# AGENDA

## Corporation of the Township of Tay
## Committee of the Whole

**Wednesday, June 10, 2026 - 9:00 AM**

Virtual Meeting

A meeting of Committee of the Whole will be held virtually on Wednesday, June 10, 2026 commencing at **9:00 AM.** To view the live stream visit the Tay Township Youtube Channel.

Page

1. Call to Order

2. Approval of the Agenda

   Resolution:
   That the Committee of the Whole Agenda for June 10, 2026, be approved.

3. Disclosure of Interest

4. Presentations / Delegations

   **4.1. Olena Volik, Water Scientist/Limnologist, SSEA, Re: Water Quality Monitoring Activities in Tay** 6 - 18
   Water Quality Monitoring Activities in Tay Presentation

5. Protective & Development Services - Staff Reports

   **5.1. PDS-2026-023 Manager of Municipal Law Enforcement Services, Re: Canine Control Licensing Requirements** 19 - 21
   PDS-2026-023

   Recommendation:
   That Item PDS-2026-023, dated June 10, 2026, regarding, Canine Control Licensing Requirements be received and approved in principle; and

   That the draft amending by-laws to both the Canine Control By-law and the Consolidated User Fees and Service Charges By-law be brought forward to a future Council meeting for consideration.

   **5.2. PDS-2026-022 Manager of Municipal Law Enforcement Services, Re: Monthly Activity Report** 22 - 24
   PDS-2026-022

   Recommendation:
   That Item PDS-2026-022, dated June 10, 2026, regarding the Monthly Activity Report – Municipal Law Enforcement Services – May 2026, be received.

**5.3. PDS-2026-025 Manager of Building Services/Chief Building Official, Re: Monthly Activity Report** 25 - 27

PDS-2026-025

Recommendation:
That Item PDS-2026-025, dated June 10, 2026, regarding the Monthly Activity Report – Building Services Division – May 2026, be received.

**5.4. PDS-2026-024 General Manager of Protective and Development Services/Fire Chief/CEMC, Re: Monthly Activity Report** 28 - 30

PDS-2026-024

Recommendation:
That Item PDS-2026-024, dated June 10, 2026, regarding the Monthly Activity Report – General Manager Protective & Development Services, Fire Chief, CEMC - May 2026, be received.

6. Operational Services - Staff Reports

**6.1. OS-2026-021 General Manager of Operational Services/Manager of Engineering, Re: Waubaushene Fire Hall Addition/Renovation with Optional Recreation Facility Report** 31 - 41

OS-2026-021
OS-2026-021 Schedule 1
OS-2026-021 Schedule 2
OS-2026-021 Schedule 3
OS-2026-021 Schedule 4

Recommendation:
That Item OS-2026-021, dated June 10, 2026, regarding the Waubaushene Fire Hall Addition/Renovation with Optional Recreation Facility Report be received; and

That Council endorse the inclusion of a community space component as part of the Waubaushene Fire Hall Expansion project; and

That Staff be directed to proceed with detailed design, cost estimates, and funding analysis for option 1, as generally outlined in Item OS-2026-021.

**6.2. OS-2026-023 General Manager of Operational Services/Manager of Engineering, Re: Monthly Activity Report** 42 - 47
OS-2026-023

Recommendation:
That Item OS-2026-023, dated June 10, 2026, regarding the Monthly Activity Report – Operational Services – May 2026, be received.

7. Corporate Services - Staff Reports

**7.1. CS-2026-052 Deputy Treasurer, Re: 2026 Q1 Tax Applications Report - Financial Services** 48 - 50
CS-2026-052

Recommendation:
That Item CS-2026-052 dated June 10, 2026, regarding the 2026 Q1 Tax Applications Report be received; and

That the tax adjustments in the amount of $2,943.79 be approved.

**7.2. CS-2026-049 Deputy Treasurer, Re: Monthly Activity Report** 51 - 59
CS-2026-049

Recommendation:
That Item CS-2026-049 dated June 10, 2026, regarding the Monthly Activity Report – Financial Services - May 2026 be received.

**7.3. CS-2026-048 Manager of Communications and Technology, Re: Monthly Activity Report** 60 - 62
CS-2026-048

Recommendation:
That Item CS-2026-048, dated June 10, 2026 regarding the Monthly Activity Report – Communications and Technology Services – May 2026, be received.

**7.4. CS-2026-050 Municipal Clerk/Library CEO, Re: Monthly Activity Report** 63 - 66
CS-2026-050

Recommendation:
That Item CS-2026-050, dated June 10, 2026, regarding the Monthly Activity Report – Legislative Services – May 2026, be received.

**7.5. CS-2026-051 Chief Administrative Officer/Deputy Clerk, Re: Monthly Activity Report** 67 - 69

CS-2026-051

Recommendation:
That Item CS-2026-051, dated June 10, 2026, regarding the Monthly Activity Report – CAO/Deputy Clerk – May 2026, be received.

**7.6. CS-2025-082 Chief Administrative Officer/Deputy Clerk, Re: Library Review Final Report from the Library Review Ad Hoc Committee** 70 - 664

CS-2025-82
CS-2025-82 Schedule 1
CS-2025-82 Schedule 2
CS-2025-82 Schedule 3
CS-2025-82 Schedule 4
CS-2025-82 Schedule 5
CS-2025-82 Schedule 6
CS-2025-82 Schedule 7
CS-2025-82 Schedule 8
CS-2025-82 Schedule 9
CS-2025-82 Schedule 10
CS-2025-82 Schedule 11
CS-2025-82 Schedule 12

Recommendation:
That Item CS-2025-082, dated November 12, 2025, regarding the Library Review Final Report from the Library Review Ad Hoc Committee, be received; and,

That Staff be directed on how to proceed with both the future of the Tay Libraries as well as where non-literacy based programming is best offered.

8. Other Business

**8.1. Delegation Follow-Up - Delbrook Group** 665 - 681

CS-2025-044 Delegation Follow Up - Development Charges for 772 7th Avenue Port McNicoll
PDS-2026-016 Development Charge Reduction options

CS-2025-044 was previously presented to Council at the Committee of the Whole Meeting on June 11, 2025.
PDS-2026-016 was was previously presented to Council at the Committee of the Whole Meeting on May 13, 2026.

9. Items for Information

10. Delegation Follow-Up
11. General Discussion - Committee/Staff Question & Answer Period
12. Closed Session
13. Closed Session Reporting
14. Adjournment

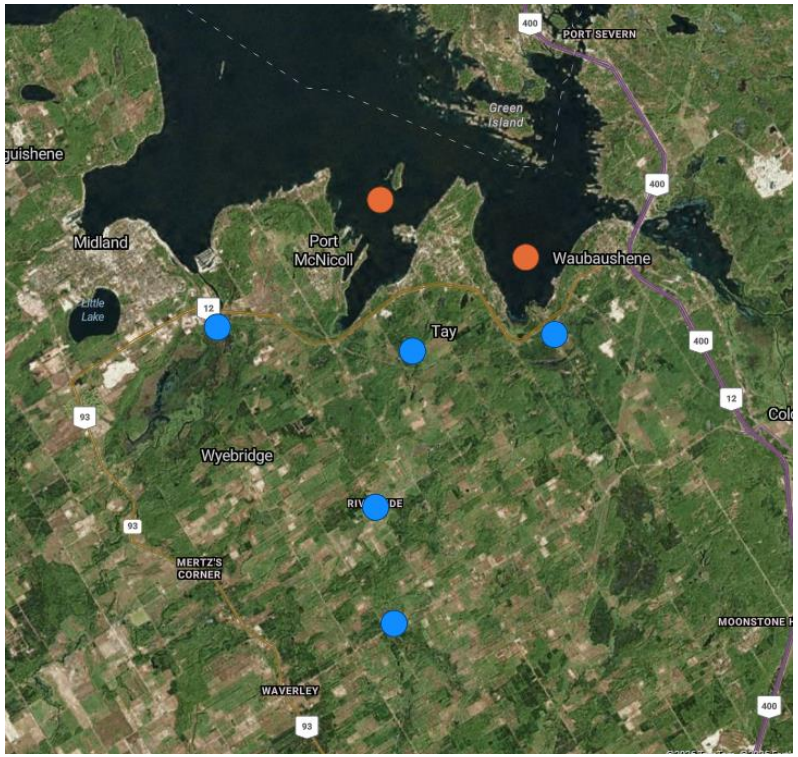
    Resolution:
    That this Committee of the Whole meeting adjourn at (time) a.m.

# Severn Sound

Environmental Association

## Update on Water Quality Monitoring in the Township of Tay

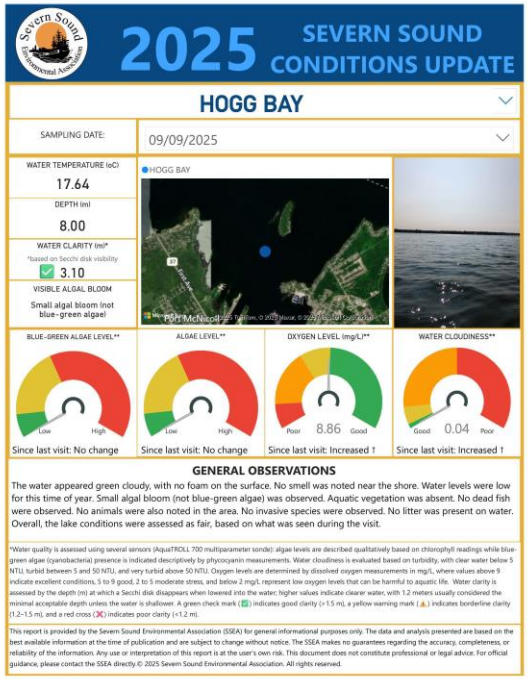
**Olena Volik, PhD, MSc**
*Water Scientist/Limnologist*
June 10th, 2026




- Tributary sites
- Open water sites

- SSEA is embracing advanced technologies to collect, analyze, and share water quality information faster and more effectively
- Hogg and Sturgeon Bays sites were monitored monthly, and results were shared within 48 hours, with a particular focus on identifying and reporting algal blooms
- Signs with QR codes were installed during June-September 2025, giving the public direct access to data on SSEA website
- Tributary sites have been monitored on a monthly basis, with rapid reporting scheduled to begin in 2026



# Overall Trends (1969-2025)

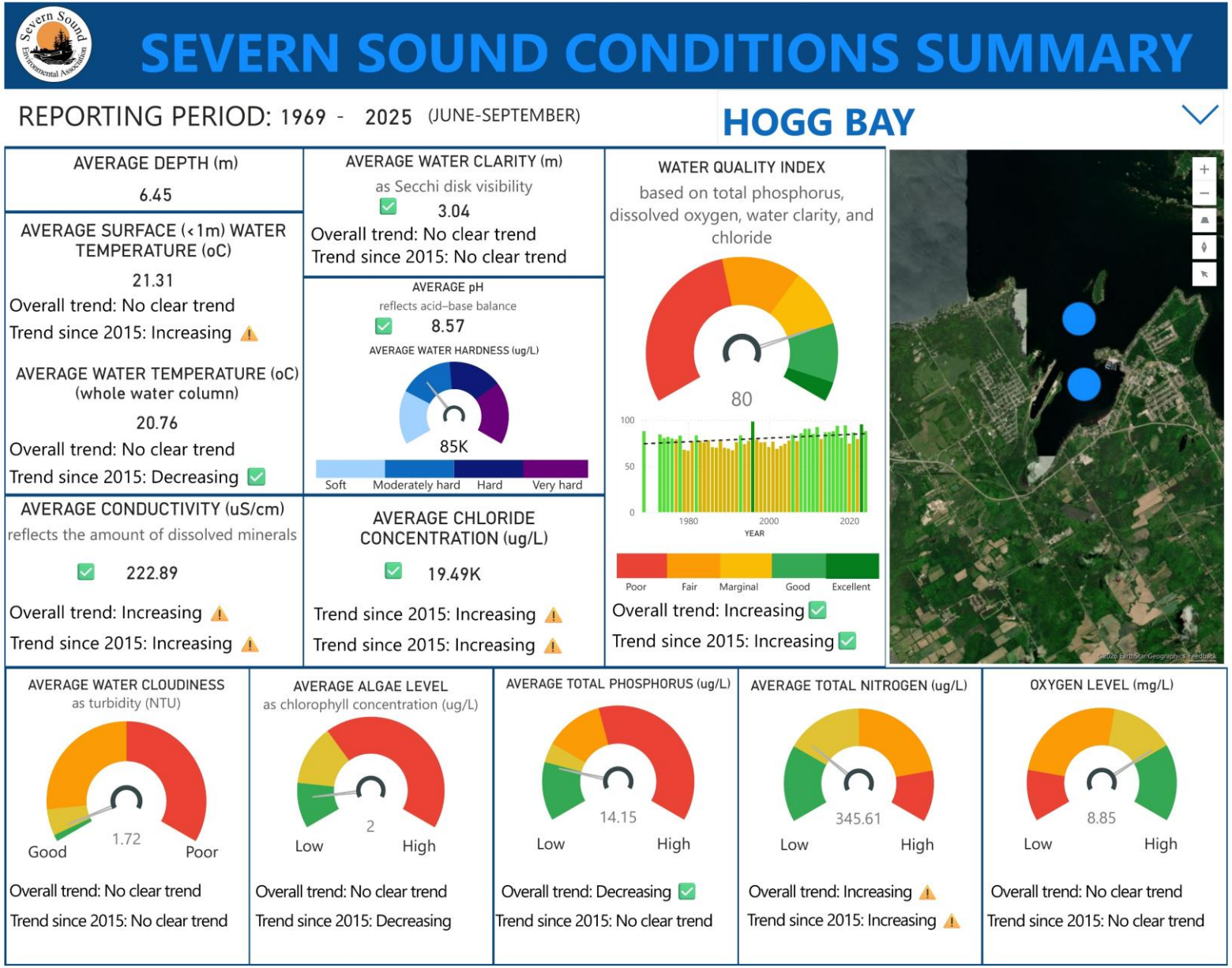
⚠ **Conductivity** and **Chlorides** are increasing – indicates higher dissolved minerals and salts

✅ **Water clarity** and **cloudiness** meet guidelines.

✅ **Total Nitrogen** and **Phosphorus** are within acceptable ranges

✅ **Water Quality Index (WQI)** is between *Marginal* and *Good* and increasing

WQI is a summary measure of overall water quality based on multiple indicators (total phosphorus, dissolved oxygen, water clarity).



# Overall Trends (1969-2025)

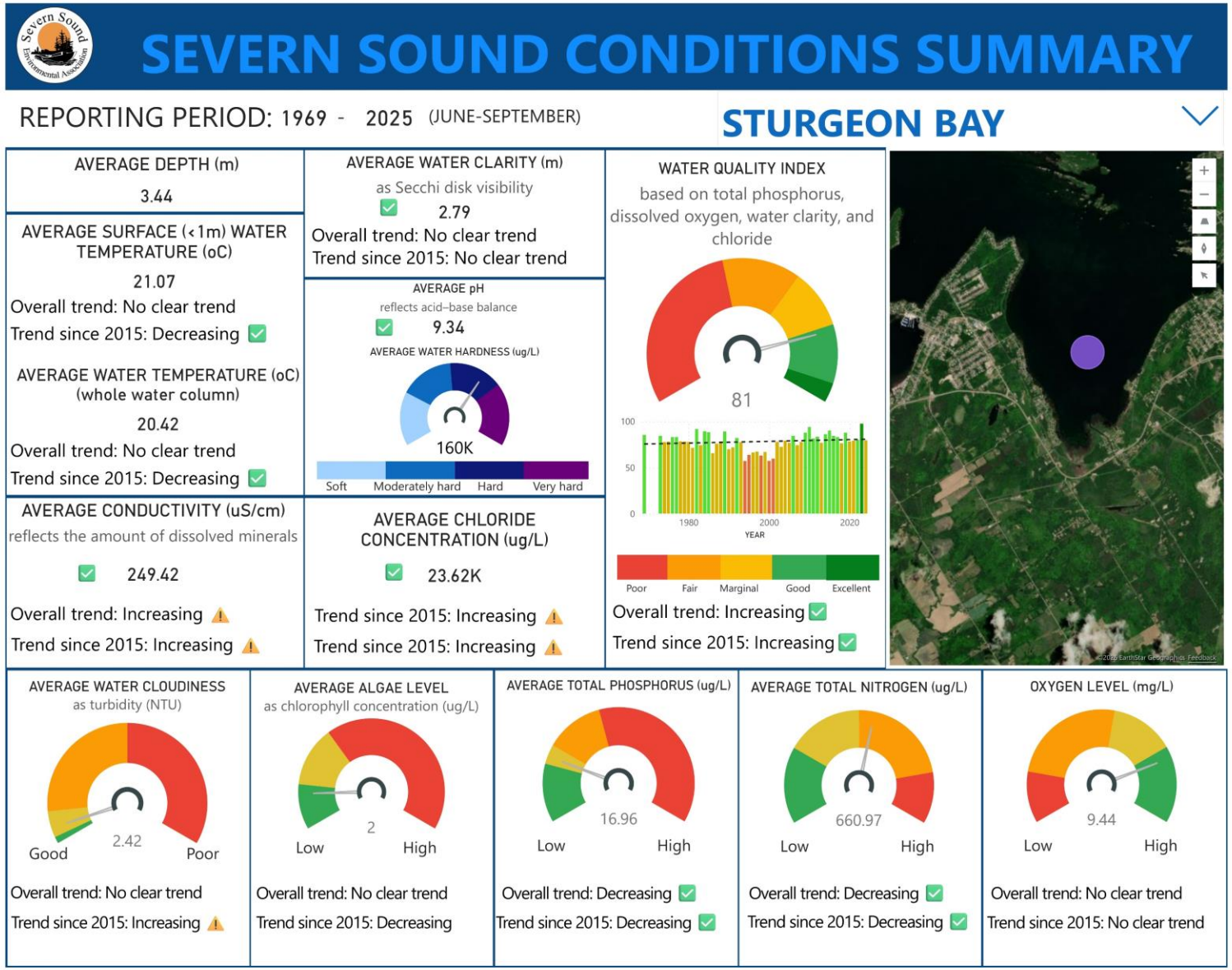
⚠ **Conductivity** and **Chlorides** are increasing – indicates higher dissolved minerals and salts

✅ **Water clarity** and **cloudiness** meet guidelines

✅ **Total Phosphorus and Nitrogen** are decreasing – nutrient conditions improving

✅ **Water Quality Index (WQI)** is between *Marginal* and *Good* and increasing

WQI is a summary measure of overall water quality based on multiple indicators (total phosphorus, dissolved oxygen, water clarity).



# Overall Trends (1973-2025)

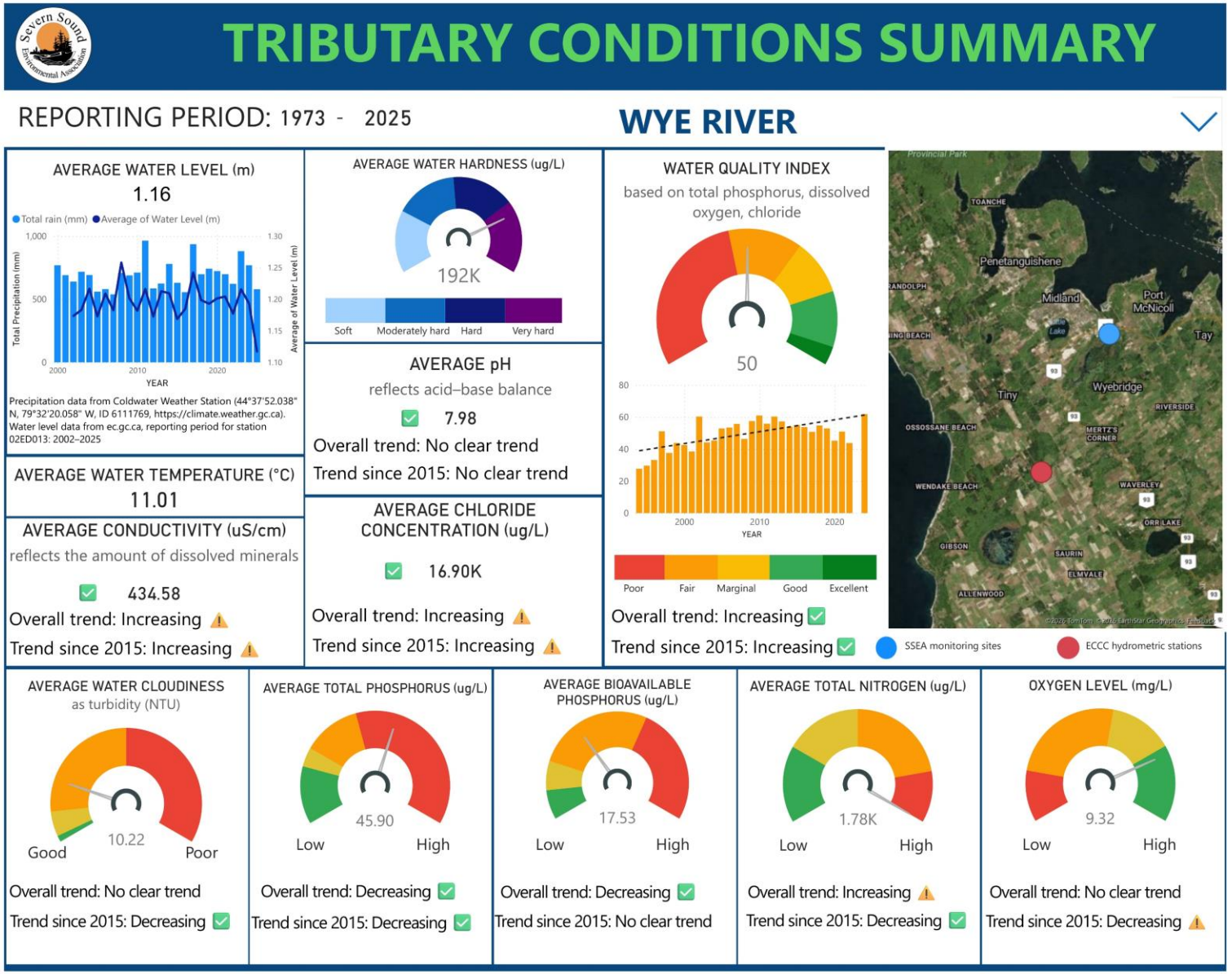
⚠ **Conductivity** and **Chlorides** are increasing – indicates higher dissolved minerals and salts

⚠ **Total Phosphorus** and **Nitrogen** are elevated – indicating rising nutrient levels

☑ **Total Phosphorus** is decreasing

⚠ **Water Quality Index (WQI)** is *Marginal,* but increasing

WQI is a summary measure of overall water quality based on multiple indicators (total phosphorus, dissolved oxygen, water clarity).



# Overall Trends (1973-2025)

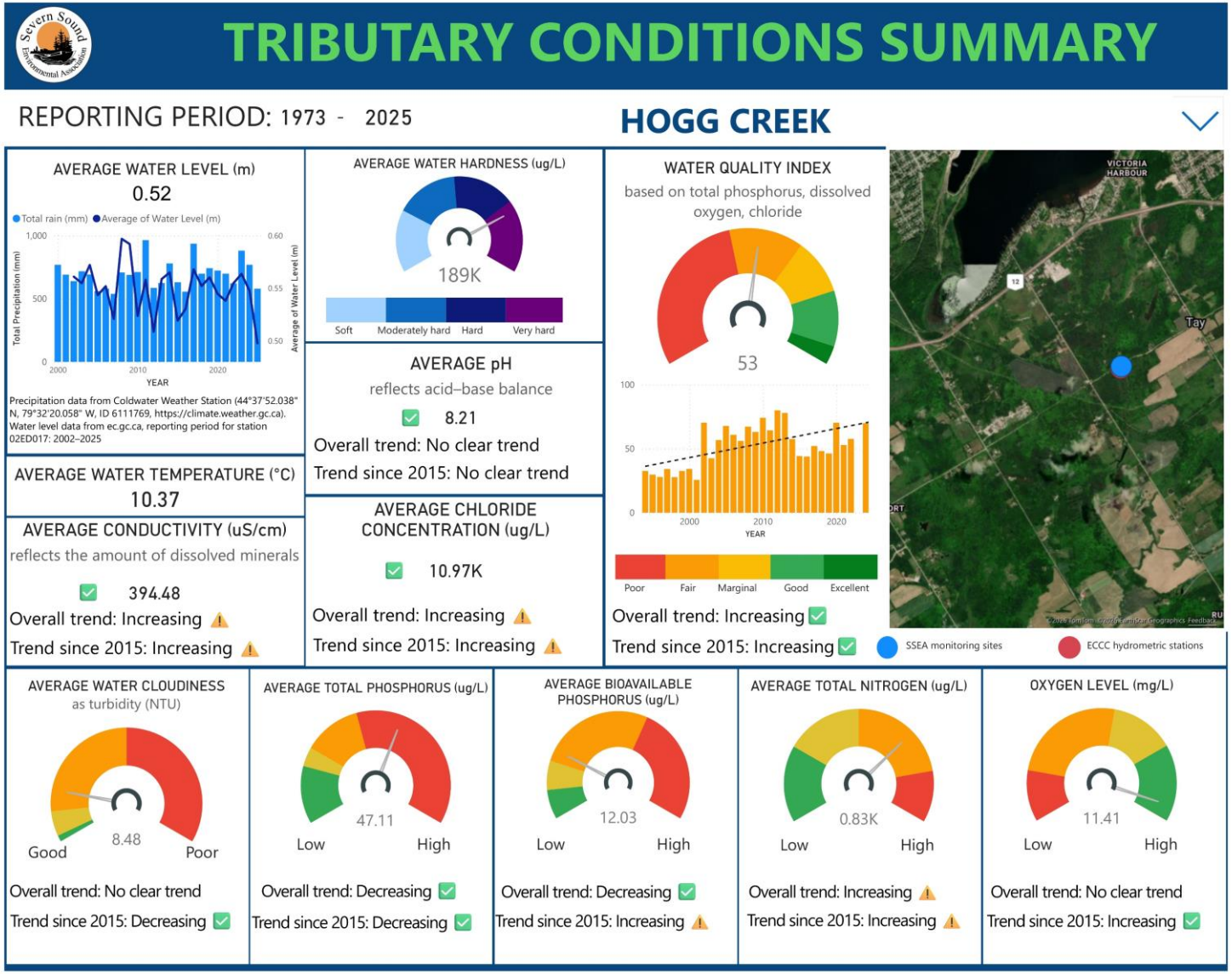
⚠ **Conductivity** and **Chlorides** are increasing – indicates higher dissolved minerals and salts

⚠ **Phosphorus and Nitrogen** are elevated – indicating rising nutrient levels

☑ **Total Phosphorus** is decreasing.

⚠ **Water Quality Index (WQI)** is *Fair,* but increasing

WQI is a summary measure of overall water quality based on multiple indicators (total phosphorus, dissolved oxygen, water clarity).



# Overall Trends (1994-2025)

⚠ **Conductivity** and **Chlorides** are increasing – indicates higher dissolved minerals and salts

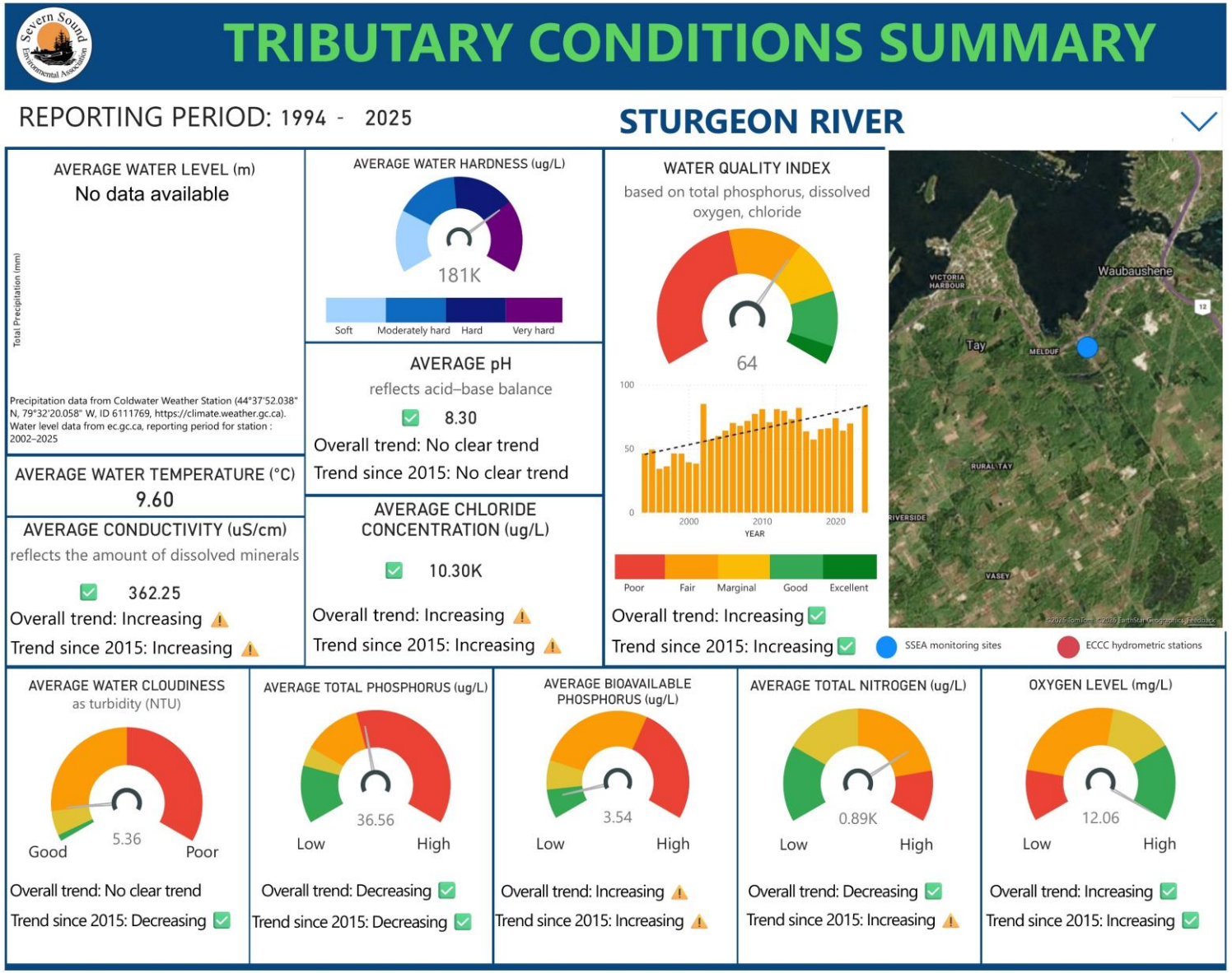
⚠ **Phosphorus and Nitrogen** are elevated – indicating rising nutrient levels

✅ **Total Phosphorus** is decreasing

✅ Oxygen level is increasing - indicating better oxygen availability for aquatic life

⚠ **Water Quality Index (WQI)** is between *Fair* and *Marginal,* but increasing

WQI is a summary measure of overall water quality based on multiple indicators (total phosphorus, dissolved oxygen, water clarity).





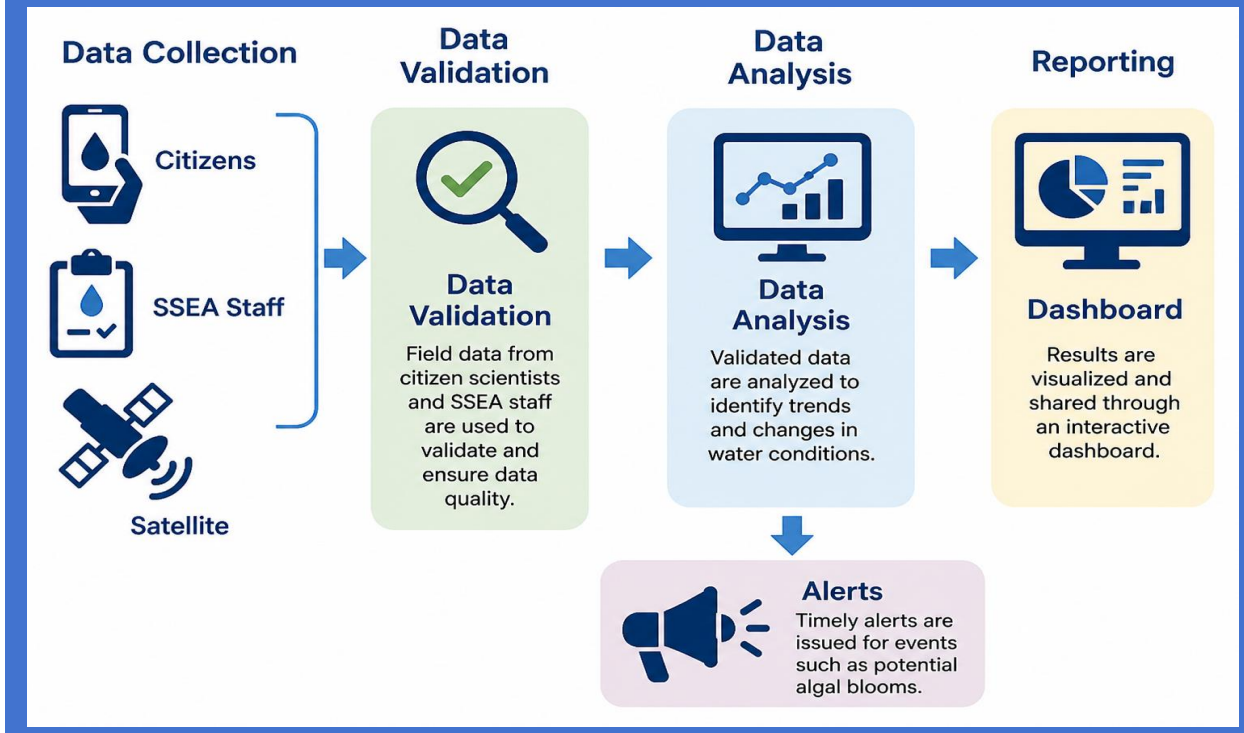

- New Community Science Project  2026
- Partially funded through the Great Lakes Freshwater Ecosystem Initiative by the Canada Water Agency

This project was undertaken with the financial support of
Ce projet a été réalisé avec l'appui financier de

Canada Water Agency
Agence de l'eau du Canada

# Smart Water Watch

- Citizen science + traditional water quality tools + modern technologies (e.g., satellites and mobile apps)
- Pilot lake conditions observation tool
- Residents submit observations via form with photos
- Focus on algal blooms (not limited to)
- SSEA - review submissions & follow up
- Biweekly public updates
- Severe conditions may trigger field visit & sample collection




Join via QR code, detailed information will be provided soon.

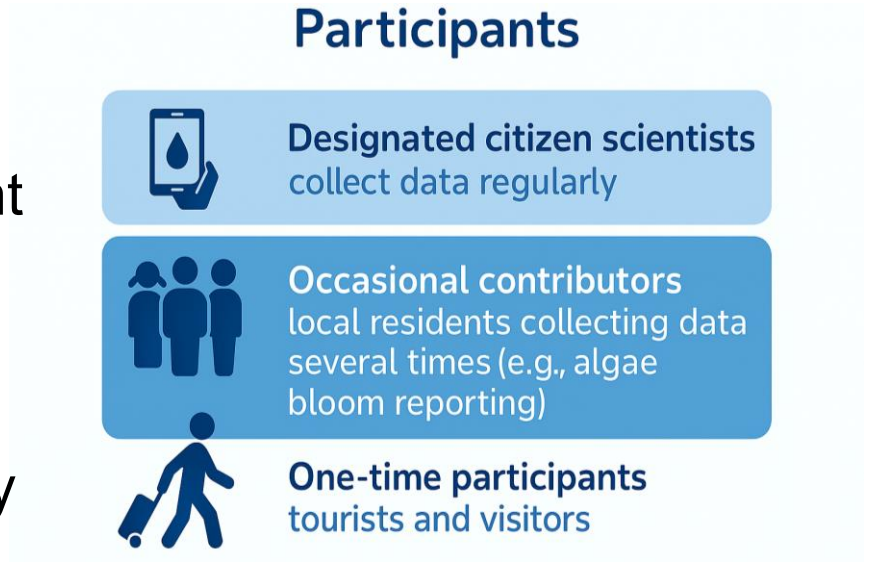
Smart Water Watch

This project was undertaken with the financial support of
Ce projet a été réalisé avec l'appui financier de
Canada Water Agency
Agence de l'eau du Canada

# Smart Water Watch (cont.)

## Who can participate

- Participation in the program is open to a wide range of community members, with different levels of involvement depending on interest, time commitment, and experience.




## How to participate

- The tiered participation model gives people the flexibility to engage in monitoring in a way that works for them

| Levels | | Status |
|---|---|---|
| Tier 1 | HydroColor app | *In development* – protocols and onboarding materials are being finalized. |
| Tier 2 | Lake conditions observations (e.g., algae bloom) | *Active* – citizen scientists can contribute. |
| Tier 3 | Lake conditions assessment using HydroColor | *In development* – methods and workflows are being designed and tested. |
| Tier 4 | Lake conditions observation and assessment using HydroColor, Secchi disk | *In development* – methods and workflows are being designed and tested. |

Observations can be submitted using this QR code

SSEA will follow up!




- Introductory webinar planned for **June 30, 2026**
- Register here

- The project is funded through March 31, 2029 to establish a database and develop a framework for analyzing and applying satellite data in water monitoring.
- Project outputs, including data processing and analysis pipelines, will be integrated into the SSEA Water Monitoring Program after funding ends.
- Lake condition reporting tool is planned to be maintained for long-term monitoring and public access.




Use your cellphone to track water quality, help validate satellite data and support local water monitoring!

Canada Water Agency | Agence de l'eau du Canada

# Thank you!

**Severn Sound Environmental Association**

www.severnsound.ca

sseainfo@severnsound.ca | (705) 534-7283

**Connect With Us!**

 *@severnsoundea*

 *Severn Sound Environmental Association*

 *@severnsoundea*

 *@severnsound.ssea*

*Ensuring Severn Sound is one of the most resilient and thriving Great Lakes watersheds!*

# Staff Report

To: Committee of the Whole

Department: Protective and Development Services

Report Number: **PDS - 2026-023**

Meeting Date: **June 10, 2026**

Subject: Canine Control Licensing Requirements

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## Recommendation

That Item PDS-2026-023, dated June 10, 2026, regarding, Canine Control Licensing Requirements be received and approved in principle; and

That the draft amending by-laws to both the Canine Control By-law and the Consolidated User Fees and Service Charges By-law be brought forward to a future Council meeting for consideration.

## Executive Summary

This Item is proposing to change dog licensing from a calendar-year system, where licences expire on December 31, to an annual system where licences are valid for 365 days from the date of purchase. This is part of the transition to the DocuPet software.

## Background

The Township requires residents to license their dog(s) for each calendar year. Every license expires on the 31st day of December the year it was issued. It is also a requirement for owners to register their dogs with the Township before March 1st or be subject to a penalty of $10.00 for licensing after March 1st. Dog licensing tags are currently offered at the following cost:

| | |
|---|---|
| Before March 1st: | $25.00 |
| After Due Date (March 1st): | $35.00 |

## Analysis

While transitioning to DocuPet, (an online software to provide dog licensing and lost dog services) it was recommended by DocuPet that the Township transition from calendar year licences expiring on December 31st each year, to annual licences valid for 365 days from the date of purchase.

DocuPet presented the benefits of annual licensing which included:

- Consistent promotion and year-round engagement for licensing
- Convenient for owners and easier to manage
- Residents receive a full 365 days licensed and are active for the full 365 days in DocuPets "Home Safe" program reuniting dogs with their owners
- Revenue is distributed year round

In consultation with DocuPet, it was determined that a late fee can be added to any licences that are renewed after the licence expiration date. It is recommended that a late fee of $10.00 be added to each license fifteen (15) days following the tag expiration date, increasing the licensing fee from $25.00 to $35.00.

## Options

Option 1 (Recommended): That Council approves the report in principle and that staff be directed to amend the required by-laws to allow for annual licensing valid for 365 days from date of purchase at a fee of $25.00 per tag, increasing by $10.00, fifteen (15) days following the tag expiration date.

Option 2: That staff be directed to remain status quo, issuing tags on a calendar year basis.

## Financial and Resource Implications

Should the recommended Option 1 be approved, the implementation cost of the software will be reduced by $1,000.00.

## Relationship to Strategic Plan

Tay Open - Increasing transparency about decision-making that affects the community.

## Reference Documents

There are no reference documents associated with this Item.

## Attachments

There are no attachments associated with this Item.

## Prepared By

Jocelyn Belcourt, Manager of Municipal Law Enforcement Services

## Approvals

Shawn Aymer, CMMIII Fire Service Executive
General Manager, Protective & Development Services Fire Chief/CEMC
June 3, 2026

Andrea Fay, Chief Administrative Officer/Deputy Clerk
June 4, 2026

# Staff Report

To: Committee of the Whole

Department: Protective and Development Services

Report Number: **PDS - 2026-022**

Meeting Date: **June 10, 2026**

Subject: Monthly Activity Report – Municipal Law Enforcement Services – May 2026

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## Recommendation

That Item PDS-2026-022, dated June 10, 2026, regarding the Monthly Activity Report – Municipal Law Enforcement Services – May 2026, be received.

## Executive Summary

This Item provides activity highlights from the Municipal Law Enforcement Department for the month of May 2026.

## Background/Analysis/Options

Activity highlights for the month of May from the Municipal Law Enforcement Department are outlined and summarised below.

Monthly Focus

- Receive, respond, and follow up on all complaints received.
- Training and onboarding of summer students.
- Patrols of Township parks and the Tay Shore Trail.

Statistical Analysis

During the month of May, the Municipal Law Enforcement Department received a total of 97 complaints mainly related to clean yards and canine control.

While patrolling the Township, staff removed 56 signs erected on Township property.

One livestock claim was reported to the Municipal Law Enforcement Department during the month of May.

| Action | May | 2026 YTD |
|---|---|---|
| Notice of Violation | 5 | 15 |
| Order to Comply | 1 | 7 |
| Written Warning/Caution | 16 | 30 |
| Charges | 1 | 1 |
| Parking Tickets | 37 | 63 |
| Property Clean-ups | 1 | 1 |
| Short-Term Rentals | 0 | 0 |

**Provincial Offence Notices/Tickets Issued**

| Type of Ticket | May | 2026 YTD |
|---|---|---|
| Part 1 | 1 | 1 |
| Part 2 | 37 | 63 |
| Part 3 | 0 | 0 |

**Canine Activity Report**

| Activity Type | May | 2026 YTD |
|---|---|---|
| Investigations | 8 | 42 |
| Pound/Seizure | 2 | 7 |
| Dog Tags Sold | 14 | 395 |
| Active Tags Purchased | 454 dogs currently registered for 2026-2027 | |

| Dog Attacks/Bites | May | 2026 YTD |
|---|---|---|
| Dog on Dog | 0 | 0 |
| Dog on Human | 1 | 4 |
| DOLA Orders | 0 | 0 |
| Township Muzzle Orders | 0 | 0 |
| Dangerous Dog Order | 0 | 0 |

Special Events

- Meet the Fleet

Internal Meetings/Presentations

- Staff meetings between departments regarding various properties and inspections

External Meetings/Presentations

- Meeting with DocuPet to discuss final steps and upcoming launch of software

Training

- EOC Essentials Training
- Summer students attended Officer Safety Training and Provincial Offences Act training
- Virtual workshop with records management and e-ticketing software provider MRF Geosystems

**Financial and Resource Implications**

There are no financial or resource implications associated with this Item.

**Relationship to Strategic Plan**

Not Strategic Plan Specific - Other

**Reference Documents**

There are no reference documents associated with this Item.

**Attachments**

There are no attachments to this Item.

**Prepared By**

Jocelyn Belcourt, Manager of Municipal Law Enforcement Services

**Approvals**

Shawn Aymer, General Manager Protective & Development Services / Fire Chief / CEMC
June 3, 2026

Andrea Fay, Chief Administrative Officer/Deputy Clerk
June 4, 2026

# Staff Report

To: Committee of the Whole

Department: Protective and Development Services

Report Number: **PDS - 2026-025**

Meeting Date: **June 10, 2026**

Subject: Monthly Activity Report – Building Services – May 2026

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**Recommendation**

That Item PDS-2026-025, dated June 10, 2026, regarding the Monthly Activity Report – Building Services Division – May 2026, be received.

**Executive Summary**

This Item provides activity highlights from the Building Services Division for the month of May.

**Background/Analysis/Options**

Activity highlights for the month of May 2026 are outlined and summarized below.

Statistical Analysis

| PERMITS | May 2026 | Year to Date |
|---|---|---|
| Number of Permits Issued this Month | 27 | 85 |
| New Dwelling Units | 3 | 7 |
| New Accessory Dwelling Units | 0 | 1 |
| Accessory Buildings (garages, sheds, gazebos etc.) | 6 | 15 |
| Additions | 3 | 4 |
| Decks | 2 | 4 |
| Demolition | 3 | 15 |

| PERMITS | May 2026 | Year to Date |
|---|---|---|
| Water line services/Plumbing | 1 | 6 |
| Farm Buildings | 0 | 1 |
| Renovations | 1 | 7 |
| Solid Fuel-Fired Appliances | 0 | 0 |
| Swimming Pool / Fence Permits | 2 | 4 |
| Commercial/Industrial/Institutional | 0 | 4 |
| Transfer | 0 | 1 |
| Temporary Structures (Foundations – SDD) | 1 | 1 |
| Other Government New | 0 | 0 |
| Residential Solar Panel/Mechanical | 1 | 0 |
| Septic System | 4 | 12 |
| Change of Use | 0 | 2 |
| **Inspections and Orders** | | |
| Inspections Conducted | 81 | 222 |
| Orders to Comply Issued | 2 | 11 |
| Stop Work Orders Issued | 0 | 2 |
| Orders to Remedy Unsafe Building Issued/Prohibited Use | 0 | 0 |
| Orders to Uncover | 0 | 0 |
| Permits Closed | 19 | 95 |
| Total Permits Outstanding | 763 | - |
| **Fees and Construction Value** | | |
| Permit Fees | 20,693.16 | 63,988.74 |

Internal Meetings/Presentations

- May Committee of the Whole Meeting

Training

- Staff Completed the OBOA Virtual Legal Process Course for Building Officials and Designers

**Financial and Resource Implications**

There are no financial or resource implications associated with this Item.

## Relationship to Strategic Plan

Not Strategic Plan Specific - Other

## Reference Documents

There are no reference documents associated with this Item.

## Attachments

There are no attachments to this Item.

## Prepared By

Jason Craig, CBCO
Manager of Building/Chief Building Official

| Approvals | Date |
| --- | --- |
| Shawn Aymer, CMMIII Fire Service Executive<br>General Manager, Protective & Development Services/Fire Chief/CEMC | June 3, 2026 |
| Andrea Fay, Dipl. M.A.<br>Chief Administrative Officer/Deputy Clerk | June 4, 2026 |

# Staff Report

To: Committee of the Whole

Department: Protective and Development Services

Report Number: **PDS - 2026-024**

Meeting Date: **June 10, 2026**

Subject: Monthly Activity Report – General Manager Protective & Development Services – May 2026

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## Recommendation

That Item PDS-2026-024, dated June 10, 2026, regarding the Monthly Activity Report – General Manager Protective & Development Services, Fire Chief, CEMC - May 2026, be received.

## Executive Summary

This Item provides activity highlights from the General Manager, Protective & Development Services, Fire Chief, CEMC for the month of May 2026.

## Background/Analysis/Options

Activity highlights for the month of May 2026 from the General Manager Protective & Development Services, Fire Chief, CEMC are outlined and summarized below.

Monthly Training

For the month of May firefighters trained in Utility Task Vehicle (UTV) familiarization and Pumping Operations.

Public Education

Firefighters attended the Portarama Family Festival to provide information and answer questions related to emergency preparedness and fire safety.

Firefighters participated in our annual door to door smoke/CO alarm campaign,

assisting residents with smoke & CO alarm checks, answering questions and providing information on fire safety. Firefighters visited 450 homes during this year's campaign.

Mutual Aid

The morning of May 24th the Penetanguishene Fire Department requested assistance at a working structure fire. TFES responded with Pump 21 & Pump 41 to provide personnel and coverage.

The morning of May 26th the Severn Fire Department requested assistance at a working structure fire. TFES responded with Pump 1 to provide personnel.

Statistical Analysis

| May 2026 | | | |
|---|---|---|---|
| **Call Type** | **Department Attended** | **Fire Chief Attended** | **Deputy Chief Attended** |
| Medical | 8 | 1 | 0 |
| Motor Vehicle Collisions | 6 | 3 | 0 |
| Fire (Structure) | 1 | 1 | 1 |
| Activated Alarm | 7 | 4 | 0 |
| CO Alarm | 1 | 1 | 0 |
| Dangerous conditions | 6 | 1 | 2 |
| Grass Fire | 1 | 1 | 1 |
| Mutual Aid | 3 | 0 | 0 |
| Hazmat | 1 | 1 | 1 |
| Total Calls Attended | 34 | 13 | 5 |

| Year | Totals to Date |
|---|---|
| 2026 | 142 |
| 2025 | 162 |
| 2024 | 116 |
| 2023 | 121 |
| 2022 | 113 |

Internal Meetings/Presentations

- Council
- Senior Leadership Team

- Various PDS staff meetings
- Leadership Team meeting
- WHIMIS program overview

External Meetings/Presentations

- ECCC weather briefing
- Simcoe County Emergency Management workshop
- Simcoe County Paramedic Quality Care Program quarterly meeting
- After action report Microburst Samuel de Champlain Provincial Park
- Simcoe County Fire Chiefs meeting

Training

- Leadership learning session - Communicating for Success

**Financial and Resource Implications**

There are no financial or resource implications associated with this Item.

**Relationship to Strategic Plan**

Not Strategic Plan Specific - Other

**Reference Documents**

There are no reference documents associated with this Item.

**Attachments**

There are no attachments to this Item.

**Prepared By**

Shawn Aymer, CMMIII Fire Service Executive
General Manager, Protective and Development Services / Fire Chief / CEMC

**Approvals**

Andrea Fay, Chief Administrative Officer/Deputy Clerk
June 4, 2026

# Staff Report

To: Committee of the Whole

Department: Operational Services

Report Number: **OS - 2026-021**

Meeting Date: **June 10, 2026**

Subject: Waubaushene Fire Hall Addition/Renovation with Optional Recreation Facility Report

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## Recommendation

That Item OS-2026-021, dated June 10, 2026, regarding the Waubaushene Fire Hall Addition/Renovation with Optional Recreation Facility Report be received; and

That Council endorse the inclusion of a community space component as part of the Waubaushene Fire Hall Expansion project; and

That Staff be directed to proceed with detailed design, cost estimates, and funding analysis for option 1, as generally outlined in Item OS-2026-021.

## Executive Summary

Through the approval of the 2026 budget staff was directed to prepare plans for the expansion/renovation of the Waubaushene Fire Hall as identified within the Fire Master Plan to address current and future operational requirements of the Fire Department. The purpose of this Item is to present Council with four conceptual expansion options for the Waubaushene Fire Hall and obtain direction on a preferred concept for future detailed design. As the project advances into the detailed design phase, staff have identified an opportunity to evaluate the inclusion of a community space within the expansion project.

In addition to supporting fire service operations, a community space would address an existing service gap within Waubaushene. The two current municipally owned public spaces are the Library and the Portable that is used by the Waubaushene Recreation Committee. There is no municipally owned facility within the community capable of accommodating public meetings, recreation

programming, community events, emergency reception functions, training opportunities, and other municipal activities.

Incorporating a community space at this stage would maximize the value of the Township's investment by creating a multi-purpose municipal facility that supports emergency services, emergency management, public meetings, recreation programming, community events, and future community growth.

The proposed options vary in size, functionality, and cost and provide differing levels of service to both the municipality and the broader community.

Staff believe Option 1 represents the most strategic long-term investment by maximizing the value of the Township's infrastructure investment while creating a lasting municipal asset that will serve residents for decades.

Once direction has been provided Staff will proceed with the detailed design, costing, and funding analysis.

**Background/Analysis/Options**

Council approved $80,000 within the 2026 budget to allow staff to prepare plans for the renovation/expansion of the Waubaushene Fire Hall as identified within the Fire Master Plan. These funds will allow staff to be prepared should a grant opportunity arise.

The Waubaushene Fire Hall serves as an important emergency services facility within the Township. In addition to housing firefighting apparatus and equipment, the facility supports firefighter training, operational meetings, public education initiatives, and emergency response coordination.

The approved fire hall expansion concept consists of an approximately 3,000 square foot addition that includes:

- Additional bay space to accommodate the antique fire apparatus formerly part of the Waubaushene brigade;
- Dedicated bunker gear storage and decontamination/ shower areas;
- firefighter training and meeting room;
- Emergency management and incident command space; and
- Improved operational support areas.

This addition would create a firehall building that is approximately 7,000 square-feet.

Staff have also identified a need for additional community gathering space within Waubaushene. At present, there is no municipally owned facility available to accommodate larger public meetings, recreation programming, community events, training opportunities, emergency reception functions, or other municipal activities.

As the Township continues to grow and community needs evolve, the demand for accessible public space is expected to increase. Incorporating a community component into the fire hall expansion provides an opportunity to address this need while leveraging the efficiencies associated with a single construction project.

All options will require a new septic system and engineered grading plan. Based on recent municipal building construction projects, estimated construction costs have been calculated at approximately $400 per square foot.

**Option 1 – Large Community Space (40 ft. x 60 ft.)**

This option includes a 2,400 square foot multi-purpose community space in addition to the proposed fire hall expansion. For reference the Port McNicoll Community Center is 4,400 square feet.

**Total Addition Size:** Approximately 5,400 square feet (see schedule 1)

**Estimated Construction Cost:** $2.16 million

**Advantages**

- Provides the greatest flexibility for municipal, recreation, and community programming;
- Accommodates large public meetings, community events, training sessions, and emergency operations;
- Addresses the identified need for community gathering space in Waubaushene as identified in the recent Parks and Recreation Master Plan;
- Enhances the Township's emergency preparedness, emergency reception centre, and emergency operations capabilities;
- Supports future population growth and changing community needs without requiring additional facility expansion;
- Maximizes long-term value from the Township's infrastructure investment;
- Provides additional opportunities for facility rentals, partnerships, and expanded community use as existing rental spaces are often booked.

**Considerations**

- Highest initial capital investment;
- Larger building footprint;
- Increased operating and lifecycle maintenance costs.

**Option 2 – Medium Community Space (40 ft. x 40 ft.)**

This option includes a 1,600 square foot multi-purpose community space.

**Total Addition Size:** Approximately 4,600 square feet (see schedule 2)

**Estimated Construction Cost:** $1.84 million

**Advantages**

- Provides substantial space for community and municipal programming;
- Accommodates most public meetings, training activities, and community events;
- Addresses the identified need for community gathering space in Waubaushene as identified in the recent Parks and Recreation Master Plan;
- Balances functionality and affordability;
- Supports emergency management functions and public information sessions;
- Provides flexibility for future programming needs while reducing capital costs compared to Option 1.

**Considerations**

- Reduced capacity for larger events and gatherings;
- Less flexibility for simultaneous uses;
- May require future expansion should community demand increase.

**Option 3 – Small Community Space (20 ft. x 40 ft.)**

This option includes an 800 square foot community room. For reference the Harbour Shores Community Room is approximately 360 square feet.

**Total Addition Size:** Approximately 3,800 square feet (see schedule 3)

**Estimated Construction Cost:** $1.52 million

**Advantages**

- Lowest-cost option that includes a community component;

- Provides meeting and programming space that currently does not exist within a municipally owned facility in Waubaushene;
- Suitable for small meetings, training sessions, and local programming;
- Provides emergency management support space when required;
- Creates some community benefit while minimizing capital costs.

**Considerations**

- Limited capacity for public meetings and community events;
- Reduced functionality for recreation programming;
- Limited flexibility for future growth and changing community needs;
- May not adequately address long-term demand for gathering space within the community.

**Option 4 – Fire Hall Expansion Only**

This option includes only the fire hall operational expansion and does not include a dedicated community space.

**Total Addition Size:** Approximately 3,000 square feet (see schedule 4)

**Estimated Construction Cost:** $1.20 million

**Advantages**

- Lowest overall capital cost;
- Focuses entirely on Fire Department operational requirements;
- Reduced long-term operating and maintenance costs;
- Simplified building operation and management.

**Considerations**

- Does not address the identified need for community gathering space in Waubaushene as identified in the recent Parks and Recreation Master Plan;
- Misses the opportunity to leverage construction efficiencies associated with a larger single project;
- Future community space requirements would likely require a separate capital project;
- Limits opportunities for emergency reception, public meetings, training, recreation programming, and community events in Waubaushene;
- Does not maximize the long-term potential of the site as a multi-purpose municipal facility;

- Results in duplication of future costs associated with site servicing, mobilization, design, and construction should a community facility be pursued at a later date.

**Staff Recommendation**

Following a review of operational requirements, community needs, future growth, and long-term municipal infrastructure planning, staff recommend Option 1 – Large Community Space (40 ft. x 60 ft.).

The proposed community space would address an existing service gap in Waubaushene, as there are no municipally owned facilities available to support larger community gatherings, recreation programming, public meetings, emergency reception functions, training opportunities, or municipal events as identified in the Parks and Recreation Master Plan.

Option 1 provides the greatest flexibility and long-term value to the Township by creating a multi-purpose facility capable of supporting fire operations, emergency management, recreation programming, community events, public meetings, and future growth.

Constructing the community space concurrently with the fire hall expansion provides significant efficiencies related to site servicing, foundations, utilities, mechanical systems, heating and cooling infrastructure, mobilization and demobilization, project management, and overall construction costs. If a community facility were pursued independently in the future, many of these costs would be duplicated.

Staff believe Option 1 represents the most strategic long-term investment by maximizing the value of the Township's infrastructure investment while creating a lasting municipal asset that will serve residents for decades.

**Financial and Resource Implications**

The estimated costs identified in this Item are conceptual and intended for comparative purposes only. Actual construction costs will depend on final design, site servicing requirements, market conditions, and tender pricing at the time of construction.

Upon receiving Council direction, staff will proceed with detailed design and prepare refined construction cost estimates for the preferred option.

Potential funding sources, including reserves, grants, development charges, fundraising opportunities, partnerships, and financing options, will be reviewed and presented to Council as part of a future report.

**Relationship to Strategic Plan**

Tay Open - Increasing transparency about decision-making that affects the community.

**Reference Documents**

There are no reference documents associated with this Item.

**Attachments**

Schedule 1 – Option 1 Draft Site Plan
Schedule 2 – Option 2 Draft Site Plan
Schedule 3 – Option 3 Draft Site Plan
Schedule 4 – Option 4 Draft Site Plan

**Prepared By**

April Roper, Operational Servies Executive Assistant
Shawn Berriault, General Manager of Operational Services / Manager of Engineering

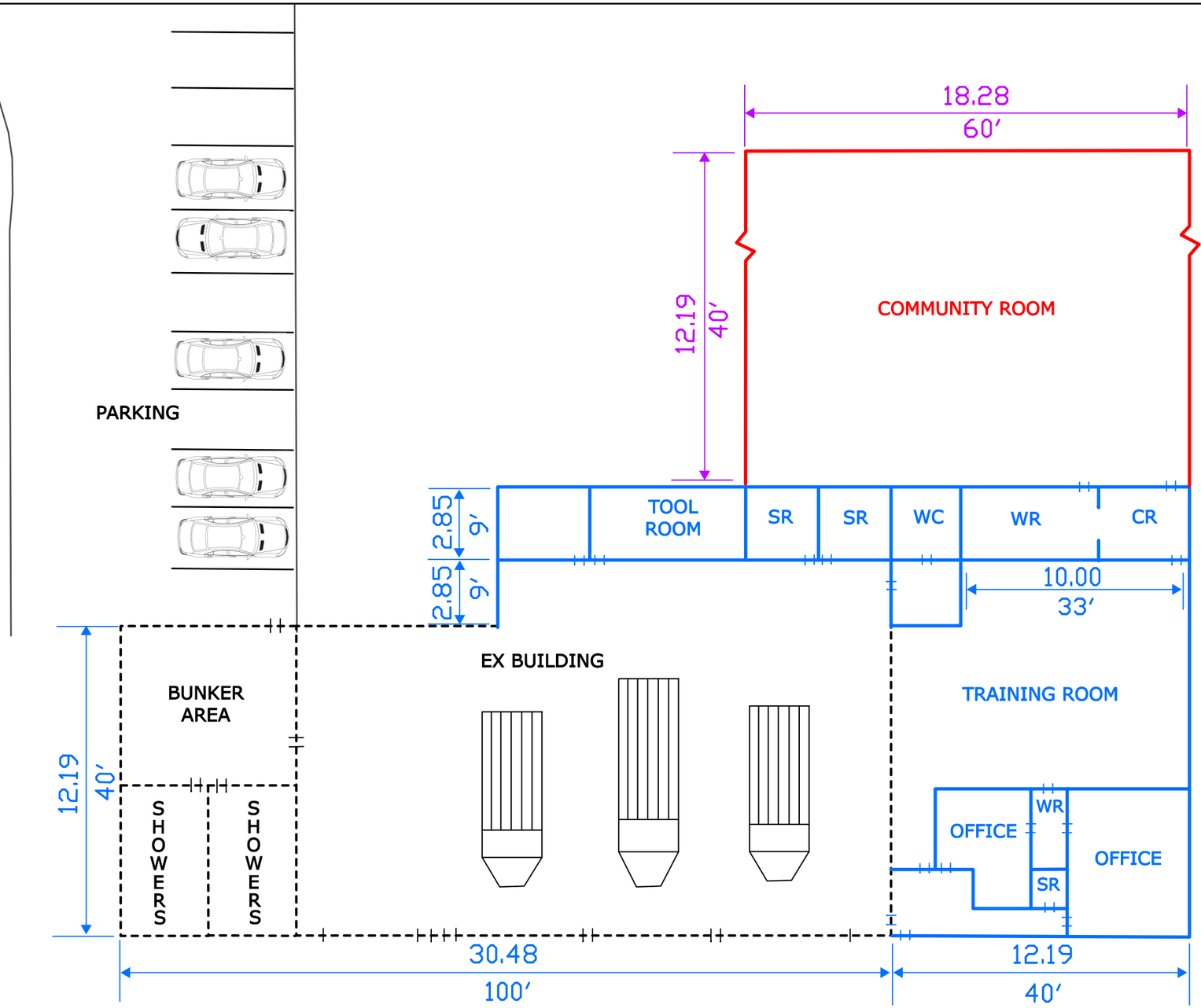
**Approvals**

Andrea Fay, Chief Administrative Officer/Deputy Clerk
June 5, 2026

# Fire Hall Addition Site Plan: 4 Fallowfield Lane, Waubaushene

## OPTION 1:

***40'x60' Community Room***





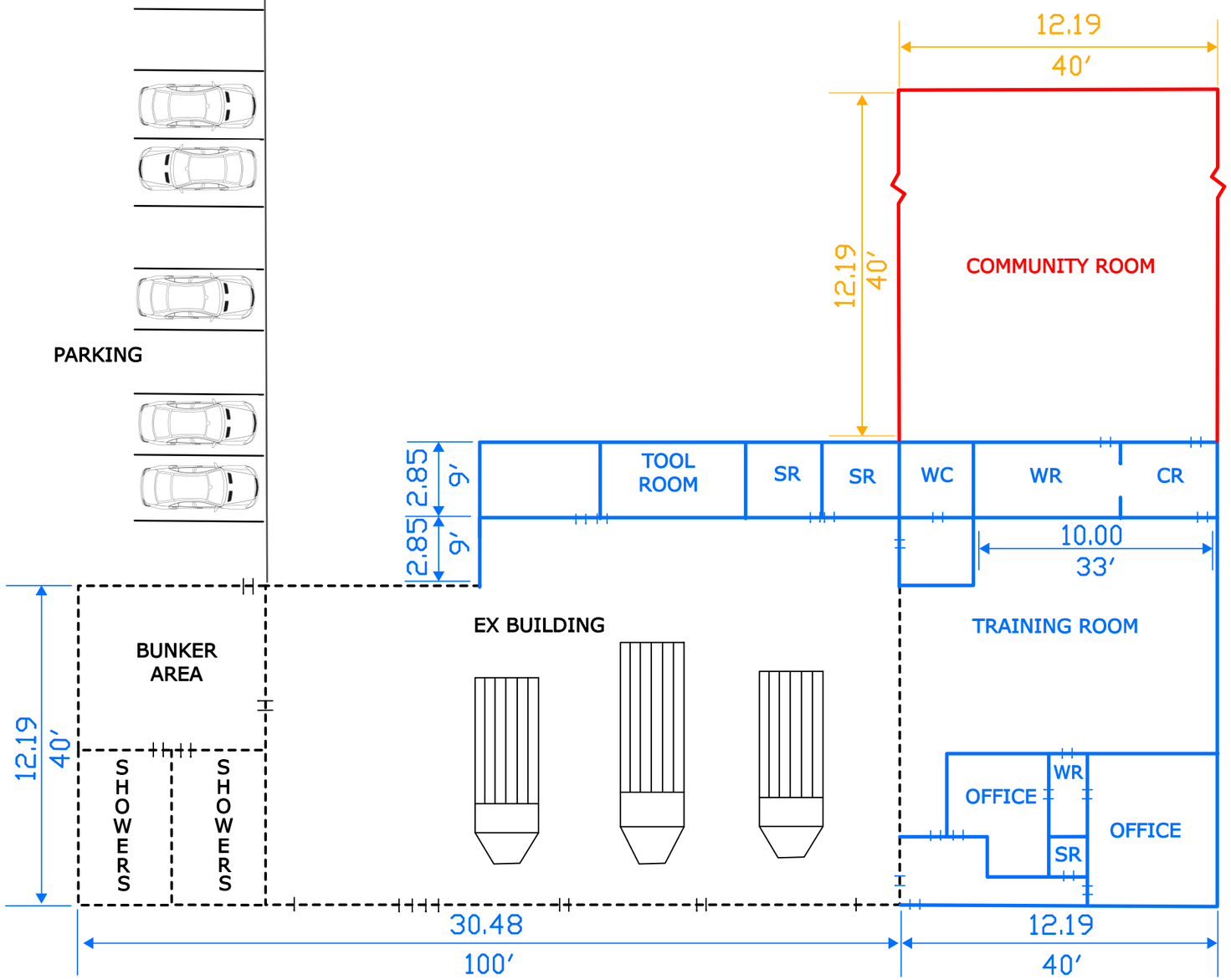

Projected Coordinate System: NAD 1983 MTM Zone 10
Cartographer: Sarah Delima

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# Fire Hall Addition Site Plan: 4 Fallowfield Lane, Waubaushene

## OPTION 2:

***40'x40' Community Room***





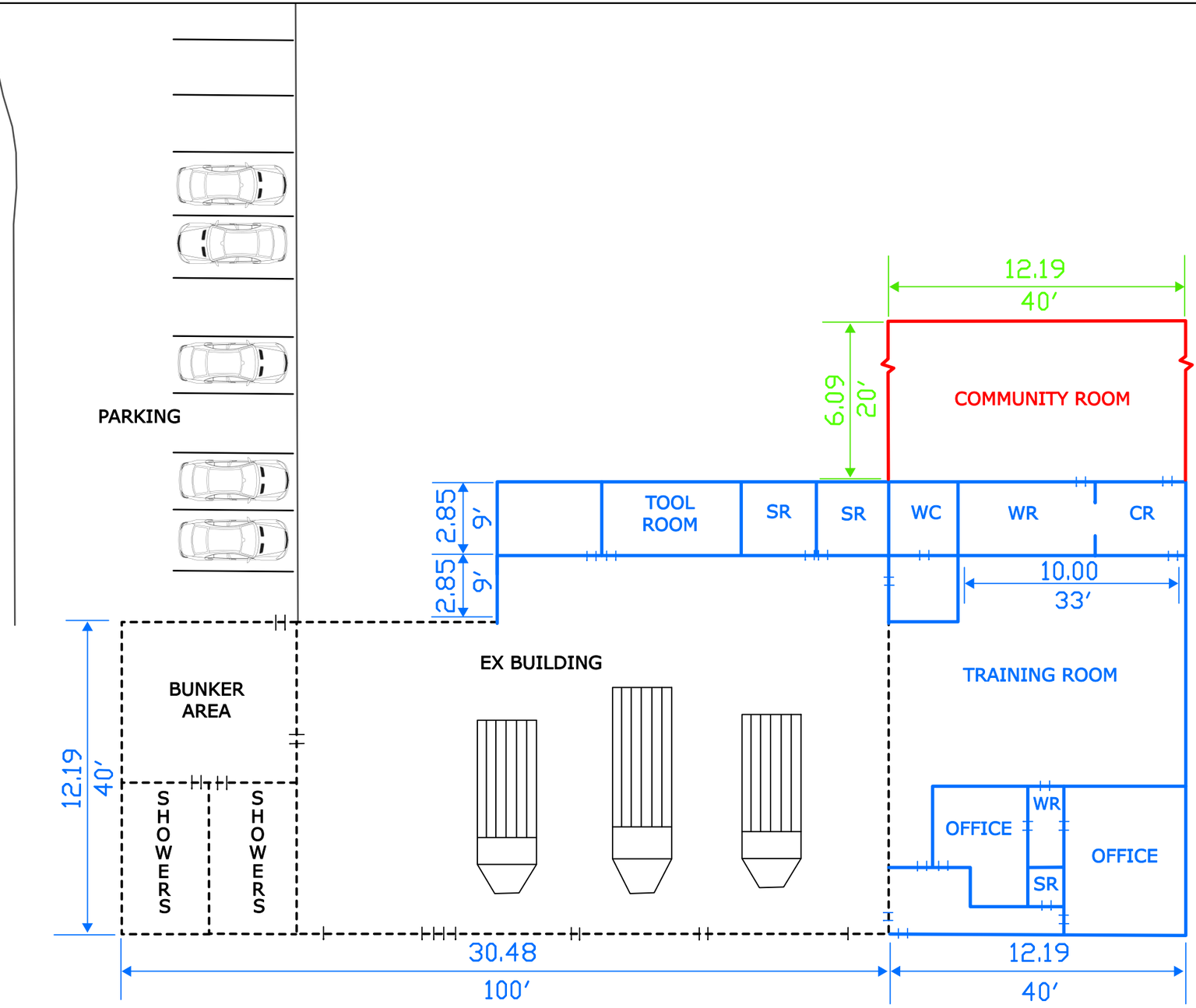

Projected Coordinate System: NAD 1983 MTM Zone 10
Cartographer: Sarah Delima

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# Fire Hall Addition Site Plan: 4 Fallowfield Lane, Waubaushene

## OPTION 3:

***20'x40' Community Room***





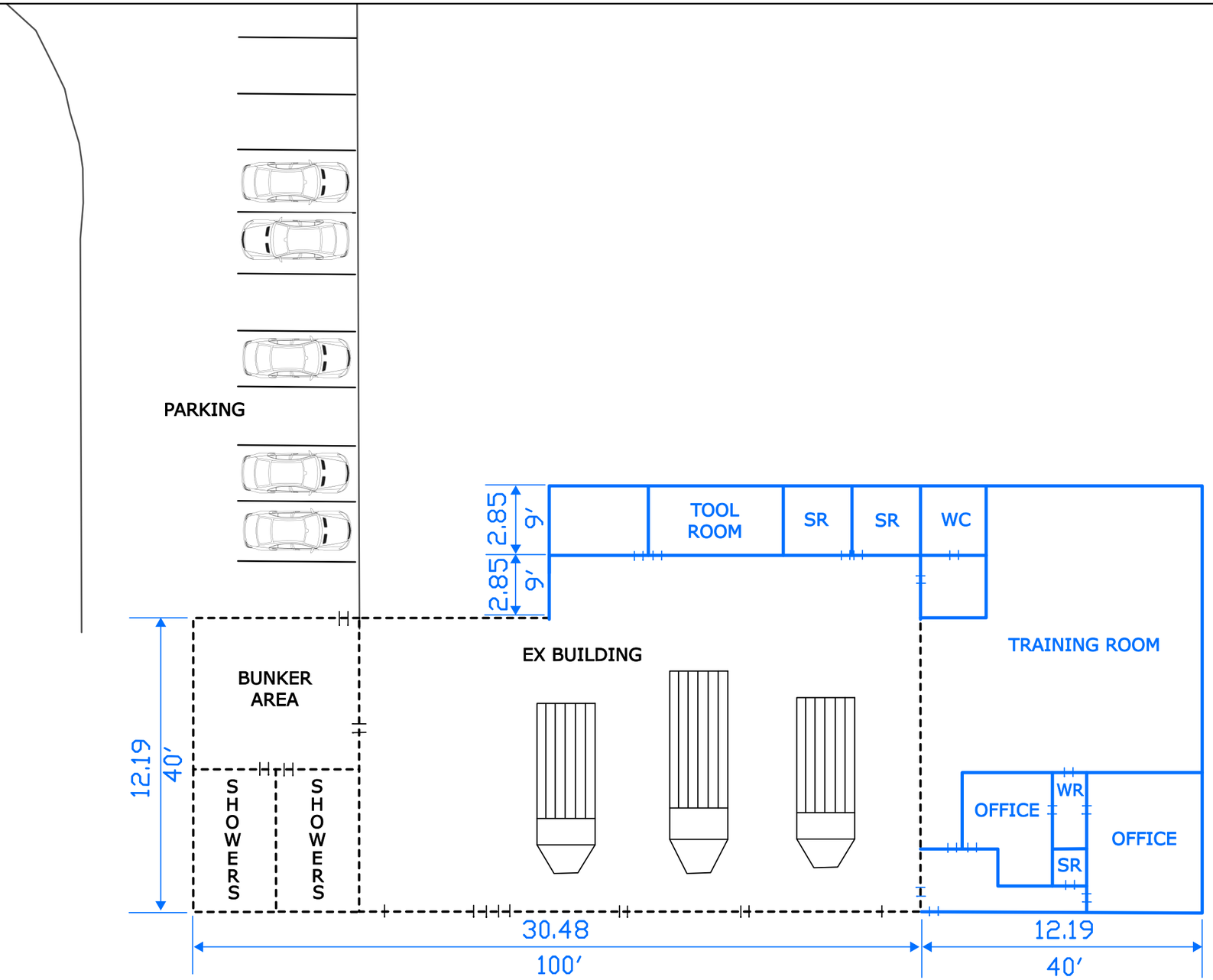

Projected Coordinate System: NAD 1983 MTM Zone 10
Cartographer: Sarah Delima

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# Fire Hall Addition Site Plan: 4 Fallowfield Lane, Waubaushene

## OPTION 4:

*No Community Room*






Projected Coordinate System: NAD 1983 MTM Zone 10
Cartographer: Sarah Delima

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# Staff Report

| | |
|---|---|
| To: | Committee of the Whole |
| Department: | Operational Services |
| Report Number: | **OS - 2026-023** |
| Meeting Date: | **June 10, 2026** |
| Subject: | Monthly Activity Report – Operational Services – May 2026 |

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## Recommendation

That Item OS-2026-023, dated June 10, 2026, regarding the Monthly Activity Report – Operational Services – May 2026, be received.

## Executive Summary

This Item provides activity highlights from Operational Services for the month of May 2026.

## Background/Analysis/Options

Monthly Focus

- **Procurement**
  - Pathway to Decarbonization of Community Building Feasibility Study RFP: The start up meeting is complete and staff are collecting the required data to start the project.
- **Engineering – Completed and Current Work**
  - Streetlights: Township staff in conjunction with Tay Point Electric have been replacing and repairing streetlights within the Township. Staff are installing a solar streetlight on Sunset Crescent. Installation has taken longer than anticipated due to sourcing a pole and receiving the lighting system from the supplier.
  - Pole Barn Project: Pole barn is complete. Awaiting final inspection to close permit.
  - Garage Addition: The wash bay expansion is framed, and siding is being completed in early June.

- Port McNicoll Wastewater Treatment Plant (WWTP) Roof Replacement: The roof work has been completed by the contractor, pending the final inspections. Staff are now working with HVAC and Electrical contractors to re-hook up the rooftop units and this project will be complete.
- Lot Grading: Reviews and inspections are continuing for the 2026 season.
- Planning and Reports:
  - Water meter report
  - Backflow Program
- GIS & Mapping: Staff are currently evaluating sidewalk conditions in Victoria Harbour, Port McNicoll, Waubaushene, and Tay Shore Trail as part of annual inspections in accordance with Ontario's Minimum Maintenance Standards. Water, storm, and wastewater assets are also being verified in the field while conducting evaluations. Staff are coordinating with the Ontario Clean Water Agency (OCWA) to conduct field verification of water assets, including curb stops, main valves, and specialty valves for GIS integration, with current efforts focused in Port McNicoll.

- **Wastewater**
  - Capital and Funding
    - *Victoria Harbour WWTP Expansion – Phase II:* Staff are continuing to work with WSP on the updated design for Phase II re-tendering.
  - Operational & Technical Work
    - *Wastewater Modelling Study (CIMA):* CIMA has all required background data gap analysis to move forward with the lower end of Port McNicoll (First Avenue as a priority).
    - Both CIMA and John Brooks are working on the First Avenue pump station analysis to help the station accept the increased flows during spring melt and rain events.
  - Wastewater Operation Manuals: Staff continue to work on the Operation Manuals for the outstanding pumping stations as required for the Municipal Consolidated Linear Infrastructure Environmental Compliance Approval (CLI-ECA).
  - Backflow and Water Separation Program: Operations staff have begun the process of preparing documents and information to start these programs.
- **Storm Water**
  - Core Infrastructure Group (CIG), which is an extension to the RATS Inc. program, will conduct testing on our storm network in 2026. More information to follow within Q2.

- Storm Ponds: Staff are required to create Operation Manuals for Township storm ponds to ensure compliance, also as part of the CLI-ECA.

- **Water**
  - Drinking Water System Renewal Application: Staff sent the 10-year plan and delegation to MECP. Staff are finalizing information for the financial plan following response from MECP.
  - Waubaushene Standpipe
    - 2025 budget for the rehabilitation of the standpipe has been pushed to spring of 2026. Prior to this work taking place, staff will work with CIMA to ensure the existing standpipe has adequate domestic storage and the required fire flow capacity. Staff will review the existing facility with rehabilitation costs against a new storage facility.
- **Fleet**
  - Fleet Certification: 08-88 Bucket truck and 23-21 are currently undergoing annual certifications. Other general repairs and maintenance are on-going for both Fire and Tay Fleet.
  - Staff are currently working on equipment and vehicles in preparation for ditching, road, and sidewalk maintenance operations.
- **Roads and Infrastructure**
  - Spring Cleanup: The first pass and contracted winter control sand sweeping operations are now complete.
  - Trees: Hazardous tree inspections are ongoing across all communities, with removals or trimming being completed as required for public safety on a priority basis.
  - Operational Services are completing pothole repairs and grading daily. Crews have now started the 2026 ditching program. The sod repairs due to winter plowing operations have started and they will be completed by mid June.
  - Half Load Restrictions: Load Restrictions were lifted May 1st.
  - Public Woks Week: Staff celebrated National Public Works Week with our annual Meet the Fleet event and in house breakfast for all staff.
  - Traffic: The traffic monitoring program has started, and traffic counters have been set at various high interest locations throughout the township. Signs will continue to be relocated every 2 weeks throughout the summer and fall seasons.
- **Recreation**
  - Summer Day Camp and Soccer Programs: Both programs have received quite the uptake in the community with Day Camp currently sold out all weeks in Victoria Harbour, however still with capacity at Port McNicoll. The TOTS Soccer program is currently

sitting with approximately 200 participants registered in the four different age groups.

- Youth Programs: The Township has organized a Home Alone course through the Community Emergency Response Team (CERT) for early June. The program sold out within hours, and the Township is currently working with CERT to offer more programs in Tay.
- Tay Canada Day Committee: The Canada Day Committee has all but solidified their weekend plans for this year's event. For a listing of all the weekend events please visit: www.taycanadaday.ca
- Portarama Committee: The Portarama Committee was extremely pleased with the 41st Annual Portarama Event which occurred over the Victoria Day long weekend. The ever-popular fireworks display did not disappoint, the weekend's slate of events was well received by the community, and positive comments were received throughout the weekend.
- Port McNicoll Recreation Committee: The Port McNicoll Recreation Committee held another extremely successful Paul Spencer Memorial Soapbox Derby race on Sunday May 17th to cap off the Portarama weekend. They had approximately thirty-five racers in the various age divisions (highest number in years) and were extremely pleased with the turnout and community support for the event.

- **Parks**
  - Horticultural Committee – Tay Blooms Event: The Tay Township Horticultural Committee is all set to host their Annual Tay Blooms event on Saturday June 6, 2026, at the Municipal Office parking lot. Free mulch will be available onsite courtesy of the County of Simcoe and the SSEA will have a promotional booth for residents to learn about their various activities. This hard-working Committee has also been very busy around the community getting all the Entrance Signs decorated and replanted.
  - Meet the Fleet Event- Operational Services Department: The Operational Service Department hosted the third annual Meet the Fleet event on Saturday May 23rd (in conjunction with National Public Works Week) on Veterans Lane in Victoria Harbour. The event showcased the various pieces of equipment utilized by the Municipality as well as Fire Services and the OPP. Overall, the event was a great success (despite poor weather) and plans are already underway for next year.
  - SSEA Tree Seedling Distribution Program: Each year the Township provides support to the SSEA for their annual tree seedling distribution program. This year Township Staff assisted in the transportation of tree seedlings from the Tiny Township

Roads/Parks Yard to the Township of Georgian Bay Yard for distribution.

- **Facilities**
  - Electrical Safety Authority (ESA) Annual Inspections: Annual ESA inspections will be occurring early June for all Municipally owned facilities. Any defects identified during these inspections will be dealt with on a priority basis to ensure all our facilities are up to electrical code.

Statistical Analysis

No Statistical Analysis occurred during the reporting month.

Upcoming Special Events

Tay Blooms Event – June 6, 2026
Tay Canada Day – June 26-27, 2026
Santa Claus Parade – November 29, 2026
Township Tree Lighting Event – December 6, 2026

Internal Meetings/Presentations

- Committee of the Whole
- Council
- Post Council Meeting
- Leadership Meeting
- Senior Leadership Meetings
- Operational Services Weekly Meetings

External Meetings/Presentations

- Development Meetings
- Proposal/ongoing project Meetings

Training

Staff attended the following:

- PRO Conference – Annual Parks and Recreation Ontario Conference and Tradeshow – Niagara Falls
- Georgian College Course - Communicating for Success
- ORFA Workshop - DIY Workshop: How to Develop Workplace-Specific WHMIS Training
- ORFA Workshop - Playground & Park Asset Inspection and Maintenance

- OMAA Workshop - Build the Resilience Needed for Today's Leadership Demands
- Good Roads Construction Training
- Ontario Water Works Association Conference
- APM Certification
- Internal training for various staff

**Financial and Resource Implications**

There are no financial or resource implications associated with this Item.

**Relationship to Strategic Plan**

Not Strategic Plan Specific - Other

**Reference Documents**

There are no reference documents associated with this Item.

**Attachments**

There are no attachments to this Item.

**Prepared By**

April Roper, Operational Services Executive Assistant
Bryan Anderson, Manager of Parks, Recreation and Facilities
Rick Wayne, Manager of Roads, and Fleet
Taylor Craig, Engineering Technologist
Shawn Berriault, General Manager of Operational Services / Manager of Engineering

**Approvals**

Shawn Berriault, General Manager of Operational Services / Manager of Engineering
June 4, 2026

Andrea Fay, Chief Administrative Officer/Deputy Clerk
June 4, 2026

# Staff Report

To: Committee of the Whole

Department: Corporate Services

Report Number: **CS - 2026-052**

Meeting Date: **June 10, 2026**

Subject: 2026 Q1 Tax Applications Report

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## Recommendation

That Item CS-2026-052 dated June 10, 2026, regarding the 2026 Q1 Tax Applications Report be received; and

That the tax adjustments in the amount of $2,943.79 be approved.

## Executive Summary

Sections 357/358 of the Municipal Act allow taxpayers to make application for a reduction in assessment or for a reassessment to be performed by MPAC. Three applications have been received by the Township of Tay and reassessed by MPAC. These applications had a $411,000 reduction in the taxable assessment base.

The total amount of tax adjustments under section 357 and 358 of the Municipal Act, 2001 is $2,943.79, with the Township portion being $1,839.93 which is inclusive of the municipal and policing levies.

## Background/Analysis/Options

Section 357 of the Municipal Act allows the taxpayer, to apply to the Treasurer of a municipality to cancel, reduce or refund all or part of the taxes levied on the land in the year in respect of which the application is made as a result of:

- A change of use;
- Damage to a property rendering it substantially unusable;

- Razed by fire, demolition or otherwise;
- Mid-year purchase of a property by an exempt body.

Section 358 of the Municipal Act, 2001, allows the taxpayer to make application to the Treasurer of a municipality for the cancellation or reduction of taxes that have been overcharged, due to gross or manifest errors made by MPAC. These applications can be made for taxation in the two years prior to the current taxation year. Examples of such application are:

- Clerical or factual in nature, including typographical errors or errors in data input for valuation, but not an error in judgment in assessing the property.

These tax adjustments are not a result of Tay having failed to collect rightful taxes, but rather an adjustment of the taxes to the corrected and proper amount. Once MPAC has reviewed the applications to verify assessment values and taxation periods, the taxes are adjusted based on the corrected assessment for the property.

Section 357 applications allow for the Municipality and MPAC to quickly rectify assessment corrections for the current year after the return of the current year assessment roll.

Section 358 applications allow for the taxpayer to rectify clerical errors through the municipality and the local MPAC office for the preceding two years, in an efficient process outside the formal assessment appeal process.

The total amount of tax adjustments under section 357 and 358 of the Municipal Act, 2001 is $2,943.79 with the Township portion being $1,839.93, which is inclusive of the municipal and policing levies. Details of the implications on a per property basis can be found in Schedule 1.

## Financial and Resource Implications

The reduction in the municipal tax revenue for this change will be $2,943.79.

## Relationship to Strategic Plan

Tay Open - Increasing transparency about decision-making that affects the community.

## Reference Documents

There are no reference documents associated with this Item.

**Attachments**

Schedule 1: 2026 Q1 357 and 358 Tax Applications

**Prepared By**

Rebecca Faithfull, Deputy Treasurer

**Approvals**

Emmie Carlson, Treasurer
June 3, 2026

Andrea Fay, Chief Administrative Officer/Deputy Clerk
June 4, 2026

# Staff Report

To: Committee of the Whole

Department: Corporate Services

Report Number: **CS - 2026-049**

Meeting Date: **June 10, 2026**

Subject: Monthly Activity Report – Financial Services – May 2026

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## Recommendation

That Item CS-2026-049 dated June 10, 2026, regarding the Monthly Activity Report – Financial Services - May 2026 be received.

## Executive Summary

This Item provides activity highlights from Financial Services for the month of May 2026.

## Background/Analysis/Options

Monthly Focus

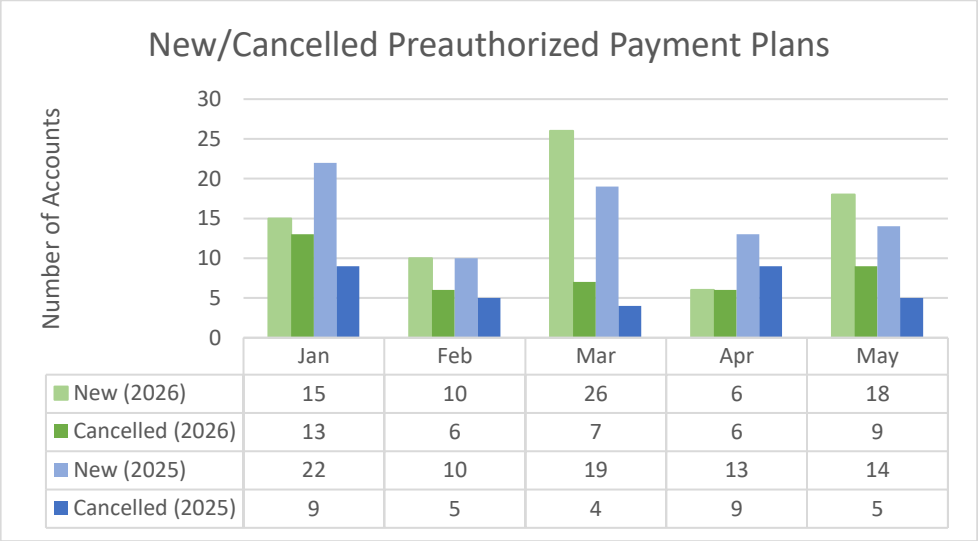
*Financial/Administrative*

- Collaborated with other departments regarding financial system access issues.
- Prepared bank reconciliations for the Township's bank accounts including the general account, development charges, parkland, library, cemeteries and SSEA.

*Property Tax*

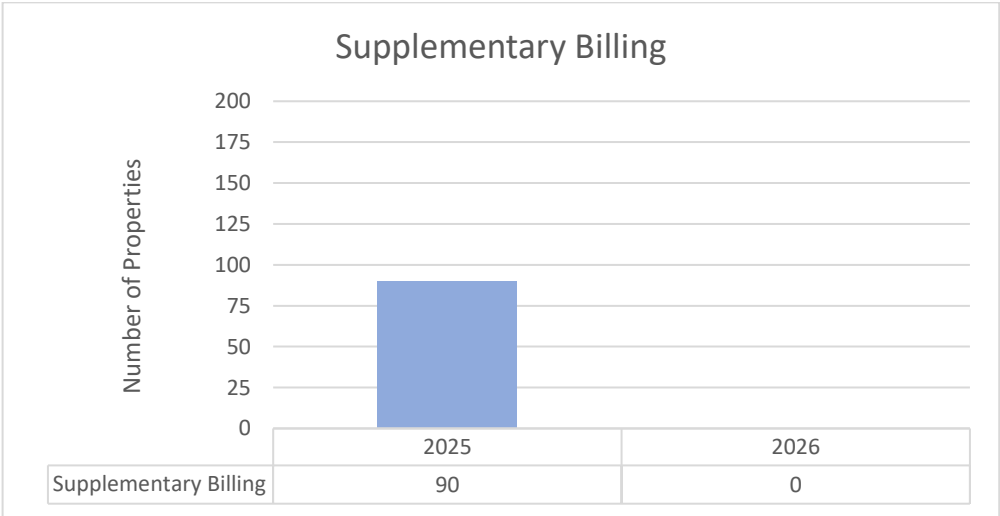
- Communications with customers regarding tax rate, levy calculation billing processes, methods of payment, E-Billing, outstanding charges, and adjustments.

- Continuation of the Tax sale process for properties that were registered for tax sale in 2025.
- Continuation of the 2026 Tax sale registration process.
- Issued the 2026 Final Property tax bills.
- Property Tax pre-authorized payment plan administration including removals, additions, changes to account information and payment processing. 18 additions and 9 removals in May.



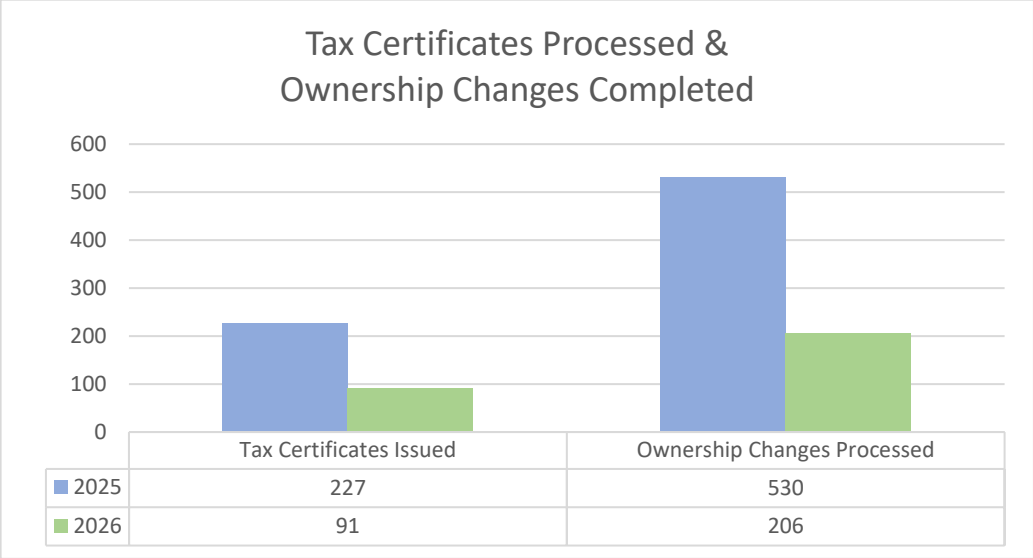

| | Jan | Feb | Mar | Apr | May |
|---|---|---|---|---|---|
| New (2026) | 15 | 10 | 26 | 6 | 18 |
| Cancelled (2026) | 13 | 6 | 7 | 6 | 9 |
| New (2025) | 22 | 10 | 19 | 13 | 14 |
| Cancelled (2025) | 9 | 5 | 4 | 9 | 5 |

- No supplementary bills were processed in May 2026.

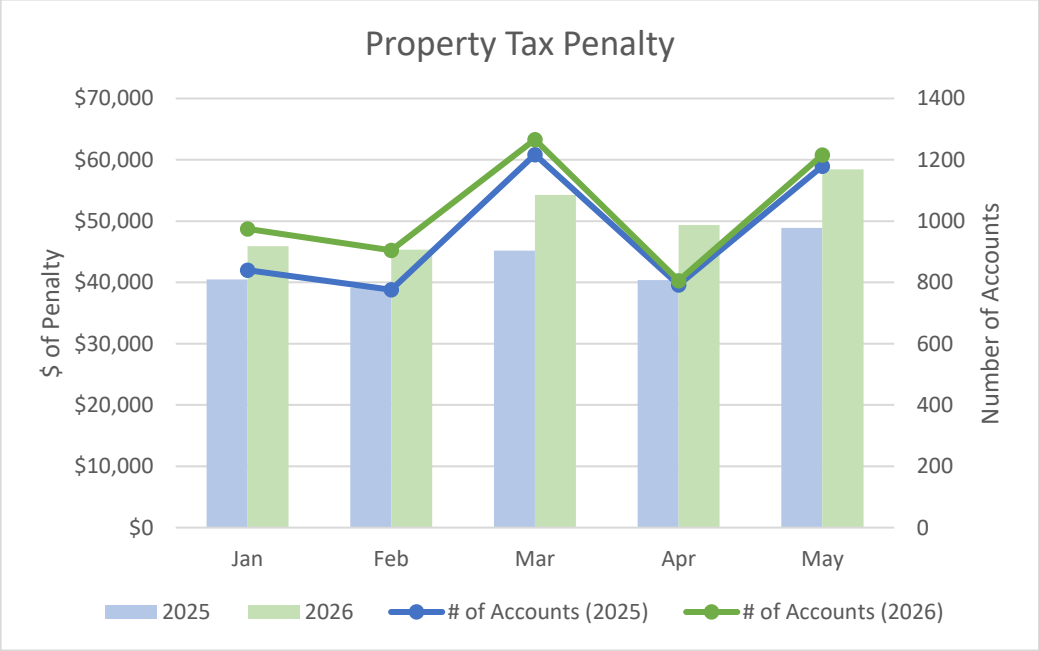



| | 2025 | 2026 |
|---|---|---|
| Supplementary Billing | 90 | 0 |

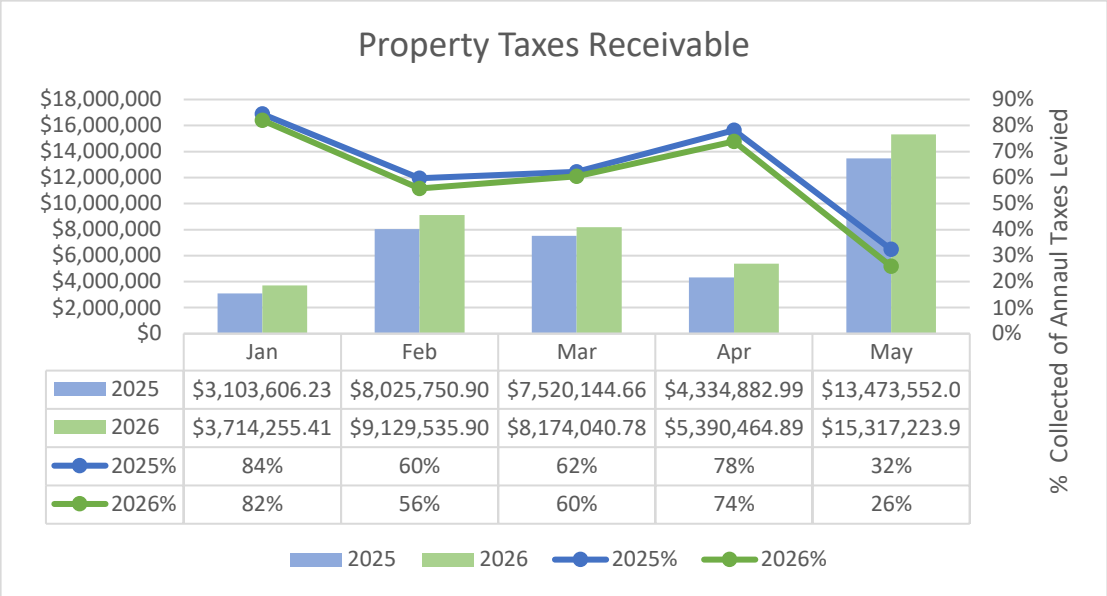
- 52 property title changes processed, and 22 tax certificates processed in May 2026.




- Monthly property tax penalty assessed in the amount of $58,446.69 to 1216 accounts. This is an increase in the penalty charges and the number of accounts compared to the penalty applied in May of 2025.

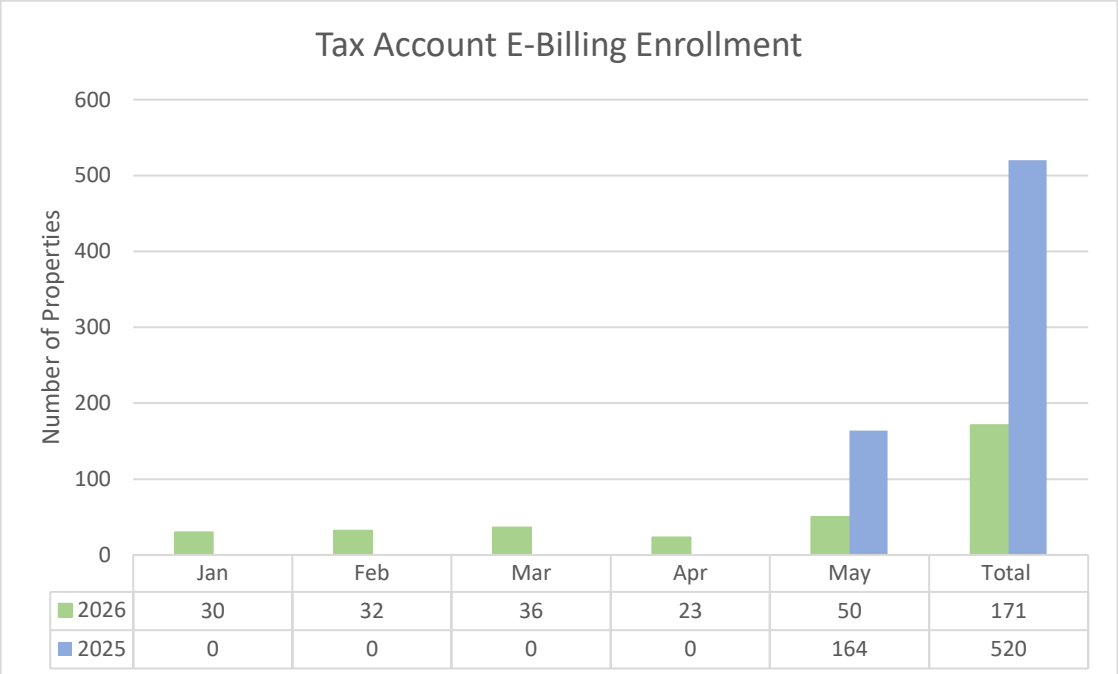


- Property tax accounts receivable is lower compared to May 2025.




| | Jan | Feb | Mar | Apr | May |
|---|---|---|---|---|---|
| 2025 | $3,103,606.23 | $8,025,750.90 | $7,520,144.66 | $4,334,882.99 | $13,473,552.0 |
| 2026 | $3,714,255.41 | $9,129,535.90 | $8,174,040.78 | $5,390,464.89 | $15,317,223.9 |
| 2025% | 84% | 60% | 62% | 78% | 32% |
| 2026% | 82% | 56% | 60% | 74% | 26% |

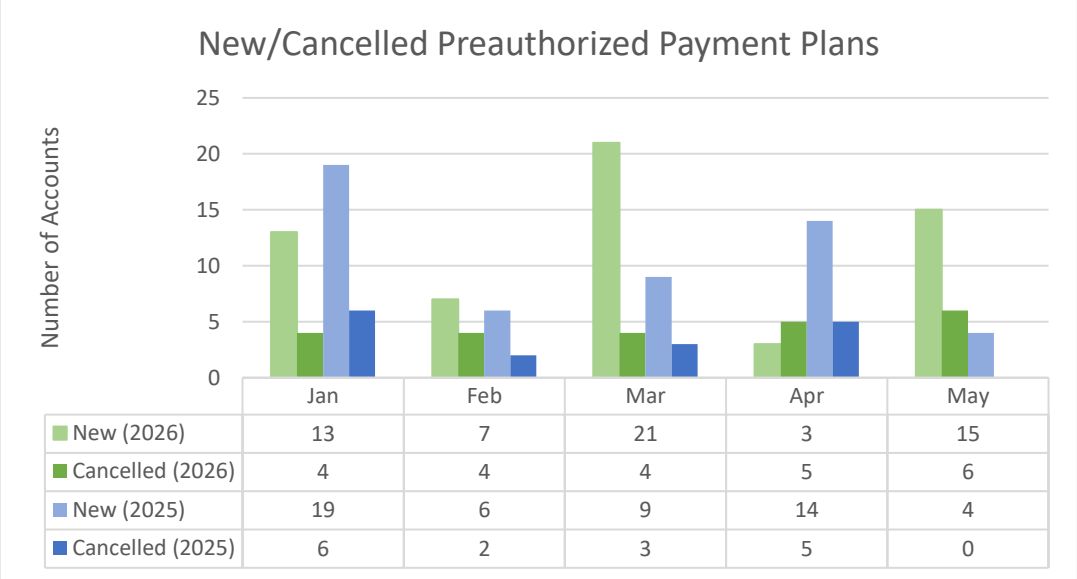
- Enrolled 50 property tax accounts for E-Billing in May.




| | Jan | Feb | Mar | Apr | May | Total |
|---|---|---|---|---|---|---|
| 2026 | 30 | 32 | 36 | 23 | 50 | 171 |
| 2025 | 0 | 0 | 0 | 0 | 164 | 520 |

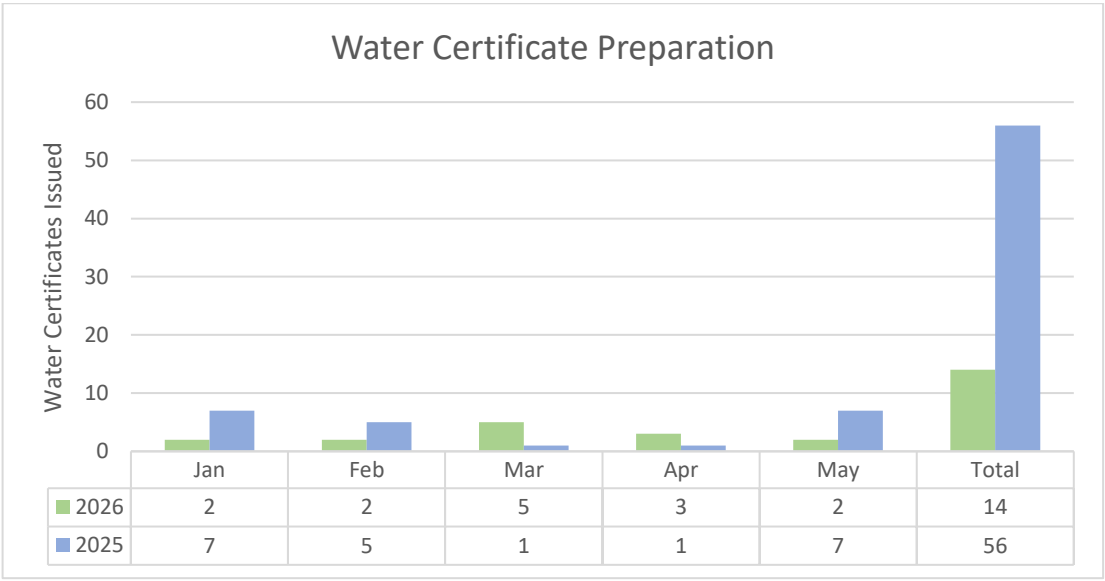
*Water/Wastewater Billing*

- Residential and commercial water and wastewater administration and processing for active accounts.
- Water/Wastewater pre-authorized payment plan administration including removals, additions, changes to account information and payment processing. 15 additions and 6 removals in May.



