in the community. A fine free policy will also demonstrate Orangeville Public Library's recognition of the hardships created by the COVID-19 pandemic and the service disruption of the past renovation.

This reiterates the Board's commitment to supporting the community.

Financial Impact:

The impact has been reflected in the 2024 operating budget estimates. Fines and fees estimated revenue was reduced by \$ 5,789.

Strategic Alignment:

Strategic Direction: Connect

Objective: Uphold equitable access to information (and services in a safe and welcoming environment).

Prepared and respectfully submitted by,
Darla Fraser,
Chief Executive Officer

The Corporation of the Town of Orangeville

Report to Library Board



To: Chair and Members of the Board
From: Darla Fraser, Chief Executive Officer
Date: September 27, 2023
Report #: 23-18
Subject: 2024 Operating and Capital Budget Estimates

Recommendation:

That report 23-18 2024 Operating and Capital Budget Estimates be received;

And that the Board approve the five-year Operating and the ten-year Capital Budget estimates for 2024 to be forwarded to Council for final approval.

Purpose:

As the governing body, the Board provides input to the budget in the form of strategic direction and service priorities. The role of the CEO is to present to the Board, for consideration, operating and capital budgets that meet the priorities of the Board. Staff have been working on the budget over the past few months to bring these first draft budgets (operating and capital) to the Board within the timelines set by the Town. Once approved by the Board, the budget will be presented to Town Council to either endorse or propose modifications.

The proposed budgets have been created in support of the goals and objectives set out in the Board's strategic and implementation plan.

Background:

At the June 28, 2023 meeting of the Board a number of assumptions and decision points were discussed. It is based on the direction received from that discussion which has informed the presentation of these 2024 Operating and Capital Budget Estimates.

The development of the budget estimates is an exercise in confirming the long-term vision adopted as the 5-year operating and 10-year capital plans approved by the Board and Council last year. However, even with the adoption of multi-year budget process, each year, a new multi-year budget outlook is provided with only the first year being

approved by a by-law (i.e., Council will continue to have full discretion on a year-to-year basis).

This process requires the addition of 2028 estimates (for operating) and provides an opportunity to adjust the ‘approved in principle’ base budget for 2024. In Orangeville, according to the Finance Division those revisions must be submitted separately as Service Level Change requests.

Three different Service Level Change requests have been submitted along with one request to re-allocate funds.

Changes to base budget based on Board Direction (June 28) results in an overall increase to the operating budget of 8.8%.

The following key areas have been estimated for 2024 based on the direction received from the Board at the June 28, 2023, meeting:

Discussion Points	Direction received from Board – High-level Summary financial impact discussed in report	See Report Section #
Self-Generating Revenue	Fine Free 2024; Two options for consideration.	(1) Self-Generating Revenue
Non-Resident Membership Fees	Increase annual fee to \$ 195.00 and estimate 2024 based on 600 new or renewed households.	
Full-time Staffing complement	Service Level Changes submitted: (A) Makerspace Specialist (1 FTE full year) and (B) Community Engagement Specialist (1 FTE beginning in June 2024)	(2) Compensation – Staff Salary and benefits
Part-time Staffing	Service Level Change to increase part-time public service assistant hours by 1,000	
Capital	Increase capital estimates by \$11 Million in 2028 for expansion to meet future growth. The additional staffing costs including benefits and training is anticipated to range from \$ 300,000 to \$400,000. The estimated increase to incremental operating cost associated with the expansion is \$60,000 - \$ 80,000.	(3) Expansion – Future Growth

Further background is available through the following links to the Library Board’s Pre-budget Discussion Report [23-13 2024 Budget Process and Discussion](#) at the June 28, 2023 Board Meeting. Report to Council at the August 14, 2023 meeting [Treasury Report CPS-2023-050](#).

High-level Summary Total Operating 2024 Budget Estimates

Finance division has adjusted the 2024 base budgets according to the direction received from Council at the August 14, 2023 meeting. Other adjustments include the re-allocation of nonlibrary support for staff and internal division to division charges. The overall result of these adjustments is a reduction of -1.7% over 2023 approved budget.

Figure 1: 2024 base budget estimates with no service level change.