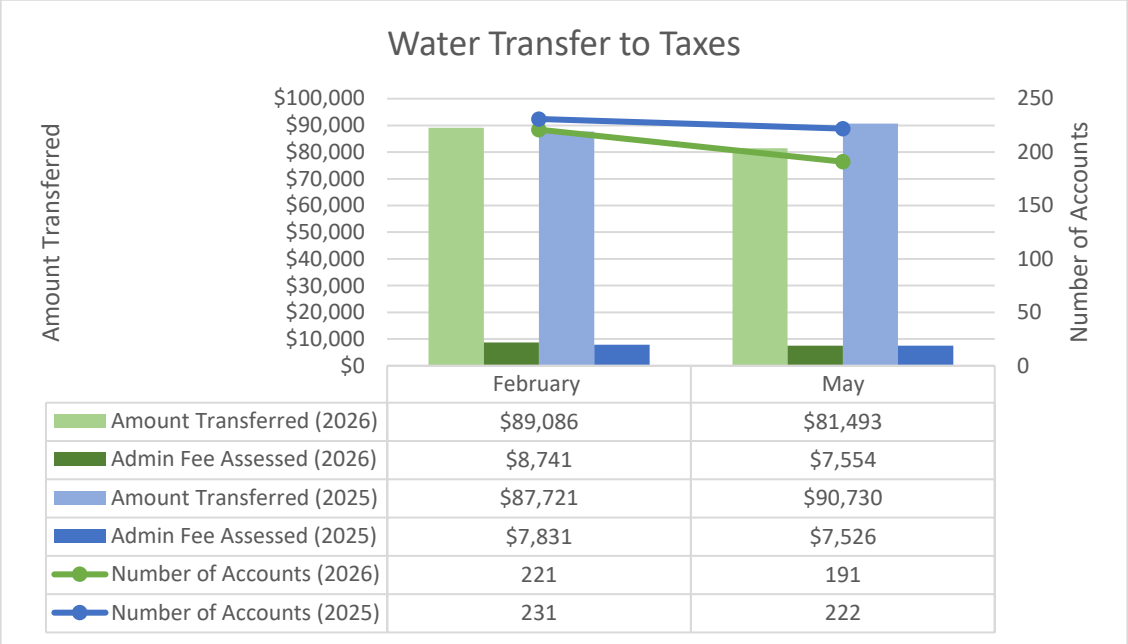

| | Jan | Feb | Mar | Apr | May |
|---|---|---|---|---|---|
| New (2026) | 13 | 7 | 21 | 3 | 15 |
| Cancelled (2026) | 4 | 4 | 4 | 5 | 6 |
| New (2025) | 19 | 6 | 9 | 14 | 4 |
| Cancelled (2025) | 6 | 2 | 3 | 5 | 0 |

- Issued 2 water certificates in May.



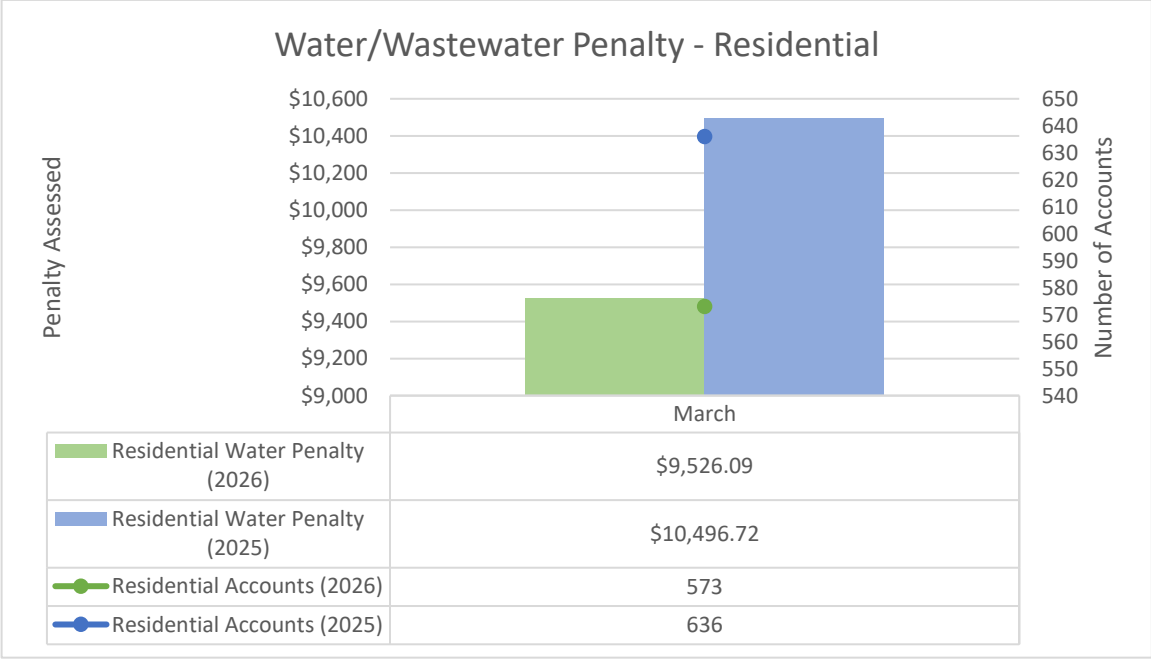

| | Jan | Feb | Mar | Apr | May | Total |
|---|---|---|---|---|---|---|
| 2026 | 2 | 2 | 5 | 3 | 2 | 14 |
| 2025 | 7 | 5 | 1 | 1 | 7 | 56 |

- Transfer of 191 outstanding water/wastewater account balances totalling $89,047.06 to taxes in May.



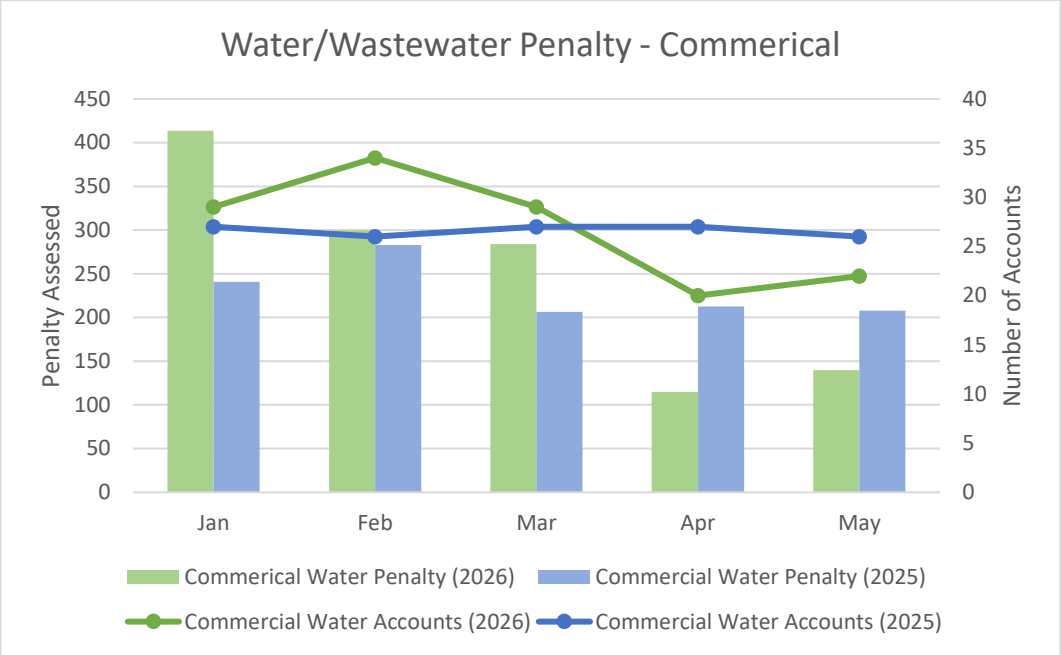

| | February | May |
|---|---|---|
| Amount Transferred (2026) | $89,086 | $81,493 |
| Admin Fee Assessed (2026) | $8,741 | $7,554 |
| Amount Transferred (2025) | $87,721 | $90,730 |
| Admin Fee Assessed (2025) | $7,831 | $7,526 |
| Number of Accounts (2026) | 221 | 191 |
| Number of Accounts (2025) | 231 | 222 |

- Residential water/wastewater penalty was not assessed in May. The next penalty will be assessed in June.

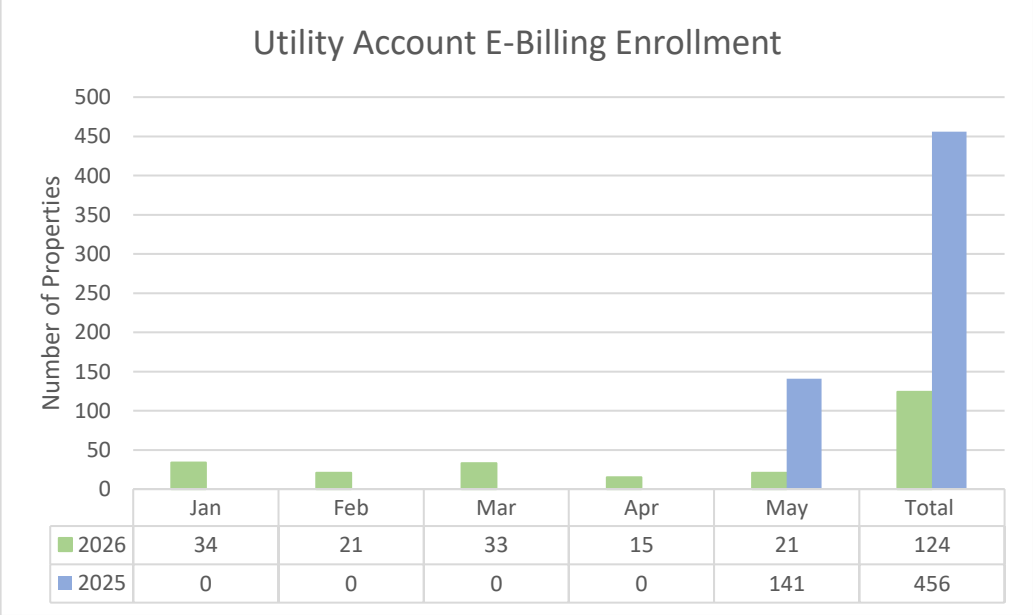



| | March |
|---|---|
| Residential Water Penalty (2026) | $9,526.09 |
| Residential Water Penalty (2025) | $10,496.72 |
| Residential Accounts (2026) | 573 |
| Residential Accounts (2025) | 636 |

- Commercial Monthly Water/wastewater penalty assessed of $139.55 to 22 accounts, which is a decrease in penalty and the number of accounts compared to May 2025.




- Enrolled 21 Utility accounts for E-Billing in May.




| | Jan | Feb | Mar | Apr | May | Total |
|---|---|---|---|---|---|---|
| 2026 | 34 | 21 | 33 | 15 | 21 | 124 |
| 2025 | 0 | 0 | 0 | 0 | 141 | 456 |

- Communications with customers regarding water/wastewater charges, billing processes, methods of payment, outstanding charges, and adjustments.

*Accounts Payable / Accounts Receivable*

- Accounts payable invoices processing, including invoice verification, entry and payment via electronic funds transfer and manual cheque.
- Visa account download, reconciliation, and entry.
- Accounts receivable invoice issuance, including invoice processing for SSEA.
- Process and correspond regarding NSF payments received.
- Accounts receivable statement issuance and follow-up where necessary.

*Payroll*

- Ongoing review and approval function for ADP payroll processing.
- Processed employee changes for OMERS pension plan.
- Prepared monthly WSIB, and OMERS reports and remittances.

*Internal meetings/presentations*

- Financial Analyst & Treasurer – DC Tracking Review.
- Financial Analyst – Asset Condition Rating.
- Financial Analyst – Citywide Maintenance - Adding assets/ road asset review
- Treasurer – Leadership and Senior Leadership Team Meetings, May Council Meeting, Purchasing Card Staff Training, Building and Planning Fee Review Meetings.

*External meetings/presentations*

- Tax and Utility Coordinator – MPAC Overview of Farm Property Class Tax Rate Program.
- Deputy Treasurer – OMTRA – From Collections to Closings.
- Deputy Treasurer & Treasurer – OMAA – Building Leadership Resilience.
- Financial Analyst & Treasurer – FMW Capital Budget Update.
- Financial Analyst – Citywide Spaces Module Launch Webinar.
- Treasurer - Building and Planning Fee Review Consultant Follow-Up.

*Training*

- Financial Analyst – Completion of the AMCTO MAP Unit 2 Course.

- Deputy Treasurer – Completion of the AMCTO MAP Unit 2 Course.
- Deputy Treasurer & Treasurer – Georgian College – Communicating for Success.
- Treasurer – AMCTO Support for Strong Mayor's Powers Discussion Group.
- Treasurer –Completion of AMCTO's Parliamentary Meeting Protocol Course.

**Financial and Resource Implications**

There are no financial or resource implications associated with this Item.

**Relationship to Strategic Plan**

Tay Open - Increasing transparency about decision-making that affects the community.

**Reference Documents**

There are no reference documents associated with this Item.

**Attachments**

There are no attachments to this Item.

**Prepared By**

Rebecca Faithfull, Deputy Treasurer
**Approvals**

Emmie Carlson, Treasurer
June 3, 2026

Andrea Fay, Chief Administrative Officer/Deputy Clerk
June 4, 2026

# Staff Report

To: Committee of the Whole

Department: Corporate Services

Report Number: **CS - 2026-048**

Meeting Date: **June 10, 2026**

Subject: Monthly Activity Report - Communication and Technology Services - May 2026

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## Recommendation

That Item CS-2026-048, dated June 10, 2026 regarding the Monthly Activity Report – Communications and Technology Services – May 2026, be received.

## Executive Summary

This report provides activity highlights from the Communications and Technology Services Division for May 2026.

## Background/Analysis/Options

Activity highlights for May 2026 are outlined and summarised below.

Monthly Focus

- eNewsletters "News & Notes" May 2026
- Event Calendar management
- Social Media management
- Communication Plans and Projects:
  - Day Camp and TOTS Soccer programs
  - Emergency Preparedness Week
  - 2026 Boat Launch Parking Permits
  - Street Sweeping and Spring Road Maintenance
  - Seniors Advisory "Have Your Say" Event Promotion
  - Coordinated shortlisting of Community Logo Design Contest submissions for SLT
  - Municipal and School Board Election 2026

  - Watermain Flushing
  - Meet the Fleet 2026 event coverage and videos
  - Door-to-door Firefighter Education Campaign
  - Tay Blooms promotion
- Budgeting for Communications and Technology
- Security camera system and printer audits (monthly)
- Technology clean-up at Fire Halls
- Onboarding and offboarding staff/students
- Laptop refreshes (set-up and distribution)
- IT managed services County of Simcoe (various tasks)

Statistical Analysis

- Facebook posts - 105
- X (Twitter) posts - 100
- LinkedIN posts - 27
- News & Notices - 30

Special Events

- MS Awareness Month
- Emergency Preparedness Week
- National Day of Awareness for Missing & Murdered Indigenous Women, Girls and 2SLGBTQI+ people (MMIWG2S)
- Community Living Month
- Portarama
- National Public Works Week
- Meet the Fleet
- Door-to-door Firefighter Education event

Internal Meetings/Presentations

- 1-1 meetings with CAO
- Leadership Team Meeting
- Various meetings with IT Technician
- Various meeting with Executive Assistant
- Communications and IT onboarding for summer students and new hires
- Municipal Elections communication meetings
- GIS website maps review and updates
- Heritage Committee webpage updates

External Meetings/Presentations

- Touchpoints with North Simcoe IT Teams

- Touchpoints with North Simcoe Communicators
- Touchpoint with County of Simcoe IT

Training

- 2026 Simcoe Emergency Response Committee (SERC) Partner Information Session
- Communicating for Success - Georgian College Leadership Course
- EOC Essentials – County of Simcoe Emergency Management Training

**Financial and Resource Implications**

There are no financial or resource implications associated with this Item.

**Relationship to Strategic Plan**

Not Strategic Plan Specific - Other

**Reference Documents**

There are no reference documents associated with this Item.

**Attachments**

There are no attachments to this Item.

**Prepared By**

Elizabeth Smith, Manager of Communication and Technology Services

**Approvals**

Andrea Fay, Chief Administrative Officer/Deputy Clerk
June 2, 2026

# Staff Report

To: Committee of the Whole

Department: Corporate Services

Report Number: **CS - 2026-050**

Meeting Date: **June 10, 2026**

Subject: Monthly Activity Report – Legislative Services – May 2026

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## Recommendation

That Item CS-2026-050, dated June 10, 2026, regarding the Monthly Activity Report – Legislative Services – May 2026, be received.

## Executive Summary

This Item provides activity highlights from Legislative Services for the month of May 2026.

## Background/Analysis/Options

Activity highlights for the month of May from Legislative Services are outlined and summarised below.

Monthly Focus

- Elections – Candidate filing opened May 1
- Cemetery Operations – Interments
- Records Management – Record destruction continued
- Freedom of Information Requests
- Seniors Advisory Committee – June event planning
- Library Services

Statistical Analysis

- Council/Committee Administration
  - Agendas (4)

- Minutes (4)
- Council Information Packages (4)
- Draft By-laws for Council meeting (2)
- Staff Reports (3)

- Clerk's Office General Administration
  - Commissioned various documents (5)

- Sale of land, agreements, and other land matters
  - Processed and moved forward various inquiries to purchase Township owned land (2)

- Licensing
  - Received Lottery Reports (4)
  - Issued Lottery Licences (2)
  - Marriage Licences (5)
  - Civil Ceremonies (1)

- Cemetery Services and Sales
  - Responded to general inquiries with families, funeral homes, & monument dealers (8)
  - Prepared for and staked an interment (3)
  - Conducted grave reviews (3)

- Records Management
  - Destruction reports prepared for historic records
  - Trained summer student on records management

- Elections
  - Elections and Candidate Portal webpages updated
  - Began form creation for post-candidate filing period

Special Events

- Meet the Fleet – Elections table
- Seniors Advisory Committee – June event planning
- Tay Canada Day – Election table planning

Internal Meetings/Presentations

- May Committee of the Whole Meeting
- May Council Meeting
- May Seniors Advisory Committee Meeting
- May Heritage Committee Meeting

- May Library Board Meeting
- Senior Leadership Team Meetings
- Leadership Team Meeting
- Municipal Clerk/Library CEO & Legislative Coordinator 1-1 Meetings
- Municipal Clerk/Library CEO & Head Librarian 1-1 Meeting
- Cemetery Mapping Meeting with Operations

External Meetings/Presentations

- Quarterly Age-Friendly Municipal Champions Meeting – Legislative Coordinator
- AMCTO mentorship call – Legislative Coordinator
- County Clerks Elections Monthly Meeting
- North Simcoe Clerks Elections Monthly Meeting
- AMCTO Conference Cemetery Presentation Preparations Meeting with Clearview – Municipal Clerk

Training

- AMCTO Municipal Clerk's Institute Level 2 – Legislative Coordinator

**Financial and Resource Implications**

There are no financial or resource implications associated with this Item.

**Relationship to Strategic Plan**

Not Strategic Plan Specific - Other

**Reference Documents**

There are no reference documents associated with this Item.

**Attachments**

There are no attachments to this Item.

**Prepared By**

Lacey McKay, Legislative Coordinator

**Approvals**

Katelyn Johns, Municipal Clerk/Library CEO
June 1, 2026

Andrea Fay, Chief Administrative Officer/Deputy Clerk
June 1, 2026

# Staff Report

To: Committee of the Whole

Department: Corporate Services

Report Number: **CS - 2026-051**

Meeting Date: **June 10, 2026**

Subject: Monthly Activity Report – CAO/Deputy Clerk – May 2026

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## Recommendation

That Item CS-2026-051, dated June 10, 2026, regarding the Monthly Activity Report – CAO/Deputy Clerk – May 2026, be received.

## Executive Summary

This Item provides activity highlights from the CAO/Deputy Clerk for the month of May 2026.

## Background/Analysis/Options

Activity highlights for the month of May 2026 from the CAO/Deputy Clerk are outlined and summarised below.

Monthly Focus

- Followed up on insurance claims, disputes, and other legal matters
- Reviewed/approved various corporate materials including policies and reports

Special Events

- Flag Raising Community Living Month
- Flag Raising Yes! in my backyard (YIMBY)

Internal Meetings/Presentations

- Senior Leadership Team
- Leadership Team
- Discussions with staff on various topics
- Human Resources – various matters
- Residents – various matters
- IT – various matters
- Communications – various matters
- Committee of the Whole – May 13
- Regular Council – May 27
- Post Council update with Township Staff
- Mayor and members of Council meetings/phone calls/emails
- Special event and parade insurance
- Performance Review
- Meeting with couple regarding upcoming civil ceremony
- Commissioning

External Meetings/Presentations

- Future Leadership Training Introduction Meeting
- NT Power 2025 Financial Statements
- Building and Planning Fee Study with Hemson
- Simcoe County Municipal Insurance Pool Board Meeting

Training

- Simcoe County Emergency Response Conference
- Leadership Training
- Building Leadership Resilience – webinar

## Financial and Resource Implications

There are no financial or resource implications associated with this Item.

## Relationship to Strategic Plan

Not Strategic Plan Specific - Other

## Reference Documents

There are no reference documents associated with this Item.

**Attachments**

There are no attachments to this Item.

**Prepared By**

Andrea Fay, Chief Administrative Officer/Deputy Clerk

# Staff Report

To: Committee of the Whole

Department: Corporate Services

Report Number: **CS - 2025-082**

Meeting Date: **November 12, 2025**

Subject: Library Review Final Report from the Library Review Ad Hoc Committee

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## Recommendation

That Item CS-2025-082, dated November 12, 2025, regarding the Library Review Final Report from the Library Review Ad Hoc Committee, be received; and,

That Staff be directed on how to proceed with both the future of the Tay Libraries as well as where non-literacy based programming is best offered.

## Executive Summary

The Library Review Ad Hoc Committee (LRAC) held their first meeting on September 17, 2024. Over the past 12 months they met 7 times and reviewed several staff reports and related supporting documentation. This report is a compilation of the previous reports received by the LRAC.

Through these reports and related discussion, the LRAC reviewed and analyzed the 5 responsibilities of the Committee as outlined in their Terms of Reference. The LRAC approved the following recommendation during their September 24th meeting:

> That Item LRC-2025-05, dated September 24, 2025, regarding the Library Review Summary, be received; and,
>
> That the Library Review Ad Hoc Committee recommends to Council Option 1 being status quo – maintain three branches with some renovations, for the next 4 years; and,

That within 5 years, the Tay Township Public Library reduce operations to one branch; and

That the Victoria Harbour Library Branch becomes the preferred location with necessary renovations; and

That the Waubaushene Library Branch converts to a community centre; and

That the Port McNicoll Library Branch be sold or leased as a commercial venue; and

That non-literacy-based programming is best offered through the Tay Township Public Library.

The Library Review Ad Hoc Committee has now fulfilled its responsibilities/mandate and in accordance with the Procedure By-law the Committee is automatically dissolved unless Council requests further information from the Committee.

**Background/Analysis/Options**

The Library Board (Board) during their April 16, 2024 Meeting approved the following recommendation:

That the Library Overview report dated April 16, 2024, be received; and

That the Library Board recommends option A as outlined within this report for Councils consideration.

Option A) proposed the closure of all three existing library branches and moving forward with a new build. The location being proposed was Port McNicoll due to the central location, lack of access to Linx transit, municipal services, and the municipally owned lands in the Talbot Park area. Should Council decide to sell the three municipally owned buildings the proceeds could assist with the capital costs for the new build.

Council received a presentation along with the related Report from the Board during their April 24, 2024 Council Meeting. The Staff Report provided detailed information related to the three library facilities along with three potential options with respect to the current three Library System.

a) Close the Victoria Harbour and Waubaushene Branches and build a new Library in Port McNicoll

b) Close the Victoria Harbour and Waubaushene Branches and Upgrade the existing Library in Port McNicoll
c) Close all three Libraries and negotiate reciprocal agreements with the Township of Severn (Coldwater), Township of Springwater (Elmvale) and the Town of Midland

As mentioned above the Board approved and recommended Option A to Council. Following the presentation Council approved the creation of the LRAC. The Committee was tasked with the following:

> Review and analyze the Library Overview Report dated April 16, 2024 and gather additional information that may be required while considering the following:
>
> i) Review and analyze the building condition reports related to the three existing branch locations while considering future budget impact and potential future needs;
> ii) Review and analyze the statistical data related to visits, circulation, programs, and library structure comparison while considering potential future needs;
> iii) Review and analyze the current non-literacy-based programming provided by the Library while considering potential future needs in addition to where the related programming is best provided i.e.: library or recreation;
> iv) Review and analyze the current community spaces available within Victoria Harbour, Waubaushene and Port McNicoll (current branch locations) along with the required future needs;
> v) Engage Township residents to receive input on the services and/or programming they utilize at their library, frequency of visits, main library branch and other related questions as determined by the Committee;
> vi) Provide a Report with a recommendation to Council regarding the future of the current three-branch library system.

The LRAC met 7 times over the last year with the initial meeting being held on September 17, 2024.

The following information was provided by the Library Board through their report to Council on April 24, 2024 titled Library Overview along with the additional information that was gathered through the LRAC. Due to the volume of the content subheadings have been included for ease of reference. In addition, Staff will provide a high-level PowerPoint summary presentation during the meeting.

**Applicable Legislation and Guidelines**

Public Libraries Act, R.S.O. 1990 (PLA)

Public libraries in Ontario are governed by the PLA. This legislation outlines how public libraries are established, administered, and funded. Under the PLA a Board must provide the following services:

- free admission to a public library or in-library use of the library's materials
- use reference and information services considered practicable
- reserve and borrow circulating materials that are prescribed in section 2 of Regulation 976:
  - books with hard, soft and paper covers
  - periodicals
  - newspapers
  - audio materials designed for people with disabilities
  - sound recordings
  - audio and video cassettes
  - tape recordings
  - video discs
  - motion pictures
  - film strips
  - film loops
  - micro materials in all formats
  - computer software
  - multi-media kits

The PLA does not mention programs specifically. The only reference is contained within the financial reporting which requires the addition of descriptions related to the programs and activities of the library.

Section 20 of the PLA refers to the Powers and Duties of the Board. According to the PLA Section 20, "a board, (a) shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs". Section 20 (c) states, a board "shall operate one or more libraries and ensure that they are conducted in accordance with this Act and the regulations". In addition to the powers and duties of a Board, the PLA goes on to state that a governing body may choose to contract library services. Section 29(1) states, "The council of a municipality,…may, instead of establishing or maintaining a public library, enter into a contract with a public library board, union board or county library board for the purpose of providing the residents of the municipality … with library services, on the terms and conditions set out in the agreement". The Sections from the PLA excerpted above highlight the flexibility and autonomy afforded to municipalities by the Province to determine

the best and most efficient delivery method of library services as it relates to a community's unique set of characteristics and circumstances.

Ontario Public Library Guidelines

The Ontario Public Library Guidelines Monitoring and Accreditation Council has published the Ontario Public Library Guidelines (Schedule 1), which act as a tool by which a public library can "measure itself against a set of objectives" and widely accepted guidelines to ensure continuous development. These guidelines assert that "All Ontarians, regardless of where in Ontario they live and work, have a right to public library service that meets basic, widely accepted norms of library practice and service." This document contains 30 separate sections of guidelines related to the operation of public libraries. Public libraries in Ontario may elect to complete the Ontario Public Library Guidelines accreditation process and earn the special designation of "Accredited Ontario Public Library." Tay Township Public Library is not currently accredited.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The purpose of the AODA is to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings. The target date for reaching this goal is no later than January 1, 2025. This is the main piece of legislation governing accessibility in Ontario.

Integrated Accessibility Standards Regulation O. Reg. 191/11 (IASR)

The IASR establishes the accessibility standards for information and communications, employment, transportation, the design of public spaces and customer service.

As it relates to Part II of the IASR, Information and Communications Standards, Boards must provide information about available accessible resources, upon request. In other words, a person can request a list of all the library's material that already exists in accessible formats. Moreover, Boards must provide this list of accessible resources using communication supports or accessible formats, upon request. However, Ontario's standards do not require libraries to acquire resources in accessible formats, such as books in:

- Braille
- Large print
- Audio
- E-books that comply with Web Content Accessibility Guidelines or resources that include communication supports, such as movies with:
    - Closed captioning or audio description
    - Sign language interpretation

Part IV.2 of the IASR pertains to Customer Service Standards. Beginning in 2010, libraries were required to provide accessible customer service. The main points of that requirement are as follows:

- train staff and volunteers to serve customers of all abilities
- keep a record of the training
- welcome service animals and support persons
- create accessible ways for people to provide feedback
- put an accessibility policy in place, so employees, volunteers and customers know what to expect

In June 2016, the Ontario Government announced amendments to the Accessibility Standards related to Customer Service and these changes were documented in a new regulation called Ontario Regulation 165/16. This amending regulation passed in 2016 replaced Ontario Regulation 429/07 (Accessibility Standards for Customer Service) and specific sections of Ontario Regulation 191/11 (Integrated Accessibility Standards); however, Ontario Regulation 191/11 remains the applicable regulation.

Part IV.1 of the IASR pertains to the Design of Public Spaces Standards (Accessibility Standards for the Built Environment). These Standards, in concert with the Ontario Building Code, apply when a new building is being constructed or when an existing building is being 'redeveloped' or undergoing extensive renovations. The IASR defines 'redeveloped' as planned significant alterations to public spaces, but does not include maintenance activities, environmental mitigation, or environmental restoration. These standards pertain to aspects of the built environment such as, but not limited to, accessible parking, paths of travel, service counters and waiting areas.

Ontario Building Code, 2024 (OBC)

The OBC contains most requirements for making public buildings accessible. These include requirements for aspects such as:

- barrier-free access paths of travel
- signage
- elevators
- fire safety devices
- public washrooms
- seating in public spaces
- entrances

Accessibility requirements within the OBC only apply to new construction or those undergoing extensive renovations. Existing buildings are not affected unless an extensive renovation is planned. The January 1, 2025 date referenced within the AODA represents a goal and is not a legislative requirement.

**Mission Statement for the Tay Township Public Library Board**

To provide facilities and services that are consistent with the needs of the individuals and organizations in the community within the guidelines of Policy and within the limitations dictated by staffing considerations and the availability of resources.

To accept as a primary objective of the Ontario Library Services the assurance of equal access to library resources for all citizens, regardless of their ability to pay or the nature of the format.

To promote the Libraries within the community and to actively encourage the widest possible use of their services and facilities.

**Library Building Condition Assessments (BCA)**

The Board approved appointing a third party to proceed with a detailed BCA of the three library facilities focusing on overall building condition, AODA requirements, and related costs for building improvements over the next 20 years.

A summary of the BCAs are reflected below. While reviewing this information it is important to consider the following:

- The cost summary numbers include a 10% contingency allowance and reflect post COVID numbers without escalation costs.
- Staff were able to obtain an estimate from a local contractor for one of the projects outlined within the BCA. Based on the estimate provided the costs reflected below appear to provide current-day pricing.
- Some of the dates reflected within the BCA may not be accurate i.e.: installation date and year replaced/repaired as they were best guesses at the time.
- All items flagged for repair/replacement in a particular year would be assessed and if in good condition the work would be deferred to a future year.
- The OBC provides minimum requirements and further enhancements may be needed.

**Waubaushene Library – 17 Thiffault Street (Schedule 2):**
Year Built: around 1950
Renovation Year: 1992 (building was repurposed from the Fire Hall)
Gross Floor Area: 1,657 sq feet
Overall Building condition: good
Facility condition index and condition rating: 17.7%

Immediate building priorities: fire alarm system, emergency exit signs, parking lot, water supply total estimated cost $31,000
Balance of short-term priorities (2024-2028): total estimated cost $69,000
Medium-term priorities (2029-2035): total estimated cost $93,000
Long-term priorities (2036-2043): total estimated cost $76,000
Total estimated cost (2024-2043): $269,000 with the inclusion of a 10% contingency fee the total increases to $295,900

Pages 13-46 of Schedule 2 provide the detailed information regarding the priorities based on the following categories:

- Substructure
- Shell
- Interiors
- Services
- Equipment and furnishings
- Building sitework and utilities

**The Theo & Elaine Bernard Public Library (Victoria Harbour) – 145 Albert Street (Schedule 3):**
Year Built: around 1960
Renovation Year: 2008 (building was repurposed from a grocery store)
Gross Floor Area: 2,468 sq feet
Overall Building condition: poor*
*This rating is based on the components age however they have been properly maintained and do not require immediate replacement.
Facility condition index and condition rating: 39.4%
Building priorities:
Short-term priorities (2024-2028): total estimated cost $238,000
Medium-term priorities (2029-2035): total estimated cost $92,000
Long-term priorities (2036-2043): total estimated cost $178,000
Total estimated cost (2024-2043): $508,000 with the inclusion of a 10% contingency fee the total increases to $558,800

Pages 13-49 of Schedule 3 provide the detailed information regarding the priorities based on the following categories:

- Substructure
- Shell
- Interiors
- Services
- Equipment and furnishings
- Building sitework and utilities

**J & M Young Public Library (Port McNicoll)– 715 4th Avenue (Schedule 4):**

Year Built: 1982 with an addition in 1996
Gross Floor Area: 4,249 sq feet
Overall Building condition: fair
Facility condition index and condition rating: 20.30%
Building priorities:
Short-term priorities (2024-2028): total estimated cost $112,000
Medium-term priorities (2029-2035): total estimated cost $251,300
Long-term priorities (2036-2043): total estimated cost $107,200
Total estimated cost (2024-2043): $470,500 with the inclusion of a 10% contingency fee the total increases to $517,550

Pages 13-60 of Schedule 4 provide the detailed information regarding the priorities based on the following categories:

Substructure
Shell
Interiors
Services
Equipment and furnishings
Building sitework and utilities

Based on the BCAs the total estimated cost for building repairs to the three libraries over the 20-year study period is referenced below:

Total related to Short-term priorities (2024-2028): $450,000
Total related to medium-term priorities (2029-2035): $436,300
Total related to long-term priorities (2036-2043): $361,200
Total estimated cost (2024-2043): $1,372,250*
*includes a 10% contingency

Several improvements to the library facilities have occurred over the years including a new roof and windows in the Port McNicoll branch, the conversion of the Waubaushene branch from the existing flat roof to a gable style roof, the renovation of the Victoria Harbour branch, and the renovation of the Community Room in the Port McNicoll branch for accessibility.

When looking at the three existing facilities and the various improvements that will be required it is important to consider the following:

- Overall facility condition and associated costs for future repairs/replacements
- facility size as an expansion may be required if branches are combined
- property size for potential expansion
- available parking

- access to transit
- outside space for programming if applicable
- estimated costs provided reflect 2024 costing without escalation included over the 20-year period

In addition to the BCAs an Accessibility Facility Virtual Review of all three branches was conducted by the Joint Accessibility Advisory Committee (JAAC) in October 2021. The related report has been attached as Schedule 5.

**Community Space:**

Within some of the branches there is community space that can be utilized by external groups or for private functions.

Public meeting space is provided in the Port McNicoll branch for local groups. Groups that utilize this facility regularly include Pathfinders/Girl Guides/Embers, tutors, local community groups such as the Port McNicoll Recreation Group and Portarama. In addition, this facility has space that can be rented for showers, birthday parties etc. Rentals dropped off entirely during the pandemic but have recently begun to increase.

The Victoria Harbour Library has a small boardroom that can fit approximately 10 people. It is used for the sit and stitch group's weekly meeting and some weekly tutoring sessions. The Harbour Shores is located next to the Library. It is not solely for Library use as it is rented by the Township for other purposes. Should it be available any applicable rental fees are waived. This space is 360 sq feet.

The Waubaushene branch does not have additional space for community groups to utilize.

**Library Services:**

This portion of the report provides data from previous existing statistical reports, annual surveys, and other sources to assist in planning current and possible future services. The data compiled covers a 15-year period (2009- 2023) with two of those years being impacted by COVID.

**Current Library Programming:**

The following is a list of the current programs being offered throughout the three branches broken down by program type, frequency, whether it is staff or volunteer led, branches where programming is offered and whether the programming is literacy or non-literacy based.

| Program Type | Frequency | Staff/ Volunteers Required | Branches Offered | Literacy/ Non-Literacy Based |
|---|---|---|---|---|
| Babies & Tots Storytime | Weekly | 2 staff in the branch | All Three | Literacy |
| PJ Storytime | Weekly | 2 staff in the branch | Victoria Harbour | Literacy |
| Games Night | Weekly | Volunteer Led & 2 staff in the branch | Port McNicoll & Waubaushene | Literacy/Non-Literacy Based |
| Family Craft Party | Monthly | 2 staff in the branch | All Three | Literacy/Non-Literacy Based |
| Summer Reading (July & August) | Weekly | 2 staff in the branch | All three | Literacy |
| Author Talks | When Possible | 2 staff in the branch | All Three | Literacy |
| Various Presentations: i.e.: Canada Parks, Metis Nation of Ontario etc. | When Possible | 2 staff in the branch if possible | All Three | Literacy |
| Mahjong | Weekly | Volunteer Led | Victoria Harbour | Literacy/Non-Literacy Based |
| Chess | Weekly | Volunteer Led | Victoria Harbour | Literacy/Literacy Based |
| Sew & Sew | 3-4 week project based program | Volunteer Led | Port McNicoll | Literacy/Non-Literacy Based |

**Programming (Literacy/Non-Literacy Based)**

The table above reflected both literacy and non-literacy based programming. For reference purposes literacy-based programming provides training or guidance in using library materials and services, including databases, electronic library collection borrowing methods and service platforms (PressReader, cloudLibrary, Comix+), use of the online library catalogue, basic internet use and computer training. It also includes the development and practice of reading, writing and numeracy skills which encourages independence, curiosity and lifelong learning of individuals. Some of the programming provided by the library may not appear to be literacy based but they do have literacy components such as games night and family craft party.

Non-literacy based programming is enjoyed by the patrons, and it brings patrons into the library. By coming into the library, they may sign out a book or use other library resources. Non-literacy based programming provides an opportunity for social connection while learning/doing certain tasks such as senior's clubs, knitting groups and sewing groups.

Although literacy based programming has been the focus for the Library Board there is interest and merit in both types of programing. The question of where non-literacy based programming is best provided has been something that the Board has been considering for some time. One of the responsibilities of the LRAC is to review and analyze the current non-literacy based programming and consider potential future needs in addition to where the related programming is best provided.

Traditionally the programming provided by the Townships Operational Services Department would not include such things as games night, knitting or sewing groups. They provide active living programs utilizing Township facilities for all ages that are run by Active Living Program Facilitators (hired by the Township for specific programs/classes). These programs include Zumba, Pilates, Yoga, High Intensity Interval Training (HIIT) and various other functional movement classes.

At this point staff have not received requests to expand existing programming to include the non-literacy based programming currently provided at the library.

Operational Services programming has been provided through a combination of ways including paid instructors and community volunteers (Recreation Committees, minor sports groups etc). The Board has directed that Staff are required to develop and lead all library programming due to previous concerns that were raised. Volunteers can assist staff in providing programming.

Township programming is primarily run out of the Oakwood and Port McNicoll Community Centers. Some programming such as soccer is held on school board property through a reciprocal agreement. Library programming is currently offered at all branch locations. Due to space limitations at both Waubaushene and Victoria Harbour the number of participants are limited for certain programs as the library remains open during programming time. The Harbour Shores room is utilized by the Victoria Harbour Branch for programming with more than 8-10 participants. Activities include family craft party, summer reading club, author talks and puzzle swap.

**Historical Operating Hours**

Over the years the Library Board has adjusted branch hours in an attempt to find the most popular times for their patrons. For example, the library branches were open on Sundays for a period of time. In addition, the Port McNicoll and Victoria Harbour branches were open two evenings per week. At one point, the library branches would open at noon and close between 5:00- 6:00 pm for supper reopening until 9:00 pm. To provide better customer service, the hours were adjusted so there were no closures for lunch/supper. With the current staff complement there is no ability to provide additional hours under the three-branch library system.

**Library Staff**

The current staff complement for the Library is outlined below:

- Library CEO – Shared role with Municipal Clerk
- Head Librarian – 35 hours per week
- Library Services Coordinators – 2 staff at 28 hours per week
- Library Services Assistant – 22 hours per week
- Circulation and Technical Services Clerk – 2 staff - 1 at 18 hours per week and the other at 28 hours per week
- Summer Student - 35 hours per week (May - August)

**Library Hours**

The following is the list of current hours of the three Library branches:

J & M Young Branch (Port McNicoll)

| | **Hours of Operation** | **Total Hours Per Day** |
|---|---|---|
| Monday | Closed | 0 hours |
| Tuesday | 10:30 pm – 7:00 pm | 8.5 hours |
| Wednesday | 12:00 pm – 5:00 pm | 5 hours |
| Thursday | 12:00 pm – 5:00 pm | 5 hours |
| Friday | 12:00 pm – 5:00 pm | 5 hours |
| Saturday | 10:30 am – 3:30 pm | 5 hours |
| Sunday | Closed | 0 hours |
| **Total Hours of Operation** | | **28.5 hours** |

Theo and Elaine Bernard Branch (Victoria Harbour)

| | **Hours of Operation** | **Total Hours Per Day** |
|---|---|---|
| Monday | Closed | 0 hours |
| Tuesday | 12:00 pm – 5:00 pm | 5 hours |
| Wednesday | 10:30 am – 7:00 pm | 8.5 hours |
| Thursday | 12:00 pm – 5:00 pm | 5 hours |
| Friday | 12:00 pm – 5:00 pm | 5 hours |
| Saturday | 10:30 am – 3:30 pm | 5 hours |
| Sunday | Closed | 0 hours |
| **Total Hours of Operation** | | **28.5 hours** |

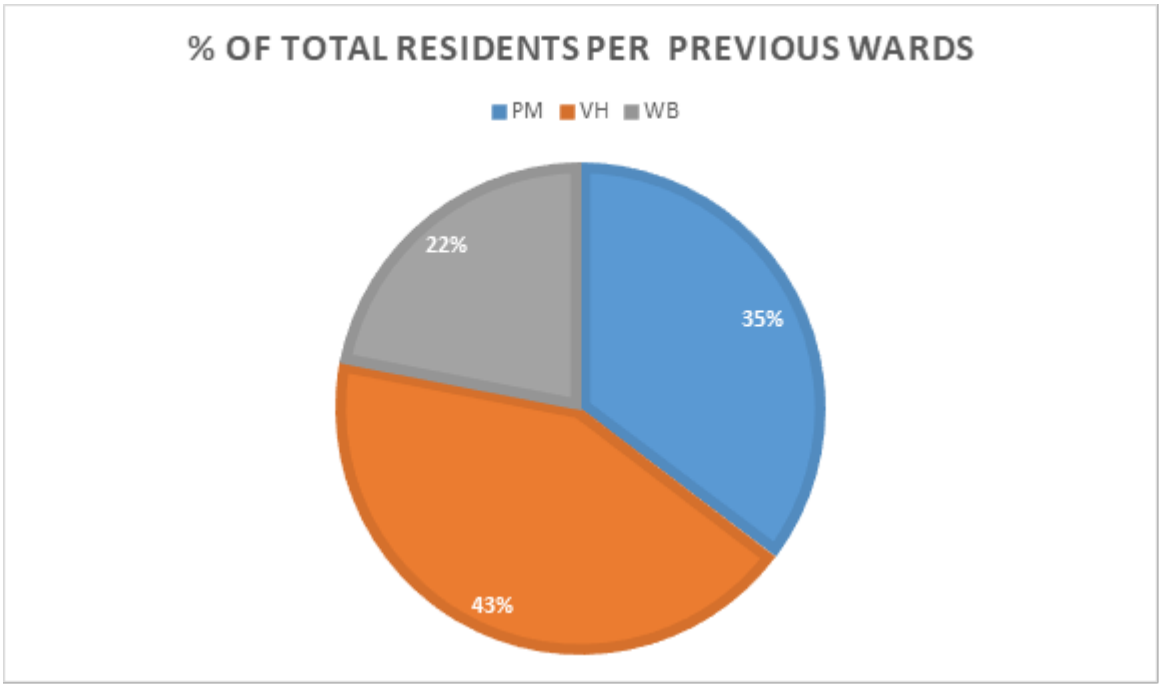
Waubaushene Branch

| | **Hours of Operation** | **Total Hours Per Day** |
|---|---|---|
| Monday | Closed | 0 hours |
| Tuesday | 12:00 pm – 5:00 pm | 5 hours |
| Wednesday | Closed | 0 hours |
| Thursday | 10:30 pm – 7:00 pm | 8.5 hours |
| Friday | 12:00 pm – 5:00 pm | 5 hours |
| Saturday | 10:30 am – 3:30 pm | 5 hours |
| Sunday | Closed | 0 hours |
| **Total Hours of Operation** | | **23.5 hours** |

**Population Based on Previous Ward Boundaries**

To have a better understanding of the population related to branch area Staff included the following population data from MPAC dated December 20, 2024. These numbers are broken down by ward/poll and age category based on Tay Township's former 3 ward system. The ward and poll map attached as Schedule 6 depicts the ward/poll locations for reference. The population numbers used for the remainder of this report are based on the 2021 census data which showed the Townships population at 11,091.

| Wards/Polls | 3-22 | 23-42 | 43-62 | 63-82 | 83-99 | Grand Total |
|---|---|---|---|---|---|---|
| **01** | **11** | **418** | **1838** | **1350** | **723** | **4340** |
| 101 | 2 | 95 | 309 | 301 | 142 | 849 |
| 102 | 1 | 73 | 235 | 152 | 79 | 540 |
| 103 | | 43 | 174 | 106 | 43 | 366 |
| 104 | 1 | 43 | 186 | 137 | 67 | 434 |
| 105 | 2 | 53 | 195 | 84 | 35 | 369 |
| 106 | 4 | 43 | 276 | 150 | 38 | 511 |
| 107 | 1 | 27 | 176 | 184 | 132 | 520 |
| 108 | | 24 | 150 | 120 | 100 | 394 |
| 109 | | 17 | 137 | 116 | 87 | 357 |
| **02** | **11** | **510** | **2313** | **1630** | **791** | **5255** |
| 201 | 1 | 90 | 343 | 294 | 98 | 826 |
| 202 | 1 | 49 | 325 | 153 | 95 | 623 |
| 203 | 3 | 65 | 307 | 166 | 49 | 590 |
| 204 | 1 | 81 | 323 | 235 | 121 | 761 |
| 205 | | 32 | 195 | 252 | 133 | 612 |
| 206 | 1 | 58 | 217 | 142 | 73 | 491 |
| 207 | 1 | 80 | 328 | 207 | 146 | 762 |
| 208 | 3 | 55 | 275 | 181 | 76 | 590 |
| **03** | **13** | **284** | **1190** | **832** | **379** | **2698** |
| 301 | | 69 | 222 | 233 | 89 | 613 |
| 302 | 2 | 36 | 157 | 85 | 33 | 313 |
| 303 | 1 | 35 | 153 | 116 | 94 | 399 |
| 304 | 6 | 59 | 258 | 163 | 101 | 587 |
| 305 | 3 | 31 | 171 | 90 | 19 | 314 |
| 306 | 1 | 54 | 229 | 145 | 43 | 472 |
| **Grand Total** | **35** | **1212** | **5341** | **3812** | **1893** | **12293** |




The previous Ward 1 included Port McNicoll and surrounding rural areas. Based on this information 4340 people reside in Ward 1 or 35% of the Townships population (shown in blue on the chart above).

The previous Ward 2 included Victoria Harbour and surrounding rural areas. Based on this information 5255 people reside in Ward 2 or 43% of the Townships population (shown in orange on the chart above).

The previous Ward 3 included Waubaushene and surrounding rural areas. Based on this information 2698 people reside in Ward 3 or 22% of the Townships population (shown in grey on the chart above).

**Visits:**

| | Survey Year | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2023 | 2022 | 2021* | 2020* | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 | 2011 | 2010 | 2009 |
| **Library visits** | | | | | | | | | | | | | | | |
| Active Cardholders | 2045 | 2,009 | 1,289 | 1,903 | 2,177 | 2,179 | 2,149 | 1,983 | 2,240 | 2,168 | 2,536 | 2,183 | 2,973 | 2,587 | 3,059 |
| Library visits (in person) | 24,116 | 17,191 | 7,342 | 12,659 | 27,507 | 24,317 | 27,652 | 34,462 | 31,003 | 31,943 | 33,777 | 36,179 | 37,358 | 36,289 | 35,867 |
| Library visits (curbside) | | 572 | 2,624 | | | | | | | | | | | | |
| Computer use | 1,836 | 1,461 | 587 | 1,333 | 3,770 | 2,636 | 3,164 | 2,942 | 4,321 | 4,944 | 4,944 | 4,623 | 4,450 | 4,689 | 4,420 |
| Wireless use | 23,145 | 19,368 | 1,891 | 781 | 8,648 | 6,027 | 4,935 | 5,457 | 4,461 | 3,317 | 2,305 | 951 | 759 | 1,101 | 2,034 |

Comparing 2009 to 2023 statistics regarding visits to the three libraries:

- Active cardholders decreased by 33%
- Library visits decreased by 33%
- Computer use decreased by 58%

For reference there were 2,006 active cardholders in 2024. Based on the Townships 2021 population numbers that means only 18% of the residents are a member of the Tay library.

Overall, in person visits to the library look to be getting back to pre-pandemic 2019 usage.

Computer use appears down post pandemic, likely due to many patrons purchasing devices, data plans and/or home internet service.

Many patrons continue to come to the library to access online services and content. Wireless use is growing for personal devices as more families get connected to cellular data plans, as the potential cost of overages to their plan often brings them to the library if there is something important to download or access on their device, receive, or send photos, etc.

**Circulation:**

| | | Survey Year | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2023 | 2022 | 2021* | 2020* | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 | 2011 | 2010 | 2009 |
| **Circulation** | | | | | | | | | | | | | | | |
| Physical items | 34,964 | 40,995 | 40,570 | 37,099 | 49,447 | 41,728 | 32,324 | 57,052 | 57,279 | 59,863 | 66,548 | 70,928 | 84,591 | 81,542 | 73,033 |
| e-Audio | | 1,212 | 1,289 | 1,288 | 1,354 | 1,110 | 777 | 918 | 877 | 824 | 597 | 404 | 474 | 397 | 208 |
| e-Book | 6807* | 4,126 | 4,859 | 4,371 | 3,512 | 4,058 | 3,166 | 3,342 | 2,950 | 3,138 | 2,521 | 1,899 | 699 | 515 | 351 |
| e-Periodicals | 2,900 | 2,068 | 1,151 | 67 | | | | | | | | | | | |

Comparing 2009 to 2023 statistics regarding circulation at the three libraries:

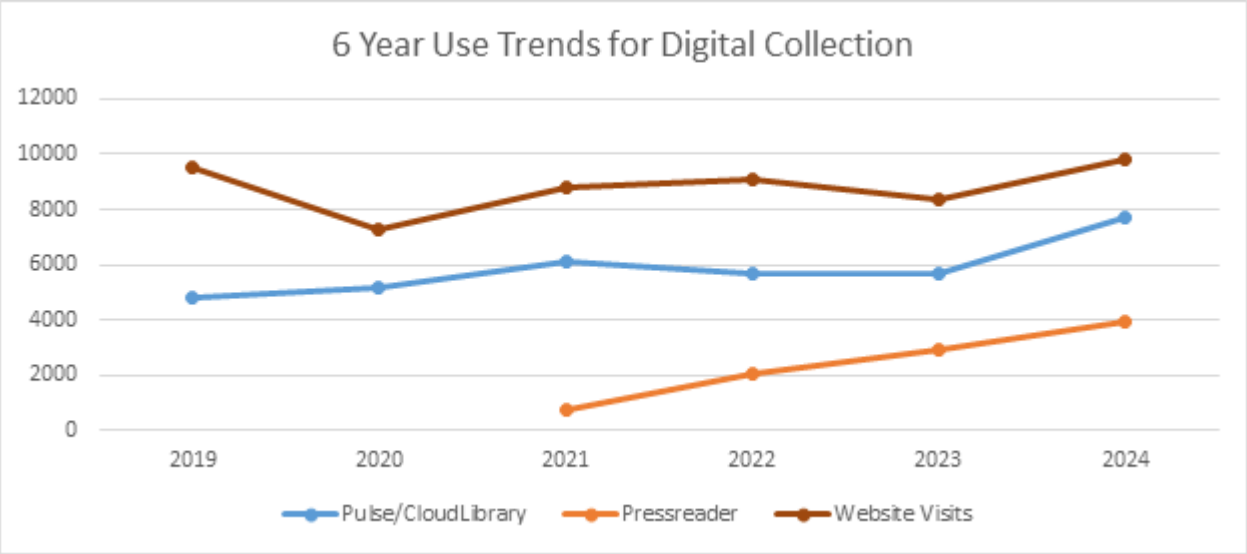
- Physical Items decreased by 52%
- e-Audio, e-Book, e-Periodicals increased by 94%
  - e-Periodicals were added in 2020

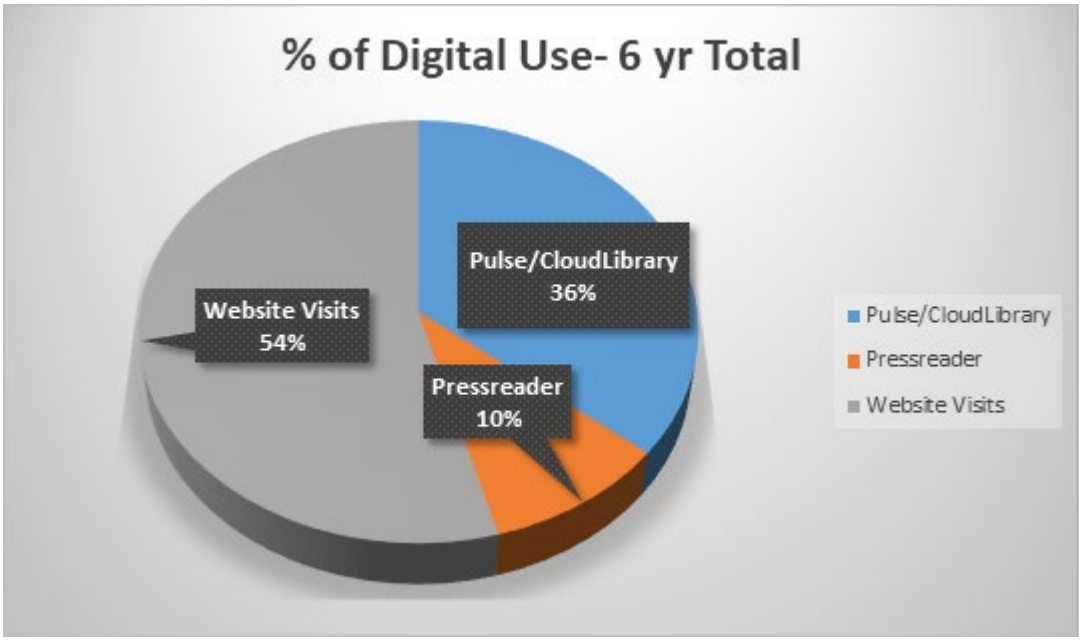
Physical material circulation has fallen over the years. The year prior to the pandemic staff worked hard to improve displays and collections overall, which did show an increase in circulation. Post Pandemic, staff have actively looked for ways to expand their marketing range, as well as researching, planning, and preparing for various outreach opportunities as they became available. Staff continue to keep the collections and displays current and attractive.

We expect the total circulation of downloadable content to increase as more patrons discover how easy cloudLibrary and PressReader are to navigate and use, as well as the wider selection of titles available.

With the continued decrease in physical materials being circulated along with the continued interest in e-audio, e-book, and e-periodicals the need for physical shelving within the library also decreases.

As this area is continuing to expand some data is limited to one or two years. The graphs below are specific to those three areas that have longer term data. Both the website visits and pulse/cloudLibrary have data going back to 2019. PressReader data is available as of 2021. Patrons are not required to physically attend the branch to access these materials, but an active library card is required. These statistics are in addition to the circulation numbers listed above.



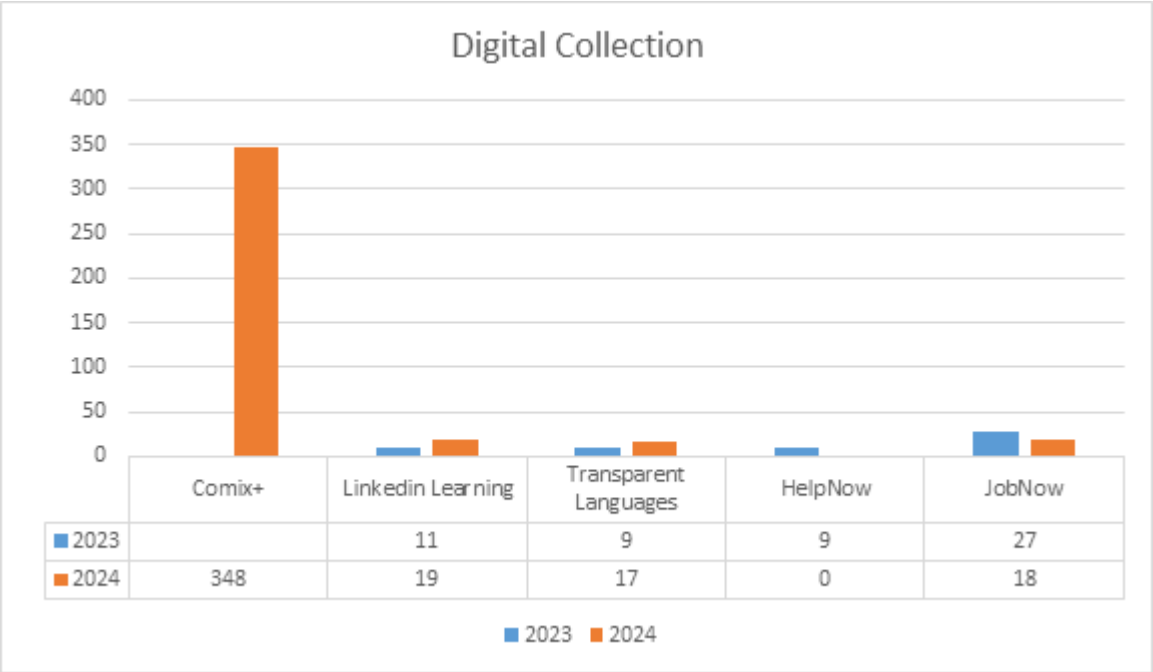




Pulse/cloudLibrary provides access to downloadable ebooks and eAudio books. Pulse was switched to cloudLibrary by the member Libraries in 2023 as it provided both a cost savings and a larger downloadable collection.

PressReader covers electronic newspapers and magazines which can be accessed through their app.

The Tay Library website has their collections catalogue search embedded, so patrons can log in, place holds, renew their materials, manage their account(s) etc. Members can also obtain information related to programs, services and the Library Board.

The following five digital collections started to be offered in 2023/2024. The related statistics are shown on the table below:




| | Comix+ | Linkedin Learning | Transparent Languages | HelpNow | JobNow |
|---|---|---|---|---|---|
| 2023 | | 11 | 9 | 9 | 27 |
| 2024 | 348 | 19 | 17 | 0 | 18 |

Comix+ provides patrons access to downloadable comix, graphic novels and picture books.

LinkedIn learning provides educational content, covering a wide variety of professional and general interest topics.

Transparent Languages is an online platform to learn another language. There are over 100 languages available including French, Spanish and many indigenous languages.

HelpNow is an educational support for those struggling in school.

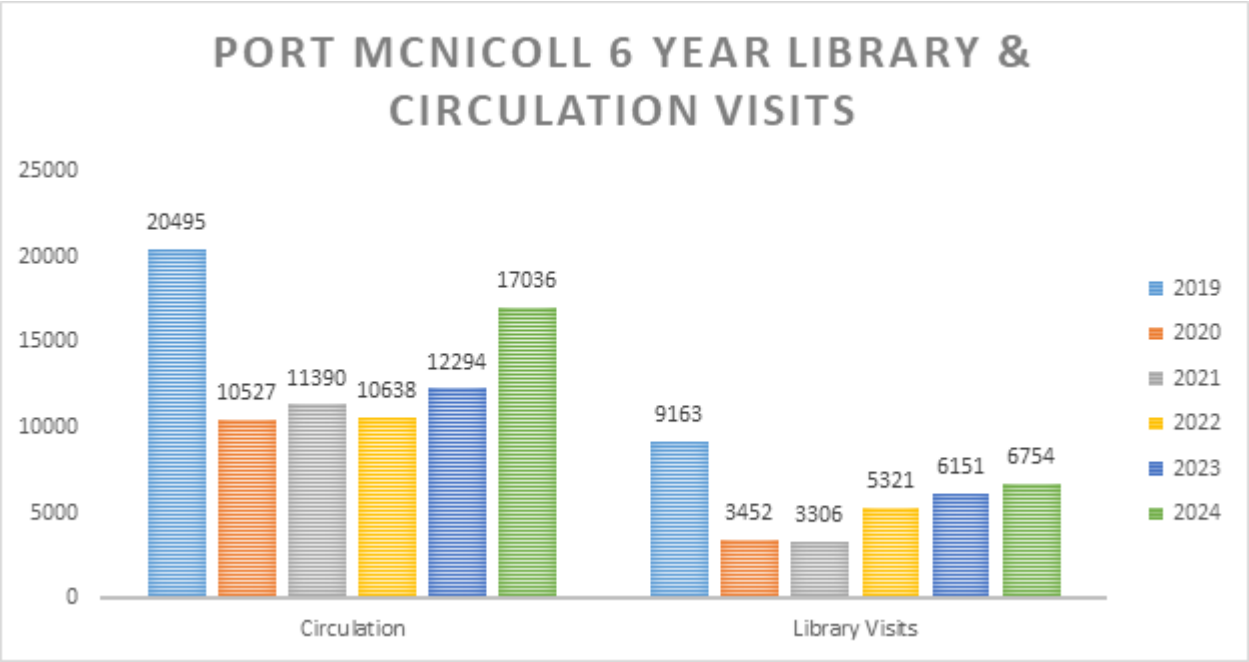
JobNow assists with job searches, cover letters, resumes and curriculum vitae.

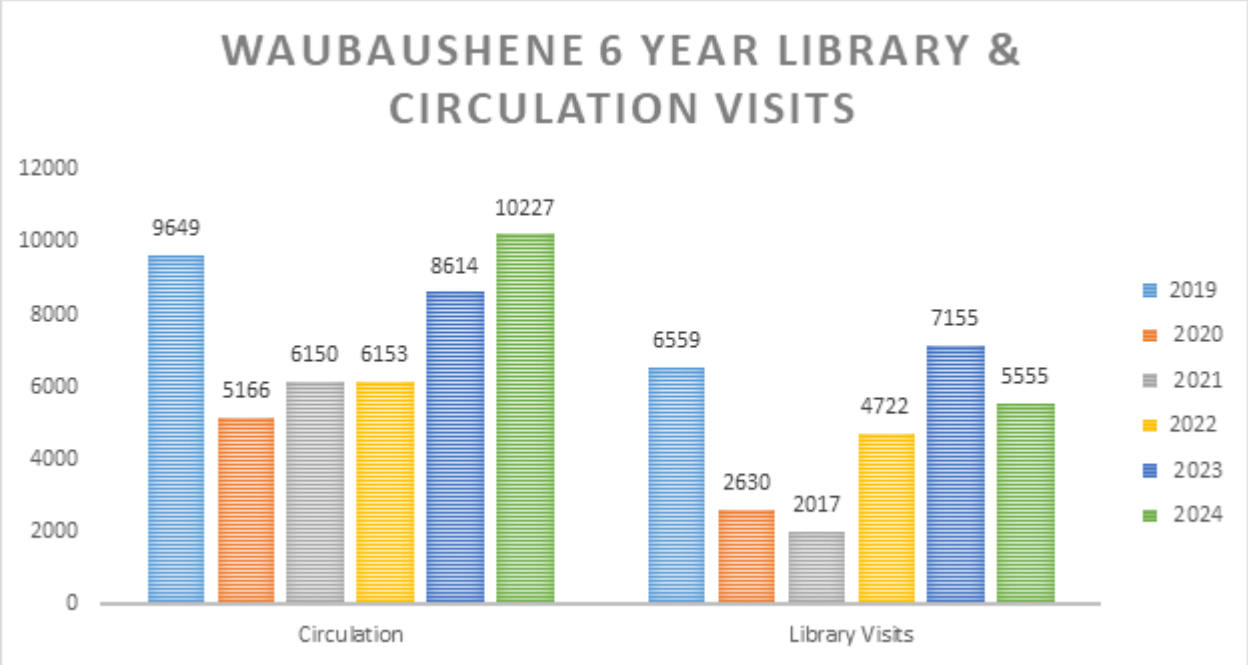
**Visits vs Circulation:**

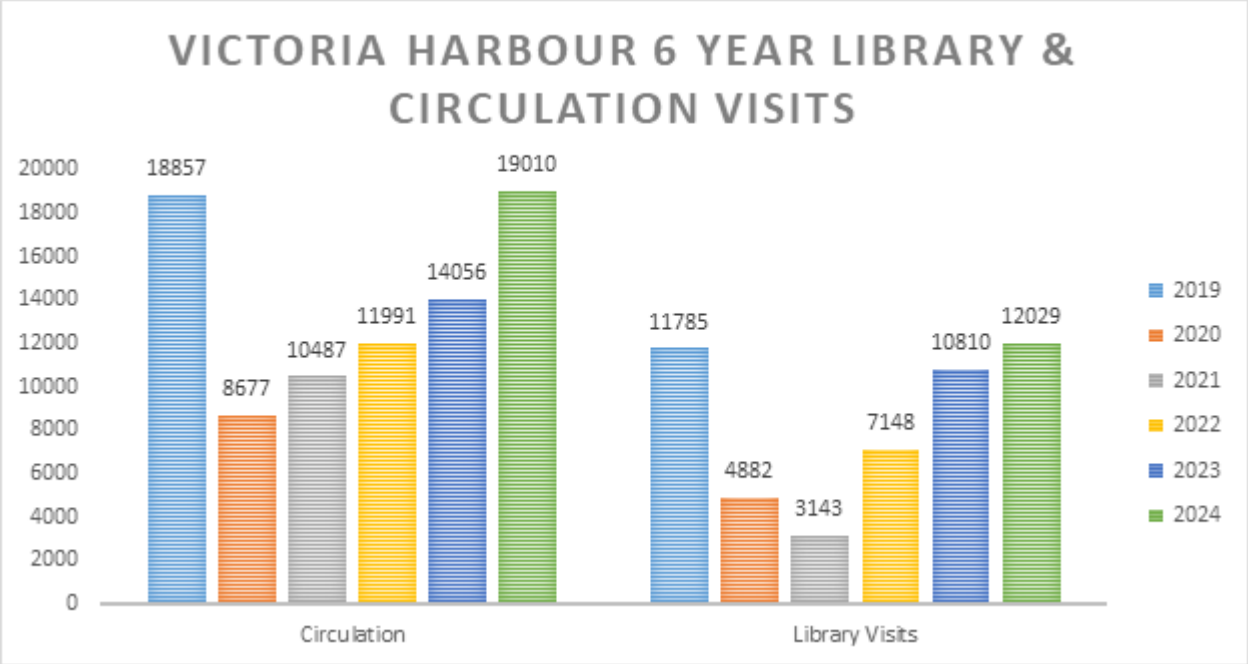
Library visits reflect anytime that a patron comes into a branch. They could have dropped off a book, attended a program, or just browsed the collection.

Circulation statistics represents the number of physical items borrowed from the library.

Unfortunately, the following circulation numbers are unable to be broken down further based on type of account i.e.: adult, child, or reciprocal account.






Both the 2020 (red) and 2021 (grey) numbers were impacted due to various COVID restrictions. Modified curbside visits were available during portions of both years.

Year over year the circulation numbers are continuing to increase since COVID in both the Victoria Harbour and Waubaushene branches. The 2024 circulation numbers have now surpassed the 2019 numbers. In the Port McNicoll branch the

numbers have not had the same steady increase. The 2024 circulation numbers are 3,459 lower than 2019.

From a library visit standpoint Victoria Harbour has seen a steady increase year over year with 2024 visits surpassing the 2019 number. Waubaushene has seen a steady increase until 2024 which has a decrease from the previous year and is 1,004 visits less than 2019. Port McNicoll has seen a steady increase year over year but is still 2,409 visits less than 2019.

**Programs:**

| | | Survey Year | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2023 | 2022 | 2021* | 2020* | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 | 2011 | 2010 | 2009 |
| **Programs** | 290 | 132 | 89 | 142 | 558 | 370 | 268 | 480 | 360 | 235 | 299 | 402 | 239 | 523 | 350 |
| Program attendance (in person) | 5,453 | 1,134 | 27 | 32 | 3,580 | 1,899 | 1,624 | 3,268 | 2,486 | 1,327 | 2,311 | 3,055 | 3,641 | 4,009 | 2,517 |
| Program attendance (virtual) | 4,734 | 5,680 | 6,235 | 7,739 | | | | | | | | | | | |

Comparing 2009 to 2023 statistics regarding circulation at the three libraries:

- Programs offered decreased by 17%
- Program Attendance (in person and virtual) increased by 75%

Some of our newer program offerings have proved very attractive to patrons. Due to the popularity of the weekly virtual storytime, we continued to provide one each week, with the addition of a take home storytime kit that goes along with the story. Taste the World - Season 3 (a take home kit program, with a maximum of 60 registrants, one kit per household) was full within six weeks of the program being advertised, with a further list of interested patrons added to the wait list.

Based on patron inquiries and feedback our Seed Library remains popular, with many seed donations received to boost our local seed stock for 2024. In 2023, there were 59 Library patrons who enjoyed our Seed Library, with a total of just over 400 seed packs distributed.

Program attendance varies from year to year, with various factors coming into play. Local interest in the program, ability to attend, timing and season of program, local demographics, etc. The library provided a wide range of programs this year, with the majority being in house/in person programs. Storytimes, STEAM, STEM, craft and activity programs, educational, financial, legal information programs, as well as continuing to collaborate with other local libraries to share and provide access to informational and educational programs throughout the area.

We are fortunate in that we have experienced, and knowledgeable volunteers willing to assist us and offer programs at the library.

**Library Usage Statistics**

The following data provides details regarding usage in the three library branches between 2019-2024. This information is broken down by time of day, average number of patrons and busiest month along with the total number of visits per year. The years of 2020 and 2021 were excluded due to COVID and the related reduction in hours. When reviewing the data it is important to consider the population of the Township based on 2021 census data is 11,091. Of that, only 2006 residents are active cardholders for the library being 18% of the total population. We are unable to determine how many of these active cardholders visited the library within a given year as many of the visits would be regular repeat patrons. This number reflects those library cards that were used/renewed within the last two years. In addition, the active card holder number may reflect a family versus an individual member.

Theo and Elaine Bernard Branch (Victoria Harbour)

2019:
- Time of day with highest usage= 1:30-2:30
- Avg number of patrons per day= 35
- Month with Highest usage= July
- Total # of yearly visits= 12,948

2022:
- Time of day with highest usage= 1:30-2:30
- Avg number of patrons per day= 22
- Month with Highest usage= August
- Total # of yearly visits= 7,299

2023:
- Time of day with highest usage= 1:30-2:30
- Avg number of patrons per day= 29
- Month with Highest usage= August
- Total # of yearly visits= 10,574

2024:
- Time of day with highest usage= 2:30-3:30
- Avg number of patrons per day= 37
- Month with Highest usage= July
- Total # of yearly visits= 11,139

2019-2024 Summary:

- Time of day with highest usage= 1:30-2:30
- Avg number of patrons per day= 29
- Month with Highest usage= August
- Total # of visits= 41,913 over 4 years or 10,478 per year or 873 per month

J & M Young Branch (Port McNicoll)

2019:
- Time of day with highest usage= 10:30-11:30
- Avg number of patrons per day= 24
- Month with Highest usage= October
- Total # of yearly visits= 8,922

2022:
- Time of day with highest usage= 12:30-1:30
- Avg number of patrons per day= 15
- Month with Highest usage= August
- Total # of yearly visits= 5,361

2023:
- Time of day with highest usage= 2:30-3:30
- Avg number of patrons per day= 16
- Month with Highest usage= August
- Total # of yearly visits= 5,948

2024:
- Time of day with highest usage= 1:30-2:30
- Avg number of patrons per day= 20
- Month with Highest usage= May
- Total # of yearly visits= 6,149

2019-2024 Summary:
- Time of day with highest usage= 1:30-2:30
- Avg number of patrons per day= 18
- Month with Highest usage= October
- Total # of visits= 26,086 over 4 years or 6,521 per year or 543 per month

Waubaushene Branch

2019:
- Time of day with highest usage= 10:30-11:30
- Avg number of patrons per day= 18
- Month with Highest usage= October

- Total # of yearly visits= 6,688

2022:
- Time of day with highest usage= 12:30-1:30
- Avg number of patrons per day= 13
- Month with Highest usage= August
- Total # of yearly visits= 4,728

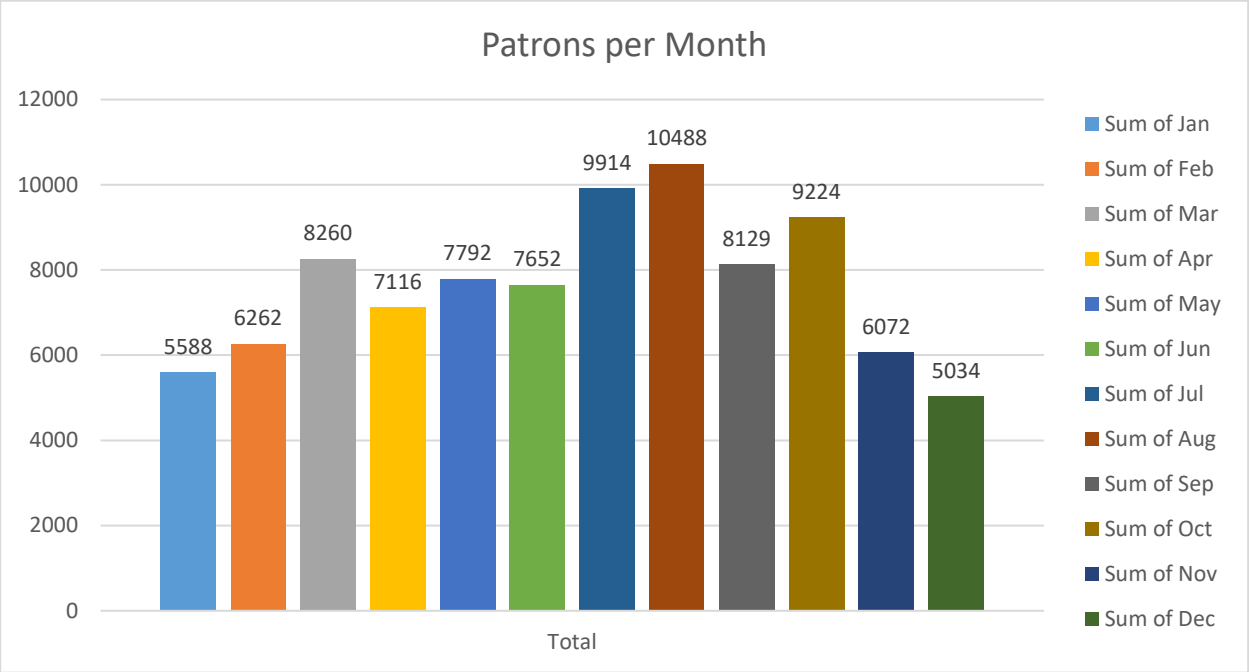
2023:
- Time of day with highest usage= 2:30-3:30
- Avg number of patrons per day= 19
- Month with Highest usage= August
- Total # of yearly visits= 7,003

2024:
- Time of day with highest usage= 1:30-2:30
- Avg number of patrons per day= 16
- Month with Highest usage= August
- Total # of yearly visits= 5,948

2019-2024 Summary:
- Time of day with highest usage= 1:30-2:30
- Avg number of patrons per day= 18
- Month with Highest usage= August
-Total # of visits= 26,086 over 4 years or 6,521 per year or 543 per month

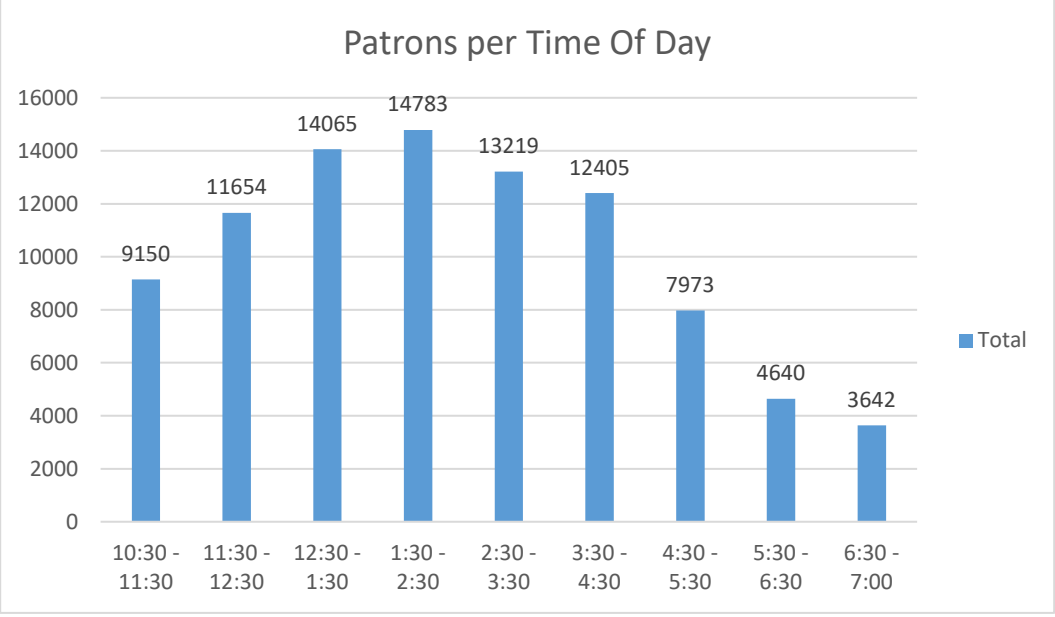
The graphs below provide the combined branch data. All graphs are based on 4 years of data (2020 & 2021 have been excluded). Further breakdown of library usage statistics have been included as Schedule 7.

**Summary of all Three Branches based on the number of Patrons per month from 2019-2024 (4 years):**



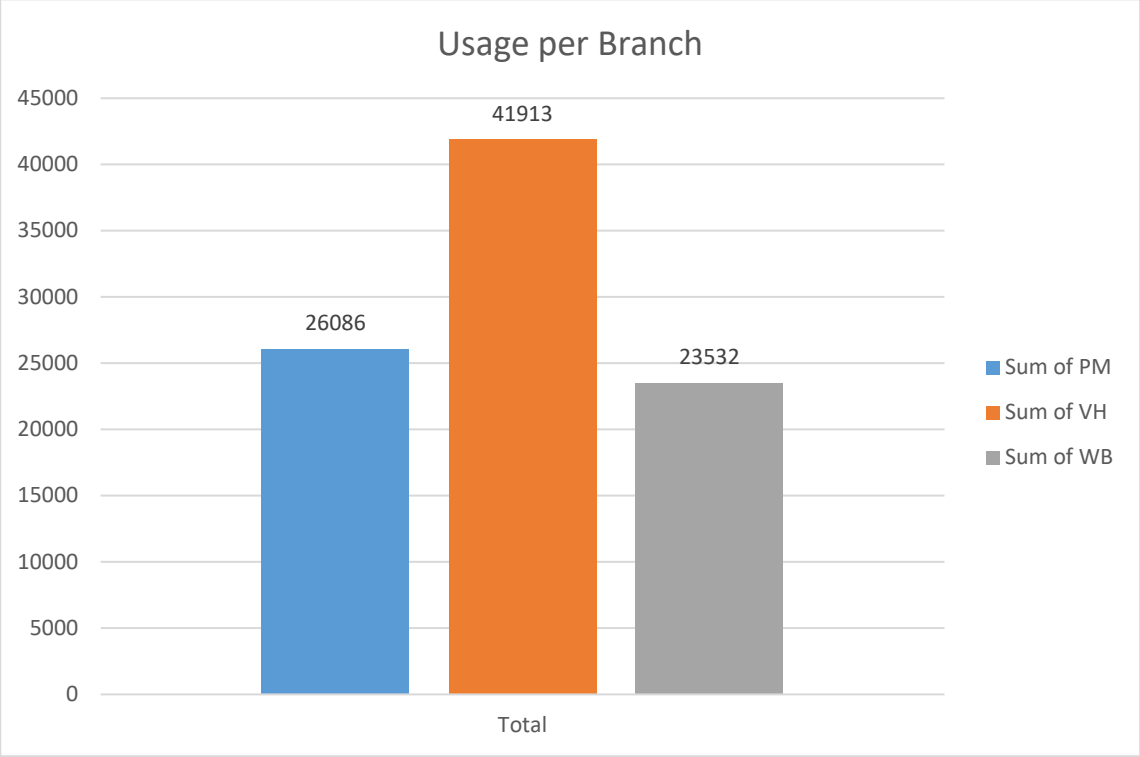

In summary, the month with the highest usage is August, and the month with the lowest usage is December, followed closely by January.

**Summary of all Three Branches based on the number of Patrons per time of day from 2019-2024 (4 years):**



The highest usage between all three branches is between the hours of 1:30 pm - 2:30 pm. The lowest usage is between 6:30 pm -7:00 pm.

**Summary of all Three Branches based on the usage per branch from 2019-2024 (4 years):**




The Theo and Elaine Bernard Branch (Victoria Harbour) had the highest usage with a total of 45.8%. This is 17.3% higher than the J & M Young Branch (Port McNicoll), and 20.1% higher than the Waubaushene Branch.

**Dissolution of the Simcoe County Library Co-operative:**

County Council received a Library System Service Delivery Review. The related document is attached as Schedule 8.

Staff reviewed the document and highlight the following for reference:

- Page 31 of the Schedule provides the public library guidelines broken down by library space, hours of operation, staff complement (FTE), and number of public access computers based on catchment area population.
- Page 69 and 70 includes a Service Profile specific to Tay Township based on 2019 data.

The County of Simcoe approved moving forward with a new Information Library Service (ILS) structure. The following are the benefits to member municipalities under the ILS structure:

- Upgraded, cloud-based e-services IT platform
- Upgraded library computers software to Microsoft365 (which will allow for greater IT support and security)
- Speed and direct control over technical challenges by Library CEOs through immediate resolution with IT HelpDesk and vendor
- State-of-the-art government grade cyber security threat protection
- Continued support with regional procurement efforts
- Elimination of over $50,000 in licencing fees paid by municipal library branches to the County
- Existing collections of materials owned by the County of Simcoe will be donated to library branches for public access at no cost to the individual municipal branches; this includes multilingual collections

Library Staff found that many of the benefits mentioned above have been realized. Although the physical collection was dispersed among the members, any new content such as Wonderbooks, Launchpads, Book packs are costly. Patrons were accustomed to a regularly refreshed collection of these materials through the exchange of County materials. In addition, IT support is sometimes delayed due to the volume of requests library wide.

With the change to Simcoe Digital Library Service, we are now able to offer a wider array of digital services including a much larger catalogue of downloadable content.

The Tay Library is now part of a reciprocal borrowing agreement. This agreement allows a member of the Tay Library in good standing to access materials at several local libraries. These libraries include the Township of Springwater, Severn, Ramara, Clearview and Essa along with the Town of Midland and Penetanguishene.

Based on the statistics currently available the following reflects Tay residents who have reciprocal accounts with neighbouring libraries.

| Municipality | Number of Tay Residents |
|---|---|
| Town of Midland | 404 |
| Township of Clearview | 29 |
| Township of Springwater | 8 |
| Township of Severn | 31 |

**Library Structure Comparison:**

| Municipality | Population* | Area | Number of Libraries |
|---|---|---|---|
| Township of Clearview | 14,814 | 557.3 $km^2$ | 3 |
| Township of Essa | 22,970 | 279.6 $km^2$ | 2 |
| Township of Oro Medonte | 23,017 | 587.08 $km^2$ | 0** |
| Township of Ramara | 10,377 | 418.8 $km^2$ | 1 |
| Township of Severn | 14,576 | 523.06 $km^2$ | 1 |
| Township of Springwater | 21,701 | 536.3 $km^2$ | 3 |
| Township of Tay | 11,091 | 139.1 $km^2$ | 3 |
| Township of Tiny | 12,966 | 343.2 $km^2$ | 0** |
| Town of Collingwood | 24,811 | 33.15 $km^2$ | 1 |
| Town of Midland | 17,817 | 35.34 $km^2$ | 1 |
| Town of Penetanguishene | 10,077 | 25.58 $km^2$ | 1 |
| Town of Wasaga Beach | 24,862 | 58.64 $km^2$ | 1 |

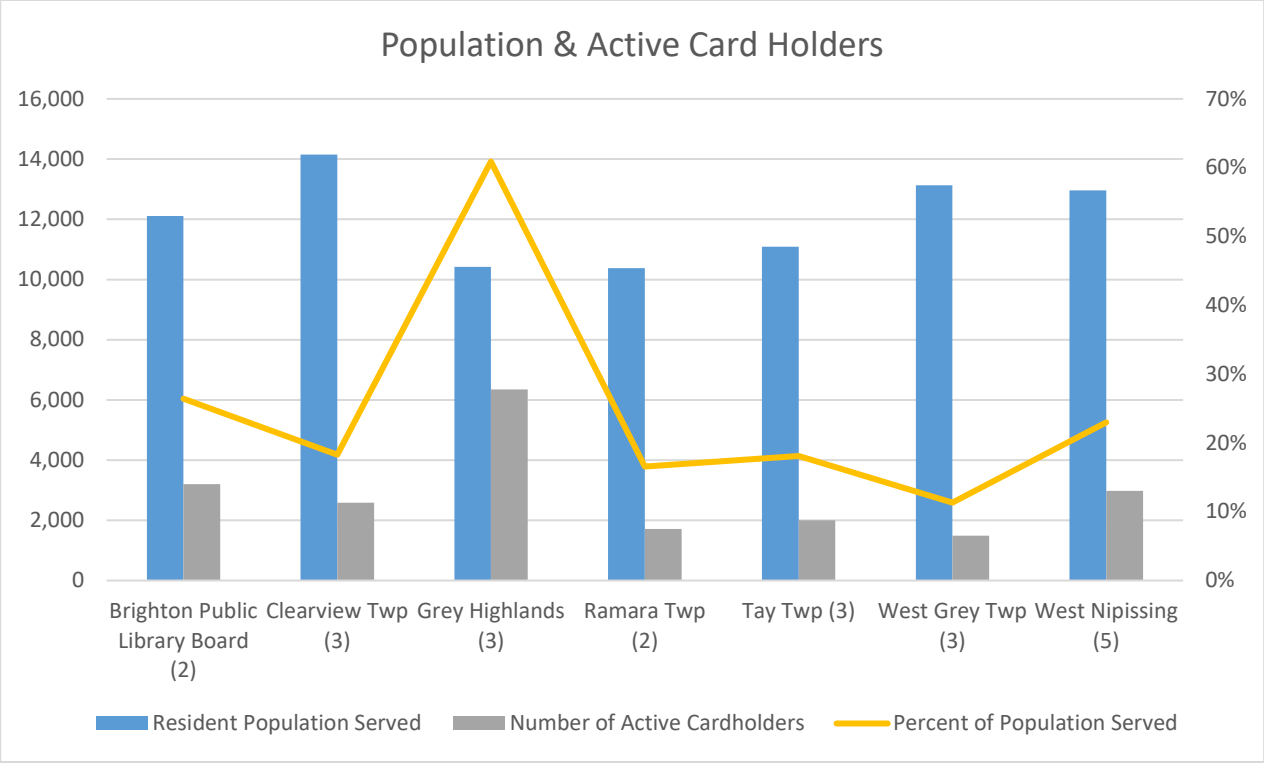
*based on 2021 census data

** library agreements in place with neighbouring municipalities

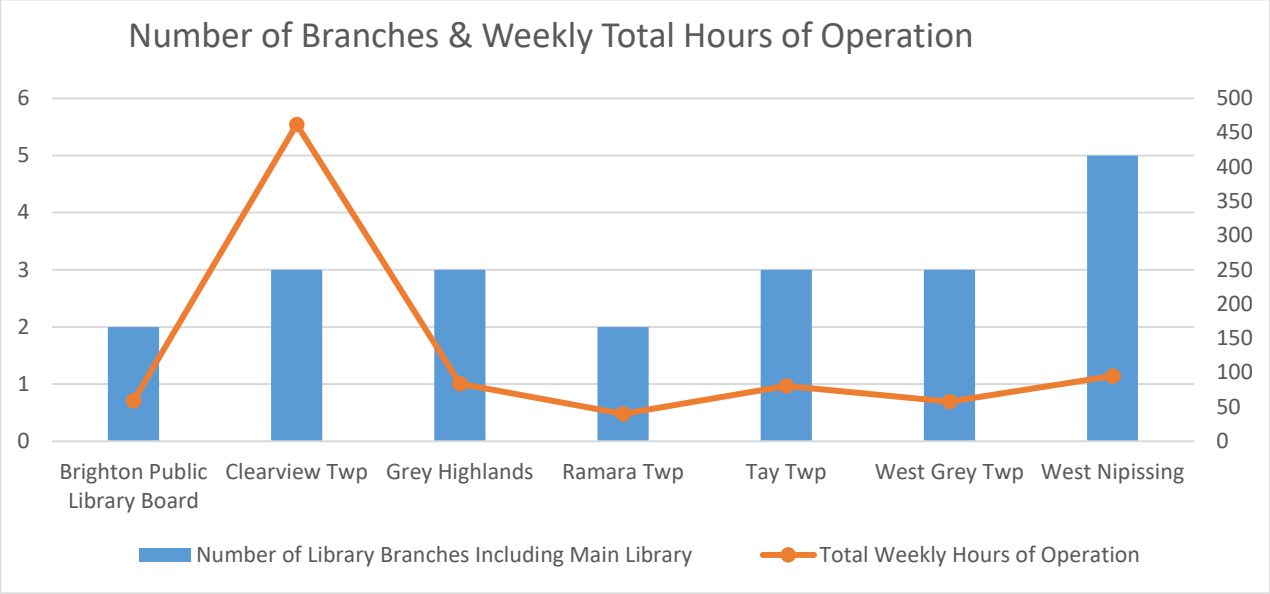
In summary, based on the above information the Township of Tay is geographically the smallest municipality to have three libraries (139.1 $km^2$). The average size of the comparators listed above with 3 libraries is 534 $km^2$. In addition, there are 2 larger municipalities, the Township of Severn (523.06 $km^2$), and the Township of Ramara (418.8 $km^2$) that have only 1 library. From a population standpoint Tay has the lowest population with three libraries.

As there were only two other municipalities within the County of Simcoe that have a three-library branch library system (Township of Clearview and Township of Springwater) additional comparators have been added. The information below was obtained from the 2023 provincial reporting provided by libraries and includes data for 4 additional libraries.

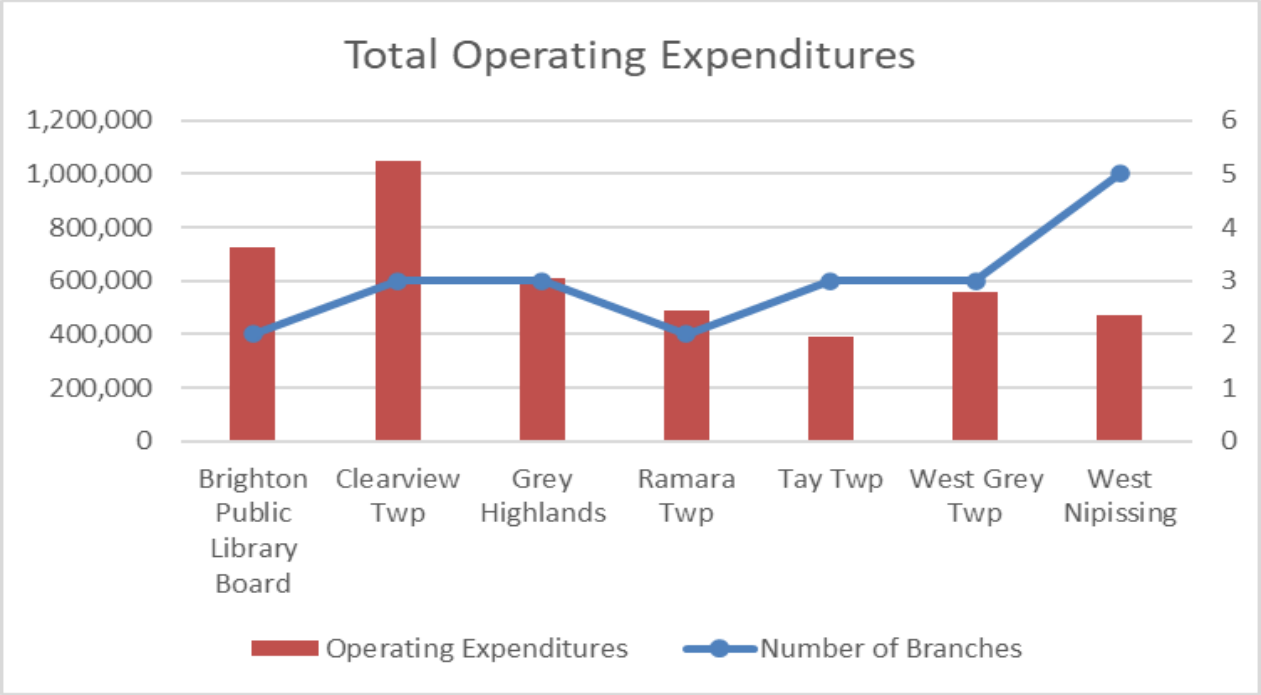
The population data has been adjusted to reflect the 2021 census numbers for Tay as the original reporting reflected a population of 8,567. In addition, the number of active cardholders for Tay libraries was updated to reflect 2006.




Based on the comparators above the Tay Library system has the third lowest percentage of population served at 18%. The only three branch library with a lower percentage is West Grey Township at 11%.

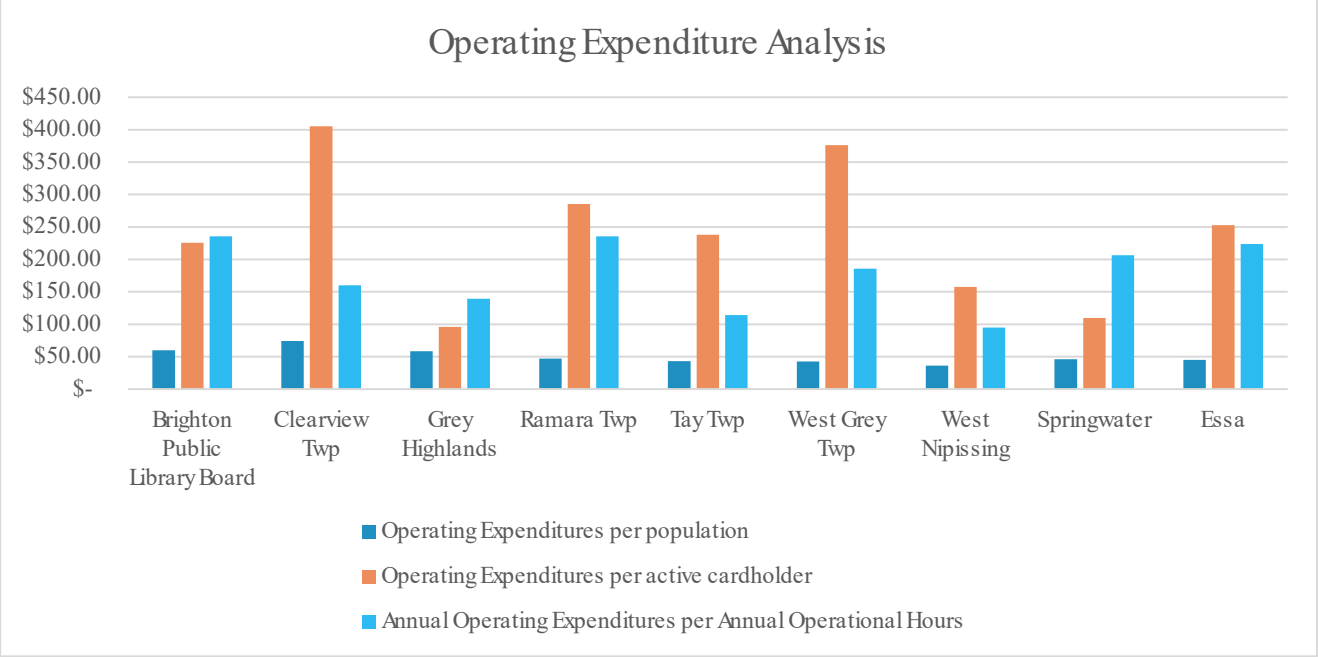



The Township ranks as the fourth highest for total hours of operation (80.5). Only one three-branch library system had less hours being West Grey Township with 58 hours.




Tay Township ranks as the lowest for total operating expenditures.

Staff further broke down the operating expenditures based on population, active cardholder and annual operational hours.



Based on the information above Tay Township ranks third lowest for operating expenditures compared to population. For operating expenditures compared to active cardholders, Tay Township ranks fifth highest. Tay Township Public Library is the second lowest for operating expenditures per annual operating hours. West Nipissing was the lowest, and they have a five-branch system providing 95 hours of operation weekly.

Below is a further breakdown based on cost per patron visit and per active cardholder. This breakdown includes the annual municipal contribution and the allocated costs such as rent, and salaries of non-library staff compared to the total number of library visits annually between the three branches.

| Year | Municipal Contribution (Total) | Library Visits (In Person or Curbside) | Cost Per Visit | Number of Active Cardholders | Cost Per Active Cardholder |
|---|---|---|---|---|---|
| 2019 | $444,678.00 | 27,507 | $15.57 | 2,177 | $204.27 |
| 2020 (COVID) | $465,444.00 | 12,659 | $36.78 | 1,903 | $244.58 |
| 2021 (COVID) | $473,024.00 | 9,966 | $47.43 | 1,289 | $366.97 |
| 2022 | $511,729.00 | 17,763 | $28.81 | 2,009 | $254.72 |
| 2023 | $477,768.00 | 24,116 | $19.81 | 2,042 | $233.97 |
| 2024 | $489,883.00 | 25,074 | $19.54 | 2,006 | $244.21 |
| 2025 (To September) | $513 849.00 | 20,615 | $24.93 | | |

**Library Budget:**

The Township provides funding annually to the library through the form of a Library Grant. The amount has fluctuated from $273,732 in 2009 to $419,055 in 2025. The Municipality also provides a Grant in Lieu of Allocated costs, which covers things like rent, administrative and maintenance salaries. In 2025 the Grant was $97,605. The library also receives a Provincial grant in the amount of $33,932. The Board limited the capital works associated with the facilities over the past few years as they wanted to conduct this review. As referenced earlier in the report the three library facilities are owned by the Township. The Library provides rent through allocated costs. The rent have remained consistent over the past 3 years and does not reflect market rates. The 2025 Library budget included an increase to reflect economic and inflationary pressures for a total of $21,033. For reference purposes $101,198 in municipal expenditures is equivalent to a 1% tax increase for the 2025 budget year.

**Library Reserves:**

Schedule 9 attached details the estimated balances (2023-2025) for the ten reserves specific to the Library. The table below reflects the estimated balance of each reserve as of January 1, 2025, along with the related purpose.

| Reserve Name | Estimated Balance as of Jan 1, 2025 | Purpose |
|---|---|---|
| Sheila Hamilton Fund | $2,373.52 | Services or materials for children |
| Louis Tremblay Fund | $984.44 | Benefit seniors through collection development, outreach and programming |
| J.G. Young Fund | $16,106.85 | Unexpected incidentals at the Port McNicoll branch not covered by current budget but not to replace operating funds, specialized programming, purchases that result in an increase in service level to patrons |
| General (from surplus, interest, DCA etc) | $339,231.97 | |
| Building | $91,881.87 | |
| Equipment | $75,471.58 | |
| Victoria Harbour | $20,253.99 | Branch purposes i.e.: books and programs |
| Waubaushene | $10,239.09 | Branch purposes i.e.: books and programs |
| Port McNicoll | $8,377.62 | Branch purposes i.e.: books and programs |
| Fundraising Start-Up Funds | $1,609.29 | |

**Library Master Plan (LMP)**

A LMP was submitted to the Board in December 2016. The LMP is attached as Schedule 10 for reference. Although the LMP is 9 years old, it provides both medium and longer term recommendations going out to 2028 and beyond. The Board implemented many of the 20 recommendations over the last several years. In some cases, the recommendations did not improve library usage, so they were discontinued. Others were discontinued based on service capabilities.

Based on the statistics provided within this report, over the past 15 years the library has seen a significant shift in usage. The number of cardholders, library visits, computer usage, and physical circulation have all decreased. In addition, the circulation of e materials, wireless use, and program attendance has increased significantly although the number of programs has decreased overall.

**Parks and Recreation Master Plan**

The new Parks and Recreation Masterplan is being prepared by Thinc Design. Throughout the process there were opportunities for Township residents, community groups and stakeholders to provide input regarding the plan. Staff anticipate the related presentation will be provided to Council in December 2025. Although the Master Plan will not contain specific reference to the library it will speak to recreational programming and where is the best location to provide it.

**Library Review Survey**

The Library Review Survey was advertised and open for response during May 14, 2025 – July 4, 2025.

The Library Review Survey garnered 759 total responses, which includes 661 completed responses and 98 partial responses. 688 respondents identified as being either full-time or seasonal residents. The total population of Tay Township is 11,091, which means that just over 6% of Tay residents responded to the survey. To put this number into perspective there were 948 total responses to the ATV survey.

There were 600 active card holders who completed the survey. Based on the total number of active card holders 30% responded to the survey.

The survey indicated 138 people or 21.23% use the Port McNicoll branch most frequently. 344 or 52.92% use the Victoria Harbour branch and 141 or 21.69% use the Waubaushene branch. 27 or 4.15% do not visit any library within Tay.

The results of the survey are included as Schedule 11 to this report. It should be noted that the views and opinions expressed within the survey results are not necessarily those held by the Township. Any comments received that were non-responsive to the topic in question and were also derogatory in nature have been redacted.

**Potential Options:**

**Library Programming Options**

The following is a list of programming that could be provided. Some of these programs were offered previously. Should the three branch structure continue along with existing staffing and hours of operation more staff would be required to provide the additional programming or the programs would need to be volunteer led. Under a one library structure the additional programming would be easier to provide.

| Program Type | Frequency | Staff/ Volunteers Required | Branch Locations | Literacy/ Non-Literacy Based |
|---|---|---|---|---|
| Babies and Tots Storytime | Weekly – Tuesday and Wednesday | 2 Staff in the branch | | Literacy |
| Kid friendly STEM/STEAM Programming | Weekly | 2 Staff in the branch | Victoria Harbour & Port McNicoll Waubaushene – space dependent | Literacy |
| Afterschool – study space, help finding library resources for research/projects, computer use/help | Weekly – Tuesday, Wednesday and Thursday | 2 Staff in the branch | | Literacy |
| Library Online Services Workshops | Weekly | 2 Staff in the branch | Potential for all three branches | Literacy/Non-Literacy Based |
| Game Night | Weekly - Tuesday | 2 Staff in the branch, 1 volunteer | | Literacy/Non-Literacy Based |
| PJ Storytime | Weekly - Wednesday | 2 Staff in the branch | | Literacy |
| First Chapter | Weekly - Friday | 2 Staff in the branch | | Literacy |

| Program Type | Frequency | Staff/ Volunteers Required | Branch Locations | Literacy/ Non-Literacy Based |
|---|---|---|---|---|
| Tech Help – basic assistance with their own devices and patron training in use of library online services – ebsco/databases, PressReader, linked in learning, transparent languages, library mobile app, searching the catalogue, JobNow, HelpNow | Weekly - Monday, Wednesday and Friday | 2 or more Staff in the branch | | Literacy/Non-Literacy Based |
| Mahjong | Weekly – Tuesday | Volunteer Led | | Literacy/Non-Literacy Based |
| Chess | Weekly - Wednesday | Volunteer Led | | Literacy/Non-Literacy Based |
| Summer Reading Club (activities and storytime) | Weekly – Tuesday, Thursday and Saturday (July & August) | 3 Staff in the branch | | Literacy |
| Family Activity/Craft | Monthly | 3 Staff in the branch | | Literacy |
| Teen Bookclub | Monthly | 2 Staff in the branch | | Literacy |
| Adult Bookclub | Monthly | 2 Staff in the branch | | Literacy |
| Author Talks, Service Group Presentations | When Available | Volunteer Led | | Literacy/Non-Literacy Based |

**Additional Staffing Costs**

Staff were directed to provide costing for two additional library staff working 22 hours as it was mentioned that additional staff may be required if the three library structure is retained. Based on the current hourly rate for the Circulation/Technical Services Clerk working 22 hours a week the estimated budget impact based on compensation only would be $95,979.52 for the two additional staff. This cost would in turn increase the annual operating budget for the libraries moving forward.

The two additional staff could provide further instances of current Library programming, as well as devising and providing additional new programs. They also would assist with daily library duties, such as overdue reminders, interbranch rotations, collections maintenance, interlibrary loan service and other ongoing tasks. The additional staff would allow for 2 staff in branch during most of the operating hours, across the three branches, which also would simplify the juggling of staff due to unexpected absences or illness.

**Library Branch Buildings**

Staff reviewed the various records related to both the Victoria Harbour branch property and building and the Port McNicoll Branch property and building. Staff were unable to locate any record of caveats that would restrict the potential sale of either of the properties. If the Committee wishes, Staff could obtain a title search on both properties to confirm same.

Township owned property at 145 Albert Street includes the Theo and Elaine Bernard Branch (Victoria Harbour), two separate rental spaces and the Harbour Shores Community Room which is available for rent and used by the Library as needed. Canada Post and KLB Bookkeeping and Tax Services are the two tenants of the rental space.

The current Lease with Canada Post is for a five-year term ending May 31, 2028. This agreement is essentially the same one that was in place prior to the transfer of the building to the Township. Changes have been made over the years related to the rental amount. The current annual rent is $36,866.52 including HST. The rent appears to increase by 4% annually. The leased space is 1461 sq feet. The Township is responsible for the costs associated with water, wastewater, hydro, gas, cleaning and snow removal. There doesn’t appear to be a formal out clause in the agreement.

The current Lease with KLB Bookkeeping and Tax Services ended in 2023. Staff are working to bring forward an updated lease agreement for Council consideration at a future meeting. The current rent is $7,304.16 annually including HST. The leased space is 1050 sq feet. In addition, the lessee is responsible for gas and hydro expenses. The Township is responsible for costs associated with water, wastewater and snow removal. The agreement allows for termination by either party with 60 days written notice except between February-June due to tax season.

**Operating Costs – Three Branch Versus Single Branch Structure**

Staff reviewed the operating expenses from 2016-2023 along with year-to-date numbers for 2024. With the following assumptions in mind:

- Status quo related to staffing levels
- Status quo related to branch specific programming
- For the estimated costing related to a single branch system, Staff used the Port McNicoll Branch as it is the largest branch and was recommended by the Library Board to be retained or replaced with a new build

Schedule 12 includes the estimated operating budget from 2016-2024 based on a single branch model.

For reference, the current operating hours are as follows:

J & M Young Branch (Port McNicoll) → 28.5 hours per week
Theo and Elaine Bernard Branch (Victoria Harbour) → 28.5 hours per week
Waubaushene Branch → 23.5 hours per week

Total hours per week for the three branches is 80.5 hours.

For discussion purposes, Staff proposed the following hours of operation based on a single branch library model:

| | |
|---|---|
| Monday | 10 am – 5 pm |
| Tuesday | 10 am – 7 pm |
| Wednesday | 10 am – 7 pm |
| Thursday | 10 am – 7 pm |
| Friday | 10 am – 5 pm |
| Saturday | 10 am – 5 pm |
| Sunday | Closed |
| Total | 48 hours per week |

This schedule would see an increase in weekly hours of operation compared to the current 28.5 and 23.5 hours per branch/per week.

Based on the sample hours of operation noted above, the current staffing levels should be able to cover off the increased hours.

In summary, it is estimated that a single branch would provide approximately $20,000 in operating savings annually. As noted above, this figure is based on the current operating hours (80.5 per week spread between three libraries) and staffing level. In addition, a single branch would provide enhanced hours and enhanced programming utilizing the existing staffing model.

Estimated capital savings were not included. The three branches have significant capital expenditures required over the next 20 years totaling approximately $1,372,250. This number includes anticipated building repairs required over the

next 20 years. It truly is a best guess, and not all items are included, such as an elevator installation at the J & M Young Branch, which would allow both levels of the library to be accessible. The estimated cost for an elevator would be $500,000.

**Union Public Library**

Ontario has 265 public library boards and 45 First Nations public libraries. Municipal councils appoint public library boards and provide most of the funding for libraries.

The Public Libraries Act provides that Councils of two or more municipalities can establish a Union Public Library by entering into an agreement. The agreement will specify aspects such as the proportion of the cost of establishing, operating and maintaining the union public library. This includes the cost of operating and maintaining existing libraries.

Establishing a union board dissolves any existing public library boards in the affected municipalities. The assets and liabilities of those boards are vested in and assumed by the union board unless the agreement provides otherwise. The board is comprised of no fewer than 5 members appointed by the councils of the affected municipalities and in the proportions and manner specified in the agreement. The councils cannot appoint more of their own members to the board than members of the public.

While there are no examples of Union Boards within Simcoe County, the Perth & District Union Public Library Board is made up of nine members, three from each of the three supporting municipalities. The Town of Perth and the Townships of Drummond/North Elmsley and Tay Valley each appoint one municipal Councillor and two public members to the library board for the four-year council term. This Union Board is comprised of one library branch (Perth), and one pick up location at a Community Hall (Maberly). This Union Public Library has been in place for over 150 years. The combined population of the area comprised by the Union Board is approximately 20,500.

Additionally, the Lincoln Pelham Public Library Board operates as a Union Public Library Board. It is currently composed of eleven members. Six members are appointed from the Town of Lincoln and five members are appointed from the Town of Pelham. Library Board members serve a four-year term that corresponds with that of Council. The Union Board is comprised of four branches (Beamsville, Vineland, Fonthill and Fenwick) and one lending machine. The branch locations were in place prior to the merger. The combined population of the area comprised by the Union Board is approximately 44,000.

The Lincoln Public Library Board and the Pelham Public Library Board merged as of April 1, 2022. Ahead of this merge, a list of advantages and disadvantages was published.

Advantages:

- Union public libraries benefit from a larger tax base and economies of scale.
- Internal services such as acquisitions, processing, and database maintenance can be centralized, reducing duplication. This means that more staff will have the opportunity to be involved in programming and outreach and service delivery in general.
- Only one Chief Executive Officer is needed. While forming a union public library does not necessarily lower costs, both communities would benefit by receiving more programs and services for their tax dollars. Bigger municipalities can offer their residents more library programs, services and materials. Combining two smaller public libraries would provide the opportunity to offer more of the services that bigger municipalities are able to provide.

Disadvantages:

- There would be an adjustment period while library staff and administration work to combine and develop services and policies, which may in turn temporarily affect services to the public. The adjustment period will be a good opportunity to update all policies and bring them up to current library standards. Although library staff may find their roles within the organization shifting, there will be more opportunities to specialize within a specific department and increase professional skills and knowledge.
- Representation for each community would be reduced and may result in some loss of autonomy. While forming a union public library may mean less local representation (i.e. instead of a municipality having 100% representation on the board, it might be 50%), this is still a public library and library administration will consider both communities when planning future changes, improvements, and updates.

There are many things to consider when looking at the Union Public Library structure. At this time, the comments below are hypothetical as there have been no discussions with neighbouring municipalities to determine interest.

The following are points to consider:

- The current Reciprocal agreements allow active patrons of the Tay library the same privileges at all participating libraries across Simcoe County.
- Consideration of costs would be required should the Township continue to maintain a three-library branch structure.
- Potential municipal partners only have 1 branch except for Tiny Township.
- Need to be cost effective for all partners.
- Potential savings from a staffing standpoint as there could be multiple Library CEO's between the municipalities.
- The Library CEO is also the Clerk in Tay Township so there would be no reduction in staff although additional capacity would be realized.
- Unsure at this point if there would be any savings related to other positions.
- Hours of operation, level of service and number of branches would need to be determined.
- Depending on the structure and the number of municipalities that join the Townships representation on the Board would be reduced.
- A union structure may make it harder to continue to provide patron and community needs that are unique to each library.
- Acquisitions and processing could be centralized, reducing duplication.
- The County currently provides the following for member libraries:
  - Catalogue database which provides all circulating physical items.
  - Manage the database subscriptions (PressReader etc.).
  - Provide IT services.

**Bookmobile**

The Committee asked staff to gather information regarding options and costs associated with a "bookmobile." A bookmobile could provide access to library materials for those residents who are unable to physically attend the library branch.

The Town of Midland no longer has a bookmobile. They currently have an outreach vehicle that stops at seniors residences, nursing homes etc. Staff was unable to obtain a costing breakdown at the time of preparing this report.

The Town of Wasaga Beach has a bookmobile. Initially the bookmobile provided a selection of books to borrow from the collection but last year the purpose changed to provide free Wi-Fi, cozy lounge area, opportunity to return books borrowed from the library and they provide free books. The bookmobile attends schools, childcare centres and community events, food banks, senior and community housing. The Town repurposed a decommissioned fire rescue truck for their bookmobile.

The following provides a breakdown of the estimated initial costs to retrofit the fire rescue truck:

- Interior paint work, exterior graphics, awning, signage and furniture $20,000
- Mechanical work including installation of a backup camera $2,200

Annual Estimated Operating costs:

- Fuel $3,900
- Staffing approx. 15 hours week summer – fall
- Wi-Fi hotspot $250
- Vehicle maintenance and license $3,550
- Operational costs $11,150

Lincoln Pelham Public Library is in the process of launching a bookmobile later this year. Initially they started with an older, repurposed municipal van. The program use expanded, and they are in the process of purchasing a new vehicle. The anticipated total cost will be close to $200,000. They have a population of 45,000 with four branches.

The County of Oxford repurposed a retired ambulance. The capital costs to retrofit the ambulance were approximately $30,000. The annual operational costs were just under $200,000. This included two full time contract staff for a total cost of $152,000. The County has a population of 75,000.

**New Build**

Library facilities should be developed to meet local community needs, library service strategies, projected populations, and compliance with the Accessibility for Ontarians with Disabilities Act, building standards, other regulations, and municipal policies.

Based on the Guidelines for Rural/Urban Public Library System prepared by the Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO) the minimum guidelines based on assignable library space for staff work areas, programs/services, collections, seating, and all required service areas is based on the population of the catchment area. For areas with a population between 10,000-35,000 a minimum of 10,000 sq ft or 1 sq ft per capita whichever is greater is recommended as a minimum. Based on the 2021 population of 11,091 the recommended size is 11,000 sq feet. For reference the combined size of the three existing libraries is 8,374 sq feet. The estimated cost of a new 11,000 sq ft facility based on $500 per sq ft would be $5,500,000.

If the Township obtained a 30 year loan for $5,000,000 through Infrastructure Ontario at 4.395% the annual increase related to the loan would be $303,177. This number could fluctuate as the interest rate is subject to periodic changes.

Should Council wish to consider this option Staff would gather additional information to determine an accurate number for both proposed building size and cost per square foot. This information is a rough estimate to assist with considering the various options available.

**Current Capital Funding Opportunities**

Committee asked staff to review current funding opportunities to determine if there were any related to a new library build. At the time of the review staff were unable to locate any applicable funding opportunities.

Depending on the funding program, timelines can be tight and preliminary work such as conceptual design etc. would be needed. If Council chooses the construction of a new build, staff recommend that funds be set aside in the 2026 budget to prepare some of the background work to assist with the merits of the application when it is being considered for funding.

**Renovation/Repair Estimates**

The BCA completed for the three libraries provided estimated costs for both short-term and long-term priorities over the next 20 years. Although the buildings are owned by the Township the requests for renovations/repairs would flow through the library budget request.

The following numbers provide the potential impact on the annual grant based on each library along with the overall total.

<u>Waubaushene Branch:</u>

The total estimated cost is $295,900 over 20 years. The related impact to the library grant would be an increase of $14,795 per year over the 20 years. This number is further broken down by the short-term, medium-term and long-term priorities

Short-term impact (current – 2028) $110,000. The library grant would increase by $36,666.67 per year over the next 3 years.

Medium term impact (2029-2035) $102,300. The library grant would increase by $14,614.28 per year over that 7 year period.

Long-term impact (2036-2043) $83,600. The library grant would increase by $10,450 per year over that 8 year period.

Victoria Harbour Branch:

The total estimated cost is $558.800 over 20 years. The related impact to the library grant would be an increase of $27,940 per year over the 20 years.

Short-term impact (current – 2028) $261,800. The library grant would increase by $87,266.67 per year over the next 3 years.

Medium term impact (2029-2035) $101,200. The library grant would increase by $14,457.14 per year over that 7 year period.

Long-term impact (2036-2043) $195,800. The library grant would increase by $24,475 per year over that 8 year period.

Port McNicoll Branch:

The total estimated cost is $517,550 over 20 years. The related impact to the library grant would be an increase of $25,877.50 per year over the 20 years.

Short-term impact (current – 2028) $123,200. The library grant would increase by $41,066.67 per year over the next 3 years.

Medium term impact (2029-2035) $276,430. The library grant would increase by $39,490 per year over that 7 year period.

Long-term impact (2036-2043) $117,920. The library grant would increase by $14,740 per year over that 8 year period.

Total impact from the 3 Branches:

The total estimated impact related to the BCA would be an increase of $68,612.50 over the next 20 years. Using the 2025 grant as the base the new grant total would be $487,667.50.

The total related to short-term priorities (current-2028) between the three branches would be $495,000. The impact to the annual library grant would be an increase of $165,000 per year over the next 3 years.

The total related to medium-term priorities (2029-2035) between the three branches would be $436,300. The impact to the annual library grant would be an increase of $62,328.57 per year over the 7 year period.

The total related to long-term priorities (2036-2043) between the three branches would be $361,200. The impact to the annual library grant would be an increase of $45,150 per year over that 8 year period.

Based on the reserve balances as of January 1, 2025 there is $431,114 available between the general and building reserves. These funds could be used to help offset some of the impact associated with the items identified in the BCA.

Please note that the numbers reflected above include the 10% contingency as referenced earlier in the report. The related numbers are best estimates and likely to change throughout the next 20 years. In addition, the annual grant request is based on all library expenses not just the buildings and these numbers will likely also increase year over year.

**Simcoe County LINX (Transit)**

In 2018 Simcoe County LINX a conventional public transit system was formed. The service was expanded in 2021 to include Route 6 which runs an hourly service between the Town of Midland and the City of Orillia. The route stops at Richard Street, Albert Street and the Oakwood Community Centre in Victoria Harbour and Sturgeon Bay Road and Pine Street in Waubaushene. This service allows residents near the bus stop access to Midland, Coldwater, Warminster, and the City of Orillia. If they are a member of the Tay Township library in good standing, they can also access libraries in Midland, Coldwater, Warminster and the City of Orillia under the current Reciprocal agreement.

**Future Needs:**

It is hard to predict the future needs of residents when it comes to their library. The evolution of the library over the past fifteen years has been significant. The addition of e-books, e-periodicals, availability and affordability of devices and data plans along the reciprocal borrowing agreement have allowed residents access to a broader range of materials. These changes have impacted both the number of library visits and circulation. It is important to note that Tay is not alone. The declining numbers are being seen across the Province and beyond.

Moving forward programming is something that needs to be considered. This is one of the areas that has seen an increase in participation from both an in-person and virtual perspective. Several of the programs currently being offered through the library may not be considered literacy-based programming that libraries traditionally provide. Some of the programming is more recreation focused or non-literacy based. Both types are important and there has been

significant interest in non-literacy programming, so it appears there is a need within the Township.

Although physical circulation has significantly declined the demand for e-materials has increased considerably. It is likely this trend will continue into the foreseeable future.

**Pros and Cons related to Status Quo:**

**Pros:**

- Library services continue to be provided within Victoria Harbour, Waubaushene and Port McNicoll
- Residents unable to drive in those communities are able to access their library by walking, biking etc.

**Cons:**

- Existing branches are continuing to age and will require significant investment over the next 20 years including accessibility improvements
- No additional programming or expanded hours of operation without hiring new staff and/or increasing current staffing hours both of which impact the operating budget
- Limited programming space within both the Waubaushene and Victoria Harbour branches
- With the continued increase in digital services physical attendance at a library branch is not required
- Tay is the smallest municipality area wise and population to have three branches within Simcoe County

**Pros and Cons related to One-Branch Library System (renovating existing branch):**

**Pros:**

- Ability to expand hours with current staff complement
- Ability to expand programming with existing staff complement provided adequate space is provided within the branch
- Two of the branches could be sold or repurposed with proceeds used to help with renovation costs
- Access to digital services does not require physical attendance at a library branch
- Estimated operational budget savings of approximately $20,000 based on current staffing with additional hours of operation using the existing Port McNicoll branch annual operating costs

- The reciprocal agreement would allow active card holders in Tay access to several local libraries in addition to Tay (approx. 472 residents currently have reciprocal accounts)
- Currently the Simcoe County LINX route includes a stop in both Waubaushene and Victoria Harbour allowing residents in those areas access to libraries in Midland and Coldwater through the current reciprocal agreement
- Monitor usage based on a one-branch system to determine future need as well as patron usage. The related information would provide relevant data based on a single branch should a new build be considered in the future.

**Cons:**

- No public transit to Port McNicoll currently
- Difficult for those members who don't have access to transportation to physically attend branch depending on where they live
- A capital investment would be required, and the estimated cost would differ based on location chosen and related requirements
- Potential that renovated space may not provide the same benefits as a purpose-built facility would

**Pros and Cons related to One-Branch Library System (new build in Port McNicoll):**

**Pros:**

- The facility would be purpose built to accommodate all the library related needs from both a circulation and programming perspective
- Ability to expand hours with current staff complement
- Ability to expand programming with existing staff complement
- With the continued increase in digital services physical attendance at a library branch is not required
- Simcoe County LINX route includes a stop in both Waubaushene and Victoria Harbour. Residents in those areas could access libraries in Midland and Coldwater through the current reciprocal agreement
- Could sell or repurpose the three existing branches. Any proceeds could be put towards the capital cost of a new build
- Potential funding opportunities through Provincial or Federal government related to a new build

**Cons:**

- A new build would require a significant capital investment
- Currently no public transit in Port McNicoll
- Difficult for those members who don't have access to transportation to attend library outside of their community

**SUMMARY**

When considering the future of the three libraries the LRAC reviewed several factors as reflected in this Report.

From a BCA standpoint, the Township owns the three library buildings and each is unique from the standpoint of building size, property size and building condition.

The Waubaushene Library is the oldest and the smallest library with only 1,657 square feet. The property has limited parking and ability to expand if needed due to the location of the septic bed. The overall condition of the building is considered good and the anticipated repairs over twenty years are close to $300,000 with a contingency fee included.

The Theo & Elaine Bernard Public Library was built in 1960 and is the second smallest with only 2,468 square feet. Due to the size of the property expansion to the back and/or side would not be possible. The Library could expand into the portions of the building currently being rented by third parties. The overall condition of the building is considered poor. The building assessment noted that the rating of poor is based on the components age, however, they have been appropriately maintained and do not require immediate replacement. The anticipated repairs over twenty years are close to $560,000 with a contingency fee included.

The J & M Young Public Library was built in 1982 with an addition in 1996. It has the largest amount of square footage at 4,249. The overall building condition is fair. If expansion was required in the future, there would be room on the current site. This location is the only one that includes community space for programming, local groups, and community rentals. The County Linx bus does not currently stop in Port McNicoll. The anticipated repairs over twenty years are close to $518,000 with a contingency fee included.

The three libraries will require approximately $1,372,250 in repairs and maintenance over the next 20 years. This figure does not contain escalation costs or potential expansion costs over that period. By reducing the number of libraries to one the overall capital and operating costs would decrease as well.

Currently both literacy and non-literacy programming are being offered through the libraries. Both types have been popular and bring people into the library in turn they may access other library services.

The statistics reflect a reduction in active cardholders, library visits, computer use and circulation of physical items since 2009. Based on the 2021 census data

only 18% of Tay residents are a member of the library. Statistics related to circulation of e-periodicals and program attendance show an increase.

The circulation and visit statistics are continuing to increase since COVID. The circulation numbers have surpassed 2019 numbers in both Victoria Harbour and Waubaushene. From a library visit standpoint all branches are seeing a steady increase with Victoria Harbour surpassing their 2019 numbers.

The month with the highest use at the three branches is August and the busiest time of day is 1:30 pm – 2:30 pm. The Victoria Harbour branch has the highest use followed by Port McNicoll and then Waubaushene.

The Township of Tay is geographically the smallest municipality with the lowest population to have a three-library system in the County. Both the Township of Severn, and the Township of Ramara, are geographically larger, and only have a one branch library system.

The current reciprocal agreement would allow a member of the Tay Library in good standing to access materials from the Springwater, Severn, Ramara, Clearview, Essa, Midland and Penetanguishene libraries.

There were 759 responses to the recent library review survey. This number is equal to 6% of the Townships population. Of that number 600 are active card holders in our library. Based on that number 30% of active library card holders responded to the survey. The survey results showed that the Victoria Harbour branch was most visited followed by Waubaushene and then Port McNicoll branches.

**OPTIONS:**

The LRAC asked that the comments made during the discussion regarding the options be reflected below for reference. The Committee also requested that the minutes from their meetings be attached as Schedule 13 as it provides an overview of the information they received and the related direction provided throughout the process.

**Option 1 – Status Quo – maintain three branches with some renovations**

This option would see the three library branches remain and renovations would be conducted on the branches based on need. These renovations would have an impact on the library budget, related Library Grant and reserve balances. The hours of operation and programming would remain relatively unchanged unless additional staffing was added. As mentioned earlier in this report the increased staffing costs would impact the annual Library Grant as well.

LRAC Comments:

- Financial burden for upgrades starts in 2028 and based on the statistics they don't warrant a three branch system
- Survey results show people are happy with what they have
- All buildings will require maintenance and at some point we should go to a one branch system but not right now
- Over the next 20 years the works identified in the BCAs don't seem radial

**Option 2 - One Branch System – renovate and operate out of one branch being _____**

The change to a one library branch system is significant.

By decreasing the number of libraries, Council and the Board can focus on the necessary repairs and potentially enhance hours and/or programming within one space. Should Council decide to sell the two municipally owned buildings the proceeds could assist with the repair/renovation costs.

The Board can review the additional statistics based on a single library model to gain a better understanding of the usage and trends of the Library moving forward while maximizing library services and decreasing operating costs.

LRAC Comments:

- Renovate and operate out of Victoria Harbour should be the preferred location as it is central and close to other commercial enterprises
- Should we go down to one branch agree Victoria Harbour with the ability to expand into the other areas of the building
    - Should keep post office unsure of any other location for it
- If storage in Victoria Harbour is a problem nothing to say we can't store things off site
- Could also provide programming offsite
- If we go to one branch than Victoria Harbour would be the one regardless of storage concerns
- Discussion around the size of the Victoria Harbour Library current space plus the size with the additional rental space included
    - Staff responded that the total size of the building including the rental spaces and the Harbour Shores Room is 5,339 sq ft. The Library itself is 2468 sq feet.

**Option 3 - One Branch System – build a new library in Port McNicoll**

This option proposes the closure of all three existing library branches and moving forward with a new build. The location being proposed by the Board is Port McNicoll due to the central location, lack of access to Linx transit, municipal services, and the municipally owned lands in the Talbot Park area. Should Council decide to sell the three municipally owned buildings the proceeds could assist with the capital costs for the new build.

Library facilities should be developed to meet local community needs, library service strategies, projected populations, and compliance with the Accessibility for Ontarians with Disabilities Act, building standards, other regulations, and municipal policies. Based on the Guidelines for Rural/Urban Public Library System prepared by the Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO) the minimum guidelines based on assignable library space for staff work areas, programs/services, collections, seating, and all required service areas is based on the population of the catchment area. For areas with a population between 10,000-35,000 a minimum of 10,000 sq ft or 1 sq ft per capita whichever is greater is recommended as a minimum. The 2021 census data indicates that the Townships population is 11,091. Based on the 2021 population numbers the recommended size is 11,000 sq feet. For reference the combined size of the three existing libraries is 8,374 sq feet. The estimated cost of a new 11,000 sq ft facility based on $500 per sq ft would be $5,500,000.

LRAC Comments:

- Doesn’t make sense financially
- Number of active card holders doesn’t support this option
- Unnecessary burden on the township when our numbers aren’t spectacular
- Don’t agree with location of Port McNicoll it isn’t central to the Township and there is no transportation with the Linx system
- Library use is declining we can’t consider this

**Option 4 - Close all Library Branches**

Some municipalities within the County do not have their own libraires but they have negotiated non-resident agreements with neighbouring municipalities to allow their residents access to library services.

As mentioned above the Township of Springwater has three libraries. Residents of Tiny Township can access the Elmvale branch. For comparison purposes the annual cost currently paid by the Township of Tiny for this service is $80 per household.

The Township of Severn has one library in Coldwater. They currently provide service to residents of Oro Medonte. The current cost is a flat rate of approximately $30 per person.

The Town of Midland has one library, and they currently provide this service to residents of Tiny Township. Their current non-resident fee is $150 per person, per card. The Midland Public Library Board charges $200 per household plus a $3.25 administration fee to the Township as they wanted to pay based on household not person.

Based on an average of the amounts reflected above per household ($118) and the current number of active cardholders (2006) the annual estimated cost to the Township would be $236,708.

Should Council wish to consider this option staff would work with each of the municipalities/library boards to obtain accurate numbers specific to the Township of Tay as the numbers reflected above are estimates based on what is currently being charged to other municipalities utilizing the service.

LRAC Comments:

- Don’t agree with this option based on the survey results people want their libraries in their communities
- People would be without a center to gather and learn
- A lot of people are satisfied with the services available at the library and they love our staff
- Statistical and political guidelines don’t support closing all branches
- Reciprocal agreements with other municipalities
    - Benefit to keep library open based on this
- May consider in the future should active card holders drop below 1500 as a suggestion

**Non-Literacy Based Programming**

The following was reflected in the LRAC Terms of Reference:

> iii) Review and analyze the current non-literacy-based programming provided by the Library while considering potential future needs in addition to where the related programming is best provided i.e.: library or recreation;

As noted earlier in the report non-literacy-based programming is enjoyed by the patrons, and it brings patrons into the library. By coming into the Library, they may sign out a book or use other library resources. Non-literacy based

programming provides an opportunity for social connection while learning/doing certain tasks such as senior's clubs, knitting groups and sewing groups.

Traditionally the programming provided by the Township Operational Services Department would not include such things as games night, knitting or sewing groups. The Operational Services Department provides active living programs utilizing Township facilities for all ages. Programs are run by Active Living Program Facilitators (hired by the Township for specific programs/classes).

At this point Recreation staff have not received requests to expand existing programming to include non-literacy based programming.

While considering the content of this report and the related discussion the Committee agreed to the following.

**LRAC Recommendation to Council**

The LRAC Recommends Option 1 being status quo – maintain three branches with some renovations, for the next 4 years; and,

That within 5 years, the Tay Township Public Library reduce operations to one branch; and

That the Victoria Harbour Library Branch becomes the preferred location with necessary renovations; and

That the Waubaushene Library Branch converts to a community centre; and

That the Port McNicoll Library Branch be sold or leased as a commercial venue; and

That non-literacy based programming is best offered through the Tay Township Public Library.

**Financial and Resource Implications**

There are no direct financial or resource implications associated with this Item. Both may be impacted depending on the decisions made by Council moving forward.

**Relationship to Strategic Plan**

Not Strategic Plan Specific - Other

**Reference Documents**

- Library Overview Report dated April 16, 2024 and presented to Council on April 24, 2024

**Attachments**

| | |
|---|---|
| Schedule 1 | Ontario Library Guidelines |
| Schedule 2 | Waubaushene Library Building Condition Assessment Report |
| Schedule 3 | The Theo and Elaine Bernard Public Library Building Condition Assessment Report |
| Schedule 4 | J & M Young Public Library Building Condition Assessment Report |
| Schedule 5 | Joint Accessibility Advisory Committee Report (CS-2021-73) Summary of Accessibility Facility Virtual Review |
| Schedule 6 | Previous Ward and Poll Map |
| Schedule 7 | Library Usage Statistics 2019-2024 |
| Schedule 8 | Simcoe County Library System Service Delivery Review |
| Schedule 9 | Estimated Tay Library Board Reserves (2023-2025) |
| Schedule 10 | Library Master Plan December 2016 |
| Schedule 11 | Library Review Survey Results |
| Schedule 12 | Estimated Single Library Branch Operating Costs (2016-2024) |
| Schedule 13 | LRAC Minutes |

**Prepared By**

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# Ontario Public Library Guidelines - 2024 Edition

| Level | Area | | Section | Number of mandatory questions | Total number of questions | Number of potential N/A |
|---|---|---|---|---|---|---|
| System | I | **Governance & Administration** | 1 Organization of the Governing Body | 7 | 8 | 0 |
| | | | 2 Development of Policy | 3 | 3 | 0 |
| | | | 3 Governing Body's Role in Planning | 0 | 2 | 0 |
| | | | 4 Finances | 5 | 5 | 0 |
| | | | 5 Advocacy | 2 | 4 | 0 |
| | | | 6 Orientation & Information for Governing Body Members | 3 | 4 | 0 |
| | | | **Total** | **20** | **26** | **0** |
| | | | | | | |
| | II | **Planning Documents & Process** | 7 Planning | 6 | 9 | 0 |
| | | | 8 Planning for Library Collections | 0 | 4 | 0 |
| | | | 9 Planning for Services | 1 | 4 | 0 |
| | | | 10 Planning for Programming | 2 | 6 | 0 |
| | | | 11 Planning for Technology | 1 | 5 | 0 |
| | | | **Total** | **10** | **28** | **0** |
| | | | | | | |
| | III | **Policy** | 12 Safety, Security & Emergencies | 4 | 5 | 0 |
| | | | 13 Collection & Circulation | 4 | 4 | 0 |
| | | | 14 Service Policies | 5 | 10 | 3 |
| | | | 15 Use of Technology | 3 | 4 | 0 |
| | | | **Total** | **16** | **23** | **3** |
| | | | | | | |
| | IV | **Personnel & Human Resources** | 16 Human Resources | 6 | 7 | 0 |
| | | | 17 Evaluation and Training | 8 | 9 | 1 |
| | | | 18 Staff Procedures | 3 | 3 | 0 |
| | | | **Total** | **17** | **19** | **1** |
| | | | | | | |
| | V | **General** | 19 Library | 0 | 2 | 0 |
| | | | 20 Access to Services | 0 | 2 | 0 |
| | | | 21 Collection Management | 2 | 7 | 0 |
| | | | 22 Co-operation & Partnerships | 1 | 6 | 0 |
| | | | 23 Library Website and Web-based Services | 3 | 8 | 0 |
| | | | **Total** | **6** | **25** | **0** |
| | | | **Sub-total for system-wide guidelines** | ***69*** | ***121*** | ***4*** |

| Level | Area | | Section | Number of mandatory questions | Total number of questions | Number of potential N/A |
|---|---|---|---|---|---|---|
| **On-Site Observation** | **VI** | **Collections & Services** | 24 Collections | 1 | 10 | 0 |
| | | | 25 Services | 4 | 7 | 0 |
| | | | 26 Technology Services | 3 | 7 | 0 |
| | | | **Total** | **8** | **24** | **0** |
| | | | | | | |
| | **VII** | **Physical & Facilities** | 27 Looking at the exterior | 2 | 6 | 0 |
| | | | 28 Spaces within the library | 0 | 11 | 0 |
| | | | 29 Access within the library | 1 | 8 | 1 |
| | | | 30 Safety considerations within the library | 2 | 5 | 0 |
| | | | **Total** | **5** | **30** | **1** |
| | | | **Sub-totals for 'On-Site Observation' section** | ***13*** | ***55*** | ***1*** |
| | | | | | | |
| | | | *Grand totals* | ***79*** | ***176*** | ***5*** |

**Note 1 - Potentially "not applicable" statements:**

- **14.7 - Local History Policy** – If another community organization or museum provides the local history mandate, you may receive a 'not applicable' here.
- **14.8 - Public Meeting Room Policy** - If your library does not provide meeting space, you may receive a 'not applicable' here.
- **14.9 – Indigenous Awareness and Reconciliation** - Public Libraries in First Nation communities will receive an N/A for this guideline.
- **17.1 - Performance Appraisal -** Libraries where the CEO is the only staff, may receive a 'not applicable' here.
- **29.8 - Multiple-Floor Structures** - If your library does not have a public second floor space, you may receive a 'not applicable' here.

**LEVEL-SYSTEM** *[One form per system]*

# Area I: Governance & Administration

| Section/Topic | # | Item | M | Y/N | N/A | Comments/Notes |
|---|---|---|---|---|---|---|
| **Section 1 Organization of the Governing Body** | ***Preamble*** *- To function effectively, a governing body requires a formal framework, including officers and rules for meetings. Such a structure provides an organized way to conduct business.* | | | | | |
| | 1.1 | **Governing Body** - The library has a governing body which is constituted in accordance with the provisions of, and operates in conformity with, current Ontario public library legislation. | M | | | |
| | 1.2 | **Officers** - The governing body has appointed a chair. The governing body shall also appoint a secretary and treasurer, who may be the CEO. | M | | | |
| | 1.3 | **CEO Appointment** - The governing body has appointed a CEO who provides CEO duties solely dedicated to the library for no fewer than 60% of their work week. | M | | | |
| | 1.4 | **Meetings** - The governing body conducts formally scheduled, regular meetings at least seven times per year. These are advertised within the library and/or online to ensure meetings are open to the public unless parts, or all, of a meeting are closed in accordance with legislation. | M | | | |
| | 1.5 | **Streaming & Posting of Meetings** - Meetings are live streamed or recorded and posted publicly for consumption at an alternate time. | | | | |
| | 1.6 | **Meeting Minutes** - The governing body keeps official minutes of the proceedings of its meetings and ensures they are available to the public, with some exceptions. | M | | | |
| | 1.7 | **Terms of Reference** - The governing body has established written terms of reference for its officers and committees (for example: for the chair, secretary, treasurer, standing and ad hoc committees). | M | | | Example: Trillium Public Library |
| | 1.8 | **Bylaws** - The governing body maintains procedural bylaws which address its responsibilities, organization, meetings, finances, and amendment of bylaws. | M | | | Example: Trillium Public Library |
| **Section 2 Development of Policy** | ***Preamble -*** *Policy is the governing body's most effective tool in ensuring continuity of governance and consistent library service. Policies help to define library programs, provide direction for future action, clarify strategic goals, and ensure that the library's philosophy or mission is implemented. Policies are only considered official when they are in written form, approved by the designated authority and reviewed (and revised if necessary) at regular intervals.* | | | | | |
| | 2.1 | **Written Policy Process** - Written policies are available to guide all areas of library operations and services and are approved by the governing body as required by legislation and governance policy. | M | | | Example: Trillium Public Library |
| | 2.2 | **Distribution** - Up-to-date copies of by-laws and governance policies are readily available, including in accessible formats, to all governing body members, | M | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | employees, volunteers, and the public. | | | | |
| | 2.3 | **Review** - The governing body has a schedule and reviews all policies within a four year period. | M | | | Example: Trillium Public Library |

| | | | | | | |
|---|---|---|---|---|---|---|
| **Section 3 Governing Body's Role in Planning** | ***Preamble -****Planning ensures that: the library responds to the legitimate needs of the community; continuity of service is maintained regardless of changes in personnel; the library is able to respond effectively to change; community funds are spent in an effective & responsible manner; and the library's governing body & staff share a common understanding of what the library is trying to achieve.* | | | | | |
| | 3.1 | **Review of Plans** - The governing body regularly reviews the library's plans on a fixed timeline or schedule (e.g. standing agenda item(s) on the monthly agenda, scheduled special review or advisory meetings or other special meetings or retreats for the purpose of discussing and tracking planning activities). | | | | Example: Blue Mountains Public Library |
| | 3.2 | **Report to Public** - The governing body regularly reports to the community on the library's progress in fulfilling its plans (e.g. Newsletters, Town Halls, Community Information Nights, Reports to Council). | | | | Examples: Blue Mountains Public Library, Midland Public Library |
| **Section 4 Finances** | ***Preamble -*** *The governing body has a responsibility to secure sufficient funds to carry out its plans for library service. Accountable to the local Council, the province and the community it represents, the governing body undertakes to ensure that the allotted funds are spent in a way that best meets the needs of the community and that is in accordance with the budget.* | | | | | |
| | 4.1 | **Budget** - The governing body, in co-operation with the CEO, prepares and approves an annual operating budget for the library. | M | | | Examples: Prince Edward County Public Library, Blue Mountains Public Library |
| | 4.2 | **Financial Records** - The governing body ensures the library's finances are maintained in the manner outlined by applicable legislation, advised accounting practices such as Public Sector Accounting Principles and approved policy. | M | | | Example: Grand Valley Public Library |
| | 4.3 | **Financial Reports** - The library's financial records are received and regularly reviewed by the governing body (e.g. standing item on board meeting agenda). | M | | | Example: Midland Public Library |
| | 4.4 | **Financial Reports to Funders -** The governing body ensures that full and accurate financial and/or post-project reports are completed on-time and as required by any funder. | M | | | Example: Canada Summer Jobs Report – Blue Mountains Public Library |
| | 4.5 | **Annual Survey of Public Libraries and Financial Reporting Requirements** - The governing body ensures that the Annual Survey of Public Libraries, Public Library Operating Grant application form, and any other application forms and financial reporting requirements are completed and submitted in accordance with provincial government requirements. | M | | | |
| **Section 5 Advocacy** | ***Preamble*** - The library's governing body must ensure that the community is aware of the importance of the library and that funding bodies fully understand the important role which the library plays in the community. | | | | | |
| | 5.1 | **Advocacy Policy** - The governing body maintains a written policy which defines its role and responsibilities with respect to advocacy. | M | | | Example: Trillium Public Library |
| | 5.2 | **Informing Council** - Information about the library's activities, accomplishments and needs is provided by the library to its funding Council(s) on a regular basis. This may be achieved through correspondence (e.g. quarterly updates, library newsletter, event invitations) and is not met by the provision of board meeting minutes. | M | | | Example: Blue Mountains Public Library |

| | | | | | | |
|---|---|---|---|---|---|---|
| | 5.3 | **Meetings / Deputations with Council(s)** - The governing body meets with its funding Council(s) to review the library's value to the community, the library's services, its plans and achievements, or annual reports. Meetings / deputations with a Council should be formally scheduled to deliver annual reports, provide Council orientation, make special presentations and support business cases made to Council on behalf of the library. A presentation for an annual budgetary estimate, a formal review of the budget or discussion with a Council finance committee does not constitute the minimum standard or intent of this guideline. | | | | Example: Blue Mountains Public Library |
| | 5.4 | **Participation in Advocacy Activities** - Governing body members participate regularly in activities aimed at increasing community awareness of the variety and importance of library services (e.g. through participation in Ontario Library Week, First Nations Public Library Week, and in local celebrations and events). | | | | |
| **Section 6 Orientation and Information for Governing Body Members** | ***Preamble*** - Formal orientation of the incoming governing body to library services, policies and current issues will help them to participate fully and effectively in their work. On-going provision of information is necessary to keep members up-to-date and to maintain their effectiveness. | | | | | |
| | 6.1 | **Duties and Responsibilities** - Governing body members are provided with written guidelines (print or digital) outlining their duties and responsibilities. | M | | | Example: Blue Mountains Public Library |
| | 6.2 | **Orientation** - The governing body ensures that a thorough orientation program is carried out for all members, including: a tour of the library facility and website; the Governance HUB; and overviews of governance, policy, legislation, plans, process, personnel, accessibility, collections, services, technology and its use, and facilities. | M | | | Example: Muskoka Lakes Public Library |
| | 6.3 | **Current Information** - Governing body members are kept up-to-date on new developments in library matters (e.g. through membership in Ontario Library Association (OLA) or its associated councils such as OLBA; through membership in groups like the Federation of Ontario Public Libraries; through information provided by the CEO and chair; through regular information sessions at meetings; through participation in Ontario Library Service meetings and training events). | | | | |
| | 6.4 | **AODA (Accessibility for Ontarians with Disabilities Act, 2005) Customer Service Training -** The governing body has undergone the mandatory Customer Service training as it pertains to developing, reviewing, and ratifying policy. | M | | | Example: Blue Mountains Public Library |
| | | | ***20*** | ***26*** | ***0*** | |
| | | **Actual** | | | | |
| | | **Percentage (All Mandatory required; 90% of total statements required)** | | | | |

**LEVEL-SYSTEM** *[One form per system]*

## Area II: Planning Documents & Process

| Section/Topic | # | Item | M | Y/N | N/A | Comments/Notes |
|---|---|---|---|---|---|---|
| **Section 7 Planning** | | | | | | |
| | 7.1 | **Planning Policy** - The governing body maintains written policy which defines its role and responsibility with respect to strategic and/or business planning for the library. | M | | | Examples: Trillium Public Library, Prince Edward County Public Library |
| | 7.2 | **Community Analysis** - A range of community-related information with possible implications for library service, including demographic data, is analyzed at least once every four years. | M | | | Example: Blue Mountains Public Library |
| | 7.3 | **Community Consultation** - Community members are consulted regularly concerning library service (e.g. by means of surveys, focus groups, formal and informal interviews, open houses, suggestion box, website, social media, etc). | M | | | |
| | 7.4 | **Assessment of Service Hours -** The open hours of the library reflect the needs of its community and include evenings and/or weekends. During the last four years the library has assessed how well its open hours match community need. Where there are multiple branches, each branch's hours are tailored to its surrounding community. | M | | | |
| | 7.5 | **Performance Measurement Informs Planning** - Data from performance measurements (e.g. circulation statistics, program attendance/evaluations, usage rates, etc.) has been used to inform planning documents. | M | | | Example: Blue Mountains Public Library |
| | 7.6 | **Planning Document** - The Library maintains a formal planning document which guides the library's overall direction and includes at least some of the following items: mission and vision statements, values, goals and objectives, strategic directions and action plans which are current and actively reviewed to track progress of the document. (e.g. Strategic Plan, Business Plan, Operational Plan, Official Plan, etc.). | M | | | Examples: Centre Hastings Public Library, Midland Public Library, Blue Mountains Public Library |
| | 7.7 | **Facility Planning** - The Library strives to provide adequate and inviting space for the collections, library staff to carry out their duties, and publics' use of library equipment, resources, and services. It has participated in a facilities planning process which has examined the library's space requirements to identify any inadequacies. | | | | |
| | 7.8 | **Asset Management Planning** - The governing body maintains or participates in an asset management process which examines the library's infrastructure and maintenance. The asset management process may be managed by the municipality or the library and could include dedicated asset management plans, building condition assessments, or master plans. | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | Note: this guideline can be met by an *attestation* of maintaining or participating in an asset management process. | | | | |
| | 7.9 | **Participation in Local Planning** - The library has representative(s) who participate proactively in local and/or county government planning processes. | | | | |
| **Section 8 Planning for Library Collections** | | | | | | |
| | 8.1 | **Content and Size of the Library Collection** - The library has methods that accurately measure collection (physical and digital) size, content, and use to meet community needs. Items may be owned or licensed by the individual library, shared with a group of libraries in a materials pool, or part of a consortia. | | | | Example: Blue Mountains Public Library<br><br>***PROFILE INFO*** The library currently holds ____ volumes per capita in its physical collection-(see *Introduction & Resource materials* Appendix 2) |
| | 8.2 | **Collection Plan** - The library system has established a written collection development plan reflecting collection priorities. The plan includes collection profiles, as well as an annual buying plan for physical and digital collections, as informed by Guideline 8.1. | | | | Examples: Centre Hastings Public Library, Blue Mountains Public Library |
| | 8.3 | **Inventory** - An inventory of the library's collection has been completed at least once in the last five years to ensure the public catalogue accurately reflects the contents of the collection. | | | | Example: Blue Mountains Public Library |
| | 8.4 | **Collection Maintenance Procedures -** Concise written procedures are in place for the acquisition and withdrawal of materials within the library's entire collection. These procedures reflect known authoritative standards and practices such as the CREW guidelines and utilize established or known functions within the library's automated system to access reports on the number of items entering and/or leaving the collection. | | | | Example: West Perth Public Library |
| **SECTION 9 Planning for Services** | | | | | | |
| | 9.1 | **Service Level** – Each library system must determine the nature of its services and what will be offered to the public. The library produces updated profiling documentation pertaining to the level of service at any and all locations (e.g. number of hours open, types of materials, electronic infrastructure, and types of services). | | | | Example: Bruce County Public Library |
| | 9.2 | **Gap Analysis of Service** - The library utilizes data collected and library trends in planning for improved service models and gap analysis. An analysis of public comments, suggestions, and industry trends is carried out at least every 4 years and the results are used in the planning of library service. | | | | |
| | 9.3 | **Community Need -** The library has determined what additional needs exist for the provision of library services to specific linguistic, and cultural groups, and people (e.g. francophone, Indigenous, or newcomers). Where there is a demonstrated need, the | | | | |

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| | | governing body has established and adopted policy governing the provision of services to these groups and offers services as appropriate, either on its own or in conjunction with other local organizations. | | | | |
| | 9.4 | **Multi-Year Accessibility Plan** - The library has a multi-year accessibility plan (alone or in partnership) that addresses the requirements of the AODA and regulations. | M | | | Examples: Ontario Library Service |
| **Section 10 Planning for Programming** | | | | | | |
| | 10.1 | **Community Programming Need** - The library has determined the community's programming needs, including types and formats based on evaluation and service reviews (e.g. reports, survey analysis). | | | | |
| | 10.2 | **Programming Plan -** The library has developed a programming plan which is informed by community programming needs, the availability of other partner programs or community services and reflects current trends or recognized public library best practices. | | | | Example: Blue Mountains Public Library |
| | 10.3 | **Formal Evaluation Process** - The library follows a formal process for evaluating library programming and initiatives which will inform the library programming plan on potential successes or failures to encourage continued growth within the public library. | | | | Example: Blue Mountains Public Library |
| | 10.4 | **2SLGBTQIA+ -** The library supports 2SLGBTQIA+ individuals and community. This support can take many forms, e.g., passive programming, drag queen story time, displays, partnerships with local community groups, Rainbow Accreditation, Safe Space Accreditation, Pride themed events, etc. | M | | | |
| | 10.5 | **Truth & Reconciliation** - The library is actively engaged in the process of Truth and Reconciliation. This engagement can include: themed book clubs, displays, endorsement of the CFLA-FCAB T&R Report and Recommendations, celebrating First Nations Public Library Week, joining professional bodies like National Indigenous Knowledge & Language Alliance (NIKLA-ANCLA) or OLA Indigenous Advisory Council, etc. | M | | | |
| | 10.6 | **Marginalized Populations** - The library offers programs and services to support marginalized populations, including any of the following:<br>**(a)** Cultural/Linguistic - The library offers specialized programs or service for cultural/ linguistic groups in the community (e.g. ESL, Indigenous language program, parenting classes in other language.)<br>**(b)** Newcomers - The library offers specialized programs or service for newcomers in the community.<br>**(c)** Socio-economic Disadvantaged- The library offers specialized programs or service for socio-economically disadvantaged groups in the community (e.g. job search, homeless, tax clinics). | | | | |

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| **Section 11 Planning for Technology** | | | | | | |
| | 11.1 | **Technology Plan -** The library has in place a plan which reflects defined goals, objectives and/or action plans for the acquisition, service, maintenance, upgrade and replacement of electronic networks, equipment, and software applications for both staff and patron use. The plan considers the library's existing technology, technology potential, and the impact of future trends on library services. It includes strategies for funding, staffing, training, and technology support as required. | M | | | Example: Blue Mountains Public Library |
| | 11.2 | **Technical Support** - The library has access to an IT professional that can provide skilled technical support for installing, maintaining, and repairing library technology. | | | | Example: Blue Mountains Public Library |
| | 11.3 | **Inventory -** The library has an up-to-date inventory of its technology equipment and software licenses and has a schedule for inventory-taking and updating, at minimum once a year. | | | | Example: Blue Mountains Public Library |
| | 11.4 | **Technology Budget** - Stable funding for IT replacement and upgrading, and for IT staff support, is essential for successful delivery of library services. The library makes provisions in its budget for a regular/ongoing schedule of servicing and replacement of equipment and software and for other elements as set out in its technology plan. | | | | Example: Blue Mountains Public Library |
| | 11.5 | **Technology Disaster Recovery Procedure** - The library has considered and prepared for local interruptions to technology-based services (such as power outages or technical issues) as well as major disruptions or failures (catastrophic server failure or cyber attack). A procedure establishes how the library will maintain essential technology services during, or data recovery following, short-term or catastrophic interruptions to service. | | | | Example: Blue Mountains Public Library |
| | | | ***10*** | ***28*** | ***0*** | |
| | | **Actual** | | | | |
| | | **Percentage (All Mandatory required; 90% of total statements required)** | | | | |

**LEVEL-SYSTEM** *[One form per system]*

# Area III: Policy

For policies on personnel and governance, see Areas I and Area IV

| Section/Topic | # | Item | M | Y/N | N/A | Comments/Notes |
|---|---|---|---|---|---|---|
| **Section 12 Safety, Security & Emergencies** | | | | | | |
| | 12.1 | **Safety, Security and Emergencies Policy -** The governing body is responsible for providing a safe and secure environment for library staff and for members of the public who use public library services. The library maintains a policy that addresses safety, security, and emergency issues. | M | | | Example: Trillium Public Library |
| | 12.2 | **Working Alone** - The library maintains policy pertaining to staff and volunteers who work alone in the library or other designated sites (as required by the OHSA). This may be included in another Health & Safety policy and does not have to be a standalone policy. | M | | | Example: Blue Mountains Public Library |
| | 12.3 | **Workplace Violence -** The library maintains policy that adheres to relevant provincial and/or federal legislation on workplace violence and sexual violence (as required by the OHSA). This may be included in another Health & Safety policy and does not have to be a standalone policy. | M | | | Example: Trillium Public Library |
| | 12.4 | **Workplace Harassment -** The library maintains policy that adheres to relevant provincial and/or federal legislation on harassment and sexual harassment (as required by the OHSA). This may be included in another Health & Safety policy and does not have to be a standalone policy. | M | | | Example: Trillium Public Library |
| | 12.5 | **Public Code of Conduct** - The library maintains policy that informs members of the public regarding reasonable behaviour when accessing library services and sets out consequences when these behaviours are not met. | | | | Examples: Trillium Public Library, Blue Mountains Public Library |
| **Section 13 Collection & Circulation** | | | | | | |
| | 13.1 | **Collection Policy** - The library maintains a policy concerning the library's collection which includes the responsibility for collection development and selection; selection criteria; weeding; disposition of gifts; complaints about the collection; and organization of the collection. | M | | | Examples: Trillium Public Library, Blue Mountains Public Library |
| | 13.2 | **Intellectual Freedom** - The library's collection development policy includes an Intellectual Freedom statement which could be one developed by a recognized library association or developed by the library itself. | M | | | Example: Trillium Public Library |
| | 13.3 | **Circulation Policy** - The library maintains policy governing the circulation of library materials which includes who may borrow materials; what may be borrowed; loan periods; late fees or fine-free; renewal of loans; holds; lost or damaged materials; and circulation records. | M | | | Example: Trillium Public Library |
| | 13.4 | **Privacy and Access to Personal Information Policy** - The library maintains a | M | | | *** Note - MFIPPA Privacy that** |

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| | | policy which addresses the retention, security, release, and storage of patron information in various formats according to applicable federal and provincial legislation. The policy should include how requests for information from individuals, law enforcement and other authorities are to be addressed by library staff *(Related procedures are found in guideline 18.3).* | | | | **applies specifically to the public library.** Example: Trillium Public Library |
| **Section 14 Service Policies** | | | | | | |
| | 14.1 | **Information Services Policy** - The library maintains a policy governing the provision of service for informational requests, including but not limited to reference inquiries and readers' advisory. This policy should include the designated members of staff responsible for responding to inquiries and any limits on resources. | M | | | Examples: Trillium Public Library, Blue Mountains Public Library |
| | 14.2 | **Accessibility for Ontarians with Disabilities Policy** - The library maintains an accessibility policy, including a statement of commitment, to meet the accessibility needs of persons with disabilities (as required by AODA Regulations). | M | | | Example: Trillium Public Library |
| | 14.3 | **Children's Services Policy** - The library maintains a policy governing the provision of children's services, which addresses issues such as: supervision; unattended children; accessibility for children with disabilities; access to the adult collection; the library's outreach with local schools; and an endorsement of Ontario Library Association's Children's Rights in the Public Library statement. | | | | Examples: Trillium Public Library, Blue Mountains Public Library |
| | 14.4 | **Teen and/or YA Policy** - The library maintains a policy governing the provision of teen / YA services, which addresses issues such as: accessibility for young adults with disabilities, the library's outreach with local schools and an endorsement of Ontario Library Association's Teens' Rights in the Public Library statement. | | | | Example: Trillium Public Library |
| | 14.5 | **Programming Policy** - The library maintains policies and/or procedures which address issues such as: what types of programs are to be provided to what parts of the community; who is responsible for developing and running programs; how partners interact with the library; and whether charges should be made for participating in programs. | M | | | Examples: Trillium Public Library, Blue Mountains Public Library |
| | 14.6 | **Community Information Policy** - The library maintains a policy to address the provision of community information. | | | | Examples: Trillium Public Library, Blue Mountains Public Library |
| | 14.7 | **Local History Policy** - The library maintains a policy inclusive of its community and territory history that includes: inclusive types of local history materials collected; genealogy collections and their circulation status; geographic area covered; techniques or methods used for materials preservation or digitization; and public access of the materials in the collection or archived by | | | | Example: Trillium Public Library |

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| | | the library or library partners in the community. Policy should recognize that some collection material may have a historical colonial perspective. Local history collections should be developed to recognize all peoples who live or have lived in the library's community and territory. They should reflect respect for, and reconciliation, with Indigenous Peoples.<br><br>*The above is recommended as a dedicated Local History Policy. The subject may also be addressed in other policies when the library is a local history partner and a First Nation, municipal, county archives or other heritage organization is the main source of local history material.* | | | | |
| | 14.8 | **Public Meeting Room Policy** - The library maintains a policy which includes: accessibility; who is eligible to use the facility; the rules and regulations; the respective responsibilities of the users and the library; fees, if any; booking; cleanup; liability. If your library does not provide meeting space, you may receive a 'not applicable' here. | | | | Example: Trillium Public Library |
| | 14.9 | **Indigenous Awareness and Reconciliation -** The library recognizes and embraces the principles of Truth and Reconciliation with diverse Indigenous populations. The library engages in meaningful dialogue with Indigenous Peoples and First Nation bands. In cases where local Indigenous Peoples and First Nation bands prefer to engage in dialogue with the municipality and not the library, the library stays informed and is available as a supportive resource and partner. Resources available to the public library include meaningful dialogue with Indigenous Peoples and First Nation bands as well as resources and strategies developed by the Canadian and International library community. The library sector acknowledges its need to recognize and embrace the principles of Truth and Reconciliation with diverse Indigenous populations. Subject to the frameworks developed by the library sector, as updated and inclusive of dialogue with Indigenous people, four elements should be included in each Library's policy documents.<br><br>1) a board approved Respect and Land Acknowledgement Declaration for original Indigenous Peoples;<br>2) a collection development policy statement that addresses the value of Indigenous collection materials and enables Indigenous authors and content creators to be included and highlighted;<br>3) a policy statement that highlights the provision of library services for Indigenous Peoples and that can include plans or policies to partner with Indigenous Peoples and their communities;<br>4) a policy or plan identifying training for all personnel (including staff, board, | M | | | Examples: Trillium Public Library, Blue Mountains Public Library |

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| | | and volunteers) on the Indigenous awareness and reconciliation efforts of the organization.<br><br>The above is recommended as a dedicated Indigenous Awareness and Reconciliation policy. It can also be included in other policies. Recommended resources to inform this policy includes input and reports from the Indigenous Advisory Committee of the Ontario Library Association, the Indigenous Matters Committee of the Canadian Federation of Library Associations, the Indigenous Library Partnerships Working Group of the Federation of Ontario Public Libraries and ongoing meaningful dialogue with Indigenous Peoples and First Nation bands.<br><br>**Public Libraries in First Nation communities will receive an N/A for this guideline.** | | | | |
| | 14.10 | **Equity, Diversity and Inclusion (EDI**) - The library recognizes and embraces the diverse nature of every Ontario community. The library endorses a statement on EDI that includes:<br>1) assessing the barriers to accessing its services through an inclusion lens;<br>2) creating a collection development policy statement regarding the inclusion of diverse materials that enables a broad range of authors, content creators, and experiences to be included and highlighted;<br>3) the provision of library services of a diverse nature.<br><br>*The above is recommended as a dedicated Equity, Diversity and Inclusion Policy. It can also be included in other policies or plans.* | M | | | Example: Trillium Public Library |
| **SECTION 15 Use of Technology** | | | | | | |
| | 15.1 | **Free Access to Public Computers Policy -** The library has established and adopted a policy that addresses criteria rules and regulations for free public access to library devices and/or computers. | M | | | Examples: Trillium Public Library, Blue Mountains Public Library |
| | 15.2 | **Acceptable Use of the Library's Electronic Systems -** The library has established and adopted a policy which defines acceptable use of the internet, software, and application. This policy will address issues such as downloading, copyright infringement, and illegal activities be they on library infrastructure or personal devices. | M | | | Example: Fort Frances Public Library |
| | 15.3 | **Internet Filtering and Content Control** - The library has formally addressed via a written statement on its position on filtering and content control via online and internet resources in the library. This statement is made available to the | M | | | |

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| | | public to inform them of library policy. (This does not include spam filters or other security measures). | | | | |
| | 15.4 | **Staff Use of Technology**– The library has established and adopted a policy on staff and volunteer use of technology. This will include descriptions of both staff expectations and personal use of library equipment and resources. | | | | Examples: Trillium Public Library, Blue Mountains Public Library |
| | | | ***16*** | ***23*** | ***3*** | |
| | | **Actual** | | | | |
| | | **Percentage (All Mandatory required; 90% of total statements required)** | | | | |

**LEVEL-SYSTEM** *[One form per system]*

## Area IV: PERSONNEL & HUMAN RESOURCES

| Section/Topic | # | Item | M | | N/A | Comments/Notes |
|---|---|---|---|---|---|---|
| **Section 16 Human Resources** | | | | | | |
| | 16.1 | **Personnel Policy** - The library maintains written personnel management policies which address: responsibility for personnel issues; the hiring process; hours of work; right to disconnect (if required); salaries, wages and benefits; holidays, vacation and leave; performance evaluation; training and development; grievances/complaints; resignation and dismissal; retirement; and personnel records.<br><br>(Such policies may be in the form of a municipal policy or collective agreement that the governing body has adopted.) | M | | | |
| | 16.2 | **Distribution of Policy** - Every employee of the library has access to a copy of the personnel policy and/or collective agreement (e.g. printed, intranet, shared drive, online via CUPE or the provincial portal: https://sp.ltc.gov.on.ca/sites/mol/drs/ca/Pages/default_en.aspx) | M | | | |
| | 16.3 | **Job Descriptions -** Job descriptions are reviewed annually and updated as required (e.g. as part of the performance evaluation process). | M | | | |
| | 16.4 | **Salary Scales** - A current salary scale/pay grid has been established for each job category and is readily available to staff. | M | | | |
| | 16.5 | **Paid Staff -** The governing body employs one or more permanent paid staff. | M | | | ***PROFILE*** The library's current FTE per capita is _____.- (see *Introduction & Resource materials* Appendix 2) |
| | 16.6 | **Administrative Hours** - To meet administrative, management, and service preparation duties, applicable staff are provided with paid time outside of hours devoted to working with the public. | | | | |
| | 16.7 | **Volunteers Policy -** The library maintains policies which address: types of tasks to be performed; differentiation of paid and unpaid tasks (in the case of collective agreements); enlistment of volunteers, retention of volunteers; and how volunteers fit into the overall operation of the library. | M | | | |
| **Section 17 Evaluation and Training** | | | | | | |
| | 17.1 | **Performance Appraisal** - Performance evaluation is a formal opportunity for employees and supervisors to review and evaluate the employee's work performance. A formal, written, performance evaluation of each employee is carried out on a regular and ongoing basis (e.g. - annual basis). *Libraries with* | M | | | Examples: Fort Frances Public Library, Blue Mountains Public Library |

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| | | *only one employee, who is also the CEO, will receive an N/A.* | | | | |
| | 17.2 | **Evaluation of CEO** - A formal process is in place for reviewing the performance of the chief executive officer on a regular basis (at least once each year). | M | | | Example: Fort Frances Public Library |
| | 17.3 | **Level of Training** - The person managing the library services has completed, or currently undertaking, formal library education which is appropriate to the needs of the community and to the complexity of the library operation and will be from one of the following:<br>1. Master of Library & Information Science (MLIS) or equivalent<br>2. College Diploma in Library Techniques<br>3. Excel Certification<br>4. Advancing Public Library Leadership (APLL) | M | | | |
| | 17.4 | **Continuing Education and Training -** The library encourages continuing education and training for its staff and makes provision for all training expenses in its policy, its long-range plan, and in its budget to an amount not less than 1% of its total wages and benefits. | | | | |
| | 17.5 | **Information and Customer Service** - Designated library staff receive training to provide answers to queries and requests for information posed by the public. | M | | | |
| | 17.6 | **Staff Training in Technology Use** - Library staff receive training in how to use library equipment and software applications and to assist the public in how to use equipment, applications, complete troubleshooting, and assess and report technology problems. | M | | | |
| | 17.7 | **Staff Training in Policies and Procedures** - Library staff receive training in policies and procedures (e.g. privacy, access to information; business continuity). | M | | | |
| | 17.8 | **AODA Customer Service -** All staff have completed the specific customer service training required under the Accessibility for Ontarians with Disabilities (AODA) legislation. | M | | | |
| | 17.9 | **Truth & Reconciliation Training** - In line with Call to Action #57, library staff receive training in such areas as awareness, knowledge, and Reconciliation activities applicable to the public library environment. | M | | | |
| **Section 18 Staff Procedures** | | | | | | |
| | 18.1 | **Workplace Violence -** The library maintains procedures meeting legislative requirements regarding workplace violence in the library or other designated sites. (e.g. opening and closing the library, working alone, domestic or external violence coming into the workplace, sexual violence, emergency situations). | M | | | Example: Blue Mountains Public Library |

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| | 18.2 | **Workplace Harassment** - The library has a program that adheres to relevant provincial and/or federal legislation on harassment (including sexual harassment). | M | | | Example: Blue Mountains Public Library |
| | 18.3 | **Privacy and Access to Information** - The library has procedures in place for the collection, access, use and disposal of personal data in various formats that adheres to relevant provincial and/or federal legislation on privacy and access to information. *(Relevant policy is found at 13.4)* | M | | | |
| | | | ***17*** | ***19*** | ***1*** | |
| | | **Actual** | | | | |
| | | **Percentage (All Mandatory required; 90% of total statements required)** | | | | |

**LEVEL-SYSTEM** *[One form per system]*

## Area V: General

| Section/Topic | # | Item | M | | N/A | Comments/Notes |
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| **Section 19 Library** | | | | | | |
| | 19.1 | **Distance -** Persons in the community are required to travel less than forty-five (45) minutes to the nearest stationary, mobile, or multi-branch public library service point. | | | | |
| | 19.2 | **Information about Library Programs -** Information about library programs, services, rules, and hours is made easily available to residents in print and on the library's web site, in the appropriate language(s). Some examples of information provision could include print material(s), links from other appropriate web sites or social media, or that of the municipality or First Nation band, including regular articles or advertisements in the local media. | | | | |
| **Section 20 Access to Services** | | | | | | |
| | 20.1 | **Materials Delivery Service -** The library provides materials on an organized and regular basis to self-identified residents of the community who are unable to travel to the library (e.g. the housebound, residents of institutions such as prisons or nursing homes). | | | | |
| | 20.2 | **Remote Access to Library Services** - When developing or reviewing collections and services, the library considers the needs of people (often with disabilities) who are unable to make regular visits to the library, and who rely on remote access to the library through the Internet (e.g. electronic collections; provision of online forms; online and telephone reference services). | | | | |
| **Section 21 Collection Management** | | | | | | |
| | 21.1 | **Acquisition of Physical Materials** - The library adds new physical materials to its collection at a rate to maintain a reasonable level of currency, accuracy, and accessibility. | M | | | |
| | 21.2 | **Online Collections** - The library has an online collection of books and other materials which may be borrowed / downloaded by registered members for a specified period. | | | | |
| | 21.3 | **Withdrawals** - A regular and on-going program of removing unreliable, out of-date, and worn-out items is carried out to: maintain the accuracy, currency and relevance of the contents of the collection; and to control the overall size of the collection. | | | | Example: Blue Mountains Public Library |
| | 21.4 | **Holds -** The library offers a "reserves or holds" service, whereby library members may request to be notified of the availability of materials which are | | | | Example: Blue Mountains Public Library |

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| | | on loan to other members or are in the process of being prepared for public use. | | | | |
| | 21.5 | **Integrated Library System -** The library has an ILS with remote searchability. | M | | | |
| | 21.6 | **Bibliographic Records** - The library has procedures and schedules for adding and modifying records. | | | | |
| | 21.7 | **ILS Records** - The library has procedures and schedules for purging outdated records such as missing materials, and members who have been inactive for two years or more. | | | | |
| **Section 22 Co-operation and Partnerships** | | | | | | |
| | 22.1 | **Community Partnerships** - The library has established partnerships with other organizations in the community in order to coordinate resources and actions, thereby jointly improving service to the community (e.g. with schools, literacy programs, chambers of commerce, heritage groups, government offices, and advocate groups). | | | | |
| | 22.2 | **Library Sector Partnerships** - To strengthen and enhance service to its users, the library participates with library and information organizations beyond its own community; for example, by being an active member in regional, cooperative organizations (e.g. the Federation of Ontario Public Libraries, the Ontario Library Consortium, LiNC, PCIN, etc), or by participating in Ontario Library Service and Ontario Library Association committees. | | | | |
| | 22.3 | **Partnerships Beyond your Community -** The library partners with organizations beyond its own community to provide training for its staff, or to enhance the library's efficiency in service delivery, library promotion, programming, administration, and communications. For example, several Ontario projects have demonstrated that diverse technology projects can become cost-effective through partnership (e.g. regional health and wellness strategy partner; regional newcomer partner). | | | | |
| | 22.4 | **Interlibrary Loan Service: Borrowing** - The library will borrow materials from other libraries through the provincial interlibrary loan service; and promotes this service to its members (e.g through appropriate signage, brochures, information online, etc). | M | | | |
| | 22.5 | **Interlibrary Loan Service: Loaning** - The library will loan materials to other libraries through the provincial interlibrary loan service. | | | | |
| | 22.6 | **Cost Savings and Efficiencies through Cooperation** - The library can demonstrate it participates in a cooperative or consortium to maximize buying power and cost-savings measures. Examples include participation in Overdrive, ILS consortium, OLC, PCIN, contracting services for HR, etc. | | | | |
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| **Section 23 Library Website and Web-based Services** | 23.1 | **Library Website** - The library has its own website or has web pages within the municipality's website; and has the ability to alter content on this site. Where the library's website is part of the municipality's website, the library pages are conveniently signposted from the site's landing page. | M | | | |
| | 23.2 | **Accessible Website** - In addition to legislated requirements, the library website is regularly assessed for its ability to meet appropriate standards for access by people with a disability. | | | | |
| | 23.3 | **Website Navigation-**The website has been designed according to a clear plan which follows appropriate web protocols and/or standards. Website visitors can navigate easily to the information or function they require. | | | | |
| | 23.4 | **Library Information** - The website provides up-to-date information about the library, including library services, locations, programs, hours, telephone, email, membership, governance body information, and social media links. | M | | | |
| | 23.5 | **Library Collections** - The website has up-to-date information about the library's collections. It may have information on the various collections in the library, highlights about new titles, and information on the electronic databases/e-resources as well as links to reading guides. | | | | |
| | 23.6 | **Social Media** - The library has included links to the library's social media accounts on its website. | | | | |
| | 23.7 | **Alternate Communication Techniques** - The library provides alternate communication methods for the public to communicate with staff (e.g. SMS, text, blog, Facebook messenger, etc.). | | | | |
| | 23.8 | **Security** - The library takes appropriate measures for protecting computer equipment, networks, applications and data from theft, corruption, and unauthorized access. This includes data backup practices, access protocols to data, and the presence of up-to-date firewalls and virus protection. | M | | | |
| | | | ***6*** | ***25*** | ***0*** | |
| | | **Actual** | | | | |
| | | **Percentage (All Mandatory required; 90% of total statements required)** | | | | |

## LEVEL-ON SITE OBSERVATIONS *[One form per branch/location]*

# Area VI: Collections and Services

| Section/Topic | # | Item | M | | N/A | Comments/Notes |
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| **Section 24 Collections** | | | | | | |
| | 24.1 | **Lending Collection** - The library makes available to the public a physical collection of library materials; which can include books, library of things, and technology which may be borrowed by registered members for a specified period of time. | | | | |
| | 24.2 | **Labeling -** Items in the collection are labeled in a way that is consistent and facilitates ease of access by the public and staff (e.g. with labeling that indicates: the location of the item on the shelf, including classification code; target audience -adult, young adult, juvenile, pre-reader; in the case of fiction, genre; format - large print; and language). | | | | |
| | 24.3 | **Arrangement** - Items in the physical collection are arranged according to purpose, convenience, and accessibility. | | | | Libraries are encouraged to share a current floor plan of their facility. |
| | 24.4 | **Reference Resources -** The library provides current vetted and authoritative materials dedicated to information retrieval by library users and staff in the appropriate language(s). These materials can be in physical and/or online format (e.g. The Canadian Encyclopedia). | M | | | |
| | 24.5 | **Advisory Aids -** For the convenience and guidance of all users, and in the language(s) appropriate to the community, the library promotes fiction and other creative works by individual authors and creators, or on themes which it believes will be of particular or current interest (e.g. through the use of materials lists, special displays, links or bookmarks to web content, etc.). | | | | |
| | 24.6 | **Children's Materials** - The library provides materials which are designated primarily for use by children or their caregivers. | | | | |
| | 24.7 | **Early Literacy** - The library has collections and resources to support the development of early literacy and learning (such as AWE stations, preloaded tablets, etc). | | | | |
| | 24.8 | **Teen / YA Materials** - The library provides materials which are designated primarily for use by teens / YA and designed to appeal to the changing reading levels, interests and information needs of this group. | | | | |
| | 24.9 | **Collections: Language** - The library provides a collection of non-English library materials to reflect the languages used throughout the community. | | | | |
| | 24.10 | **Alternative formats** - The library provides materials in alternative formats (e.g. large print publications, talking books, closed-captioning and descriptive videos), ensuring access to its services and resources for all users. The library supplies | | | | |

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| | | access to library publications such as governance body minutes, brochures, or other documents in alternate formats on request. | | | | |
| **Section 25 Services** | | | | | | |
| | 25.1 | **General Public (a)** - The library offers reference and information services to the general public. | M | | | |
| | 25.2 | **General Public (b)** - The library offers readers advisory services to the general public. | M | | | |
| | 25.3 | **General Public (c)** - The library offers community information referral services to the general public. | M | | | |
| | 25.4 | **General Public (d)** - The library offers programming to the general public. | M | | | |
| | 25.5 | **Seniors** - The library offers programs and services for seniors in the community. | | | | |
| | 25.6 | **Teens** - The library offers programs and services for teens in the community. | | | | |
| | 25.7 | **Children** - The library offers programs and services for children in the community. | | | | |
| **Section 26 Technology Services** | | | | | | |
| | 26.1 | **Internet Connectivity** - The library is connected to the Internet with a minimum bandwidth (upload/download speeds) as set by the CRTC standards.<br>OR<br>If not meeting the above standard, provide evidence that the library is connected to the Internet with the best speed/bandwidth available in the community. | M | | | |
| | 26.2 | **Public Internet Access -** The library provides free use of the Internet to meet the needs of their community and guests. | M | | | |
| | 26.3 | **Wireless Networks** - The library has Wi-Fi for public and staff access. | | | | |
| | 26.4 | **Software Applications for Public Use** - The library provides software to the public, such as word processing, spreadsheet, presentation software, etc. | | | | |
| | 26.5 | **Training of Users** - The library ensures that users have access to training in the basic use of the computers in the library, how to use the public online catalogue and member services, and how to make effective use of web sites and electronic information resources. | | | | |
| | 26.6 | **Software Applications for Staff Use** - The library has office or web applications for staff use such as word-processing and spreadsheets. It may have additional applications that contribute to the library's administrative efficiency (e.g. financial, social content publishing, training software). | | | | |
| | 26.7 | **E-mail -** Staff have access to a library (or municipal, band, county, etc.) e-mail system for the purposes of sending and receiving work-related emails, responding to information requests and enquiries, or other communication needs. | M | | | |
| | | | ***8*** | ***24*** | ***0*** | |
| | | **Actual** | | | | |
| | | **Percentage (All Mandatory required; 90% of total statements required)** | | | | |

## LEVEL- ON SITE OBSERVATIONS *[One form per branch/location]*

# Area VII: Physical & Facilities

| Section/Topic | # | Item | M | | N/A | Comments/Notes |
|---|---|---|---|---|---|---|
| **Section 27 Looking at the exterior** | | | | | | |
| | 27.1 | **Minimum Hours** - The main library location is open to the public at least 20 staffed hours per week, over at least three days. In the case of multi-branch library systems, branches are open a minimum of 12 staffed hours per week. | M | | | |
| | 27.2 | **Visibility of Signage** - Library buildings are clearly identified by exterior signs which are highly visible from the street and in the appropriate language(s). | | | | |
| | 27.3 | **Posting of Hours** - Library hours are posted and visible from the exterior of the location. | | | | |
| | 27.4 | **Directional Signs** - The library provides signage indicating the presence and location of the public library in the community (e.g. signs on main community thoroughfares);<br>OR<br>Provides proof indicating they have made a request to the government responsible for the road signage to have these signs placed in the community. | | | | |
| | 27.5 | **Parking** - Adequate and convenient parking is available at or near the branch including AODA standard parking space(s). | | | | |
| | 27.6 | **Return of Materials** - The library provides an identifiable location for the secure return of library materials during regular service hours and when the library is closed (e.g. book drop). | M | | | |
| **Section 28 Spaces within the library** | | | | | | |
| | 28.1 | **Areas of the Library** - Distinct areas of the library are designated or readily adaptable for various services and functions (e.g. adult services, programming space, children's services, library staff work and rest, storage, etc.). | | | | |
| | 28.2 | **Physical Layout** - The physical layout of the library is organized in a way that is systematic, easy to navigate, and convenient for users. | | | | |
| | 28.3 | **Interior Signage** - Areas of the library, specific services and parts of the collection are clearly identified by appropriate signage, in language(s) used by major linguistic groups in the community. | | | | |
| | 28.4 | **Adult and Teen Shelving** - Materials in open stacks should be stored at heights appropriate to their primary users. At least 75% of the materials in collections are stored in such a way that the bases of the tallest books are at the following height:<br>• Adult and Teen: Maximum Height 60 inches or less | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | **Note:** recommendation to maintain the bottom of the lowest shelf no less than 8 inches from the floor OR angled to maximize readability. | | | | |
| | 28.5 | **Children's Shelving** - Materials in open stacks should be stored at heights appropriate to their primary users. At least 75% of the materials in collections are stored in such a way that the bases of the tallest books are at the following height:<br>• Children's: Maximum Height 48 inches or less | | | | |
| | 28.6 | **Shelving Capacity** - The amount of shelving is sufficient to store and display most materials without overcrowding. | | | | |
| | 28.7 | **Accessible Workstation Furniture** - Convenient access to the library equipment is provided for all, with independently adjustable workstation heights provided for those with disabilities and also for children. | | | | |
| | 28.8 | **Furniture** - The library provides furniture that is appropriate for the target user (e.g. child sized tables and chairs are provided in the children's area) or function (e.g. computer, maker space, etc.) | | | | |
| | 28.9 | **Interior Lighting** - Lighting levels are adequate in all areas (e.g. in collection areas, general reading and staff areas, computer stations, reading tables) - please see "Aids to Measurement". | | | | |
| | 28.10 | **Environmental Sustainability**- Wherever possible, the library adopts visible practices (e.g. automatic lighting, recycling, battery recycling, diverting withdrawals from landfill, LEED initiatives) that adhere to sustainable guidelines. | | | | |
| | 28.11 | **User Space (Seating)** - The library provides seating for use of library services and materials by the public on library premises. (e.g. - leisure reading, computer use, as well as table space and/or carrels for study purposes and consultation of library materials). | | | | ***PROFILE*** The library's current user capacity is _____ user spaces. -(see *Introduction & Resource materials* Appendix 2) |
| **Section 29 Access within the library** | | | | | | |
| | 29.1 | **Public Washroom(s)** - Washroom(s) are available for public use. | M | | | |
| | 29.2 | **Accessible Washrooms**(s) - The library has a washroom that provides barrier-free features (including but not limited to hands-free entry, grab bars, change tables, hands-free water and soap, and adequate turning radius for an assistive device). | | | | |
| | 29.3 | **Universal Washrooms** - Universal washroom(s) are available for public use. | | | | |
| | 29.4 | **Entrance** - The library provides an accessible entrance. | | | | |
| | 29.5 | **Aisles** - Space between book stacks is no less than 36 inches. | | | | |
| | 29.6 | **Clear access** -Access to user areas and library materials is clear and unobstructed. | | | | |
| | 29.7 | **Assistive Technology** - The library provides assistive technology (e.g. | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | magnification devices or software, keyboards with raised letters, large screen monitors, screen reading software, etc.). | | | | |
| | 29.8 | **Multiple-Floor Structures** - Where the public area of the library/branch occupies more than one level, wheelchair access is provided between levels. For staff, a work accommodation has been provided for a multistory facility. | | | | |
| **Section 30 Safety considerations within the library** | | | | | | |
| | 30.1 | **Emergency Procedures** – Each library location has distinct onsite specific written emergency procedures in place (e.g. Physical plant emergencies, health emergencies, pandemics, evacuation plans, bomb threats, evacuation procedures to assist people with disabilities, muster stations). | M | | | |
| | 30.2 | **Emergency Equipment & Facilities** - The library provides emergency equipment in accordance with appropriate legislation (e.g. smoke and fire alarms; emergency lighting; evacuation routes; fire extinguishers; worker first aid supplies) and public facing resources (e.g. Automated External Defibrillator (AED); emergency first aid supplies, naloxone). | M | | | |
| | 30.3 | **Supervision** - All areas of the library open to the public are supervised by library staff, with clear lines of sight or measures to address structural or facility challenges which can include video supervision, mirrors, or roving staff procedures viewable from all staff work areas. | | | | |
| | 30.4 | **Exterior Lighting** - The library entrance, staff entrance, and parking area are clearly illuminated at night. | | | | |
| | 30.5 | **Emergency Procedures Training** - Staff have been trained on the site-specific emergency procedures in order to protect themselves and patrons. (e.g. medical emergency, weather closures, lock down, bomb threats, missing child, emergency evacuations, and evacuation procedures to assist people with disabilities). | | | | |
| | | | ***5*** | ***30*** | ***1*** | |
| | | **Actual** | | | | |
| | | **Percentage (All Mandatory required; 90% of total statements required)** | | | | |

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# BUILDING CONDITION ASSESSMENT
# WAUBAUSHENE LIBRARY
# 17 THIFFAULT STREET, WAUBAUSHENE, ONTARIO

**Waubaushene Branch Library**

Prepared for:
**TOWNSHIP OF TAY**

Prepared by:
**BOLD ENGINEERING INC.**

Issued: **December 5, 2023**



December 5, 2023

Shawn Berriault
Township of Tay
450 Park Street, PO Box 100
Victoria Harbour, Ontario
L0K 2A0

Dear Mr. Berriault,

**Re:** **17 Thiffault St, Waubaushene, Ontario**
**Building Condition Assessment**

Pursuant to your instructions, we enclose our Building Condition Assessment for the above noted property. This report provides a general overview of the building components and systems, including a commentary on the architectural mechanical, electrical, structural components, and compliance with current AODA requirements. In addition, we have identified conditions observed which may result in future capital expenditures above those associated with routine maintenance.

Exclusions and assumptions are detailed in Section 3, and all limiting conditions and qualifications are identified in Section 6.

This report is for the exclusive use and benefit of **Township of Tay** BOLD Engineering does not hold reporting responsibility to any other party and does not assume any liability whatsoever to any other party.

We trust this report meets your requirements and we would be pleased to meet and discuss this in detail at your convenience.

Yours truly,

**BOLD ENGINEERING INC.**



Per: Chris Politis, P.Eng.
Principal/Project Manager



Per: Carter Shieck, B.Eng.
E.I.T. Building Science Technologist



Per: Thomas Deconi, Eng. Tech.
Building Science Technologist

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Appendix A: Schedule of Documents Reviewed

# 1. Executive Summary

This executive summary has been prepared as a quick reference of pertinent facts and estimates of this Building Condition Assessment. Readers are advised to refer to the Report in its entirety.

## 1.1 General Description

The subject property is located at 17 Thiffault Street, Waubaushene, Ontario. The property is a single storey library which consists of typical library furnishings. The exterior walls are clad with a painted vinyl siding. The exterior windows are comprised of aluminium framed single glazing units. The roof construction of the building is a pitched roof construction, with an eavestrough and downspout system. Interior finishes within the building include painted drywall, carpet and vinyl tile floor finishes, and acoustic lay-in ceiling tiles. A septic tank system is installed below grade for potable wastewater. Domestic water service is provided from a water metre within the interior mechanical room and is distributed from an electric hot water water tank. The building is also equipped with a "Goodman" furnace system. The building was repurposed from the existing building in 1992.

## 1.2 General Physical Condition

The subject property has a current overall Facility Condition Index and Condition Rating of 17.7% with an Overall Facility Condition "Good" classification.

## 1.3 Immediate Issues & Deficiencies

a) The current main entrance door does not conform with current AODA standards and is recommended for replacement to meet code.

## 1.4 Outstanding Information & Follow Up

Not Applicable.

## 1.5 Replacement Priorities

**Immediate Term**

- D5030 - Fire Alarm System – Panel = $5,000
- D5094 Emergency Exit Signs = $1,000
- G2020 Parking Lots = $20,000
- G3010 Water Supply = $5,000

| Short Term Priorities | | | | | |
|---|---|---|---|---|---|
| **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** | **Total (1-5)** |
| $ 31,000 | $ 0 | $ 17,000 | $ 49,000 | $ 3,000 | **$100,000** |

| Medium Term Priorities | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Year 6** | **Year 7** | **Year 8** | **Year 9** | **Year 10** | **Year 11** | **Year 12** | **Total (6-12)** |
| $ 0 | $ 0 | $ 21,000 | $ 32,000 | $ 3,000 | $ 0 | $ 37,000 | **$93,000** |

| Long Term Priorities | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Year 13** | **Year 14** | **Year 15** | **Year 16** | **Year 17** | **Year 18** | **Year 19** | **Year 20** | **Total (13-20)** |
| $ 0 | $ 0 | $ 3,000 | $ 0 | $ 0 | $ 40,000 | $ 30,000 | $ 3,000 | **$76,000** |

**The above tables do not include the contingency allowance.*

## 1.6 Contingency & Escalation

Our cost summaries include a specific contingency allowance of 10% and are priced in current dollars with no provision for escalation.

## 1.7 Planning & Zoning Issues

Planning and zoning issues are excluded from this report.

## 1.8 Environmental Issues

Environmental issues including mould contamination are excluded from this report.

# 2. Site and Building Profile

## 2.1 Building Profile

| | |
|---|---|
| Asset Name | Waubaushene Library |
| Asset Address | 17 Thiffault Street |
| Postal Code | L0K 2A0 |
| Segment | Administrative |
| Construction Year | 1992 |
| Gross Floor Area (square feet) | 1,657 $ft^2$ |
| Elevator(s) | 0 |
| # of Floors Above Grade | 1 |
| # of Floor Below Grade | 0 |
| Sprinklered | No |
| Specialty Equipment Within | Yes |
| Required Accessibility | Yes |
| Is this a multi-use facility? | No |
| Floor Plans provided by the Owner | Yes |

## 2.2 Financials

### 2.2.1 Estimate Replacement Value of the Building

Using the description of the building including type of exterior walls, heating system and sprinkler system provided by the Township of Tay, with associated basic building information such as number of storeys and gross floor area taken from non-as built drawings and high-level general overall measurements, we prepared using the programme "Marshall and Swift", and "Hanscomb Yardsticks for Costing", a high level order of magnitude square foot cost assessment for the likely replacement construction cost estimates for the building. The estimated costs exclude demolition of existing facility, development soft costs of the buildings and land value. The component breakdown provided below is not a replacement cost / repair cost for the current component, but rather a percentage value of the overall building cost as derived using costing tools. Project replacement costs have been provided in other sections of the report.

| Components | Component Costs | Percentage |
|---|---|---|
| Substructure | $30,000 | 5.3% |
| Shell | $115,000 | 20.3% |
| Interiors | $94,000 | 16.6% |
| Services | $228,000 | 40.2% |
| Equipment & Furnishings | $0 | 0.0% |
| Special Construction | $36,000 | 6.3% |
| Building Sitework | $64,000 | 11.3% |
| **Total Component Replacement Cost** | **$567,000** | **100.0%** |

# 3. Purpose & Scope

The mandate of general overview of the building components and systems, including a commentary on the architectural mechanical, electrical, structural components, and compliance with current AODA requirements. In addition, we have identified conditions observed which may result in future capital expenditures above those associated with routine maintenance.

Our Building Condition assessment procedures and documentation are conducted in general accordance with ASTM E 2018 – 08 Standard Guide for Building Condition Assessments: Baseline Building Condition Assessment Process.

## 3.1 Terms of Reference

We understand our terms of reference to be as follows:

a) Co-ordinate the submissions from all consultants and review all documentation provided with a view to integrating the findings, conclusions and recommendations into one due diligence review report.

b) Visually review the buildings.

c) Identify any major issues of note and provide resolutions along with any costs involved.

d) Prepare a report on our findings including the identifications of all the issues and our estimate of the individual capital expenditures required over a 20 year period specifically identifying any immediate action, with a threshold of $1,000. Items below $1,000 are considered on-going routine maintenance and operations.

e) Year 1 is defined at the 12 month period subsequently following the date this report is issued.

f) Components highlighted in the "Immediate Repairs" Section 1.3 may or may not be deemed a life safety concern and should be prioritized over capital costs outlined in year 1.

## 3.2 Basis of Analysis

The assessment of Capital Expenditures required is based on the following:

a) Building systems failing to meet their performance level.

b) Building systems that have reached or are projected to reach the end of their productive life cycle within a 10-year period.

### 3.2.1 Facility Condition Rating (FCR)

The Facility Condition Ratings are as follows base on the FCI (Facility Condition Index): very good (Under 10%), good (10-20%), fair (20%-30%), poor (30%-50%) and very poor (over 50%).

### 3.2.2 Facility Condition Index (FCI)

The FCI = lifecycle renewal cost for the study period divided by the estimate replacement value of the asset.
The FCI is a relative indicator of condition, and should be tracked over time to maximize its benefit.

## 3.3 Component Condition Ration

The following component condition rating definitions are provided by the BOLD Engineering and are identified on a component-by-component basis in the Component Summary Table.

| Rating | Descriptor | Data Standard |
|---|---|---|
| 1 | Very Good | The component is in very good overall condition with some early stages of deterioration evident, where the deterioration is minor in nature and causing no serviceability problems. |
| 2 | Good | The component is in good overall condition, where some deterioration is evident and serviceability is impaired very slightly. |
| 3 | Fair | The component is in fair to good overall condition, where deterioration is obvious and serviceability is impaired materially. |
| 4 | Poor | The component is in poor overall condition, where deterioration and serviceability impairment are considerable and maintenance costs and risk are relatively high. |
| 5 | Very Poor | The component is in very poor overall condition, where deterioration and serviceability impairment are severe. Maintenance costs and risk, including the risk of failure, are substantial and maintenance ineffective to the point such that rehabilitation is the only cost-effective means of restoring serviceability. |

## 3.4 Conclusions Methodology

Our conclusions are based on the following:

a) On-site identification and measurement (where possible) of a specific deficiency item priced accordingly.

b) Measurement of areas from drawings where available (e.g. roofing) and priced at current replacement cost prevailing unit rates. It should be noted that floor areas and parking counts reported are taken directly from documents provided and detailed quantities will need to be assessed for any tendering purposes. **BOLD Engineering has carried out no independent verification or measurement.**

c) Information available from maintenance logs relating to mechanical equipment, etc., priced at prevailing replacement costs for similar or equivalent equipment.

We inspected the building on **August 21, 2023** and were accompanied by **Mark.**

## 3.5 Exclusions

a) Environmental issues including mould contamination.

b) Tenant improvement allowances.

c) Cost estimates are based on the assumption that phenolic foam insulation does not exist in the roof assembly as roof cuts were not performed as part of this review to determine the type of insulation existing.

d) Expenditure for capital items which are categorized as maintenance or operational in nature.

e) We have excluded the Americans with Disabilities Act (ADA) accessibility survey as it is not applicable in Canada.

f) Review or comment on tenant leases or tenant lease requirements is not included as part of this Building Condition assessment.

g) No testing has been performed at any mechanical, electrical or life safety equipment.

h) This report is not a “Structural Adequacy Report” as defined by the PEO. This report comments only on the existing condition of structural elements based on a random sampling, visually reviewed on the inspection date by the reviewer and makes recommendation for the repair / replacement of these elements based on the current age and visible condition for financial planning purposes only.

i) The assessment of the mechanical and electrical systems was strictly visual to determine the type of system, age and aesthetic condition. No physical testing or intrusive investigative techniques were used.

j) Determining the extent of infestation or remedy for treatment, pertaining to any type of pests such as wood damaging organisms, rodents, or insects.

# 4. Immediate Repairs & Capital Reserve Analysis

Our detailed summaries are enclosed, identifying the following:

a) Immediate repairs and capital expenditures required.

b) Capital expenditures, including the major building components/systems requiring replacement/repair to maintain the facility in fully satisfactory operating condition.

# Items Schedule

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **BUILDING CONDITION ASSESEMENT PROJECTIONS FOR:** | | **Township of Tay** | | | **20** | | | |
| Project No. | | B23-719.02 | | | | | | |
| Financial Analysis for Year Ended: | | 2022 | | | | | | |
| Financial Analysis Starting Year 1: | | 2023 | | | | | | |
| Date of Study: | | Dec-5-2023 | | | | | | |
| Current Replacement Value: | | **$566,000.00** | | | | | | |
| **Category** | **Item** | **Description** | **Year Replaced / Repaired** | **Budget Cost For Repair or Replacement (Present $)** | **Typical Life Span (Years)** | **Current Effective Age (Years)** | **Estimated Life Remaining (Years)** | |
| **A - Foundations** | | | | | | | | |
| | **A1010** | **Standard Foundations** | 1992 | **$0** | **75** | **31** | **44** | |
| **B - Shell** | | | | | | | | |
| | **B2010** | **Exterior Walls** | 1992 | **$20,000** | **40** | **31** | **9** | |
| | **B2020** | **Exterior Windows** | 2000 | **$25,000** | **35** | **23** | **12** | |
| | **B2030** | **Exterior Door** | 1992 | **$10,000** | **35** | **31** | **4** | |
| | **B3010** | **Roof Coverings** | 2011 | **$18,000** | **20** | **12** | **8** | |
| | **B3010.05** | **Gutters and Downspouts** | 2011 | **$3,000** | **20** | **12** | **8** | |
| **C - Interiors** | | | | | | | | |
| | **C1010** | **Interior Partitions** | 1992 | **$0** | **75** | **31** | **44** | |
| | **C1020** | **Interior Doors** | 1992 | **$6,000** | **35** | **31** | **4** | |
| | **C3010** | **Wall Finishes** | 2011 | **$10,000** | **15** | **12** | **3** | |
| | **C3020** | **Floor Finishes** | 2000 | **$12,000** | **35** | **23** | **12** | |
| | **C3030** | **Ceiling Finishes** | 1992 | **$18,000** | **35** | **31** | **4** | |
| **D - Services** | | | | | | | | |
| | **D2010** | **Plumbing Fixtures** | 2011 | **$0** | **35** | **12** | **23** | |
| | **D2020** | **Water Disitribution System** | 1992 | **$10,000** | **35** | **31** | **4** | |
| | **D2023** | **Domestic Hot Water Heating System** | 2012 | **$5,000** | **20** | **11** | **9** | |
| | **D2031** | **Building Sanitary Waste Management System** | 1992 | **$5,000** | **50** | **31** | **19** | |
| | **D3012** | **Gas Supply System** | 1992 | **$0** | **40** | **31** | **9** | |
| | **D3050** | **Gas Fired Furnaces** | 2016 | **$20,000** | **25** | **7** | **18** | |
| | **D3050** | **Condenser Unit** | 2006 | **$7,000** | **20** | **17** | **3** | |
| | **D3060** | **Building Automation System** | 2016 | **$20,000** | **25** | **7** | **18** | |
| | **D5010** | **Main Electrical Service** | 1992 | **$5,000** | **40** | **31** | **9** | |
| | **D5021** | **Branch Wiring Devices** | 1992 | **$2,000** | **40** | **31** | **9** | |
| | **D5022** | **Interior Lighting Systems** | 2019 | **$0** | **25** | **4** | **21** | |
| | **D5030** | **Fire Alarm System - Panel** | 1992 | **$5,000** | **20** | **31** | **-** | **11** |
| | **D5094** | **Emergency Exit Signs** | 1992 | **$1,000** | **20** | **31** | **-** | **11** |
| **E - Equipment and Furnishings** | | | | | | | | |
| | **E2010** | **Fixed Casework** | 1992 | **$25,000** | **50** | **31** | **19** | |
| **G - Building Sitework & Utilities** | | | | | | | | |
| | **G2020** | **Parking Lots** | 1992 | **$20,000** | **20** | **31** | **-** | **11** |
| | **G2030** | **Pedestrian Paving** | 1992 | **$4,000** | **35** | **31** | **4** | |
| | **G2040** | **Signage** | 1992 | **$1,000** | **35** | **31** | **4** | |
| | **G3010** | **Water Supply** | 1992 | **$5,000** | **35** | **31** | **4** | |
| | **G3020** | **Sanitary Sewer** | 1992 | **$12,000** | **40** | **31** | **9** | |
| **TOTALS:** | | | | **$269,000** | | | | |

# Expenditure Schedule

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BUILDING CONDITION ASSESEMENT PROJECTIONS FOR:** | | **Township of Tay** | | | | | | | | | | | | | | | | | | | | | |
| Project No. | | B23-719.02 | | | | | | | | | | | | | | | | | | | | | |
| Financial Analysis for Year Ended: | | 2023 | | | | | | | | | | | | | | | | | | | | | |
| Financial Analysis Starting Year 1: | | 2024 | | | | | | | | | | | | | | | | | | | | | |
| Date of Study: | | Dec-5-2023 | | | | **Expenditure Schedule** | | | | | | | | | | | | | | | | | |
| Current Replacement Value: | | **$566,000.00** | | | | | | | | | | | | | | | | | | | | | |
| | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | |
| **Category** | **Item** | **Description** | 2024 | 2025 | 2026 | 2027 | 2028 | 2029 | 2030 | 2031 | 2032 | 2033 | 2034 | 2035 | 2036 | 2037 | 2038 | 2039 | 2040 | 2041 | 2042 | 2043 | **Total** |
| **A - Foundations** | | | | | | | | | | | | | | | | | | | | | | | |
| | A1010 | Standard Foundations | | | | | | | | | | | | | | | | | | | | | $0 |
| **B - Shell** | | | | | | | | | | | | | | | | | | | | | | | |
| | B2010 | Exterior Walls | | | | | | | | | $20,000 | | | | | | | | | | | | $20,000 |
| | B2020 | Exterior Windows | | | | | | | | | | | | $25,000 | | | | | | | | | $25,000 |
| | B2030 | Exterior Door | | | | $10,000 | | | | | | | | | | | | | | | | | $10,000 |
| | B3010 | Roof Coverings | | | | | | | | $18,000 | | | | | | | | | | | | | $18,000 |
| | B3010.05 | Gutters and Downspouts | | | | | | | | $3,000 | | | | | | | | | | | | | $3,000 |
| **C - Interiors** | | | | | | | | | | | | | | | | | | | | | | | |
| | C1010 | Interior Partitions | | | | | | | | | | | | | | | | | | | | | $0 |
| | C1020 | Interior Doors | | | | $6,000 | | | | | | | | | | | | | | | | | $6,000 |
| | C3010 | Wall Finishes | | | $10,000 | | | | | | | | | | | | | | | | | | $10,000 |
| | C3020 | Floor Finishes | | | | | | | | | | | | $12,000 | | | | | | | | | $12,000 |
| | C3030 | Ceiling Finishes | | | | $18,000 | | | | | | | | | | | | | | | | | $18,000 |
| **D - Services** | | | | | | | | | | | | | | | | | | | | | | | |
| | D2010 | Plumbing Fixtures | | | | | | | | | | | | | | | | | | | | | $0 |
| | D2020 | Water Disitribution System | | | | $10,000 | | | | | | | | | | | | | | | | | $10,000 |
| | D2023 | Domestic Hot Water Heating System | | | | | | | | | $5,000 | | | | | | | | | | | | $5,000 |
| | D2031 | Building Sanitary Waste Management System | | | | | | | | | | | | | | | | | | | $5,000 | | $5,000 |
| | D3012 | Gas Supply System | | | | | | | | | | | | | | | | | | | | | $0 |
| | D3050 | Gas Fired Furnaces | | | | | | | | | | | | | | | | | | $20,000 | | | $20,000 |
| | D3050 | Condenser Unit | | | $7,000 | | | | | | | | | | | | | | | | | | $7,000 |
| | D3060 | Building Automation System | | | | | | | | | | | | | | | | | | $20,000 | | | $20,000 |
| | D5010 | Main Electrical Service | | | | | | | | | $5,000 | | | | | | | | | | | | $5,000 |
| | D5021 | Branch Wiring Devices | | | | | | | | | $2,000 | | | | | | | | | | | | $2,000 |
| | D5022 | Interior Lighting Systems | | | | | | | | | | | | | | | | | | | | | $0 |
| | D5030 | Fire Alarm System - Panel | $5,000 | | | | | | | | | | | | | | | | | | | | $5,000 |
| | D5094 | Emergency Exit Signs | $1,000 | | | | | | | | | | | | | | | | | | | | $1,000 |
| **E - Equipment and Furnishings** | | | | | | | | | | | | | | | | | | | | | | | |
| | E2010 | Fixed Casework | | | | | | | | | | | | | | | | | | | $25,000 | | $25,000 |
| **G - Building Sitework & Utilities** | | | | | | | | | | | | | | | | | | | | | | | |
| | G2020 | Parking Lots | $20,000 | | | | | | | | | | | | | | | | | | | | $20,000 |
| | G2030 | Pedestrian Paving | | | | $4,000 | | | | | | | | | | | | | | | | | $4,000 |
| | G2040 | Signage | | | | $1,000 | | | | | | | | | | | | | | | | | $1,000 |
| | G3010 | Water Supply | $5,000 | | | | | | | | | | | | | | | | | | | | $5,000 |
| | G3020 | Sanitary Sewer | | | | | $3,000 | | | | | $3,000 | | | | | $3,000 | | | | | $3,000 | $12,000 |
| | | ***Annual Cost (before HST)*** | ***$31,000*** | ***$0*** | ***$17,000*** | ***$49,000*** | ***$3,000*** | ***$0*** | ***$0*** | ***$21,000*** | ***$32,000*** | ***$3,000*** | ***$0*** | ***$37,000*** | ***$0*** | ***$0*** | ***$3,000*** | ***$0*** | ***$0*** | ***$40,000*** | ***$30,000*** | ***$3,000*** | ***$269,000*** |
| | | **Contingency Fee 10%** | *$3,100* | *$0* | *$1,700* | *$4,900* | *$300* | *$0* | *$0* | *$2,100* | *$3,200* | *$300* | *$0* | *$3,700* | *$0* | *$0* | *$300* | *$0* | *$0* | *$4,000* | *$3,000* | *$300* | *$26,900* |
| | | ***Annual Costs (incl. HST)*** | ***$34,100*** | ***$0*** | ***$18,700*** | ***$53,900*** | ***$3,300*** | ***$0*** | ***$0*** | ***$23,100*** | ***$35,200*** | ***$3,300*** | ***$0*** | ***$40,700*** | ***$0*** | ***$0*** | ***$3,300*** | ***$0*** | ***$0*** | ***$44,000*** | ***$33,000*** | ***$3,300*** | ***$295,900*** |

# 5. Component Description and Condition

This section of the report describes the building and site components that were visually surveyed during our site inspection and that are included in the study. Where required, we have elaborated on particular components that deviate from a standards remove-and-replace scenario or are of major impact as expenditure in the Building Condition Assessment. Unless otherwise noted below, the building components are wearing as anticipated, in fair condition and are based on normal life expectancy and actual ages.

## A - Substructure

### A1010 Foundation Wall & Footings

| | | |
|---|---|---|
| **Description**<br>The substructure of the building was not visible at the time of the visit. With no reported issues, it is believed the foundation walls and footings are presumed to be in good condition. No ongoing damage or deterioration was observed that would infer there are any ongoing issues with the foundations or footings. | | |
| **Component Rating:** Good (2) | **Installation Date:** 1992 | |
| **Typical Life Span:** 75 | **Remaining Life:** 44 | **Current Effective Age:** 31 |
| **Recommendations**<br>This item is not anticipated for repairs or replacement during the study period. Minor repairs (if any) are considered under on-going routine maintenance. | | |
| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |

## B - Shell

### B2010 Exterior Walls

**Description**

The exterior walls are comprised of vinyl siding. The siding is consistent throughout the entire exterior of the building. Given the current condition of the vinyl siding, it presumed that they are not original to the building construction. No major signs of damage such as broken, cracked, deteriorated, lifted or loose panels were observed during the site visit. Overall, the exterior wall finish was found in good condition with minimal signs of deterioration.

| | | |
|---|---|---|
| **Component Rating**: Good (2) | **Installation Date:** 1992 | |
| **Typical Life Span:** 40 | **Remaining Life:** 9 | **Current Effective Age:** 31 |

**Recommendations**

Based on the typical lifespan of this component, repairs or replacement are anticipated during the study period. If the component is found in good condition at the end of it's typical life span, these costs can be deferred to a later date. Allowance costs shown below are for major replacements to the vinyl siding. Minor repairs (if any) are considered under on-going routine maintenance.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $20,000 |
|---|---|---|



Vinyl siding at the northeast elevation



Vinyl siding at the southeast elevation



Vinyl siding at the northeast elevation



Crack observed at the bottom of vinyl siding (South elevation)

**B2020 Exterior Windows**

**Description**

The exterior windows consist of single glazing units that vary in width per opening. Each window has a screen mesh installed within their frames. The exterior windows are fixed units, with sliding bottom units. Manufacturer stamps along the frames of each unit show they were installed in 2000. Overall, the windows appeared to be in fair condition.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2000 | |
| **Typical Life Span:** 35 | **Remaining Life:** 12 | **Current Effective Age:** 23 |

**Recommendations**

Although the windows were not tested for operation, it is recommended that all windows be checked by maintenance to ensure that self-latches on operable units are operational. Where openings exceed those allowable by code, repairs should be carried out immediately. Energy efficiency can be improved with future replacements. The exterior windows are anticipated for replacement during the study period. Cost or replacement is carried below.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** 10 | **Capital Cost:** $25,000 |



Typical exterior window



Exterior window (Interior view)



Overview of exterior windows (Interior view)



Exterior windows framing

**B2030 Exterior Door**

**Description**

The main entrance door assembly consists of a wooden unit installed within a wood frame. Each exterior door also was a glazing panel within the unit. The metal exterior door hardware was found rusted at the exterior. Abrasive damage was also observed along the wood frames. Weatherstripping along the bottom of the doors frame is no longer operating as intended as it is no longer completely adhered to the door. The exterior doors were found in poor condition.

The door opening was reviewed and not found to be AODA compliant. The accessibility entrance door does not have any automatic or power assisted door functions.

| | | |
|---|---|---|
| **Component Rating:** Poor (4) | **Installation Date:** 1992 | |
| **Typical Life Span:** 35 | **Remaining Life:** 4 | **Current Effective Age:** 31 |

**Recommendations**

Per the AODA, Main entrance doors and other accessible entrance and exit doors should be a minimum of 915 mm wide to allow safe passage of persons who use mobility aids. Accessible entrance doors and related vestibule doors should be automatic or have power-assisted door openers. Suitable guards, which project a minimum of 305 mm beyond the door swing, should be provided as an aid to persons with visual limitations. In buildings where there is a significant amount of glazing at grade, it is recommended that door frames be clearly color-differentiated to aid in locating the entrance.