2024 - As adjusted by finance, no Service Level Changes					
Revenue	Estimates	% of Total	Expenses	Estimates	% of Total
Tax Levy	\$ 2,077,209	92%	Compensation	\$ 1,726,091	77%
Non-Resident fees	\$ 117,000	5%	Collection Development	\$ 213,082	9%
Government Grants	\$ 33,950	2%	Building Reserve	\$ 35,000	2%
User fees & cost recovery	\$ 22,082	1%	Operations /Administration	\$ 167,706	7%
		100%	Facilities	\$ 108,362	5%
% change over prior year		-1.7%		\$ 2,250,241	100%

Changes to base budget based on Board Direction (June 28) results in an overall increase to the operating budget of 8.8%.

Figure 2: 2024 budget estimates with three service level change requests.

2024 - With all three Service Level Changes					
Revenue	Estimates	% of Total	Expenses	Estimates	% of Total
Tax Levy	\$ 2,299,177	93%	Compensation	\$ 1,948,059	79%
Non-Resident fees	\$ 117,000	5%	Collection Development	\$ 213,082	9%
Government Grants	\$ 33,950	2%	Building Reserve	\$ 35,000	1%
User fees & cost recovery	\$ 22,082	1%	Operations /Administration	\$ 167,706	7%
		100%	Facilities	\$ 108,362	4%
% change over prior year		8.8%		\$ 2,472,209	100%

The library is a public service funded through the municipal tax levy.

Operating Revenues

The budget estimates propose no change to **Total Revenues** however there was some re-allocation among the non-resident fees account and the User fees.

1) Self-Generating Revenue

- Elimination of Overdue Fines – estimated re-allocation of \$ 5,789 from user fees into non-resident fees
- Estimate for 2024 User Fees based on 600 households (memberships) at \$ 195.00 per household = \$ 117,000

Operating Expenditures

2) Compensation – Staff Salary and benefits

Compensation includes all salary, wages, and benefit costs for all eight full time and 21 part time employees. It accounts for approximately 77% of the operating expenditures. Our part time wages account for over 41% of the compensation amounts and have a direct link to hours of operation.

Figure 3: Compensation figures.

Employment Status	FTE Allocation	Hours	Compensation	Benefits	Total	% of Total
Full-Time Base	8	14,560	\$ 753,767	\$ 237,383	\$ 991,150	57%
Part-time Base	9.2	16,658	\$ 586,764	\$ 124,792	\$ 711,556	41%
Other *	n/a	n/a	\$ 18,124	\$ 5,261	\$ 23,385	1%
Total	17.2	31,218	1,358,655	367,437	1,726,091	100%
* Allowance for Overtime and Nonlibrary Salary Supports						

Based on the current organizational structure and the revised model for service delivery, there is limited opportunity to enhance services without an impact to the bottom line.

The Town has re-allocated the portions of the General Manager and Executive Assistant compensation added to the library in 2020; this change has resulted in a reduction (\$50,246.33) in total compensation, decreasing the operating budget. This combined with the direction from Council that budget estimates are to include a cost-of-living adjustment (COLA) for non-union employees of 2.5% results in an overall increase of just \$ 2,692 to the base compensation budget prior to any Service Level Changes (SLC).

Figure 4: 2023 approved base budget compensation, 2024 base variance.

Description	Amount	Variance	% change over Prior Year
2023 Approved Budget (Compensation)	\$ 1,723,399	n/a	
2024 Base with changes noted above	\$ 1,726,091	\$ 2,692	0.05%

Based on the direction received in June, library staff have submitted the following three SLCs:

Figure 5: Service level change requests submitted for 2024 budget.

Service Level Change Requests - as per Board discussion June 2023		Estimated 2024 Expenditures - incl Salary & Benefits	Total Compensation Envelope
A	1000 Part-time hours	\$42,206	\$1,768,297
B	Makerspace (Grade 9)	\$118,006	\$1,844,097
C	Outreach - beginning June 1, 2024	\$61,756	\$1,787,848

Figure 6: 2024 budget variance with three service level change requests.