The exterior door assembly is anticipated for replacement during the study period. Costs shown below are for the replacement of the unit, and expansion of the door opening at the end of its typical life span.

| **Project Breakdown** | **QTY:** 2 | **Capital Cost:** $10,000 |
|---|---|---|



Visitor's entrance



Visitor's entrance from interior

| | |
|---|---|
|  |  |
| Visitor’s entrance | Visitor’s entrance from interior |

**B3010 Roof Coverings**

| | | |
|---|---|---|
| **Description**<br>The main roof over the library is covered with an asphalt shingle finish. Based on the information provided by the Township, previous replacement of the roof coverings was completed in 2011. Observations of the roof system were completed from grade level. No issues were reported by the site representative. | | |
| **Component Rating:** Fair (3) | **Installation Date:** 2011 | |
| **Typical Life Span:** 20 | **Remaining Life:** 8 | **Current Effective Age:** 12 |
| **Recommendations**<br>This item is anticipated for replacement during the study period. If possible, it is recommended to replace the whole roofing system at once to further reduce mobilization costs. An allowance is carried. | | |
| **Project Breakdown** | **QTY:** 1,657 $ft^2$ | **Capital Cost:** $18,000 |



Northwest elevation roof shingles




Overview of roof shingles from grade level

### B3010.05 Gutters and Downspouts

**Description**

The main roof utilizes an eavestrough and downspout system for rain water drainage of the roof system. Observations of the system were made from grade level. Downspouts were noted to terminate above grade level. No issues were reported by the site representative that the roof drainage system is not operating as intended.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2011 | |
| **Typical Life Span:** 20 | **Remaining Life:** 8 | **Current Effective Age:** 12 |

**Recommendations**

This item is anticipated for replacement during the study period. If possible, it is recommended to replace the whole roofing system at once to further reduce mobilization costs. An allowance is carried.

| **Project Breakdown** | **QTY:** 1,657 ft$^2$ | **Capital Cost:** $3,000 |
|---|---|---|



Northwest elevation roof shingles




Overview of roof shingles from grade level

# C - Interiors

## C1010 Interior Partitions

**Description**

The interior partitions consist of prefabricated gypsum wallboard partitions to divide spaces within the building. The walls are painted with a primer coat with two layers of paint. Overall, the interior walls appeared to be in good condition. No significant cracks were present that would suggest that the block walls are not functioning as intended. Repainting of the walls can be found under section *C3010 Painted Wall Finishes.*

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1992 | |
| **Typical Life Span:** 75 | **Remaining Life:** 44 | **Current Effective Age:** 31 |

**Recommendations**

This item is not anticipated for repairs or replacement during the study period. Gypsum wallboard is not typically replaced unless major damage or deterioration has occurred to the component. No costs are carried.

| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |
|---|---|---|



Painted gypsum wallboard



Painted gypsum wallboard

## C1020 Interior Doors

**Description**

The interior doors of the building consist of wood units within metal frames. The interior doors are painted with a similar finish to the interior wall finishes. Overall, the wood doors appeared to be in fair condition with minimal signs of wear and tear. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 35 | **Remaining Life:** 4 | **Current Effective Age:** 31 |

**Recommendations**

This item is anticipated for replacement during the study period. Appropriate costs are carried.

| **Project Breakdown** | **QTY:** 3 | **Capital Cost:** $6,000 |
|---|---|---|



Typical interior wood doors



Interior wood door with glass panel within unit

**C3010 Wall Finishes**

**Description**

The gypsums wallboard, where visible, were painted with a primer coat and two finish coats. Various colours were used within the facility. Paint deterioration was not evident at any areas of the interior space. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2011 | |
| **Typical Life Span:** 15 | **Remaining Life:** 3 | **Current Effective Age:** 12 |

**Recommendations**

Overall, the wall finished were found in good condition. This item has been deferred, where possible, to extend its normal life span. A general allowance is carried for the re-painting finishes in year 3.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** Lump Sum | **Capital Cost:** $10,000 |



Interior painted wall finish



Interior painted wall finish

**C3020 Floor Finishes**

| | | |
|---|---|---|
| **Description**<br>The facility features a carpet tile finish within the common areas, and vinyl tiling within the washroom. The floor finishes appear to be well maintained and are in good condition. No significant signs of deterioration were present. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2000 (Estimate) | |
| **Typical Life Span:** 35 | **Remaining Life:** 12 | **Current Effective Age:** 23 |
| **Recommendations**<br>The ceramic tiles, and vinyl tiles were found in good condition. If the component is found in good condition at the end of its typical life span, costs can be deferred to a later date. Appropriate costs are carried for future replacement of the floor finishes. | | |
| **Project Breakdown** | **QTY:** 1,657 $ft^2$ | **Capital Cost:** $12,000 |



Carpet tiling within the common area



Vinyl tiling within the washroom

## C3030 Ceiling Finishes

**Description**

Acoustic ceiling panels were observed throughout the building. The panels appear to be original to the building and broken panels were observed in the dayroom. Several areas of the facility had the ACT replaced in 2005. Overall, the ACT system appeared to be in fair condition.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 35 | **Remaining Life:** 4 | **Current Effective Age:** 31 |

**Recommendations**

Further investigation is recommended to determine if there is any water ingress at roof level where leak stains have been observed. Due to the condition and overall appearance, the original ACT system is recommended to be replaced in year 2. An allowance costs are carried below.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** 1,657 $ft^2$ | **Capital Cost:** $18,000 |



Acoustic ceiling tile finish



ACT in the storage area of the library

## D - Services

### D2010 Plumbing Fixtures

**Description**

The domestic water system is distributed to washroom fittings which includes a wall mounted sink, and floor mounted toilet. The sinks and toilet are operated with manual faucets. Overall, the washroom fittings were in good and working condition with minimal signs of wear and tear. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2011 (Estimate) | |
| **Typical Life Span:** 35 | **Remaining Life:** 23 | **Current Effective Age:** 12 |

**Recommendations**

The interior plumbing fixtures were found in good condition. Allowance costs are carried for the replacement of plumbing fixtures at the end of their typical life span.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |



Typical washroom furnishings



Stainless steel sink

## D2020 Water Distribution System

**Description**

The plumbing piping system consists of copper piping to distribute hot and cold water throughout the building's plumbing fixtures. The majority of the lines were hidden behind interior finishes or insulated throughout and were not readily available for review. All plumbing piping where visible were observed typically within the washrooms and kitchen. The valves and fittings appear to be in good condition. No anomalous conditions were observed or reported that would suggest this system is not functioning as intended.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1992 | |
| **Typical Life Span:** 35 | **Remaining Life:** 4 | **Current Effective Age:** 31 |

**Recommendations**

Based on the overall condition of the distribution system, the item has been deferred. It is recommended to insulate copper lines where applicable. Replacement of the existing water distribution system can be done in phases to soften project costs over a time period. Minor repairs can be done on an as-needed basis. Appropriate costs have been carried.

| **Project Breakdown** | **QTY:** 1,657 $ft^2$ | **Capital Cost:** $10,000 |
|---|---|---|



Copper distribution lines to washroom sink



Copper piping to common area sink



Copper distribution lines from the water heater tank

### D2023 Domestic Hot Water Heating System

**Description**

There is an electric “Rheem” hot water tank located in the mechanical room with a capacity of 6 gallons. The hot water tank has been replaced in 2012, per the notes atop the unit. No anomalous conditions were observed or reported that would suggest this system is not functioning as intended. The hot water tank appears to be in good condition.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2012 | |
| **Typical Life Span:** 20 | **Remaining Life:** 9 | **Current Effective Age:** 11 |

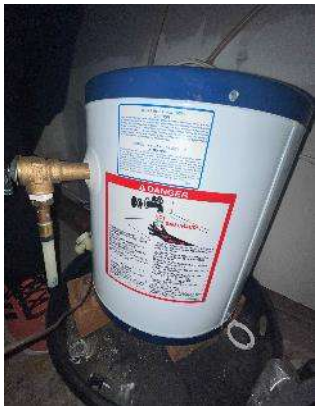
**Recommendations**

Overall, the hot water tank was found in good condition. Appropriate costs are carried for the replacement of the hot water tank.

| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $5,000 |
|---|---|---|



Hot water tank



Information label on HWT

### D2031 Building Sanitary Waste Management System

**Description**

The building's sanitary waste management system consists of chrome and ABS piping for plumbing fixtures where visible. These materials were observed under the washroom and kitchen sinks. The majority of the sanitary lines were not visible as they are hidden below grade. Minor corrosion was observed on the sanitary lines in the men's washroom. No significant signs of deterioration were present. No issues were reported by the site representative therefore it is assumed that the system is draining appropriately.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1992 | |
| **Typical Life Span:** 50 | **Remaining Life:** 19 | **Current Effective Age:** 31 |

**Recommendations**

The building sanitary waste management system was found in good condition. Minor repairs can be done on an as-needed basis. An allowance cost is carried below for any major localized repairs or replacements of sanitary drains within the 20-year study period.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $5,000 |
|---|---|---|



Sanitary pipes beneath washroom sink



Sanitary pipes beneath kitchen sink

## D3012 Gas Supply System

**Description**

The gas utility supply enters the building below grade. The gas piping was concealed below grade and not accessible for visual evaluation. No significant signs of deterioration were observed. No issues were reported by the site representative therefore it is assumed that no anomalous conditions exist that would suggest that this system is not functioning as intended. The incoming gas service includes the gas meter, which is located at the rear of the building.. Minor surface corrosion was observed on the piping.

Gas service for the building is provided by the local service provider.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 40 | **Remaining Life:** 9 | **Current Effective Age:** 31 |

**Recommendations**

Gas piping downstream of the gas meter shall be painted yellow. This can be done at a cost below the threshold of this report.

Repairs to gas piping in the building and up to the gas meter can be performed on an as-needed basis and under operations and maintenance. The gas meter beyond is the responsibility of the local service provider. No costs are included for repairs or replacements.

| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** N/A |
|---|---|---|



Incoming gas meter at the west elevation of building



“Enbridge’ manufacturer label

**D3050 Gas Fired Furnace**

| | | |
|---|---|---|
| **Description**<br>There is a single "Goodman" gas-fired furnace that provides heating within the building. The unit was replaced in 2016. No issues were observed with the unit. No signs of damage or deterioration were observed along the unit. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2016 | |
| **Typical Life Span:** 25 | **Remaining Life:** 18 | **Current Effective Age:** 7 |
| **Recommendations**<br>This item is anticipated for replacement during the study period. An allowance is carried for future replacement. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $20,000 |
|  | |  |
| "Goodman" furnace | | Furnace plate |

**D3050 Condenser Unit**

| | | |
|---|---|---|
| **Description**<br>There is a condenser unit installed at the exterior west elevation of the building. The unit was found in fair and working condition with no signs of damage or deterioration along the component. No issues were reported by the site representative.<br>No labels were observed along the condensing unit. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2006 (Estimate) | |
| **Typical Life Span:** 20 | **Remaining Life:** 3 | **Current Effective Age:** 17 |
| **Recommendations**<br>This item is anticipated for replacement during the study period. An allowance is carried for replacement. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $7,000 |
|  | | |
| Exterior condensing unit | | |

**D3060 Building Automation System**

**Description**

The building HVAC system is controlled by an "Emerson" building automation system (BAS) and individual controls. All cooling and heating equipment is controlled by a wall mounted programmable thermostat. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2016 (Estimate) | |
| **Typical Life Span:** 25 | **Remaining Life:** 18 | **Current Effective Age:** 7 |

**Recommendations**

This item is anticipated for repair and/or replacement during the study period. An allowance is carried for future replacement.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $20,000 |
|---|---|---|
|  | | |
| Interior thermostat | | |

**D5010 Main Electrical Service**

| | | |
|---|---|---|
| **Description**<br>The main incoming electrical service enters the building from above grade and into the east wall board enclosure. The power is distributed to other multiple electrical panels installed within the electrical room and throughout the facility. No significant signs of deterioration were present. No issues were reported by the site representative. | | |
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 40 | **Remaining Life:** 9 | **Current Effective Age:** 31 |
| **Recommendations**<br>We recommend infrared thermograph scanning of all electrical equipment (i.e. main, distribution etc.) to find "hot spots". In additional, general housekeeping of equipment (i.e. tagging and removal of miscellaneous items too close to equipment). This is considered under normal operations and maintenance as below the threshold limit. All electrical equipment should be checked regularly under operations and maintenance to ensure good working operation. Replacement and installation should be carried out in accordance with the manufacturer's recommendations. This item is anticipated for repairs or replacement during the study period. As the component is in good condition, costs these costs can be deferred to a later date. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $5,000 |

**D5021 Branch Wiring Devices**

| | | |
|---|---|---|
| **Description**<br>Branch wiring devices refers to all electrical components that receive power. These may include power receptacles, light switches and other accessories. Receptacles located throughout the facility consist of plated outlets. Overall, the devices appeared to be in good and working condition. No measurements were taken to determine any issues with branch wiring device spacing. No significant signs of deterioration were present. No issues were reported by the site representative. | | |
| **Component Rating:** Good (2) | **Installation Date:** 1992 | |
| **Typical Life Span:** 40 | **Remaining Life:** 9 | **Current Effective Age:** 31 |
| **Recommendations**<br>Replacement of the branch wiring (behind interior partitions) typically does not occur during the building's life span unless damages have been observed or the wiring is insufficient for the devices provided. Based on the age of the components, replacement of the devices are anticipated during the study period. Capital cost allowances have been carried. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $2,000 |

## D5022 Interior Lighting Systems

**Description**

Interior lighting within the building was comprised of mostly lay-in 4' x 4' LED ceiling lighting. The ceiling lighting was operational at the time of the site visit with no visible issues. The fixtures were in good condition wherever reviewed with normal wear observed.Additionally, there are incandescent lights installed at the interior soffit by exterior windows, and at the front entrance.

We did not find any major issues with the lighting system during the site visit that would warrant immediate replacement. Although light level measurements were not taken, lighting levels appear to be adequate.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2019 | |
| **Typical Life Span:** 25 | **Remaining Life:** 21 | **Current Effective Age:** 4 |

**Recommendations**

No costs are anticipated for the replacement of interior lighting during the study period. Costs shown below are anticipated for the component at the end of it's typical life span.

| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |
|---|---|---|



Lay-in ceiling lighting



Lay-in ceiling lighting



Interior soffit lighting



Incandescent bulb lighting at entrance

**D5030 Fire Alarm System - Panel**

**Description**

A fire alarm system is installed by the main reception desk of the library and consists of the main alarm panel. The smoke and heat detectors are connected to the fire alarm system. The system appears to be in fair and working condition. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 20 | **Remaining Life:** -11 | **Current Effective Age:** 31 |

**Recommendations**

This item is anticipated for repair and/or replacement during the study period. A cost is shown below for the replacement of the alarm panel within the study period.

| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $5,000 |
|---|---|---|
|  | | |
| Fire / Security panel | | |

**D5094 Emergency Exit Signs**

**Description**

Emergency lighting systems installed within the facility include emergency exit signs, and dual head emergency lights. Overall, the emergency lighting systems were in fair condition and in working order. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 20 | **Remaining Life:** -11 | **Current Effective Age:** 31 |

**Recommendations**

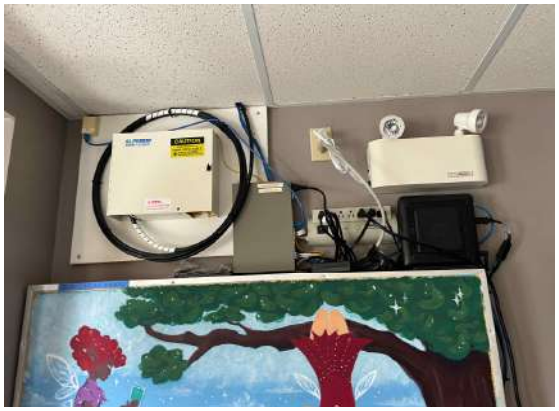
It is recommended to replace non-operational emergency lighting systems as well as components that have exceeded their typical life span immediately as it is a life safety system. An allowance is carried.

It is also recommended to keep all emergency exits free of obstructions which can be done under regular operations and maintenance. New green pictogram emergency exit signs are recommended as an upgrade to meet current OBC standards.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $1,000 |
|---|---|---|



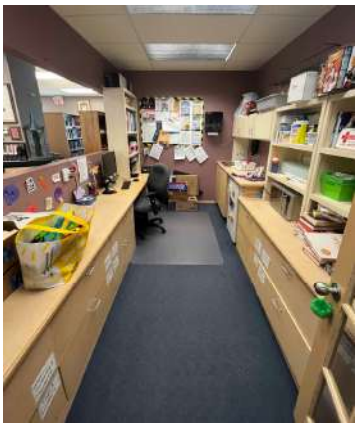

Emergency exit sign



Dual head emergency light

## E – Equipment and Furnishings

### E2010 Fixed Casework

| | | |
|---|---|---|
| **Description**<br>The building is furnished with large wood bookshelves, a small reception desk, and kitchenette area. Small appliances within the building include a microwave, and soap / towelette dispenser. Overall, the interior furnishings are in good condition. No issues were reported by the site representative. | | |
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 50 | **Remaining Life:** 19 | **Current Effective Age:** 31 |
| **Recommendations**<br>Based on a normal life span for this component, repairs and/or replacements are anticipated during the study period. Appropriate costs are carried. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $25,000 |
|  | | |
| Cabinetry within back of reception desk | | |

## G – Building Sitework & Utilities

### G2020 Parking Lot

**Description**

The majority of the property is paved in asphalt. Overall, the asphalt paving materials appeared to be in fair condition with asphalt cracking found at localized areas. Isolated areas of the asphalt paving have been repaired on an as-needed basis. No significant signs of deterioration were present.

Measurements were taken onsite to review whether the parking space complies with AODA requirements. Currently, the sizing is not adequate as per the current AODA standards.

The top surface of asphalt paving materials was reviewed and assessed for condition. The adequacy and condition of underlying soils could not be assessed. No issued were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 20 | **Remaining Life:** -11 | **Current Effective Age:** 31 |

**Recommendations**

Further investigation is recommended to determine the adequacy of the underlying soils. This can be done at a cost below the threshold limit of this report. General maintenance such as cleaning engine fluids off the path of travel is considered under operations and maintenance. This item is anticipated for repair and/or replacement during the study period. An allowance is carried for future replacement of the asphalt.

The accessibility spot within the parking lot is measured at 10 ½" and per AODA standard should have a minimum width of 11 ½". It is recommended to adjust the current width of the accessibility parking spot.

| **Project Breakdown** | **QTY:** 1,085 $ft^2$ | **Capital Cost:** $20,000 |
|---|---|---|



Overview of parking spaces at front of building



Rear parking lot

**G2030 Pedestrian Paving**

| | | |
|---|---|---|
| **Description**<br>There is a poured concrete walkway that provides pedestrian access from Thiffault Street to the main entrance. Minor shrinkage cracking was observed along the pedestrian paving. Overall, the walkways were in good condition with no major cracking observed. No significant signs of deterioration were present. No issues were reported. | | |
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 35 | **Remaining Life:** 4 | **Current Effective Age:** 31 |
| **Recommendations**<br>This item is anticipated for replacement during the study period. An allowance is carried for the replacement of walkway. | | |
| **Project Breakdown** | **QTY:** 45 lf | **Capital Cost:** $4,000 |
|  | |  |
| Pedestrian paving near front entrance | | Walkway/stairs towards street level |

**G2040 Signage**

**Description**

Site signage for the building is comprised of a single wood sign at the exterior parking lot and posted along the north elevation of the building. The signage was observed from grade level and found with no signs of damage or deterioration. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1992 | |
| **Typical Life Span:** 35 | **Remaining Life:** 4 | **Current Effective Age:** 31 |

**Recommendations**

Regular maintenance is recommended to maintain the signs condition. An allowance is carried for the replacement of the site signage sign. This value is considered under operations and maintenance.

| **Project Breakdown** | **QTY:** 2 | **Capital Cost:** $1,000 |
|---|---|---|




Library exterior signage




Signage at the north elevation of building

### G3010 Water Supply

| | | |
|---|---|---|
| **Description**<br>Domestic cold water is provided from the local municipality from a cold-water connection to the building. The condition of the buried and concealed piping cannot be evaluated visually. No significant signs of deterioration were observed on the water piping. No issues were reported by the site representative. The incoming water service components were in good condition. | | |
| **Component Rating:** Good (2) | **Installation Date:** 1992 | |
| **Typical Life Span:** 40 | **Remaining Life:** 9 | **Current Effective Age:** 31 |
| **Recommendations**<br>Based on a normal life span for this component, repairs and/or replacements are anticipated during the study period. Allowance costs are carried for repairs and/or replacement during the study period. These costs can be deferred to a later date as the component is in good condition. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $5,000 |

### G3020 Sanitary Sewer

| | | |
|---|---|---|
| **Description**<br>The sanitary piping exits the building below grade into the sump pump. The pipes are concealed below grade and not accessible for visual evaluation. No anomalous conditions were observed or reported that would suggest this system is not functioning as intended. | | |
| **Component Rating:** Good (2) | **Installation Date:** 1992 | |
| **Typical Life Span:** 40 | **Remaining Life:** 9 | **Current Effective Age:** 31 |
| **Recommendations**<br>We recommend that the drains be flushed and scoped every 5 years. This maximizes the service life of the piping and helps identify repair needs. We have allowed a budget for sanitary repairs in year 5 of this report. Replacements are only recommended for the sanitary sewer after major damage or deterioration has been observed through scoping. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $3,000 |

# 6. Report Qualifications

The qualifications described below apply to this report:

a) All review surveys were visual only. No removal or testing of materials or components was carried out. The review was made on a random basis with no attempt to review or inspect every element or portion of the building. The intent of the review was to determine areas of visually obvious deterioration and need for repair and to determine, in a general way, the overall quality and sufficiency of the existing building conditions but not to ascertain the quality or sufficiency of any particular aspect of the building.

b) This report is intended to provide **Township of Tay.** with a general description of the systems employed in the building and to comment on their general condition, which may be apparent at the time of our review. No calculations were performed to confirm the adequacy of the elements. No findings contained in this report shall be construed as a guarantee or warranty of the quality or sufficiency of any particular aspect of the building or the adequacy of any particular element of any system employed in the building.

c) The timing of site visits is critical to building performance reviews. To observe the actual extent of problem areas, it is necessary to monitor the building conditions throughout the year and under varying weather conditions (for example, contraction and expansion of all component joints occur at different times of the year) in each specific area. As a result, all problems may not be visible at the time of our review and we shall not be responsible for any problems not readily visible or apparent at the time of our inspection.

d) Any timeframe given for repair or replacement work represents a judgement based on the apparent condition and theoretical life span of components. Failure of the item, or optimum repair/replacement time, may be earlier or later than the time estimate due to conditions unknown and beyond our control. The property manager should pro-actively assess the time lines identified going forward.

e) Any and all previous opinions expressed by BOLD Engineering, either verbally or in writing, regarding the condition of the building or cost estimates for repair of the above elements of the building cannot be relied upon unless contained herein and are superseded by this report. No portion of this report may be used as a separate entity; it is written to be read in its entirety.

f) An overall contingency allowance of **10%** has been carried to cover any unforeseen capital repairs arising during the twenty years contemplated in this report.

g) It should be noted that floor areas and parking counts reported and provided by building management and the planning consultant (as identified in our summaries) have been used. No independent verification, measurement or assessment has been carried out by BOLD Engineering.

h) Environmental issues are excluded from this report. No environmental issues have been addressed nor renewal costs included in our summaries.

i) We are not responsible for the effects of any actions taken as a result of this report unless we are specifically advised of and participate in such action in which case our responsibility will be agreed to at that time.

j) BOLD Engineering shall have no liability either in contract or in tort for services or matters beyond the scope of the services as outlined and qualified in this report.

k) This report is for the exclusive use and benefit of **Township of Tay**. BOLD Engineering does not hold reporting responsibility to any other party and does not assume any liability whatsoever to any other party.

# 7. Exhibits & Attachments

| | |
|---|---|
| Appendix A | Schedule of Information Reviewed |

**APPENDIX A**
**INFORMATION REVIEWED**

## INFORMATION REVIEWED

In the preparation of this report, the following drawings/documents were reviewed:

- Building Condition Assessment – February 2022
- Tay Township Public Library – Waubaushene Branch, Inspection Report – 2023
- Waubaushene Public Library Building Drawings – Thomas & Elizabeth Goetz Design, November 1991

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# BUILDING CONDITION ASSESSMENT
# THE THEO & ELAINE BERNARD PUBLIC LIBRARY
# 145 ALBERT STREET, VICTORIA HARBOUR, ONTARIO

**The Theo & Elaine Bernard Public Library**

Prepared for:
**TOWNSHIP OF TAY**

Prepared by:
**BOLD ENGINEERING INC.**

Issued: **December 5, 2023**



December 5, 2023

Shawn Berriault
Township of Tay
450 Park Street, PO Box 100
Victoria Harbour, Ontario
L0K 2A0

Dear Mr. Berriault,

**Re:** **145 Albert Street, Victoria Harbour, Ontario**
**Building Condition Assessment**

Pursuant to your instructions, we enclose our Building Condition Assessment for the above noted property. This report provides a general overview of the building components and systems, including a commentary on the mechanical, electrical, structural and architectural components. In addition, we have identified conditions observed which may result in future capital expenditures above those associated with routine maintenance. These conditions are primarily related to AODA requirements.

Exclusions and assumptions are detailed in Section 3, and all limiting conditions and qualifications are identified in Section 6.

This report is for the exclusive use and benefit of **Township of Tay.** BOLD Engineering does not hold reporting responsibility to any other party and does not assume any liability whatsoever to any other party.

We trust this report meets your requirements and we would be pleased to meet and discuss this in detail at your convenience.

Yours truly,

**BOLD ENGINEERING INC.**

Per:
Chris Politis, P.Eng.
Principal/Project Manager

Per:
Carter Shieck, B.Eng.
E.I.T. Building Science Conusltant

Per:
Thomas Deconi, Eng. Tech.
Building Science Technologist

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Appendix A: Schedule of Documents Reviewed

# 1. Executive Summary

This executive summary has been prepared as a quick reference of pertinent facts and estimates of this Building Condition Assessment. Readers are advised to refer to the Report in its entirety.

## 1.1 General Description

The subject property is located at 145 Alberta Street, Victoria Harbour, Ontario. The property is a single storey library which consists of typical library furnishings, and additional unoccupied space at the east of the building. The library is a shared space with Canada Post, K&B Bookkeeping and Tax Services. The library occupies approximately 2,468 $ft^2$ of the entire building. The exterior walls are comprised of an Exterior Insulation and Finishing System (EIFS) and was installed in 2017. The exterior windows of the building consist of double pane insulated glazing within aluminium frames. The roof construction of the building is a flat roof construction topped with a Thermoplastic Polyolefin (TPO) roof system. Interior finishes within the building include painted drywall, carpet and laminated floor finishes, and acoustic lay-in ceiling tiles. The incoming domestic water and hot water heater are found within the mechanical room. Additionally, there are two (2) HVAC units installed atop the roof. The exterior of the building utilizes a concrete platform. The building was constructed in 2008.

## 1.2 General Physical Condition

The subject property has a current overall Facility Condition Index and Condition Rating of **39.40%** with an Overall Facility Condition "**Poor**" classification.

## 1.3 Immediate Issues & Deficiencies

a) The current main entrance door does not conform with current AODA standards and is recommended for replacement to meet code.

b) The roof does not have sufficient travel arrest systems given the existing slip hazard.

## 1.4 Outstanding Information & Follow Up

a) The facility condition rating is rated high based on the components ages throughout the report, however the components these components have been properly maintained and do not require immediate replacement.

## 1.5 Replacement Priorities

| Immediate Term |
|---|

**No items are anticipated for replacement within the immediate term of the study period.*

| Short Term Priorities | | | | | |
|---|---|---|---|---|---|
| **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** | **Total (1-5)** |
| $ 10,000 | $ 3,000 | $ 0 | $ 1,000 | $ 224,000 | **$ 238,000** |

| Medium Term Priorities | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Year 6** | **Year 7** | **Year 8** | **Year 9** | **Year 10** | **Year 11** | **Year 12** | **Total (6-12)** |
| $ 0 | $ 0 | $ 0 | $ 51,000 | $ 3,000 | $ 38,000 | $ 0 | **$ 92,000** |

| Long Term Priorities | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Year 13** | **Year 14** | **Year 15** | **Year 16** | **Year 17** | **Year 18** | **Year 19** | **Year 20** | **Total (13-20)** |
| $ 0 | $ 55,000 | $ 3,000 | $ 0 | $ 0 | $ 0 | $ 1,000 | $ 119,000 | **$ 178,000** |

**The above tables do not include the contingency allowance.*

## 1.6 Contingency & Escalation

Our cost summaries include a specific contingency allowance of 10% and are priced in current dollars with no provision for escalation.

## 1.7 Planning & Zoning Issues

Planning and zoning issues are excluded from this report.

## 1.8 Environmental Issues

Environmental issues including mould contamination are excluded from this report.

# 2. Site and Building Profile

## 2.1 Building Profile

| | |
|---|---|
| Asset Name | The Theo & Elaine Bernard Public Library |
| Asset Address | 145 Albert Street |
| Postal Code | L0K 2A0 |
| Segment | Administrative |
| Construction Year | 2008 |
| Gross Floor Area (square feet) | 2,468 $ft^2$ |
| Elevator(s) | 0 |
| # of Floors Above Grade | 1 |
| # of Floor Below Grade | 0 |
| Sprinklered | No |
| Specialty Equipment Within | Yes |
| Required Accessibility | Yes |
| Is this a multi-use facility? | No |
| Floor Plans provided by the Owner | Yes |

## 2.2 Financials

### 2.2.1 Estimate Replacement Value of the Building

Using the description of the building including type of exterior walls, heating system and sprinkler system provided by the Township of Tay, with associated basic building information such as number of storeys and gross floor area taken from non-as built drawings and high-level general overall measurements, we prepared using the programme "Marshall and Swift", and "Hanscomb Yardsticks for Costing", a high level order of magnitude square foot cost assessment for the likely replacement construction cost estimates for the building. The estimated costs exclude demolition of existing facility, development soft costs of the buildings and land value. The component breakdown provided below is not a replacement cost / repair cost for the current component, but rather a percentage value of the overall building cost as derived using costing tools. Project replacement costs have been provided in other sections of the report.

| Components | Component Costs | Percentage |
|---|---|---|
| Substructure | $34,000 | 5.3% |
| Shell | $130,000 | 20.3% |
| Interiors | $106,000 | 16.6% |
| Services | $257,000 | 40.2% |
| Equipment & Furnishings | $0 | 0.0% |
| Special Construction | $41,000 | 6.3% |
| Building Sitework | $72,000 | 11.3% |
| **Total Component Replacement Cost** | **$640,000** | **100.0%** |

# 3. Purpose & Scope

The mandate of general overview of the building components and systems, including a commentary on the architectural mechanical, electrical, structural components, and compliance with current AODA requirements. In addition, we have identified conditions observed which may result in future capital expenditures above those associated with routine maintenance.

Our Building Condition assessment procedures and documentation are conducted in general accordance with ASTM E 2018 – 08 Standard Guide for Building Condition Assessments: Baseline Building Condition Assessment Process.

## 3.1 Terms of Reference

We understand our terms of reference to be as follows:

a) Co-ordinate the submissions from all consultants and review all documentation provided with a view to integrating the findings, conclusions and recommendations into one due diligence review report.

b) Visually review the buildings.

c) Identify any major issues of note and provide resolutions along with any costs involved.

d) Prepare a report on our findings including the identifications of all the issues and our estimate of the individual capital expenditures required over a 20 year period specifically identifying any immediate action, with a threshold of $1,000. Items below $1,000 are considered on-going routine maintenance and operations.

e) Year 1 is defined at the 12 month period subsequently following the date this report is issued.

f) Components highlighted in the "Immediate Repairs" Section 1.3 may or may not be deemed a life safety concern and should be prioritized over capital costs outlined in year 1.

## 3.2 Basis of Analysis

The assessment of Capital Expenditures required is based on the following:

a) Building systems failing to meet their performance level.

b) Building systems that have reached or are projected to reach the end of their productive life cycle within a 10-year period.

### 3.2.1 Facility Condition Rating (FCR)

The Facility Condition Ratings are as follows base on the FCI (Facility Condition Index): very good (Under 10%), good (10-20%), fair (20%-30%), poor (30%-50%) and very poor (over 50%).

### 3.2.2 Facility Condition Index (FCI)

The FCI = lifecycle renewal cost for the study period divided by the estimate replacement value of the asset.

The FCI is a relative indicator of condition, and should be tracked over time to maximize its benefit.

## 3.3 Component Condition Ration

The following component condition rating definitions are provided by the BOLD Engineering and are identified on a component-by-component basis in the Component Summary Table.

| Rating | Descriptor | Data Standard |
|---|---|---|
| 1 | Very Good | The component is in very good overall condition with some early stages of deterioration evident, where the deterioration is minor in nature and causing no serviceability problems. |
| 2 | Good | The component is in good overall condition, where some deterioration is evident and serviceability is impaired very slightly. |
| 3 | Fair | The component is in fair to good overall condition, where deterioration is obvious and serviceability is impaired materially. |
| 4 | Poor | The component is in poor overall condition, where deterioration and serviceability impairment are considerable and maintenance costs and risk are relatively high. |
| 5 | Very Poor | The component is in very poor overall condition, where deterioration and serviceability impairment are severe. Maintenance costs and risk, including the risk of failure, are substantial and maintenance ineffective to the point such that rehabilitation is the only cost-effective means of restoring serviceability. |

## 3.4 Conclusions Methodology

Our conclusions are based on the following:

a) On-site identification and measurement (where possible) of a specific deficiency item priced accordingly.

b) Measurement of areas from drawings where available (e.g. roofing) and priced at current replacement cost prevailing unit rates. It should be noted that floor areas and parking counts reported are taken directly from documents provided and detailed quantities will need to be assessed for any tendering purposes. **BOLD Engineering has carried out no independent verification or measurement.**

c) Information available from maintenance logs relating to mechanical equipment, etc., priced at prevailing replacement costs for similar or equivalent equipment.

We inspected the building on **August 21, 2023** and were accompanied by **Mark.**

## 3.5 Exclusions

a) Environmental issues including mould contamination.

b) Tenant improvement allowances.

c) Cost estimates are based on the assumption that phenolic foam insulation does not exist in the roof assembly as roof cuts were not performed as part of this review to determine the type of insulation existing.

d) Expenditure for capital items which are categorized as maintenance or operational in nature.

e) We have excluded the Americans with Disabilities Act (ADA) accessibility survey as it is not applicable in Canada.

f) Review or comment on tenant leases or tenant lease requirements is not included as part of this Building Condition assessment.

g) No testing has been performed at any mechanical, electrical or life safety equipment.

h) This report is not a "Structural Adequacy Report" as defined by the PEO. This report comments only on the existing condition of structural elements based on a random sampling, visually reviewed on the inspection date by the reviewer and makes recommendation for the repair / replacement of these elements based on the current age and visible condition for financial planning purposes only.

i) The assessment of the mechanical and electrical systems was strictly visual to determine the type of system, age and aesthetic condition. No physical testing or intrusive investigative techniques were used.

j) Determining the extent of infestation or remedy for treatment, pertaining to any type of pests such as wood damaging organisms, rodents, or insects.

# 4. Immediate Repairs & Capital Reserve Analysis

Our detailed summaries are enclosed, identifying the following:

a) Immediate repairs and capital expenditures required.

b) Capital expenditures, including the major building components/systems requiring replacement/repair to maintain the facility in fully satisfactory operating condition.

# Items Schedule

| | | |
|---|---|---|
| **BUILDING CONDITION ASSESEMENT PROJECTIONS FOR:** | **Township of Tay** | **20** |
| Project No. | B23-719.02 | |
| Financial Analysis for Year Ended: | 2023 | |
| Financial Analysis Starting Year 1: | 2024 | |
| Date of Study: | Oct-6-2023 | |
| Current Replacement Value: | **$604,000.00** | |

| Category | Item | Description | Year Replaced / Repaired | Budget Cost For Repair or Replacement (Present $) | Typical Life Span (Years) | Current Effective Age (Years) | Estimated Life Remaining (Years) |
|---|---|---|---|---|---|---|---|
| **A - Foundations** | | | | | | | |
| | **A1010** | **Standard Foundations** | 2008 | **$0** | **75** | **15** | **60** |
| **B - Shell** | | | | | | | |
| | **B2010** | **Exterior Walls** | 2017 | **$54,000** | **20** | **6** | **14** |
| | **B2020** | **Exterior Windows** | 2008 | **$18,000** | **35** | **15** | **20** |
| | **B2030** | **Exterior Door** | 2008 | **$18,000** | **35** | **15** | **20** |
| | **B3010** | **Roof Coverings** | 2014 | **$35,000** | **20** | **9** | **11** |
| | **B3010.99** | **Roof Drains** | 2014 | **$3,000** | **20** | **9** | **11** |
| **C - Interiors** | | | | | | | |
| | **C1010** | **Interior Partitions** | 2008 | **$0** | **50** | **15** | **35** |
| | **C1020** | **Interior Doors** | 2008 | **$30,000** | **35** | **15** | **20** |
| | **C3010** | **Wall Finishes** | 2008 | **$10,000** | **15** | **15** | **-** |
| | **C3020** | **Floor Finishes** | 2008 | **$21,000** | **35** | **15** | **20** |
| | **C3030** | **Ceiling Finishes** | 2008 | **$18,000** | **35** | **15** | **20** |
| **D - Services** | | | | | | | |
| | **D2010** | **Plumbing Fixtures** | 2011 | **$0** | **35** | **12** | **23** |
| | **D2020** | **Water Disitribution System** | 2008 | **$10,000** | **35** | **15** | **20** |
| | **D2023** | **Domestic Hot Water Heating System** | 2005 | **$3,000** | **20** | **18** | **2** |
| | **D2031** | **Building Sanitary Waste Management System** | 2008 | **$0** | **50** | **15** | **35** |
| | **D3012** | **Gas Supply System** | 2008 | **$0** | **40** | **15** | **25** |
| | **D3050** | **Rooftop Units** | 2007 | **$30,000** | **25** | **16** | **9** |
| | **D3060** | **Building Automation System** | 2007 | **$20,000** | **25** | **16** | **9** |
| | **D4030** | **Fire Extinguishers** | 2022 | **$4,000** | **5** | **1** | **4** |
| | **D5010** | **Main Electrical Service** | 2008 | **$0** | **40** | **15** | **25** |
| | **D5021** | **Branch Wiring Devices** | 2008 | **$0** | **40** | **15** | **25** |
| | **D5022** | **Interior Lighting Systems** | 2019 | **$0** | **25** | **4** | **21** |
| | **D5030** | **Fire Alarm System - Panel** | 2008 | **$5,000** | **20** | **15** | **5** |
| | **D5090** | **Emergency Exit Signs** | 2008 | **$1,000** | **20** | **15** | **5** |
| **E - Equipment and Furnishings** | | | | | | | |
| | **E1090** | **Unit Kitchens** | 2008 | **$5,000** | **20** | **15** | **5** |
| | **E2010** | **Fixed Casework** | 2008 | **$0** | **50** | **15** | **35** |
| **G - Building Sitework & Utilities** | | | | | | | |
| | **G2020** | **Parking Lots** | 2008 | **$210,000** | **20** | **15** | **5** |
| | **G2040** | **Signage** | 2008 | **$1,000** | **35** | **15** | **20** |
| | **G3010** | **Water Supply** | 2008 | **$0** | **40** | **15** | **25** |
| | **G3020** | **Sanitary Sewer** | 2008 | **$12,000** | **40** | **15** | **25** |
| **TOTALS:** | | | | **$508,000** | | | |

# Expenditure Schedule

| BUILDING CONDITION ASSESEMENT PROJECTIONS FOR: | | Township of Tay | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Project No. | | B23-719.02 | | | | | | | | | | | | | | | | | | | | |
| Financial Analysis for Year Ended: | | 2023 | | | | | | | | | | | | | | | | | | | | |
| Financial Analysis Starting Year 1: | | 2024 | | | | | | | | | | | | | | | | | | | | |
| Date of Study: | | Oct-6-2023 | | | | | | Expenditure Schedule | | | | | | | | | | | | | | |
| Current Replacement Value: | | $604,000.00 | | | | | | | | | | | | | | | | | | | | |
| | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | |
| Category | Item | Description | 2024 | 2025 | 2026 | 2027 | 2028 | 2029 | 2030 | 2031 | 2032 | 2033 | 2034 | 2035 | 2036 | 2037 | 2038 | 2039 | 2040 | 2041 | 2042 | 2043 | Total |
| A - Foundations | | | | | | | | | | | | | | | | | | | | | | | |
| | A1010 | Standard Foundations | | | | | | | | | | | | | | | | | | | | | $0 |
| B - Shell | | | | | | | | | | | | | | | | | | | | | | | |
| | B2010 | Exterior Walls | | | | | | | | | | | | | | $54,000 | | | | | | | $54,000 |
| | B2020 | Exterior Windows | | | | | | | | | | | | | | | | | | | | $18,000 | $18,000 |
| | B2030 | Exterior Door | | | | | | | | | | | | | | | | | | | | $18,000 | $18,000 |
| | B3010 | Roof Coverings | | | | | | | | | | | $35,000 | | | | | | | | | | $35,000 |
| | B3010.99 | Roof Drains | | | | | | | | | | | $3,000 | | | | | | | | | | $3,000 |
| C - Interiors | | | | | | | | | | | | | | | | | | | | | | | |
| | C1010 | Interior Partitions | | | | | | | | | | | | | | | | | | | | | $0 |
| | C1020 | Interior Doors | | | | | | | | | | | | | | | | | | | | $30,000 | $30,000 |
| | C3010 | Wall Finishes | | | $10,000 | | | | | | | | | | | | | | | | | | $10,000 |
| | C3020 | Floor Finishes | | | | | | | | | | | | | | | | | | | | $21,000 | $21,000 |
| | C3030 | Ceiling Finishes | | | | | | | | | | | | | | | | | | | | $18,000 | $18,000 |
| D - Services | | | | | | | | | | | | | | | | | | | | | | | |
| | D2010 | Plumbing Fixtures | | | | | | | | | | | | | | | | | | | | | $0 |
| | D2020 | Water Disitribution System | | | | | | | | | | | | | | | | | | | | $10,000 | $10,000 |
| | D2023 | Domestic Hot Water Heating System | | $3,000 | | | | | | | | | | | | | | | | | | | $3,000 |
| | D2031 | Building Sanitary Waste Management System | | | | | | | | | | | | | | | | | | | | | $0 |
| | D3012 | Gas Supply System | | | | | | | | | | | | | | | | | | | | | $0 |
| | D3050 | Rooftop Units | | | | | | | | | $30,000 | | | | | | | | | | | | $30,000 |
| | D3060 | Building Automation System | | | | | | | | | $20,000 | | | | | | | | | | | | $20,000 |
| | D4030 | Fire Extinguishers | | | | $1,000 | | | | | $1,000 | | | | | $1,000 | | | | | $1,000 | | $4,000 |
| | D5010 | Main Electrical Service | | | | | | | | | | | | | | | | | | | | | $0 |
| | D5021 | Branch Wiring Devices | | | | | | | | | | | | | | | | | | | | | $0 |
| | D5022 | Interior Lighting Systems | | | | | | | | | | | | | | | | | | | | | $0 |
| | D5030 | Fire Alarm System - Panel | | | | | $5,000 | | | | | | | | | | | | | | | | $5,000 |
| | D5090 | Emergency Exit Signs | | | | | $1,000 | | | | | | | | | | | | | | | | $1,000 |
| E - Equipment and Furnishings | | | | | | | | | | | | | | | | | | | | | | | |
| | E1090 | Unit Kitchens | | | | | $5,000 | | | | | | | | | | | | | | | | $5,000 |
| | E2010 | Fixed Casework | | | | | | | | | | | | | | | | | | | | | $0 |
| G - Building Sitework & Utilities | | | | | | | | | | | | | | | | | | | | | | | |
| | G2020 | Parking Lots | | | | | $210,000 | | | | | | | | | | | | | | | | $210,000 |
| | G2040 | Signage | | | | | | | | | | | | | | | | | | | | $1,000 | $1,000 |
| | G3010 | Water Supply | | | | | | | | | | | | | | | | | | | | | $0 |
| | G3020 | Sanitary Sewer | | | | | $3,000 | | | | | $3,000 | | | | | $3,000 | | | | | $3,000 | $12,000 |
| | | Annual Cost (before HST) | $0 | $3,000 | $10,000 | $1,000 | $224,000 | $0 | $0 | $0 | $51,000 | $3,000 | $38,000 | $0 | $0 | $55,000 | $3,000 | $0 | $0 | $0 | $1,000 | $119,000 | $508,000 |
| | | Contingency Fee 10% | $0 | $300 | $1,000 | $100 | $22,400 | $0 | $0 | $0 | $5,100 | $300 | $3,800 | $0 | $0 | $5,500 | $300 | $0 | $0 | $0 | $100 | $11,900 | $50,800 |
| | | *Annual Costs (incl. HST)* | $0 | $3,300 | $11,000 | $1,100 | $246,400 | $0 | $0 | $0 | $56,100 | $3,300 | $41,800 | $0 | $0 | $60,500 | $3,300 | $0 | $0 | $0 | $1,100 | $130,900 | $558,800 |

# 5. Component Description and Condition

This section of the report describes the building and site components that were visually surveyed during our site inspection and that are included in the study. Where required, we have elaborated on particular components that deviate from a standards remove-and-replace scenario or are of major impact as expenditure in the Building Condition Assessment. Unless otherwise noted below, the building components are wearing as anticipated, in fair condition and are based on normal life expectancy and actual ages.

## A - Substructure

### A1010 Standard Foundations

| | | |
|---|---|---|
| **Description**<br>The substructure of the building was not visible at the time of the visit. With no reported issues, it is believed the foundation walls and footings are presumed to be in good condition. No ongoing damage or deterioration was observed that would infer there are any ongoing issues with the foundations or footings. | | |
| **Component Rating:** Very Good (1) | **Installation Date:** 2008 | |
| **Typical Life Span:** 75 | **Remaining Life:** 60 | **Current Effective Age:** 15 |
| **Recommendations**<br>This item is not anticipated for repairs or replacement during the study period. Minor repairs (if any) are considered under on-going routine maintenance. | | |
| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |

## B - Shell

### B2010 Exterior Walls

**Description**

The exterior walls are an EIFS finish throughout the entire exterior. The EIFS wall finish was installed in 2017 as per the site representative, and previous building reports. The exterior wall finish was found in good condition, with no major signs of damage or deterioration. Areas along the stucco finish were found with minor punctures. Overall, the exterior wall finish was found in good condition with minimal signs of deterioration.

| | | |
|---|---|---|
| **Component Rating**: Good (2) | **Installation Date:** 2017 | |
| **Typical Life Span:** 20 | **Remaining Life:** 14 | **Current Effective Age:** 6 |

**Recommendations**

Based on the typical lifespan of this component, repairs or replacement are anticipated during the study period. If the component is found in good condition at the end of it's typical life span, these costs can be deferred to a later date. Allowance costs shown below are for major replacements to the stucco finish of the EIFS. Minor repairs (if any) are considered under on-going routine maintenance.

| **Project Breakdown** | **QTY:** Lump Sum | **Capital Cost:** $54,000 |
|---|---|---|



EIFS exterior wall finish (South elevation)



EIFS exterior wall finish (West elevation)



EIFS exterior wall finish (Southeast elevation)



Damage observed along the bottom of exterior wall finish (South elevation)

**B2020 Exterior Windows**

**Description**

The exterior windows consist of single glazing units that vary in width per opening. The exterior windows are fixed insulated glazing units., but a majority have awning operable units at the top of each frame. Manufacturer stamps along the frames of each unit show they were installed in 2008. Overall, the windows appeared to be in good condition. No major signs of damage or deterioration were observed that show the windows are not operating as intended. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 35 | **Remaining Life:** 20 | **Current Effective Age:** 15 |

**Recommendations**

Although the windows were not tested for operation, it is recommended that all windows be checked by maintenance to ensure that self-latches on operable units are operational. Where openings exceed those allowable by code, if any, repairs should be carried out immediately. Energy efficiency can be improved with future replacements of the component. The exterior windows are anticipated for replacement during the study period. Cost or replacement is carried below.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** 6 Total | **Capital Cost:** $18,000 |



Typical exterior window (South elevation)



Exterior window (East elevation)



Operable windows at the top of frame (Interior view)



Exterior window (Interior view)

**B2030 Exterior Door**

**Description**

The main entrance door to the library is provided by a storefront style aluminum door. The aluminum door frame has an insulated glazing unit installed within it. Additionally, there is a hollow metal emergency exit at the rear of the building, equipped with a metal push bar and closer arm. The exterior doors were found in good condition.

The main entrance exterior door is equipped with a push plate system at the exterior and interior of the building. The accessibility system for the exterior door is operational with no issue.

The door opening was reviewed for AODA, and OBC compliance. The OBC requirement as stated in Section 3.8.1.2. (1), a minimum of 1 barrier-free entrance is required for the building with 3 entrances. As the north elevation door is already a barrier free door, the building has met the minimum requirement.

The door opening was reviewed and found to be AODA compliant. The accessibility entrance door has a wide enough width to allow safe passage of persons with mobility aids.

Overall, the exterior doors were found in fair condition. No additional issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 35 | **Remaining Life:** 20 | **Current Effective Age:** 15 |

**Recommendations**

Per the AODA, Main entrance doors and other accessible entrance and exit doors should be a minimum of 915 mm wide to allow safe passage of persons who use mobility aids. Accessible entrance doors and related vestibule doors should be automatic or have power-assisted door openers. Suitable guards, which project a minimum of 305 mm beyond the door swing, should be provided as an aid to persons with visual limitations. In buildings where there is a significant amount of glazing at grade, it is recommended that door frames be clearly color-differentiated to aid in locating the entrance.

The exterior door assembly is anticipated for replacement during the study period. Costs shown below are for the replacement of the unit, and expansion of the door opening at the end of its typical life span.

| **Project Breakdown** | **QTY:** 2 | **Capital Cost:** $18,000 |
|---|---|---|



Main building entrance (South elevation)




Visitor's entrance from interior (North elevation)

| | |
|---|---|
|   |   |
| Main entrance door (Exterior) | Exterior door arm mechanism (North elevation) |

**B3010 Roof Coverings**

**Description**

The main roof over the library is utilizes a TPO roof system. Based on the information provided by the Township, previous replacement of the roof coverings was completed in 2014. The TPO membrane is adhered along the roof and surrounding parapet walls. The roof system is tenting and rigging along the southeast section. This damage infers that the membrane is no longer adhered to the insulation layer of the system. Furthermore, there are drainage issues as the system does not properly slope toward roof drains. An additional issue reported by the site representative was the lack of safe travel pathway along the roof. As the TPO finish is not slip resistant the roof becomes a safety hazard. Furthermore, given the poor drainage, safety risks only increase during the colder seasons where icing begins to occur along the finish. Overall, the roof was found in poor condition.

| | | |
|---|---|---|
| **Component Rating:** Poor (4) | **Installation Date:** 2014 | |
| **Typical Life Span:** 20 | **Remaining Life:** 9 | **Current Effective Age:** 11 |

**Recommendations**

It is recommended that the roof has a travel arrest system installed to ensure safety for those working atop. This can be done either by the installation of permanent ladder access at the exterior and the installation of concrete pavers to provide a path of travel from grade level to roof, or the installation of non penetrating guardrails along the roof system with areas marked for roof access.

This item is anticipated for replacement during the study period. If possible, it is recommended to replace the whole roofing system at once to further reduce mobilization costs. Replacements must include a new tapered insulation layer to assist with the direction of drainage along the roof. An allowance is carried for the replacement of the roof covering.

| **Project Breakdown** | **QTY:** 2,468 $ft^2$ | **Capital Cost:** $35,000 |
|---|---|---|



Overview of TPO roof



Rigging of the TPO top layer (Southeast corner)

| | |
|---|---|
|  |  |
| Ponding surrounding the rooftop unit | Waste build-up along the roof system |

**B3010.99 Roof Drains**

**Description**

The facility's main water drainage system consists of roof drains strategically placed to allow water and melted snow to drain into the building's leader lines which were mostly hidden behind interior finishes. The drains where reviewed, were physically found in fair condition. However, it is noted that the roof drains are at high points of the roof system, leading to poor drainage. No other issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2014 | |
| **Typical Life Span:** 20 | **Remaining Life:** 11 | **Current Effective Age:** 9 |

**Recommendations**

This item is anticipated for replacement during the study period. If possible, it is recommended to replace the roof drains at the same time as the roofing system to further reduce mobilization costs. An allowance is carried.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $3,000 |
|---|---|---|



Roof drain along the roof system



Roof drain along the roof system

# C - Interiors

### C1010 Interior Partitions

**Description**

The interior partitions consist of prefabricated gypsum wallboard partitions to divide spaces within the building. The walls are painted with a primer coat with two layers of paint. Overall, the interior walls appeared to be in good condition. No significant cracks were present that would suggest that the interior partitions are not functioning as intended. Repainting of the walls can be found under section *C3010 Painted Wall Finishes.*

In addition, there is a glass partition vestibule that separates the library space, and vacant tenant space. The glass partitions are original to the building construction and found in good condition. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 50 | **Remaining Life:** 35 | **Current Effective Age:** 15 |

**Recommendations**

This item is not anticipated for repairs or replacement during the study period. Gypsum wallboard and glazing partitions are not typically replaced unless major damage or deterioration has occurred to the component. Minor repairs (if any) are considered under on-going routine maintenance. No costs are carried.

| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |
|---|---|---|




Painted gypsum wallboard



Painted gypsum wallboard

| | |
|---|---|
|  |  |
| Glazing partition at south of building | Glazing partition at south of building |

## C1020 Interior Doors

**Description**

The interior doors of the building consist of wood units within metal frames. The interior doors are painted with a similar finish to the interior wall finishes. There are an additional two (2) storefront style aluminum doors at the south of the building. Each aluminum door is equipped with a push button for accessibility. Both push button systems were operational at the time of the visit.

Overall, the interior doors appeared to be in fair condition with minimal signs of wear and tear. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2008 | |
| **Typical Life Span:** 35 | **Remaining Life:** 20 | **Current Effective Age:** 15 |

**Recommendations**

This item is anticipated for replacement during the study period. Appropriate costs are carried.

| **Project Breakdown** | **QTY:** 7 | **Capital Cost:** $30,000 |
|---|---|---|



Interior storefront style door



Interior storefront style door



Typical interior wood doors with vision panel



Typical interior wood door

## C3010 Wall Finishes

**Description**

The gypsums wallboard, where visible, were painted with a primer coat and two finish coats. Various colours were used within the facility. Minor deterioration was observed at typical areas where occupant movement occurs in the interior spaces. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2008 | |
| **Typical Life Span:** 15 | **Remaining Life:** 0 | **Current Effective Age:** 15 |

**Recommendations**

Overall, the paint finishes observed throughout the building were found in fair condition. Allowance costs are carried for localized painting of the interior walls within the study period. These costs will be deferred into year 3 of the study period to offset costs as the paint finishes are generally in good condition.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** Lump Sum | **Capital Cost:** $10,000 |



Interior painted wall finish



Interior painted wall finish

**C3020 Floor Finishes**

**Description**

The facility floor finishes primarily consist of carpeting, ceramic tiling, and vinyl tile flooring. The floor finishes appear to be well maintained and are in good condition. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 35 | **Remaining Life:** 20 | **Current Effective Age:** 15 |

**Recommendations**

Overall, the floor finishes were found in good condition. If the component is found in good condition at the end of its typical life span, costs can be deferred to a later date. Allowance costs are carried for future replacement of the floor finishes.

| **Project Breakdown** | **QTY:** 2,468 $ft^2$ | **Capital Cost:** $21,000 |
|---|---|---|



Vinyl tile flooring



Ceramic tiling within entrance vestibule



Carpeting within the common area



Vinyl tile flooring within kitchenette area

**C3030 Ceiling Finishes**

**Description**

The ceiling finishes within the building consist of acoustic ceiling tiles (ACT) and painted drywall. The panels appear to be original to the building and were found in good condition. Areas of the ACT finish at the north of the building were found with leak stains because of previous leaks from roof level. It was reported by the site representative that these issues were resolved as part of the previous roof replacement. Overall, the ACT system appeared to be in fair condition.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2008 | |
| **Typical Life Span:** 35 | **Remaining Life:** 20 | **Current Effective Age:** 15 |

**Recommendations**

Further investigation is recommended to determine if there is any risk of water ingress at roof level where leak stains have been observed. Although the component is not anticipated for replacement within the study period, it is recommended that localized areas where previous leak damage has occurred are replaced. Localized replacements can be completed at a cost below the threshold of this report.

| **Project Breakdown** | **QTY:** 2,468 $ft^2$ | **Capital Cost:** $18,000 |
|---|---|---|



Acoustic ceiling tile finish



Gypsum board ceiling



Moisture damage along the ceiling finish

# D - Services

### D2010 Plumbing Fixtures

**Description**

The domestic water system is distributed to washroom fittings which typically include a wall mounted sink, and lavatories. Additionally, the washroom fixtures typically consist of a floor-mounted toilet, wall mounted lavatories, and AODA compliant grab bars. Overall, the washroom fittings were in good and working condition with minimal signs of wear and tear. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2011 (Estimate) | |
| **Typical Life Span:** 35 | **Remaining Life:** 23 | **Current Effective Age:** 12 |

**Recommendations**

The plumbing fixtures within the building are not anticipated for replacement within the study period. No costs are carried.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** 2 Washrooms | **Capital Cost:** N/A |



Women’s washroom furnishings



Men’s washroom furnishings

**D2020 Water Distribution System**

**Description**

The plumbing piping system consists of copper piping to distribute hot and cold water throughout the building's plumbing fixtures. The majority of the lines were hidden behind interior finishes or insulated throughout and were not readily available for review. All plumbing piping where visible were observed typically within the mechanical room and underneath plumbing fixtures. Copper lines within the mechanical room are insulated from the water heater. The valves and fittings appear to be in good condition. No anomalous conditions were observed or reported that would suggest this system is not functioning as intended.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 35 | **Remaining Life:** 20 | **Current Effective Age:** 15 |

**Recommendations**

Based on the overall condition of the distribution system, the item has been deferred. Replacement of the existing water distribution system can be done in phases to soften project costs over a time period. Minor repairs can be done on an as-needed basis. Appropriate costs have been carried.

| **Project Breakdown** | **QTY:** Lump Sum | **Capital Cost:** $10,000 |
|---|---|---|



Insulated water line from the water heater



Copper piping beneath kitchenette sink

**D2023 Domestic Hot Water Heating System**

**Description**

There is a gas fired “Bradford White” hot water tank located in the mechanical room with a capacity of 54 gallons. The unit was manufactured in 2005, as per the label. No anomalous conditions were observed or reported that would suggest this system is not functioning as intended. The hot water tank appears to be in good condition.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2005 | |
| **Typical Life Span:** 20 | **Remaining Life:** 2 | **Current Effective Age:** 18 |

**Recommendations**

The component is anticipated for replacement within the study period. Appropriate costs are carried below.

| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $3,000 |
|---|---|---|



Hot water tank within the mechanical room



Name plate of the water heater tank

### D2031 Building Sanitary Waste Management System

**Description**

The building's sanitary waste management system consists of polyvinyl chloride (PVC) piping for plumbing fixtures where visible. These materials was primarily observed underneath the kitchenette sink. The majority of the sanitary lines were not visible as they are hidden behind interior finishes and below grade level. No significant signs of deterioration were present. No issues were reported by the site representative therefore it is assumed that the system is draining appropriately.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 50 | **Remaining Life:** 35 | **Current Effective Age:** 15 |

**Recommendations**

This component is not anticipated for repair or replacement within the study period. Minor repairs can be done on an as-needed basis as part of routine maintenance. No costs are carried.

| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |
|---|---|---|
|  | | |
| PVC sanitary piping beneath kitchenette sink | | |

**D3012 Gas Supply System**

**Description**

The gas utility supply enters the building from below grade to the north elevation exterior wall gas meter. The gas piping was visible along the exterior wall and at roof level connecting to each of the RTU's. No significant signs of damage or deterioration were observed along the existing gas piping. No issues were reported by the site representative therefore it is assumed that no anomalous conditions exist. Minor surface corrosion was observed on the piping.

Gas service for the building is provided by the local service provider.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2008 | |
| **Typical Life Span:** 40 | **Remaining Life:** 25 | **Current Effective Age:** 15 |

**Recommendations**

Repairs to gas piping in the building and up to the gas meter can be performed on an as-needed basis and under operations and maintenance. It is recommended to repaint the gas piping along the exterior of the building. Repainting can be completed as part of on-going maintenance. The gas meter beyond is the responsibility of the local service provider. No costs are included for repairs or replacements.

| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** N/A |
|---|---|---|



Incoming gas meter at the west elevation of building

**D3050 Rooftop Units**

**Description**

There is a total of two (2) "York" rooftop units found at roof level. Each unit has a capacity of 125,000 BTU. Heating is provided by gas piping. The components were accessible for visual evaluation however, with no reported issues it is assumed that the rooftop units are in good condition. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2007 | |
| **Typical Life Span:** 25 | **Remaining Life:** 9 | **Current Effective Age:** 16 |

**Recommendations**

Based on the typical life span of this component, repair and/or replacements are anticipated during the study period. An allowance is carried.

| **Project Breakdown** | **QTY:** 2 | **Capital Cost:** $30,000 |
|---|---|---|



Location of the two rooftop units that feed the library



York rooftop unit




York rooftop unit

**D3060 Building Automation System**

| | | |
|---|---|---|
| **Description**<br>The building HVAC system is controlled by a "Honeywell" building automation system (BAS) and individual controls. All cooling and heating equipment is controlled by a wall mounted programmable thermostat. No significant signs of deterioration were present. No issues were reported by the site representative. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2007 | |
| **Typical Life Span:** 25 | **Remaining Life:** 9 | **Current Effective Age:** 16 |
| **Recommendations**<br>Based on a normal lifespan for this component, repairs are anticipated during the study period. Appropriate costs are provided for the replacement and upgrades of the building automation system over the study period. | | |
| **Project Breakdown** | **QTY:** Lump Sum | **Capital Cost:** $20,000 |
|  | | |
| Interior thermostat | | |

**D4030 Fire Extinguishers**

**Description**

The fire extinguishers within the building are wall mounted and replaced previous units in 2022. Upon review, it was found that all monthly inspections have been completed, per tags. The fire extinguishers were found in good condition. No signs of damage or deterioration were observed at any of the fire extinguishers.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2022 | |
| **Typical Life Span:** 5 | **Remaining Life:** 4 | **Current Effective Age:** 1 |

**Recommendations**

This item is anticipated for repair and/or replacement during the study period. An allowance is carried for future replacement.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $1,000 Every 5 years |
|---|---|---|



Typical fire extinguisher



Wall mounted fire extinguisher

**D5010 Main Electrical Service**

| | | |
|---|---|---|
| **Description**<br>The main incoming electrical service enters the building from above grade and into the west wall utility meter. The power is transferred to a safety switch and is then distributed to a main electrical panel installed within the mechanical room and throughout the facility. No significant signs of deterioration were present. No issues were reported by the site representative. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 40 | **Remaining Life:** 25 | **Current Effective Age:** 15 |
| **Recommendations**<br>We recommend infrared thermograph scanning of all electrical equipment (i.e. main, distribution etc.) to find "hot spots". In additional, general housekeeping of equipment (i.e. tagging and removal of miscellaneous items too close to equipment). This is considered under normal operations and maintenance as below the threshold limit. All electrical equipment should be checked regularly under operations and maintenance to ensure good working operation. Replacement and installation should be carried out in accordance with the manufacturer's recommendations. This item is not anticipated for repairs or replacement during the study period. No costs are carried. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** N/A |

**D5021 Branch Wiring Devices**

| | | |
|---|---|---|
| **Description**<br>Branch wiring devices refers to all electrical components that receive power. These may include power receptacles, light switches and other accessories. Receptacles located throughout the facility consist of plated outlets. Overall, the devices appeared to be in good and working condition. No measurements were taken to determine any issues with branch wiring device spacing. No significant signs of deterioration were present. No issues were reported by the site representative. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 40 | **Remaining Life:** 25 | **Current Effective Age:** 15 |
| **Recommendations**<br>Replacement of the branch wiring (behind interior partitions) typically does not occur during the building's life span unless damages have been observed or the wiring is insufficient for the devices provided. Based on the age of the components, replacement of the devices are not anticipated during the study period. No costs are carried. | | |
| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |

**D5022 Interior Lighting Systems**

**Description**

Interior lighting within the building was comprised of mostly lay-in and recessed four strip fluorescent ceiling lighting. The ceiling lighting was operational at the time of the site visit with no visible issues. The fixtures were in good condition wherever reviewed. Additional lighting within the building is also provided by lay-in LED lamps and track lighting LED lights.

We did not find any major issues with the lighting system during the site visit that would warrant immediate replacement. Although light level measurements were not taken, lighting levels appear to be adequate.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2019 | |
| **Typical Life Span:** 25 | **Remaining Life:** 21 | **Current Effective Age:** 4 |

**Recommendations**

As the interior lighting was found in good condition, major replacement of lighting is not anticipated within the study period. No costs are carried.

| **Project Breakdown** | **QTY:** 2,468 $ft^2$ | **Capital Cost:** N/A |
|---|---|---|



Lay-in ceiling lighting



Lay-in ceiling lighting



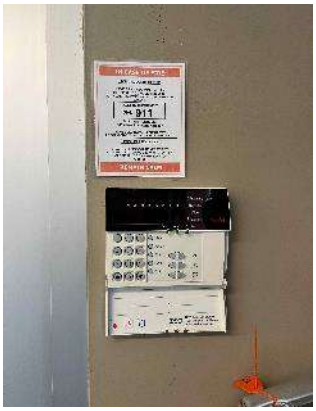
Recessed lighting fixtures within common area



Recessed lighting fixtures within common area

| | |
|---|---|
|  |  |
| LED lamps | LED track lighting |

**D5030 Fire Alarm System - Panel**

| | | |
|---|---|---|
| **Description**<br>A fire alarm system is installed by the main entrance vestibule door and consists of the main alarm panel. The smoke and heat detectors are connected to the fire alarm system. The system appears to be in fair and working condition. No significant signs of deterioration were present. No issues were reported by the site representative. | | |
| **Component Rating:** Fair (3) | **Installation Date:** 2008 | |
| **Typical Life Span:** 20 | **Remaining Life:** 5 | **Current Effective Age:** 15 |
| **Recommendations**<br>This item is anticipated for repair and/or replacement during the study period. Appropriate costs are carried below for the replacement of the component within the study period. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $5,000 |
|  | | |
| Fire / Security panel | | |

**D5090 Emergency Exit Signs**

**Description**

Emergency lighting systems installed within the facility include emergency exit signs, and dual head emergency lights. Overall, the emergency lighting systems were in fair condition and in working order. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2008 | |
| **Typical Life Span:** 20 | **Remaining Life:** 5 | **Current Effective Age:** 15 |

**Recommendations**

It is recommended to replace non-operational emergency lighting systems as well as components that have exceeded their typical life span immediately as it is a life safety system. An allowance is carried.

It is also recommended to keep all emergency exits free of obstructions which can be done under regular operations and maintenance. In the near future it is recommended that the exits signs are replaced with green pictogram signs.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $1,000 |
|---|---|---|




Emergency exit sign




Dual head emergency light and emergency exit sign

## E – Equipment and Furnishings

### E1090 Unit Kitchens

**Description**

A small size kitchenette was observed within the building. The kitchenette consists of a steel sink, laminate countertop, and cabinets. Other small appliances include a coffee machine and microwave. Overall, the kitchen appeared to be original to the building and finishes were found in fair condition.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2008 | |
| **Typical Life Span:** 20 | **Remaining Life:** 5 | **Current Effective Age:** 15 |

**Recommendations**

Based on a normal life span for this component, repairs and/or replacements are anticipated during the study period. Appropriate costs are carried.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $5,000 |



Interior kitchenette

**E2010 Fixed Casework**

| | | |
|---|---|---|
| **Description**<br>The building is furnished with large wood bookshelves, a small reception desk, office spaces, and various types of seating furniture. Overall, the interior furnishings are in good condition. No issues were reported by the site representative regarding the condition of interior furnishings. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 50 | **Remaining Life:** 35 | **Current Effective Age:** 15 |
| **Recommendations**<br>Based on a normal life span for this component, repairs and/or replacements are not anticipated during the study period. No defects were observed along any of the interior furnishings that warrant immediate replacement. Costs shown below are an allowance for replacements on an as needed basis. | | |
| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |



Bookshelves within the common area



Typical interior furnishings

## G – Building Sitework & Utilities

### G2020 Parking Lot

**Description**

The majority of the property is paved in asphalt. Overall, the asphalt paving materials appeared to be in fair condition with asphalt cracking found at localized areas. Isolated areas of the asphalt paving have been repaired on an as-needed basis. No significant signs of deterioration were present.

Measurements were taken onsite to review whether the parking space complies with AODA requirements. Currently, the accessible parking is adequate as per the current AODA standards. There should be a protected or designated route from the accessible parking spaces to the main accessible entrance. Designated accessible parking spaces, whether external or internal, should be located within 30 meters of the main accessible entrance and any other accessible entrances.

The top surface of asphalt paving materials was reviewed and assessed for condition. The adequacy and condition of underlying soils could not be assessed.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2008 | |
| **Typical Life Span:** 20 | **Remaining Life:** 5 | **Current Effective Age:** 15 |

**Recommendations**

Further investigation is recommended to determine the adequacy of the underlying soils. This can be done at a cost below the threshold limit of this report. General maintenance such as cleaning engine fluids off the path of travel is considered under operations and maintenance. This item is anticipated for repair and/or replacement during the study period. An allowance is carried for future replacement of the asphalt.

The accessibility spot within the parking lot is measured at 11” and per AODA standard should have a minimum width of 11 ½”. It is recommended to adjust the current width of the accessibility parking spot. This can be completed at a cost below the threshold of the report. Costs shown below are for the replacement of paving within the study period.

| **Project Breakdown** | **QTY:** 11,400 ft$^2$ | **Capital Cost:** $210,000 |
|---|---|---|



Overview of parking spaces at front of building



Wheelchair accessibility parking space

**G2040 Signage**

| | | |
|---|---|---|
| **Description**<br>Site signage for the building is comprised of a single sign posted along the south elevation of the building. The signage was observed from grade level and found with no signs of damage or deterioration. No issues were reported by the site representative. | | |
| **Component Rating:** Fair (3) | **Installation Date:** 2008 | |
| **Typical Life Span:** 35 | **Remaining Life:** 20 | **Current Effective Age:** 15 |
| **Recommendations**<br>Regular maintenance is recommended to maintain the signs condition. An allowance is carried for the replacement of the exterior sign. This value is considered under operations and maintenance. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $1,000 |
|  | | |
| Library signage at exterior | | |

### G3010 Water Supply

| | | |
|---|---|---|
| **Description**<br>Domestic cold water is provided from the local municipality from a cold-water connection to the building. The condition of the buried and concealed piping cannot be evaluated visually. No significant signs of deterioration were observed on the water piping. No issues were reported by the site representative. The incoming water service components were found in good condition. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 40 | **Remaining Life:** 25 | **Current Effective Age:** 15 |
| **Recommendations**<br>Based on a normal life span for this component, repairs and/or replacements are not anticipated during the study period. No cost are carried. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $5,000 |

### G3020 Sanitary Sewer

| | | |
|---|---|---|
| **Description**<br>The sanitary piping exits the building below grade into the sump pump. The pipes are concealed below grade and not accessible for visual evaluation. No anomalous conditions were observed or reported that would suggest this system is not functioning as intended. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2008 | |
| **Typical Life Span:** 40 | **Remaining Life:** 25 | **Current Effective Age:** 15 |
| **Recommendations**<br>We recommend that the drains be flushed and scoped every 5 years. This maximizes the service life of the piping and helps identify repair needs. We have allowed a budget for sanitary repairs in year 5 of this report. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $12,000 Total |

# 6. Report Qualifications

The qualifications described below apply to this report:

a) All review surveys were visual only. No removal or testing of materials or components was carried out. The review was made on a random basis with no attempt to review or inspect every element or portion of the building. The intent of the review was to determine areas of visually obvious deterioration and need for repair and to determine, in a general way, the overall quality and sufficiency of the existing building conditions but not to ascertain the quality or sufficiency of any particular aspect of the building.

b) This report is intended to provide **Township of Tay.** with a general description of the systems employed in the building and to comment on their general condition, which may be apparent at the time of our review. No calculations were performed to confirm the adequacy of the elements. No findings contained in this report shall be construed as a guarantee or warranty of the quality or sufficiency of any particular aspect of the building or the adequacy of any particular element of any system employed in the building.

c) The timing of site visits is critical to building performance reviews. To observe the actual extent of problem areas, it is necessary to monitor the building conditions throughout the year and under varying weather conditions (for example, contraction and expansion of all component joints occur at different times of the year) in each specific area. As a result, all problems may not be visible at the time of our review and we shall not be responsible for any problems not readily visible or apparent at the time of our inspection.

d) Any timeframe given for repair or replacement work represents a judgement based on the apparent condition and theoretical life span of components. Failure of the item, or optimum repair/replacement time, may be earlier or later than the time estimate due to conditions unknown and beyond our control. The property manager should pro-actively assess the time lines identified going forward.

e) Any and all previous opinions expressed by BOLD Engineering, either verbally or in writing, regarding the condition of the building or cost estimates for repair of the above elements of the building cannot be relied upon unless contained herein and are superseded by this report. No portion of this report may be used as a separate entity; it is written to be read in its entirety.

f) An overall contingency allowance of **10%** has been carried to cover any unforeseen capital repairs arising during the twenty years contemplated in this report.

g) It should be noted that floor areas and parking counts reported and provided by building management and the planning consultant (as identified in our summaries) have been used. No independent verification, measurement or assessment has been carried out by BOLD Engineering.

h) Environmental issues are excluded from this report. No environmental issues have been addressed nor renewal costs included in our summaries.

i) We are not responsible for the effects of any actions taken as a result of this report unless we are specifically advised of and participate in such action in which case our responsibility will be agreed to at that time.

j) BOLD Engineering shall have no liability either in contract or in tort for services or matters beyond the scope of the services as outlined and qualified in this report.

k) This report is for the exclusive use and benefit of **Township of Tay**. BOLD Engineering does not hold reporting responsibility to any other party and does not assume any liability whatsoever to any other party.

# 7. Exhibits & Attachments

| | |
|---|---|
| Appendix A | Schedule of Information Reviewed |

**APPENDIX A**
**INFORMATION REVIEWED**

**INFORMATION REVIEWED**

In the preparation of this report, the following drawings/documents were reviewed:

- Building Condition Assessment – February 2022
- Tay Township Public Library – Victoria Harbour Branch, Inspection Report – 2023
- Theo & Elaine Bernard, Public Library Renovation – Contract 2007 – 30R – 2007
- Building Inspection Report & Building Permit Application – 2007 / 2008

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**BUILDING CONDITION ASSESSMENT**
**J & M YOUNG PUBLIC LIBRARY**
**715 4TH AVENUE, PORT MCNICOLL, ONTARIO**

**J & M Public Library**

Prepared for:
**TOWNSHIP OF TAY**

Prepared by:
**BOLD ENGINEERING INC.**

Issued: **December 5, 2023**



December 5, 2023

Shawn Berriault
Township of Tay
450 Park Street, PO Box 100
Victoria Harbour, Ontario
L0K 2A0

Dear Mr. Berriault,

**Re:** **715 4th Avenue, Port McNicoll, Ontario**
**Building Condition Assessment**

Pursuant to your instructions, we enclose our Building Condition Assessment for the above noted property. This report provides a general overview of the building components and systems, including a commentary on the mechanical, electrical, structural and architectural components. In addition, we have identified conditions observed which may result in future capital expenditures above those associated with routine maintenance.

Exclusions and assumptions are detailed in Section 3, and all limiting conditions and qualifications are identified in Section 6.

This report is for the exclusive use and benefit of **Township of Tay** BOLD Engineering does not hold reporting responsibility to any other party and does not assume any liability whatsoever to any other party.

We trust this report meets your requirements and we would be pleased to meet and discuss this in detail at your convenience.

Yours truly,

**BOLD ENGINEERING INC.**

Per: Chris Politis, P.Eng.
Principal/Project Manager

Per: Carter Shieck, B.Eng.
E.I.T. Building Science Technologist

Per: Thomas Deconi, Eng. Tech.
Building Science Technologist

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Appendix A: Schedule of Documents Reviewed

# 1. Executive Summary

This executive summary has been prepared as a quick reference of pertinent facts and estimates of this Building Condition Assessment. Readers are advised to refer to the Report in its entirety.

## 1.1 General Description

The subject property is located at 715 4th Avenue, Port McNicoll, Ontario. The property is a two-storey library which consists of typical library furnishings, and a community room located in the basement level of the building. The library occupies approximately 4,249 $ft^2$. The exterior walls are comprised of a brick façade finish. The exterior windows of the building consist of double pane insulated glazing within aluminium frames. The roof construction of the building is a sloped roof construction finished with asphalt shingles. Interior finishes within the building include two separate library common area spaces, a front reception desk, full washrooms, a basement level community space, and a small kitchenette, painted drywall, carpet and vinyl tiling, and acoustic lay-in ceiling tiles. The incoming domestic water and hot water heater are found within the mechanical room. The exterior of the building has both interior and exterior handicap accessible ramps. The building was constructed in 1982, with an addition constructed in 1996.

## 1.2 General Physical Condition

The subject property has a current overall Facility Condition Index and Condition Rating of 20.30**%** with an Overall Facility Condition "Fair" classification.

## 1.3 Immediate Issues & Deficiencies

a) The current main entrance door does not conform with current AODA standards and is recommended for replacement to meet code.

## 1.4 Outstanding Information & Follow Up

Not Applicable

## 1.5 Replacement Priorities

| Immediate Term |
|---|

**No items are anticipated for replacement within the immediate term of the study period.*

| Short Term Priorities | | | | | |
|---|---|---|---|---|---|
| **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** | **Total (1-5)** |
| $ 0 | $ 0 | $ 95,500 | $ 8,500 | $ 8,000 | **$ 112,000** |

| Medium Term Priorities | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Year 6** | **Year 7** | **Year 8** | **Year 9** | **Year 10** | **Year 11** | **Year 12** | **Total (6-12)** |
| $ 0 | $ 30,000 | $ 60,500 | $ 64,000 | $ 83,800 | $ 8,000 | $ 5,000 | **$ 251,300** |

| Long Term Priorities | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Year 13** | **Year 14** | **Year 15** | **Year 16** | **Year 17** | **Year 18** | **Year 19** | **Year 20** | **Total (13-20)** |
| $ 17,200 | $ 6,000 | $ 18,000 | $ 0 | $ 0 | $ 25,000 | $ 6,000 | $ 35,000 | **$ 107,200** |

**The above tables do not include the contingency allowance.*

## 1.6 Contingency & Escalation

Our cost summaries include a specific contingency allowance of 10% and are priced in current dollars with no provision for escalation.

## 1.7 Planning & Zoning Issues

Planning and zoning issues are excluded from this report.

## 1.8 Environmental Issues

Environmental issues including mould contamination are excluded from this report.

# 2. Site and Building Profile

## 2.1 Building Profile

| | |
|---|---|
| Asset Name | J & M Public Library |
| Asset Address | 715 4th Avenue |
| Postal Code | L0K 1R0 |
| Segment | Administrative |
| Construction Year | 1982 |
| Gross Floor Area (square feet) | 4,249 $ft^2$ |
| Elevator(s) | 0 |
| # of Floors Above Grade | 1 |
| # of Floor Below Grade | 1 |
| Sprinklered | No |
| Specialty Equipment Within | Yes |
| Required Accessibility | Yes |
| Is this a multi-use facility? | No |
| Floor Plans provided by the Owner | Yes |

## 2.2 Financials

### 2.2.1 Estimate Replacement Value of the Building

Using the description of the building including type of exterior walls, heating system and sprinkler system provided by the City of Mississauga, with associated basic building information such as number of storeys and gross floor area taken from non-as built drawings and high-level general overall measurements, we prepared using the programme "Marshall and Swift", and "Hanscomb Yardsticks for Costing", a high level order of magnitude square foot cost assessment for the likely replacement construction cost estimates for the building. The estimated costs exclude demolition of existing facility, development soft costs of the buildings and land value. The component breakdown provided below is not a replacement cost / repair cost for the current component, but rather a percentage value of the overall building cost as derived using costing tools. Project replacement costs have been provided in other sections of the report.

| Components | Component Costs | Percentage |
|---|---|---|
| Substructure | $58,000 | 5.3% |
| Shell | $224,000 | 20.3% |
| Interiors | $183,000 | 16.6% |
| Services | $443,000 | 40.2% |
| Equipment & Furnishings | $0 | 0.0% |
| Special Construction | $69,000 | 6.3% |
| Building Sitework | $125,000 | 11.3% |
| **Total Component Replacement Cost** | **$1,102,000** | **100.0%** |

# 3. Purpose & Scope

The mandate of general overview of the building components and systems, including a commentary on the architectural mechanical, electrical, structural components, and compliance with current AODA requirements. In addition, we have identified conditions observed which may result in future capital expenditures above those associated with routine maintenance.

Our Building Condition assessment procedures and documentation are conducted in general accordance with ASTM E 2018 – 08 Standard Guide for Building Condition Assessments: Baseline Building Condition Assessment Process.

## 3.1 Terms of Reference

We understand our terms of reference to be as follows:

a) Co-ordinate the submissions from all consultants and review all documentation provided with a view to integrating the findings, conclusions and recommendations into one due diligence review report.

b) Visually review the buildings.

c) Identify any major issues of note and provide resolutions along with any costs involved.

d) Prepare a report on our findings including the identifications of all the issues and our estimate of the individual capital expenditures required over a 20 year period specifically identifying any immediate action, with a threshold of $1,000. Items below $1,000 are considered on-going routine maintenance and operations.

e) Year 1 is defined at the 12 month period subsequently following the date this report is issued.

f) Components highlighted in the "Immediate Repairs" Section 1.3 may or may not be deemed a life safety concern and should be prioritized over capital costs outlined in year 1.

## 3.2 Basis of Analysis

The assessment of Capital Expenditures required is based on the following:

a) Building systems failing to meet their performance level.

b) Building systems that have reached or are projected to reach the end of their productive life cycle within a 10-year period.

### 3.2.1 Facility Condition Rating (FCR)

The Facility Condition Ratings are as follows base on the FCI (Facility Condition Index): very good (Under 10%), good (10-20%), fair (20%-30%), poor (30%-50%) and very poor (over 50%).

### 3.2.2 Facility Condition Index (FCI)

The FCI = lifecycle renewal cost for the study period divided by the estimate replacement value of the asset.
The FCI is a relative indicator of condition, and should be tracked over time to maximize its benefit.

## 3.3 Component Condition Ration

The following component condition rating definitions are provided by the BOLD Engineering and are identified on a component-by-component basis in the Component Summary Table.

| Rating | Descriptor | Data Standard |
|---|---|---|
| 1 | Very Good | The component is in very good overall condition with some early stages of deterioration evident, where the deterioration is minor in nature and causing no serviceability problems. |
| 2 | Good | The component is in good overall condition, where some deterioration is evident and serviceability is impaired very slightly. |
| 3 | Fair | The component is in fair to good overall condition, where deterioration is obvious and serviceability is impaired materially. |
| 4 | Poor | The component is in poor overall condition, where deterioration and serviceability impairment are considerable and maintenance costs and risk are relatively high. |
| 5 | Very Poor | The component is in very poor overall condition, where deterioration and serviceability impairment are severe. Maintenance costs and risk, including the risk of failure, are substantial and maintenance ineffective to the point such that rehabilitation is the only cost-effective means of restoring serviceability. |

## 3.4 Conclusions Methodology

Our conclusions are based on the following:

a) On-site identification and measurement (where possible) of a specific deficiency item priced accordingly.

b) Measurement of areas from drawings where available (e.g. roofing) and priced at current replacement cost prevailing unit rates. It should be noted that floor areas and parking counts reported are taken directly from documents provided and detailed quantities will need to be assessed for any tendering purposes. **BOLD Engineering has carried out no independent verification or measurement.**

c) Information available from maintenance logs relating to mechanical equipment, etc., priced at prevailing replacement costs for similar or equivalent equipment.

We inspected the building on **August 21, 2023** and were accompanied by **Mark.**

## 3.5 Exclusions

a) Environmental issues including mould contamination.

b) Tenant improvement allowances.

c) Cost estimates are based on the assumption that phenolic foam insulation does not exist in the roof assembly as roof cuts were not performed as part of this review to determine the type of insulation existing.

d) Expenditure for capital items which are categorized as maintenance or operational in nature.

e) We have excluded the Americans with Disabilities Act (ADA) accessibility survey as it is not applicable in Canada.

f) A code review of the property in accordance with the Ontarians with Disabilities Act or any other code review or audit.

g) Review or comment on tenant leases or tenant lease requirements is not included as part of this Building Condition assessment.

h) No testing has been performed at any mechanical, electrical or life safety equipment.

i) This report is not a "Structural Adequacy Report" as defined by the PEO. This report comments only on the existing condition of structural elements based on a random sampling, visually reviewed on the inspection date by the reviewer and makes recommendation for the repair / replacement of these elements based on the current age and visible condition for financial planning purposes only.

j) The assessment of the mechanical and electrical systems was strictly visual to determine the type of system, age and aesthetic condition. No physical testing or intrusive investigative techniques were used.

k) Determining the extent of infestation or remedy for treatment, pertaining to any type of pests such as wood damaging organisms, rodents, or insects.

# 4. Immediate Repairs & Capital Reserve Analysis

Our detailed summaries are enclosed, identifying the following:

a) Immediate repairs and capital expenditures required.

b) Capital expenditures, including the major building components/systems requiring replacement/repair to maintain the facility in fully satisfactory operating condition.

# Items Schedule

| | |
|---|---|
| **Building Condition Assessment Projections For:** | **J & M Public Library** |
| Project No. | B23-719.02 |
| Financial Analysis for Year Ended: | 2023 |
| Financial Analysis Starting Year 1: | 2024 |
| Date of Study: | 12/5/2023 |
| Year of Building Construction | **1982** |
| Current Replacement Value: | **$1,102,000.00** |

**20 YEAR PROJECTION**

**Items Schedule**

| Category | Item | Description | Year Replaced / Repaired | Budget Cost For Repair or Replacement (Present $) | Typical Life Span (Years) | Current Effective Age (Years) | Estimated Life Remaining (Years) |
|---|---|---|---|---|---|---|---|
| **A - Structure** | | | | | | | |
| | **A1010** | **Standard Foundations** | 1982 | **$2,000** | **75** | **41** | **34** |
| **B - Shell** | | | | | | | |
| | **B2010** | **Exterior Walls** | 1982 & 1996 | **$15,000 (Total)** | **35** | **41 & 27** | **(-6 & 8)** |
| | **B2020** | **Exterior Windows** | 1982 & 1997 | **$30,000 (Total)** | **35** | **41 & 27** | **(-6 & 8)** |
| | **B2030** | **Exterior Door** | 1982, 1996, 2018 | **$10,500 (Total)** | **35** | **41, 27, 5** | **(-6, 8, 30)** |
| | **B3010** | **Roof Coverings** | 2000 | **$30,000** | **20** | **23** | **- 3** |
| | **B3010.99** | **Gutters and Downspouts** | 2014 | **$3,000** | **20** | **9** | **11** |
| **C - Interiors** | | | | | | | |
| | **C1010** | **Interior Partitions** | 1982 | **$5,000** | **50** | **41** | **9** |
| | **C1020** | **Interior Doors** | Varies | **$10,000** | **35** | **Varies** | **Varies** |
| | **C1030** | **Washroom Fittings** | 1982 & 2018 | **$10,000** | **35** | **41 & 5** | **(-6 & 30)** |
| | **C2010** | **Stair Construction** | 1982 | **$0** | **75** | **41** | **34** |
| | **C2020** | **Stair Finishes** | 1982 | **$0** | **15** | **41** | **- 26** |
| | **C3010** | **Wall Finishes** | 2019 & 2023 | **$10,000** | **15** | **4 & 0** | **11 & 15** |
| | **C3020** | **Floor Finishes** | 1982 & 1996 | **$30,000 (Total)** | **35** | **41 & 27** | **(-6 & 8)** |
| | **C3030** | **Ceiling Finishes** | 1982 & 1996 | **$0** | **35** | **41 & 27** | **(-6 & 8)** |
| **D - Services** | | | | | | | |
| | **D2010** | **Plumbing Fixtures** | 1982 & 2018 | **$10,000** | **35** | **41 & 5** | **(-6 & 30)** |
| | **D2020** | **Water Disitribution System** | 1996 | **$20,000** | **35** | **27** | **8** |
| | **D2023** | **Domestic Hot Water Heating System** | 2017 | **$5,000** | **20** | **6** | **14** |
| | **D2031** | **Building Sanitary Waste Management System** | 1982 & 1996 | **$3,000** | **50** | **41 & 5** | **9 & 30** |
| | **D3012** | **Gas Supply System** | 1982 | **$0** | **40** | **41** | **- 1** |
| | **D3020** | **Furnace** | 2020 | **$0** | **25** | **3** | **22** |
| | **D3020** | **Condenser** | 2022 | **$0** | **25** | **1** | **24** |
| | **D4030** | **Fire Extinguishers** | 2022 | **$4,000 (Total)** | **5** | **1** | **4** |
| | **D5010** | **Main Electrical Service** | 1982 & 1996 | **$23,000 (Total)** | **40** | **41 & 27** | **(-1 & 13)** |
| | **D5021** | **Branch Wiring Devices** | 1982 & 1996 | **$5,000** | **40** | **41 & 27** | **(-1 & 13)** |
| | **D5022** | **Interior Lighting Systems** | 2018 | **$30,000** | **25** | **5** | **20** |
| | **D5030** | **Fire Alarm System** | 1982 | **$25,000** | **20** | **41** | **- 21** |
| | **D5030** | **Security System** | 1982 | **$3,000** | **20** | **41** | **- 21** |
| | **D5090** | **Emergency Light Fixtures** | Varies | **$1,000** | **20** | **Varies** | **Varies** |
| **E - Equipment & Furnishings** | | | | | | | |
| | **E1090** | **Unit Kitchens** | 1982 | **$5,000** | **35** | **41** | **- 6** |
| | **E2010** | **Fixed Casework** | 1982 | **$63,000** | **50** | **41** | **9** |
| **G- Building Sitework** | | | | | | | |
| | **G2020** | **Parking Lots** | 1996 | **$48,000** | **20** | **27** | **- 7** |
| | **G2030** | **Pedestrian Paving** | 1982 | **$40,000** | **35** | **41** | **- 6** |
| | **G2040** | **Signage** | 1982 | **$5,000** | **35** | **41** | **- 6** |
| | **G3010** | **Water Supply** | 1982 | **$5,000** | **40** | **41** | **- 1** |
| | **G3020** | **Sanitary Sewer** | 1982 | **$20,000 (Total)** | **40** | **41** | **- 1** |
| **TOTALS:** | | | | **$470,500** | | | |

# Expenditure Schedule

| Building Condition Assessment Projections For: | J & M Public Library |
|---|---|
| Project No. | B23-719.02 |
| Financial Analysis for Year Ended: | 2023 |
| Financial Analysis Starting Year 1: | 2024 |
| Date of Study: | Dec-5-2023 |

**Expenditure Schedule**

| Category | Item | Description | 1<br>2023 | 2<br>2024 | 3<br>2025 | 4<br>2026 | 5<br>2027 | 6<br>2028 | 7<br>2029 | 8<br>2030 | 9<br>2031 | 10<br>2032 | 11<br>2033 | 12<br>2034 | 13<br>2035 | 14<br>2036 | 15<br>2037 | 16<br>2038 | 17<br>2039 | 18<br>2040 | 19<br>2041 | 20<br>2042 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **A - Structure** | | | | | | | | | | | | | | | | | | | | | | | |
| | A1010 | Standard Foundations | | | | | $2,000 | | | | | | | | | | | | | | | | $2,000 |
| **B - Shell** | | | | | | | | | | | | | | | | | | | | | | | |
| | B2010 | Exterior Walls | | | $7,500 | | | | | $7,500 | | | | | | | | | | | | | $15,000 |
| | B2020 | Exterior Windows | | | | | | | | $30,000 | | | | | | | | | | | | | $30,000 |
| | B2030 | Exterior Door | | | | $7,500 | | | | $3,000 | | | | | | | | | | | | | $10,500 |
| | B3010 | Roof Coverings | | | | | | | $30,000 | | | | | | | | | | | | | | $30,000 |
| | B3010.99 | Gutters and Downspouts | | | | | | | | | | | $3,000 | | | | | | | | | | $3,000 |
| **C - Interiors** | | | | | | | | | | | | | | | | | | | | | | | |
| | C1010 | Interior Partitions | | | | | | | | | | | | $5,000 | | | | | | | | | $5,000 |
| | C1020 | Interior Doors | | | | | | | | | | $10,000 | | | | | | | | | | | $10,000 |
| | C1030 | Washroom Fittings | | | | | | | | | | $10,000 | | | | | | | | | | | $10,000 |
| | C2010 | Stair Construction | | | | | | | | | | | | | | | | | | | | | $0 |
| | C2020 | Stair Finishes | | | | | | | | | | | | | | | | | | | | | $0 |
| | C3010 | Wall Finishes | | | | | | | | | | | $5,000 | | | | $5,000 | | | | | | $10,000 |
| | C3020 | Floor Finishes | | | | | | | | | | $30,000 | | | | | | | | | | | $30,000 |
| | C3030 | Ceiling Finishes | | | | | | | | | | | | | | | | | | | | | $0 |
| **D - Services** | | | | | | | | | | | | | | | | | | | | | | | |
| | D2010 | Plumbing Fixtures | | | | | | | | | | $10,000 | | | | | | | | | | | $10,000 |
| | D2020 | Water Disitribution System | | | | | | | | $20,000 | | | | | | | | | | | | | $20,000 |
| | D2023 | Domestic Hot Water Heating System | | | | | | | | | | | | | | $5,000 | | | | | | | $5,000 |
| | D2031 | Building Sanitary Waste Management System | | | | | | | | | | | | | $3,000 | | | | | | | | $3,000 |
| | D3012 | Gas Supply System | | | | | | | | | | | | | | | | | | | | | $0 |
| | D3020 | Furnace | | | | | | | | | | | | | | | | | | | | | $0 |
| | D3020 | Condenser | | | | | | | | | | | | | | | | | | | | | $0 |
| | D4030 | Fire Extinguishers | | | | $1,000 | | | | | $1,000 | | | | | $1,000 | | | | | $1,000 | | $4,000 |
| | D5010 | Main Electrical Service | | | | | | | | | | $13,800 | | | $9,200 | | | | | | | | $23,000 |
| | D5021 | Branch Wiring Devices | | | | | | | | | | | | | $5,000 | | | | | | | | $5,000 |
| | D5022 | Interior Lighting Systems | | | | | | | | | | | | | | | | | | | | $30,000 | $30,000 |
| | D5030 | Fire Alarm System | | | | | | | | | | | | | | | | | | $25,000 | | | $25,000 |
| | D5030 | Security System | | | | | | | | | | | | | | | $3,000 | | | | | | $3,000 |
| | D5090 | Emergency Light Fixtures | | | | | $1,000 | | | | | | | | | | | | | | | | $1,000 |
| **E - Equipment & Furnishings** | | | | | | | | | | | | | | | | | | | | | | | |
| | E1090 | Unit Kitchens | | | | | | | | | | | | | | | $5,000 | | | | | | $5,000 |
| | E2010 | Fixed Casework | | | | | | | | | $63,000 | | | | | | | | | | | | $63,000 |
| **G- Building Sitework** | | | | | | | | | | | | | | | | | | | | | | | |
| | G2020 | Parking Lots | | | $48,000 | | | | | | | | | | | | | | | | | | $48,000 |
| | G2030 | Pedestrian Paving | | | $40,000 | | | | | | | | | | | | | | | | | | $40,000 |
| | G2040 | Signage | | | | | | | | | | | | | | | | | | | $5,000 | | $5,000 |
| | G3010 | Water Supply | | | | | | | | | | $5,000 | | | | | | | | | | | $5,000 |
| | G3020 | Sanitary Sewer | | | | | $5,000 | | | | | $5,000 | | | | | $5,000 | | | | | $5,000 | $20,000 |
| | | Annual Cost (before HST) | $0 | $0 | $95,500 | $8,500 | $8,000 | $0 | $30,000 | $60,500 | $64,000 | $83,800 | $8,000 | $5,000 | $17,200 | $6,000 | $18,000 | $0 | $0 | $25,000 | $6,000 | $35,000 | $470,500 |
| | | Contingency Fee (10%) | $0 | $0 | $9,550 | $850 | $800 | $0 | $3,000 | $6,050 | $6,400 | $8,380 | $800 | $500 | $1,720 | $600 | $1,800 | $0 | $0 | $2,500 | $600 | $3,500 | $47,050 |
| | | Annual Costs (incl. Contingency) | $0 | $0 | $105,050 | $9,350 | $8,800 | $0 | $33,000 | $66,550 | $70,400 | $92,180 | $8,800 | $5,500 | $18,920 | $6,600 | $19,800 | $0 | $0 | $27,500 | $6,600 | $38,500 | $517,550 |

# 5. Component Description and Condition

This section of the report describes the building and site components that were visually surveyed during our site inspection and that are included in the study. Where required, we have elaborated on particular components that deviate from a standards remove-and-replace scenario or are of major impact as expenditure in the Building Condition Assessment. Unless otherwise noted below, the building components are wearing as anticipated, in fair condition and are based on normal life expectancy and actual ages.

## A - Substructure

### A1010 Standard Foundations

| | | |
|---|---|---|
| **Description**<br>A majority of the building's substructure was not visible at the time of the visit. Visible areas of the foundation walls were observed at the exterior walls, below the brick façade. With no reported issues, it is believed the foundation walls and footings are presumed to be in good condition. It was reported that in the past there was minor cracking observed along exposed areas of the foundation wall. The issue was addressed with the application with the application of localized waterproof sealant. No ongoing damage or deterioration was observed that would infer there are any ongoing issues with the foundations or footings. | | |
| **Component Rating:** Good (2) | **Installation Date:** 1982 | |
| **Typical Life Span:** 75 | **Remaining Life:** 34 | **Current Effective Age:** 41 |
| **Recommendations**<br>This item is not anticipated for repairs or replacement during the study period. Minor repairs (if any) are considered under on-going routine maintenance. Any minor cracking observed along the foundation wall can be addressed with the localized application of water proofing or concrete injections. Furthermore, if the issue persists along the foundation wall, it is recommended to have a structural engineer review the integrity of the foundation wall. An allowance is carried into year 5 of the study period for a structural engineer's report. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $2,000 |

## B - Shell

### B2010 Exterior Walls

**Description**

The exterior walls consist of a brick veneer façade above grade level. The brick is consistent throughout the entire exterior of the building and was found with no major cracking or spalling. Based on our review, the façade is original to the building construction and it's 1996 addition. The control joint between original building and the 1996 building addition was found with no signs of cracking. Efflorescence was observed along the north elevation exterior wall. The damage seems to have been from a previous downspout, that has since been replaced. Photos reviewed from the previous building condition assessment show similar markings, which means the issue is no longer active/ ongoing. No additional issues were reported by the site representative. Overall, the exterior wall finish was found in fair condition with minimal signs of deterioration.

| | | |
|---|---|---|
| **Component Rating**: Fair (3) | **Installation Date:** 1982 / 1996 | |
| **Typical Life Span:** 35 | **Remaining Life:** -6, 8 | **Current Effective Age:** 41, 27 |

**Recommendations**

Based on the typical lifespan of this component, repairs or replacement are anticipated during the study period. As the brick façade is in fair condition, an allowance for localized repairs / replacement will be carried into the study period. It is recommended that these costs are deferred into year 3 of the study period, as no immediate issues were observed onsite.

1982 Brick Façade Replacement Allowance: Allocated into Year 3 = $7,500

1996 Brick Façade Replacement Allowance: Year 8 = $7,500

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $15,000 Total |
|---|---|---|



Brick façade finish (Northwest elevation)



Brick façade finish (North elevation)

| | |
|---|---|
|  |  |
| Brick façade finish (East elevation) | Brick façade finish (West elevation) |
|  |  |
| Brick façade finish (South elevation) | Minor cracking and efflorescence along brick |

**B2020 Exterior Windows**

**Description**

The exterior windows consist of double pane glazing units. A majority of the exterior windows of the building are operable units. Window openings vary in size throughout the building. Manufacturer stamps along the frames of each unit show they were installed in 1982 & 1997. Window frames consist of painted wood, and along the 1996 building addition are aluminum. Overall, the windows appeared to be in fair condition. No major signs of damage or deterioration were observed that show the windows are not operating as intended. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1982, 1997 | |
| **Typical Life Span:** 35 | **Remaining Life:** -6, 8 | **Current Effective Age:** 41, 27 |

**Recommendations**

Although the windows were not tested for operation, it is recommended that all windows be checked by maintenance to ensure that self-latches on operable units are operational. Where openings exceed those allowable by code, if any, repairs should be carried out immediately. Energy efficiency can be improved with future replacements of the component. The exterior windows are anticipated for replacement during the study period. It is recommended that the replacement of all exterior windows is completed in Year 8 of the study period. Cost or replacement is carried below.

1982 Exterior Windows: Total units = 6, Replacement: Year 8 = $18,000

1996 Exterior Windows: Total units =4, Replacement: Year 8 = $12,000

| **Project Breakdown** | **QTY:** 10 Total | **Capital Cost:** $30,000 Total |
|---|---|---|



Exterior window (West elevation)



Operable exterior window (West elevation)

| | |
|---|---|
|  |  |
| 1982 Exterior window frames | 1996 Exterior window frame |

**B2030 Exterior Door**

**Description**

The exterior doors are hollow metal units installed within metal frames. The south elevation main entrance door is original to the building construction and has visible paint deterioration on the exterior of the unit. Sidelites are installed at both sides of the main entrance door, with manufacturers stamps showing the units are original to the building construction. The north elevation emergency exit exterior door is a fire rated metal door, within a metal frame. The door was found with no issues. An accessibility door was installed at the basement level of the north elevation, that accesses the interior ramp. The accessibility door is a push button operated door. The push door was operational at the time of the visit with no noted issues.

The door opening was reviewed for AODA, and OBC compliance. The OBC requirement as stated in Section 3.8.1.2. (1), a minimum of 1 barrier-free entrance is required for the building with 3 entrances. As the north elevation door is already a barrier free door, the building has met the minimum requirement.

It was noted that the ground level of the building does not have barrier accessibility, and as there is no lift system within the building.

Overall, the exterior doors were found in fair condition. No additional issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1982, 1996, 2018 | |
| **Typical Life Span:** 35 | **Remaining Life:** -6, 8, 30 | **Current Effective Age:** 41, 27, 5 |

**Recommendations**

Per the AODA, Main entrance doors and other accessible entrance and exit doors should be a minimum of 915 mm wide to allow safe passage of persons who use mobility aids. Accessible entrance doors and related doors should be automatic or have power-assisted door openers. Suitable guards, which project a minimum of 305 mm beyond the door swing, should be provided as an aid to persons with visual limitations. In buildings where there is a significant amount of glazing at grade, it is recommended that door frames be clearly color-differentiated to aid in locating the entrance.

The north elevation entrance exterior door assembly is anticipated for replacement during the study period. Costs shown below are for the replacement of the unit, and installation of an automatic push button system at the north elevation exterior door.

1982 Exterior Door (South elevation door):1 Door & associated hardware, Replacement: Year 4 = $7,500

1996 Exterior Door (2nd floor North elevation door):1 Door & associated hardware, Replacement: Year 8 = $3,000

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** 3 Total | **Capital Cost:** $10,500 Total |

| | |
|---|---|
|   |  |
| Main building entrance (South elevation) | Accessibility entrance door (North elevation) |
|  | |
| 2nd floor emergency exit door (North Elevation) | |

**B3010 Roof Coverings**

**Description**

The main roof of the building is a sloped roof construction, with asphalt shingles. Observations of the roof finish were made from grade level. Per the previous building condition assessment that was reviewed, asphalt shingles along the roof were replaced in 2000. No issues of leaks were reported within the building by the site representative. No signs of damage or deterioration of the asphalt shingles.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 2000 | |
| **Typical Life Span:** 20 | **Remaining Life:** -3 | **Current Effective Age:** 23 |

**Recommendations**

This item is anticipated for replacement during the study period. Although the item is past it's typical life span, it was found in fair condition and not in need for immediate replacement. Costs are carried for the replacement of the asphalt shingles. It is recommended that these costs are deferred to Year 7 of the study period.

| **Project Breakdown** | **QTY:** 2,030 $ft^2$ | **Capital Cost:** $30,000 |
|---|---|---|



Asphalt shingles along the top of roof



Asphalt shingles along the top of roof

**B3010.99 Gutters and Downspouts**

| | | |
|---|---|---|
| **Description**<br>The building's main water drainage system consists of an eavestrough and downspout system. Observations of the gutter and downspout systems were made from grade level. The system where reviewed showed no signs of leaking where water inlets may be present. Based on the condition of the eavestrough and downspout system, it is presumed that this system was replaced within the past 9 years. No leaks were reported by the site representative. | | |
| **Component Rating:** Fair (3) | **Installation Date:** 2014 | |
| **Typical Life Span:** 20 | **Remaining Life:** 11 | **Current Effective Age:** 9 |
| **Recommendations**<br>This item is anticipated for replacement during the study period. If possible, it is recommended to replace the roof drains at the same time as the roofing system to further reduce mobilization costs. An allowance is carried into year 11 of the study period. | | |
| **Project Breakdown** | **QTY:** 198 lf. | **Capital Cost:** $3,000 |



Roof drain along the roof system



Roof drain along the roof system

# C - Interiors

## C1010 Interior Partitions

**Description**

The interior partitions consist of prefabricated gypsum wallboard partitions to divide spaces within the building. The walls are painted with a primer coat with two layers of paint. Overall, the interior walls appeared to be in good condition. No significant cracks were present that would suggest that the block walls are not functioning as intended. Repainting of the walls can be found under section *C3010 Painted Wall Finishes.*

In addition, there is a glass insert at the front entrance of the ground level within the drywall partition. The glass panel are single pane units and are original to the building construction and found in good condition. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1982 | |
| **Typical Life Span:** 50 | **Remaining Life:** 9 | **Current Effective Age:** 41 |

**Recommendations**

This item is not anticipated for repairs or replacement during the study period. Gypsum wallboard and glazing partitions are not typically replaced unless major damage or deterioration has occurred to the component. Minor repairs (if any) are considered under on-going routine maintenance. Allowance costs are carried for localized painting of the interior walls within the study period. These costs will defer into year 12 of the study period to offset costs as the paint finishes are generally in good condition.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $5,000 |
|---|---|---|



Upper-level building entrance partitions



Interior partition within the ground level

| | |
|---|---|
|  | |
| Typical drywall partition at the ground level | |

## C1020 Interior Doors

**Description**

The interior doors of the building consist of metal and wood doors. A majority of the interior doors are painted. The interior doors within the basement level of the original part of the building are not painted units. The ground-level metal door is equipped with a pushbar as it was the original exit door before the addition was constructed. The basement-level barrier free washroom door is equipped with a push button and hands-free sensor to operate the door. Per notes provided by the Township, the door was installed in 2018.

Overall, the interior doors appeared to be in fair condition with minimal signs of wear and tear. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** Varies | |
| **Typical Life Span:** 35 | **Remaining Life:** Varies | **Current Effective Age:** Varies |

**Recommendations**

The interior doors are anticipated for replacement during the study period. The barrier free door at the accessibility washroom is not anticipated for replacement within the study period. Although the interior doors are past their typical life span, there were no doors observed that warranted immediate replacement. An allowance cost is carried below for replacement of interior doors throughout the study period. These costs will be carried into year 10 of the study period.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $10,000 |
|---|---|---|



Main interior door (Ground level)




Interior wood door (Ground level)

| | |
|---|---|
|  |  |
| Typical wood interior door (Basement level) | Typical interior wood door (Basement level) |

### C2010 Stair Construction

**Description**

The interior stair construction is located at the southeast corner of the building and provides access to the basement level. The stairs are a wood construction, with a carpet finish. The stairs also feature a wood handrail system. No significant signs of damage or deterioration were present.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1982 | |
| **Typical Life Span:** 75 | **Remaining Life:** 34 | **Current Effective Age:** 41 |

**Recommendations**

This item is not anticipated for repair or replacement during the study period. Minor repairs (if any) are considered under on-going maintenance.

| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** N/A |
|---|---|---|



Interior stair construction (Basement level)



Interior stair construction (Ground / Basement landing)

**C2020 Stair Finishes**

**Description**

The stair finishes within the building consist of carpeting, similar throughout the ground and basement levels. The carpet finish is original to the building construction and was found in good condition. No signs of damage or deterioration were observed along the carpet finish.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1982 | |
| **Typical Life Span:** 15 | **Remaining Life:** -26 | **Current Effective Age:** 41 |

**Recommendations**

Based on the typical life span for the component, replacement is anticipated within the study period. It is recommended that replacement of the stair finishes coincides with the replacement of carpet finishes throughout the entire building. Costs for replacement of the carpet finish will be carried into *C3020 Floor Finishes.*

| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |
|---|---|---|



Interior stair construction (Basement level)



Interior stair construction (Ground / Basement landing)

**C3010 Wall Finishes**

**Description**

The interior walls, where visible, were painted with a primer coat and two finish coats. Various colours were used within the building. A wood trim finish is installed along the original building's basement level. No significant signs of deterioration were present along the wall finishes. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2019, 2023 | |
| **Typical Life Span:** 15 | **Remaining Life:** 11, 15 | **Current Effective Age:** 4, 0 |

**Recommendations**

Overall, the paint finishes observed throughout the building were found in good condition. Allowance costs are carried for localized painting of the interior walls within the study period. Appropriate costs are carried below.

2019 Paint Finish Replacements: Year 11 = $5,000

2023 Paint Finish Replacements: Year 15 = $5,000

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $10,000 Total |
|---|---|---|



Interior painted wall finish (Ground level)



Interior painted wall finish (Staircase landing to Basement level)



Wood trim wall finish (Basement level)



Wood trim and painted wall finish (Basement level)

## C3020 Floor Finishes

**Description**

The floor finishes within the building consists of a carpet tile finish, and vinyl tile flooring. The carpet finishes were observed along the ground level of the building and the vinyl tiling within the offices / washrooms. The floor finishes are well maintained and are in fair condition. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1982, 1996 | |
| **Typical Life Span:** 35 | **Remaining Life:** -6, 8 | **Current Effective Age:** 41, 27 |

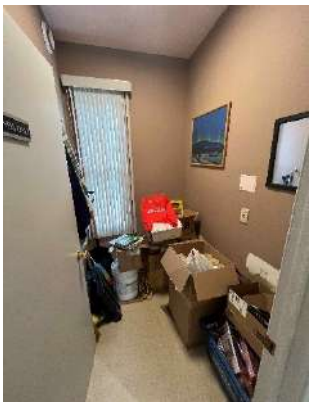
**Recommendations**

Overall, the floor finishes were found in good condition. Appropriate costs are carried for future replacement of the floor finishes. As the floor finishes were observed in good condition, costs will be deferred to Year 10 of the study period. A breakdown for replacement costs is shown below.

Carpet tiling (Including carpet stair finish) $25,000 in Year 10.

Vinyl tiling: $5,000 in Year 10.

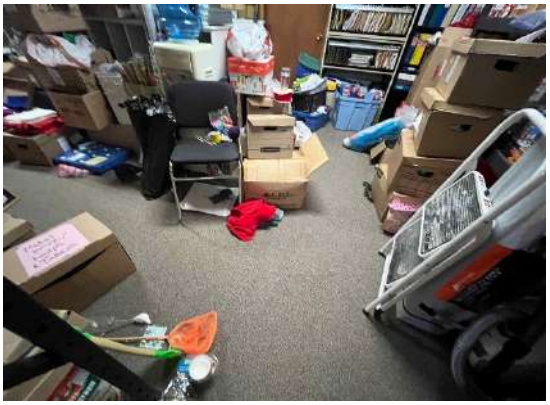
| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** 4,249 $ft^2$ | **Capital Cost:** $30,000 Total |



Vinyl tile flooring (Ground level, employee room)



Carpeting (Ground Floor)



Carpeting (Basement floor)



Vinyl tiling (Basement floor)

## C3030 Ceiling Finishes

**Description**

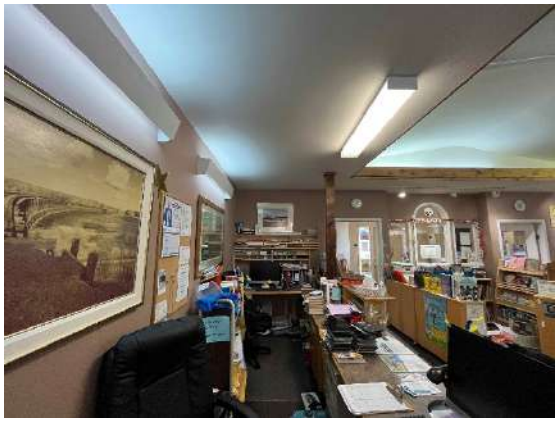
The ceiling finishes within the building consist of painted drywall / plaster within the ground floor and 1996 building addition. In addition, there are lay-in ceiling tiles within the original building basement. No signs of leakage stains were observed along the ceiling finishes. The lay-in ceiling tiles within the original basement's washroom are peeling. No other issues were observed or reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1982, 1996 | |
| **Typical Life Span:** 35 | **Remaining Life:** -6, 8 | **Current Effective Age:** 41, 27 |

**Recommendations**

The ceiling finish was found in good condition and does not require any immediate replacement. As the component was found in good condition, replacement is not required. No costs are carried.

| **Project Breakdown** | **QTY:** N/A | **Capital Cost:** N/A |
|---|---|---|



Painted drywall ceiling finish (Ground floor)



Painted drywall ceiling finish (Ground floor)



Lay-in ceiling tiles (Basement level)



Peeling ceiling tile within the basement washroom (Original building)

| | |
|---|---|
|  |  |
| Painted drywall ceiling (Basement level) | Painted drywall ceiling (Basement level) |

## D - Services

### D2010 Plumbing Fixtures

**Description**

The domestic water within the building is distributed to a variety of fixtures which typically include, countertop lavatories, a kitchen sink, and toilets. The lavatories and toilets are manual faucet units. The kitchen sink within the building is a stainless-steel sink, and a ceramic sink is installed within the basement level washroom. The plumbing fixtures within the 1996 building addition were installed in 2018 as part of upgrades to make a barrier-free, AODA compliant washroom.

Overall, the fixtures are in good condition. No significant signs of deterioration were present.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1982, 2018 | |
| **Typical Life Span:** 35 | **Remaining Life:** -6 / 30 | **Current Effective Age:** 41 / 5 |

**Recommendations**

The plumbing fixtures within the building are anticipated for replacement within the study period. The barrier-free washrooms within the 1996 building addition will be excluded from costs, as it is not anticipated for replacement within the study period. An allowance is carried for major replacements of the fixtures within the original washrooms. Given that the plumbing fixtures are in good condition, these costs are recommended to be deferred into year 10 to offset overall costs.

1992 Washrooms, Year of Replacement 10 = $10,000

2018 Washrooms, *No costs are anticipated within the study period.*

| **Project Breakdown** | **QTY:** 3 Washrooms | **Capital Cost:** $10,000 |
|---|---|---|



Interior washroom (Ground floor)



Stainless steel sink (Basement kitchen)

| | |
|---|---|
|  |  |
| Plumbing fixtures (Basement janitor room / washroom) | Barrier-free washroom furnishing (Basement floor) |

## D2020 Water Distribution System

**Description**

The plumbing piping system consists of copper piping to distribute hot and cold water throughout the building's plumbing fixtures. The majority of the lines were hidden behind interior finishes or insulated throughout and were not readily available for review. All plumbing piping where visible were observed typically within the mechanical room and underneath plumbing fixtures. Copper lines within the mechanical room are insulated from the water heater. No anomalous conditions were observed or reported that would suggest this system is not functioning as intended.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1996 | |
| **Typical Life Span:** 35 | **Remaining Life:** 8 | **Current Effective Age:** 27 |

**Recommendations**

A more intrusive investigation of the entire piping distribution system is recommended to review the condition of distribution piping throughout the building. Based on a typical life span for this component, repairs and or replacement are anticipated within the study period. A lump sum cost is carried below for replacement of domestic water piping.

| **Project Breakdown** | **QTY:** Lump Sum | **Capital Cost:** $20,000 |
|---|---|---|




Copper distribution lines beneath the kitchen sink



Insulated copper water distribution lines from the water heater

**D2023 Domestic Hot Water Heating System**

| | | |
|---|---|---|
| **Description**<br>There is a gas fired "Rheem Ruud" hot water tank located in the mechanical room with a capacity of 50 gallons. The unit was manufactured in 2017, as per the label. No anomalous conditions were observed or reported that would suggest this system is not functioning as intended. The hot water tank appears to be in good condition. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2017 | |
| **Typical Life Span:** 20 | **Remaining Life:** 14 | **Current Effective Age:** 6 |
| **Recommendations**<br>The component is anticipated for replacement within the study period. Appropriate costs are carried below. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $5,000 |
|  | |  |
| Hot water tank within the basement mechanical room | | Hot water tank within the basement mechanical room |

### D2031 Building Sanitary Waste Management System

**Description**

The building's sanitary waste management system consists of ABS piping for plumbing fixtures where visible. This material was primarily observed underneath the kitchenette sink. The majority of the sanitary lines were not visible as they are hidden behind interior finishes and below grade level. No significant signs of deterioration were present. No issues were reported by the site representative therefore it is assumed that the system is draining appropriately.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1982, 1996 | |
| **Typical Life Span:** 50 | **Remaining Life:** 9, 13 | **Current Effective Age:** 41, 27 |

**Recommendations**

This component is anticipated for repair or replacement within the study period at the original building piping. Minor repairs can be done on an as-needed basis as part of routine maintenance. Appropriate costs are carried below for the replacement of sanitary piping. These costs have been deferred to year 13 of the study to offset costs within the study period.

| **Project Breakdown** | **QTY:** Lump Sum | **Capital Cost:** $3,000 |
|---|---|---|




PVC sanitary piping beneath kitchenette sink

**D3012 Gas Supply System**

| | | |
|---|---|---|
| **Description**<br>The gas utility supply enters the building from below grade to the north elevation exterior wall gas meter. The gas piping was visible along the exterior wall and at roof level connecting to each of the RTU's. No significant signs of damage or deterioration were observed along the existing gas piping. No issues were reported by the site representative therefore it is assumed that no anomalous conditions exist... Minor surface corrosion was observed on the piping.<br><br>Gas service is provided to the building by the local service provider. | | |
| **Component Rating:** Fair (3) | **Installation Date:** 1982 | |
| **Typical Life Span:** 40 | **Remaining Life:** 25 | **Current Effective Age:** 15 |
| **Recommendations**<br>Repairs to gas piping in the building and up to the gas meter can be performed on an as-needed basis and under operations and maintenance. The gas meter beyond is the responsibility of the local service provider. No costs are included for repairs or replacements. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** N/A |
|  | | |
| Incoming gas meter (West elevation) | | |

**D3020 Furnace**

| | | |
|---|---|---|
| **Description**<br>Primary heating is provided within the building from a "Payne" furnace. The furnace is a two-speed induced motor, and two-stage gas valve operated unit. The furnace was installed in 2020 and was replaced as part of building upgrades to meet gas code requirements. The connecting ductwork was replaced as part of the furnace replacements. No issues were reported by the site representative. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2020 | |
| **Typical Life Span:** 25 | **Remaining Life:** 22 | **Current Effective Age:** 3 |
| **Recommendations**<br>Based on the current condition of the equipment, we do not anticipate any immediate repair or replacement of the component, other than ongoing regular maintenance. No costs are anticipated within the study period for the component. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** N/A |
|  | | |
| Furnace information label (Basement level) | | |

**D3020 Condenser**

| | | |
|---|---|---|
| **Description**<br>There is a "MitsAir" condenser unit located at the exterior wall of the east elevation. The unit was installed in 2022 as per the manufacturers label on the unit. The refrigerant piping is insulated with no signs of deterioration. No issues were reported by the site representative. | | |
| **Component Rating:** Good (2) | **Installation Date:** 2022 | |
| **Typical Life Span:** 25 | **Remaining Life:** 24 | **Current Effective Age:** 1 |
| **Recommendations**<br>Based on the typical life span of this component, repair and/or replacements are not anticipated during the study period. No costs are carried. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** N/A |
|  | |  |
| Location of the two rooftop units that feed the library | | Location of the two rooftop units that feed the library |

**D4030 Fire Extinguishers**

**Description**

The fire extinguishers within the building are wall mounted and replaced previous units in 2022. Upon review, it was found that all monthly inspections have been completed, per tags. The fire extinguishers were found in good condition. No signs of damage or deterioration were observed at any of the fire extinguishers.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2022 | |
| **Typical Life Span:** 5 | **Remaining Life:** 4 | **Current Effective Age:** 1 |

**Recommendations**

This item is anticipated for repair and/or replacement during the study period. An allowance is carried for future replacement.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $4,000 Total |
|---|---|---|



Wall mounted fire extinguisher (Ground level)



Wall mounted fire extinguisher (Basement level)

**D5010 Main Electrical Service**

**Description**

The main incoming electrical service enters the building from above grade and into the exterior utility meter. The power is transferred to a safety switch and is then distributed to a main electrical panel installed within the building and throughout the building. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 1982, 1996 | |
| **Typical Life Span:** 40 | **Remaining Life:** -1, 13 | **Current Effective Age:** 41, 27 |

**Recommendations**

We recommend infrared thermograph scanning of all electrical equipment (i.e. main, distribution etc.) to find "hot spots". In additional, general housekeeping of equipment (i.e. tagging and removal of miscellaneous items too close to equipment). This is considered under normal operations and maintenance as below the threshold limit. All electrical equipment should be checked regularly under operations and maintenance to ensure good working operation. Replacement and installation should be carried out in accordance with the manufacturer's recommendations. An allowance is carried below for major repairs or replacement of the component within the study period. Costs associated with the 200amp panel have been deferred to year 10 of the study period as the component was found in good condition. A breakdown of the replacement cost per panel is shown below

200amp, 120/240 volts, 1 phase 3 wire = Year 10: **$13,800**

125amp 120/240 volts, 1 phase 3 wire = Year 13: **$9,200**

| **Project Breakdown** | **QTY:** 125 & 200amp | **Capital Cost:** $23,000 Total |
|---|---|---|



Main distribution panel, 200amp (Basement level)



Main distribution panel, 125amp (Basement level)

### D5021 Branch Wiring Devices

| | | |
|---|---|---|
| **Description**<br>Branch wiring devices refers to all electrical components that receive power. These may include power receptacles, light switches and other accessories. Receptacles located throughout the building consist of plated outlets. Overall, the devices appeared to be in good and working condition. No measurements were taken to determine any issues with branch wiring device spacing. No significant signs of deterioration were present. No issues were reported by the site representative. | | |
| **Component Rating:** Good (2) | **Installation Date:** 1982, 1996 | |
| **Typical Life Span:** 40 | **Remaining Life:** -1, 13 | **Current Effective Age:** 41, 27 |
| **Recommendations**<br>Replacement of the branch wiring (behind interior partitions) typically does not occur during the building's life span unless damages have been observed or the wiring is insufficient for the devices provided. Based on the age of the components, replacement of the devices are anticipated during the study period. Allowance costs are provided in Year 13 to address any repairs or localized branch wiring devices during the study period. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $5,000 |

### D5022 Interior Lighting Systems

**Description**

Interior lighting within the building was comprised of mostly recessed two strip fluorescent ceiling lighting. The ceiling lighting was operational at the time of the site visit with no visible issues. The fixtures were in good condition wherever reviewed. Additional lighting within the building is also provided by recessed light fixtures at the interior staircase and washrooms, and fluorescent track lighting within the ground floor common area library. We did not find any major issues with the lighting system during the site visit that would warrant immediate replacement. Although light level measurements were not taken, lighting levels appear to be adequate.

It was noted that the lighting systems within the 1996 basement addition were replaced in 2018 in conjunction with ongoing renovations. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Good (2) | **Installation Date:** 2018 | |
| **Typical Life Span:** 25 | **Remaining Life:** 20 | **Current Effective Age:** 5 |

**Recommendations**

The interior lighting system was found in good condition, with adequate light levels throughout the interior of the building. Costs shown below are a lump sum cost for anticipated replacement of the component at the end of its typical life span. It was noted that the interior lighting is anticipated for upgrades to LED fixtures within the short term.

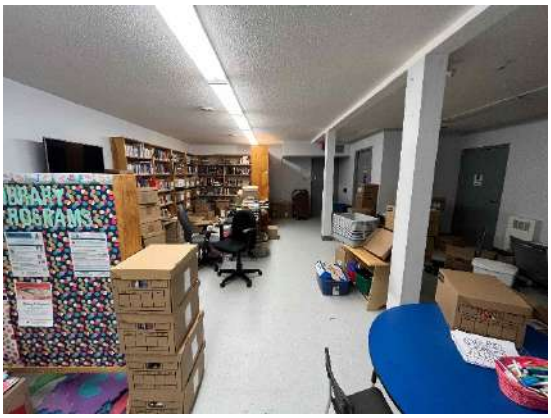
| **Project Breakdown** | **QTY:** Lump Sum | **Capital Cost:** $30,000 |
|---|---|---|



Recessed ceiling lighting fixture (Ground floor)



Track lighting (Ground floor)

| | |
|---|---|
|  |  |
| Typical fluorescent 4ft light fixture (Ground level) | Typical fluorescent 4ft light fixture (Ground level) |
|  |  |
| Typical fluorescent 4ft light fixture (Ground level) | Typical fluorescent 4ft light fixture (Basement level) |
|  |  |
| Recessed lighting fixture (Basement level) | 4ft LED light fixture (Basement level) |

**D5030 Fire Alarm System**

**Description**

A “Mircom” fire alarm panel is installed by the main entrance of the ground floor. Additional components of the fire alarm system include pull stations, and chime with strobe lighting. Smoke and heat detectors are connected to the fire alarm system. The system is inspected annually, per notes along the panel with no noted deficiencies. The main panel was found to be in fair condition.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1982 | |
| **Typical Life Span:** 20 | **Remaining Life:** -21 | **Current Effective Age:** 41 |

**Recommendations**

This item is anticipated for repair and/or replacement during the study period. Appropriate costs are carried below for the replacement of the component within the study period.

| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $25,000 |
|---|---|---|



Fire alarm panel (Ground floor)



Typical heat detector (Basement level)

**D5030 Security System**

| | | |
|---|---|---|
| **Description**<br>A "DSC Power 832" security panel is installed by the main entrance of the ground floor. The panel is a manual operated detection device. At the time of the visit, the site representative confirmed that the security panel is operational. The panel was observed in fair condition. This item is anticipated for repair and/or replacement during the study period. Appropriate costs are carried below for the replacement of the component within the study period. | | |
| **Component Rating:** Fair (3) | **Installation Date:** 1982 | |
| **Typical Life Span:** 20 | **Remaining Life:** -21 | **Current Effective Age:** 41 |
| **Recommendations**<br>Based on a normal life span for this component, repairs and/or replacements are anticipated during the study period. As the security panel system was observed in fair condition with no ongoing issues, it is recommended that these costs are deferred into Year 15 of the study period. Appropriate costs are carried below for replacement of the security system. | | |
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $3,000 |
|  | | |
| "Power 832" Security system | | |

### D5090 Emergency Lighting Fixtures

**Description**

Emergency lighting systems installed within the facility include emergency exit signs, and dual head emergency lights. Overall, the emergency lighting systems were in fair condition and in working order. No significant signs of deterioration were present. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** Varies | |
| **Typical Life Span:** 20 | **Remaining Life:** Varies | **Current Effective Age:** Varies |

**Recommendations**

It is recommended to replace non-operational emergency lighting systems as well as components that have exceeded their typical life span immediately as it is a life safety system. Furthermore, all red lettered exit signs are recommended to be replaced with green pictograph signs.

In addition, it is recommended to keep all emergency exits free of obstructions which can be done under regular operations and maintenance.

An allowance is carried into year 5 for the replacement of emergency lighting fixtures within the study period.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $1,000 |



Green pictogram emergency exit sign




Red lettering emergency exit sign



Dual head emergency light and emergency exit sign

## E – Equipment and Furnishings

### E1090 Unit Kitchens

**Description**

A small size kitchenette was observed within the basement of the building. The kitchenette consists of a steel sink, laminate countertop, and cabinetry. Other small appliances include a microwave, and mini oven. Overall, the kitchen appeared to be original to the building and finishes were found in fair condition.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1982 | |
| **Typical Life Span:** 35 | **Remaining Life:** -6 | **Current Effective Age:** 41 |

**Recommendations**

Based on a normal life span for this component, repairs and/or replacements are anticipated during the study period. These costs have been deferred to Year 15 of the study period as the component was found in fair condition. Appropriate costs are carried.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $5,000 |



Interior kitchenette (Basement level)



Interior kitchenette (Basement level)

**E2010 Fixed Casework**

**Description**

The building is furnished with large metal & wood bookshelves, a small reception desk, and various types of seating furniture. Overall, the interior furnishings are in fair condition. No issues were reported by the site representative regarding the condition of interior furnishings.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1982 | |
| **Typical Life Span:** 50 | **Remaining Life:** 9 | **Current Effective Age:** 41 |

**Recommendations**

Based on a normal life span for this component, repairs and/or replacements are not anticipated during the study period. No defects were observed along any of the interior furnishings that warrant immediate replacement. Costs shown below are an allowance for replacements on an as needed basis.

| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $63,000 |
|---|---|---|



Bookshelves (Ground level)



Bookshelves (Ground level)



Bookshelves (Basement level)



Bookshelves (Basement level)

## G – Building Sitework & Utilities

### G2020 Parking Lot

**Description**

The majority of the property is paved in asphalt. Overall, the asphalt paving materials appeared to be in fair condition with asphalt cracking found at localized areas. Isolated areas of the asphalt paving have been repaired on an as-needed basis. No significant signs of deterioration were present. The top surface of asphalt paving materials was reviewed and assessed for condition. The adequacy and condition of underlying soils could not be assessed. No issued were reported by the site representative.

Measurements were taken onsite to review whether the parking space complies with AODA requirements. Currently, the accessible parking is not adequate as per the current AODA standards. There should be a protected or designated route from the accessible parking spaces to the main accessible entrance. The accessibility entrance at the North elevation does not have a protected route. Designated accessible parking spaces, whether external or internal, should be located within 30 meters of the main accessible entrance and any other accessible entrances. At the time of upgrades to the South elevation ground floor pedestrian walkway and entrance, the distance between from the entrance and parking spot will not suffice.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1996 | |
| **Typical Life Span:** 20 | **Remaining Life:** -7 | **Current Effective Age:** 27 |

**Recommendations**

Further investigation is recommended to determine the adequacy of the underlying soils. This can be done at a cost below the threshold limit of this report. General maintenance such as cleaning engine fluids off the path of travel is considered under operations and maintenance. This item is anticipated for repair and/or replacement during the study period. An allowance is carried for future replacement of the asphalt. Additionally, it is recommended that the replacement of asphalt paving includes new repainted markings for the accessibility parking, as the existing is no longer visible.

These costs have been deferred into Year 3 of the study period as immediate replacement is not required.

Accessible parking spaces should be a minimum of 144” wide, with a clear pedestrian aisle of 47”. When two accessible parking spaces are adjacent, the pedestrian aisle may be shared and preferably increased to 59”. 9. Suitable curb ramps should be provided from the accessible car parking area to any adjacent sidewalk or pedestrian route.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** 2,592 $ft^2$ (Estimate) | **Capital Cost:** $48,000 |

| | |
|---|---|
|  |  |
| Overview of accessibility parking spot | Overview of site parking |

**G2030 Pedestrian Paving**

**Description**

The pedestrian paving along the exterior of the building consists of poured concrete, and concrete pavers at the east of the exterior landscaping. Based on it's current condition, the pedestrian paving is presumed to be original to the building construction. The front entrance paving has a metal handrail & guardrail system installed from the ground level entrance door to 4th avenue's sidewalk. There is mild cracking along the surface of paving. Weeds were observed growing along the paving.

All primary routes intended to accommodate individuals using mobility aids, walkers, or guide dogs should have a minimum width of 59", with 66" being the preferred width. These routes should be free from protruding obstacles, such as overhanging signs, branches, or other obstructions in the walking area, to assist individuals with visual impairments.

Per our site assessment, the concrete paving is not acceptable within AODA standards. The span of the walkway is greater than 66". However, with short term plans to upgrade the front entrance into a barrier-free AODA compliant entrance, the path is not a maximum of 98' from the building.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1982 | |
| **Typical Life Span:** 35 | **Remaining Life:** -6 | **Current Effective Age:** 41 |

**Recommendations**

Based on a normal life span for this component, repairs and/or replacements are anticipated during the study period. These costs have been deferred into Year 3 of the study period as immediate replacement is not required. Appropriate costs are carried below.

Costs carried below reflect the current replacement value of paving throughout the exterior, and replacement of the handrail guardrail system. Alternatively, sandblasting and repainting the existing handrail & guardrail system can be done to reduce overall replacement costs.

| | | |
|---|---|---|
| **Project Breakdown** | **QTY:** 1 | **Capital Cost:** $40,000 |



Main entrance pedestrian ramp



Railing system along pedestrian ramp

| | |
|---|---|
|  |  |
| Exterior walkway from 4th Avenue | Rust observed along the surface of railing system |
|  |  |
| Concrete pavers with weed growth | Concrete pavers with weed growth |

**G2040 Signage**

**Description**

Site signage for the building is comprised of a single sign posted along the south elevation of the building. The signage was observed from grade level and found with no signs of damage or deterioration. No issues were reported by the site representative.

| | | |
|---|---|---|
| **Component Rating:** Fair (3) | **Installation Date:** 1982 | |
| **Typical Life Span:** 35 | **Remaining Life:** -6 | **Current Effective Age:** 41 |

**Recommendations**

Regular maintenance is recommended to maintain the signs condition. An allowance is carried for the replacement of the exterior sign. Allowance costs have been deferred to year 19 of the study period, as the component was found in fair condition.

| **Project Breakdown** | **QTY:** Lumps Sum | **Capital Cost:** $5,000 |
|---|---|---|



Port of McNicoll memorial signage



Veterans Park signage



Overview of memorial



Growth of weeds along the masonry blocks and concrete pavers

| | |
|---|---|
|  |   |
| Library signage along exterior wall | Pedestrian signage at the front of building entrance |

### G3010 Water Supply

| | | |
|---|---|---|
| **Description**<br>Domestic cold water is provided from the local municipality from a cold-water connection to the building. The condition of the buried and concealed piping cannot be evaluated visually. No significant signs of deterioration were observed on the water piping. No issues were reported by the site representative. The incoming water service components were found in good condition. | | |
| **Component Rating:** Good (2) | **Installation Date:** 1982 | |
| **Typical Life Span:** 40 | **Remaining Life:** -1 | **Current Effective Age:** 41 |
| **Recommendations**<br>Based on a normal life span for this component, repairs and/or replacements are anticipated during the study period. Allowance costs are carried for repairs and/or replacement during the study period. These costs have been deferred into year 10 of the study period. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $5,000 |

### G3020 Sanitary Sewer

| | | |
|---|---|---|
| **Description**<br>The sanitary piping exits the building below grade into the sump pump. The sump pit was visible within the mechanical room of the building. Where visible, the sump pump was in good condition, with no signs of damage or deterioration. An annual review of the pump is completed by building staff. The pipes are concealed below grade and not accessible for visual evaluation. No anomalous conditions were observed or reported that would suggest this system is not functioning as intended. | | |
| **Component Rating:** Good (2) | **Installation Date:** 1982 | |
| **Typical Life Span:** 40 | **Remaining Life:** -1 | **Current Effective Age:** 40 |
| **Recommendations**<br>We recommend that the sanitary drains be flushed and scoped every 5 years. This maximizes the service life of the piping and helps identify repair needs. We have allowed a budget for sanitary repairs every 5 years within the study period of this report. | | |
| **Project Breakdown** | **QTY:** Allowance | **Capital Cost:** $5,000 Every 5 years |
|  | |  |
| Sump pit (Basement level) | | Sump pump within pit (Basement level) |

# 6. Report Qualifications

The qualifications described below apply to this report:

a) All review surveys were visual only. No removal or testing of materials or components was carried out. The review was made on a random basis with no attempt to review or inspect every element or portion of the building. The intent of the review was to determine areas of visually obvious deterioration and need for repair and to determine, in a general way, the overall quality and sufficiency of the existing building conditions but not to ascertain the quality or sufficiency of any particular aspect of the building.

b) This report is intended to provide **Township of Tay** with a general description of the systems employed in the building and to comment on their general condition, which may be apparent at the time of our review. No calculations were performed to confirm the adequacy of the elements. No findings contained in this report shall be construed as a guarantee or warranty of the quality or sufficiency of any particular aspect of the building or the adequacy of any particular element of any system employed in the building.

c) The timing of site visits is critical to building performance reviews. To observe the actual extent of problem areas, it is necessary to monitor the building conditions throughout the year and under varying weather conditions (for example, contraction and expansion of all component joints occur at different times of the year) in each specific area. As a result, all problems may not be visible at the time of our review and we shall not be responsible for any problems not readily visible or apparent at the time of our inspection.

d) Any timeframe given for repair or replacement work represents a judgement based on the apparent condition and theoretical life span of components. Failure of the item, or optimum repair/replacement time, may be earlier or later than the time estimate due to conditions unknown and beyond our control. The property manager should pro-actively assess the time lines identified going forward.

e) Any and all previous opinions expressed by BOLD Engineering, either verbally or in writing, regarding the condition of the building or cost estimates for repair of the above elements of the building cannot be relied upon unless contained herein and are superseded by this report. No portion of this report may be used as a separate entity; it is written to be read in its entirety.

f) An overall contingency allowance of **10%** has been carried to cover any unforeseen capital repairs arising during the twenty years contemplated in this report.

g) It should be noted that floor areas and parking counts reported and provided by building management and the planning consultant (as identified in our summaries) have been used. No independent verification, measurement or assessment has been carried out by BOLD Engineering.

h) Environmental issues are excluded from this report. No environmental issues have been addressed nor renewal costs included in our summaries.

i) We are not responsible for the effects of any actions taken as a result of this report unless we are specifically advised of and participate in such action in which case our responsibility will be agreed to at that time.

j) BOLD Engineering shall have no liability either in contract or in tort for services or matters beyond the scope of the services as outlined and qualified in this report.

k) This report is for the exclusive use and benefit of **Township of Tay**. BOLD Engineering does not hold reporting responsibility to any other party and does not assume any liability whatsoever to any other party.

# 7. Exhibits & Attachments

| | |
|---|---|
| Appendix A | Schedule of Information Reviewed |

**APPENDIX A**
**INFORMATION REVIEWED**

## INFORMATION REVIEWED

In the preparation of this report, the following drawings/documents were reviewed:

- James Charles Design, Port McNicoll Library – Site Plan & Architectural Drawings – 1982
- Beachwood Building Design Services, Proposed Addition to the Jack Young Library – May 1996
- Building and Plumbing Department Report of Inspection – 1996
- Building Permit Application – Jack Young Library Addition – 1996
- Building Inspection Report – Port McNicoll Library – March 2001
- Building Condition Assessment – February 2022
- Tay Township Public Library – Port McNicoll Branch Inspection Report – 2023

**STAFF REPORT**

| | |
|---|---|
| To: | Joint Accessibility Advisory Committee |
| Agenda Section: | Matters for Consideration |
| Department/Function: | Corporate Services |
| Staff Report No.: | CS-2021-73 |
| Meeting Date: | October 14, 2021 |
| Report Title: | Summary of Accessibility Facility Virtual Review (Tay Township Public Library Branches Victoria Harbour, Port McNicoll and Waubaushene) |

**RECOMMENDATION:**

That Staff Report No. CS-2021-73 Summary of Accessibility Facility Virtual Review (Tay Township Public Library Branches Victoria Harbour, Port McNicoll and Waubaushene) be received.

**INTRODUCTION/BACKGROUND:**

The mandate of the Joint Accessibility Advisory Committee (JAAC), as outlined in the Committee's terms of reference includes the following:

- Advise on opportunities with respect to the identification and removal of barriers to persons with disabilities at facilities owned or operated by the municipalities
- Advise on ways to improve opportunities for persons with disabilities with respect to programs and services offered by the municipalities.

In order to assist the County and Townships with identification of barriers and advise on ways to improve access to services, programs and facilities by persons with disabilities the JAAC's annual work plan provides that the committee conduct facility review of County and Township owned facilities.

Manager of Parks, Recreation and Facility Services contacted the County of Simcoe, Clerk's Department, for assistance on the process to have the JAAC conduct a facility review of the Tay Township Public Libraries.

County of Simcoe Deputy Clerk, Andrea Fay, advised that the process will be altered to adhere to COVID-19 restrictions and that the JAAC envisions a virtual tour of each facility. As this will be the first virtual tour of a facility carried out by the JAAC the key is to provide the Committee with enough

pictures detailing the various locations so they can provide helpful feedback to staff when completing the facility review checklist. The Deputy Clerk provided a copy of the Accessibility Facility Review Checklist to assist staff when determining areas that need to be highlighted.

The JAAC agreed to conduct a virtual facility review of Tay Township Public Library branch Victoria Harbour, Port McNicoll and Waubaushene on August 19, 2021.

The Accessibility Review Checklist along with a slide presentation of the branches was completed by Heather Delong, Interim Acting Library CEO. During the JAAC meeting the committee, along with the Interim Acting Library CEO, reviewed the slides highlighting some of the existing accessibility features, as well as areas where improvements could be made to assist person with disabilities.

Concluding the meeting the JAAC directed the Township Clerk to prepare a report outlining the findings of the review for the next JAAC meeting; October 14th. It was recommended that the report highlight three essential accessibility features identified as priority for each facility.

**ANALYSIS:**

With the age of the library facilities overall, the JAAC was impressed with the accessibility features currently in place. The JAAC Chair, Doug Mein, commented that buildings of this age are challenging to retrofit.

The following charts provide a summary of the findings during the meeting:

| **Facility Name: J&M Young Branch, 715 Fourth Street, Port McNicoll**<br>Branch has 2 floors, and is 4249 square feet.<br>Access to lower floor via stairwell.<br>Community room (renovated 2018) at the rear of the lower floor is fully accessible, via rear door at ground level. | |
|---|---|
| Findings: Accessible Approach and Entrance | Staff Comments/Actions |
| Equitable Use<br>• Is there an accessible route from the street that is the same for everyone?<br><br>• Are sidewalks level? | • No direct access from the street<br>• Rear upper floor entrance door not accessible<br>• Slight grade upwards from the parking lot to the main entrance<br>• Front exterior entryway doesn't meet current standards (ramp too steep) |

| | |
|---|---|
| Flexible Use<br>• If there is a ramp, are there also stairs that are designed according to Ontario Building Code requirements? | • Ramp leading to main entrance not to current accessibility standards |
| Low Physical Effort<br>• Can all people easily use both inside and outside doors? | • Ground floor exterior door is the only fully accessible door, other exterior doors open and swing easily.<br>• Inside fire separation doors can be heavy to open and move, these are propped open during the library operating hours |
| Size and Space for Approach and Use<br>• Is there a designated service animal relief area? | • No |
| Findings: Access to Goods, Services, Programs and Activities | Staff Comments/Actions |
| Equitable Use<br>• Is there space near the entrance for customers to park scooters?<br>• Is the flooring non-slip and non-shiny | • No indoor space to park scooters just outdoors<br>• Majority of the main floor is carpeted, lower level community room tile(non-shiny) |
| Flexible Use<br>• Does the interior route provide choices to users? (For example, if there is an elevator or escalator, are there also stairs designed according to Ontario Building Code requirements?)<br>• Can daily users adjust temperature controls in their local area? | • No<br>• No |
| Simple and Intuitive Use<br>• If there is more than one floor, is there a consistent layout? | • No |

| | |
|---|---|
| Perceptible Information<br>• Are emergency alarms visible to people who have hearing loss?<br>• Is there a designated medication administration site with a sink for hand washing? | • Fire does not have a visible alarm<br>• No |
| Size and Space for Approach and Use<br>• Can people using wheelchairs, scooters, walkers and strollers enter and exit easily? | • It can depend on the assistive device being used. Strollers, walkers and most wheelchairs. Scooters can be too large for the space |
| Findings: Usability of Restrooms | Staff Comments/Actions |
| Equitable Use<br>• Is a restroom with accessible features located as conveniently as other restrooms? | • No |
| Low Physical Effort<br>• If there are multiple floors, is an accessible restroom on each floor?<br>• Does the route to the restroom minimize wasted effort? | • Lower floor has the only fully accessible restroom<br>• Not currently |

| **Facility Name: Theo and Elaine Bernard Branch, 145 Albert Street, Victoria Harbour**<br>1876 square feet, renovated in 2008<br>Single floor, no interior stairs or changes in level. | |
|---|---|
| Findings: Accessible Approach and Entrance | Staff Comments/Actions |
| Tolerance for Error<br>• Is the path of travel free of danger from cars? | • No |
| Low Physical Effort<br>• Can all people easily use both inside and outside doors? | • Outside door and entrance door - yes, inside door is not powered |
| Size and Space for Approach and Use<br>• Is there a designated service animal relief area? | • No |
| Findings: Access to Goods, Services, Programs and Activities | Staff Comments/Actions |
| Equitable Use<br>• Is the flooring non-slip and non-shiny? | • Entryway/foyer, hallway and restrooms are tile, non-shiny. Rest is carpeted |

| | |
|---|---|
| Flexible Use<br>• Can daily users adjust temperature controls in their local area? | • No |
| Perceptible Information<br>• Are emergency alarms visible to people who have hearing loss?<br>• Are emergency maps or exits accessible for all people?<br>• Is there a designated medication administration site with a sink for handwashing? | • Fire alarm is not visible<br>• No<br>• No |

| **Facility Name: Waubaushene Branch, 11 Thiffault Street, Waubaushene**<br>1657 square feet<br>Single floor, no interior steps or changes in level. | |
|---|---|
| Findings: Accessible Approach and Entrance | Staff Comments/Actions |
| Flexible Use<br>• Is there more than one way to enter the building? | • No |
| Tolerance for Error<br>• Is there shelter at the entrance for use in bad weather? | • No |
| Low Physical Effort<br>• Can all people easily use both inside and outside doors? | • No |
| Size and Space for Approach and Use<br>• Is there a designated service animal relief area? | • No |
| Findings: Access to Goods, Services, Programs and Activities | Staff Comments/Actions |
| Equitable Use<br>• Is there quiet space available for discussions, if required?<br>• Is there space near the entrance for customers to park scooters?<br>• Is the flooring non-slip and non-shiny?<br>• Are accessible features built into the overall design scheme? | • No<br>• Outside only<br>• Entryway and restroom is tile, non-shiny. Rest is carpeting<br>• No |
| Flexible Use<br>• Can daily users adjust temperature controls in their local area? | • No |

| | |
|---|---|
| Perceptible Information<br>• Is there a designated medication administration site with a sink for handwashing? | • No |
| Size and Space for Approach and Use<br>• Can people using wheelchairs, scooters, walkers and strollers enter and exit easily? | • No |
| Findings: Usability of Restrooms | Staff Comments/Actions |
| Equitable Use<br>• Is a restroom with accessible features located as conveniently as other restrooms? | • No |
| Low Physical Effort<br>• Are there grab bars in the accessible toilet stall? | • No |
| Size and Space for Approach and Use<br>• Is the space free of obstacles that interfere with use (trash receptacles, supply storage)? | • No |

The Interim Acting Library CEO provided a verbal report of the virtual facility tours conducted by the JAAC during the Tay Township Public Library Board meeting September 21, 2021. During the meeting the Board directed the Interim Acting Library CEO to identify two priority accessibility features that would notably improve access to the library services, programs and facilities by persons with disabilities.

The Interim Acting Library CEO recommended the following accessibility features as top priority for consideration:

**Port McNicoll Branch**

1. Front entry, exterior access. Concrete ramp to main entry door does not meet required slope under AODA
2. Front entry door – power doors

**Victoria Harbour Branch**

1. Rear Exit – replace concrete pad and steps with proper size pad and ramp to ground – this could be a shared upgrade between the Township and Library, as the exit is used for the Community room as well?
2. Add accessibility features to existing interior - upgrade interior door handles, grab bars, flexible seating, etc.

**Waubaushene Branch**

1. Main entryway, will require moving the doorway itself, and the installation of power (AODA standard) doors
2. Add accessibility features to existing interior - upgrade interior door handles, grab bars, flexible seating, etc.

## FINANCIAL/BUDGET IMPACT:

Costs associated with enhancing accessibility as per the identified improvements may be added to the Long Term Plan as approved and subject to approved budgets. Staff will continue to research grant funding opportunities for building funds to enhance accessibility features at all three library branches.

## STRATEGIC PLAN:

*Tay Active – Other*

Maintaining Township facilities in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) to identify, remove and prevent barriers for people with disabilities. It is essential that the municipality provide Township facilities that are more accessible, this approach will ensure people with disabilities can participate more actively in our community.

## CONCLUSION:

Following the JAAC meeting, August 19th, staff was directed to prepare a report for the October 14th JAAC meeting outlining the findings of the virtual facility tours.

Prepared By: Date: September 24, 2021

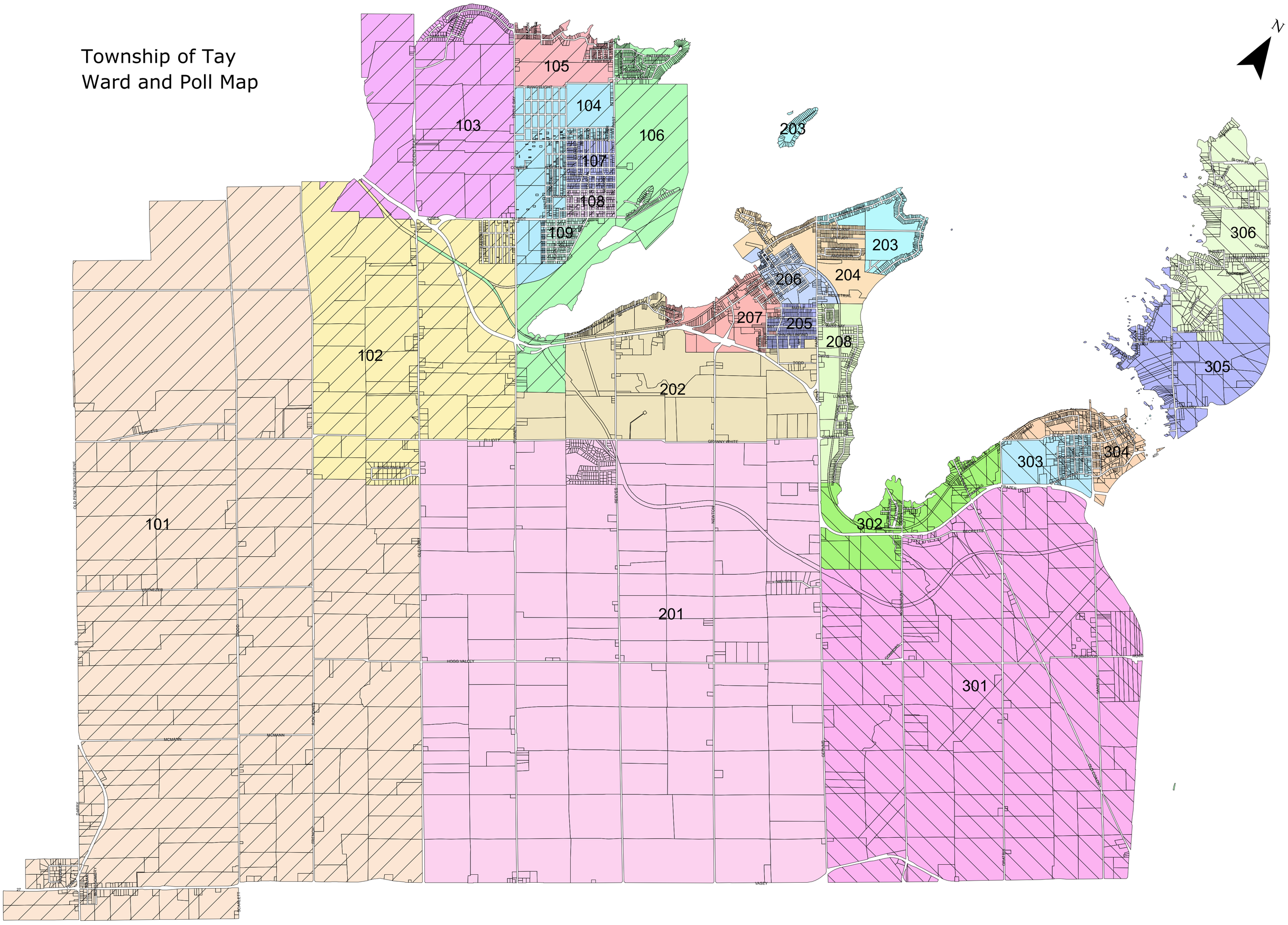
Cyndi Bonneville
Municipal Clerk

Heather Delong
Interim Acting Library CEO

Recommended By: Date: October 4, 2021

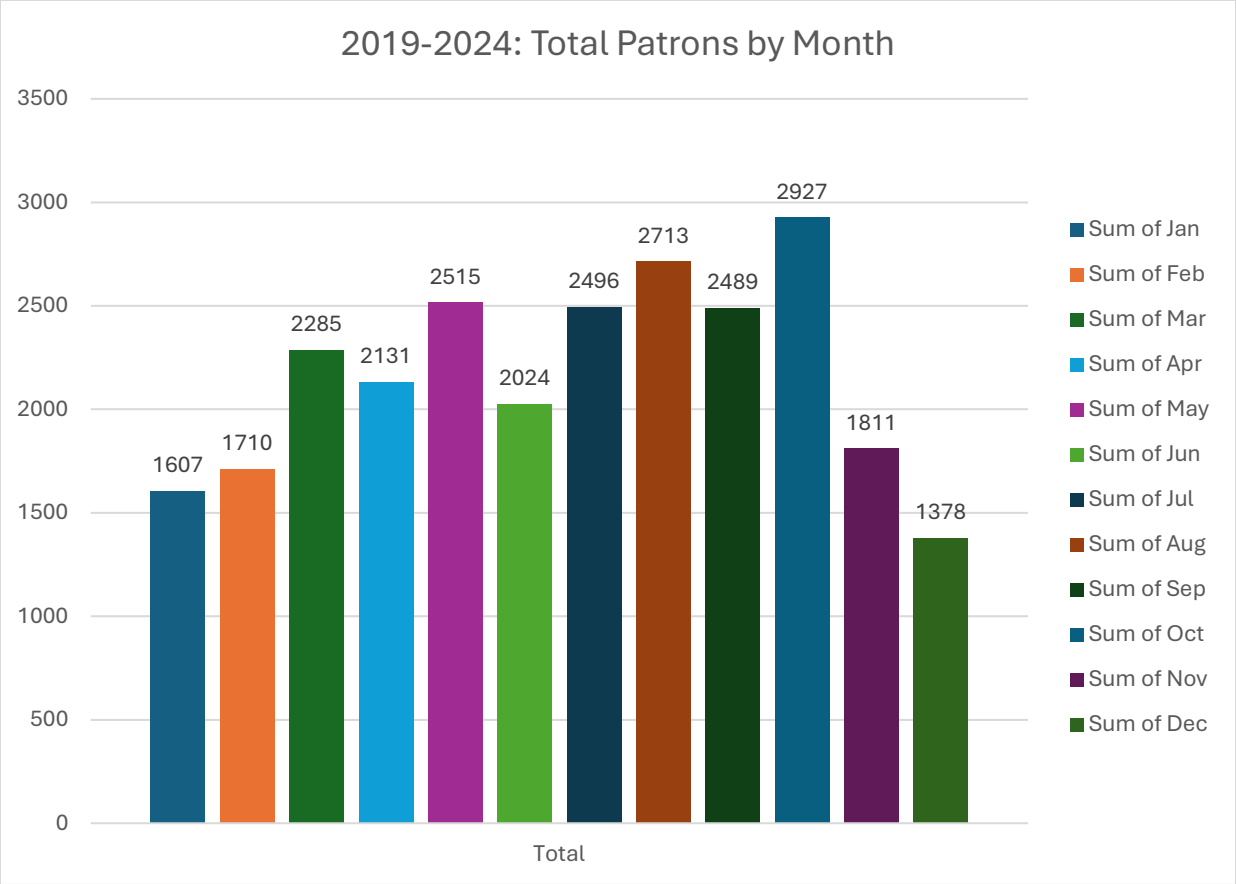
Heather Delong
Interim Acting Library CEO

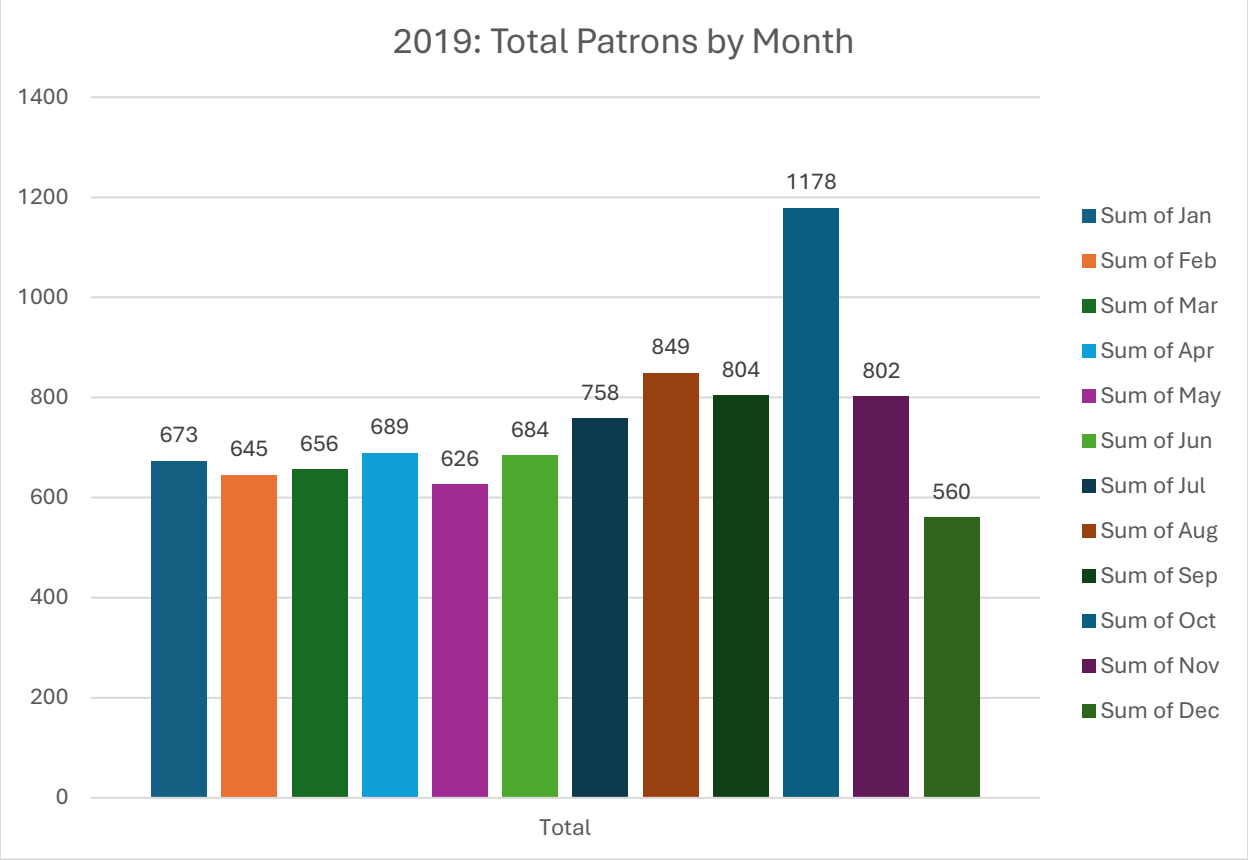
# Township of Tay
# Ward and Poll Map

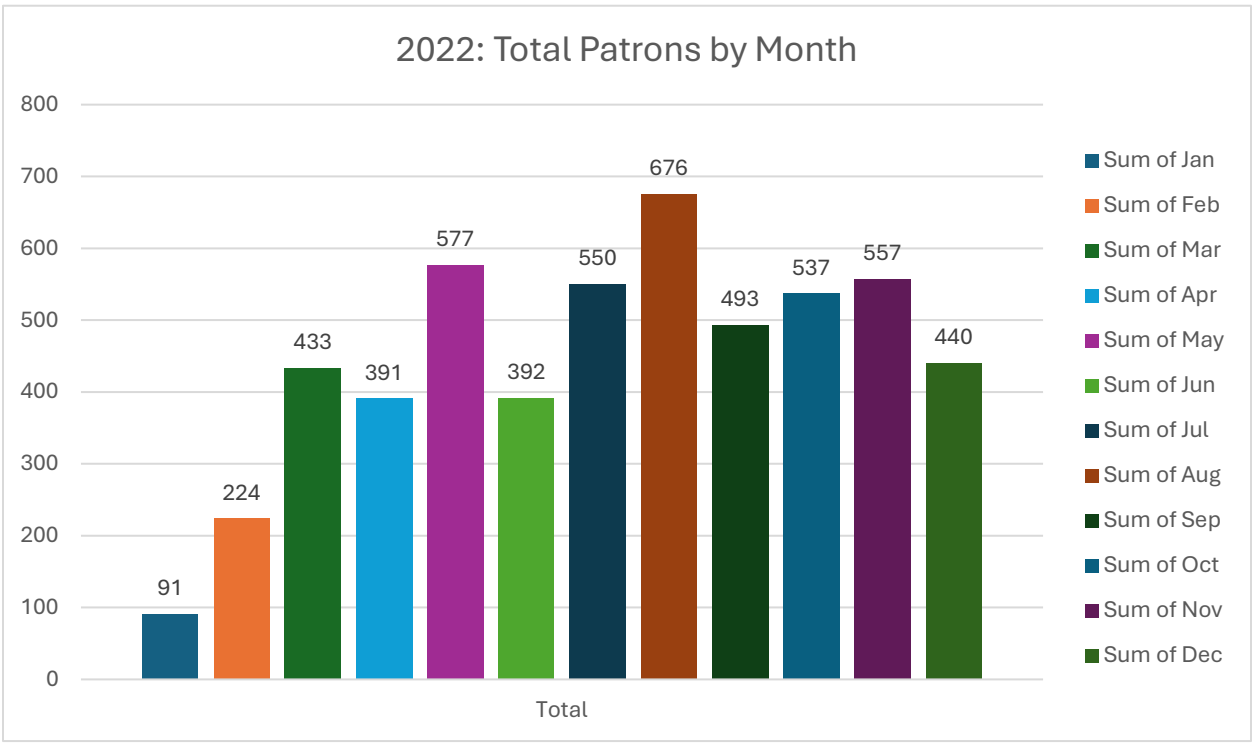


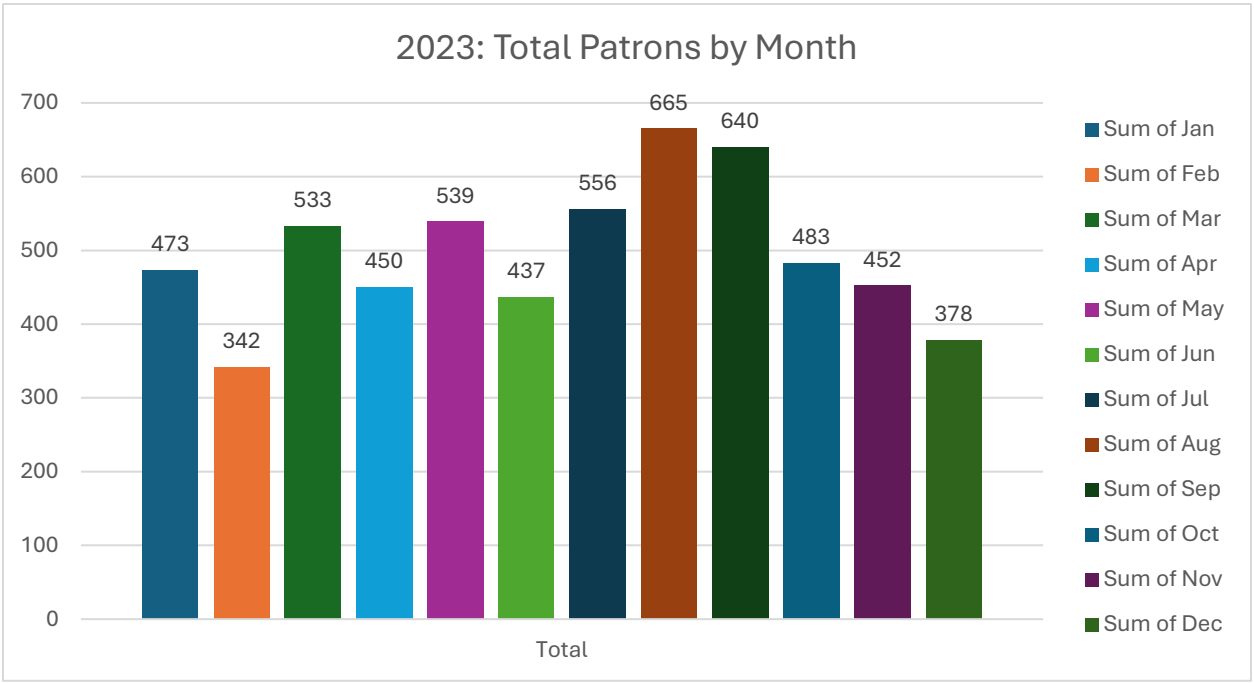
**Port McNicoll Branch**

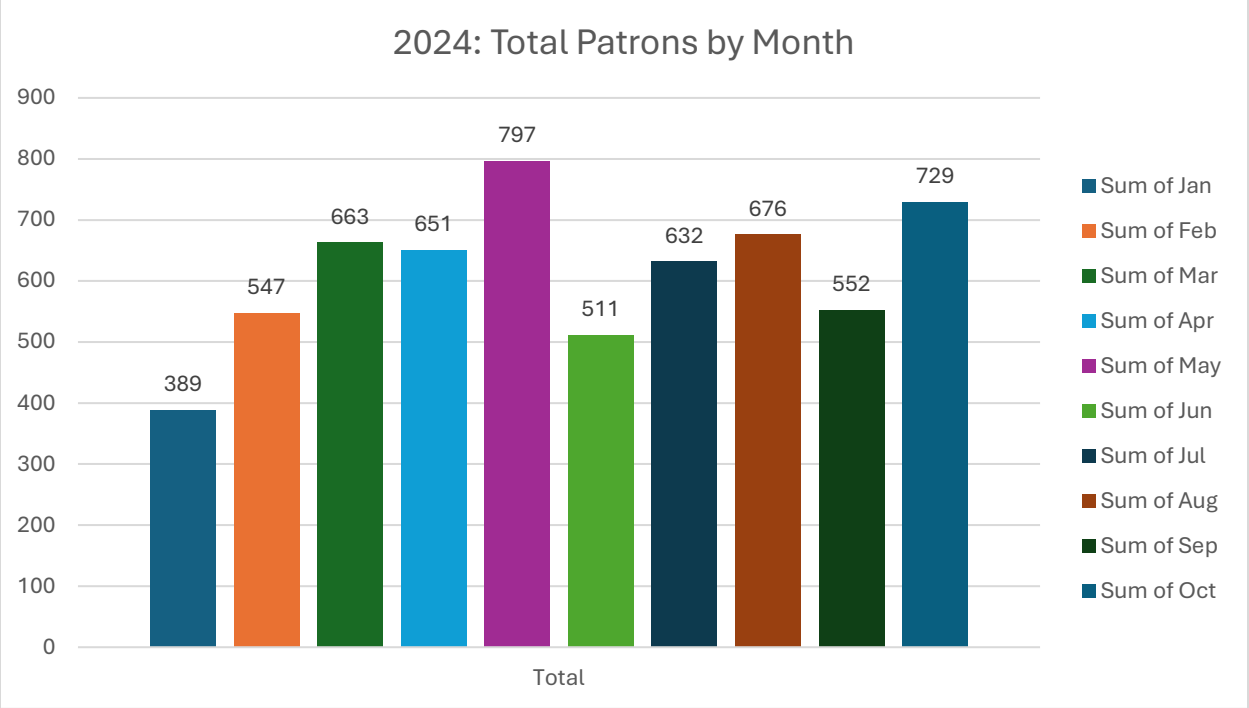
**Patrons By Month**



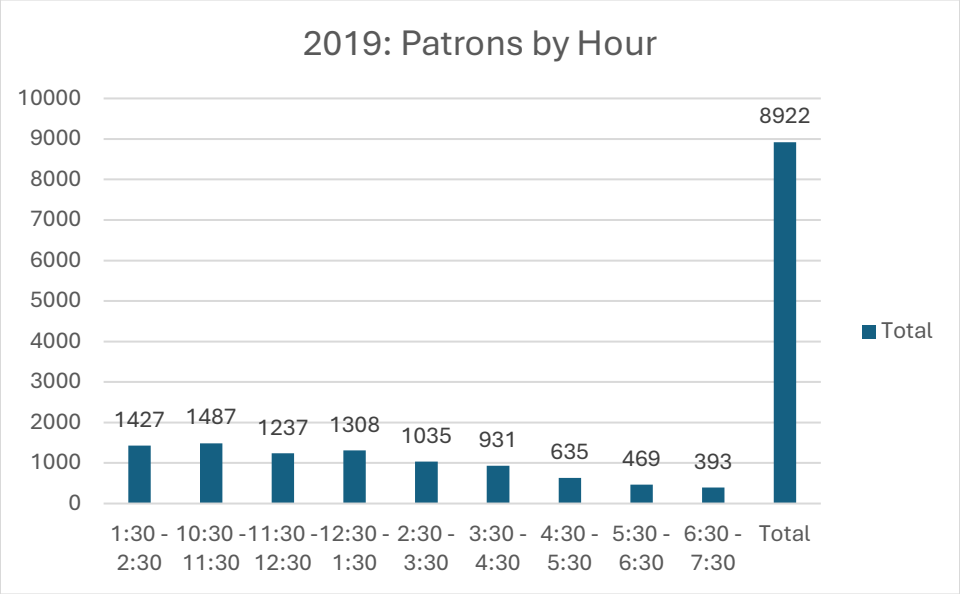

2022: Total Patrons by Month
800
700
600
500
400
300
200
100
0
91
224
433
391
577
392
550
676
493
537
557
440
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

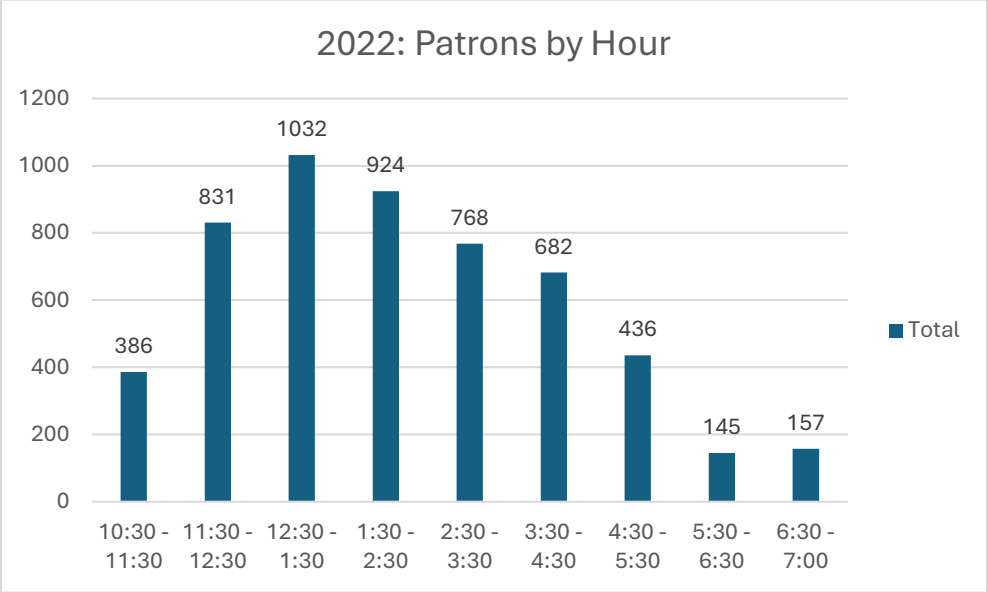

2023: Total Patrons by Month
700
600
500
400
300
200
100
0
473
342
533
450
539
437
556
665
640
483
452
378
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

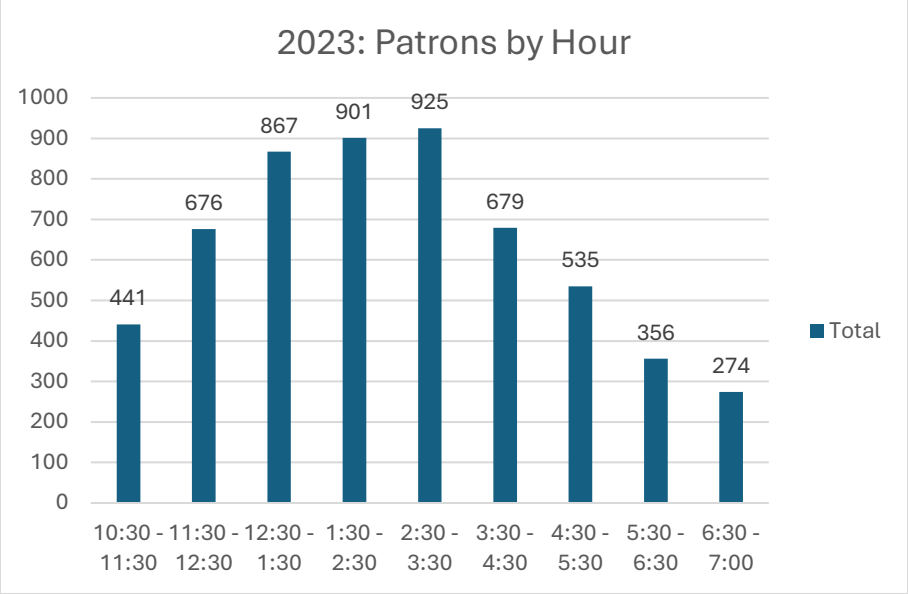

2024: Total Patrons by Month
900
800
700
600
500
400
300
200
100
0
389
547
663
651
797
511
632
676
552
729
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct

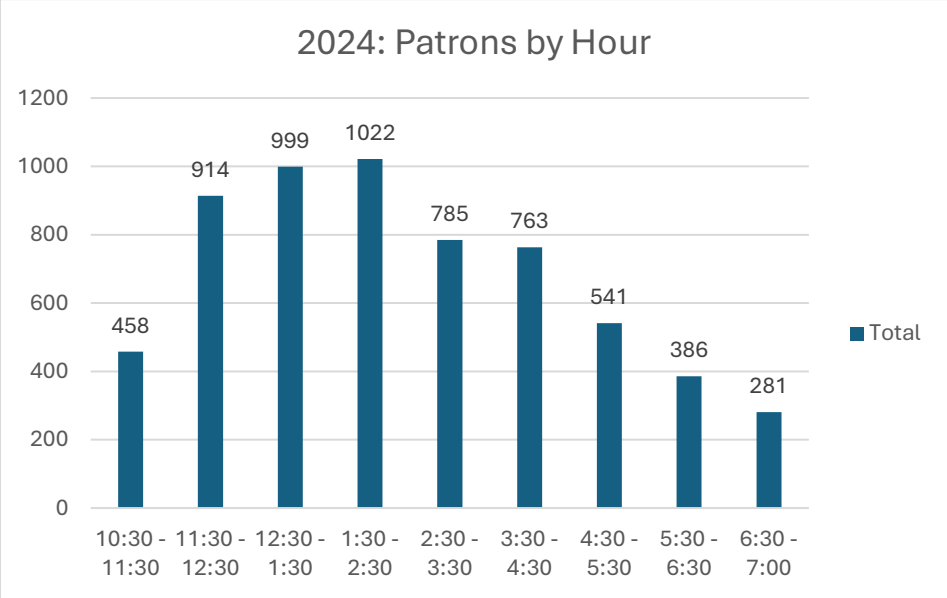
## Port McNicoll Branch

## Patrons By Hour



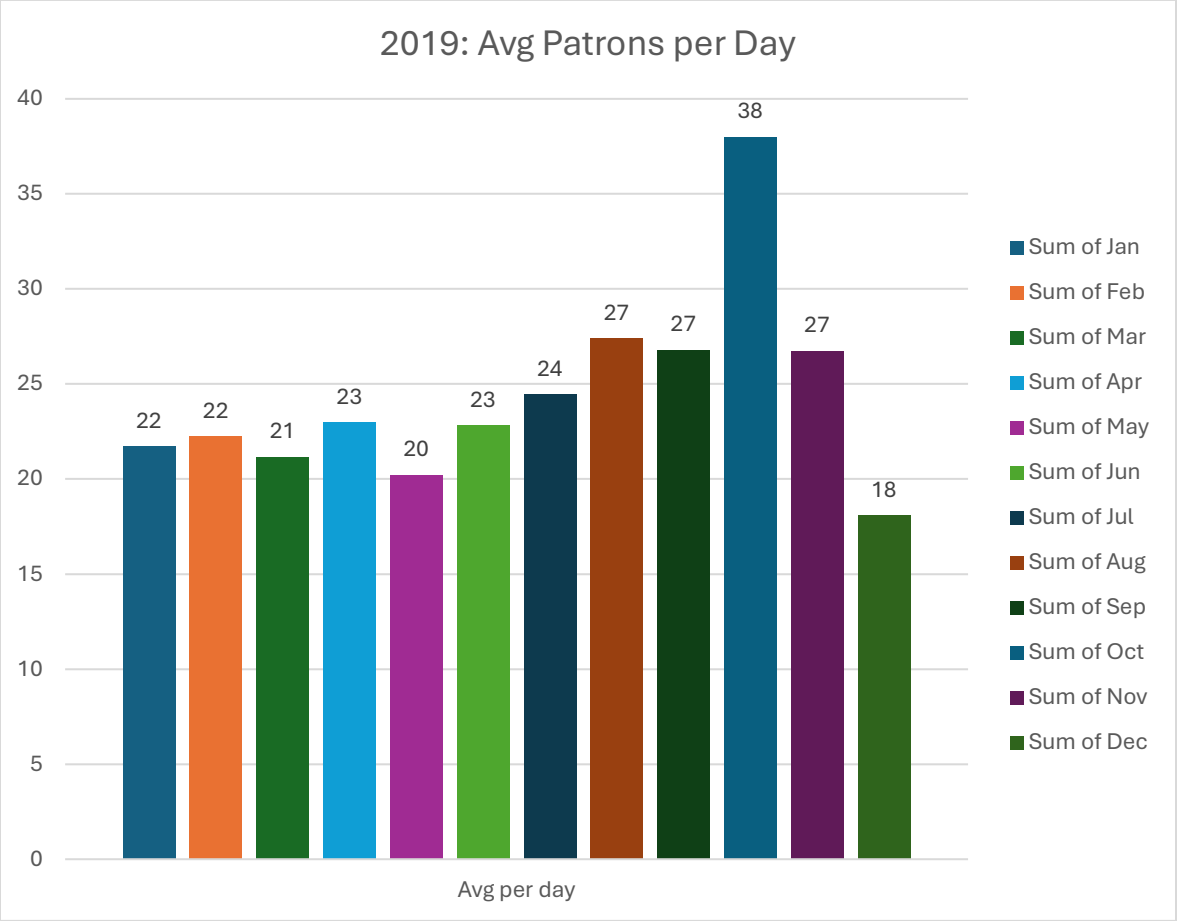



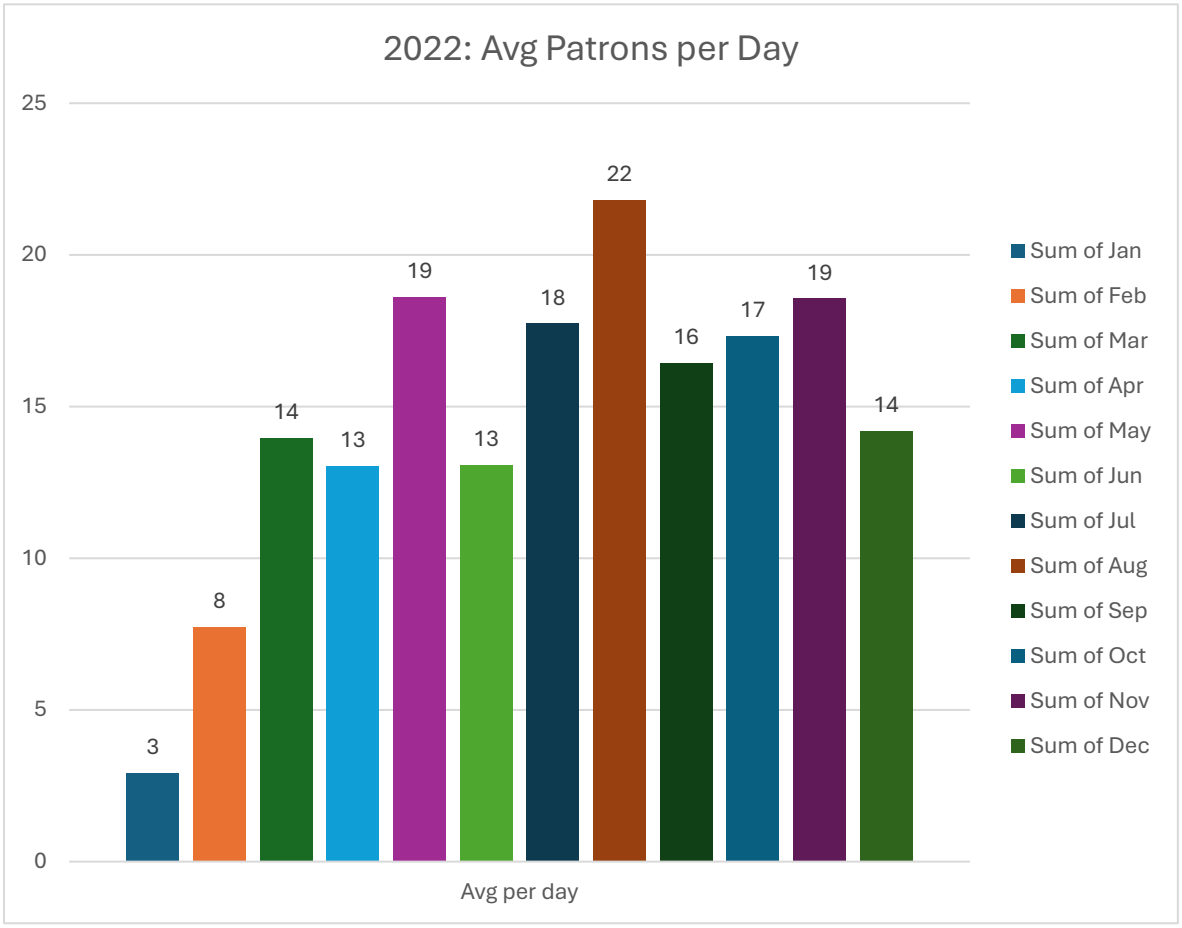

2023: Patrons by Hour
1000
900
800
700
600
500
400
300
200
100
0
441
676
867
901
925
679
535
356
274
10:30 - 11:30
11:30 - 12:30
12:30 - 1:30
1:30 - 2:30
2:30 - 3:30
3:30 - 4:30
4:30 - 5:30
5:30 - 6:30
6:30 - 7:00
Total

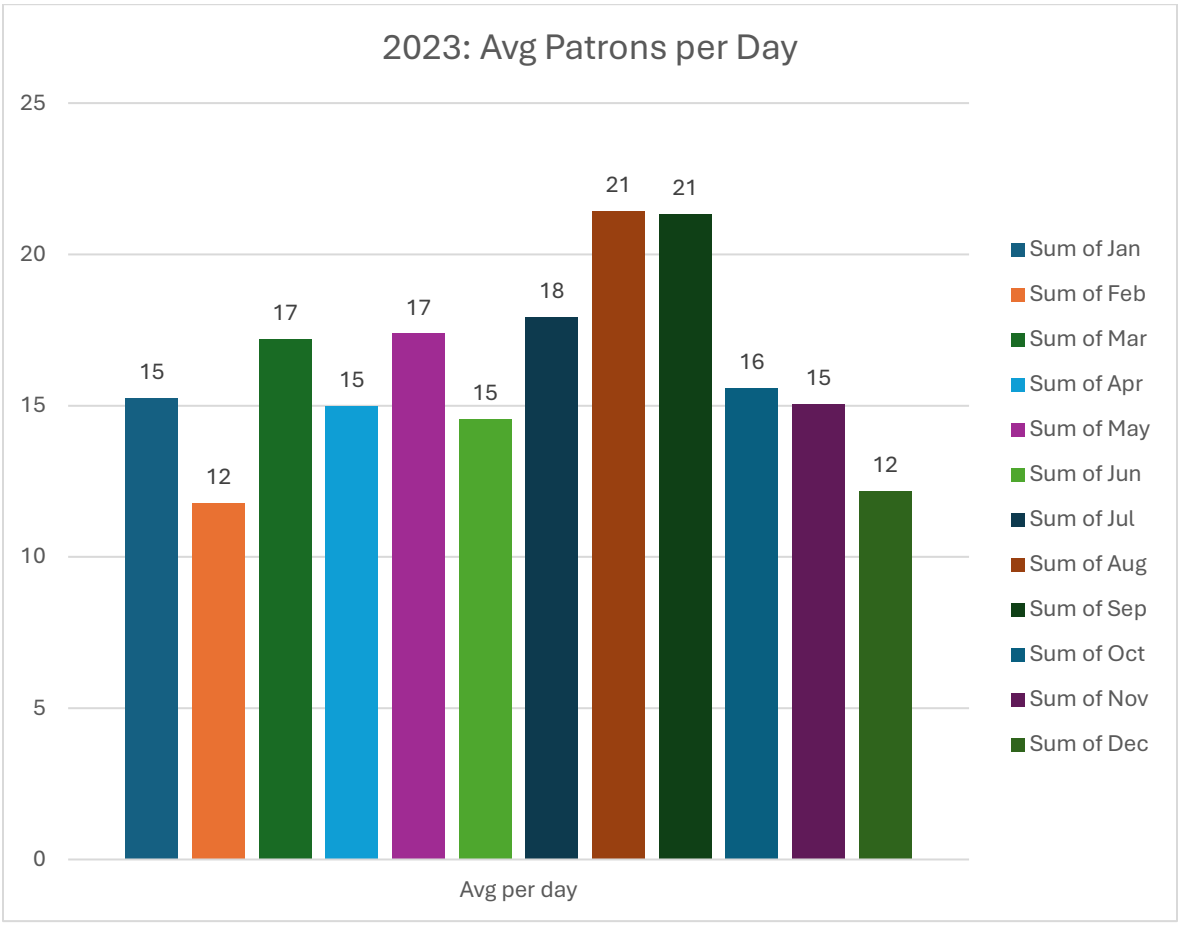

2024: Patrons by Hour
1200
1000
800
600
400
200
0
458
914
999
1022
785
763
541
386
281
10:30 - 11:30
11:30 - 12:30
12:30 - 1:30
1:30 - 2:30
2:30 - 3:30
3:30 - 4:30
4:30 - 5:30
5:30 - 6:30
6:30 - 7:00
Total

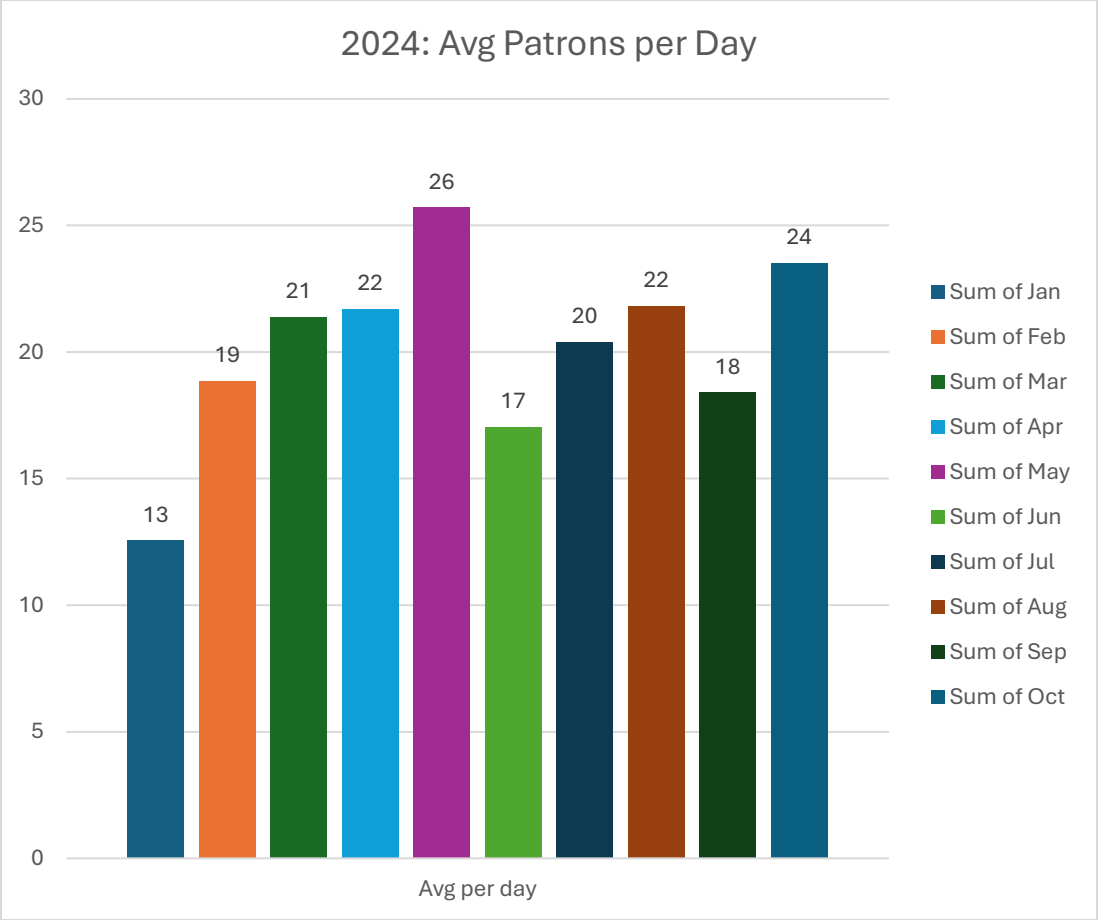
**Port McNicoll Branch**

**Average Patrons Per Day**



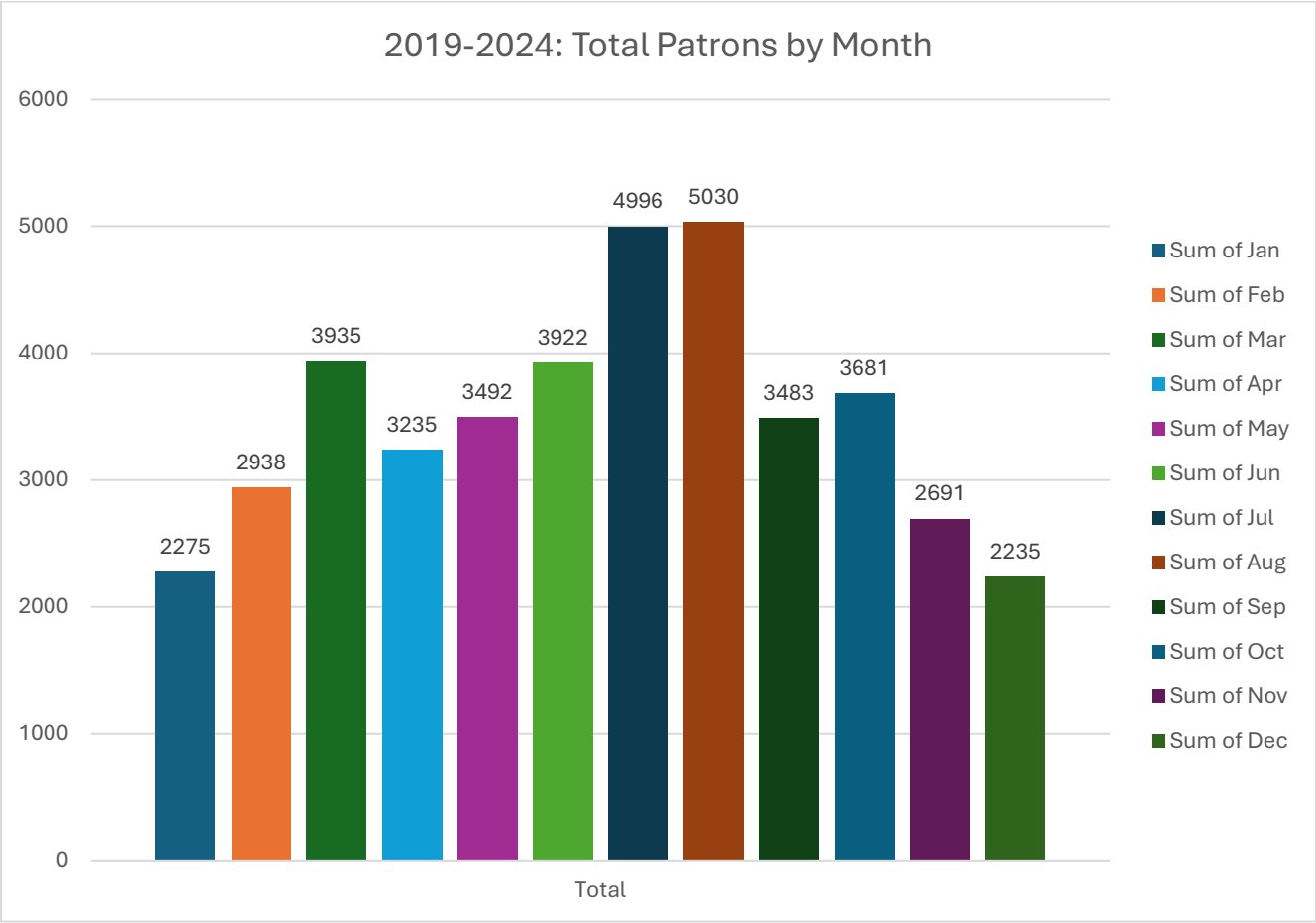

2022: Avg Patrons per Day
25
20
15
10
5
0
3
8
14
13
19
13
18
22
16
17
19
14
Avg per day
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

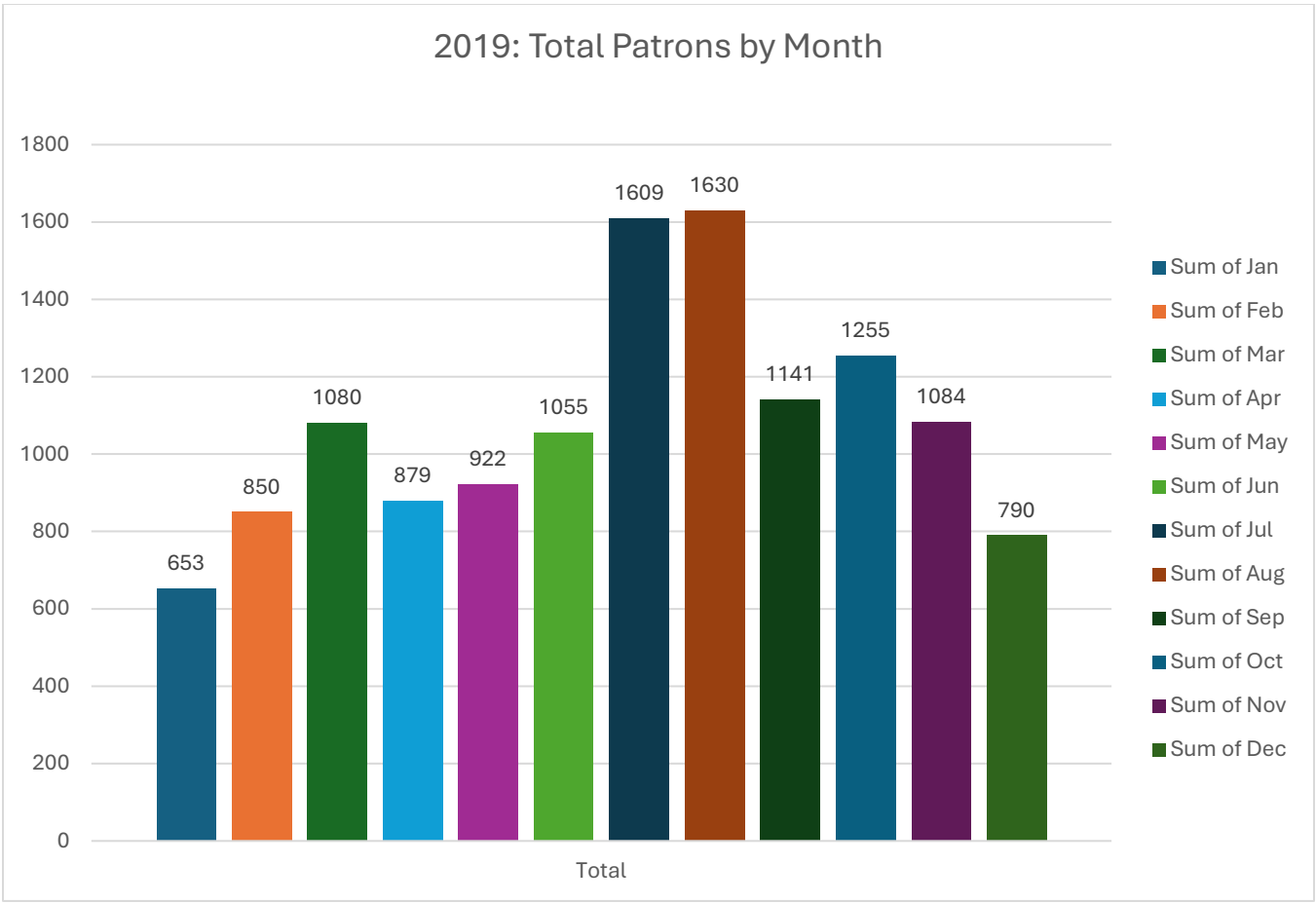

2023: Avg Patrons per Day
25
20
15
10
5
0
15
12
17
15
17
15
18
21
21
16
15
12
Avg per day
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec


2024: Avg Patrons per Day
30
25
20
15
10
5
0
13
19
21
22
26
17
20
22
18
24
Avg per day
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct

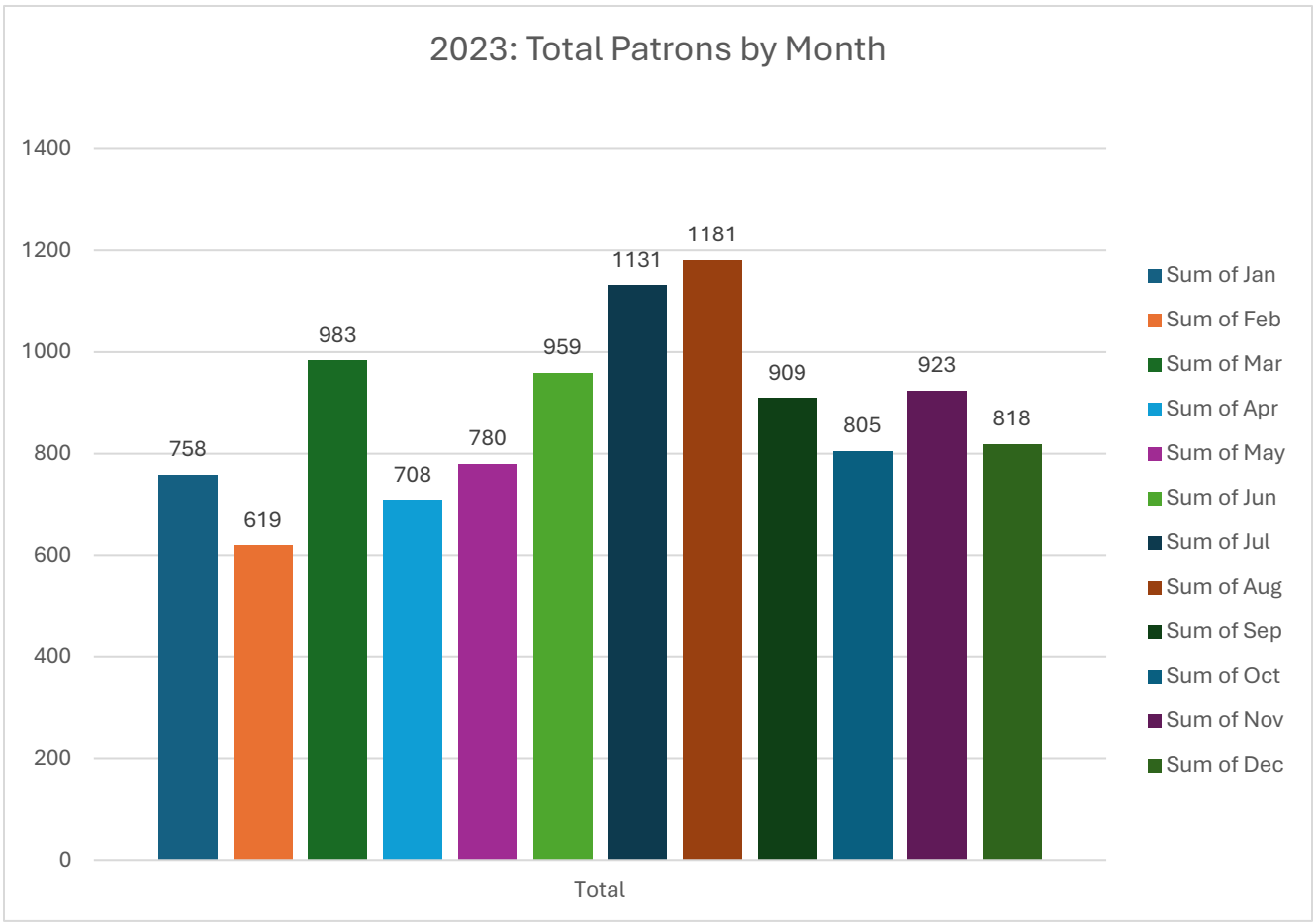
## Victoria Harbour Branch

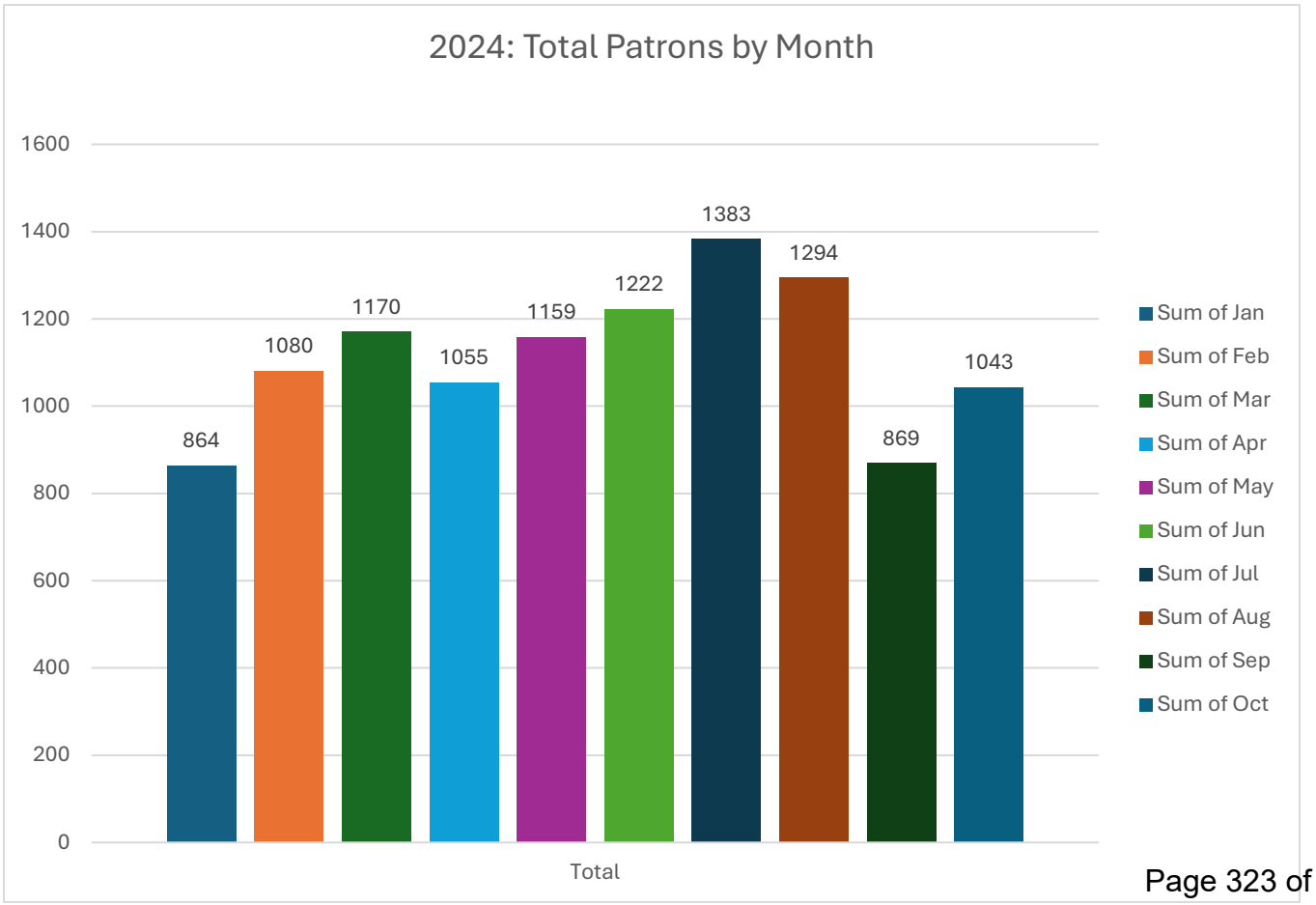
## Patrons By Month




2019: Total Patrons by Month
1800
1600
1400
1200
1000
800
600
400
200
0
653
850
1080
879
922
1055
1609
1630
1141
1255
1084
790
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

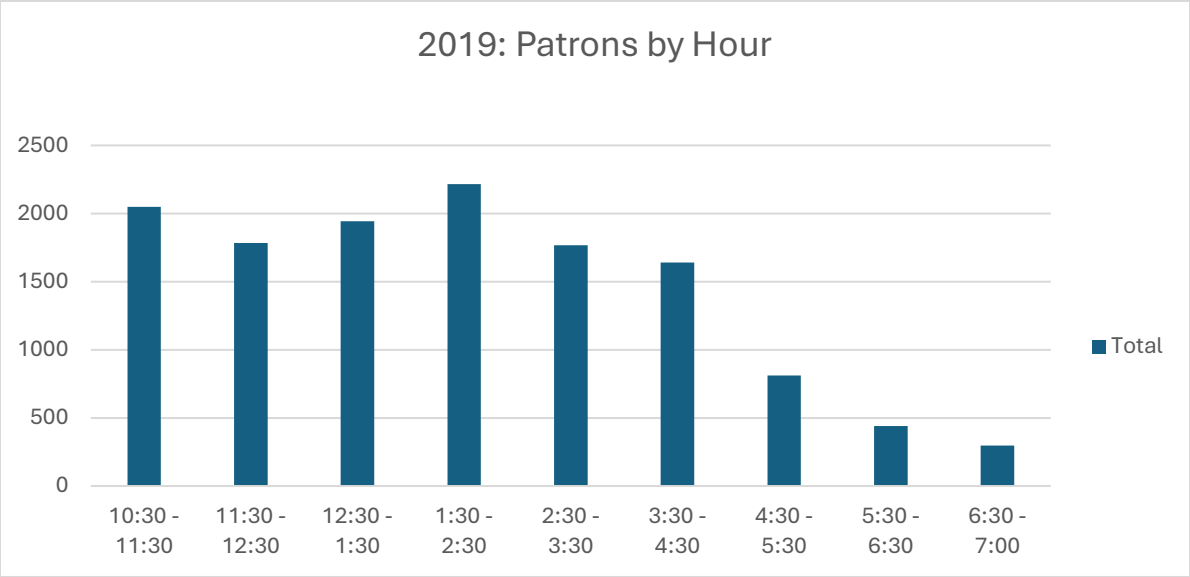

2022: Total Patrons by Month
1000
900
800
700
600
500
400
300
200
100
0
47
389
702
593
631
686
873
925
564
578
684
627
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

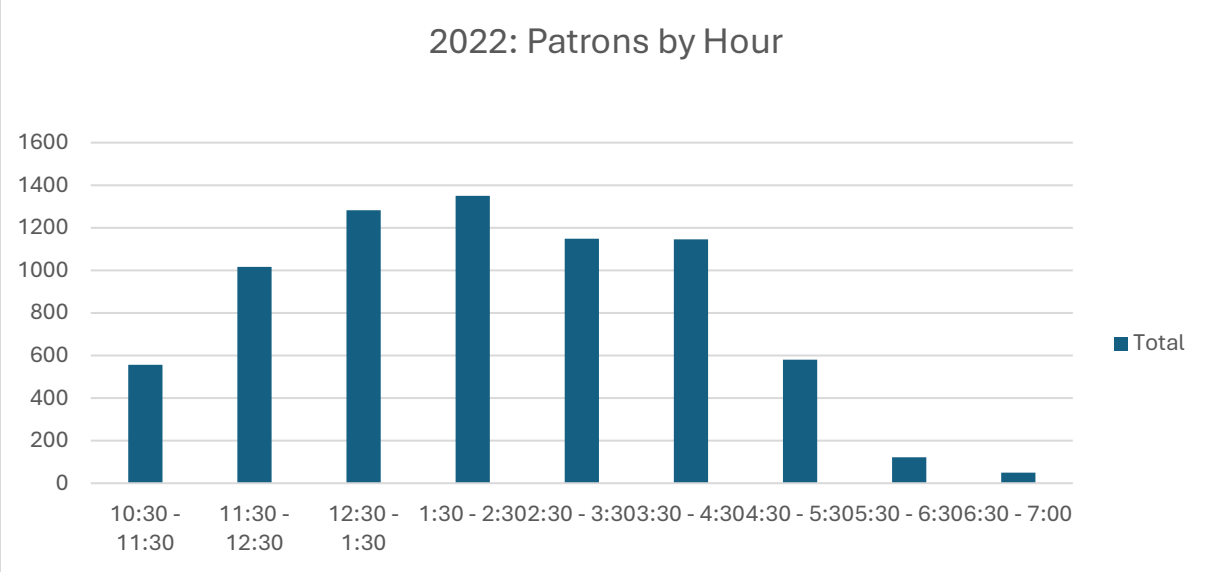

2023: Total Patrons by Month
1400
1200
1000
800
600
400
200
0
758
619
983
708
780
959
1131
1181
909
805
923
818
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

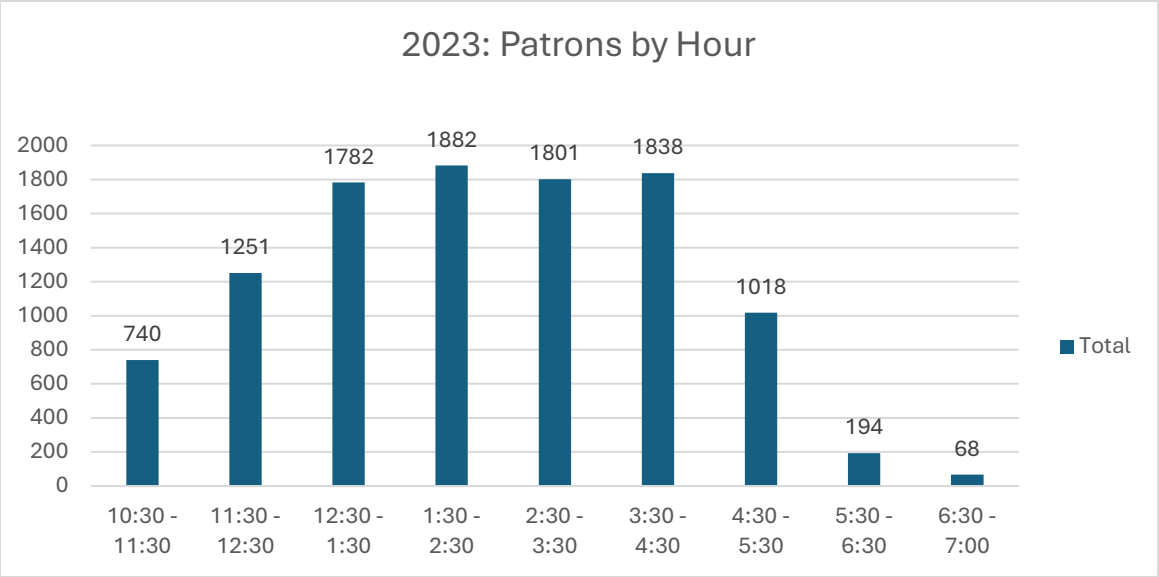

2024: Total Patrons by Month
1600
1400
1200
1000
800
600
400
200
0
864
1080
1170
1055
1159
1222
1383
1294
869
1043
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct

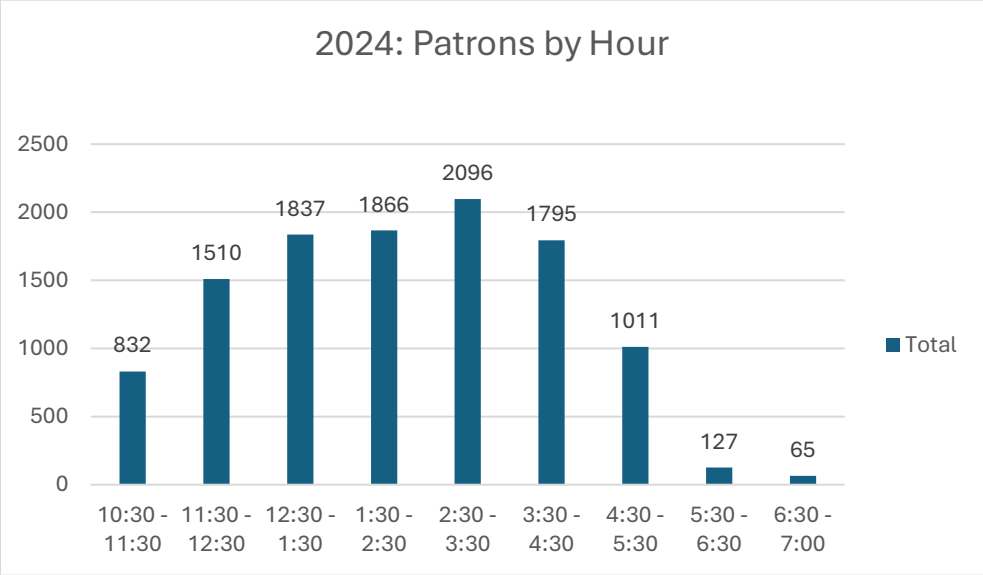
## Victoria Harbour Branch

## Patrons By Hour



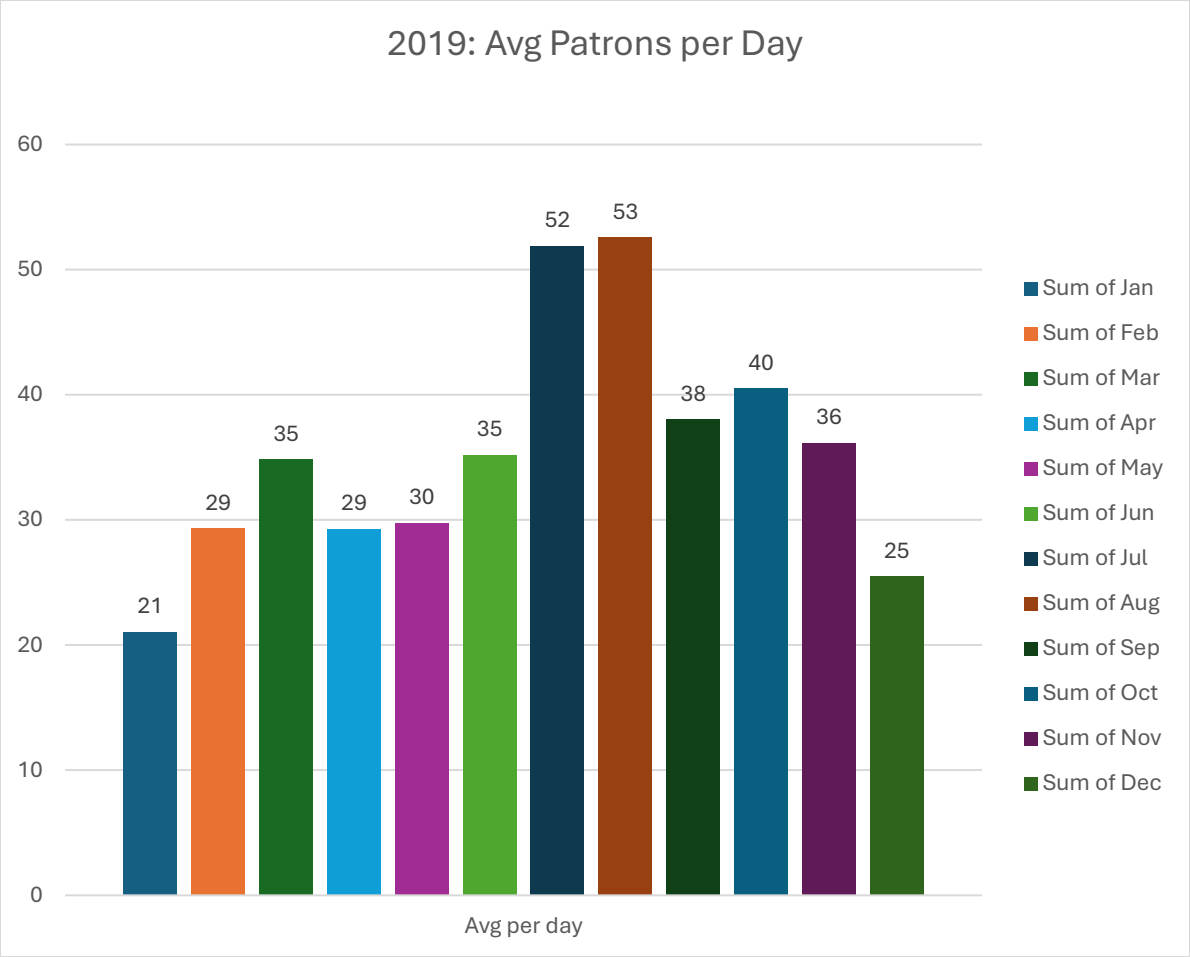



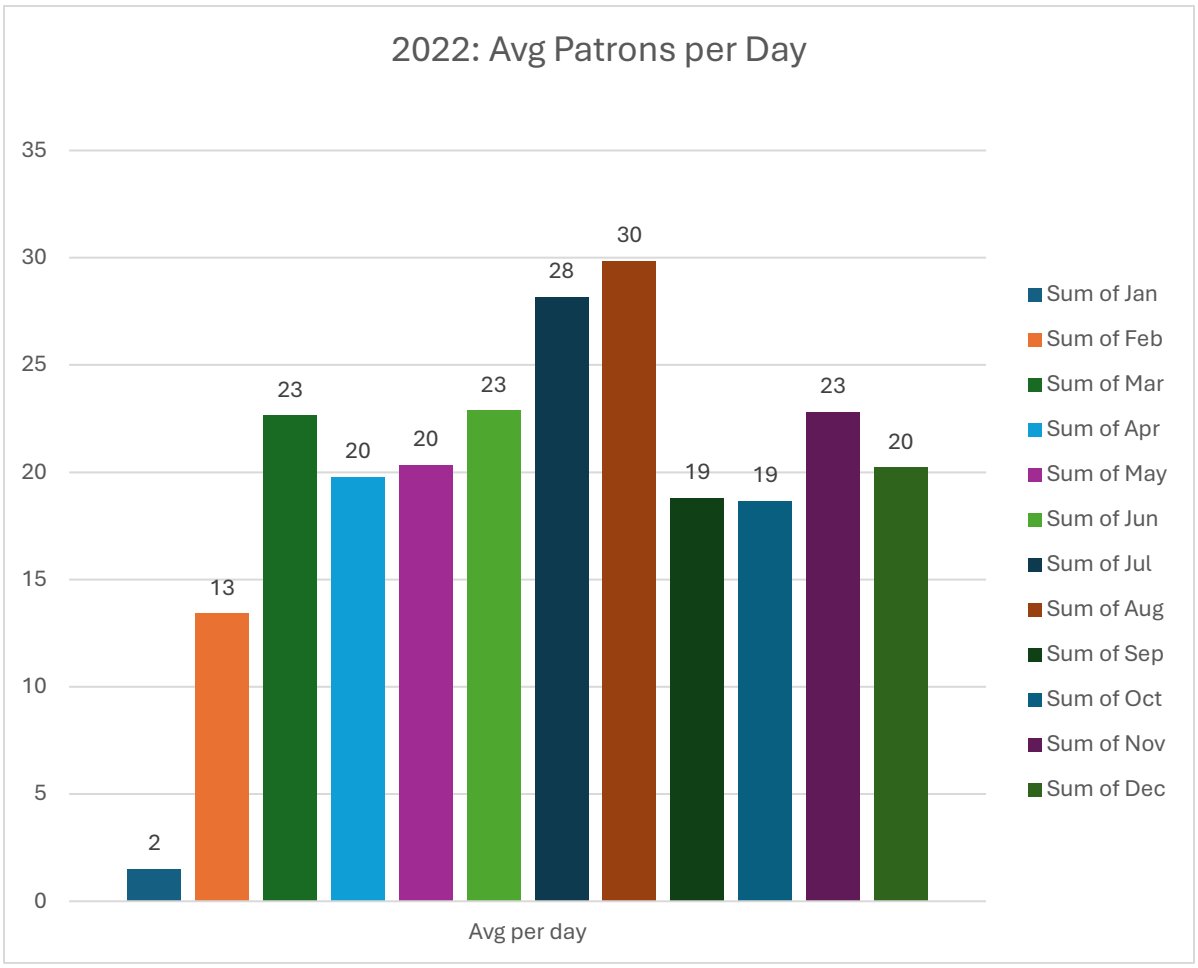

2023: Patrons by Hour
2000
1800
1600
1400
1200
1000
800
600
400
200
0
740
1251
1782
1882
1801
1838
1018
194
68
10:30 - 11:30
11:30 - 12:30
12:30 - 1:30
1:30 - 2:30
2:30 - 3:30
3:30 - 4:30
4:30 - 5:30
5:30 - 6:30
6:30 - 7:00
Total

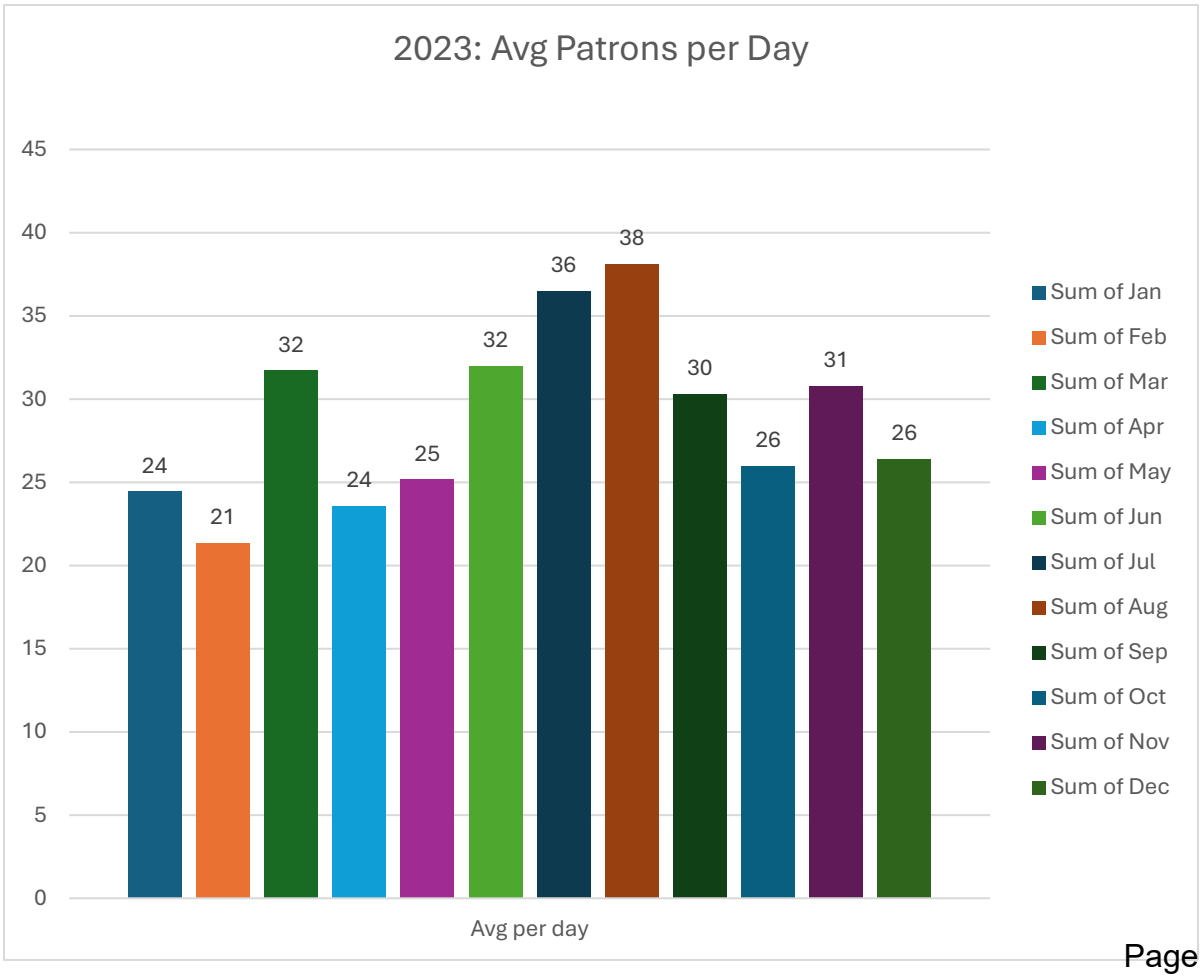

2024: Patrons by Hour
2500
2000
1500
1000
500
0
832
1510
1837
1866
2096
1795
1011
127
65
10:30 - 11:30
11:30 - 12:30
12:30 - 1:30
1:30 - 2:30
2:30 - 3:30
3:30 - 4:30
4:30 - 5:30
5:30 - 6:30
6:30 - 7:00
Total

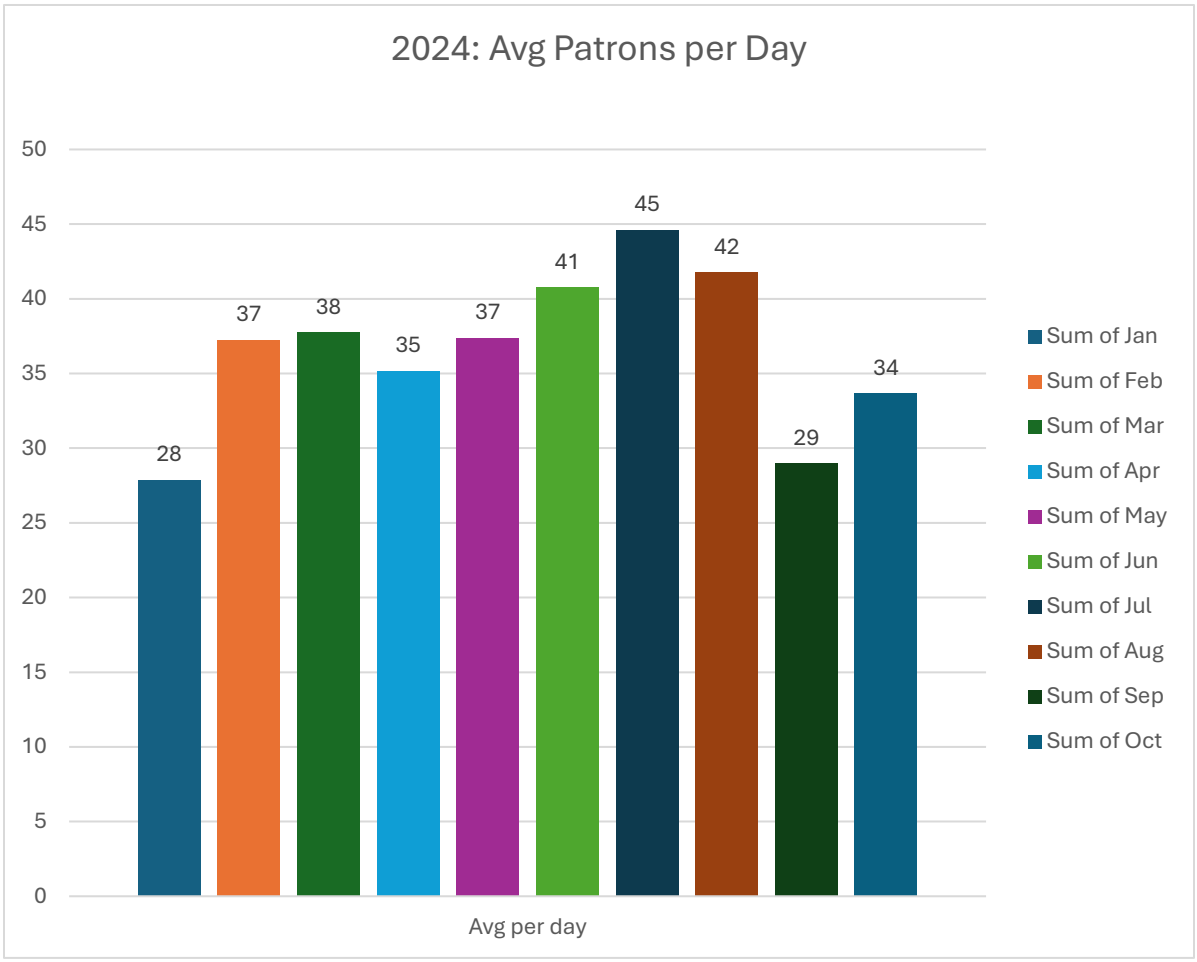
## Victoria Harbour Branch

## Average Patrons Per Day



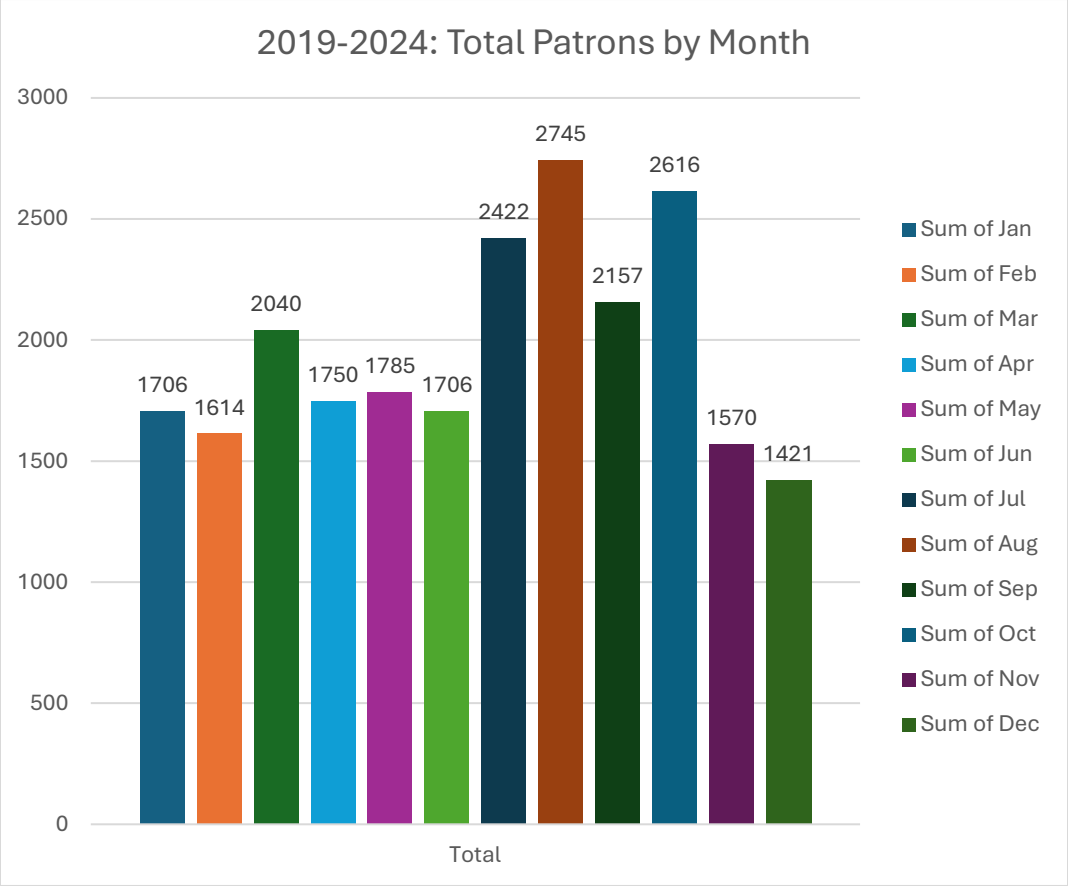

2022: Avg Patrons per Day
35
30
25
20
15
10
5
0
2
13
23
20
20
23
28
30
19
19
23
20
Avg per day
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

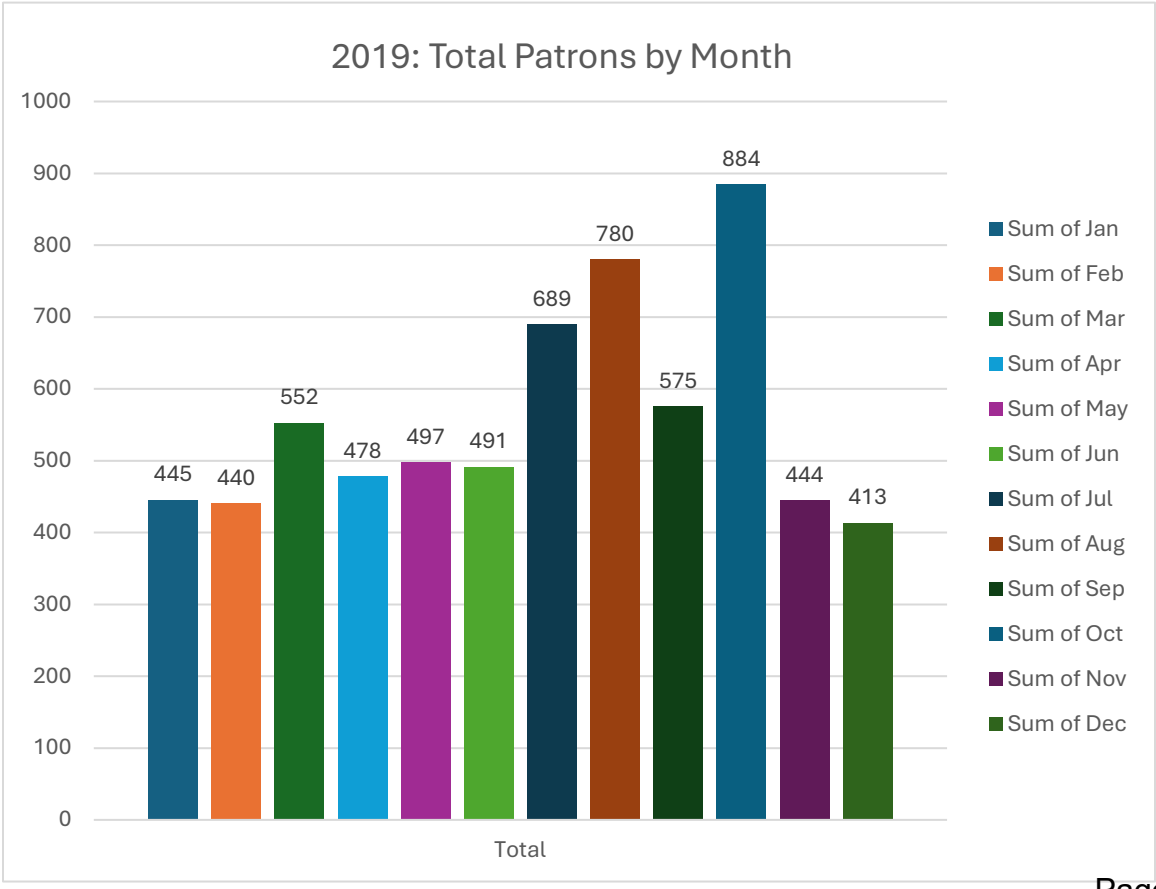

2023: Avg Patrons per Day
45
40
35
30
25
20
15
10
5
0
24
21
32
24
25
32
36
38
30
26
31
26
Avg per day
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

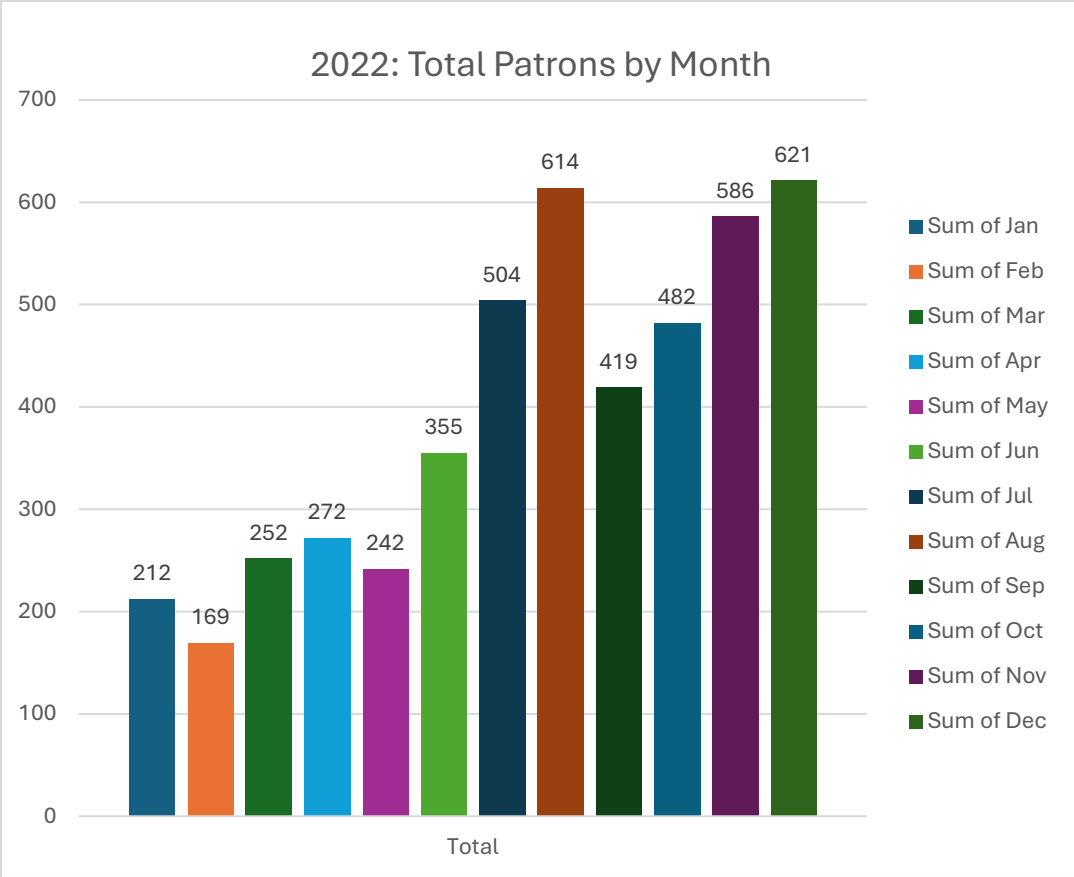

2024: Avg Patrons per Day
50
45
40
35
30
25
20
15
10
5
0
28
37
38
35
37
41
45
42
29
34
Avg per day
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct

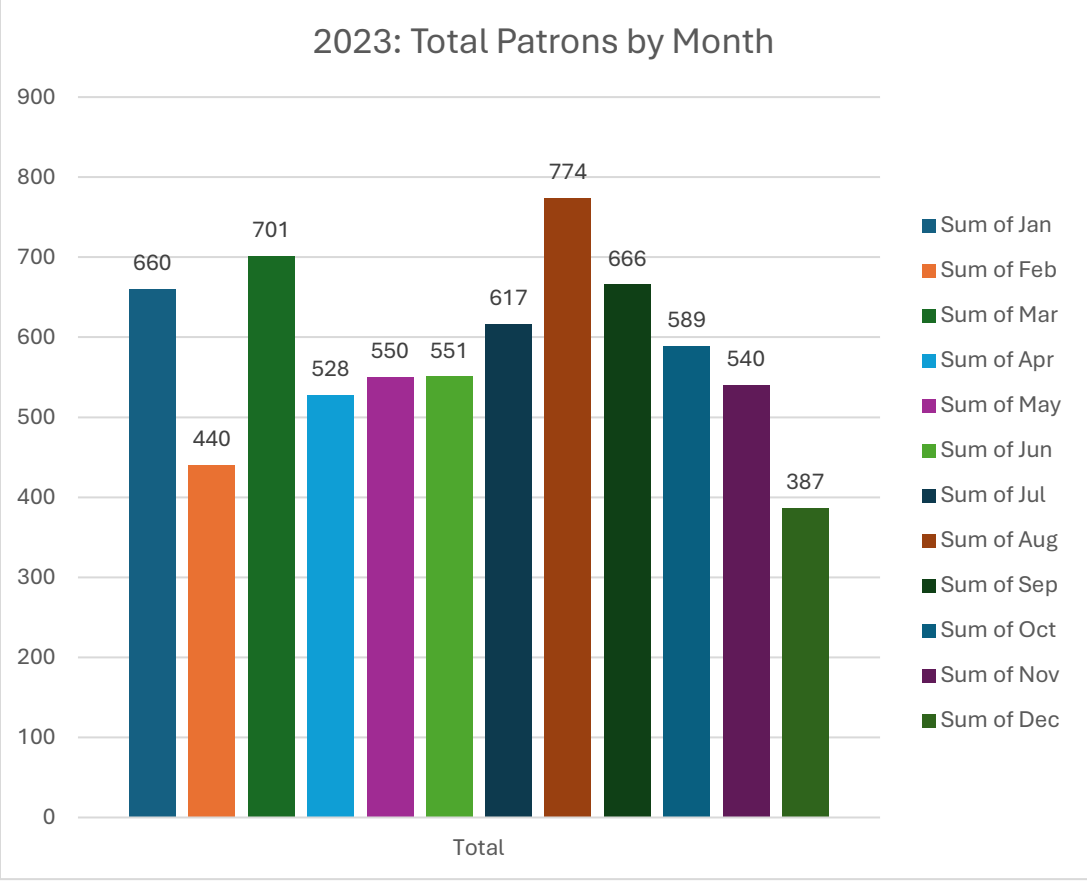
## Waubaushene Branch

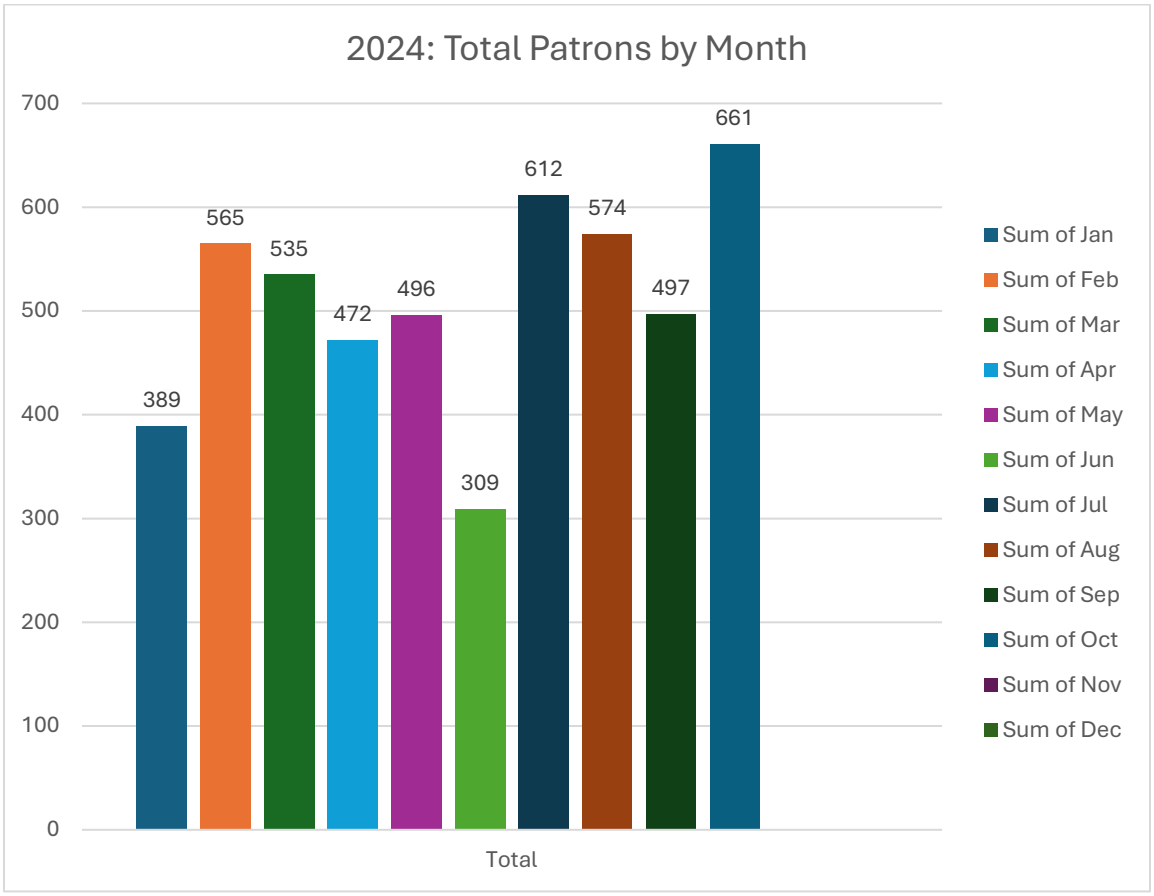
## Patrons By Month



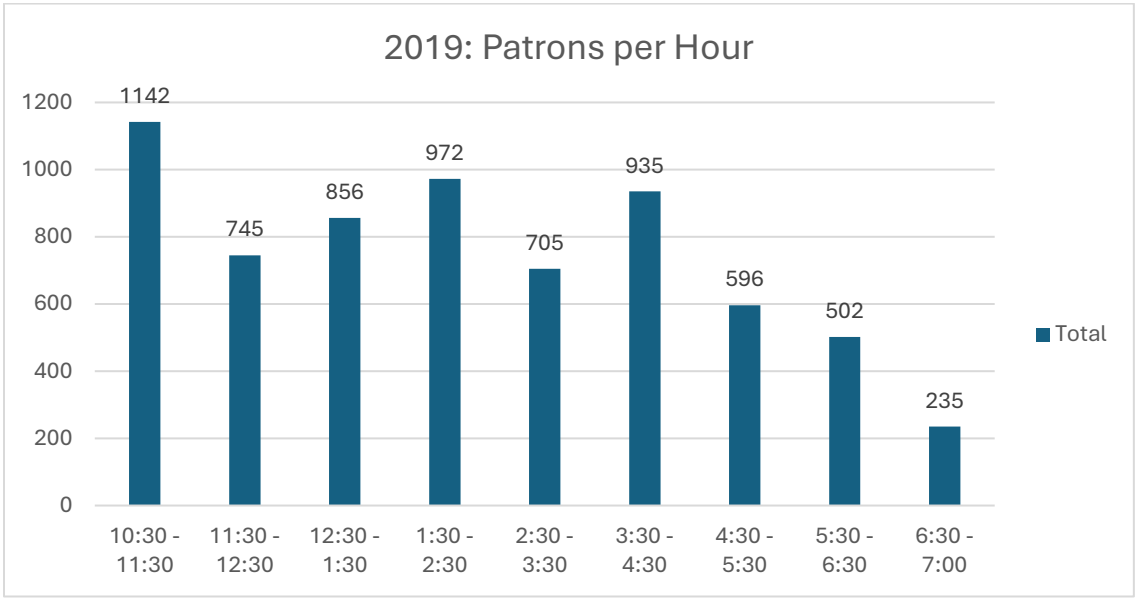

2022: Total Patrons by Month
700
600
500
400
300
200
100
0
212
169
252
272
242
355
504
614
419
482
586
621
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

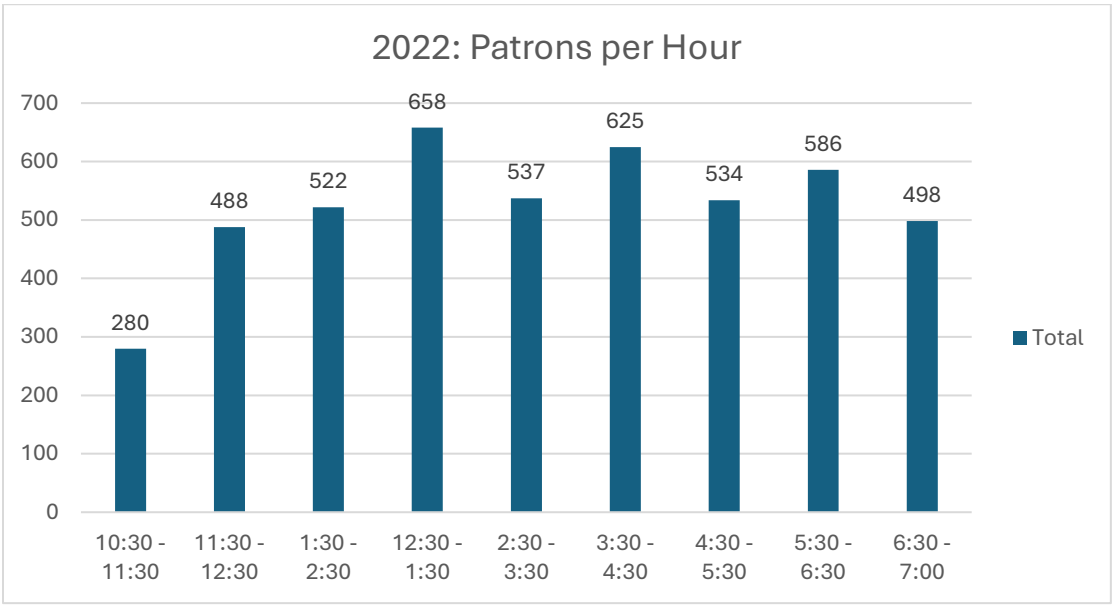

2023: Total Patrons by Month
900
800
700
600
500
400
300
200
100
0
660
440
701
528
550
551
617
774
666
589
540
387
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

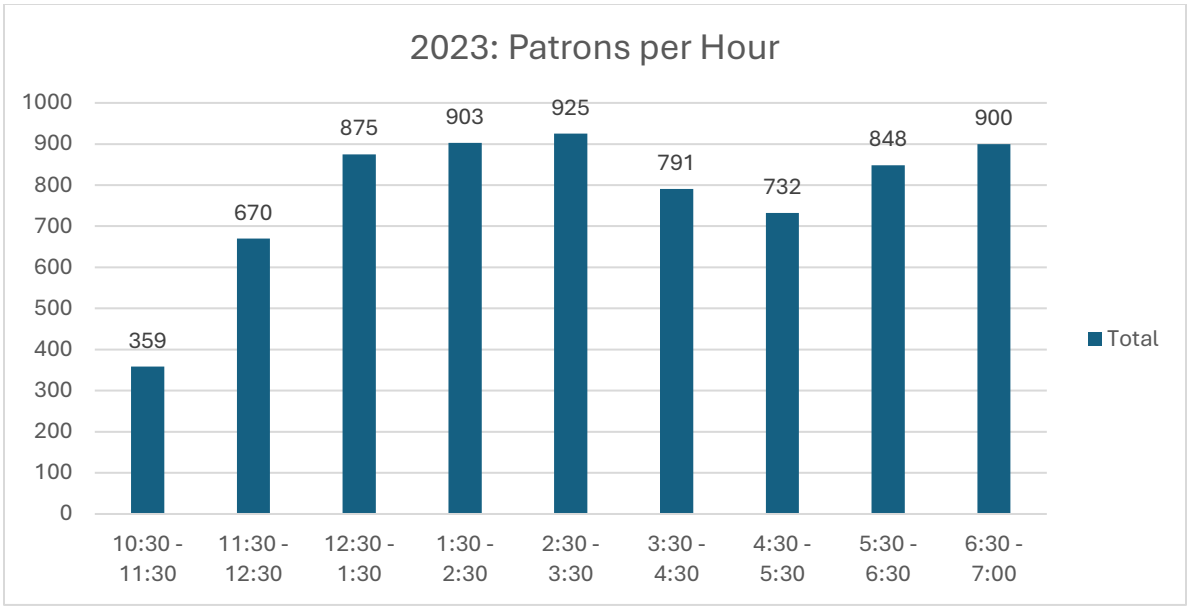

2024: Total Patrons by Month
700
600
500
400
300
200
100
0
389
565
535
472
496
309
612
574
497
661
Total
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec

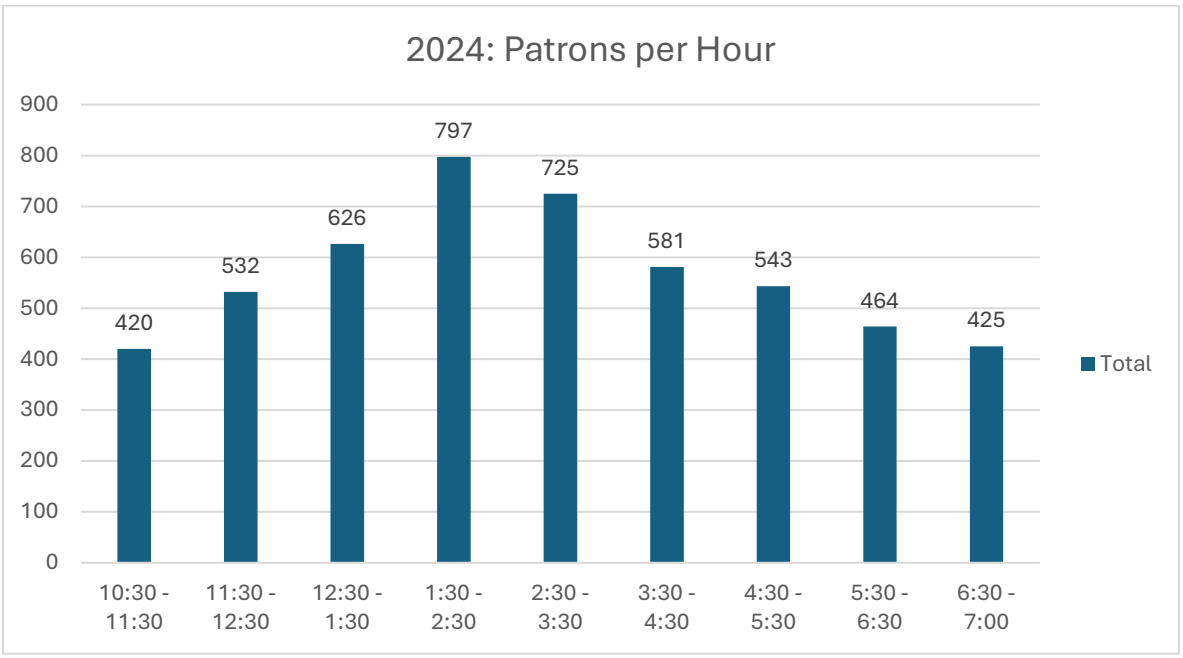
## Waubaushene Branch

## Patrons By Hour



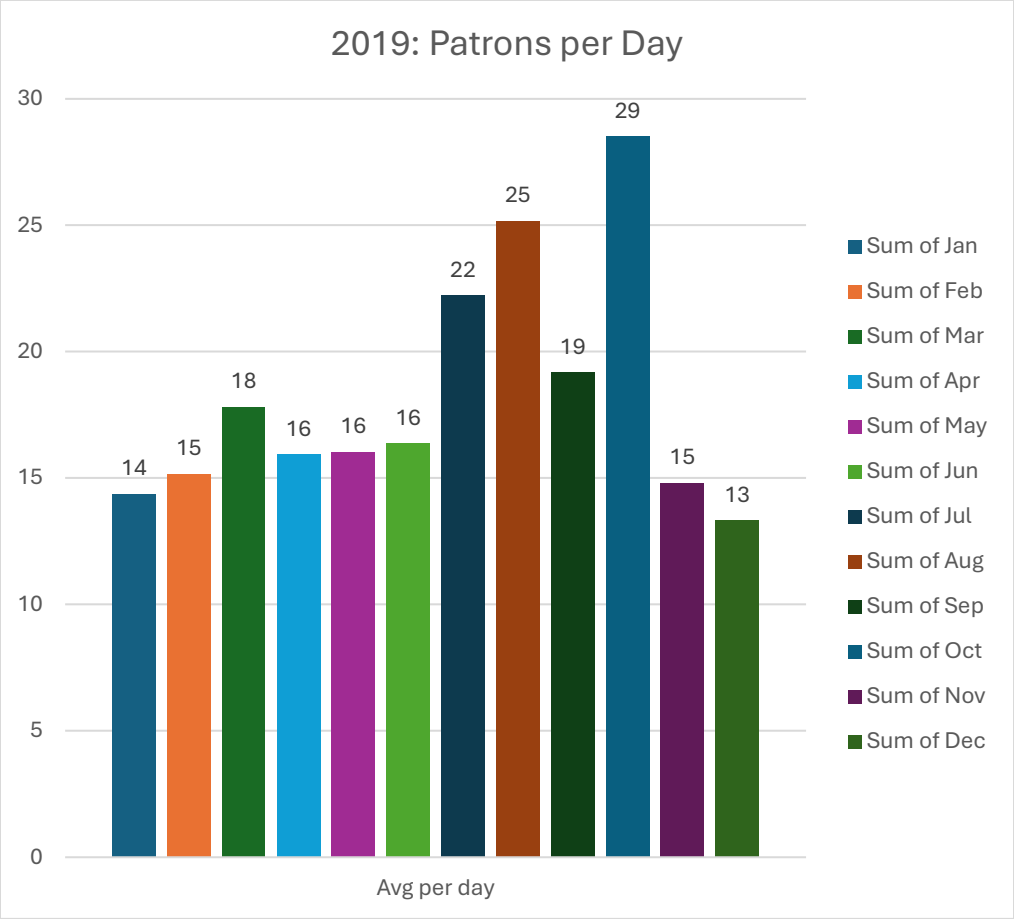



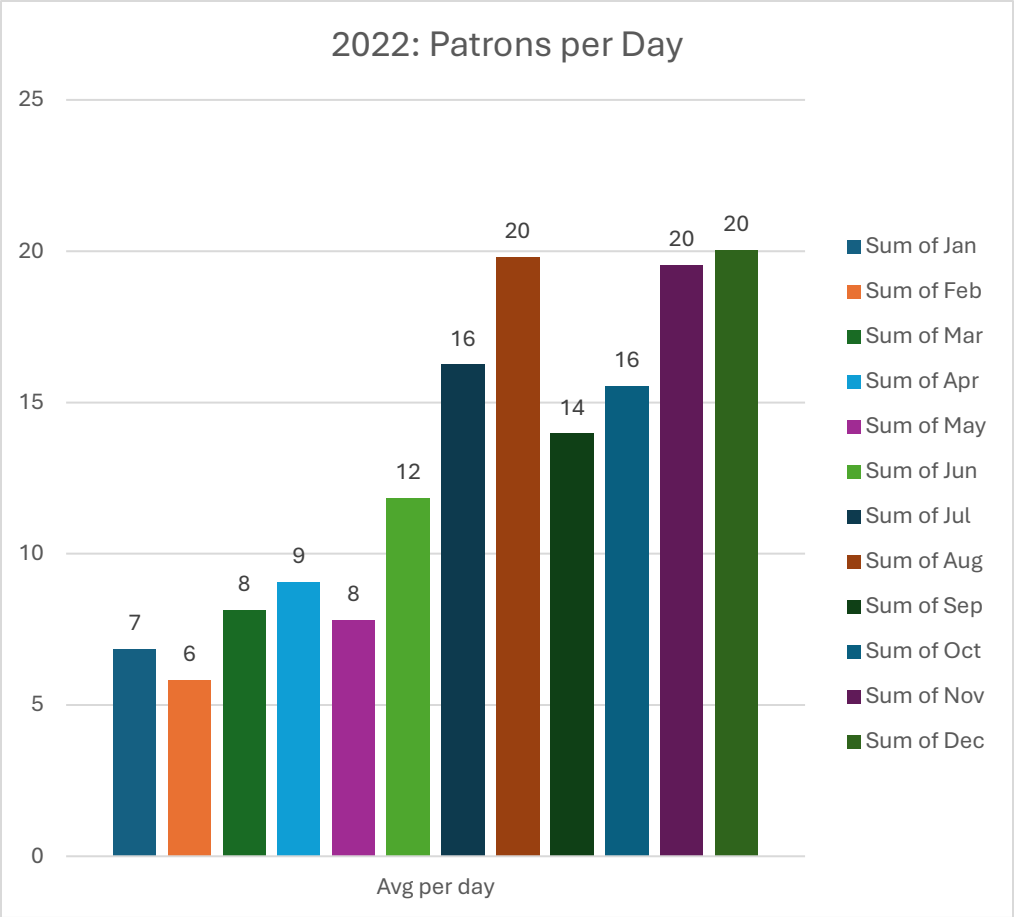

2023: Patrons per Hour
1000
900
800
700
600
500
400
300
200
100
0
359
670
875
903
925
791
732
848
900
10:30 - 11:30
11:30 - 12:30
12:30 - 1:30
1:30 - 2:30
2:30 - 3:30
3:30 - 4:30
4:30 - 5:30
5:30 - 6:30
6:30 - 7:00
Total

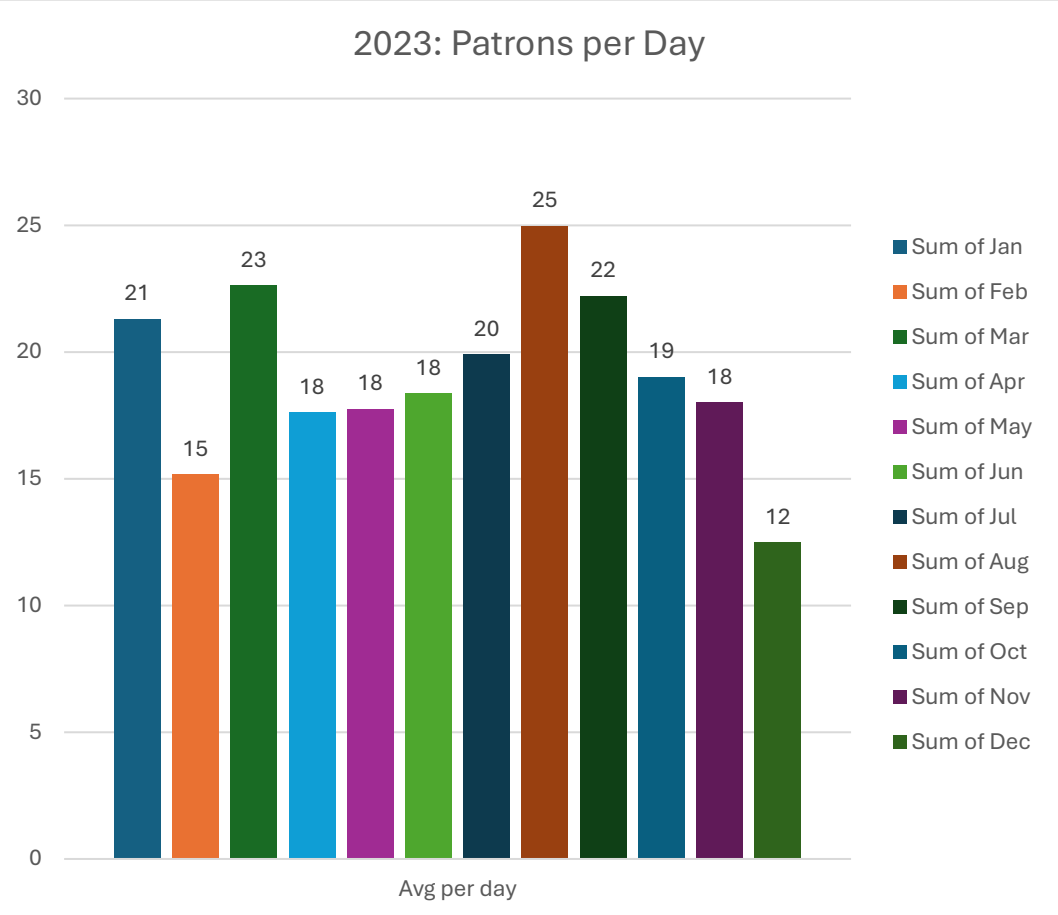

2024: Patrons per Hour
900
800
700
600
500
400
300
200
100
0
420
532
626
797
725
581
543
464
425
10:30 - 11:30
11:30 - 12:30
12:30 - 1:30
1:30 - 2:30
2:30 - 3:30
3:30 - 4:30
4:30 - 5:30
5:30 - 6:30
6:30 - 7:00
Total

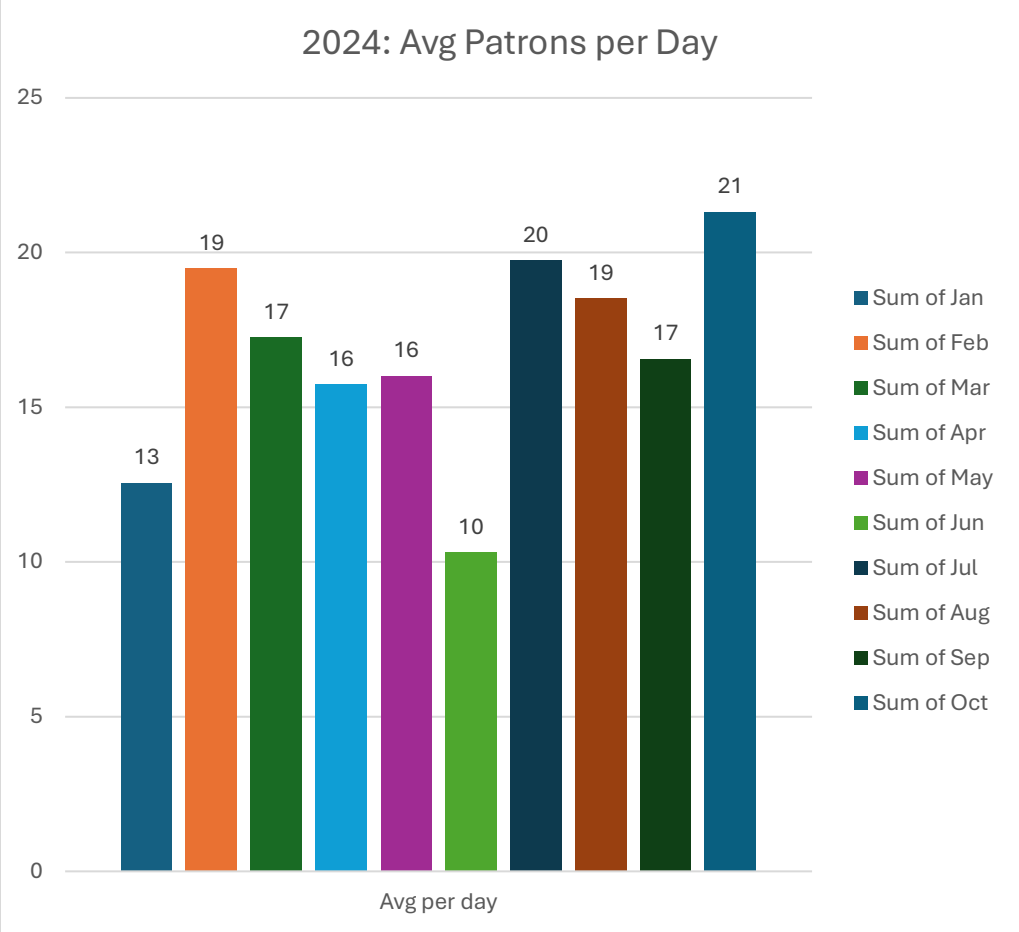
## Waubaushene Branch

## Average Patrons Per Day



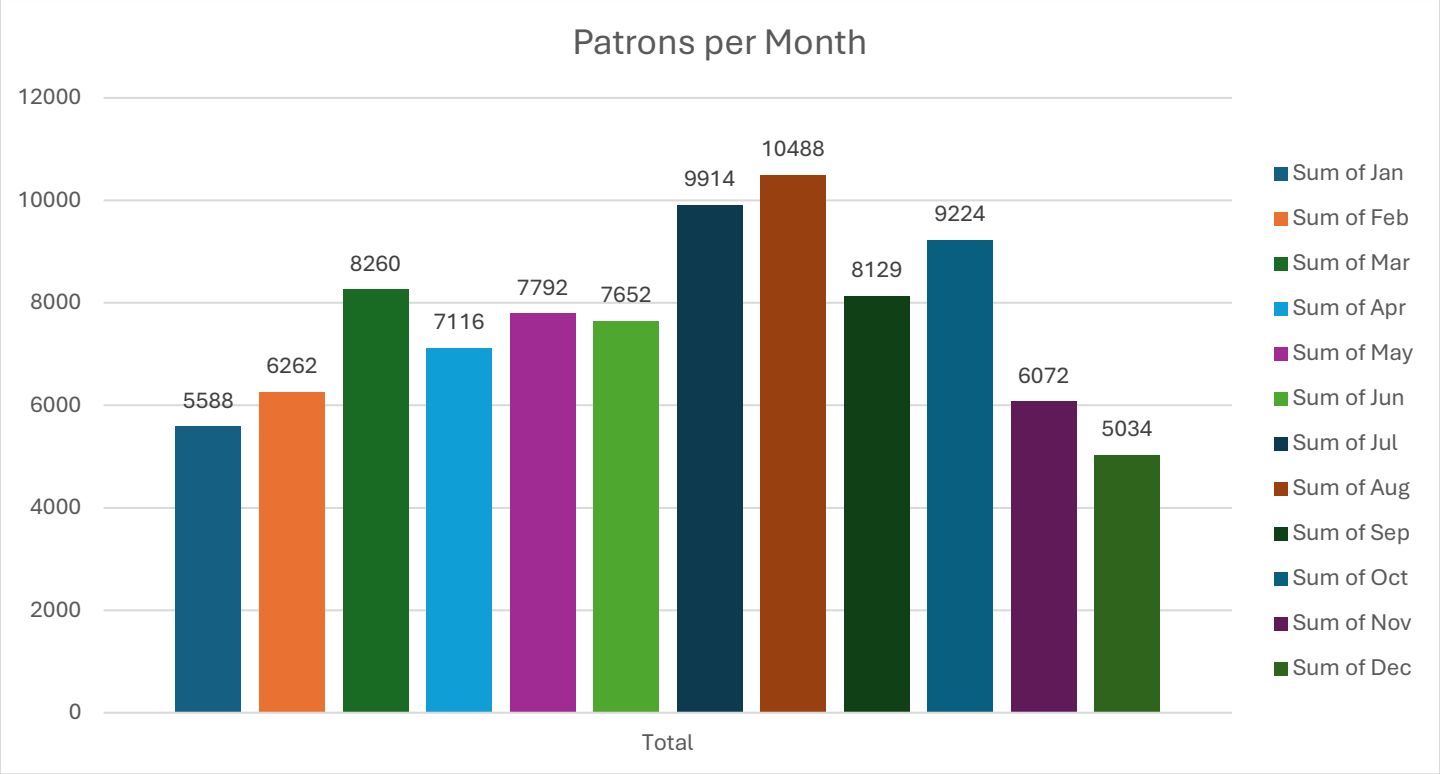

2022: Patrons per Day
25
20
15
10
5
0
7
6
8
9
8
12
16
20
14
16
20
20
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec
Avg per day

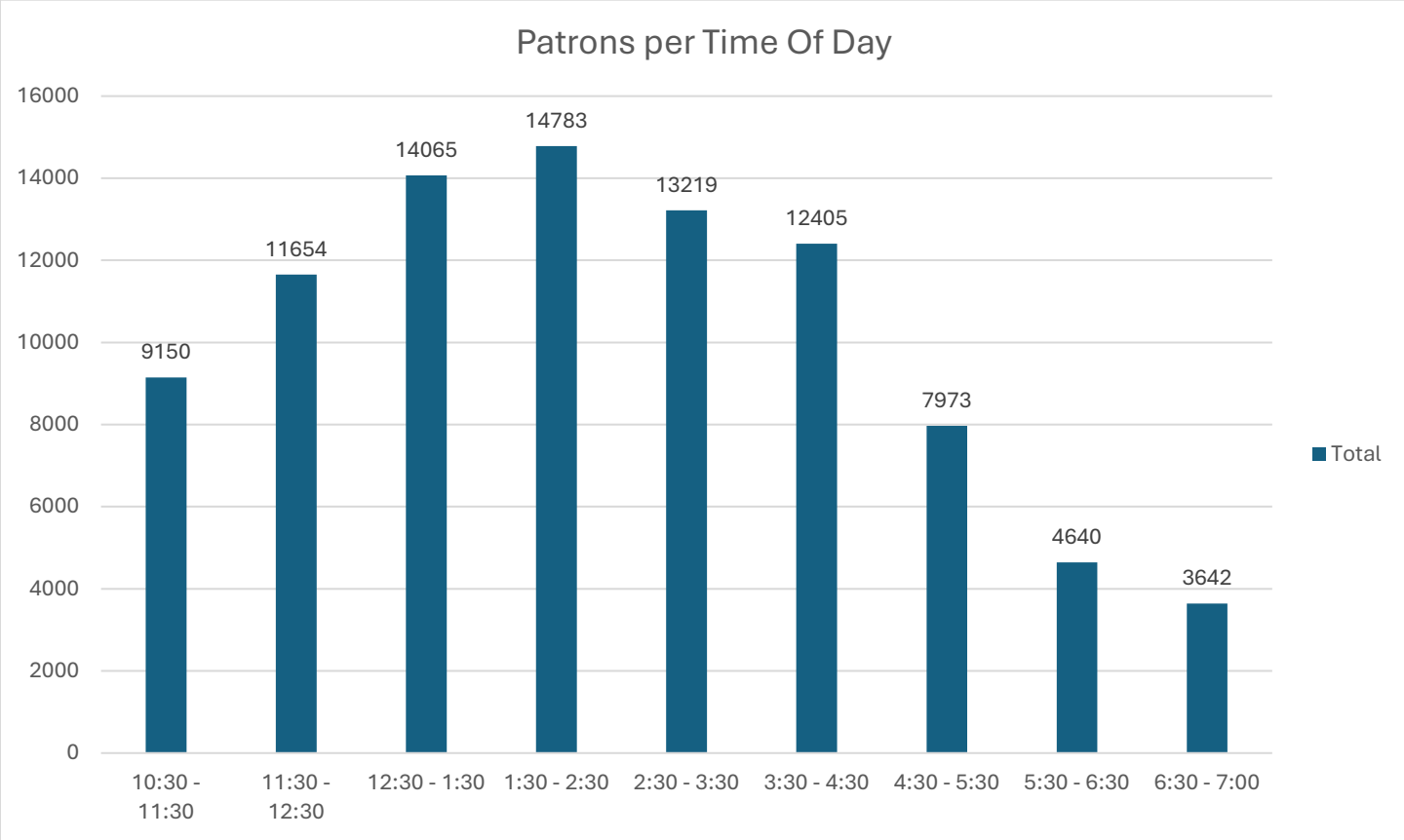

2023: Patrons per Day
30
25
20
15
10
5
0
21
15
23
18
18
18
20
25
22
19
18
12
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct
Sum of Nov
Sum of Dec
Avg per day


2024: Avg Patrons per Day
25
20
15
10
5
0
13
19
17
16
16
10
20
19
17
21
Avg per day
Sum of Jan
Sum of Feb
Sum of Mar
Sum of Apr
Sum of May
Sum of Jun
Sum of Jul
Sum of Aug
Sum of Sep
Sum of Oct

**All Branches**

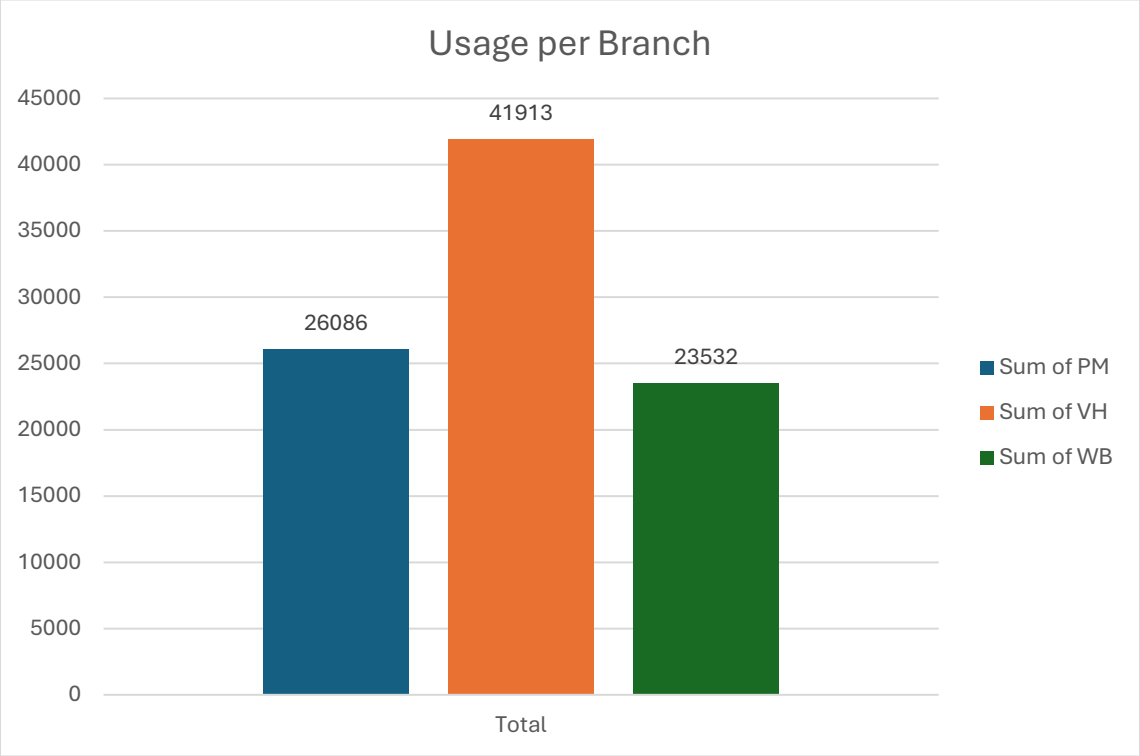
**2019, 2022-2024**



**All Branches**

**2019, 2022-2024**



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# SIMCOE COUNTY LIBRARY SYSTEM SERVICE DELIVERY REVIEW

## Final Report

November 9, 2021



# Disclaimer

This report has been prepared by KPMG LLP ("KPMG") for the County of Simcoe ("Client") pursuant to the terms of our Agreement with the Client dated April 7, 2021. KPMG neither warrants nor represents that the information contained in this report is accurate, complete, sufficient or appropriate for use by any person or entity other than the Client or for any purpose other than set out in the Engagement Agreement. This report may not be relied upon by any person or entity other than the Client, and KPMG hereby expressly disclaims any and all responsibility or liability to any person or entity other than the Client in connection with their use of this report.

This report is based on information and documentation that was made available to KPMG at the date of this report. KPMG has not audited nor otherwise attempted to independently verify the information provided unless otherwise indicated. Should additional information be provided to KPMG after the issuance of this report, KPMG reserves the right (but will be under no obligation) to review this information and adjust its comments accordingly.

Pursuant to the terms of our engagement, it is understood and agreed that all decisions in connection with the implementation of advice and recommendations as provided by KPMG during the course of this engagement shall be the responsibility of, and made by, the County of Simcoe. KPMG has not and will not perform management functions or make management decisions for the County of Simcoe.

This report may include or make reference to future oriented financial information. Readers are cautioned that since these financial projections are based on assumptions regarding future events, actual results will vary from the information presented even if the hypotheses occur, and the variations may be material.

Comments in this report are not intended, nor should they be interpreted, to be legal advice or opinion.

KPMG has no present or contemplated interest in the County of Simcoe nor are we an insider or associate of the County of Simcoe. Accordingly, we believe we are independent of the County of Simcoe and are acting objectively.



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# Project Overview

# Project Overview

**The County's objectives included exploring opportunities to provide improved benefits to the County's member libraries, communities and library patrons by completing a scan of library service models and trends.**

## Project Objectives

KPMG was engaged by the Corporation of the County of Simcoe to perform a service delivery review. The overall objective of this engagement was to assess the structure, governance, service levels and provision of library services by the Simcoe County Library Co-operative and the libraries of the member municipalities. The current library model was evaluated in light of limited funding and resources and ongoing changes in the municipal sector. As part of this work, alternative service delivery models were considered through an analysis of costing, implementation difficulty, patron needs, governance and technology.

## Goals of this service delivery review:

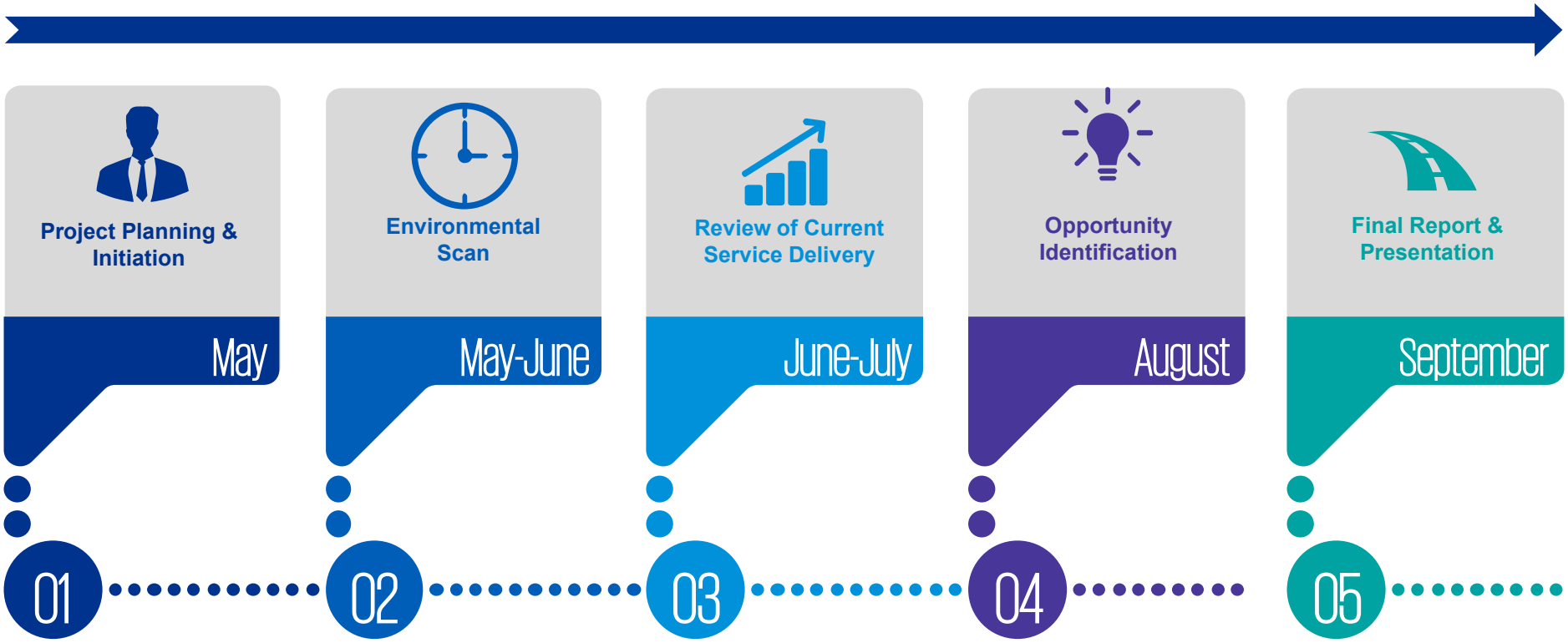





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# Work plan and Progress report

This engagement began on May 5, 2021 and the draft report was submitted on September 28, 2021. The key phases of this project are shown below.






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# Glossary

**To ensure clarity and precision in communication throughout this report, KPMG has employed the following definitions and terms.**

| | |
|---|---|
| **Public Library Act** | ➢ Ontario's Public Libraries Act (PLA) is the key piece of legislation governing Ontario's public libraries. Under the PLA, public libraries in Ontario must be operated under the management and control of a public library board. The board has the authority to formulate policies concerning the operations and services of the public library |
| **Public, Union and County Library Boards** | ➢ **Public library boards** are composed of at least five members.<br>  ➢ The number of municipal councillors on the board may not exceed one less than a majority.<br>  ➢ Once established by municipal by-law, a public library board is responsible for the operation of its library System<br>➢ **Union public library boards** are established when two or more municipalities agree on creating a union library.<br>  ➢ Once again, councillors on a union board must not exceed one less than a majority.<br>  ➢ Unions are also referred to as a 'sub-regional cluster' throughout this report<br>➢ **County public library boards** are established when at least two-thirds of a county's municipalities request that the county establish a county library.<br>  ➢ The appointing council cannot appoint more of its own members to a board than the number that is a bare majority of the board. |
| **Partnerships / Contracted Library Services** | ➢ a general agreement to deliver library services by an existing library board to the residents of another municipality's catchment area<br>➢ Instead of establishing a library board, a municipality may enter into an agreement whereby another library board will provide library service for that municipality |
| **Reciprocal Borrowing Agreements** | ➢ an agreement between two or more library boards to exchange library goods and services |
| **Shared Services Agreements** | ➢ an agreement between a library board and its municipality in which a library board receives centrally-provided administrative services such as HR, Finance and IT in exchange for a fee or free of charge |
| **Circulation** | ➢ library lending activities concerning the lending of books, e-resources and other materials to patrons |
| **CEO / Chief Librarian** | ➢ a public library board has the power to appoint a library chief executive officer (CEO).<br>➢ a library board employee, not a municipal employee, responsible for leadership and management of one or more libraries under a library board. |



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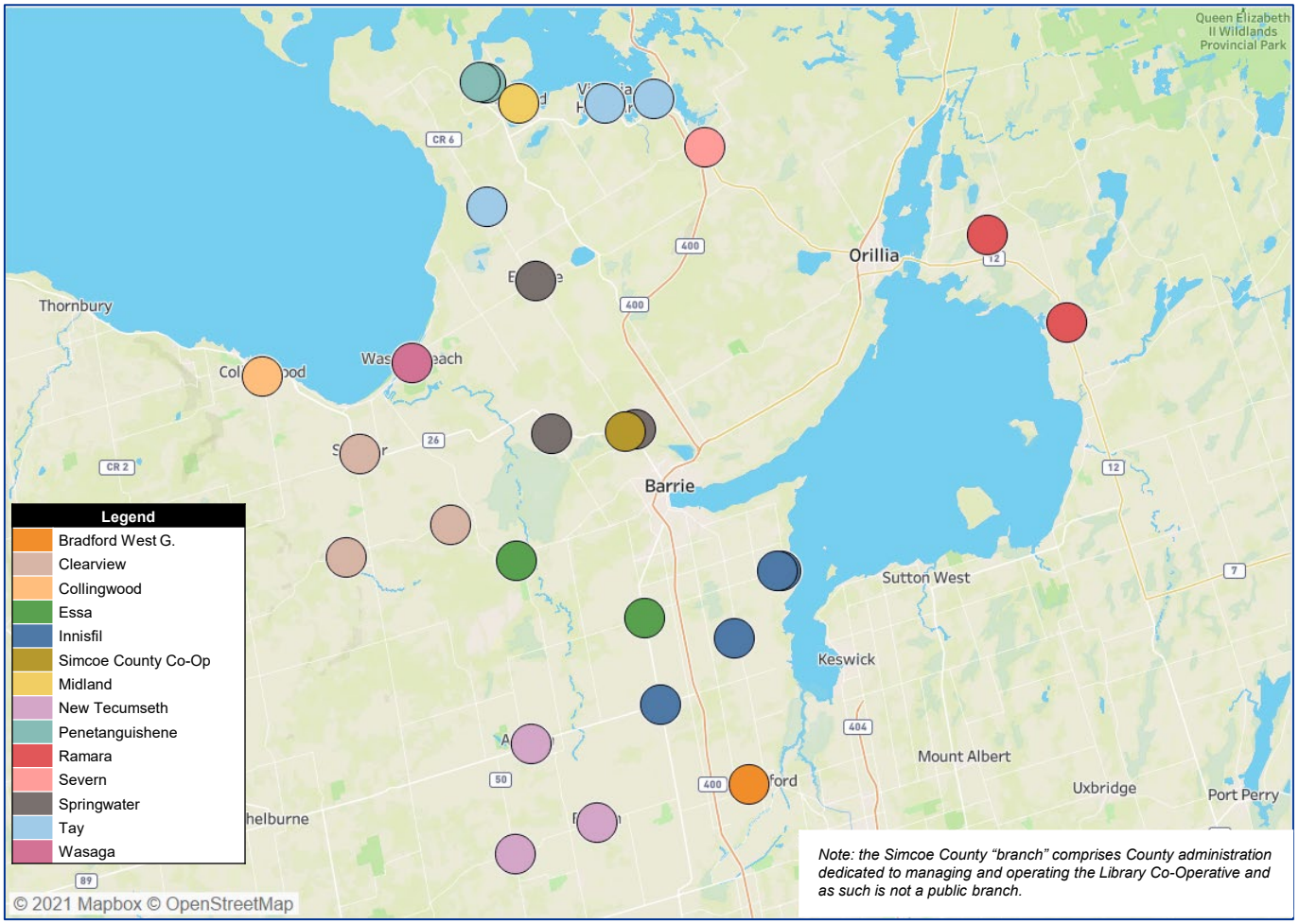


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# Current State

# Simcoe County Library System - Existing Branches

Currently, there are fourteen separate library boards comprising twenty-nine libraries and branches in Simcoe County. Base Borden Military Library (and one branch) was not considered as part of this project. The branches are colour-coded according to the existing library board under which they are managed.

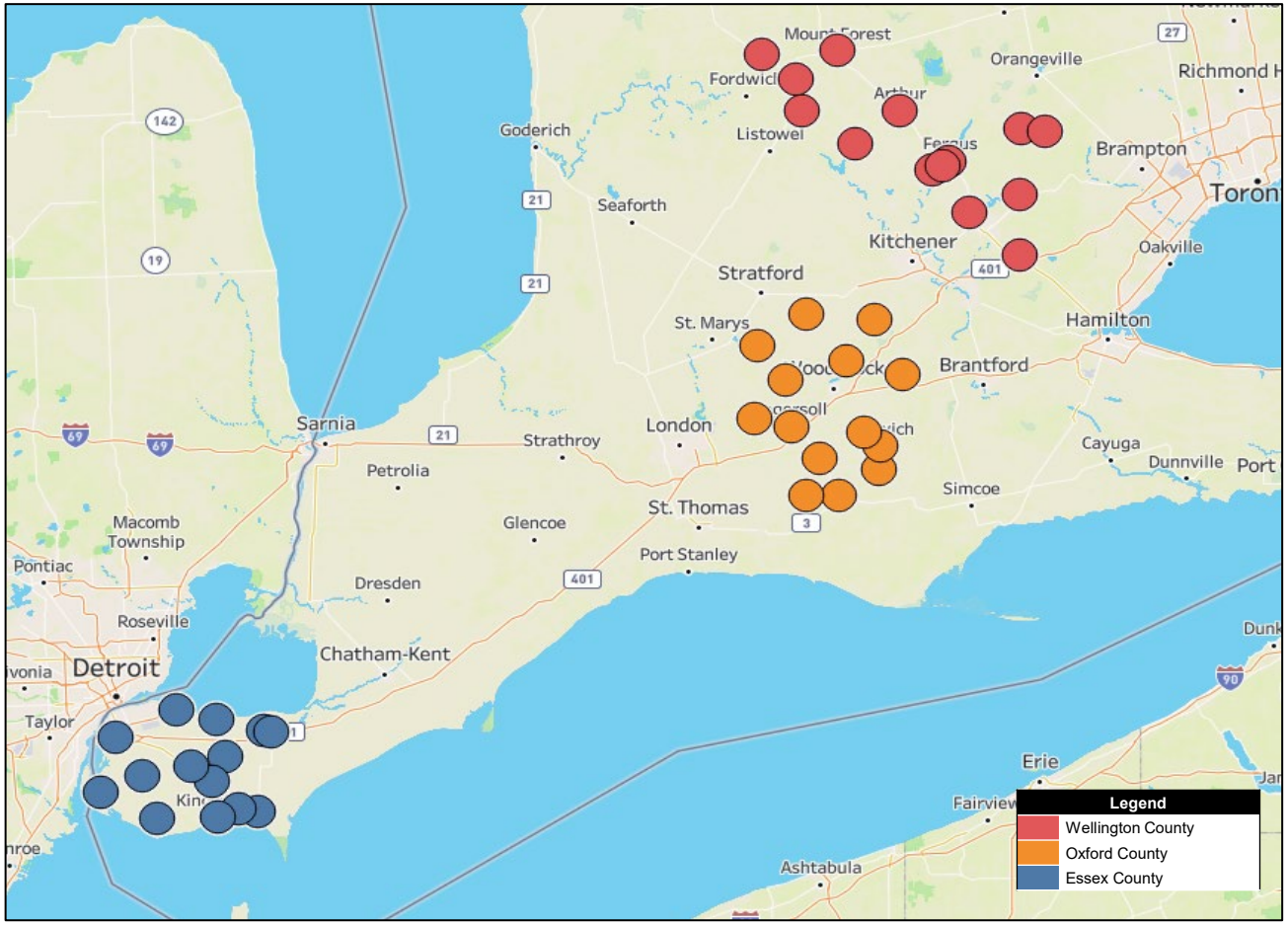





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# Comparator Library Systems

For the purposes of this project, three (3) similar County Library systems were selected as comparators based on population, urban/rural characteristics and geography: Essex County, Oxford County and Wellington County. For the benchmarking review KPMG also compared the County's overall service levels to the provincial average for County wide library systems. In places where KPMG references the Simcoe County Library System, the reference is to the collective resources of the 13 member libraries.






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# Comparative Analysis - A large system in Board members, employees & real estate

**Library Service Levels**

| | Simcoe County Library System | Essex County | Oxford County | Wellington County |
|---|---|---|---|---|
| **Metric** | | | | |
| Weekly Hours | **1,278** | 510 | 354 | 1063.5 |
| Number of Active Cardholders | **120,169** | 53,507 | 16,351 | 26,713 |
| Number of Branches | **28** | 14 | 14 | 14 |
| Square Footage | **200,089** | 72,036 | 45,884 | 98,045 |
| Population (tax base) | **322,949** | 181,530 | 68,077 | 99,200 |
| Number of Board members | **108** | 8 | 7 | 9 |

Sources: Ontario Public Library Statistics (2019); Simcoe County Financial Information Return (2020)

**Library Personnel**

| Library Board | Total Paid Staff | Volunteers (in FTEs) | People Volunteering | Students, Interns |
|---|---|---|---|---|
| 1.Bradford West Gwillimbury | 24 | 1 | 40 | 2 |
| 2. Clearview | 9 | 0 | 12 | 0 |
| 3. Collingwood | 18 | 1 | 12 | 1 |
| 4. Essa | 6 | 0 | 8 | 2 |
| 5. Innisfil | 34 | 0 | 2 | 5 |
| 6. Midland | 8 | 0 | 0 | 11 |
| 7 New Tecumseth | 8 | 0 | 0 | 0 |
| 8. Penetanguishene | 4 | 0 | 15 | 1 |
| 9. Ramara | 4 | 1 | 3 | 1 |
| 10. Severn Township | 2 | 0 | 1 | 0 |
| 11. Springwater | 8 | 0 | 0 | 2 |
| 12. Tay | 5 | 0 | 8 | 1 |
| 13. Wasaga Beach | 9 | 0 | 23 | 1 |
| Simcoe County Co-operative | 5 | 0 | 0 | 0 |
| **Simcoe County Library System** | **144** | **4** | **124** | **27** |
| **Essex County** | 27.1 | 0 | 0 | 0 |
| **Oxford County** | 36.74 | 0.29 | 42 | 0 |
| **Wellington County** | 61.27 | 0 | 0 | 7 |

Source: 2019 Library Personnel Report

## KEY INSIGHTS

- **108 Board members oversee the delivery of library services in the County more than 10x the number of comparator library systems**
- **144 employees, 124 volunteers and 27 student interns deliver library services in the County compared a comparator average of 42 employees and minimal volunteers/students**
- **The number of branches is double the comparator library systems; the facility square footage is three times the average of the comparators**
- **Ten of the 13 Boards have less than 10 employees; there are limited economies of scale**



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# Financial Highlights (2019) - A high cost service delivery model

## KEY INSIGHTS

- **Current Simcoe County library system is a high cost service delivery model**
- **Current model is a $16.4 million system**
- **There are limited non-tax revenues to support delivery - $15.1 million total tax levy**
- **Simcoe's operating expenditures for library services exceeds the comparator average by $10.5 million**
- **Personnel costs for the Simcoe library system are $8.4 million higher than the comparator systems**
- **The current Simcoe County library system has a direct impact on the bottom line for the County and member municipalities**

| | | | |
|---|---|---|---|
| Total Operating Expenses for Simcoe County Library System | **$16.4 million** | Average annual cost per member library | **$1.2 million** |
| Total Tax Levy for Simcoe County Library System | **$15.1 million** | Average tax levy for library services per member library | **$1.1 million** |
| Total Other Sources (grants, provincial funding etc.) | **$1.8 million** | Average revenue from other sources (grants, provincial funding etc.) | **$0.1 million** |
| Average Operating Expenses for Comparator Library Systems | **$5.9 million** | Average personnel cost per member library | **$0.9 million** |
| Personnel Costs for Simcoe County Library System | **$11.9 million** | Average Personnel Costs for Comparator Library Systems | **$3.5 million** |

Source: Ontario Public Library Statistics (2019)



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# Summary of Local Support by LTM

In addition to the tax levy support, libraries also utilize municipal departments for back office corporate services.

This is an unrecognized financial support for the library system that is a cost to the lower tier municipality.

Finally, member municipalities are each responsible for a proportionate fee to participate in the County Library Cooperative. These fees represent only 17% of the Cooperative's operating budget. The County levy largely supports the difference.

| | LTM | 2019 | Services Provided by Lower Tier Municipality | | | | | Current Cost Sharing |
|---|---|---|---|---|---|---|---|---|
| LTM | Tax Levy for Library Services ($000) | Paid Staff | Human resources / Payroll | Health & Safety | IT | Facilities | Finance / AP | Cost of participating with Co-operative |
| 1. BWG | 2,313 | 24 | ✔ | | | | ✔ | $5,245 |
| 2. Clearview | 915 | 9 | ✔ | | | | ✔ | $9,187 |
| 3. Collingwood | 1,581 | 18 | ✔ | ✔ | | ✔ | ✔ | $11,423 |
| 4. Essa | 542 | 6 | ✔ | ✔ | | | ✔ | $10,244 |
| 5. Innisfil | 3,343 | 34 | ✔ | | | ✔ | ✔ | $20,524 |
| 6. Midland | 1,173 | 8 | ✔ | | | ✔ | ✔ | $11,203 |
| 7 New Tecumseth | 1,590 | 8 | ✔ | | | ✔ | ✔ | $10,578 |
| 8. Penetanguishene | 418 | 4 | ✔ | | | ✔ | ✔ | $15,390 |
| 9. Ramara | 440 | 4 | ✔ | | | | ✔ | $6,421 |
| 10. Severn Township | 232 | 2 | ✔ | ✔ | | | ✔ | $4,000 |
| 11. Springwater | 685 | 8 | ✔ | | | ✔ | ✔ | $8,760 |
| 12. Tay | 445 | 5 | ✔ | ✔ | | | ✔ | $5,400 |
| 13. Wasaga Beach | 716 | 9 | ✔ | ✔ | ✔ | ✔ | | $8,010 |
| | **14,392** | 139 | | | | | | **$126,385** |



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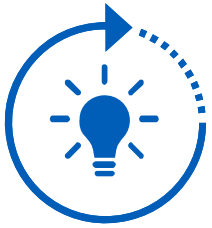
# Service Delivery Options

# Leading Practices Review

KPMG identified the following leading practices from a literature review, interviews, and benchmarking analysis. With increased demand for collaboration and programming, and the ability to move collections online, libraries are building larger, cutting-edge facilities and re-imagining their purpose within their communities.



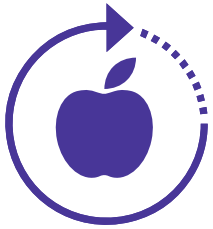
Library Boards are building **larger facilities** to create third spaces and increase social interactions sometimes between 30,000 and 50,000 square feet.



As libraries move their resources and collections online, they are creating **open spaces for collaboration and creativity**, for example, 3D printers and maker spaces.



**Program expansion into digital or virtual** allow libraries to increase program offerings, create multi-use platforms, and accommodate large participants or catchment areas



Increased offering of comfortable atmospheres, **meeting rooms and study areas** where community groups can congregate and new comers can acclimate with local culture



**Sub-Regional Clusters or Partnerships** Most libraries have reciprocal agreements with other library boards offering patrons access to more services in their region

Source: http://fopl.ca/news/special-reports-from-the-2017-ontario-public-library-operating-data/



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# Public Library Guidelines

The Public Library Guidelines are an authoritative set of guidelines to help libraries plan for space needs based on catchment area and population served.

KPMG used these guidelines to better model the group of libraries into union boards by catchment areas.

The guidelines helped group branches in such a way that small and medium branches can benefit from medium or large branches respectively.

Larger branches serves a strategic role such as having a larger collection, providing enhanced reference services, hosting system-wide functions such as inter-library loan or providing space for enhanced programming opportunities.

| Category | Small | Medium | Large | Urban |
|---|---|---|---|---|
| **Net library space (s.f.) per branch** | | | | |
| From | 2,500 | 5,000 | 10,000 | 35,000 |
| To: | 5,000 | 10,000 | 35,000 | 100,000 |
| **Hours of operation per week per branch** | | | | |
| From: | 20 | 25 | 45 | 65 |
| To: | 25 | 45 | 65 | 85 |
| **Staff complement (FTE) per branch** | | | | |
| From: | 1 | 2.5 | 5 | 17.5 |
| To: | 2.5 | 5 | 17.5 | 20 |
| **Number of Public Access Computers per branch** | | | | |
| Range | 3-5 | 5-6 | 6-25 | 25 + |
| **Catchment area populations served** | | | | |
| Range | Up to 5,000 population | 5,000-10,000 population | 10,000-35,000 population | Populations of 35,000 or greater |

Source: Ontario Public Libraries Guidelines, Sixth Edition



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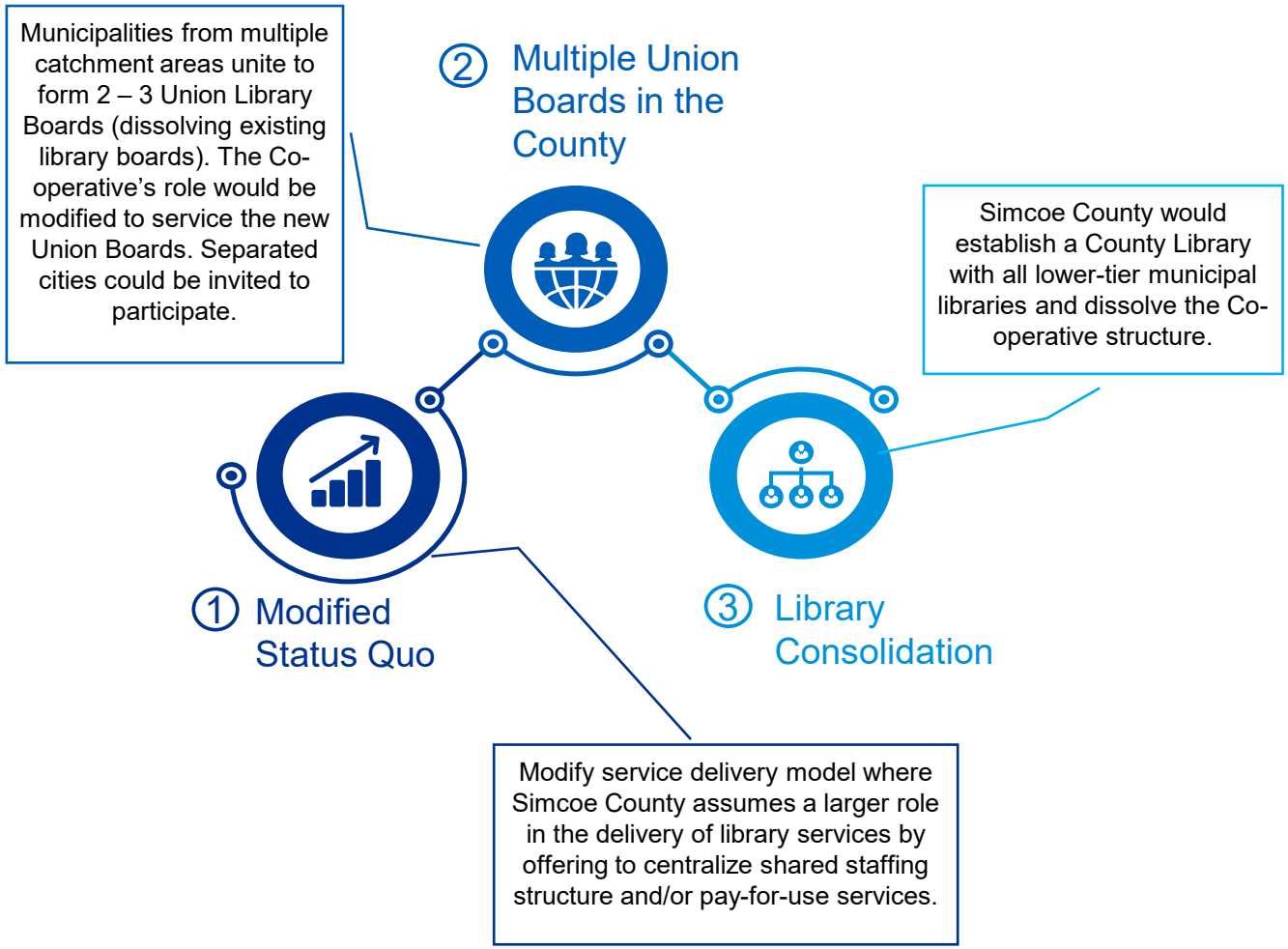
# What options were considered?

KPMG considered the following three (3) options for the County's consideration: Modified Status Quo, Multiple Union Boards in the County and Library Consolidation.

**Under the PLA**, Municipalities may provide library service in a number of ways/options:

1) Establish a public library to serve their own municipality according to *PLA s 3(2)*
2) Establish a union public library by agreement with **two or more** other municipalities according to *PLA s 5(1)*
   a. *Multiple Union Boards (sub-regional clusters)*
   b. *One Regional Union Board (with dissolution of the Cooperative and inclusion of possibly one or more separated cities)*
3) Establish a county library **when two-thirds** of the municipalities in a county so request according to *PLA s 7(1)*

Additionally, instead of establishing a library board, a municipality may enter into an agreement whereby another library board will provide library service for that municipality. **Option 1 continues this for three non-member municipalities** (*according to PLA s 29(1)).*






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# Options Analysis

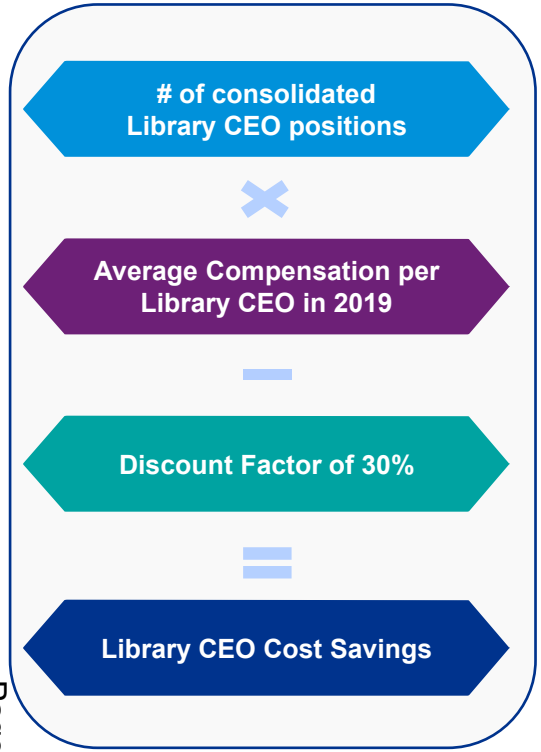
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# Cost Savings Analysis

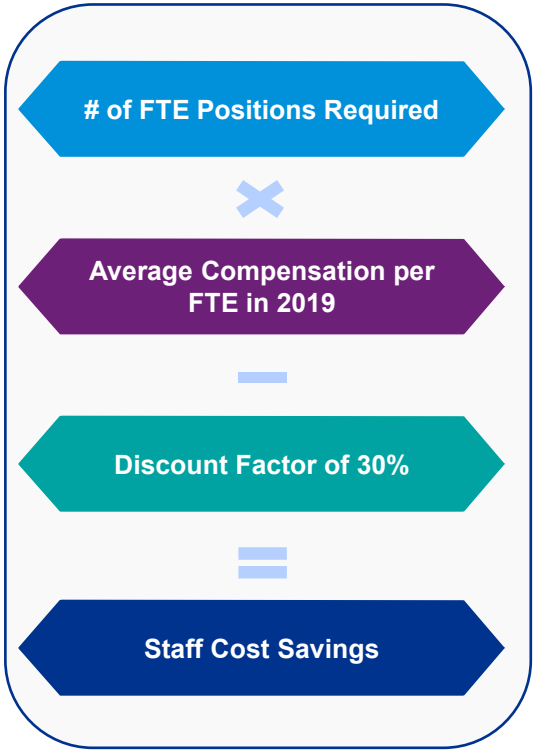
# Cost Savings Formulas

KPMG used the following formulas to calculate annual cost savings associated with options 2 and 3. Cost savings were limited to compensation only (salaries and benefits).

## Annual Cost Savings Formula for Library CEOs




## Annual Cost Savings Formula for Staff




## Notes

CEO Cost Savings:

- The average salary was calculated using Sunshine List data where available; otherwise, each Library CEO's salary was assumed to be $95,000 annually
- Benefits were assumed to be $22,000 annually per Library CEO

Staff Cost Savings:

- Average compensation per FTE was calculated by subtracting CEO compensation (calculated above) from total 2019 compensation – and dividing the result by the number of staff FTEs in 2019
- The number of staff FTE positions required was calculated using the Ontario Public Library Guidelines (3rd Edition)

Other:

- All compensation data was retrieved from the 2019 Ontario Public Library Statistics (OPLS) database
- In order to ensure a conservative estimate, a discount factor of 30% was applied



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# Summary of Cost Savings

KPMG estimated that ~$2.8 to $3.0M in annual cost savings could be achieved by implementing option 2 or 3. These cost savings are broken down below:

**Total Estimated Annual Cost Savings for Options 2 and 3**

| | Option 3 | Option 2A (2 Union Boards) | Option 2B (3 Union Boards) |
|---|---|---|---|
| Library CEO Cost Savings<br>less: Discount Factor of 30% | $1.2M | $1.1M | $1.0M |
| Staff Cost Savings<br>less: Discount Factor of 30% | $1.8M | $1.8M | $1.8M |
| **Estimated Cost Savings** | **$3.0M** | **$2.9M** | **$2.8M** |



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# Library CEO Cost Savings

In the Simcoe County library system, there are currently 14 Library CEO positions representing ~$1.8M in annual compensation. KPMG estimated that ~$1.0 to ~$1.2 million could be saved annually by implementing option 2 or 3.

**Annual Library CEO Cost Savings for Options 2 and 3**

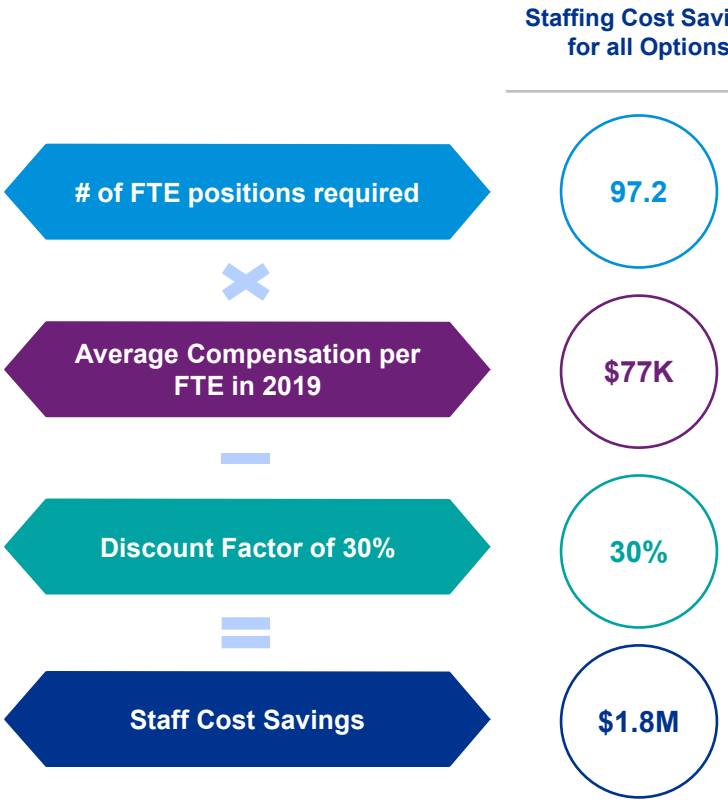
| | Option 3 | Option 2A (2 Union Boards) | Option 2B (3 Union Boards) |
|---|---|---|---|
| # of Consolidated Library CEO positions | 13 | 12 | 11 |
| × | | | |
| Average Compensation per Library CEO in 2019 | $129K | $129K | $129K |
| − | | | |
| Discount Factor of 30% | 30% | 30% | 30% |
| = | | | |
| Library CEO Cost Savings | $1.2M | $1.1M | $1.0M |



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# Staff Cost Savings

In the Simcoe County library system, there are currently 130 FTEs representing approximately $10.1M in annual compensation. Based upon the Ontario Public Library Guidelines, KPMG estimates that only 97.2 FTEs are required to operate a consolidated system. This estimate is based upon the analysis of each library's square footage and the corresponding Ontario Public Library Guideline staffing requirement. KPMG estimates that this smaller staffing complement would result in approximately $1.8 million in annual savings for Option 2 or 3.




**Ontario Public Library Guidelines, 3rd Edition**

| | | Classification of Library | | | |
|---|---|---|---|---|---|
| | | Small | Medium | Large | Urban |
| Net Library Space (sq. ft.) | Min | 2,500 | 5,000 | 10,000 | 35,000 |
| | Max | 5,000 | 10,000 | 35,000 | 100,000 |
| Staff Complement Required (FTEs) | Min | 1.0 | 2.5 | 5.0 | 17.5 |
| | Max | 2.5 | 5.0 | 17.5 | 20.0 |

Using the table above, KPMG calculated the # of FTE positions required for each library in the Co-operative. Each library was classified as either Small, Medium, Large or Urban based upon its square footage. Then, the # of FTEs required was calculated based upon each library's square footage and its position within the maximum and minimum values shown above. For example, a medium library with a square footage of 7,500 (located halfway within the range of 5,000 to 10,000 sq. ft.) was assigned 3.75 FTEs (located halfway within the range of 2.5 and 5.0 FTEs). This exercise was performed for all libraries within the Co-operative – yielding a total complement of 97.2 FTEs required.



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# SWOT Analysis

# Option 1: Modified Status Quo

Simcoe County could modify the current co-operative structure and/or levels of service to members by offering to centralize a shared staffing structure and/or pay-for-use services.

## Strengths

- Centralized vendor management and group buying for members
- Integrated Library Software (ILS) at a nominal cost per branch
- Continues to provide immediate and direct local community input into library service delivery

## Opportunities

- Improved negotiating position with SirsiDynix
- Improved flexibility and availability of specialized professional staff (Programs, Collections, Community Communication and Engagement)
- Greater County IT department involvement in procurement, strategic planning and issues management

## Weaknesses

- Limited incremental change from the current state; cost and size of library system remains largely unchanged
- Single branch boards with inefficient governance processes and administrative processes
- Participation in this model continues to be voluntary for member library boards
- Resource sharing and/or involvement from larger boards is not fully realized

## Threats

- Provincial government expectations for greater service delivery efficiency not realized
- Continued service delivery limitations for smaller single branch members in the post-pandemic climate
- Regionalization of library services in Ontario
- Library members shift to larger branches away from smaller one-branch libraries



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# Option 2: Multiple Unions Boards within the County

Simcoe County library boards could voluntarily consolidate to form 2 – 3 large boards within the County and the County Co-operative would dissolve optimizing the balance between localized identity, service levels and quality standards across the different communities.

## Strengths

- Increased access to maker space and public computers
- Simplification of library governance and service delivery
- Continues to provide local community input into library service delivery
- Continued representation from all lower-tier municipalities
- Improved cost of service delivery & economies of scale

## Opportunities

- Inclusion of a separate city e.g. Orillia and/or Barrie
- Greater flexibility and deployment of specialized professional staff across the service area
- Dissolve the County co-operative and municipal library boards to realize savings in service delivery (~$2.8 - $3.0 million in cost savings per year)

## Weaknesses

- Requirement to renegotiate contract with SirsiDynix with each new library board
- Disruption in service delivery / confusion during change
- Economies of scale not fully realized
- Governance model still involves multiple Councils and stakeholders

## Threats

- Negotiation with unionized library employees on new bargaining units
- Provincial government expectations for greater service delivery efficiency not fully realized
- By-law changes or MOU amendments not supported by member municipalities



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# Option 3: Library Consolidation

The County and member municipalities could consolidate the majority of smaller independent library systems into one county-wide system and dissolve the County Co-operative.

## Strengths

- Simplified and efficient governance and administrative processes e.g. single library card providing access to over 500,000 County residents
- Demonstration of accountability and greater service delivery efficiency to the provincial government
- Greatest economies of scale of the three models
- Balanced needs of municipalities for fiscal responsibility and service delivery
- Continued leadership from urban centres (Innisfil and Bradford West Gwillimbury) with dedicated IT and support services

## Opportunities

- Reduce back office costs through consolidation and reinvestment in client facing services
- Improved flexibility and availability of specialized professional staff
- Opportunity to deliver more efficient programming and eliminate duplication of effort e.g. 12,000+ programs across Co-operative members).
- Dissolve the County co-operative and municipal library boards to realize savings in service delivery (~$2.8 - $3.0 million in cost savings per year)

## Weaknesses

- Less immediate and direct local community input into library service delivery
- Perception that larger system would lack the ability to listen to the needs of identified demographics
- Disruption in service delivery / confusion during change

## Threats

- Negotiation with unionized library employees on new bargaining unit
- There are political, legal, logistical and financial/funding risks
- Triple majority for County assumption of new municipal services is a significant hurdle



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# Options Assessment

# Evaluation Considerations

In a series of working sessions, KPMG and the Project Team identified opportunities for improved efficiency and effectiveness in the delivery of Library services.

The opportunities were then assigned a value against the five evaluation criteria using a five point scale where 1 indicates a low ability to meet the criteria and 5 indicates a higher ability to meet the criteria. Scores were then weighted based on the relative importance of each criteria to calculate final scores.

## Financial & Funding

The option's ability to be financially sustainable and efficiently and effectively use provincial and local resources / funding.

## Implementation

The option's implementation difficulty and ability to transition to an alternative service delivery model while adhering to the Public Libraries Act.