Library Operational Budget Estimates		Compensation Envelope (salary & benefits)	Variance to Compensation Envelope	% Increase over Prior Year Compensation Envelope Only	Full Budget	Net Variance	% Increase to full 2024 Budget
Prior Year Approved Estimates (2023)		\$ 1,723,399			\$ 2,112,257		
2024 Base with changes noted above		\$ 1,726,091	\$ 2,692	0.05%	\$ 2,077,209	\$ (35,048)	-1.7%
Service Level Change Requests - as per Board discussion June 2023							
A	1000 Part-time hours	\$ 1,768,297	\$ 42,206	2.4%			
B	Makerspace (Grade 9)	\$ 1,844,097	\$ 118,006	6.8%			
C	Outreach - beginning June 1, 2024	\$ 1,787,848	\$ 61,756	3.6%			
Including all SLCs		\$ 1,948,059	\$ 221,968	12.5%	\$ 2,299,177	\$ 186,920	8.8%

As noted above, compensation accounts for approximately 77-79% of library expenditures, when compensation is placed into the budget the overall increase to the budget is 8.8% not 12.5% (which represented the increase over the 2023 compensation envelope only).

These requests are considered necessary to build and grow a more resilient and stronger staffing structure to support the goals of the strategic plan. If the three positions are not approved service levels will be modified risking a decrease in the quantity and quality-of-service levels.

To further support the need for additional human resources the Town is conducting an Organizational Review that will identify gaps within the Corporation and make recommendations to address those gaps. The outcome of this review will no doubt influence Council's decision to maintain and potentially enhance service delivery.

Blackline Consulting was retained to perform this review. They have interviewed the library board as part of their review. Both the library CEO and the Public Services Librarian were interviewed, the Program and Research Librarian participated in a group session and all library staff were encouraged to complete the Organizational Review Survey.

Blackline will make recommendations on the Town's corporate structure, service delivery, and staff resourcing with these priorities in mind:

- Efficiency and effectiveness in municipal service provision
- Customer service excellence
- Value for money for Town services
- Fiscal responsibility
- Accountability and transparency

They will be working with Town staff and management to deliver on an actionable set of recommendations. Blackline's final deliverable will include:

- Recommended Key Performance Indicators (KPIs) the Town should adopt
- Alternative delivery options the Town could explore
- A 5-Year staffing plan and review method
- Prioritized set of recommendations to improve efficiencies

Changes to other operational expenses have been limited to inflationary estimates.

Capital 2024 Budget Estimates

The Capital Budget is important in fostering and maintaining public accountability and transparency, and provides detailed information about each Capital Project, including cost categories, funding sources, and outcomes.

Staff are recommending no changes to 2024 estimates for capital expenditures, however, the Board's direction to plan for growth, results in significant changes within the 10-year capital forecast, see section 3 below.

Figure 7: 2024 Capital budget estimates.

Library Reserves and Capital Budget Submission											
#	Project Description	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
1	Library Collections	\$ 206,875	\$ 213,082	\$ 219,474	\$ 226,059	\$ 229,466	\$ 235,203	\$ 241,083	\$ 254,000	\$ 260,000	\$ 265,000
2	Building Reserve	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000
3	Furniture & Equipment (with carryforward)	\$ 63,828	\$ 30,000	\$ 10,000	\$ 30,000	\$ 10,000	\$ 30,000	\$ 10,500	\$ 30,000	\$ 10,500	\$ 30,000
4	Modernize Space (Alder)	\$ 20,000		\$ 20,000		\$ 20,000		\$ 20,500		\$ 20,500	
5	MakerSpace Updates		\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000
6	Library Portion Feasibility Study (Alder)	\$ 75,000									
7	Computer Hardware (revise sc	\$ 57,241		\$ 4,326		\$ 52,339					
8	Network Infrastructure				\$ 26,000						
9	Security Inventory System	\$ 10,000	\$ 30,000	\$ 25,000			\$ 25,000			\$ 30,000	
10	Lockers/Kiosk				\$ 25,000	\$ 25,000					
11	Expansion for anticipated growth						\$ 11,000,000				
	Total	\$ 467,944	\$ 313,082	\$ 318,800	\$ 347,059	\$ 376,805	\$ 11,330,203	\$ 312,083	\$ 324,000	\$ 361,000	\$ 335,000
NOTE: 2023 figures include amounts carried forward from previous years											

The highest most consistent ask of the capital budget is for Library collections. Collection Development is the process of building the library materials to meet the information and recreational needs of the members in a timely and economical manner. Successful collection development requires providing users with the materials they want when they want them from the vast universe of possible purchases. Effective budgeting and cost-effective selection are also necessary to build the strongest collection possible with available resources.