## Patron Needs

The option's impact on level of service, hours of operation and access to services so that it meets the needs of local communities and library patrons.

## Governance

The option's impact on division of labour, span of control, municipal representation, functions, responsibilities and accountabilities within the library system.

## Technology Maturity

The option's ability to improve the maturity of information technology services required to manage information / data and support service delivery and innovation



**Maximum Total Possible Score for each Option was 50**



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# Scoring of Options

The table below provides a preliminary scoring of options against the criteria (as explained below) based upon interviews, surveys and comparator analysis.

The opportunities were assigned a value against the five evaluation criteria using a five point scale where 1 indicates a low ability to meet the criteria and 5 indicates a higher ability to meet the criteria.

These values were then weighted and weighted by a constant of five (5) to calculate final scores out of a possible score of 50.

Weighting of "financial & funding" and "implementation" criteria (65% of the scoring approach) is aligned to the Province's desire to identify savings and efficiencies.

| | | Preliminary Options | | |
|---|---|---|---|---|
| **Criteria Name** | **Criteria Explained** | **#1: Modified Status Quo** | **#2: Multiple Union Boards** | **#3: Library Consolidation** |
| 1. Financial & Funding | ability to improve financial performance (35%) | **4** | **7** | **9** |
| 2. Implementation | difficulty in transitioning to new service delivery model (30%) | **8** | **5** | **5** |
| 3. Patron Needs | ability to meet the needs of local communities and library patrons (20%) | **3** | **4** | **4** |
| 4. Governance | responsibilities and accountabilities are present and functioning (10%) | **1** | **2** | **3** |
| 5. Technology Maturity | improves IT maturity and innovation is present and evolving (5%) | **1** | **1** | **1** |
| **Total Score** | | **17** | **19** | **22** |



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# Summary of Findings

# Summary of Findings

KPMG was engaged by the County to assess the structure, governance, service levels and provision of library services by the Simcoe County Library Co-operative and the libraries of the member municipalities. The current library model was evaluated in light of limited funding and resources and ongoing changes in the municipal sector. As part of this work, alternative service delivery models were considered through an analysis of costing, implementation difficulty, patron needs, governance and technology.

KPMG found that the Simcoe Library System is a large system in Board members, employees and real estate when compared to its peers. In total, 108 Board members oversee the delivery of library services in the County more than 10x the number of comparator library systems. There are 144 employees, 124 volunteers and 27 student interns delivering library services in the County compared to a comparator average of 42 employees and minimal volunteers/students.

Our analysis of Simcoe's operating expenditures for library services found that it exceeds the comparator average by $10.5 million. Personnel costs for the Simcoe library system are $8.4 million or 340% higher than the comparator systems. Overall the current Simcoe County library system has a direct impact on the bottom line for the County and member municipalities.

KPMG assessed three different models for libraries in Simcoe County

**Option 1:** Modified Status Quo

**Option 2:** Multiple Unions Boards within the County

**Option 3:** Library Consolidation

KPMG recommends that the County consider the third option where the County and member municipalities would consolidate the smaller independent library systems into one county-wide system and dissolve the County Co-operative.



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# Summary of Findings

We expect that this model will achieve the following:

1. Simplify and improve the efficiency of governance and administrative processes
2. Balance the needs of member municipalities for fiscal responsibility and service delivery
3. Reduce back office corporate costs through consolidation and centralized service delivery allowing for reinvestment in client facing services
4. Deliver more efficient programming and eliminate duplication of effort e.g. 12,000+ programs across Co-operative members.
5. Realize savings in service delivery (~$2.8 - $3.0 million in cost savings per year)

KPMG understands that the County will need to prioritize the four service areas (Fire Services, Land Use Planning, Water/Wastewater Services and Library Services) under review. Should the County determine that Library services is a priority then it will need to determine if it wants to pursue one of the three options outlined in our report. Additional opportunities to address efficiencies and an implementation roadmap will be provided through a staff report.



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# Appendix A: Online Survey Results

# Question 1

Fifty-eight (58) respondents completed the survey comprising Library CEOs/Chief Librarians, Board Members and Municipal Councilors.

There were 32 respondents from member boards with more than 1 branch versus 18 respondents from boards with only 1 branch.

## 1. Please identify your municipality.

| ANSWER CHOICES | RESPONSES | |
|---|---|---|
| Bradford West Gwillimbury | 0.00% | 0 |
| Clearview | 0.00% | 0 |
| Collingwood | 6.90% | 4 |
| Essa | 10.34% | 6 |
| Innisfil | 8.62% | 5 |
| Midland | 1.72% | 1 |
| New Tecumseth | 6.90% | 4 |
| Penetanguishene | 1.72% | 1 |
| Ramara | 17.24% | 10 |
| Severn | 1.72% | 1 |
| Springwater | 6.90% | 4 |
| Tay | 3.45% | 2 |
| Wasaga Beach | 15.52% | 9 |
| Barrie | 6.90% | 4 |
| Orillia | 6.90% | 4 |
| Simcoe County | 5.17% | 3 |
| TOTAL | | 58 |

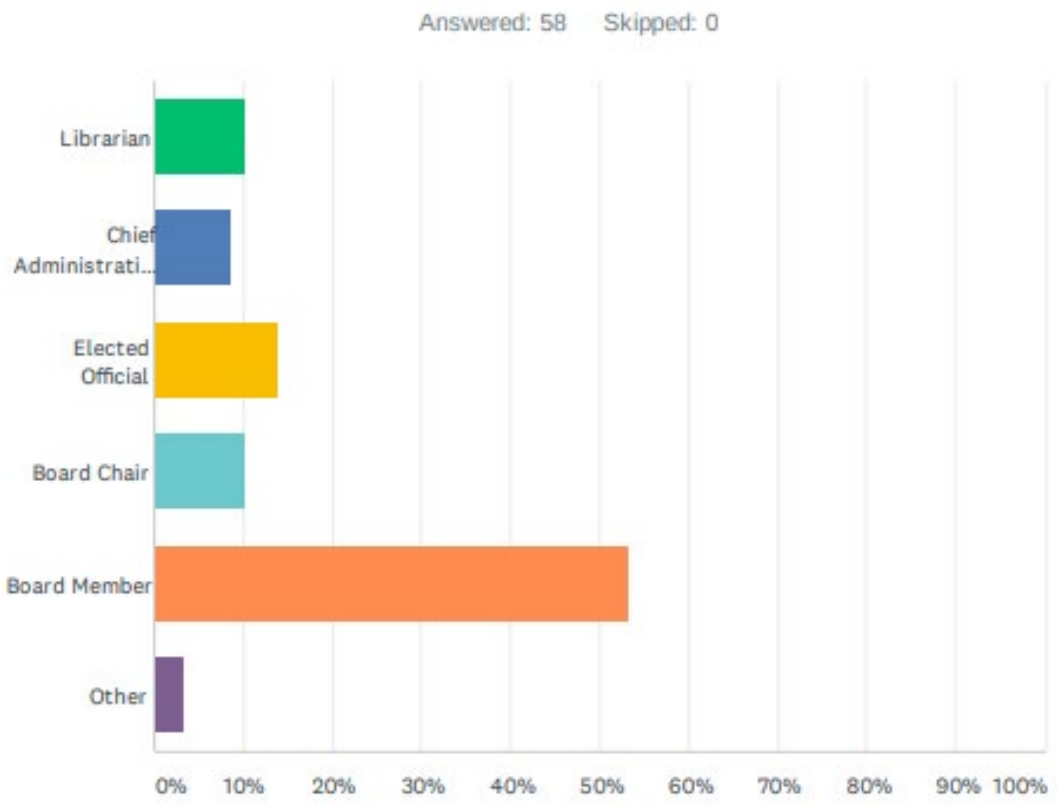


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# Question 2

Of the 108 board members including elected officials, the 13 CAOs and 13 Chief Librarians/CEOs that received the survey, 58 responses were received. More than half of the board members participated.

## 2. Please identify your role within the municipality (Optional).



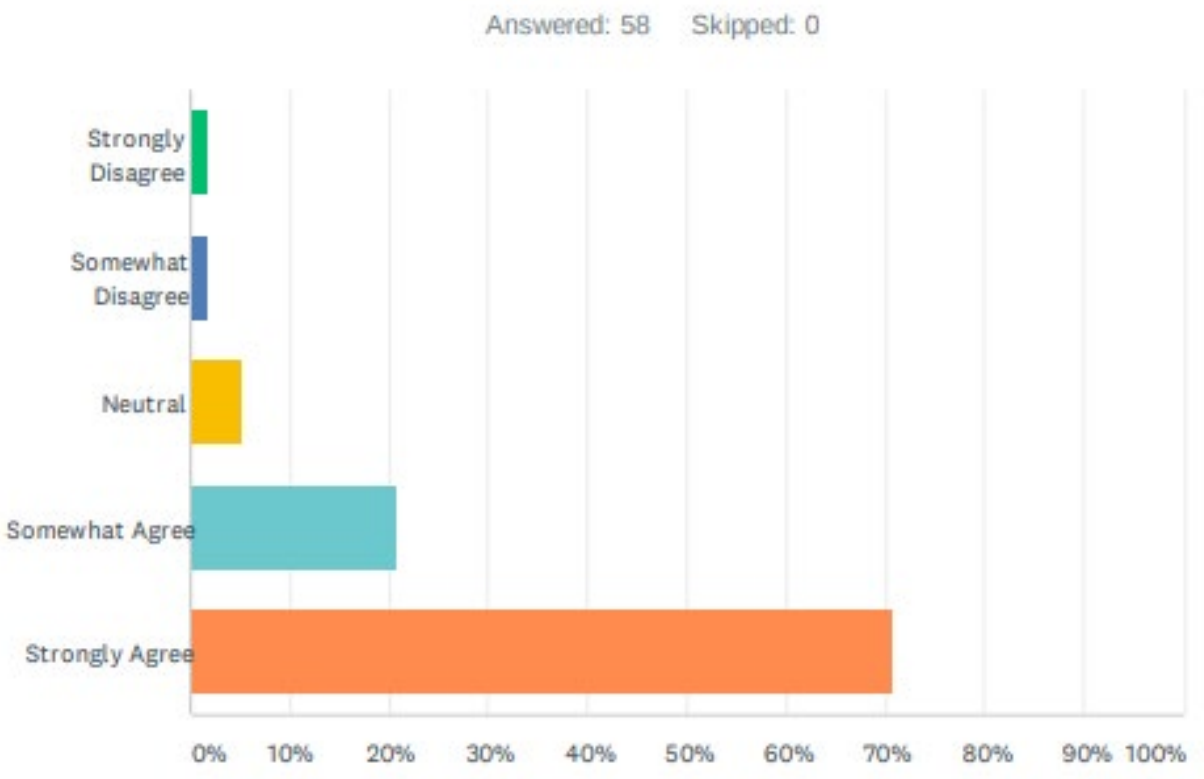



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# Question 3

About **90% of respondents** believe the library services and municipal partners are fulfilling the service expectations.

## 3. The library services across the County and its member municipal partners are fulfilling the service expectations of library patrons in my municipality



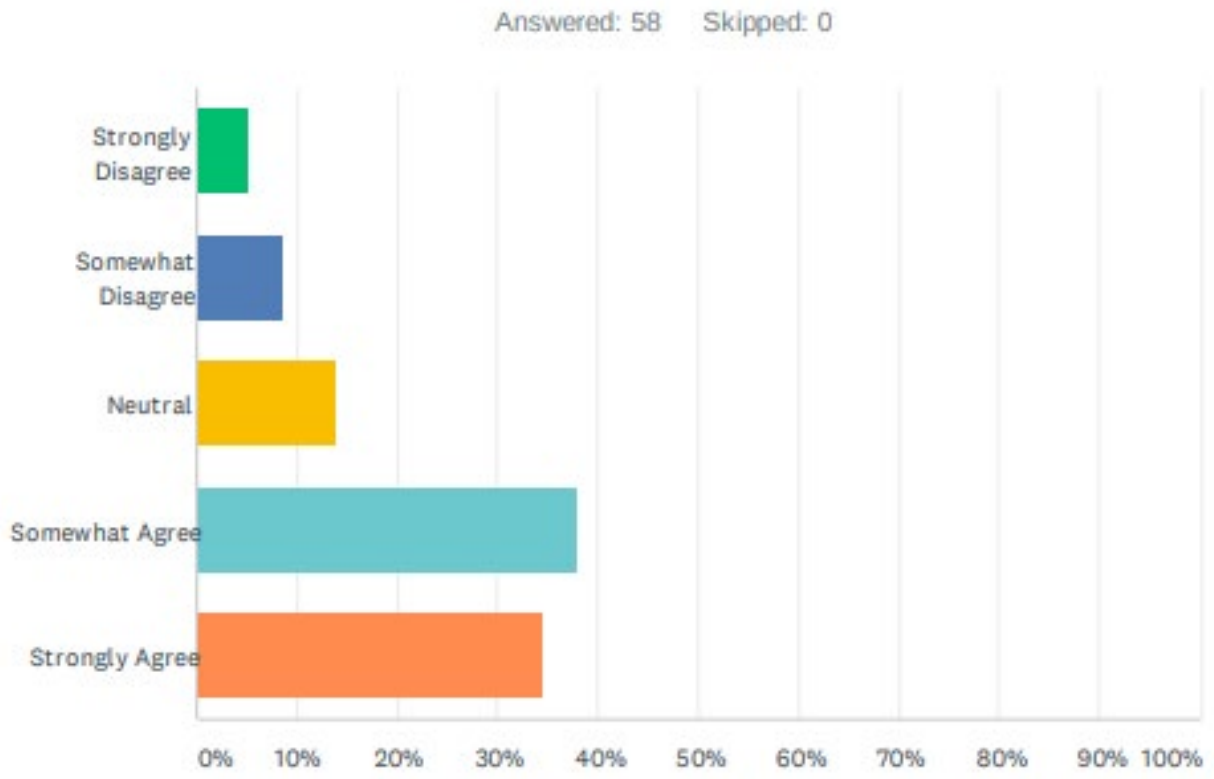



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# Question 4

34% of respondents strongly agree that there is a clear agreement between library services and respective municipal strategic priorities for libraries.

## 4. There is clear agreement and alignment between library services across the County and my municipality regarding strategic priorities for overall library services.






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# Question 5

75% of respondents strongly disagreed that library services should transition to online only delivery while 68% believed that a larger online presence is required

Four respondents indicating they would ‘agree’ with less Brick and Mortar locations and these respondents were from boards with more than 1 branch. All eight (8) responses from Barrie and Orillia did not ‘agree’ to less brick and mortar.

## 5. Please select your sentiment with the following statements related to the current delivery of library services across the County and my municipality:

| | STRONGLY DISAGREE | DISAGREE | NEUTRAL | AGREE | STRONGLY AGREE | TOTAL |
|---|---|---|---|---|---|---|
| The current service delivery model is effective. | 1.72%<br>1 | 3.45%<br>2 | 15.52%<br>9 | 37.93%<br>22 | 41.38%<br>24 | 58 |
| The current service delivery model should continue with minimum changes. | 0.00%<br>0 | 8.62%<br>5 | 24.14%<br>14 | 39.66%<br>23 | 27.59%<br>16 | 58 |
| The current library system requires additional bricks and mortar locations | 10.34%<br>6 | 18.97%<br>11 | 24.14%<br>14 | 29.31%<br>17 | 17.24%<br>10 | 58 |
| The current library system requires less bricks and mortar locations | 44.83%<br>26 | 27.59%<br>16 | 20.69%<br>12 | 6.90%<br>4 | 0.00%<br>0 | 58 |
| The SCLC and its member libraries require a larger online presence. | 1.72%<br>1 | 6.90%<br>4 | 22.41%<br>13 | 55.17%<br>32 | 13.79%<br>8 | 58 |
| Library services should transition to online only delivery. | 75.86%<br>44 | 20.69%<br>12 | 1.72%<br>1 | 1.72%<br>1 | 0.00%<br>0 | 58 |



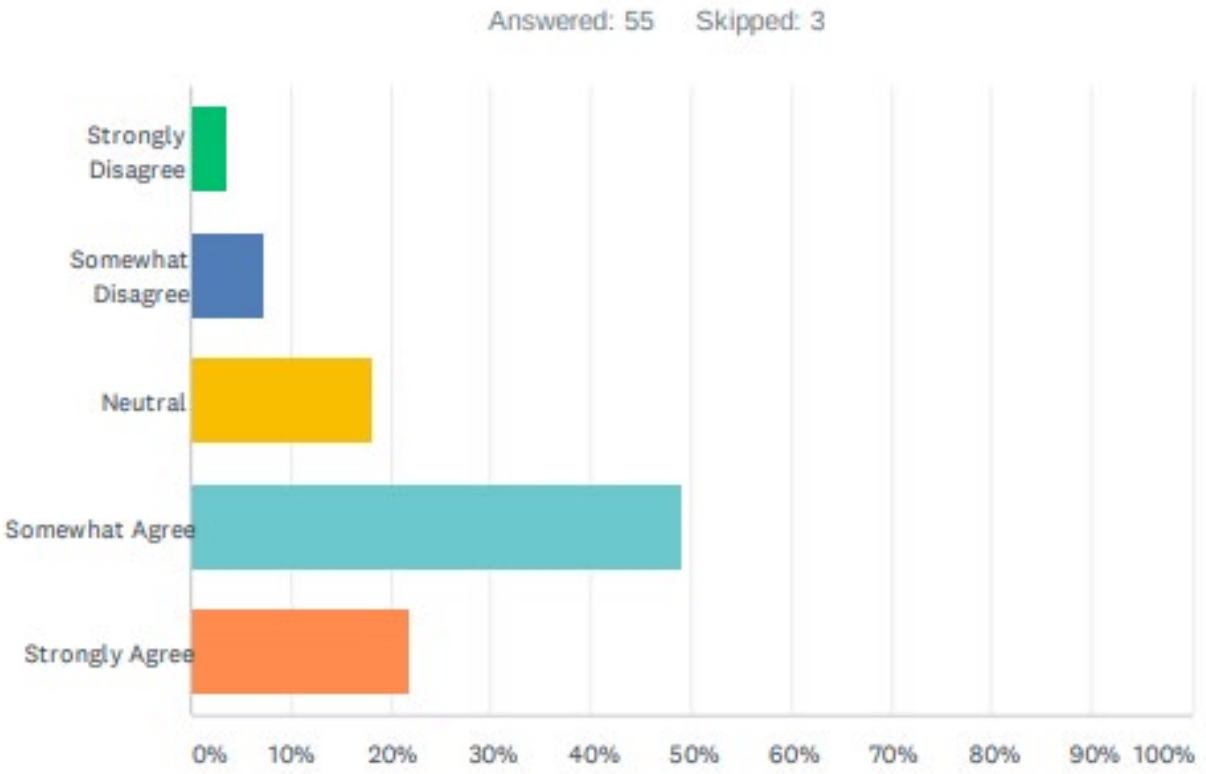
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# Question 6

8 librarians who responded believed there are opportunities to improve operating efficiency and/or effectiveness.

Overall about 67% of overall respondents felt the same.

## 6. There are opportunities within the library services across the County and its member municipal partners to improve its operating efficiency and/or effectiveness.



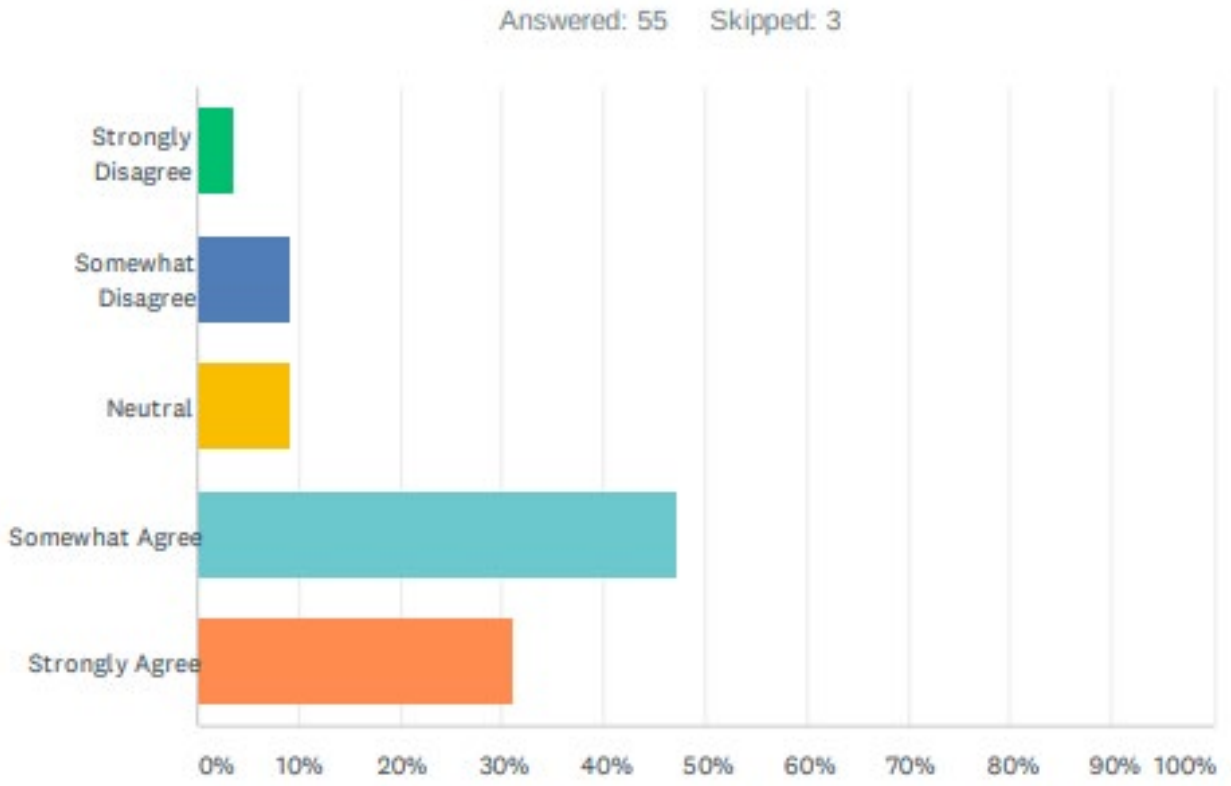



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# Question 7

74 % either agreed or strongly agreed that there are opportunities to improve service the County and municipal partners with technology and innovation.

## 7. There are opportunities within library services across the County and its member municipal partners to increase effectiveness and efficiency through technology and increased innovation.



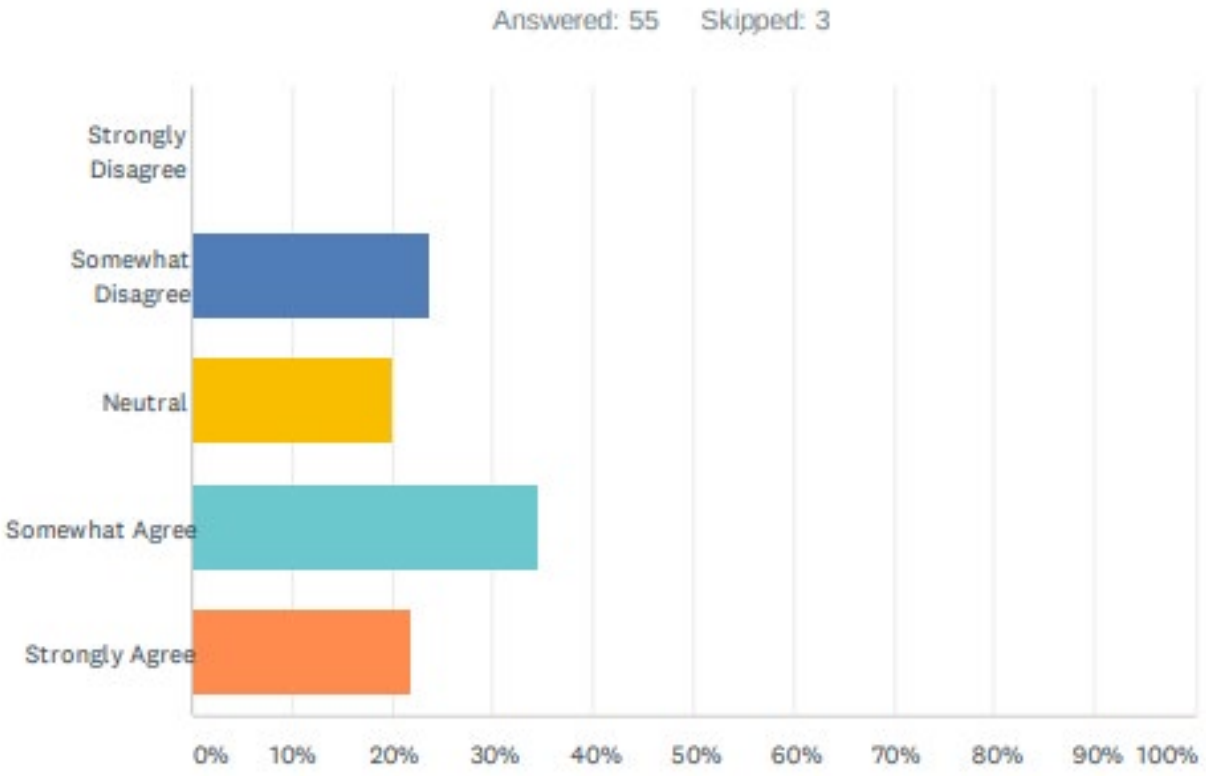



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# Question 8

Majority of comments from respondents indicated that user fees are not permitted per the PLA however supported provincial government funding and grants.

8. There are opportunities within the library services across the County and its member municipal partners to increase revenue from non-taxation sources (i.e. revenue from user fees, provincial government, grants, etc.).





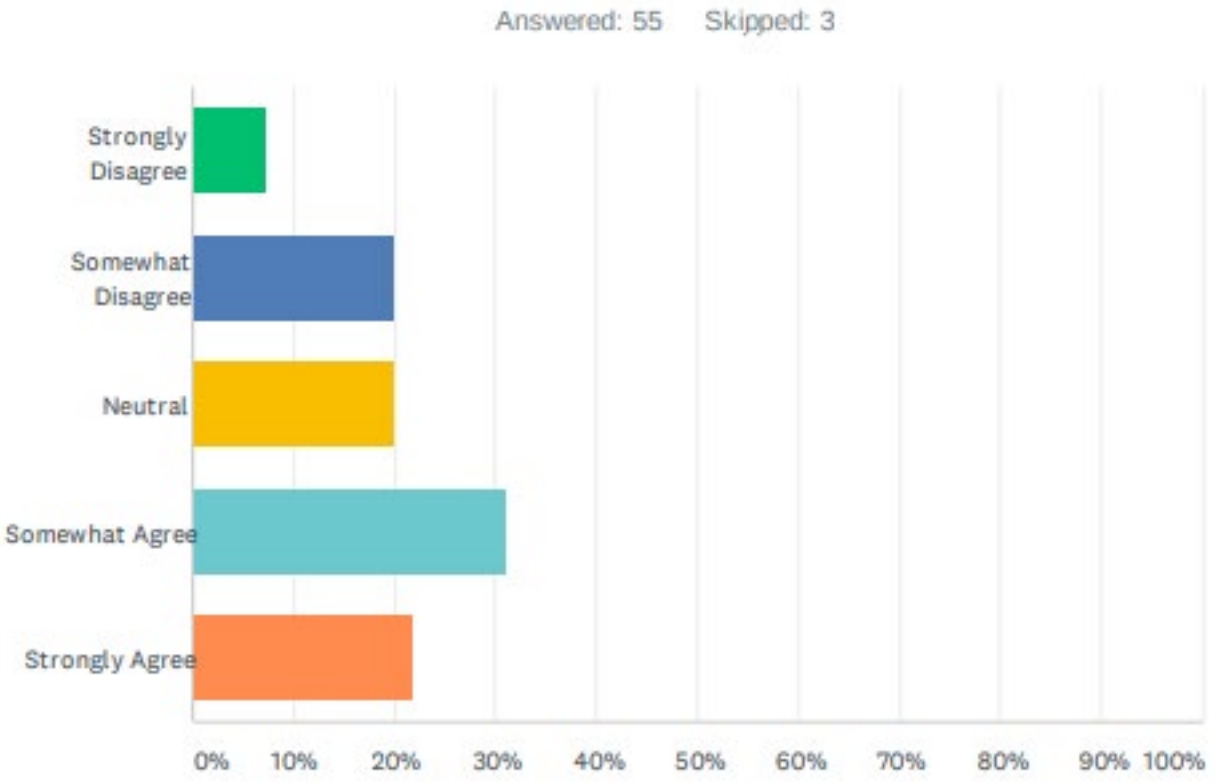

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# Question 9

25% of respondents are not aligned to the idea of reducing costs through sharing of resources, while an additional 19% were neutral.

The majority of that disagreed were from boards with more than one (1) branch.

## 9. There are opportunities within library services across the County and its member municipal partners to reduce costs for providing shared resources.






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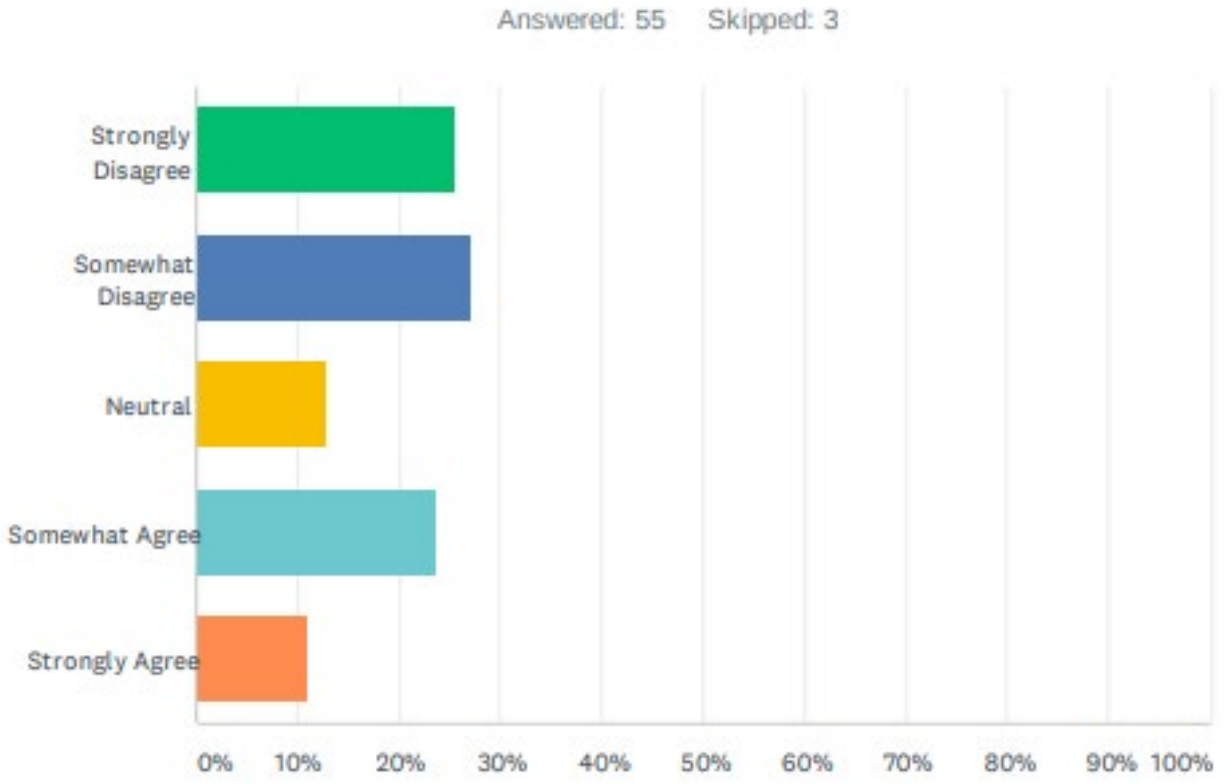
# Question 10

About half of the respondents from member boards indicated they would disagree, or strongly disagree with a one regional system.

Similarly, half of the Barrie and Orillia respondents felt one regional system would increase efficiency and/or effectiveness.

Of the Co-Operative member respondents, respondents from multi-branch libraries are 12% more likely to disagree than respondents from single branch boards.

## 10. The efficiency and/or effectiveness of the Simcoe County Library Co-operative and the wider library system could be increased if its services were delivered as part of one regional system.






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# Question 11 & 12

The provision of electronic materials appears to be rated most effective across the Simcoe County Co-Operative's shared service categories. The least effective score was for management of the Technology Infrastructure and catalogues.

## 11. Please rate the effectiveness of the Simcoe County Library Co-operative's shared services.

| | NOT VERY EFFECTIVE | NOT EFFECTIVE | NEUTRAL | SOMEWHAT EFFECTIVE | VERY EFFECTIVE | TOTAL | WEIGHTED AVERAGE |
|---|---|---|---|---|---|---|---|
| Collection Rotation and Delivery | 0.00%<br>0 | 5.45%<br>3 | 23.64%<br>13 | 32.73%<br>18 | 38.18%<br>21 | 55 | 4.04 |
| Provision of Electronic Materials (e-books, e-audiobooks, etc.) | 1.82%<br>1 | 1.82%<br>1 | 25.45%<br>14 | 18.18%<br>10 | 52.73%<br>29 | 55 | 4.18 |
| Consortium Purchasing & Collection Development | 0.00%<br>0 | 3.64%<br>2 | 29.09%<br>16 | 23.64%<br>13 | 43.64%<br>24 | 55 | 4.07 |
| Management of Technology Infrastructure and Catalogue | 0.00%<br>0 | 5.45%<br>3 | 32.73%<br>18 | 25.45%<br>14 | 36.36%<br>20 | 55 | 3.93 |
| Other resources (e.g., Cultural Place Pass, Multicultural Book Club, Wireless Internet, etc.) | 1.82%<br>1 | 7.27%<br>4 | 23.64%<br>13 | 27.27%<br>15 | 40.00%<br>22 | 55 | 3.96 |

## 12. If you provided an effectiveness rating of less than Not Effective (2) for any of the Simcoe County Library Co-operative's shared services (question above), please provide a brief explanation as to why:

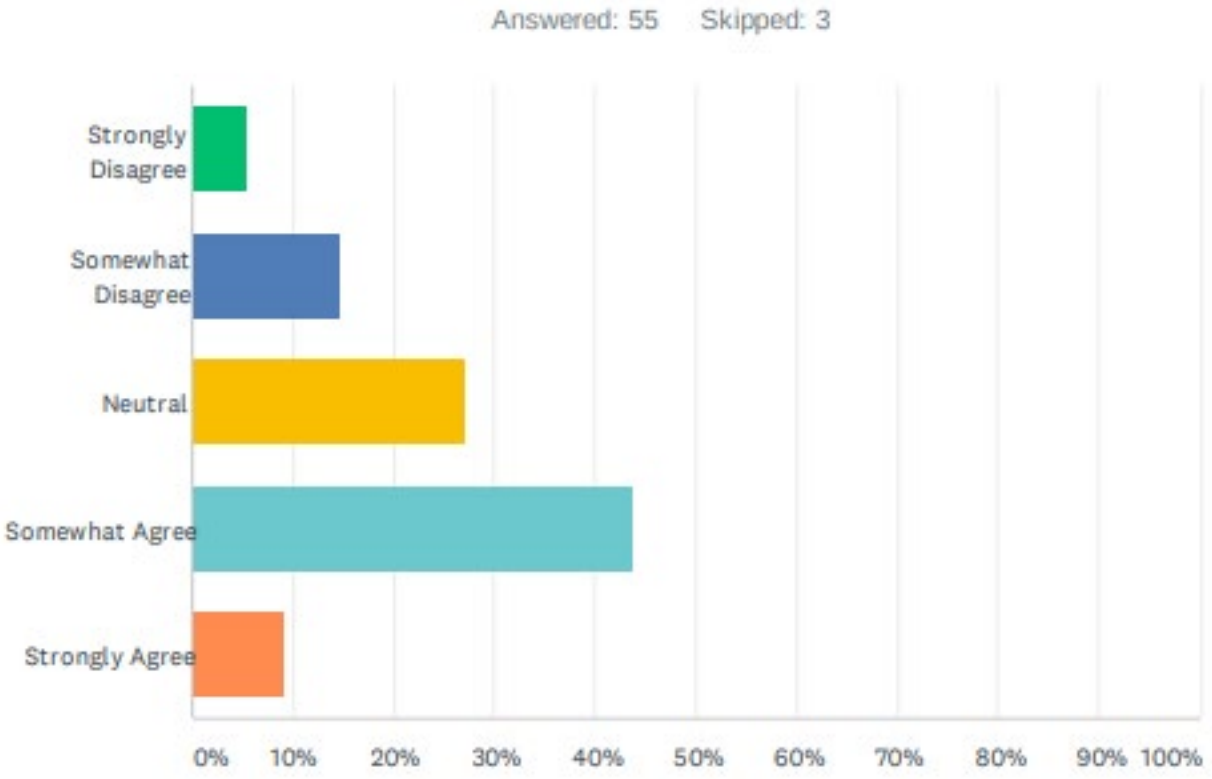


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# Question 13

While most respondents indicated they expect that an increase library service levels could be accomplished with minimal financial impact, board members and board chairs were among the minority who disagreed.

13. There are opportunities within library services across the County and its member municipal partners to increase the overall library service level with minimal financial impact.



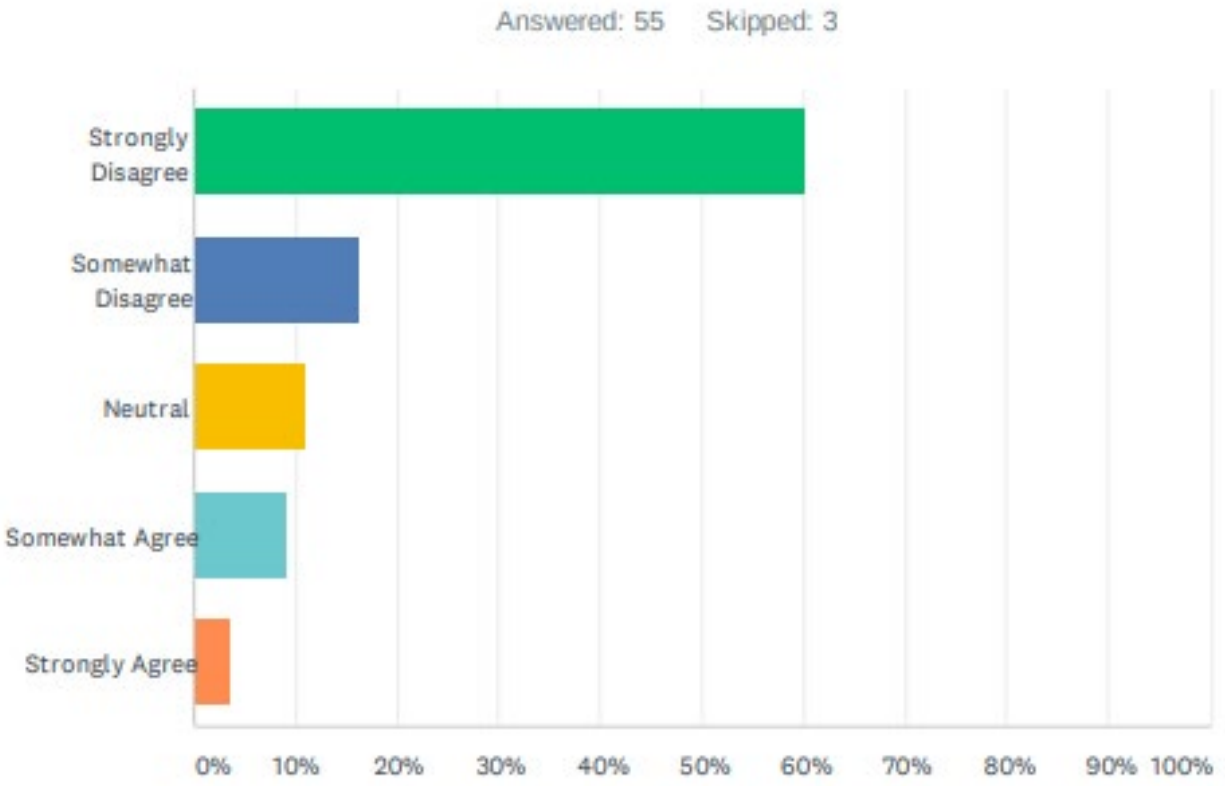



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# Question 14

72 % disagree overall that a reduction in service levels would have a minimal impact on the community. Those that agreed or were neutral were from the northern end of the county.

## 14. There are opportunities within library services across the County and its member municipal partners to reduce the service level with minimal impact on the community.






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# Appendix B: Stakeholder Engagement Results

# The Stakeholder Engagement Process

As part of the library system study, KPMG conducted online surveys, interviews and engaged individual member libraries of the County of Simcoe for additional service profile data/information.

## Online Survey

KPMG launched an online survey for the Simcoe County Library System Review with the purpose of uncovering opportunities that could lead to a more efficient and effective regional service to residents and library patrons. The survey was sent to Board Chairs and Chief Librarians/Library CEOs of the 13 member library boards who extended this survey to the other members of the respective boards. In addition, the survey was sent to separated cities of Barrie and Orillia. Of the 58 survey respondents, there were 32 respondents from member boards with more than 1 branch versus 18 respondents from boards with only 1 branch.

## Stakeholder Focus Groups and Interviews with County Library Systems

In addition to the online survey, KPMG conducted separate interviews for (1) library leadership and (2) municipal leadership.

1) Library Leadership focus groups included the Chief Librarian/CEO, Library Board Chair.
2) Municipal Leadership focus groups included the Mayor, Deputy Mayor and Chief Administrative Officer (CAO).

In addition, KPMG met with the County Co-operative Leadership team.

KPMG also met one-on-one with three Library CEOs/Chief Librarians for comparable counties in Ontario. These interviews included, Essex County, Wellington County and Oxford County.

## Member Library Data Request

To build on our knowledge of the 13 member libraries, KPMG asked the Library CEO/ Chief Librarians to provide us with standard information to prepare service profiles. The Service Profile highlights key services, budget, resources and helps to determine each library's level of service. KPMG validated the profile with each Chief Librarian/Library CEO to ensure its accuracy including the following components:

1. **Dedicated and Shared Services**: # of branches and total square footage of library space; Shared internal services with your municipality
2. **Financials:** 2019 cost of purchased services (a la carte) from the co-op in 2019 and overall operating budget for Member library
3. **Simcoe County Co-operative**: Year in which the library joined the co-op; Services utilized from the co-op
4. **Description of Services and Programs**: Innovation and Technology services provided on the library's own/local resources. All other services/programs provided by the library on it's own resources
5. **Partnerships:** List of reciprocal borrowing agreements or service agreements with other libraries
6. **Other**: Size of Library Board, Number of Board meetings per year and per diem cost



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# Summary of Interview & Survey Responses (1/4)

Key themes have emerged from the interviews and focus group discussions, which are summarized below.

| Interview and Survey Highlights | |
|---|---|
| **Financial and Funding** | • Some municipal leaders would consider cost saving opportunities proposed by the County<br>• The purchasing power through the Co-Operative could be useful for Barrie and Orillia<br>• Most of the municipal leaders were removed from the operations of their respective library systems. The involvement of the CAO, for example, is minimal. At one library member board, the Library CEO was more collaborative with municipal executive team with a seat at the executive table.<br>• Municipal leaders and elected officials had relied on the knowledge passed onto them from the Library CEO/Librarian<br>• Some County Councilors were also on library boards for a member of the Co-Operative and were generally more aware of the benefits and challenges with the current model. For example, the financial cost to member municipalities for participating as well as the extent of additional services available to members, paid for with the County's support.<br>• Overall, multiple municipal CAOs (as well as elected officials) were unfamiliar with the working relationship between the Co-Operatives and member libraries, therefore were not in a position to generate ideas and cost saving opportunities for the County Co-Operative; however, the majority of those interviewed would support an alternative delivery model through partnerships and cost/resource sharing.<br>• Libraries with limited resources/finances rely heavily on all of the Co-Operative services, expertise and support, without which there would be a significant decrease in Library services which would have a major negative impact to the community.<br>• The Co-Operative and its members have been very successful in securing grants from a variety of sources.<br>• **Survey Insight:** While most respondents indicated they expect that an increase in library service levels could be accomplished with minimal financial impact, board members and board chairs were among the minority who disagreed.<br>• **Survey Insight:** While 25% of respondents are not aligned to the idea of reducing costs through sharing of resources, and an additional 19% were neutral; the majority of respondents who disagreed were from boards with more than one (1) branch.<br>• **Survey Insight:** 75% of respondents strongly disagreed that library services should transition to online only delivery while 68% believed that a larger online presence is required. Four respondents indicating they would 'agree' with less Brick and Mortar locations and these respondents were from boards with more than 1 branch. All eight (8) responses from Barrie and Orillia did not 'agree' to less brick and mortar. |



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# Summary of Interview & Survey Responses (2/4)

Key themes have emerged from the interviews and focus group discussions, which are summarized below.

| Interview and Survey Insights | |
|---|---|
| **Change Management** | ▪ The greatest challenge with change is perceived to be with the balancing of the needs of smaller vs. larger systems<br>▪ There would be significant political, legal, logistical and financial/funding risks associated with a transition to a single regional system, union libraries or other contractual agreements between library boards<br>▪ The current CEO of the County Co-Operative is planning to retire and succession planning would be critical<br>▪ The Simcoe Library Co-operative delivery van delivers boxes of pre-selected material that are assembled into blocks by County Library staff and rotated to members of the Co-operative, and this is a highly valued service<br>▪ The Library Technicians are unionized employees<br>▪ **Survey Insights:** 58% of board member respondents indicated they would disagree, or strongly disagree with a one regional system. Of the Co-Operative members, respondents from multi-branch municipalities were 12% more likely to disagree than respondents from single branch boards.<br>▪ **Survey Insights:** 8 librarians who responded believed there are opportunities to improve operating efficiency and/or effectiveness. Overall, ~67% of overall respondents felt the same. |
| **Patron Needs** | ▪ The majority of stakeholders expressed challenges with inter-library loan program, specifically the cost of postage/courier<br>▪ Libraries are becoming a community center for people to meet, socialize and study. Programming is expanding and libraries are constantly listening to the needs of identified demographics.<br>▪ **Survey Insights:** 72% of respondents disagreed that that a reduction in service levels would have a minimal impact on the community. Those that agreed or were neutral were from the northern end of the county.<br>▪ **Survey Insights:** Approximately 90% of respondents believe the library services and municipal partners are fulfilling service expectations<br>▪ Simcoe County had an average Circulation per Capita that aligned with the Provincial average in 2019; however, it was below the average of seven (7) per Capita among the County systems in the Province.<br>▪ The total number of programs held across Simcoe County Library branches is significantly higher than the comparable jurisdictions. Two library boards (Essa and Innisfil) that represent six (6) branches across Simcoe County exceeded the average annual programs held by county wide library systems.<br>▪ The County Library's primary service to members is to select, acquire and process material to circulate in blocks to members of the Co-operative. The County Library has fourteen special collections for block rotation comprising over 45,000 items (2019). |



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# Summary of Interview & Survey Responses (3/4)

Key themes have emerged from the interviews and focus group discussions, which are summarized below.

| Interview and Survey Insights | |
|---|---|
| **Governance** | ▪ There are 108 board members across 13 member libraries and 1 county library.<br>▪ A few member libraries indicated they would worry about losing the authority/autonomy to tailor services to unique needs / identity of a given community. A regional model is perceived to result in downgrading of local services.<br>▪ Members function as separate libraries, but have the negotiating and buying power of the co-operative, allowing member libraries to offer unique and innovative services to their communities<br>▪ Generally, facilities in which library services are delivered are owned / supported by local municipalities (in some cases school boards)<br>▪ There is opportunity for the County Library to update its strategic priorities which would strengthen its role as a partner for the other Simcoe County member libraries<br>▪ Strengthening existing relationships and identifying opportunities for more collaboration will allow the SCLC libraries to explore the commonalities of their communities and learn from each other how best to tackle challenges, whether shared or unique to a specific community<br>▪ Transparency around usage statistics and general sharing of statistical data from member libraries would allow the member libraries to engage with the County Library in a more meaningful way<br>▪ Some interviewees perceived that the structure requires too much involvement of CEOs/Chief Librarian to perform tasks that should be completed by librarians or other library staff below management. Some perceived that the Co-Operative could play a greater role by providing input about how to change and grow services in directions that will support communities and enhance the services already available.<br>▪ Library CEOs meet regularly to provide member library direction to the Co-Operative in terms of needs, objectives etc.; various subcommittees meet regularly to provide direction and feedback as well.<br>▪ Members have expressed that in their experience the Co-Operative has been very responsive to the needs of their local members. Some would like to have staff involved in the sub-committees and have direct communication from the co-op on initiatives that impact staff.<br>▪ Comparator insights and information on policy development and effort to keep 140+ of meetings, strategic plans, community engagement, policies, procedures by-laws, council reporting, board reporting, 311/CRM, Library Cards. |



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# Summary of Interview & Survey Responses (4/4)

Key themes have emerged from the interviews and focus group discussions, which are summarized below.

| Interview and Survey Highlights | |
|---|---|
| **Technology Adoption** | ▪ Issues with IT Support through the County (data request pending for volume of service requests from member libraries)<br>▪ Member libraries would like to transition to a online/cloud based SAAS system for ILS (Integrated Library System). Although there would be an initial upfront cost, it would enhance efficiencies, reduce workload for IT & the Library Co-Operative CEO, and save money in the future. A few member municipalities currently employ their own ILS systems.<br>▪ Larger members have a long history of innovation in Library services, both locally and in the broader Library community<br>▪ The Co-operative's central IT Support is not provided to all of the participating members<br>▪ **Survey Insight:** The provision of electronic materials appears to be rated most effective across the Simcoe County Co-Operative's shared service categories. The least effective score was for management of the Technology Infrastructure and catalogues.<br>▪ **Survey Insight:** 74% of respondents either agreed or strongly agreed that there are opportunities to improve service the County and municipal partners with technology and innovation<br>▪ Covid 19 has adversely affected library services and SCLC's eResources and collections have helped people cope with the multiple changes they have and are experiencing<br>▪ eResource usage has significantly increased since March of 2020 with additional resources to devote to virtual programming that has helped children learn, and kept multiple residents informed and entertained during the pandemic. |



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# Appendix C: Simcoe County Library Co-Operative Service Profiles

# Midland Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1940

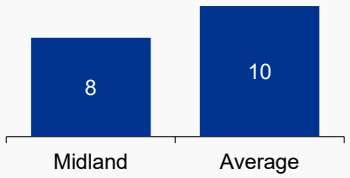
## 2019 Budget[1]

$1,304,433

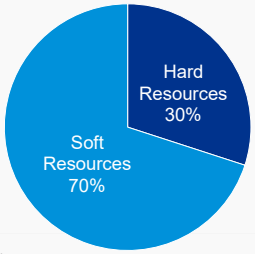
## Cost of purchased services from the Co-op in 2019[1]

$11,203

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Midland Public Library has 1 branch with 22,700 total square footage.

The size of the Library Board consists of 8 members.

The Library Board holds 9-10 meetings per year at no per diem cost.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Hardware (with technical assistance)
- 3D printing, laser cutter, vinyl cutter
- Sewing, surgery, embroidery, t-shirt and button machine
- Programming technology (robotics, coding, animation)
- Media lab, virtual reality, Makerspace, Spirograph, Launchpads, Lego, Light Therapy Lamps
- Photocopying, printing and scanning services
- Website and loanable wi-fi hot spots
- Musical instruments, mixing board, audio recording equipment

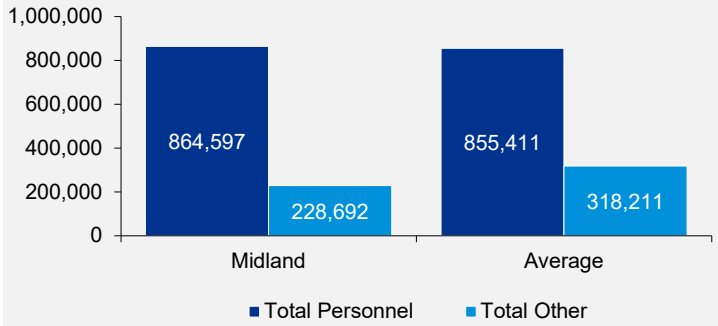
**All Other Services and Programs:**

- 1000+ programs per year
- Additional Services

**Shared Internal Services with Municipality**

- Payroll
- Finance (Accounts Payable)
- Facility Oversight

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ Blue Cloud Mobile
- ✓ OverDrive
- ✓ Faronics Anti-Virus
- ✓ Eventkeeper
- ✓ Bookwhere
- ✓ Flipster
- ✓ Block Rotations
- ✓ Online Databases
- ✓ Enterprise and eResource Central
- ✓ SirsiDynix Symphony Workflows ILS
- ✓ EBSCO Discovery Service/Database
- ✓ Wireless, Connectivity, IT support, Training
- ✓ Partnership and Networking opportunities (projects, programs and vendor relationships)



Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

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# Midland Public Library (2/2)

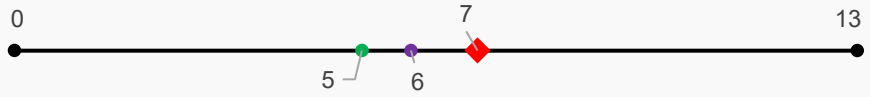
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $69

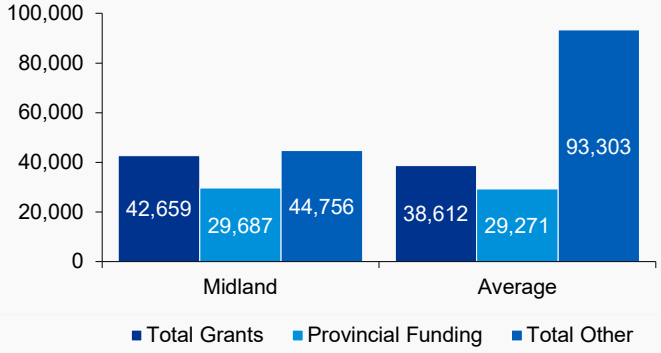
Local Operating Support per Household: $159

Funds Returned to Government Sources: $0

## Partnerships[1]

Tay Township, Penetanguishene, Orillia, Barrie, Tiny Township, Oro-Medonte, Christian Island

## Local and Other Funding Sources in 2019[3]




- Local Funding of $1,173,017



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# Severn Township Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1940

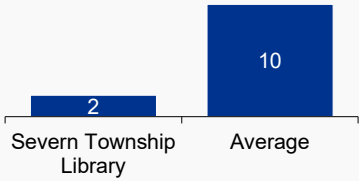
## 2019 Budget[1]

$338,140

## Cost of purchased services from the Co-op in 2019[1]

$4,000

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]

Unknown

## Service Description[1]

The Severn Township Public Library is one branch comprising of 2,238 square footage.

The size of the Library Board consists of 5 members.

The Library Board holds 10 meetings per year at a per diem cost of $50.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Additional eResources

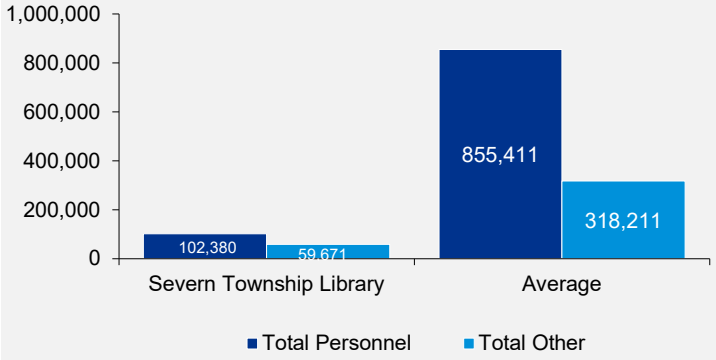
**All Other Services and Programs:**

- Additional Programming (108 programs in 2019)

**Shared Internal Services with Municipality**

- HR
- Health and Safety
- Treasury

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ Block rotations
- ✓ Projects ad Programming
- ✓ Training and Communications
- ✓ Software access
- ✓ Connectivity Aces
- ✓ IT support

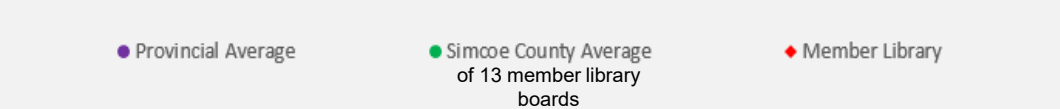
Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.



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# Severn Township Public Library (2/2)

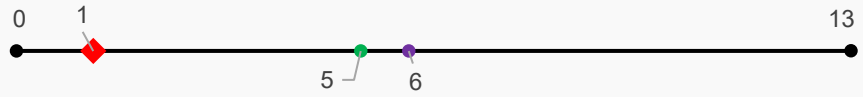
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English




## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $20

Local Operating Support per Household: $32

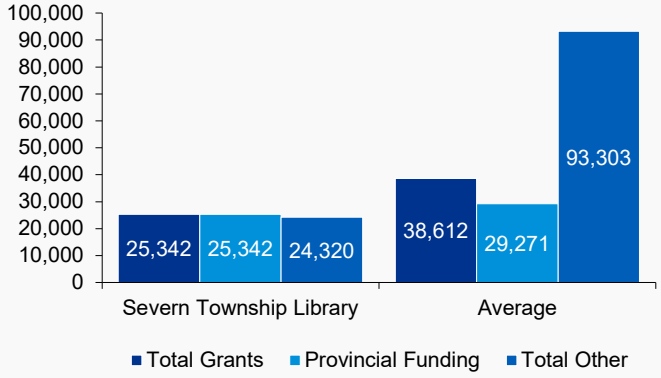
Funds Returned to Government Sources: $0

## Partnerships[1]

Oro-Medonte pays to use the Severn Township Public Library;

Severn Township Public Library pays to use the Orillia Public Library

## Local and Other Funding Sources in 2019[3]




- Local Funding of $232,484



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# Tay Township Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1994

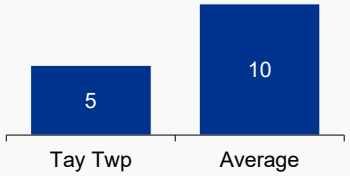
## 2019 Budget[1]

$506,099

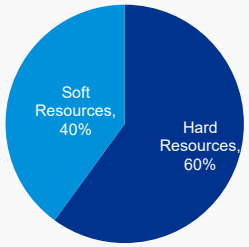
## Cost of purchased services from the Co-op in 2019[1]

$5,400

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Tay Township Public Library has 3 branches including; Port McNicoll (4,249 square feet), Victoria Harbour (1,876 square feet) and Waubaushene (1,657 square feet).

The size of the Library Board consists of 5 members, 2 of which are Council Appointees.

The Library Board holds 11 meetings per year at a per diem cost of $25 per meeting, per appointed public member.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Use of Android and IOS tablets (internet, email, catalogue searching/holds/etc,)
- Staff led in person and online programming, including Circuit programs using library hardware and devices to facilitate.
- Public printing faxing and computer usage

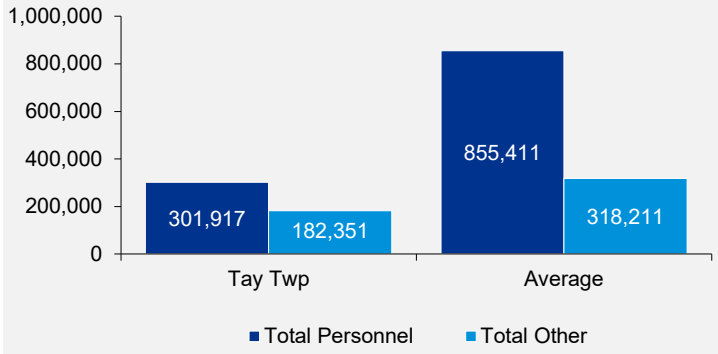
**All Other Services and Programs:**

- Print materials collections for all ages
- In-house and virtual programming for all ages (storytime, kits, summer activities)
- Homebound delivery and Interlibrary loan services
- Game and jigsaw puzzle collections

**Shared Internal Services with Municipality**

- HR
- Payroll
- Finance & Treasury
- Health & Safety

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ Blue Cloud Mobile
- ✓ Pulse/OverDrive
- ✓ LIIP Program
- ✓ Library Aware
- ✓ Pressreader
- ✓ Flipster
- ✓ Block Rotations
- ✓ Online Databases
- ✓ EBSCO Discovery Service/Database
- ✓ SirsiDynix Symphony Workflows ILS
- ✓ Wireless, Connectivity, Training and Statistics
- ✓ Partnership and Networking opportunities (projects, programs and vendor relationships)
- ✓ Email network and website development



Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

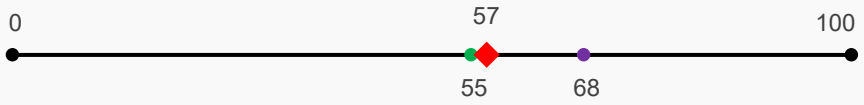
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# Tay Township Public Library (2/2)

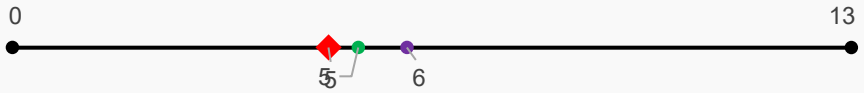
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $52

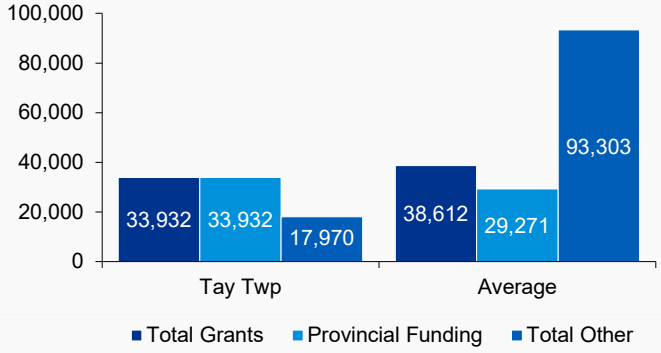
Local Operating Support per Household: $82

Funds Returned to Government Sources: $0

## Partnerships[1]

Reciprocal Borrowing Agreement: Midland Public Library,

## Local and Other Funding Sources in 2019[3]




- Local Funding of $444,649



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# Ramara Township Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1970

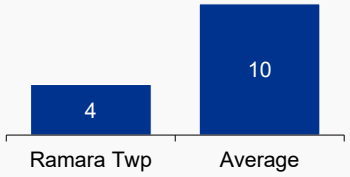
## 2019 Budget[1]

$474,600

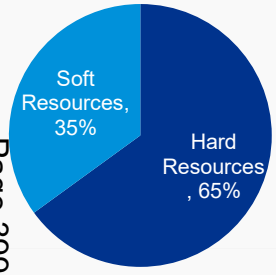
## Cost of purchased services from the Co-op in 2019[1]

$6,421

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Ramara Township Public Library has 2 branches including; Brechin (1,395 square feet) and Ramara Centre (3,400 square feet).

The size of the Library Board consists of 10 members, 3 of which are Council Representatives.

The Library Board typically holds 10 meetings per year.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Projector, Laptop/tablet, Therapy Lights, Daisy Reader lending
- Technology training – Internet, email, iPads, personal assistive devices, downloading eBooks and Audiobooks, Genealogy, Facebook, and all apps and dbases provided by SCL: Libby, MobileCirc, Flipster, NoveList, Mango Languages,
- Accessible workstation with large print keyboard & software
- Early Literacy Computer Station
- 12 x public computers

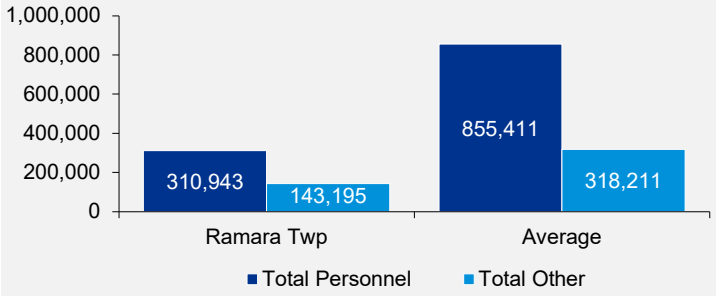
**All Other Services and Programs:**

- Various group activities that the Library coordinates, plans and/or presents on its own or in partnership. Examples include:
  - Two adult books clubs
  - Author Talks (Simcoe partnerships)
  - Virtual STEAM/STEM programs
  - Ramara Car Rally
  - PD Day Packs
  - Astronomy sessions
  - Summer Reading Programs
  - Virtual Programs (various)

**Shared Internal Services with Municipality**

- HR and Payroll
- Purchasing
- Finance

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ Blue Cloud Mobile
- ✓ OverDrive
- ✓ Faronics Anti-Virus
- ✓ Eventkeeper/Kit keeper
- ✓ Bookwhere
- ✓ Flipster
- ✓ Cultural Places Pass
- ✓ Consortium Purchases
- ✓ Block Rotations
- ✓ Online Databases
- ✓ SirsiDynix Symphony Workflows ILS
- ✓ EBSCO Discovery Service/Database
- ✓ Wireless, Connectivity, IT support, Training, Quality Control, Statistics
- ✓ Partnership and Networking opportunities (projects, programs and vendor relationships)
- ✓ Enterprise and eResource Central
- ✓ Multicultural Book Club Packs
- ✓ Professional Journals

Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

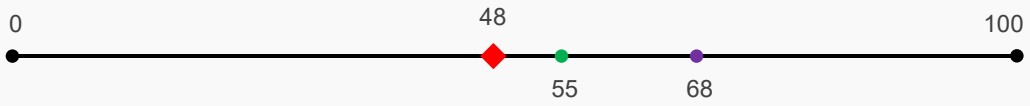
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# Ramara Township Public Library (2/2)

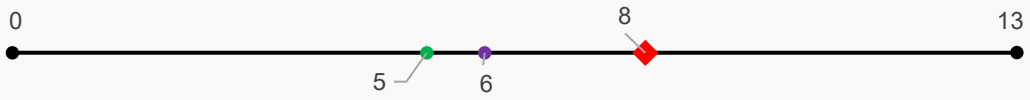
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $46

Local Operating Support per Household: $73

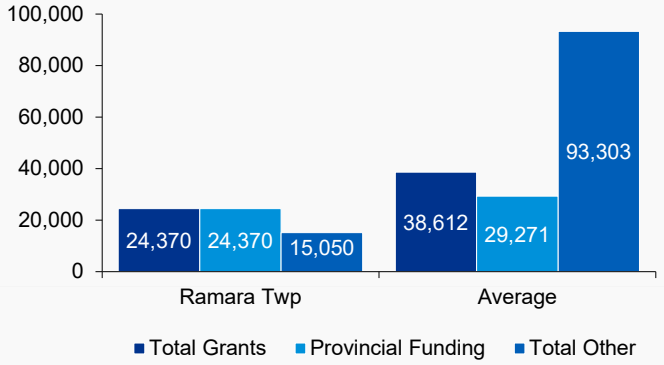
Funds Returned to Government Sources: $0

## Partnerships[1]

Chippewas of Rama Public Library (2006)

Brock Township Public Library (2015)

## Local and Other Funding Sources in 2019[3]




- Local Funding of $440,030



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# Springwater Township Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1940

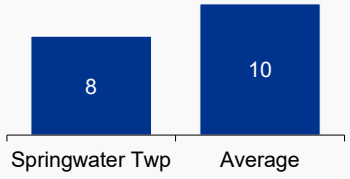
## 2019 Budget[1]

$688,877

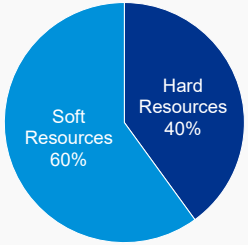
## Cost of purchased services from the Co-op in 2019[1]

$8,760

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Springwater Township Public Library has 3 branches including; Elmvale (5,600 square feet), Midhurst (3,500 square feet) and Minesing (280 square feet). The size of the Library Board consists of 10 members including 1 Council Representative. The Library Board holds 10 meetings per year with a $40 honorarium. The Library CEO is not a Township employee but does maintain an office at the Administration Building.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Social Media Promotions, Video Programs, iPads, Laptops and related licenses/connectivity requirements
- Programming and Training through Zoom apps
- Several online apps for learning and reading (Kanopy, ReadSquared, MakerSpace, Daisy, Infobits, etc.)
- Photocopier, printing, fax, scanner, staff email/training
- Assistive learning device for disabilities

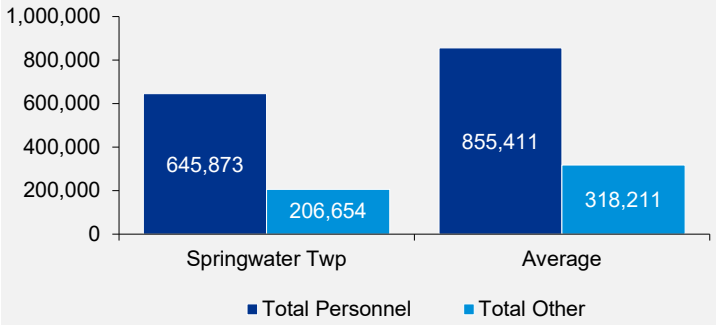
**All Other Services and Programs:**

- Collections, Journals and Other Resources
- Programs for all ages
- Partnership & Outreach services (school, job search, etc.)
- Volunteer Tax program
- Community and Township Information
- Linx bus cards and Provincial Parks parking passes
- Facility Services and Staff Training

**Shared Internal Services with Municipality**

- HR and Payroll and IT
- Finance
- Facilities Management
- Partnership with Recreation

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ BlueCloud
- ✓ OverDrive
- ✓ EventKeeper
- ✓ Faronics Antivirus
- ✓ Flipster
- ✓ BookWhere
- ✓ PressReader
- ✓ Databases
- ✓ Block Rotations
- ✓ Learning Express
- ✓ Cypress Resume
- ✓ Mango Languages
- ✓ SirsiDynix Symphony Workflows ILS
- ✓ EBSCO Discovery Service/Database
- ✓ Wireless, Connectivity, IT support and Training
- ✓ Partnership and Networking opportunities (projects, programs and vendor relationships)
- ✓ Journals, Databases, Kits and Block Purchasing
- ✓ Ancestry Library Edition
- ✓ Library Aware

Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

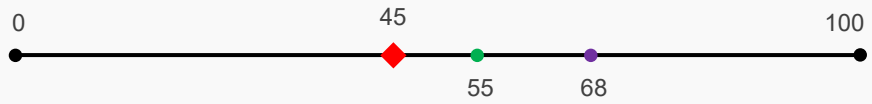
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# Springwater Township Public Library (2/2)

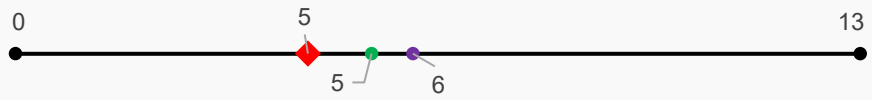
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




Circulation figures for 2019: 90,980.

## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $36

Local Operating Support per Household: $88

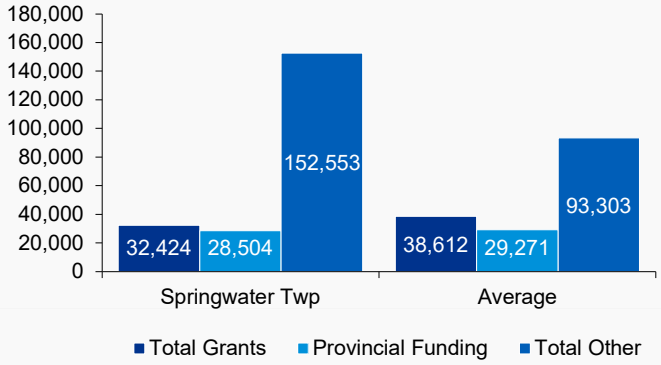
Funds Returned to Government Sources: $0

## Partnerships[1]

Reciprocal Agreements with Essa Public Library and Clearview Public Library

Service Agreements with Tiny Township.

## Local and Other Funding Sources in 2019[3]




- Local Funding of $685,147



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# Essa Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1967

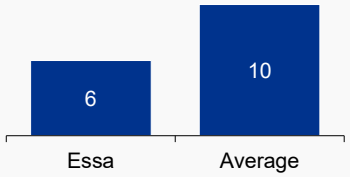
## 2019 Budget[1]

$703,101

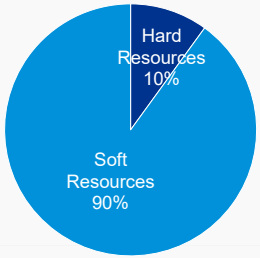
## Cost of purchased services from the Co-op in 2019[1]

$10,244

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Essa Public Library has 2 branches including; Angus (10,335 square shared with the school board) and Thornton (2,764 square feet provide by the municipality). The size of the Library Board consists of 7 members, currently 1 of which is a Councilor (2 of 7 were councilors in 2019). The Library Board holds 10 meetings per year at a per diem cost of $60 per meeting.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Hardware (with technical assistance)
- 3D printers and Vinyl printers, Robots
- TextHelp Accessibility Assistance
- RFID technology (security gates and self-checkout)
- ProQuest video collection, SOLS and film subscription
- Digital Libraries, PebbleGo 3, World Books
- New York Times database

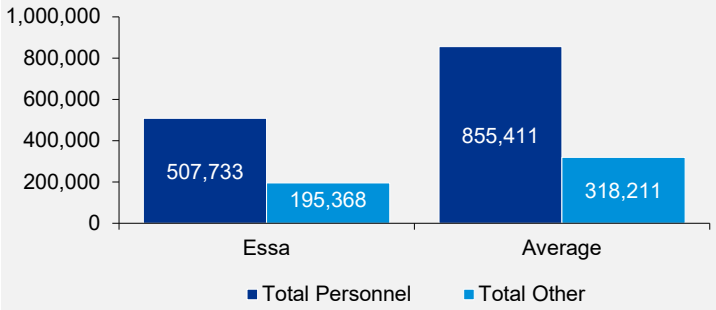
**All Other Services and Programs:**

- Book clubs,
- Children's and senior's programs
- Kitchen Library (kitchen utensils to borrow, Food Literacy Garden, support the Angus Farmers Market)
- Digital Programs

**Shared Internal Services with Municipality**

- Bi-directional partnerships with CAO and municipal department heads.
- Treasury & Payroll
- Parks/Recreation/Public Work
- Health & Safety

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ Blue Cloud Mobile
- ✓ OverDrive
- ✓ Faronics Anti-Virus
- ✓ Eventkeeper
- ✓ Bookwhere
- ✓ Flipster
- ✓ Block Rotations
- ✓ Library Journals
- ✓ Online Databases
- ✓ Consortium Purchases
- ✓ Book Club Packs
- ✓ Cultural Places Passes
- ✓ SirsiDynix Symphony Workflows ILS
- ✓ EBSCO Discovery Service/Database
- ✓ Wireless, Connectivity, IT support, Training, Statistics, Quality Control
- ✓ Partnership and Networking opportunities (projects, programs and vendor relationships)
- ✓ Enterprise and eResource Central

Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

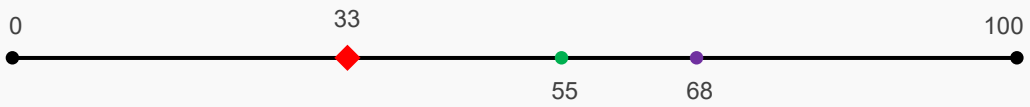
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# Essa Public Library (2/2)

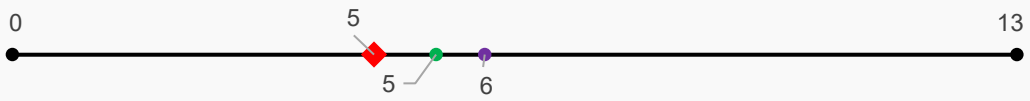
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $26

Local Operating Support per Household: $78

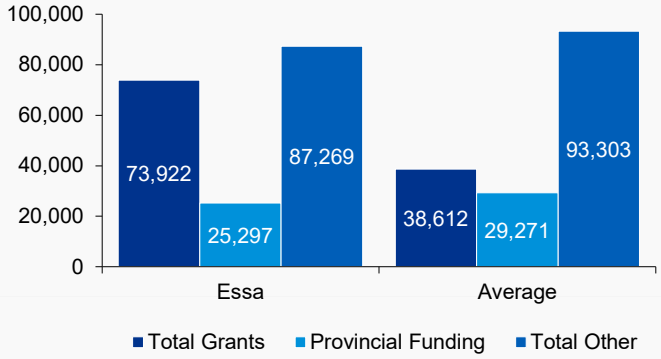
Funds Returned to Government Sources: $0

## Partnerships[1]

Reciprocal Borrowing Agreements: Clearview, Innisful, Springwater, New Tecumseth, Base Borden, Georgian College

Contract for Library Services: Adjala-Tosorontio Township.

## Local and Other Funding Sources in 2019[3]




- Local Funding of $541,910



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# Innisfil Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1940

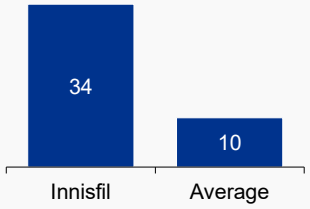
## 2019 Budget[1]

$3,342,921

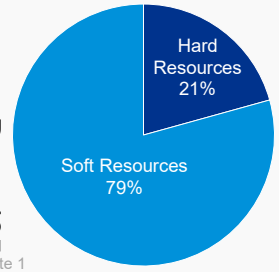
## Cost of purchased services from the Co-op in 2019[1]

$20,524

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Innisfil Public Library has 4 branches with 34,453 total square footage. The size of the Library Board consists of 9 members including 2 Town Councilors. The Library Board holds 10 meetings per year with a per diem cost of $50. The day-to-day management of the Library is handled by the Chief Librarian, Deputy Chief Librarian and four Managers. 1) Collections and Customer Experience 2) Information Technology 3) Engagement and Community Development and 4) Programming & Outreach.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- 2 HackLABs, MediaLAB
- Tinkershops and Ask a Tinkerer
- Computer Classes and Virtual Tech Help
- Robotics and Coding
- Other Events, Special Initiatives and Community-Led Groups

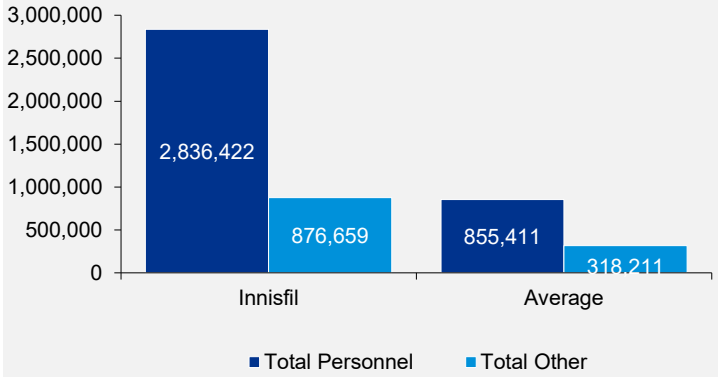
**All Other Services and Programs:**

- Collections and Social Media
- School, Business and Community Programs/Support
- Special Programs and events for all ages
- Pollinator Gardens and Art Exhibitions
- Library Visits and Home Library Service
- Supplies and Equipment
- COVID-19 specific programs and services

**Shared Internal Services with Municipality**

- HR and Legal
- Finance
- Facilities Management
- Procurement

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ Club)
- ✓ Soft Resources (Internet, E-Books, Flipster)
- ✓ Databases – Library Aware, Mango Languages, MasterFile, Novelist, Learning Express, Explora, Primary Search and others)
- ✓ Special Projects and Initiatives (SPICE and Local Immigrant Partnership)
- ✓ Information & Best Practices
- ✓ Physical Resources (World Languages Print Collection, Cultural Passes Program and Multicultural Book

Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

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# Innisfil Public Library (2/2)

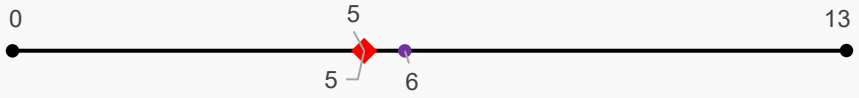
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $82

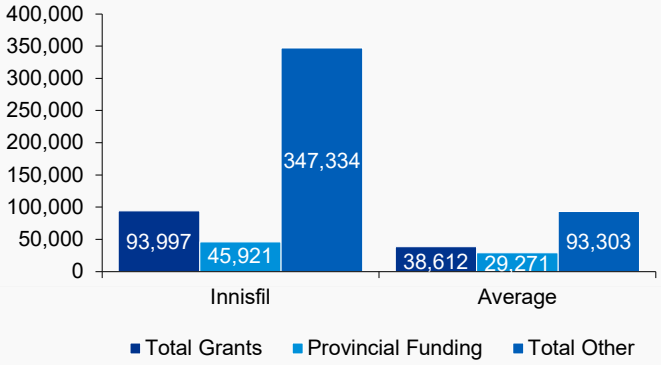
Local Operating Support per Household: $202

Funds Returned to Government Sources: $0

## Partnerships[1]

1. Reciprocal Borrowing Agreements: Bradford West Gwillimbury, Essa and New Tecumseth

## Local and Other Funding Sources in 2019[3]




- Local Funding of $3,342,921



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# Bradford West Gwillimbury Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1940

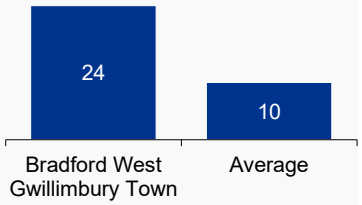
## 2019 Budget[1]

$2,435,906

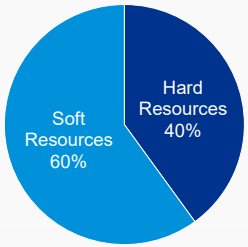
## Cost of purchased services from the Co-op in 2019[1]

$5,245

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Bradford West Gwillimbury Public Library has 1 main branch with 44,000 total square footage.

The size of the Library Board consists of 8 members.

The Library Board holds 10 meetings per year with a per diem cost of $1,000 annually per Board member.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Robots and maker kits
- Computer labs, lending laptops, kids computers
- Launch Pads, Digitization station, CNIB/Daisy Readers
- OPAC access
- Virtual reference services, other databases, archives, etc.
- ILS and Website
- Social media, Streaming services and eLearning services
- Photocopying, printing and scanning services
- Self Check outs

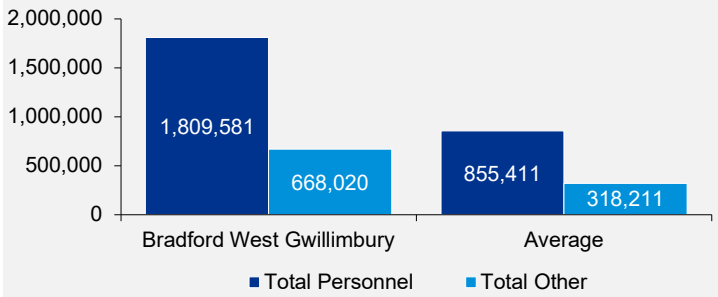
**All Other Services and Programs:**

- Homebound deliveries
- ILLO services
- Reference and Readers Advisory
- Borrower Services/Technology Services
- Borrower Account maintenance and services
- Local History Collection

**Shared Internal Services with Municipality**

- HR and Payroll
- Finance

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ eBooks
- ✓ OverDrive
- ✓ Faronics Anti-Virus
- ✓ Master FILE Premier
- ✓ Flipster
- ✓ Novelist
- ✓ Library Aware
- ✓ Other Databases
- ✓ Collection Resources / Block Rotations
- ✓ Learning Express
- ✓ Cypress Resume
- ✓ EBSCO Discovery Service/Database
- ✓ Wireless, Connectivity, IT support and Training
- ✓ Partnership and Networking opportunities (projects, programs and vendor relationships)
- ✓ Reference Centers (Hobbies and Crafts, Home Improvement, Literary, Science, Small Engine Repair)
- ✓ Cultural Passes
- ✓ Book Club Kits
- ✓ Ancestry Library Edition

Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

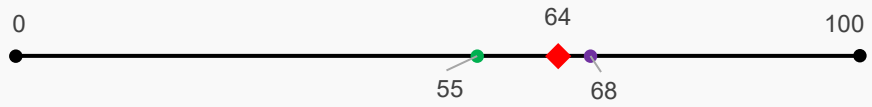
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# Bradford West Gwillimbury Public Library (2/2)

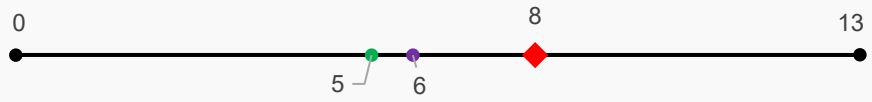
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $60

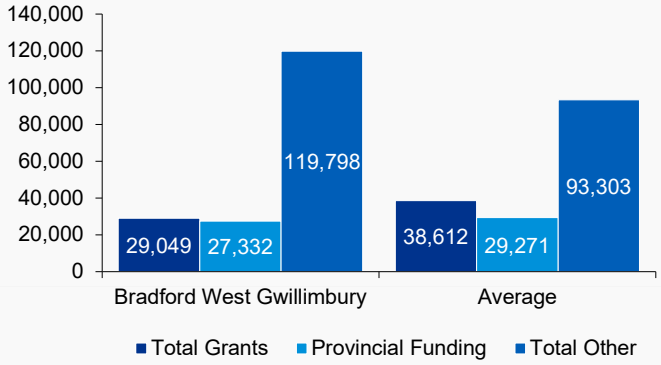
Local Operating Support per Household: $170

Funds Returned to Government Sources: $0

## Partnerships[1]

Reciprocal Borrowing Agreements: Newmarket, Innisfil, New Tecumseth, King City and East Gwillimbury

## Local and Other Funding Sources in 2019[3]




- Local Funding of $2,313,478



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# New Tecumseth Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1991

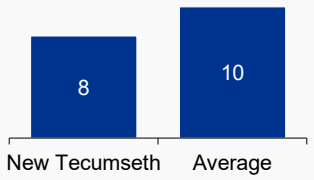
## 2019 Budget[1]

$1,798,247

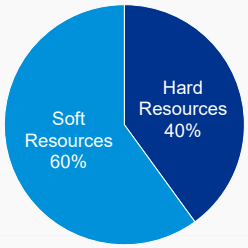
## Cost of purchased services from the Co-op in 2019[1]

$10,578

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The New Tecumseth Public Library has 3 branches including; Memorial (4,248 square feet), D.A. Jones (5,808 square feet) and Pam Kirkpatrick (5,200 square feet).

The size of the Library Board consists of 7 members.

The Library Board holds 10-12 meetings per year at no per diem cost.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Makerspace and Media Lab Equipment
- Microfiche Reader and Victor/Daisy Readers
- Accessibility technology and assistance
- Self-checkout machine

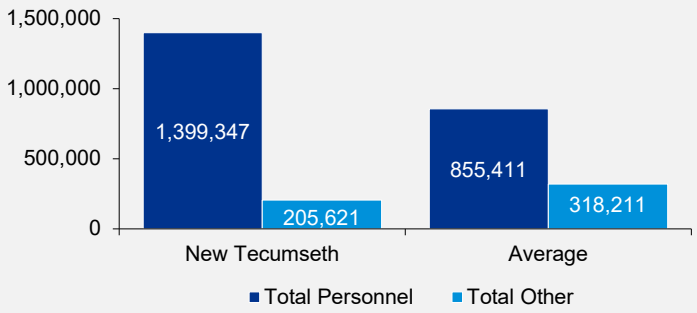
**All Other Services and Programs:**

- Children's, Teen's and Adult' programming
- School and senior outreach
- Homework and career help
- Core Library Collection
- Multi-purpose room rentals and study rooms
- Book and Genealogy clubs
- Art displays, author and poetry readings
- Seed library
- Community events

**Shared Internal Services with Municipality**

- HR and Payroll
- Purchasing Services
- Finance
- Facilities Management

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ BlueCloud Mobile
- ✓ OverDrive
- ✓ EventKeeper
- ✓ Faronics Antivirus
- ✓ Flipster
- ✓ BookWhere
- ✓ Databases
- ✓ Consortium purchases
- ✓ Collection rotations
- ✓ ILS (Symphony) Software
- ✓ Enterprise and E-Resource Central
- ✓ EBSCO Discovery Service
- ✓ Wireless, Connectivity, IT support
- ✓ Administrative services, statistics training and quality control
- ✓ Partnership and Networking opportunities

Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

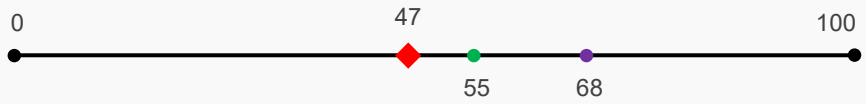
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# New Tecumseth Public Library (2/2)

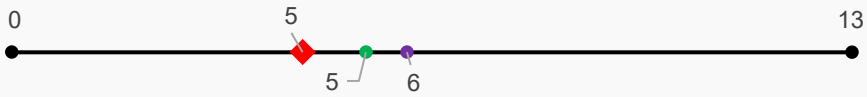
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $46

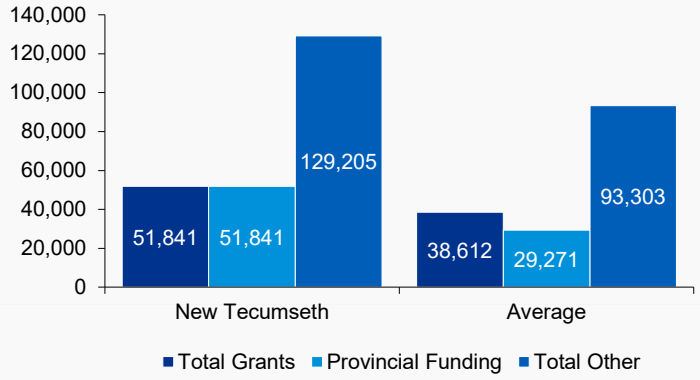
Local Operating Support per Household: $121

Funds Returned to Government Sources: $0

## Partnerships[1]

1. Reciprocal borrowing areas: Base Borden, Bradford West Gwillimbury, Caledon, Essa, Innisfil and King
2. Contracting areas: Mono, Mulmur, Adjala-Tosorontio

## Local and Other Funding Sources in 2019[3]




- Local Funding of $1,589,586



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# Clearview Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1994

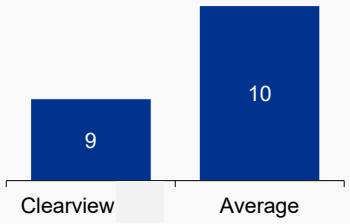
## 2019 Budget[1]

$949,397

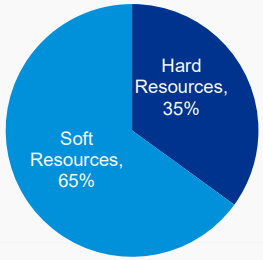
## Cost of purchased services from the Co-op in 2019[1]

$9,187

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Clearview Public Library has 3 branches with 10,600 total square footage. These three libraries were members of the Co-Operative prior to the 1994 amalgamation (creation of Clearview Township). The size of the Library Board consists of 8 members. The Library Board holds 10 meetings per year at no per diem cost.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Zoom accounts for staff meetings, Board meetings, and virtual programming.
- Website content maintenance with training and support
- Social media account maintenance

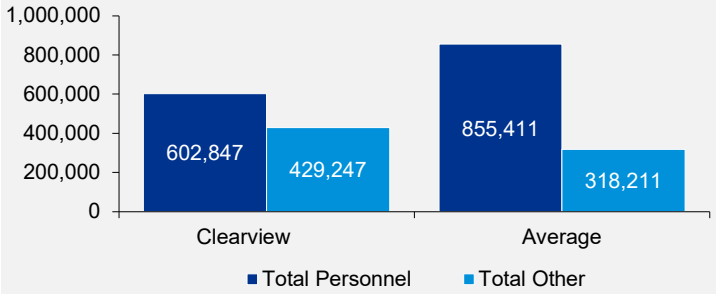
**All Other Services and Programs:**

- Collection materials
- Equipment (computers, printers, shelving, etc.)
- Other Programming

**Shared Internal Services with Municipality**

- Payroll
- Accounts Payable

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ Blue Cloud Mobile
- ✓ OverDrive
- ✓ Faronics Anti-Virus
- ✓ Eventkeeper
- ✓ Bookwhere
- ✓ Flipster
- ✓ Cultural Places Pass
- ✓ Consortium Purchases
- ✓ Block Rotations
- ✓ Online Databases
- ✓ SirsiDynix Symphony Workflows ILS
- ✓ EBSCO Discovery Service/Database
- ✓ Wireless, Connectivity, IT support, Training, Quality Control, Statistics
- ✓ Partnership and Networking opportunities (projects, programs and vendor relationships)
- ✓ Enterprise and eResource Central
- ✓ Multicultural Book Club Packs
- ✓ Professional Journals



Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

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# Clearview Public Library (2/2)

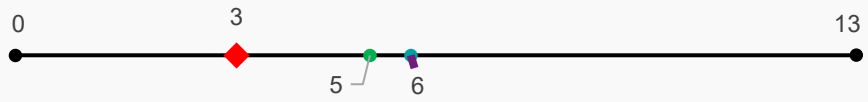
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

Provincial Average | Simcoe County Average of 13 member library boards | Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $65

Local Operating Support per Household: $147

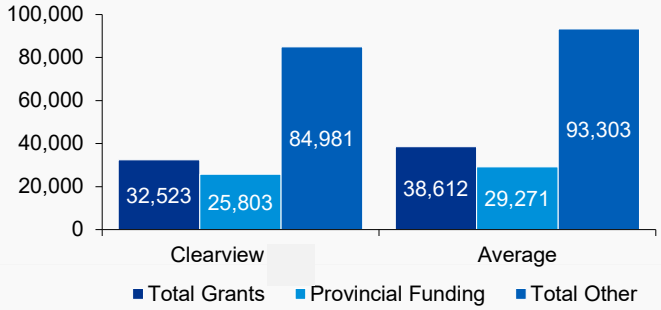
Funds Returned to Government Sources: $0

## Partnerships[1]

Reciprocal Borrowing Agreements: Essa, Springwater and Base Borden Public and Military Library

Service Contracts: Township of Adjala-Tosorontio and the Township of Mulmur

## Local and Other Funding Sources in 2019[3]




- Local Funding of $914,590



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# Collingwood Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1940

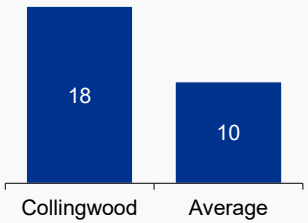
## 2019 Budget[1]

$1,557,097

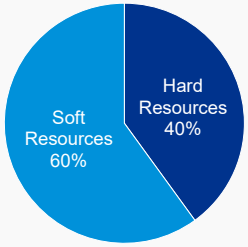
## Cost of purchased services from the Co-op in 2019[1]

$11,423

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Collingwood Public Library is one branch measuring 20,000 square feet.

The size of the Library Board consists of 1 Chairperson and Vice-Chairperson of the Library Board of Trustees, 4 Citizen Appointees and 1 Council Representative

The Library Board held 9 meetings in 2019, 11 meetings in 2020 and 5 meetings in 2021 as of June 24, 2021.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Staff computers, software and databases
- EventKeeper
- Accessibility technology and technology workshops and tutorials
- Maker Lab technology

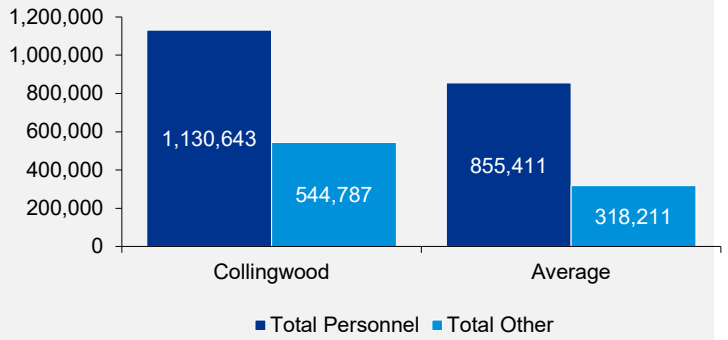
**All Other Services and Programs:**

- Hoopla streaming service
- Physical collections for all ages
- Inter-library loan service
- Art shows
- Children's, Teen's and Senior' programs
- Printing, photocopying, scanning, faxing
- Staff expertise
- Books on Wheels outreach service

**Shared Internal Services with Municipality**

- HR
- Health and Safety
- Finance
- Building and Maintenance

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ❑ BlueCloud Mobile
- ❑ OverDrive
- ❑ EventKeeper
- ❑ Faronics Antivirus
- ❑ Flipster
- ❑ PressReader
- ❑ BookWhere
- ❑ Databases
- ❑ IT support
- ❑ Collection rotations
- ❑ SirsiDynix Symphony Workflows ILS
- ❑ Enterprise and E-Resource Central
- ❑ EBSCO Discovery Service
- ❑ Wireless connectivity
- ❑ High speed internet for in-house patron computers
- ❑ Click Connect Immigration Assistance Program

Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

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# Collingwood Public Library (2/2)

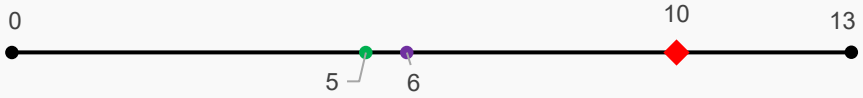
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $66

Local Operating Support per Household: $137

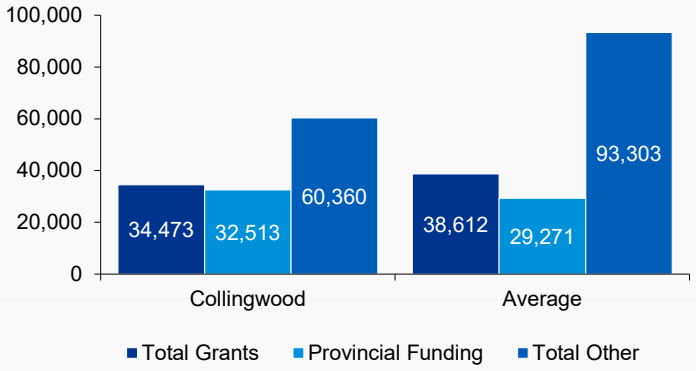
Funds Returned to Government Sources: $0

## Partnerships[1]

1. No reciprocal borrowing agreements with other libraries

2. Service agreement with Grey Highlands

## Local and Other Funding Sources in 2019[3]




- Local Funding of $1,580,597



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# Penetanguishene Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1940

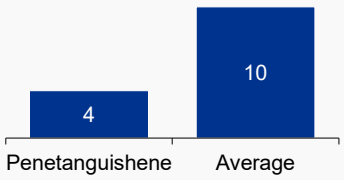
## 2019 Budget[1]

$531,247

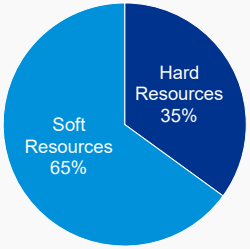
## Cost of purchased services from the Co-op in 2019[1]

$15,390

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Penetanguishene Public Library has 2 branches of which the main is 12,000 square feet and the second is 400 square feet.

The size of the Library Board consists of 7 to 8 members.

The Library Board holds 10 meetings per year at no per diem cost.

Membership fees for non-resident fee $120/yr, 60 day membership $20.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Technology sessions on all devices
- Tablet loans to Seniors
- Programming through Zoom apps
- Kanopy, Pressreader and several other online apps for learning and reading

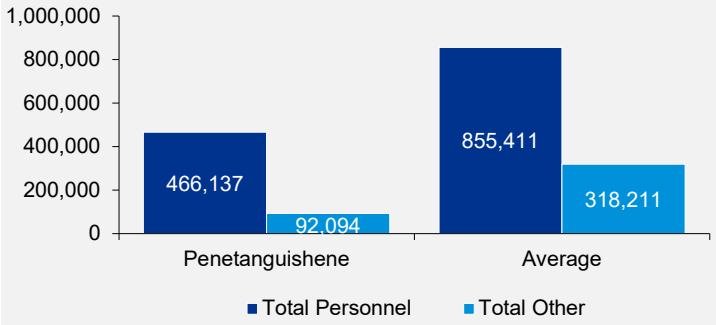
**All Other Services and Programs:**

- Childrens, Adults and Seniors Programs and Crafts
- Women's Day
- Big Events including Halloween and Christmas (Santa and Storytime)
- In Memory Dove Tree Ceremony
- Senior's Day
- Other Services and Programs

**Shared Internal Services with Municipality**

- HR and Payroll
- AP and AR (Finance)
- Facilities Management

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ BlueCloud Mobile
- ✓ OverDrive
- ✓ EventKeeper
- ✓ Faronics Antivirus
- ✓ Flipster
- ✓ BookWhere
- ✓ Databases
- ✓ Special Collections through Block Rotations
- ✓ Co-op expertise CEO
- ✓ SirsiDynix Symphony Workflows ILS
- ✓ Enterprise and E-Resource Central
- ✓ EBSCO Discovery Service
- ✓ Wireless, Connectivity, IT support
- ✓ Training and communication services and Partnership and Networking opportunities (projects, programs and vendor relationships)

Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

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# Penetanguishene Public Library (2/2)

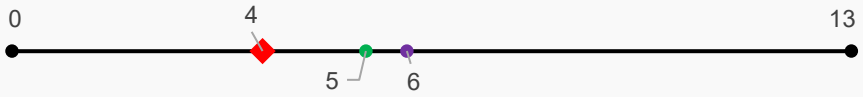
Sources:
1 - Written interview response
3 - 2019_All_Population_Groups_Library_Financial_English
4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Service in 2019s[3,4]

Local Operating Support per Capita: $47

Local Operating Support per Household: $113

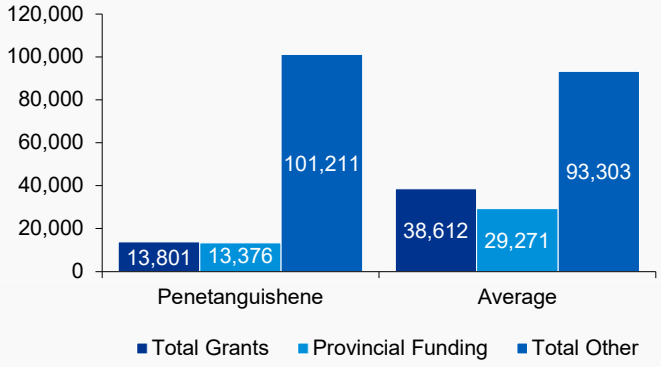
Funds Returned to Government Sources: $0

## Partnerships[1]

Reciprocating Rights with Midland Public Library.

Service Agreements with Tiny Township.

## Local and Other Funding Sources in 2019[3]




- Local Funding of $417,519



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# Wasaga Beach Public Library (1/2)

Sources:
1 - Written interview response
2 - 2019_All_Population_Groups_Library_Personnel_English
3 - 2019_All_Population_Groups_Library_Financial_English

## Year Library Joined Co-op[1]

1967

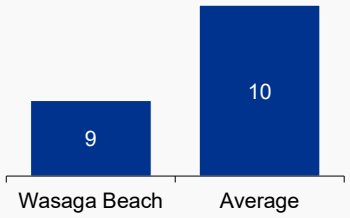
## 2019 Budget[1]

$898,325

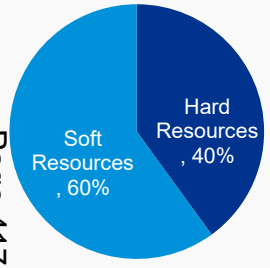
## Cost of purchased services from the Co-op in 2019[1]

$8,010

## FTE Complements for Service Delivery in 2019[2]




## % Hard vs. Soft Resources Received[1]




Note 1

## Service Description[1]

The Wasaga Beach Public Library has 1 main branch with approximately 4,500 total square footage.

The size of the Library Board consists of 9 volunteer board members + 1 Council representative board member.

The Library Board typically holds 12 meetings per year, with a small miscellaneous budget of $1,200.

## Services & Programs Provided From Own Resources[1]

**Innovation and Technology Services:**

- Hardware, operating software, programming technology and digital devices (with technical assistance/outreach)
- Online learning courses and digital periodicals
- Online gaming group, Virtual Reality, Mobile Digital Arts Lab workshops, Reading clubs, etc.
- Photocopying, printing, fax and scanning services
- Website content maintenance

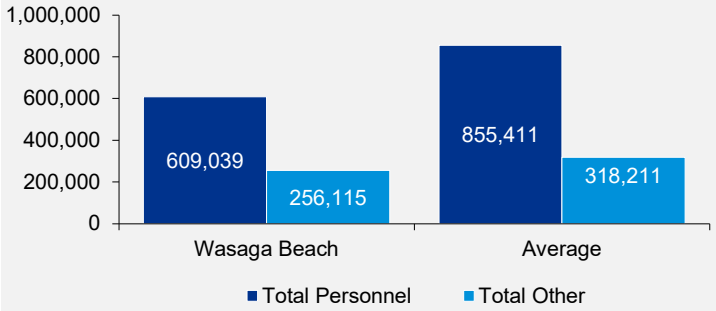
**All Other Services and Programs:**

- 23,000 + collection items, CELA, municipal bus passes
- Programs for children, youth, adults and seniors
- Partnerships: CIVTP, EarlyOn, Georgian College
- Special Events
- Bookmobile service, Books on Wheels, Interlibrary Loans
- 7 Little Free Bookhouses and 2 Storybook trails
- Immigration Hub support and disabilities support

**Shared Internal Services with Municipality**

- HR and Treasury
- Health and Safety
- Public Works/Fleet
- Facilities Maintenance and IT
- Parks and Recreation
- Fire Services

## Annual Cost of Providing the Service in 2019[3]




## Services Utilized from the Co-op[1]

- ✓ Blue Cloud Mobile
- ✓ OverDrive
- ✓ Faronics Anti-Virus
- ✓ Eventkeeper
- ✓ Bookwhere
- ✓ Flipster
- ✓ Cultural Places Pass
- ✓ Consortium Purchases
- ✓ Online Databases
- ✓ Block Rotations
- ✓ Website platform maintenance
- ✓ SirsiDynix Symphony Workflows ILS
- ✓ EBSCO Discovery Service/Database
- ✓ Wireless, Connectivity, IT support, Training, Quality Control, Statistics
- ✓ Partnership and Networking opportunities (projects, programs and vendor relationships)
- ✓ Enterprise and eResource Central
- ✓ Donations of refurbished computers and laptops

Note 1: Hard resources include tangible items such as books and CDs, while soft resources include intangibles such as electronic subscriptions.