The cost of materials has been rising higher than the cost of living for the past several years and along with the increasing and ever-changing model of ownership for the electronic books.

Figure 8: Collection development budget estimates for 2024 to 2028.

Collection Development	2024	2025	2026	2027	2028
Physical Material	\$ 137,516	\$ 134,612	\$ 133,612	\$ 130,671	\$ 134,591
eResources / SoftwareLicences	\$ 75,566	\$ 84,862	\$ 92,447	\$ 98,795	\$ 101,759
Total	\$ 213,082	\$ 219,474	\$ 226,058	\$ 229,466	\$ 238,378

Staff are recommending steady increases to the collection development fund, as outlined in figure 8 (above), in order to maintain the current level of service for the community.

3) Expansion – Future Growth

Staff have initiated the Board direction to add \$ 11M capital to the budget year 2028. [The Orangeville Public Library Long-term Business and Branding Strategy](#) outlined the rationale and justification for expanding the library. As part of the new Strategic Plan, the Board is requesting that the additional square footage (approximately 16,000 sq ft) be built as an addition to the existing Alder Recreation Centre.

Estimates at this time, include additional staffing costs including benefits and training would range from \$ 300,000 to \$400,000. The estimated increase to incremental operating cost associated with the expansion \$60,000 - \$ 80,000.

Financial Impact:

The impact as shown – subject to final approval by Council.

Strategic Alignment:

Strategic Direction: Soar

Goal: Remain fiscally responsible with public resources

Prepared and respectfully submitted by,

Darla Fraser,
Chief Executive Officer



SHELBURNE PUBLIC LIBRARY

201 Owen Sound Street
Shelburne, Ontario L9V 3L2
www.shelburnelibrary.ca

Telephone: 519- 925-2168
Fax: 519-925-6555

June 20, 2023
Orangeville Public Library Board
c/o Darla Fraser, CEO
1 Mill Street
Orangeville, ON
L9W 2M2

Ms. Sheri Marks, Chair

In response to your letter dated May 31, 2023:

Since its inception in 1912, Shelburne Public Library has respected free, open, and equitable access and the values of a democratic society and way of life. The respect for and awareness of diversity of information, ideas, and peoples, underscores the opportunities for civic engagement, intellectual freedom, and freedom of speech without creating barriers between any members of our community.

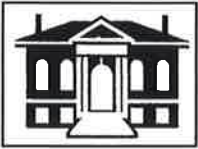
Shelburne Public Library provides a safe, welcoming space and an environment that honours and celebrates inclusivity and diversity. We treat all members of our society with dignity and respect without creating divisive situations which may limit freedom of speech and expression for some.

Regardless of identities, background, ethnicity, or expression, we have always supported the open and welcoming environment that all members deserve and that we espouse on a daily basis. As we continue to operate with these values at the forefront, the Shelburne Public Library Board has respectfully decided not to add its' signature to your proposed document.

Sincerely,

Geoff Dunlop, Chair, Shelburne Public Library

Cc Rose Dotten, CEO, Head Librarian, Shelburne Public Library



SHELBURNE PUBLIC LIBRARY

201 Owen Sound Street
Shelburne, Ontario L9V 3L2
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Telephone: 519- 925-2168
Fax: 519-925-6555

June 20, 2023
Orangeville Public Library Board
c/o Darla Fraser, CEO
1 Mill Street
Orangeville, ON
L9W 2M2

Ms. Sheri Marks

In response to the second point in your May 31, 2023 letter, regarding a meeting to explore collaborative services, the members of the Shelburne Public Library Board had a thoughtful and thorough discussion at their June meeting.

We already collaborate on several successful literacy programs with Grand Valley and Orangeville Public Libraries. To the extent of looking at other services, we understand this is the role of Ontario Library Services (OLS) which tends to help us obtain valued services and products through the economies of scale that a provincial organization can access. Therefore, we see no benefit to SPL of entering yet another collaborative organizational structure. We value our autonomy and in keeping with our current strategic directions we do have a comprehensive way forward in terms of services , programs, and product.

Thank you for bringing these thoughts to our attention but at this point we would like to address any collaborative ventures on an individual basis.

Sincerely


Geoff Dunlop, Chair, Shelburne Public Library

cc :Rose Dotten, CEO, Head Librarian, Shelburne Public Library