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# Wasaga Beach Public Library (2/2)

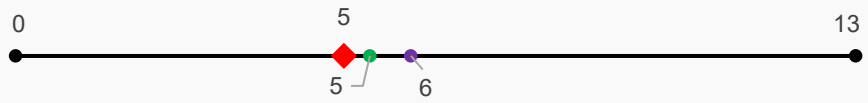
Sources:
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4 - 2019_All_Population_Groups_Key_Ratios_English

● Provincial Average ● Simcoe County Average of 13 member library boards ◆ Member Library

## Total Operating Expenditure per Capita in 2019[3]




## Total Circulation per Capita in 2019[4]




## Key Regulatory Requirements and Potential Legislative Barriers

Public Libraries Act, R.S.O. 1990

## Municipal Levy Used to Fund Services in 2019[3,4]

Local Operating Support per Capita: $35

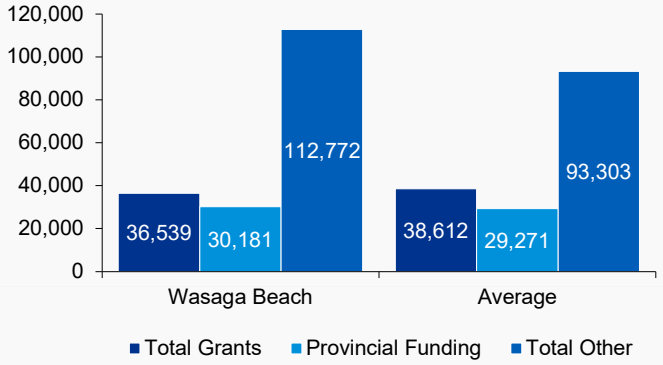
Local Operating Support per Household: $54

Funds Returned to Government Sources: $0

## Partnerships[1]

None

## Local and Other Funding Sources in 2019[3]




- Local Funding of $716,261



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# Appendix D: Scoring Calculations

# Scoring of Options

The table below provides a preliminary scoring of options against the criteria (as explained below) based upon interviews, surveys and comparator analysis.

The opportunities were assigned a value against the five evaluation criteria using a five point scale where 1 indicates a low ability to meet the criteria and 5 indicates a higher ability to meet the criteria.

These values were then weighted and weighted by a constant of five (5) to calculate final scores out of a possible score of 50.

Weighting of "financial & funding" and "implementation" criteria (65% of the scoring approach) is aligned to the Province's desire to identify savings and efficiencies.

| | | Preliminary Options | | |
|---|---|---|---|---|
| **Criteria Name** | **Criteria Explained** | **#1: Modified Status Quo** | **#2: Multiple Union Boards** | **#3: Library Consolidation** |
| 1. Financial & Funding | ability to improve financial performance (35%) | **2 * .35 * 5 = 4** | **4 * .35 * 5 = 7** | **5 * .35 * 5 = 9** |
| 2. Implementation | difficulty in transitioning to new service delivery model (30%) | **5 *.3 * 5 = 8** | **3 * .3 * 5 = 5** | **3 * .3 * 5 = 5** |
| 3. Patron Needs | ability to meet the needs of local communities and library patrons (20%) | **3 * .2 * 5 = 3** | **4 * .2 * 5 = 4** | **4 * .2 * 5 = 4** |
| 4. Governance | responsibilities and accountabilities are present and functioning (10%) | **1 * .1 * 5 = 1** | **4 * .1 * 5 = 2** | **5 * .1 * 5 = 3** |
| 5. Technology Maturity | improves IT maturity and innovation is present and evolving (5%) | **2 * .05 * 5 = 1** | **4 * .05 * 5 = 1** | **5 * .05 * 5 = 1** |
| **Total Score** | | **17** | **19** | **22** |



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**TAY LIBRARY BOARD**

**Estimated Reserve Balances 2024**

**3-6-9002-083-0239**

| | Specific Purposes Determined by the Board | | | | | | Branch purposes (i.e. books and programs) | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | In Memorium | | | 6762 | 6763 | 6764 | | |
| | General (From Surplus, Interest DCA etc) | Building | Equipment | Sheila Hamilton | L. Tremblay | J. G. Young | Victoria Harbour | Waubaushene | Port McNicoll | Fundraising Start-up Funds | Total |
| **Balance January 1, 2023** | 323,316.28 | 101,354.45 | 69,225.88 | 2,092.06 | 1,308.41 | 14,196.88 | 20,020.48 | 11,716.17 | 9,992.91 | 1,404.60 | 554,628.12 |
| Interest | 13,859.93 | 4,344.87 | 2,967.58 | 89.68 | 56.09 | 608.59 | 858.24 | 502.25 | 428.38 | 60.21 | 23,775.82 |
| Transfer to Capital (Carry Forward) | | (62,700.00) | | | | | | | | | (62,700.00) |
| Transfer from Reserves (Operating) | | | | | | | | | | | - |
| Transfer from Reserves (Operating - Summer Reading Program) | | | | | | | (1,093.67) | (1,093.66) | (1,093.67) | | |
| Transfer To Reserves | - | 24,000.00 | 4,000.00 | | | | 1,017.60 | 219.90 | 88.55 | 78.10 | 29,404.15 |
| Transfer to Reserve (Surplus) | 21,619.08 | | | | | | | | | | 21,619.08 |
| Transfer to Reserve (Donations) | | | | | | | | | | | - |
| **Balance December 31, 2023 (est)** | **358,795.29** | **66,999.32** | **76,193.46** | **2,181.74** | **1,364.50** | **14,805.47** | **20,802.65** | **11,344.66** | **9,416.17** | **1,542.91** | **563,446.17** |
| | | | | | | | | | | | |
| **Balance January 1, 2024 (est)** | 358,795.29 | 66,999.32 | 76,193.46 | 2,181.74 | 1,364.50 | 14,805.47 | 20,802.65 | 11,344.66 | 9,416.17 | 1,542.91 | 563,446.17 |
| Interest - Estimated | 15,436.68 | 2,882.55 | 3,278.12 | 93.87 | 58.71 | 636.99 | 895.01 | 488.09 | 405.12 | 66.38 | 24,241.50 |
| Transfer to Capital | | | (8,000.00) | | | | | | | | (8,000.00) |
| Transfer from Reserves (Operating) | (35,000.00) | | | | | | (350.00) | (450.00) | (350.00) | | (36,150.00) |
| Transfer from Reserves (Operating - Summer Reading Program) | | | | | | | (1,093.67) | (1,093.66) | (1,093.67) | | (3,281.00) |
| Transfer To Reserves (Budget) | | 22,000.00 | 4,000.00 | | | | | | | | 26,000.00 |
| **Balance December 31, 2024 (est)** | **339,231.97** | **91,881.87** | **75,471.58** | **2,275.61** | **1,423.21** | **15,442.46** | **20,253.99** | **10,289.09** | **8,377.62** | **1,609.29** | **566,256.69** |
| | | | | | | | | | | | |
| **Balance January 1, 2025(est)** | 339,231.97 | 91,881.87 | 75,471.58 | 2,275.61 | 1,423.21 | 15,442.46 | 20,253.99 | 10,289.09 | 8,377.62 | 1,609.29 | 566,256.69 |
| Interest - Estimated | 14,594.99 | 3,953.09 | 3,247.06 | 97.91 | 61.23 | 664.39 | 871.40 | 442.67 | 360.44 | 69.24 | 12,000.00 |
| Transfer to Capital | | | (8,000.00) | | | | | | | | (8,000.00) |
| Transfer from Reserves (Operating) | (53,658.00) | | | | (500.00) | | (350.00) | (450.00) | (350.00) | (1,678.00) | (56,986.00) |
| Transfer from Reserves (Operating - Summer Reading Program) | | | | | | | (1,093.67) | (1,093.66) | (1,093.67) | | (3,281.00) |
| Transfer To Reserves (Budget) | | 28,000.00 | 4,000.00 | | | | | | | | 32,000.00 |
| **Balance December 31, 2025 (est)** | **300,168.96** | **123,834.96** | **74,718.64** | **2,373.52** | **984.44** | **16,106.85** | **19,681.72** | **9,188.10** | **7,294.39** | **0.53** | **554,352.11** |

# Library Master Plan

***Report submitted to***
***Tay Township Public Library***
***(RFP 2016-40)***

***December 2016***



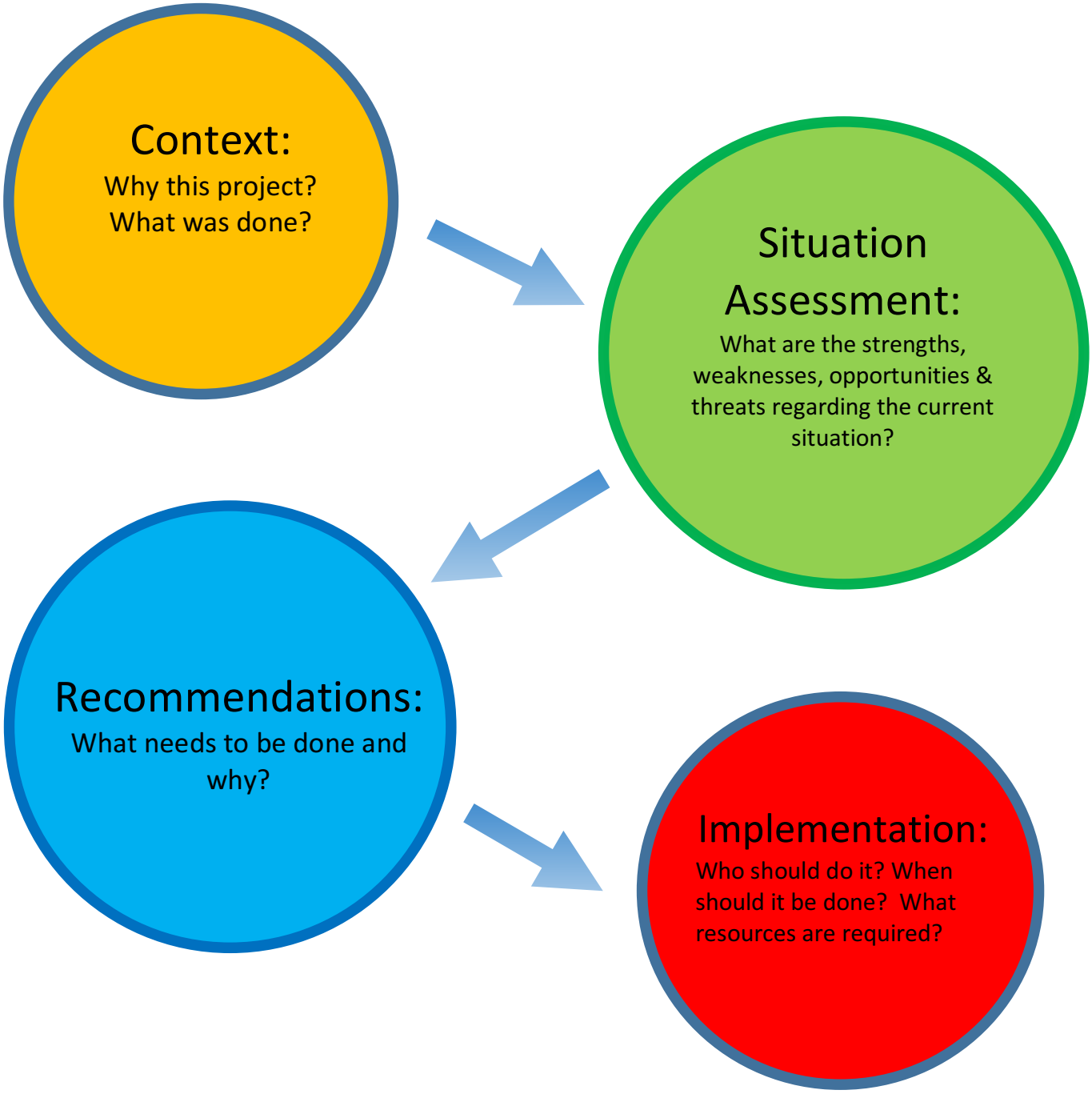
TCI Management Consultants

in association with

**Beth Ross & Associates**
**Bibliotechs Inc.**

Reich + Petch ARCHITECTS

# Tay Township Public Library Master Plan
# Structural Table of Contents



# Township of Tay
# Library Master Plan Draft Report

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B. Results of Community Survey
C. Results of Facilities Analysis
D. Sample Technology Plan
E. Benchmark Comparisons

# Executive Summary

## Introduction

Tay Township Public Library is a three-branch system servicing a permanent resident population of 9,800. (The population increases by approximately 20% in the summer season, and many of these cottagers are also Library users.) The system has grown significantly in the last 25 years with expansions to the Port McNicoll branch in 1996 and Victoria Harbour branch in 2007 and a retrofit of Waubaushene branch in 1992 (which was just prior to its amalgamation into Tay Township in 1994). The Library service is a vital community resource and hub for a wide range of activities. In order to continue to offer exceptional services, the Library Board decided to engage a consultant to develop a Master Plan. The overall purpose of this project is to provide the Tay Township Public Library with a Master Plan that is created and supported by the community, Library Board, Council and Staff.

A team comprising TCI Management Consultants (strategic and master planning specialists), Beth Ross and Associates (library operations expert); Reich + Petch Architects, and Bibliotechs Inc. (library technology specialist) was retained after a selection process to undertake the project.

## Activities Undertaken

A number of activities were undertaken over the course of the project, including:

- **Documentation review** – reviewed various documents and statistics provided
- **Demographic analysis** – involving a review of current demographics and future projections for population
- **Facilities review** - involving a review of the three branches by the architect and other study team members
- **Technology review** – a review of Tay Library's use of library technology and related policies was conducted by the team's library technology specialist
- **Benchmarking review** – using Ministry data, Tay Township's Public Library's statistics were compared with those of 6 other public library systems of similar size and geographic characteristics.
- **Key Staff and Stakeholder interviews** - involving several confidential interviews with Library staff, Board members, municipal staff and the Mayor as well as Simcoe County Co-op of which Tay Library is a member
- **Community survey** – a confidential survey was designed and administered to the general public between August 19 and September 30, 2016. In total, 423 responses were received from the public survey which is an excellent response.
- **Community workshops** –Three public workshops were publically promoted and conducted, one in each of the three communities during the summer on the evenings of August 30 (Port McNicoll); August 31 (Victoria Harbour); and September 1 (Waubaushene) – in total, approximately 200 people attended these three meetings (some attended all of them)
- **Steering Committee meetings and workshop** – a Steering Committee was formed to advise the consulting team. The Committee was able to provide direction to the consultants regarding the future preferred service option, including branch configuration, hours of operation, staffing and enhanced service delivery options.

## Recommendations

In total, there are 20 recommendations that comprise the Master Plan. The table overleaf lists these, as well as showing the priority and implementation timeframe for each.

## Township of Tay Public Library Master Plan: Implementation of Recommendations

| Recommendation | Priority | Timeframe | | | |
|---|---|---|---|---|---|
| | | *Immediate (2017-18)* | *Short-Term (2019-21)* | *Medium-Term (2022-27)* | *Longer-Term (2028+)* |
| **Recommendation 1:** Maintain Existing Three-Branch System Over the Next Decade | High | | | | |
| **Recommendation 2**: Undertake Urgent Repairs and Basic Upgrade to Waubaushene Branch | High | | | | |
| **Recommendation 3:** Undertake Interim Expansion to Victoria Harbour Branch | High | | | | |
| **Recommendation 4:** Undertake Upgrade and Accessibility Improvements to Port McNicoll Branch Undertake | High | | | | |
| **Recommendation 5:** Food Service in the Branches is Not Recommended at this Time | Medium | | | | |
| **Recommendation 6:** Library System should Adopt a goal of meeting ARUPLO Space Guidelines | High | | | | |
| **Recommendation 7:** Seek Accreditation of the Library System within Five Years | High | | | | |
| **Recommendation 8:** Explore the Feasibility of Reimbursement for Memberships in Neighbouring Library Systems, or Service Agreements | Medium | | | | |
| **Recommendation 9:** Re-allocate Existing Hours of Operation in Branches to Provide Continuous Service | High | | | | |
| **Recommendation 10:** Explore Sunday Opening as a Pilot Project in 2017 | High | | | | |
| **Recommendation 11:** Increase Outreach Services to Those Who Cannot Readily Access Branches | High | | | | |
| **Recommendation 12:** Adopt the Technology Plan Outlined in Appendix D | High | | | | |
| **Recommendation 13:** Investigate Purchasing of Shelf-Ready Materials | Medium | | | | |
| Re**commendation 14:** Involve Volunteers in the Development and Delivery of New Programs | Medium | | | | |
| **Recommendation 15:** Develop Succession Plan for Head Librarian | High | | | | |
| **Recommendation 16:** Create Program and Community Relations Coordinator | High | | | | |
| **Recommendation 17:** Reconfigure Branch Manager System to a Functional Orientation | Medium | | | | |
| **Recommendation 18:** Revise Job Descriptions to Reflect Future Responsibilities | High | | | | |
| **Recommendation 19:** Increased and More Regular Staff Training Should Be Instituted | High | | | | |
| **Recommendation 20:** Consider Establishment of Friends' Group | Medium | | | | |

## Resource Requirements

Many of the recommendations, particularly in the immediate and short-term time periods, can be implemented within the existing envelope of resources. However, there will be some cost to implement other recommendations, particularly on the capital side. These costs are summarized below by the time period for implementation:

| Time Period for Implementation | Cost Elements | Total Estimated Cost | |
|---|---|---|---|
| | | Capital | Operating (Annual) |
| **Immediate / Short-Term (2017 – 2021)** | - Refurbishment of Waubaushene and Victoria Harbour branches<br>- Potential reimbursements / service agreements with surrounding municipalities<br>- Increased outreach services<br>- Succession transition to new full-time CEO and Programs / Community Coordinator positions | $393,000 | $51,000 |
| **Medium-Term (2022 – 2027)** | - Refurbishment of Port McNicoll branch | $893,000 | Immediate & short term costs carry on - in addition, additional $198,000 |
| **Longer-Term (2027 and on)** | - Major expansion to existing branches to meet standards:<br>  - *Waubaushene: relocation & expansion*<br>  - *Victoria Harbour: expansion*<br>  - *Port McNicoll: expansion* | $2.4 to $4.2 million | Immediate, s ; short and & short term costs carry on – in addition, some additional operating costs associated with new space (estimated as up to an additional $30,000 per year) |

## Next Steps

It is recommended that this Master Plan be approved in principle first by the Tay Township Public Library Board and secondly endorsed by Council. This should occur as early in 2017 as possible. In approving the Master Plan, the Library Board should then refer it to staff for implementation. At the end of that year, a report on implementation activities in 2017 should be prepared by staff and presented to the Board and Council, outlining progress made as of that date, reasons why key initiatives may have been delayed or deferred, new opportunities that may have arisen, etc.

# Part A. Context

## 1. Background and Purpose of this Review

### 1.1 Purpose of the Project

Tay Township Public Library is a three-branch system servicing a permanent resident population of 9,800. (The population increases by approximately 20% in the summer season, and many of these cottagers are also library users.) The system has grown significantly in the last 25 years with expansions to the Port McNicoll branch in 1996 and Victoria Harbour branch in 2007 and a retrofit of Waubaushene branch in 1992 (which was amalgamated into Tay Township in 1994). The system has grown from manual systems in the last 20 years to automated systems offering a wide range of programs and services throughout the community. A wide range of print and digital materials are offered including broadband internet, Wi-Fi access, digital reference, programs for children, teens and adults and community information se on services.

The library service is a vital community resource and hub for a wide range of activities. In order to continue to offer exceptional services, the Library Board decided to engage a consultant to develop a Master Plan. The overall purpose of this project is to provide the Tay Township Public Library with a Master Plan that is created and supported by the community, Library Board, Council and Staff.

### 1.2 Master Plan Objectives

To quote directly from the Request for Proposal, *"The study has the following specific objectives:*

1. *To work with the Community, Library Board, Council and Staff* ***to identify issues, constraints, opportunities and threats*** *for the Library.*

2. *To assist the Community, Library Board, Council and Staff with the* ***identification and prioritization of goals and objectives*** *for the Library.*

3. *To undertake an* ***assessment of existing programs and services, facilities and collections****, through a comprehensive public consultation process (workshops and meetings) that targets users and non-users of all ages, the Library Board and staff and other key stakeholders and partners.* ***Prioritize current services and new services*** *that will address the community's service priorities for the next five years.*

4. ***Assess the impact of existing and future growth patterns*** *and* ***project the anticipated community needs in all areas of library services*** *(collection development, borrower services, information services, programming), technology, facilities and staffing, with consideration as to the sustainability of the existing system.*

5. *Provide a **review of current facilities to address repair, maintenance and renewal needs** and **identify possible alternative service options** with consideration as to the **sustainability of the existing three branch system**.*

6. *Assess the library's current service delivery model in relation to Item No. 4 & 5 and as to **whether or not a small three branch system is a sustainable model** with the current trends in library service (i.e. growth in eBooks and online resources vs. declining branch visits*

7. *Review the current IT Capital plan and develop a **detailed technology plan** that takes into consideration direct service delivery to the public, and support technology to expand service levels.*

8. *Create a **Fiscal Plan** to accomplish needed changes to services, facilities and staffing for the next 15 years taking into consideration existing operating and capital cost information, as well as deficiencies identified over the same period.*

9. *To assist in the creation of a **"Strategic Plan",** resulting from the Master Plan that provides guidance for the future implementation of identified goals and objectives.*

10. *Provide a **report to the Library Board** that may be used to make future recommendations on all aspects of the Library to Township Council.*

## 2. Project Team

Following a competitive tendering process, the team of TCI Management Consultants with Beth Ross & Associates, Bibliotechs Inc., and Reich + Petch Architects, were selected to conduct the core service review.

The integrated skills sets/ that each firm brings to the project are summarized below:

| Firm | Particular Expertise for this Review |
|---|---|
| **TCI Management Consultants** | - overall project management and lead consultants<br>- data collection through interviews, surveys, focus groups<br>- core service reviews<br>- community consultations<br>- project management<br>- feasibility studies and business plans<br>- strategic plan development<br>- implementation planning<br>- report writing and presentations |
| **Beth Ross & Associates** | - library specialist<br>- review of branches and assessment against industry guidelines and standards<br>- strategic advice on public libraries<br>- staffing, organization chart, competencies |
| **Bibliotechs Inc.** | - library technology and automation planning<br>- library technology best practices |

| | |
|---|---|
| **Reich + Petch Architects** | - functional and space planning<br>- review of facility requirements and constraints<br>- site identification and assessment<br>- capital cost estimates |

Following the initiation of the study a project **Steering Committee** was formed by Tay Township to help guide the project and to actively provide advice to the consultants. The Steering Committee included the Chair of the Library Board, the Library CEO, the Head Librarian and four members of the public – one from each of Port McNicoll, Victoria Harbour, Waubaushene, and one representing rural Tay Township.

## 3. Activities Undertaken

The main sets of activities undertaken in the project include the following:

- **Documentation review** – reviewed various documents and statistics provided by the Library including annual Library surveys, Library newsletters, Library capital and operating budgets, operating statistics, organization chart and job descriptions, Tay Township's Strategic Plan and related survey results. Using this data, a statistical profile of each of the branches was developed for further analysis.

- **Demographic analysis** – using data from Statistics Canada and Manifold Data Mining, demographic data was reviewed, particularly in order to determine population projections, demographic profile and its existing and future geographic distribution within Tay Township.

- **Facilities review** –The Library CEO led a tour of the three branches to familiarize the project team with the three branches. A facilities review was conducted by the architect project team member to review various strengths, weaknesses, attributes and possible future needs of the branches.

- **Technology review** – A review of Tay Library's use of library technology and related policies was conducted by the team's library technology specialist in order to make recommendations to improve the effectiveness and efficiency of library technology systems.

- **Benchmarking review** – using Ministry data, Tay Township's Public Library's statistics were compared with those of 6 other public library systems of similar size or geographic characteristics.

- **Key Staff and Stakeholder interviews** – The team conducted several confidential interviews with Library staff, Board members, municipal staff and the Mayor as well as Simcoe County Co-op of which Tay Library is a member.

- **Community survey** – a confidential survey was designed and administered to the general public between August 19 and September 30, 2016. The surveys were promoted by the municipality and the Public Library in each of the branches. The survey was available online using TCI's SurveyMonkey account and was also available in hard copy at the branches. The hard copy surveys were entered by the consultants into a complete data set. In total, 423 responses were received from the public survey which is an excellent response.

- **Community workshops** –Three public workshops were publicly promoted and conducted, one in each of the three communities during the summer on the evenings of August 30 (Port McNicoll); August 31 (Victoria Harbour); and September 1 (Waubaushene). The meetings were promoted by the municipality and the Public Library. A total of approximately 200 people attended the community workshops.

- **Steering Committee meetings and workshop** – A Steering Committee was formed to advise the consulting team. The team had an initial meeting with the Steering Committee October 6th followed by a planning workshop on November 8th to discuss and analyze a number of strategic options concerning the future of the Library. The second workshop included all members of the Library Board. Prior to the workshop, the Steering Committee was presented with a workshop package that included extensive analytical materials related to the current Library systems as well as future possible service configurations. Using these workshop materials, the Steering Committee was able to provide direction to the consultants regarding the future preferred service option, including branch configuration, hours of operation, staffing and enhanced service delivery options.

## 4. Key Assumptions and Caveats

There are several key assumptions and caveats to keep in mind when reading this Report. These include:

- **Input is from interested and committed users, not a statistically representative sample of the population:** The public survey undertaken in the course of this review was one where those interested in the future of the library were most likely to respond. The respondents were self-selected because they chose to participate in the survey. A statistically representative sample of the Tay population, which is always a very expensive exercise, was not undertaken for reasons of timing and budget. (In any event, a Master Plan is more likely to benefit from a survey of those who are most familiar with

and knowledgeable about, the system, so a survey of users is entirely appropriate in this context). It is important to understand that the input does represent the opinions and perspectives of, in most cases, library users who wish to see the library systems continue to be strengthened in their communities.

- **Comparisons are indicative, not definitive:** In this Master Plan, certain use has been made of comparisons with other library systems in other municipalities. It is important to recognize that such comparisons are useful indicators of areas in which service improvements may be made, but not necessarily absolutely accurate. All library systems are unique, reflecting differences in the nature of the population base they serve; the territory they cover and the distribution of settlement; their physical facilities; their collections and how these respond to community demand; the choices of the Board and staff regarding programs to be offered; etc. As such, no comparisons can ever be exactly 'point to point' and definitive. Comparisons are useful as indicators of areas to be further investigated and where service improvements might be investigated.

# Part B. Situation Assessment

## 5. Profile of the Tay Public Library

### 5.1 Overview

The following provides a basic statistical profile of the Tay Public Library and its three branches.

| | Port McNicoll | Victoria Harbour | Waubaushene | TOTAL |
|---|---|---|---|---|
| Branch size (s.f.) | 4,249 | 1,876 | 1,657 | 7,782 |
| Collection (volumes)[1] | 22,777 | 13,414 | 12,602 | 48,793 |
| Refurbishment/Retrofit (year) | 1996 | 2007 | 1992 | - |
| Hours open per week | 34 | 31 | 22 | 87 |
| 2015 Circulation | 24,489 | 21,644 | 11,146 | 57,279 |
| 2015 Program Attendance | 571 | 300 | 675 | 1,546 |
| 2015 Visitors | 11,090 | 12,848 | 7,065 | 31,003 |
| Active cardholders[2] | 841 | 969 | 430 | 2,240 |
| Percent of circulation | 43% | 38% | 19% | 100% |
| Distribution of users | 36% | 41% | 23% | 100% |
| Distribution of cardholders | 38% | 43% | 19% | 100% |
| Estimated percent of pop'n served | 40% | 40% | 20% | 100% |
| Estimated population served | 4,400 | 4,400 | 2,200 | 11,000 |
| Circulation per hour open | 13.9 | 13.4 | 9.7 | 12.7 |
| Visitors per week | 213.3 | 247.1 | 135.9 | 596.2 |
| Visitors per hour open | 6.3 | 8.0 | 6.2 | 6.9 |
| Program attendance per week | 11.0 | 5.8 | 13.0 | 29.7 |
| Budget[3] | $160,230 | $146,092 | $103,678 | $410,000 |
| Cost / item circulated | $6.54 | $6.75 | $9.30 | $7.16 |
| Cost per hour open | $90.63 | $90.63 | $90.63 | $90.63 |
| Cost per visitor | $14.45 | $11.37 | $14.67 | $13.22 |

Notes: (1) Port McNicoll has a relatively larger number of volumes because it holds a large number of volumes in storage.
(2) Active cardholders are defined to have been used within the last two years.
(3) The branch budgets are derived by allocating the total Library budget by the hours open in each branch.

The Library's budget is $410,000. Circulation is 57,000 in 2015 and has been declining slightly in recent years, a trend that has been experienced by many other public libraries in Ontario.

The Library branches are owned and maintained by the Township.

The data shows all three branches reasonably actively used by each community. Hours of operation vary from branch to branch depending on the needs of the community. The . The branches are closed during lunch hours and on Sundays, and evening hours are limited. The Library is doing its best to service the three communities with the hours and staffing available. Recommendations are made later in this Plan to optimize hours and staffing and to meet the preferred needs of the community as outlined in the public survey.

## 5.2 Hours of Operation

A visual representation of the hours of operation for each branch is shown below:

| Start time | end time | Port McNicoll | Victoria Harbour | Waubaushene | Tay |
|---|---|---|---|---|---|
| **Monday** | | | | | |
| 10:00 AM | 11:00 AM | | | | |
| 11:00 AM | 12:00 AM | | | | |
| 12:00 AM | 1:00 PM | | | | |
| 1:00 PM | 2:00 PM | | | | |
| 2:00 PM | 3:00 PM | | | | |
| 3:00 PM | 4:00 PM | | | | |
| 4:00 PM | 5:00 PM | | | | |
| 5:00 PM | 6:00 PM | | | | |
| 6:00 PM | 7:00 PM | 1 | | | 1 |
| 7:00 PM | 8:00 PM | 1 | | | 1 |
| 8:00 PM | 9:00 PM | 1 | | | 1 |
| | | | | | |
| **Tuesday** | | | | | |
| 10:00 AM | 11:00 AM | 1 | 1 | | 2 |
| 11:00 AM | 12:00 AM | 1 | 1 | | 2 |
| 12:00 AM | 1:00 PM | | | | |
| 1:00 PM | 2:00 PM | 1 | 1 | 1 | 3 |
| 2:00 PM | 3:00 PM | 1 | 1 | 1 | 3 |
| 3:00 PM | 4:00 PM | 1 | 1 | 1 | 3 |
| 4:00 PM | 5:00 PM | 1 | 1 | 1 | 3 |
| 5:00 PM | 6:00 PM | | | | |
| 6:00 PM | 7:00 PM | | | 1 | 1 |
| 7:00 PM | 8:00 PM | | | 1 | 1 |
| 8:00 PM | 9:00 PM | | | 1 | 1 |
| | | | | | |
| **Wednesday** | | | | | |
| 10:00 AM | 11:00 AM | 1 | 1 | | 2 |
| 11:00 AM | 12:00 AM | 1 | 1 | | 2 |
| 12:00 AM | 1:00 PM | | | | |
| 1:00 PM | 2:00 PM | 1 | 1 | | 2 |
| 2:00 PM | 3:00 PM | 1 | 1 | | 2 |
| 3:00 PM | 4:00 PM | 1 | 1 | | 2 |
| 4:00 PM | 5:00 PM | 1 | 1 | | 2 |
| 5:00 PM | 6:00 PM | | | | |
| 6:00 PM | 7:00 PM | 1 | | 1 | 2 |
| 7:00 PM | 8:00 PM | 1 | | 1 | 2 |
| 8:00 PM | 9:00 PM | 1 | | 1 | 2 |

| Start time | end time | Port McNicoll | Victoria Harbour | Waubaushene | Tay |
|---|---|---|---|---|---|
| | | | | | |
| **Thursday** | | | | | |
| 10:00 AM | 11:00 AM | 1 | 1 | | 2 |
| 11:00 AM | 12:00 AM | 1 | 1 | | 2 |
| 12:00 AM | 1:00 PM | | | | |
| 1:00 PM | 2:00 PM | 1 | 1 | 1 | 3 |
| 2:00 PM | 3:00 PM | 1 | 1 | 1 | 3 |
| 3:00 PM | 4:00 PM | 1 | 1 | 1 | 3 |
| 4:00 PM | 5:00 PM | 1 | 1 | 1 | 3 |
| 5:00 PM | 6:00 PM | | | | |
| 6:00 PM | 7:00 PM | | 1 | | 1 |
| 7:00 PM | 8:00 PM | | 1 | | 1 |
| 8:00 PM | 9:00 PM | | 1 | | 1 |
| | | | | | |
| **Friday** | | | | | |
| 10:00 AM | 11:00 AM | 1 | 1 | | 2 |
| 11:00 AM | 12:00 AM | 1 | 1 | | 2 |
| 12:00 AM | 1:00 PM | | | | |
| 1:00 PM | 2:00 PM | 1 | 1 | 1 | 3 |
| 2:00 PM | 3:00 PM | 1 | 1 | 1 | 3 |
| 3:00 PM | 4:00 PM | 1 | 1 | 1 | 3 |
| 4:00 PM | 5:00 PM | 1 | 1 | 1 | 3 |
| | | | | | |
| **Saturday** | | | | | |
| 9:00 AM | 10:00 AM | 1 | 1 | 1 | 3 |
| 10:00 AM | 11:00 AM | 1 | 1 | 1 | 3 |
| 11:00 AM | 12:00 AM | 1 | 1 | 1 | 3 |
| 12:00 AM | 1:00 PM | 1 | 1 | 1 | 3 |
| 1:00 PM | 2:00 PM | | | | |
| 2:00 PM | 3:00 PM | | | | |
| 3:00 PM | 4:00 PM | | | | |
| 4:00 PM | 5:00 PM | | | | |
| | | | | | |
| **Sunday** | | | | | |
| 10:00 AM | 11:00 AM | | | | |
| 11:00 AM | 12:00 AM | | | | |
| 12:00 AM | 1:00 PM | | | | |
| 1:00 PM | 2:00 PM | | | | |
| 2:00 PM | 3:00 PM | | | | |
| 3:00 PM | 4:00 PM | | | | |
| 4:00 PM | 5:00 PM | | | | |
| | | | | | |
| **Total Hours** | | **34** | **31** | **22** | **87** |

A discussion of the Library's organization and staffing is presented in Section 9.2.

## 5.3 Organization Structure

The Library's organization structure is presented in graphic form in Section 9.2

The Library Board is composed of three at-large members and two Council representatives.

The Library CEO is also the Clerk of the Township, a somewhat unusual arrangement. It is estimated that she spends from 20% to 30% of her time on Library matters. However, the cost associated with this time is not included in the Library budget.

All other staff including the Head Librarian are part-time.

# 6. Profile of the Community

## 6.1 Policy Context

Tay Township was amalgamated in 1994 bringing together a number of smaller communities on the south shore of Georgian Bay. The Township has a unique cultural and natural heritage. It can claim to have one of Ontario's and Canada's earliest European settlements. Today, it offers permanent and seasonal residents a unique and attractive quality of life including excellent cultural heritage, an outstanding and varied natural environment including easy access to the waterfront, a blend of smaller urban and rural lifestyle opportunities, an affordable lifestyle as well as high quality amenities and services.

Because of its relatively small size, it is not overly wealthy. It does not have a large tax assessment base and most of the tax base is residential. Like many smaller townships in Ontario, Tay is challenged to continue to offer services without significantly increasing its taxes. The recent closures of longstanding Port McNicoll Public School, Waubaushene Pines Elementary School and Waubaushene Elementary School are symptomatic of the challenges that Tay Township faces and were very much on the minds of residents who participated in the Library planning study.

The three largest of Tay's amalgamated communities are Port McNicoll, Victoria Harbour and Waubaushene, each of which is home to one of Tay Public Library's branches.

The Township Strategic Plan provides some policy context to the provision of Tay's library services. In 2015, the Township adopted a Strategic Plan[1] with the following vision statement:

> *The Township of Tay is a strong, cohesive rural community. We celebrate and promote our unique history, natural heritage and recreational amenities as the cornerstone to our quality of life. Our unique villages and towns support a host of events, services and businesses that contribute to growing local economy and create a unique destination experience for residents and visitors to the community.*

The Corporate Strategic Plan noted the challenges of the municipality in maintaining its services without increasing taxes. Regarding the library system, the Strategic Plan had the following recommendation:

> ***Assess the role and function of the Township's Library services.*** *While the Township's library network is well regarded, the traditional role and function of community libraries is changing. Sustaining three libraries will be challenging over the long term. Reframing the role of libraries as flexible community spaces / hubs may address this challenge. Tomorrow's libraries need to embrace technology.*

The recommendation, in part, led to the Library Board and Council's decision to develop this Master Plan.

## 6.2 Demographic Profile

The following materials from Census Canada and Manifold Data Mining provide some background on Tay Township's current and future demographics.

### Population and Household Size

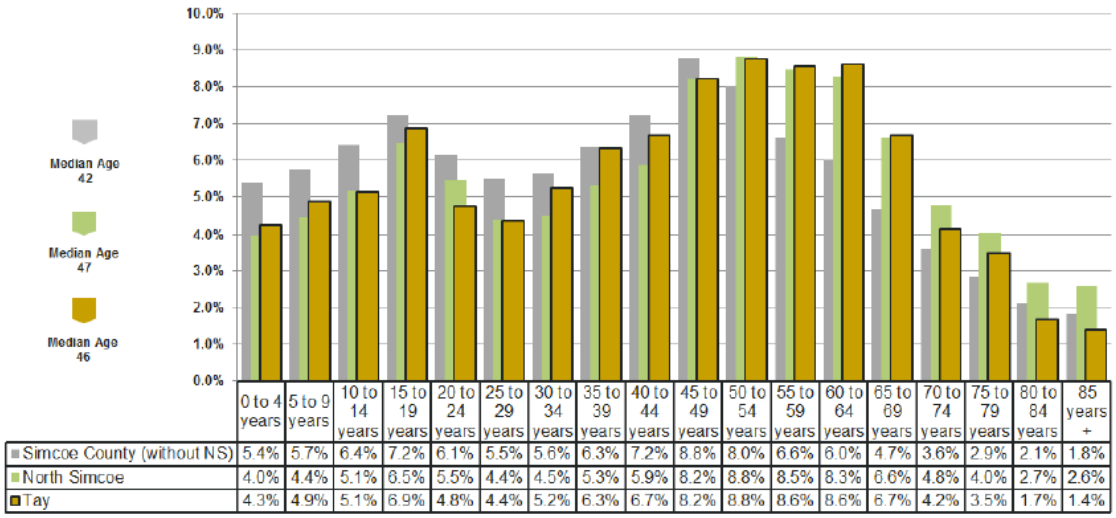
- 9,736 population (2011)
- 3,940 h 3,940 households
- average household size 2.47 persons (similar to Ont. average)

[1] MDB Insight, Township of Tay, Corporate Strategic Plan, 2015 – 2018, October 2015, p.11.

## Distribution of Age Groups

- population aged 0-14: 13.[illegible] 14.1% – *low compared to provincial average of 16.3%*
- population aged 65+: 21.1% – *high compared to provincial average of 16.6%*

FIGURE 2: AGE CHARACTERISTICS IN 2011, TAY TOWNSHIP, NORTH SIMCOE AND SIMCOE COUNTY




| | 0 to 4 years | 5 to 9 years | 10 to 14 years | 15 to 19 years | 20 to 24 years | 25 to 29 years | 30 to 34 years | 35 to 39 years | 40 to 44 years | 45 to 49 years | 50 to 54 years | 55 to 59 years | 60 to 64 years | 65 to 69 years | 70 to 74 years | 75 to 79 years | 80 to 84 years | 85 years + |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Simcoe County (without NS) | 5.4% | 5.7% | 6.4% | 7.2% | 6.1% | 5.5% | 5.6% | 6.3% | 7.2% | 8.8% | 8.0% | 6.6% | 6.0% | 4.7% | 3.6% | 2.9% | 2.1% | 1.8% |
| North Simcoe | 4.0% | 4.4% | 5.1% | 6.5% | 5.5% | 4.4% | 4.5% | 5.3% | 5.9% | 8.2% | 8.8% | 8.5% | 8.3% | 6.6% | 4.8% | 4.0% | 2.7% | 2.6% |
| Tay | 4.3% | 4.9% | 5.1% | 6.9% | 4.8% | 4.4% | 5.2% | 6.3% | 6.7% | 8.2% | 8.8% | 8.6% | 8.6% | 6.7% | 4.2% | 3.5% | 1.7% | 1.4% |

Source: Statistics Canada 2011 Census Profiles

Note: The above chart is reproduced from the Corporate Strategic Plan, p.6.

## Population Projections

- population projected by 2025: 8,981 – *essentially static*
- households projected by 2025: 3,924 - *slight growth*
- average household size in 2025: 2.29 – *shrinking*

## Household Types

- lower proportion of 1-person households that provincial average (23.4% [Tay] vs. 26.9% [Ont.])
- much higher proportion of 2-person households that provincial average (41.7% [Tay] vs. 31.0% [Ont.])

## Family Types

- higher proportion of families with no children at home (48.5% [Tay] vs. 36.8% [Ont.])
- lower proportion of families with children at home (35.4% [Tay] vs. 46.4% [Ont.])

## Ethnicity

| Ethnicity Origin | Tay | Ontario |
|---|---|---|
| British Isles origins | 60.0% | 39.6% |
| French origins | 23.9% | 11.0% |
| Aboriginal origins | 12.1% | 3.7% |
| Canadian | 42.5% | 23.9% |

## Generation Types

| Generation Types | Tay | Ontario |
|---|---|---|
| First generation | 8.3% | 30.2% |
| Second generation | 14.2% | 22.7% |
| Third generation and over | 77.5% | 47.1% |

## Lifestyle Types

"Up the Ladder" – 31.9% compared to Ontario average of 14.2%

"High Trades" – 41.6% compared to Ontario average of 6.1%

"Joyful Country" – 24.4% compared to Ontario average of 3.3%

## Definitions for Manifold Lifestyle Types

**"Up the Ladder"**
Middle class households in busy life-stage. Income ($81,836) and home value ($521,364) are slightly above the Canadian average. Household size is 2.53. 32% are French and many of them work in the sales and trades. More suburban dwellers with children age under 14, they spend high on healthcare plan, mortgage and life insurance premiums, childcare and cosmetics. In their precious leisure time, they read more about relationships, interior decorating, work on organic gardening and woodworking. Occasionally they ski. They think an important part of their life and activities is dressing smartly. Enjoy being extravagant, but think no-name products are as good as nationally advertised brands. Like both to go out with friend and entertain at home. Consider career as their first priority. More likely than the Canadian average to purchase personal watercraft, motor home, snowmobile, camping trailer, pool, motorcycle, and water cooler/water delivery service.

**"High Trades"**
Working urban families. Income of $80,030 and home value of $578,756, they live more likely than average in apartment, detached duplex or semi-detached houses with 2.48 in household size. Educational level more likely to be high school, apprenticeship or trades. They work more than average in the agriculture in primary industries, in art, culture, recreation and sport, also as heavy equipment and crane operators. They read about natural health and romance. They do home renovation, some hunting and fishing. Open mind to new products and admire brand names. Convenience is more important than price when shopping. Pay attention to woman's right. More likely than average shopping at online department stores. More likely than the Canadian average to purchase motor home and motorcycle.

**"Joyful Country"**
Rural households with large share of Francophones. Income $77,779, home value $371,575, household size 2.50. They spend more than average on house, gardening, recreation vehicles and insurance premiums,

gasoline and fuels, medicine, pet and bingo. They give 46% above average to non-religious charitable organizations. They work at home, in primary industry, the trades, transportation and heavy equipment operations. They hunt and fish more than average. When they make a purchase, they often spend more than they thought they would. Like shopping at Giant Tiger, but also online shopping. Looking for convenience, not price. Prefer to postpone a purchase than buy on credit and do more entertaining at home.

More likely than the Canadian average to purchase hot tub/spa, snowmobile, pool (above or in-ground), satellite dish, camping trailer, power boat (excl. personal watercraft), tires and water cooler/water delivery service.

### Household Income

- $75,956 compared to Ontario average of $94,952

### Education Levels

| Highest level of educational attainment | Tay | Ontario |
|---|---|---|
| No certificate, diploma or degree | 24.2% | 18.7% |
| High school diploma or equivalent | 29.4% | 29.4% |
| Postsecondary certificate, diploma or degree | 46.5% | 54.6% |

## 6.3 Summary

Tay is a unique community offering a high quality of life with wonderful community, cultural and heritage assets. At the same time, Tay's future will be challenged by its relatively small size, lower household income than average, essentially flat population growth and limited job opportunities for young people. The community has a high proportion of older residents, many of whom are attracted by its lifestyle and natural beauty. At the same time, the community's tax base is limited and it will be a challenge to continue to offer high quality services.

# 7. General Trends and Issues Common to Community Libraries Across Ontario

## 7.1 Recent Trends

There is considerable literature and documentation on the role of libraries in communities, their changing mandates in the world of technology, and how this all has an impact on library buildings. This section highlights some of these trends and their relevance to Tay Township Public Library.

### Core Library Service

Libraries continue to be a safe and free destination where people come to borrow books, DVDs and other materials, as well as consult reference resources. Implications and indicators include:

- Universal access to information;
- Staff expertise to recommend books and provide reference information;
- Comfortable chairs for reading magazines and newspapers, or chat with others;
- People of all ages participate in programs and activities;
- Children attend story times and participate in summer reading programs;
- Comfortable seating, fireplaces, gardens contribute to quiet haven for reading;
- Separate quiet spaces for reading and study;
- Living room of the community.

### Life-long Learning

Libraries are learning centres for all ages and abilities. Indicators include:

- Research for school projects;
- Home schoolers support;
- Computer training for different levels of ability and different ages;
- English as a Second Language programs;
- Literacy tutoring;
- Job searching support.

### Economic Development

Libraries are spaces to stimulate local economic development providing support to local organizations and businesses. Indicators include:

- Source of local and community information;
- Excellent reference and search support;
- Space for small and home based businesses to research;
- Place to stimulate entrepreneurial activities;
- Small meeting spaces for entrepreneurs and small business;
- Good technology support;
- Job searching support.

### Technology Centre

Public libraries have embraced technology, becoming the bridge between technology and people. Public library service delivery has evolved significantly in response to the digital age and arrival of the Internet. Indicators include:

- Technology as tool for library operations;
- Go-to place for free access to the Internet;
- Knowledgeable staff;
- Equal access to online resources for rural residents;
- Online subscriptions, downloadable e-books, audiobooks, music, videos;
- Computers for public use, laptops and e-readers for loan;
- Service areas to support printing, scanning and faxing;
- Wi-Fi and electrical outlets for customers' use of their own devices in the library;
- Creation of digital content, especially about the community's history and genealogy;
- Computer training, makerspaces with 3D printers, digital studios.

### Customer Centred

Libraries have evolved to be customer centred to ensure that library users enjoy a positive experience. Indicators include:

- Comfortable spaces, expanded hours;
- Empowered front-line staff, flexible policies developed with the customer in mind;
- Surveys, feedback;
- Flexible to respond to changing community needs.

### Community Hub

Public libraries provide a destination for shared community and cultural functions. Indicators include:

- Small meeting rooms for tutoring, group study or projects, workshops, book clubs;
- Larger meeting rooms for presentations;
- Drop-in activities such as games and puzzles;
- Library programming provides a place for bridging social capital, where people from diverse backgrounds have an opportunity to meet and interact with others, making for a stronger, healthier community;
- Community and service groups use the library as a meeting place, thereby, facilitating community engagement;
- Visitors seeking local community information;
- Libraries support the local economy with their presence in downtown areas;
- Libraries are co-located near other public or cultural facilities and/or areas of high public usage;
- Libraries are the community meeting place.
- Destination for newcomers and new residents

Recently, the Province of Ontario issued a report, *Community Hubs in Ontario: A Strategic Framework and Action Plan*, which deals with hubs as a location where multiple health and

social services can be offered in a shared space with the intention of serving multiple or complex needs. There were few examples of libraries involved in this community hub model, but they certainly exist. The report may have missed an opportunity to involve libraries more, as public libraries are already well known in their communities as a safe, neutral place where people have access to information from professionals.

### Partnerships

Public libraries make connections with other community organizations to deliver programs. Indicators include:

- Neutral and safe place to meet;
- Staff expertise;
- Participation in consortia or networks of other libraries to share resources, such as technology and digital resources;
- Destination in joint-use facilities with recreation or cultural centres, which can offer exciting opportunities for service delivery and programming;
- Sharing of space with partnership organizations;
- Library staff participates in community activities outside of the library to deliver programs and engage in community events and activities.

## 7.2 Implications for Library Facilities

Best practices in library facilities are responsive to trends in library services and community development.

### Library as Place

Location is important for the library to be relevant and sensitive to its community. Libraries contribute to a vibrant downtown by bringing people to the centre of the community. Likewise, multi-use recreational facilities such as community and recreation centres can be a logical location for public libraries, allowing families and individuals to use several community services and participate in a wide variety of activities in one location. This is particularly popular for neighbourhood branches in a large municipality.

Any location needs to have safe and easy access for pedestrians. Attractive outdoor gathering places around the library also enhance quiet reading, people gathering, or access to the library's Wi-Fi after hours. The library should provide a sense of place and be responsive to community growth. It should be centrally located or co-located with a recreation centre or other municipal service.

### Flexible for Changing Needs

Technology and the role of the library as a community hub demand that the interior of the library be as flexible and open as possible for future changing priorities and uses. One-storey libraries with few walls for small and medium-sized communities are best. The use of zones for

overlapping and changing functions is popular. Space formerly required for growing collections of books is used to access technology or provide places for people to meet.

### Customer Centred

Attractive, comfortable and a variety of seating options including specialized children's and teen furnishings, and good signage throughout the library for easy wayfinding are all important. Shelving should be low enough to meet accessibility standards and include face-out displays and merchandising units. Self-service through self-checkout, online renewals and holds are important, as is staff being on the floor to assist visitors and researchers.

### Collaborative Spaces

From computer training centres and digital studios, small meeting rooms for tutoring and group projects and comfortable seating areas for book club discussions, to larger meeting rooms for presentations, the library should offer a variety of spaces for people to gather.

# 8. Strengths, Weaknesses, Opportunities and Threats Analysis

## 8.1 Findings from the Benchmarking

Ministry statistics were used to compare Tay Public Library with six other public library systems which were chosen either because of their comparable similar size and/or proximity to the GTA. These other libraries included Clearview, Georgian Bay, Grey Highlands, Ramara, Selwyn and Severn Township public libraries. The data is from 2014 which is the most recent available from the Ministry. Averages are presented for the group of seven libraries. Detailed benchmark tables are contained in Appendix E. As a cautionary note and as noted in Section 5.3, with the inclusion of a portion of the Library CEO's salary which is not currently allocated to the Library, Tay Public Library's true costs are actually somewhat higher than those used in the benchmark comparisons.

As noted in Section 4, comparisons are indicative, not definitive. In this Master Plan, certain use has been made of comparisons with other library systems in other municipalities. All library systems are unique, reflecting differences in the nature of the population base they serve; the territory they cover and the distribution of settlement; their physical facilities; their collections and how these respond to community demand; the choices of the Board and staff regarding programs to be offered; the nature of shared services with the municipality; etc. As such, no comparisons can ever be exactly 'point to point' and definitive. Comparisons are useful as indicators of areas to be further examined and where service improvements might be investigated.

The following are key findings from the benchmarking:

- Tay Public Library has 3.2 service points per 10,000 population compared to 4.1 for the group as a whole. (Note that this is an unweighted average. Using a weighted average, the group has 2.5 service points per 10,000, so Tay is more or less within the range).
- Tay Public Library's number of cardholders as a percentage of the population is quite low, at 23% compared to 44% for the group as a whole. Tay's library cards can be shared amongst family members which may explain its somewhat lower penetration rate.
- Local funding per capita is $34 for Tay Public Library, somewhat lower than $38 for the group as a whole.
- Tay Library's total operating expenditure is $44 per capita compared to $47 for the group.
- Tay Library's materials expenditure budget is 7% of total expenditures, compared with 10% for the group as a whole.
- Tay Library's staffing costs are 69% of its operating costs, somewhat higher than the group average of 60% which reflects the fact that overall, Tay's library budget is lower than other systems on a per capita basis[2]. Tay's staffing costs per capita are $24, compared to $32 for the group[3].
- Tay Library's computer costs are 1% of operating expenses, somewhat lower than 3% for the group.
- Tay Library's cost per circulated item is $6.86, somewhat higher compared with $5.88 for the group.
- Tay Library's cost per service hour open is $91, somewhat lower than the group average of $98 for the group.
- Tay Library's number of circulating volumes held per 1,000 population is 5 ion is 5,346, somewhat higher than the group average of 4,659.
- The number of e-Resources held as a percentage of circulating volumes and e-Resources is 32% for Tay Library, somewhat lower than 58% for the group.
- Tay Library has 0 professional librarians[4] per 10,000 population compared to 0.4 per 10,000 for the group as a whole.
- Tay Library has 0 full-time staff compared to 1.3 for the group.
- The total number of staff hours for Tay Library is 161 which is high compared with 141 for the group.
- The number of staff hours per hour open is 1.9 for Tay Library which is comparable to the group as a whole which was 1.8.
- E-books and downloads as a percentage of all circulation is 37% for Tay Library, which is high relative to the group average of 17%.
- Tay's circulation per capita is 6 compared with 8 for the group.

[2] In other words, if the overall library budget were larger, it is likely that non-staff costs would be larger as well, bringing the salary percentage cost more into line with that seen in other systems

[3] As noted, the Library CEO staffing costs are borne by the municipality and, therefore, not all Tay's staffing costs are included in the Library's operating expenditures

[4] The number of full time staff holding a degree in library/information science from an accredited school e.g. MLS, MIS, MLIS with the qualification recognized in the job class.

- Tay's circulation per cardholder is 28, considerably higher than 20, the average for the group of libraries.
- Tay Library's program attendance is 297 per 1,000 population, rather lower than 569 for the group.

On balance, Tay Public Library compares favourably with the group on a number of dimensions including hours open and circulation per cardholder. It compares favourably on volumes held. Also, its circulation of e-books and downloads as a percentage of all circulation is high relative to the comparables. Its cost per capita of $91, compared to $98 for the group can be perceived as relatively efficient. In contrast, it can also be perceived as under-resourced relative to its peers. Possible areas where there may be some opportunities for improvement include circulation per capita and program attendance which are somewhat lower than the comparators.

## 8.2 Findings from the Community Survey

A confidential survey was administered to residents of Tay Township and Library patrons between August 19 and September 30, 2016. The surveys were promoted by the municipality and the Public Library in each of the branches. The survey was available online using TCI's SurveyMonkey account and was also available in hard copy at the branches. The hard copy surveys were entered by the consultants into a complete data set. In total, 423 resp 423 respons received from the public survey which is an excellent response. The following summarizes the main responses (items in **bold type** represent the majority response for each question).

### A. About You

Q.1: Residence of Respondents:
Port McNicoll: 26.56% (111 respondents)
**Victoria Harbour: 37.8% (158 respondents)**
Waubaushene: 30.62% (128 respondents)
Other: 5.02% (21 respondents)

- (Q.2) Vast majority had Tay Township as their **full-time residence** (88.76% or 371 respondents)
- (Q.3) Length of time living at residence varied- most common response was '**more than 20 ye 20 years** (36.67%)

Q.4: Age Range:
19 or under: 3.18%
20-29: 7.  29: 7.1%
30-39: 9.3%
40-49: 13.  49: 13.5%
50-59: 15.  59: 15.2%
60-65: 19.  65: 19.6%
**66-79: 26.2%79: 26.2%**
80+: 6.1%

Q.5: Household Status:

- Majority of respondents were adult couples

Single: 17.9%
**Adult couple: 51.7%**
Family with some or all kids under 12: 16.8%
Family group with teens only: 4.8%
Other: 8.9%

Q.6: Library Usage
**Once a week or more: 37.6%**
Once every couple of weeks: 29.9%
Once a month: 10.1%
Once every few months: 9.6%
Once or twice a year: 6.9%
Less than once a year: 3.6%
Never: 2.4%

Q.7: Branch Usage
**Victoria Harbour: 39.4%**
Port McNicoll: 31.0%
Waubaushene: 26.2%
No branch: 3.4%

## B. Your Level of Satisfaction with the Branches

Q.8 **How would you rate the various facilities and resources provided by the Tay Township Public Library?**

| – | Very Satisfied – | Somewhat Satisfied – | Somewhat Dissatisfied – | Very Dissatisfied – | Can't Say / Don't Know | Total – |
|---|---|---|---|---|---|---|
| **Number, location of branches** | **79.59%** 312 | **15.31%** 60 | **0.77%** 3 | **1.02%** 4 | **3.32%** 13 | 392 |
| **Hours of Operation** | **48.21%** 188 | **37.69%** 147 | **8.21%** 32 | **2.31%** 9 | **3.59%** 14 | 390 |
| **Print materials, range and variety** | **57.99%** 225 | **30.67%** 119 | **3.61%** 14 | **1.03%** 4 | **6.70%** 26 | 388 |
| **Digital collections - eBooks, eAudio, eMagazines, etc.** | **36.72%** 141 | **26.04%** 100 | **2.86%** 11 | **1.56%** 6 | **32.81%** 126 | 384 |
| **Range and variety of DVDs** | **44.50%** 170 | **23.82%** 91 | **3.66%** 14 | **0.79%** 3 | **27.23%** 104 | 382 |
| **Genealogy and local history** | **31.48%** 119 | **19.31%** 73 | **2.38%** 9 | **1.32%** 5 | **45.50%** 172 | 378 |
| **Quality of desktop computers** | **29.18%** 110 | **22.28%** 84 | **5.84%** 22 | **1.86%** 7 | **40.85%** 154 | 377 |
| **Software loaded on desktop computers** | **27.15%** 101 | **19.89%** 74 | **4.57%** 17 | **0.81%** 3 | **47.58%** 177 | 372 |
| **Access to Wifi** | **40.69%** 153 | **15.69%** 59 | **1.33%** 5 | **1.06%** 4 | **41.22%** 155 | 376 |
| **Online / computer access** | **41.42%** 157 | **15.30%** 58 | **3.69%** 14 | **1.58%** 6 | **37.99%** 144 | 379 |
| **Availability of quiet work and study spaces at the branch you most frequently use** | **36.32%** 138 | **21.32%** 81 | **6.32%** 24 | **5.79%** 22 | **30.26%** 115 | 380 |
| **Availability of program and meeting spaces** | **33.33%** 125 | **20.00%** 75 | **9.07%** 34 | **2.93%** 11 | **34.67%** 130 | 375 |
| **Availability/Quality of children's area** | **31.56%** 119 | **21.22%** 80 | **6.10%** 23 | **2.39%** 9 | **38.73%** 146 | 377 |
| **Availability/Quality of teen/youth area** | **21.01%** 79 | **13.03%** 49 | **9.57%** 36 | **3.46%** 13 | **52.93%** 199 | 376 |
| **Availability of food services in or near the library** | **21.29%** 79 | **16.98%** 63 | **8.63%** 32 | **13.48%** 50 | **39.62%** 147 | 371 |
| **Quality and cleanliness of washrooms** | **55.09%** 211 | **14.88%** 57 | **1.83%** 7 | **0.52%** 2 | **27.68%** 106 | 383 |
| **Overall appearance and ambience of the library at the branch you most frequently use** | **65.12%** 252 | **27.91%** 108 | **3.36%** 13 | **1.03%** 4 | **2.58%** 10 | 387 |
| **Availability of parking** | **71.13%** 276 | **18.30%** 71 | **5.41%** 21 | **2.58%** 10 | **2.58%** 10 | 388 |

- Overall, 'very satisfied' was the most significant response in each category (with the exception of several categories with a significant portion of 'can't say/don't know', likely reflecting the fact that respondents did not utilize services in that category
- Patrons were most satisfied with 'number, location of branches'; 'print materials, range and variety'; 'quality and cleanliness of washrooms'; overall appearance and ambiance of the library'; and 'availability of parking'. All of these indicators were rated as 'very satisfied' by 50% or more of survey respondents.
- Many respondents marked 'can't say/don't know' regarding the use of different services.
- Patrons were most dissatisfied by the availability of food services in or near the library.
- Total 'somewhat dissatisfied' or 'very dissatisfied' ratings:
    - Availability of food services at or near the library – 22.1%
    - Availability/quality of teen/youth areas – 13.0%
    - Availability of quiet work or study areas – 12.1%
    - Availability of program and meeting spaces – 12.0%
    - Hours of operation – 10.4%
    - Availability/quality of children's area – 8.5%
    - Quality of desktop computers – 7.7%

Q.9: Comments on Ratings (most common- listed in order of frequency of comment):

**Waubaushene:**

- Needs more space for materials/programming- very cramped
- Needs more parking spaces- barrier to access for elderly people that cannot walk distances if parked far away
- Longer/more convenient opening hours→ current hours do not meet the needs of most patrons- respondents expressed that they would use library more frequently if hours were more convenient (respondents particularly requested evening hours)
- Staff were highly praised
- Great location
- Library makes good use of limited space

**Victoria Harbour:**

- Friendly and helpful staff
- Inconvenient hours of operation- respondents requested more evening opening hours
- Limited parking
- Lack of quiet work and study space

**Port McNicoll:**

- Friendly and helpful staff
- Inconvenient hours of operation- respondents requested more evening opening hours
- Small location→ however, several respondents expressed that the library makes good use of the limited space
- Limited computer access- two computers out of order
- No comfortable reading area

**General Comments:**

- Several respondents expressed that if their local library branch was closed (i.e. shut down) that they would not go to another library (due to distance, inconvenience, physical disability, etc.)
- Hard to attract people to move to towns with no libraries- dwindling of services
- Many respondents stressed the importance of libraries and the centrality of the library to their community
- Many respondents expressed that library closure would make it difficult for seniors without drivers' licenses to access libraries

Q.10: Services Most Valued:

- By far the most valued services were: **range of print materials (and inter-library loan service)**
- Computer access
- Wi-Fi access
- Staff as a resource
- Location (convenience)
- DVDs
- Hours of operation
- Children's books/area/programming

Q.11: Suggestions Regarding Facilities for Consideration:

- More space, larger library locations
- Longer hours
- Advertisement of services and programming
- Computer literacy training
- Refreshments
- Establish a "Friends of the Library" group to promote library interests independent of the CEO
- Physical and mental health programming
- Creation of meeting/reading rooms
- Access to libraries of Springwater Township and Midland (potentially through inter-library loans)
- More youth programming
- Increase accessible parking
- Equip computers with assistive technology programs for people with learning disabilities

- More adult programming- lecture series, classes, etc.

## C. Your Level of Satisfaction with Existing Library Services

**Q.12. How would you rate the following programs and services provided by the Tay Township Public Library?**

| – | Very Satisfied (2) – | Some-what Satisfied (1) – | Somewhat Dissatisfied (-1) – | Very Dissatisfied (-2) – | Can't Say / Don't Know (0) | Total – | Weighted Aver-age – |
|---|---|---|---|---|---|---|---|
| **Adult Programs** | **32.88%** 120 | **20.82%** 76 | **2.74%** 10 | **1.92%** 7 | **41.64%** 152 | 365 | 0.80 |
| **Children's Programs** | **27.45%** 98 | **13.73%** 49 | **1.96%** 7 | **1.40%** 5 | **55.46%** 198 | 357 | 0.64 |
| **Information and inquiry desk** | **81.55%** 305 | **12.03%** 45 | **0.80%** 3 | **0.80%** 3 | **4.81%** 18 | 374 | 1.73 |
| **Library check out process (by staff)** | **83.29%** 314 | **10.88%** 41 | **0.27%** 1 | **0.53%** 2 | **5.04%** 19 | 377 | 1.76 |
| **Inter-library loan service** | **70.08%** 260 | **13.75%** 51 | **1.08%** 4 | **0.81%** 3 | **14.29%** 53 | 371 | 1.51 |
| **General Friendliness and Helpfulness of Staff** | **90.16%** 339 | **6.12%** 23 | **0.80%** 3 | **0.80%** 3 | **2.13%** 8 | 376 | 1.84 |
| **Wifi availability** | **45.48%** 166 | **10.96%** 40 | **2.47%** 9 | **0.82%** 3 | **40.27%** 147 | 365 | 0.98 |
| **Technology support** | **37.36%** 136 | **14.29%** 52 | **2.20%** 8 | **2.20%** 8 | **43.96%** 160 | 364 | 0.82 |
| **Library web site** | **35.99%** 131 | **23.90%** 87 | **6.04%** 22 | **1.37%** 5 | **32.69%** 119 | 364 | 0.87 |
| **Quality of online resources / databases** | **31.30%** 113 | **19.39%** 70 | **3.05%** 11 | **1.39%** 5 | **44.88%** 162 | 361 | 0.76 |
| **Library program guide** | **32.12%** 115 | **19.27%** 69 | **2.79%** 10 | **0.84%** 3 | **44.97%** 161 | 358 | 0.79 |
| **Overall customer experience service provided by the Library** | **81.17%** 306 | **13.26%** 50 | **1.06%** 4 | **0.80%** 3 | **3.71%** 14 | 377 | 1.73 |
| **Provision of fire permits** | **62.33%** 230 | **5.42%** 20 | **0.54%** 2 | **0.54%** 2 | **31.17%** 115 | 369 | 1.28 |
| **Good Food Box** | **36.57%** 132 | **8.86%** 32 | **0.83%** 3 | **0.83%** 3 | **52.91%** 191 | 361 | 0.80 |

Q. 12: Rating of Programs and Services:

**Most Satisfied:**

- General friendliness and helpfulness of staff (90.2% very satisfied)
- Library check out process (83.3% very satisfied)
- Overall customer experience (81.2% very satisfied)
- Information and inquiry desk (81.6% very satisfied)

**Few dissatisfied with programs/services. Of those Least Satisfied:**

- Library web site (7% somewhat or very dissatisfied)
- Adult programs (5% somewhat or very dissatisfied)
- Technology support (4% somewhat or very dissatisfied)
- Quality of online resources/databases (4% somewhat or very dissatisfied)
- Library program guide (4% somewhat or very dissatisfied)
- Children's programs (3% somewhat or very dissatisfied)

Q. 13: Comments on Programs and Services Ratings:

- Staff are an incredible resource
- Wifi very important to many respondents
- Many individuals and families cannot afford computers/internet – so for them access to internet is essential
- Several respondents expressed their appreciation for the Good Food Box service
- Library as a "community hub"
- Several comments on website being confusing/difficult to use
- Restricted hours and programming at all three libraries
- *"Recreational programming is very lacking (in Tay) and the libraries at least offer some programming".*

Q.14: Most Valued Service (in order of frequency of response):

- Helpfulness and friendliness of staff
- Inter-library loan service
- Children's programming
- Wifi
- Good Food Box
- Adult programming
- *Several respondents (4) indicated their most valued service was "just having a library"

Q.15: Additional Ideas for Services:

- Increased hours
- More computer/technology courses
- Programming for seniors
- More computers
- Increased programming for adolescents and adults
- Service for shut-ins
- Newcomer program
- Flyer/newsletter/community bulletin outlining services offered
- Physical and mental health programming

## D. Hours of Operation

Q.16: Most Convenient Time for Library Usage:
Weekday mornings: 18.6%
**Weekday afternoons: 38.5%**
Weekday evenings (Mon-Thurs): 27.9%
Saturday during the day: 12.2%
Sunday during the day: 2.9%

## E. Accessibility and Diversity Issues

Q.17: Disability/Special Need Restricting Library Access:
**No: 94.7%No: 94.7%**
Yes: 5.3%

- Majority of disabilities described physical→ respondents noted importance of ease of access to library and accessible parking

Q.18: Does the library welcome diversity?
**Yes: 95.4%**
No: 4.6%

- One respondent noted that there is no special effort made to welcome diverse groups ("neutral rather than welcoming")

Q.19: Satisfaction with Accessibility Issues:

Physical accessibility to the library

- **Very satisfied: 71.4%**
- Somewhat satisfied: 16.8%
- Somewhat dissatisfied: 3.5%
- Very dissatisfied: 1.3%
- Can't say/don't know: 7.0%%

General accessibility inside the library

- **Very satisfied: 68.3%**
- Somewhat satisfied: 20.4%
- Somewhat dissatisfied: 5.1%
- Very dissatisfied: 0.5%
- Can't say/Don't know: 5.7%

Accessible washrooms

- **Very satisfied: 55.8%**
- Somewhat satisfied: 11.6%
- Somewhat dissatisfied: 1.4%
- Very dissatisfied: 0.5%

Q.20: Comments on Ratings:

- Limited space within library (particularly at Waubaushene) makes accessibility difficult- respondents mentioned difficulty with both strollers and wheelchairs
- Need more accessible parking spots
- Port McNicoll not wheelchair accessible
- Staff make a huge effort to accommodate accessibility issues
- Physical accessibility compromised in winter
- Several respondents expressed concern that library closure would be due to cost of addressing accessibility issues
- "Ontarians with environmental sensibilities cannot use most books that have been circulated into 'chemicalized homes".

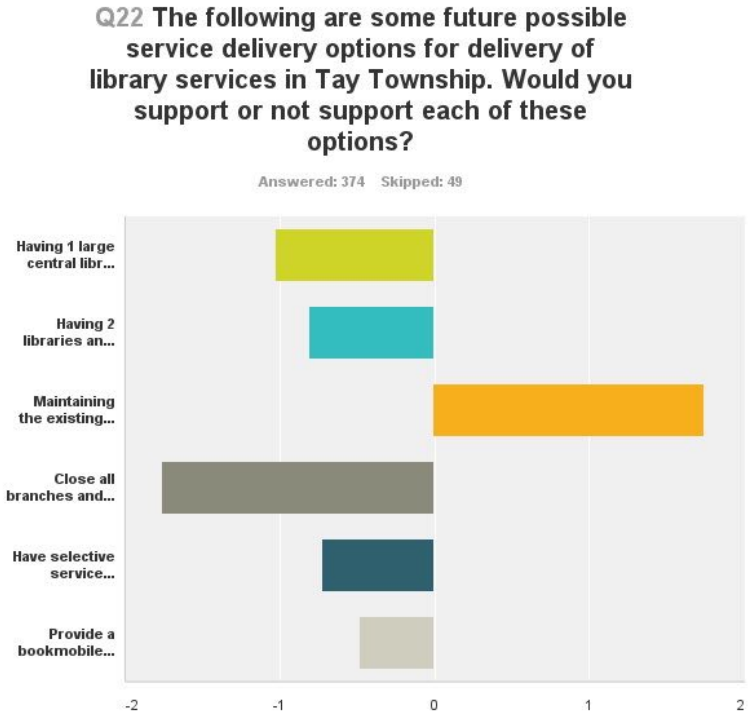
## F. Future Services

Q.21: Future Services

**Community information centre: 54.2% ('Definitely interested')**
More adult programming: 43.4%
More outreach to shut-ins, seniors' homes, etc.: 36.4%
More early literacy programming: 35.7%
More space for local art, culture: 34.3%

## G. Future Service Delivery

Q.22: Possible Service Delivery Options




Note: the chart above applies weightings to the responses as follows: Definitely support (2); Might support (1); Definitely not support (-2); Can't say/Don't know (0).

Having 1 large central library: 8.2%
Having 2 libraries: 5.8%
**Maintaining existing 3 branch system: 88.3%**
Close all branches: 1.7%
Have selective service agreements: 9.8%
Bookmobile service: 8.8%

Q.23: Comments on Service Delivery Options

- Limited/no access to transportation makes closing branches an option that limits a lot of Tay Township residents
- Most respondents commented passionately on the need for maintaining the three branch system
- Libraries crucial for low income/low education residents
- Library is a community "hub", breeds social connection and interaction
- Importance of libraries and reading for children
- Many respondents commented that they did not understand how the last two options would work in practice
- Some see the advantage of having one large library, but the vast majority did not

- Lots of respondents mentioned that the school was already closed in Waubaushene and that students need access to a library
- Closing a branch library is short-sighted→ "To maintain, and hopefully increase, the municipal tax base, the library can play a key role". Potential residents want to move to towns with libraries

## H. Other Comments

Q.24: Other Comments:

- Libraries should apply for grants instead of closing
- If libraries were amalgamated, the result would be fewer people using the service
- Emphasis on the point that often the library is the only access to computers/internet for lower income residents
- Many respondents expressed that they are happy with the way that the system works currently
- Importance of universal access to information and literacy
- Many Waubaushene residents assume that it is Victoria Harbour that will remain open and Waubaushene will be closed- Waubaushene residents feel as though they get the "short end of the stick" when it comes to all services
- Small communities continue to lose important services
- Need more awareness about the available services so the libraries get more use
- Keeps children occupied in a productive (rather than destructive) way
- Several comments about financial sensibility of closing one/all libraries

## Summary of Survey Findings

Residents of Tay are generally satisfied with most aspects of their library services with strong support for friendliness and helpfulness of staff. Traditional print materials and inter-library loan are the most valued services. While there were low levels of dissatisfaction with any aspect of service, opportunity areas for possible improvement include the Library web site, adult and children's programs, Library web site, technology support, Library program guide and quality of online resources/ databases.

Regarding hours of operation, Library patrons expressed a preference for weekday afternoons (39%) and weekday evenings (30%). Weekday mornings were favoured by 19% suggesting that the Library's hours of operations may be an opportunity for some rescheduling.

The overwhelming majority of respondents were adamant that all three branches remain open since the Library is a vital part of each community. The most common concern cited was with regards to access. The largest proportion of respondents was in the 66-79 age range. As a result, there was a great deal of commentary regarding barriers to accessing a library that was

any further than their current branch. The importance of the library as a community "hub" was also reiterated. Multiple respondents mentioned that they cannot afford a computer or Internet and their only access to these technologies was at their local library. They mentioned that the lack of transportation in these communities meant that they would no longer be able to access these services. In summary, the overwhelming reaction was that all three libraries are vital parts of their communities and should be maintained.

## 8.3 Findings from Public Meetings

Three public meeting were publically promoted and conducted, one each in Port McNicoll, Victoria Harbour and Waubaushene. The meetings were well attended with about 50 individuals present in each of Port McNicoll and Victoria Harbour, and well over 100 at Waubaushene. The meetings were promoted by the municipality and the Library. In addition, some residents had posted notices around the community to the effect that a 'hidden agenda' was in play and that their Library branch was about to be closed (an incorrect perception) which led to high levels of concern and participation. The meetings were chaired by the Town Clerk / Library CEO. The consulting team presented the project objectives, early findings and moderated an open discussion.

As noted, the recent closures of the Port McNicoll Public School and Waubaushene Elementary School had hurt these communities and their impact coloured the discussions at the Library public meetings.

An overwhelming message from each of the public meetings was that each community highly valued its library branch and was concerned about possibly losing it.

There were a number of break-out questions posed by the consultants in each of the groups. The following presents a compilation of the ideas and r to each of these questions. The questions included:

1. How important to you is the role of the library in the community? Can you describe the benefits the library provides?
2. What do you agree with / disagree with, in terms of what you have heard in the presentation?
3. What would you like to see in terms of new offerings from the library? *(programs, services, branches, staffing…)*
4. Is there anything that should be made more efficient or consolidated? *(programs, services, branches)*
5. What would be the top priority for change to improve overall service at the Tay Township Public Library? *(each person in the group can mention one thing)*

1. **How important to you is the role of the library in the community? Can you describe the benefits the library provides?**

- Indispensable for all kinds of reasons
- Community hub and resource centre; a destination point to connect with people
- Important place to get books, including large-print, audiobooks, DVDs, CDs, Inter-library loan
- A cost-free service (in terms of direct cost – most respondents were in fact aware that their library system was supported through tax dollars)
- An ethical way to borrow books and movies
- A great space for children's programs, preschoolers and moms with kids; need to keep young people coming in
- Critically important to expose kids to reading and other materials; development of literacy
- Access to wifi and the Internet is an essential service, particularly when service may be poor in rural areas
- Access to technical resources such as computers, fax machines, printers
- A link to the outside world
- An important social space, place to meet and greet neighbours, place to build community, exchange ideas freely and safely
- An affordable meeting space
- Critically important to those who have no access to transportation or who have mobility issues
- Critically important resource for those on social assistance
- A safe space and comfortable - air conditioned in summer and heated in winter
- Resources for all ages, preschoolers to seniors
- A convenient place to get fire permits
- If I don't have the Internet at home, I can use it at the library (children's group Waubaushene)
- Computers for homework, things to read, a place to see friends, DVDs, cool new books, improving reading, place to connect with friends if you are home schooled (children's group Waubaushene)

2. **What do you agree with / disagree with, in terms of what you have heard in the presentation?**

- Some objected to comparing Tay Township with other communities such as Midland and Penetanguishene[5] that, despite being nearby, are seen to be more urban communities, and not entirely comparable to Tay Township.

[5] Penetanguishene and Midland were originally part of the benchmark comparisons used in the public meetings. In response to this concern they have been removed from the benchmarked library systems in this Master Plan.

- The Master Plan should reflect the fact that Port McNicoll and Victoria Harbour are donated buildings.
- Families can use the Tay Library card which needs to be respected in comparing with other communities.
- Data shows we are using the libraries which is a message that needs to get out.
- The presentation was just facts and should be respected as facts.
- Presentation could be shorter (children's group Waubaushene)

**3. What would you like to see in terms of new offerings from the library?** ***(programs, services, branches, staffing…)***

- Generally, there is interest in all kinds of programs[6] including:
    - Children's programs
    - Teens' programs; there's nothing for teens
    - Adults' programs
    - Programs to help with computers and technology
    - Book cl  Book clubs
    - Evening programs
    - Art classes
    - Need to keep current with what's going on
    - Year round electronics tutoring
    - Information seminars
- A bookmobile is perceived to be important for those in rural areas and shut-ins
- They would like more open hours, especially at Waubaushene
- More opening during the evenings
- More DVDs
- Up-to-date computers
- Newspapers and current magazines
- More full-time staff (including to improve grant eligibility)
- Coffee
- Flexible loan times
- Better configured community room at Victoria Harbour; more comfortable meeting area
- Better children's area (Victoria Harbour)
- Movies on large screen TV
- Volunteers
- Elevators, ramps for seniors
- Quiet space for studying

[6] Note that some of these programs are ***already offered*** by the Tay Township Public Library System. The fact that they were mentioned in this question may reflect a lack of awareness, or the fact that the programs are not offered at a time or location that is convenient to the respondent.

- New computers; faster, better Wifi; snacks and drinks (cookies); phone charger; technology lending; TV; more, newer books; more fun stuff (programs, Pokémon, football); playground; music; art station; child's head sets (children's group Waubaushene)

**4. Is there anything that should be made more efficient or consolidated?** ***(programs, services, branches)***

- No consolidation
- Sidewalks cleared
- Bike racks
- Move drop box
- More computer access
- Pay per use copying
- Computer needs to link to schools
- Full time programming person
- More programs for teens
- More programs for youth
- Computer programs for seniors
- More community outreach
- Coffee and tea bar, food service
- Lounge area
- Make one library open at all times
- Better, newer computers (children's group Waubaushene)
- Bigger library (children's group Waubaushene)
- More seating (children's group Waubaushene)

**5. What would be the top priority for change to improve overall service at the Tay Township Public Library?** ***(each person in the group can mention one thing)***

- Don't want my library closed – keep the three branch system
- More space
- More computer space
- More access to e-books
- Need better meeting, socializing space at library, especially Waubaushene
- Need to be open Sundays and during evenings
- Waubaushene should not sacrifice library service for the other communities
- Need better accessibility
- Find another place for books on sale
- More hours open

- More school age programming
- Use other township facilities for library programs
- Lounge area for coffee and socializing
- Ukulele lending program
- More use of grants to finance library programs
- Computers, books, more space to do things (children's group Waubaushene)
- More space for better programs (children's group Waubaushene)
- Make it bigger (children's group Waubaushene)
- Longer hours (children's group Waubaushene)
- Volunteer opportunities for kids under 15 (children's group Waubaushene)
- Better job opportunities (children's group Waubaushene)
- Separate area for computers (children's group Waubaushene)
- TV and projector (children's group Waubaushene)

## 8.3 Facilities Review

The results of the facility review are presented in the form of a SWOT analysis for each of the three facilities. A more detailed discussion of the facilities is presented in Appendix C.

### Port McNicoll Branch

**Strengths**

- Largest branch in Township
- Location important to local community who do not have cars
- Two floor facility includes lots of program and storage space on lower level
- Available computer terminals for public use
- Large well-lit work area at the rear
- WiFi / Internet access

**Weaknesses**

- No elevator access between floors is a barrier for accessibility
- Poor exterior access to lower level
- Stacks are over capacity for the space
- Very small children's area
- No comfortable reading areas

**Opportunities**

- If an elevator and an improved entrance from the parking area were added to building, the library would be able to better utilize both floors for their use without the need of further expansion

**Threats**

- Security has been an issue at this location
- Facility is underserviced in terms of washrooms on upper floor for a facility of this size
- If made into a fully operational two floor facility, additional staff supervision would be required given the location's security concerns

### Victoria Harbour Branch

**Strengths**

- Great location, great visibility (near harbour, grocery store, post office and farmer's market)
- Location important to local community who do not have cars
- Space to grow within building
- Most central location within township
- Shared use of adjacent Harbour Shores Community room for Library activities
- WiFi / Internet access

**Weaknesses**

- Stacks are over capacity for space
- Limited computer and work space
- No comfortable reading space

**Opportunities**

- Local schools merging to location near branch. There will be an increased demand for youth and teen areas
- Potential expansion space with building would help to add program, reading and lounge spaces that would be needed to accommodate increased demand

**Threats**

- Facility and staff will be overwhelmed with increased demand if size does not increase
- Priority for Community space is given to rentals not library use. This creates a challenge for scheduling regular program offerings

### Waubaushene Branch

**Strengths**

- Location important to local community who do not have cars
- Easy to find
- Bright well-lit space
- Excellent kid's programs
- New sloped roof recently added
- WiFi / Internet access

**Weaknesses**

- Smallest facility in least populated area
- Limited site does not allow for expansion
- Stacks are over capacity for space
- Small narrow entrance door

**Opportunities**

- Great kids' programs could attract more visitors if the facility had more space to accommodate them
- With a children's focus, this location would benefit from a children's play area
- Opportunity to move to the former elementary school for additional space

**Threats**

- Glazed rear door is a security concern

## 8.4 Technology Review

The technology review is presented in the form of a SWOT assessment.

### Strengths

- Good technology infrastructure: wireless network and support, workstations for staff and public users
- Effective Online Public Access Catalogue (OPAC) includes access to physical and electronic collections
- Technology costs are shared with other organizations
- Membership in the Simcoe County Cooperative gives the Library a good Integrated Library System (ILS) at an affordable cost, with access to experienced staff and other services to maintain the ILS and provide technical support
    - Rotations of special collections
    - Electronic books and audio books
    - Access to 14 online databases
    - Hosting of databases of member libraries, etc.
- Shared management and technology services with the Town and County foster a close relationship.

### Weaknesses

- No technology plan to tie technology to library service goals
- Limited space and facilities allow little room to process 4,400 new items annually, with resulting backlog at each branch

- Fragmented material processing spread among branches, staff and volunteers leads to inefficient methods to streamline technical processing, resulting in large volumes of work and delay in delivery of new material to patrons
- Inadequate staff resources with retirements and little technical training for replacement staff
- Reliance on volunteers to complete material processing
- Hidden collections: archival material is not accessible in the OPAC, backlog on book carts, overflow in storage area
- Need for additional services

### Opportunities

- Library accreditation includes a formal plan to match technology with service goals
- Meet technology goals with partnerships: explore available software, ILS modules or discounts through the Cooperative. Examples: Mobile Circ for offsite and outreach, BLUEcloud Cataloging
- Explore staff training opportunities available with ILS vendor for efficient technical services
- Expose hidden collections to public: add archival material to OPAC with brief cataloguing, discount purchase of software through Cooperative or local group. Storage material can be returned to shelves or weeded
- Continued investment in technology

### Threats

- Location and size of Library could limit recruitment of qualified staff
- Demographic change increases demand on library technology
- Some patrons require technology skills
- Technology services become obsolete
- Dependence on other organizations can weaken the Library. Successful cooperation with other groups for technology infrastructure and funding can depend on personality.

## 8.5 Summary SWOT Assessment

The following summarizes the SWOT assessment including feedback obtained from stakeholders interviewed.

### Strengths

- Excellent staff
- Good collection
- Simcoe County Cooperative gives good Inter-library loan service at affordable cost
- Most liked service from Tay's corporate plan and related surveying

- The Library accomplishes a lot with relatively small funds
- Good technology infrastructure
- Shared management and technology infrastructure with Township and County
- Strong support from each local community

### Weaknesses

- Uneven distribution of library services – rural areas not well served
- Challenges with computers
- No technology plan to tie in with library service goals
- Limited space in facilities allows little room to process 4400 new items annually
- Inadequate staff resources with retirements and little technical training for replacement staff
- Rural areas remote from branches
- Budgets are generally limited

### Opportunities

- Develop a formal technology plan
- Better computers, and IT servicing
- Better programming to meet community needs
- Better or redistributed hours of operation to meet community demands
- Meet technology needs through partnerships
- More use of e-resources?
- Possibly some service consolidation in future?
- Possible community hub in Waubaushene?
- Possible use of grants and other funding sources to help with provision of library services

### Threats

- Aging population
- Some drift away from library use / competition from other forms of entertainment / data access
- Possible challenge to operate three branches in longer term
- Location and size of Library could limit recruitment of qualified staff
- Some patrons require technology skills
- Limited resources to meet Library standards

# 9. Assessments of Tay Public Library Using Library Standards and Guidelines

## 9.1 Facilities Standards and G and Guidelines

This section presents a discussion of Tay Public Library's facilities relative to library standards and guidelines.

### Ontario Public Library Guidelines

The Ontario Public Library Guidelines (OPLG) are developed and administered by the Ontario Public Library Guidelines Monitoring and Accreditation. The edition used for this study was the 6th edition, amended 2013. The Introduction to the Guidelines states:

*All Ontarians, regardless of where in Ontario they live and work, have a right to public library service that meets basic, widely accepted norms of library practice and service. The Guidelines offer a method for libraries throughout the province to meet basic service levels and to continue to grow to meet the ever-changing needs of their communities. Libraries must conform to provisions of the Public Libraries Act, the Municipal Act, the Accessibility Act and other relevant legislation and are accountable to the communities they serve.*

The Guidelines are voluntary standards accepted by the Ontario public library community, and the Accreditation process provides an opportunity for a public library to measure its services voluntarily to this set of Guidelines.

### Guidelines for Rural/Urban Public Library Systems

The *Guidelines for Rural/Urban Public Library Systems* are developed and administered by the Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO). The edition used for this study is the 2nd edition, published in January 2012. The ARUPLO Guidelines are supplementary to the Ontario Public Library Guidelines, above, to address issues of multi-branch and rural library systems in Ontario.

The ARUPLO Guidelines pertain to public library branches within a county library system, in which some staff functions are performed at an administrative office elsewhere, including Interlibrary Loan, materials processing, off-site storage and other administrative functions, thereby reducing some staff and storage space that a standalone library needs to accommodate. In some cases, the ARUPLO Guidelines are the only ones available for some factors and are included in the Ontario Public Library Guidelines.

## Making the Case for Your Library Building Project

The third key resource consulted is *Making the Case for Your Library Building Project,* from the Southern Ontario Library Service (2010). This, too, is relevant to Ontario's public libraries.

Fundamentally, communities determine the level of library service they want and need through their library boards and municipal councils. Grants and donations are usually specific and project based. Most funding for core library services and facilities comes from the local municipal tax base. Community guidelines are established through strategic planning and priority setting.

## Library Catchment Population

Determining the true catchment population of the library is essential to aligning the Tay Township Public Library with established guidelines for public libraries in Ontario. In order to develop a library service model and determine space needs, it is essential to know the catchment population of the library service area.

According to the Ministry of Sport, Culture and Tourism for the Province of Ontario, the catchment population for a public library is the local municipal population plus the population of municipalities which contract for library service. In the case of Tay Township Public Library, there are no contracts for library service.

For purposes of comparing the branches and population of the Tay Township Public Library to established provincial guidelines, the following table was used and estimates were made from the information in it.

## Tay Township Public Library Service Profile

| | Port McNicoll | Victoria Harbour | Waubaushene | TOTAL |
|---|---|---|---|---|
| Branch size (s.f.) | 4,249 | 1,876 | 1,657 | 7,782 |
| Collection | 22,777 | 13,414 | 12,602 | 48,793 |
| Hours per week | 34 | 31 | 22 | 87 |
| 2015 Circulation | 24,489 | 21,644 | 11,146 | 57,279 |
| 2015 Program Attendance | 571 | 300 | 675 | 1,546 |
| 2015 Visitors | 11,090 | 12,848 | 7,065 | 31,003 |
| Active Cardholders | 841 | 969 | 430 | 2,240 |
| Percent of circulation | 43% | 38% | 19% | |
| Percent of visitors | 36% | 41% | 23% | |
| Percent of cardholders | 38% | 43% | 19% | |
| Estimate percent of population served | 40% | 40% | 20% | |
| **Estimate population served** | **4,400** | **4,400** | **2,200** | **11,000** |

### Library Guidelines for Facilities

### Ontario Public Library Guidelines

*"The library board should strive to provide a physical setting for library services that is inviting to the public and that provides adequate space to store and display the library's physical collection, adequate space for the library staff to carry out their duties in an efficient and comfortable setting, and adequate space for the public to make proper and convenient use of the library's equipment, resources and services. "*
(Section 3.3 Facilities)

### Guidelines for Rural/Urban Public Library Systems

There are general, widely-accepted guidelines to assess public library branches, both for current facilities and for future planning. The *Ontario Public Library Guidelines* and the *Guidelines for Rural/Urban Public Library Systems* indicate the following:

Library facilities should be developed to meet local community needs, library service strategies, projected populations and compliance with the Accessibility for Ontarians with Disabilities Act, building standards, other regulations and municipal policies.

The following minimum guidelines are based on assignable library space for staff work areas, programs, services, collections, seating and all required service areas:

**Small branches**: Branches serving catchment areas of 1,000-5,000 population
Minimum 2,500 sq. ft. or 1 sq. ft. per capita in the library's catchment area, whichever is greater.

**Medium branches**: Branches serving catchment areas of 5,000-10,000 population
Minimum 5,000 sq. ft. or 1 sq. ft. per capita in the library's catchment area, whichever is greater.

**Large branches**: Branches serving catchment areas of 10,000-35,000 population
Minimum 10,000 sq. ft. or 1 sq. ft. per capita in the library's catchment area, whichever is greater.

A public library is often constrained in its ability to provide library services to its community by inadequate size. Space for collections, seating, whether lounge-style for individuals or study tables and chairs, computers, programs and activities, along with the ability to meet requirements or guidelines for aisle widths and shelf heights, is all affected by available space.

It should be noted that assignable library space is considered as net square feet, and that a determination of gross square feet (GSF) needs to be considered during a library building project, which is often estimated at 25%.

## Standards Approach to Library Space Needs

### Library Definition

It is important to define what we are talking about as a library. For the purposes of this study, we are looking at the "bricks and mortar" component of the Tay Township Public Library. Public libraries today, including Tay, also have a "virtual" component of providing online services and resources such as databases and e-books.

The ARUPLO Guidelines considers only catchment populations and does not distinguish between types of branches or service levels.

*Small Branches: Branches serving from 1,000-5,000 population*
*Medium Branches: Branches serving from 5,000-10,000 population*
*Large Branches: Branches serving from 10,000-35,000 population*

The *Ontario Public Library Guidelines* (OPLG) is summarized as follows:
*Each library system must determine the service level, which is the nature of the service, which will be offered to the public, whether the library has one branch or 33. Where there are several*

*branch libraries, the hours and services offered in each of these branch libraries should be based on the needs and characteristics of the local community it is meant to serve.*

## Service Levels and Standards

The Ontario Public Library Guidelines uses both the ARUPLO Guidelines for size recommendation as well as the following Standards Table in the document, *Making the Case for your Library Building Project*, by the Southern Ontario Library Service.

### Service Levels

*The per capita standard provides an average square foot (square meter) per capita for a library building based on three levels of service – basic, enhanced and comprehensive.*

### Basic Service

*A library building that houses the minimum staff, collections and technology to meet the basic library needs of its service population. Note: This service level applies to any deposit branch and some neighbourhood branches of a multi-branch system.*

### Enhanced Service

*A library building that meets the basic standard and includes administrative or technical services plus a modest range of additional public services and programs for the people in its designated service area. Note: This service level applies to neighbourhood and regional branches and may apply to stand-alone buildings.*

### Comprehensive Service

*A library building that meets the enhanced standard and includes space for a broad range of public services and programs for people in its designated service area. Note: This service level applies to neighbourhood and regional branches and stand-alone buildings.*

| Standards Table (Minimum Square Footage & Square Feet/ Metres Per Capita)<br>Measurements in this table refer to a building's gross square footage | | | |
|---|---|---|---|
| **Service population of library building under review** | **Level of Service** | | |
| | **Basic** | **Enhanced** | **Comprehensive** |
| **Buildings serving under 1,000 people use minimum square footage *OR* square feet per capita whichever is greater** | 2,500 sq. ft. (232 sq. m.) **minimum** | 3,125 sq. ft. (290 sq. m.) **minimum** | 3,900 sq. ft. (362 sq. m.) **minimum** |
| | 2.50 sq ft. (0.232 sq. m.) **per capita** | 3.25 sq. ft. (0.302 sq. m.) **per capita** | 4.00 sq. ft. (0.372 sq. m.) **per capita** |
| **Buildings serving 1,001 – 2,500 people use minimum square footage *OR* square feet per capita whichever is greater** | 3,280 sq. ft. (305 sq. m.) **minimum** | 4,100 sq. ft. (381 sq. m.) **minimum** | 5,125 sq. ft. (476 sq. m.) **minimum** |
| | 1.60 sq. ft. (0.149 sq. m.) **per capita** | 2.00 sq. ft. (0.186 sq. m.) **per capita** | 2.50 sq. Ft. (0.232 sq. m.) **per capita** |
| **Buildings serving 2,501 – 5,000 people use minimum square footage *OR* square feet per capita whichever is greater** | 5,000 sq. ft. (465 sq. m.) **minimum** | 6,350 sq. ft. (590 sq. m.) **minimum** | 7,815 sq. ft. (726 sq. m.) **minimum** |
| | 1.30 sq. ft. (0.121 sq. m.) **per capita** | 1.62 sq. ft. (0.151 sq. m.) **per capita** | 2.00 sq. ft. (0.186 sq. m.) **per capita** |
| **Buildings serving 5,001 – 15,000 people use minimum square footage *OR* square feet per capita whichever is greater** | 8,100 sq. ft. (753 sq. m.) **minimum** | 10,125 sq. ft. (941 sq. m.) **minimum** | 12,650 sq. ft. (1,175 sq. m.) **minimum** |
| | 1.05 sq. ft. (0.098 sq. m.) **per capita** | 1.31 sq. ft. (0.122 sq. m.) **per capita** | 1.64 sq. ft. (0.152 sq. m.) **per capita** |

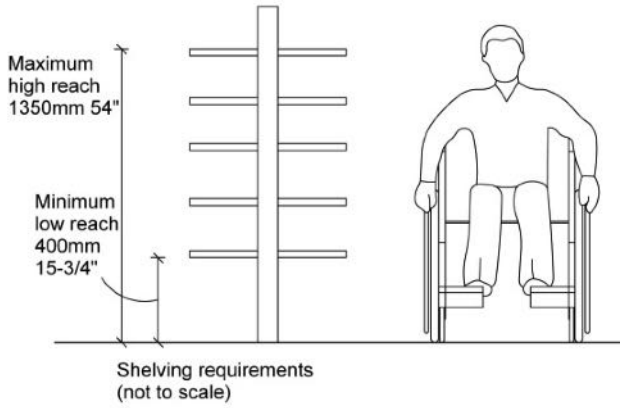
For purposes of this exercise, we will consider Port McNicoll and Victoria Harbour requiring an enhanced level of service as some technical and administrative services are provided at those branches and that Waubaushene requires a basic level of service as defined above. It should also be noted that some administrative services such as financial and the CEO's office are located municipal building.

| Community | Estimated Population Served | Current Size (s.f.) | ARUPLO Guidelines (s.f.) | Standards Table (s.f.) |
|---|---|---|---|---|
| Port McNicoll | 4,400 | 4,249 | 4,400 | 7,128 |
| Victoria Harbour | 4,400 | 1,876 | 4,400 | 7,128 |
| Waubaushene | 2,200 | 1,657 | 2,500 | 3,520 |

## Other Factors Affecting Space Needs

### Facility Accessibility Design Standards (FADS) and the Library Collection

Since the above guidelines and standards were published, the Ontario Building Code has been revised to require larger accessible washroom. In addition, many municipalities have adopted the Facility Accessibility Design Standards (FADS) which have a significant impact on public libraries.



Shelving requirements
(not to scale)

In addition to access to the building and the provision of accessible workstations and furniture, clear aisle space and the height of book shelves are important elements of an accessible public library. This results in a larger space requirement for the collection. It also has the benefit of making the library more attractive and open and easier to supervise.

### Collection Size and Type

In addition to a significant reduction in shelf height as required for accessibility, collection size is a large factor in space requirement. Many libraries are reducing their physical collection sizes, in particular reference books, as online resources replace these to a significant extent. However, other trends towards merchandising and displaying materials attractively consume space as well.

| Community | Estimated Population Served | Current Collection Size | ARUPLO Guidelines |
|---|---|---|---|
| Port McNicoll | 4,400 | 22,777 | 13,200 – 22,000 |
| Victoria Harbour | 4,400 | 13,414 | 13,200 – 22,000 |
| Waubaushene | 2,200 | 12,602 | 7,500 – 11,000 |

The ARUPLO Guidelines also indicate that materials should be shared among branches. This is done at Tay with rotations to refresh the browsing collections and rotations of pool materials from the Simcoe County Library Co-operative.

For purposes of discussion, the scenario of a single standalone library would look like this for space requirements.

| Community | Estimated Population Served | Current Size (s.f.) | ARUPLO Guidelines (s.f.) | Standards Table (s.f.) |
|---|---|---|---|---|
| Tay Township | 11,000 | 7,782 | 11,000 | 14,410 |

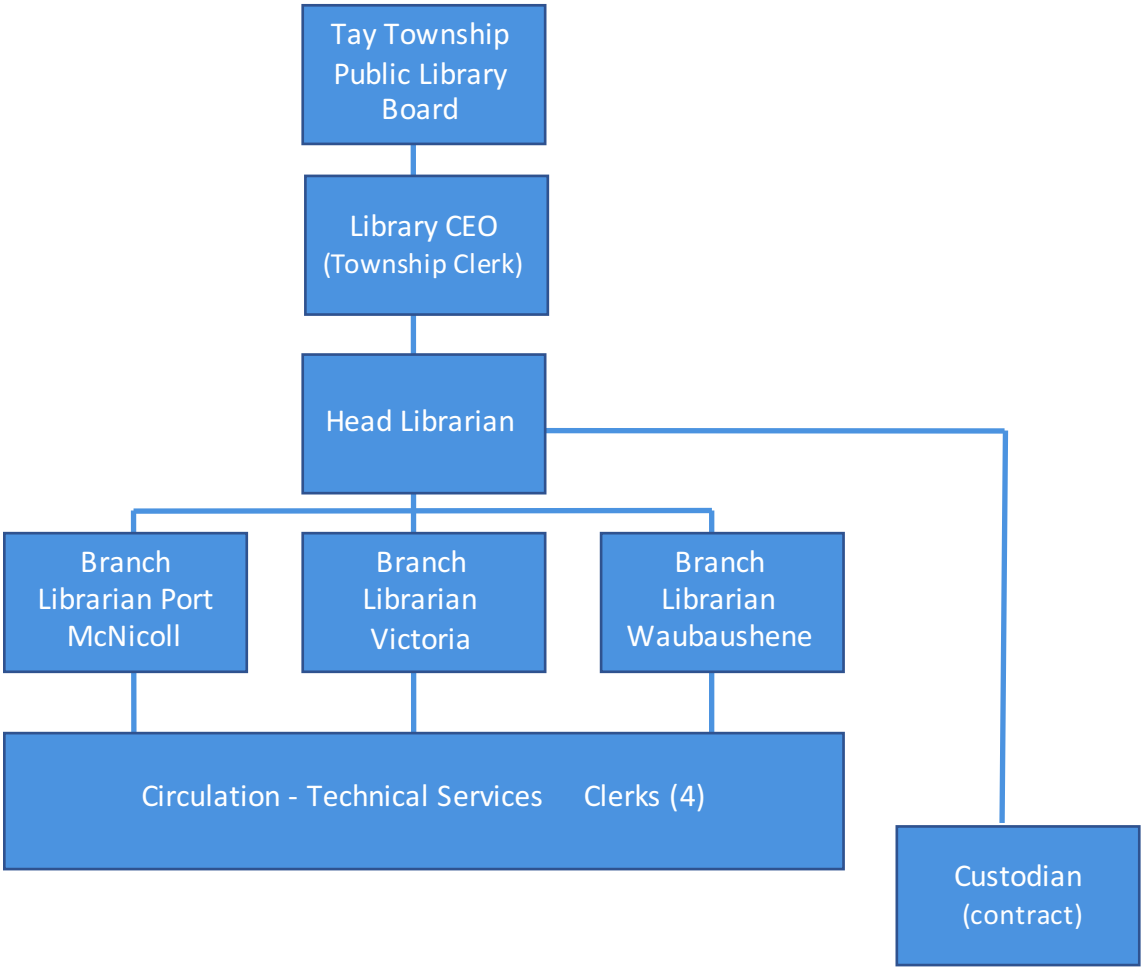
This information was used to assess the capital cost implications of building a new centralized library facility as distinct from major upgrading of each of the three branches (subsequently discussed).

## 9.2 Staffing and Guidelines

This section presents an assessment of Tay Public Library's staffing resources relative to library guidelines.

### Current Organization and Staffing

The current organization structure is shown below:




The Library Board is composed of three at-large members and two Council representatives.

The Library CEO is also the Clerk of the Township, which is not the usual situation – most public libraries (90%) have a full time CEO. It is estimated that she spends from 20% to 30% of her time on Library matters. However, the cost associated with this time is not included in the Library budget.

All other staff including the Head Librarian are part-time.

Time allocations of Library staff are as follows:

- Library CEO is 20 – 30 % FTE, with a dual reporting relationship to the Library Board and Municipal Staff
- Head Librarian 28 hrs./week
- Branch Librarian (3) 24 hrs./week
- Circulation/Technical Services Clerk (4) various part-time hours

## Tay Staff Resources in Comparison with Library Guidelines

## Ontario Public Library Guidelines

### Section 3.1 Staff Resources

*In the interests of providing the best service possible to its community, the library board and administration should strive to maintain staff who is well trained and technologically literate to meet library needs, highly motivated and sufficient in number to meet the demands of the community.*

### 3.1.7 Level of the CEO

*The CEO has completed formal library education which is appropriate both to the needs of the community and to the complexity of the library operation.*
*Recognized Levels of Training*

1. *ALA accredited graduate degree*
2. *College Diploma in Library Techniques*
3. *Excel Certification*

### 3.1.8 Continuing education and training

*The library encourages continuing education and training for its staff and makes provision for this in its policy, its long-range plan, and in its budget to an amount not less than 1% of its total wages and benefits.*

The *ARUPLO Guidelines* supplement the above *Ontario Public Library Guidelines*.

### *3.3.5 Staff*

*With increasing public expectations, technology-based services and operations, and the fundamental change in library services, all library employees require formal library education and training. The following guidelines indicate both the minimum number of*

*staff and their professional qualifications. Other desirable approaches to staffing are described as best practices in section 4.*

*These guidelines are based on the organizational, communication and operational challenges of staffing a multi-branch system and ensuring a professional team is in place to deliver and manage all functional requirements of a full library system.*

***Definitions:***

- *Professional librarians are defined as having a Master's degree in library or information science from an accredited university.*

- *Library technicians are defined as having a diploma in library techniques from a community college.*

- *The EXCEL Certificate Program in Small Library Management is a distance education program for library workers without formal library training and is and is administered by the Southern Ontario Library Service.*

- *FTE = Full-time equivalent.*

*Each library system has professional librarians that are used on a system-wide basis. The Library Administrator for each system is a professional librarian. One third of all system-wide staff are professional librarians; For every 10,000 people or part thereof, one of the full-time equivalent staff is a qualified librarian.*

*In addition to minimum staff levels indicated in the guidelines, staffing should correspond to workload. The demands of library service transactions per staff hours can be used as a guide, with 13 transactions per staff hour providing adequate time to deal with circulation and reference work.*

- *Small Branches: Branches serving catchment areas of 1,000 – 5,000 population*
  *Post-secondary and/or library training*
  *Excel and/or Library Technician training*
  *1 - 2.5 FTEs (includes administration, system functions and service delivery)*

- *Medium Branches: Branches serving catchment areas of 5,000-10,000 population*
  *Branch Supervisor: Professional librarian or post-secondary and library training*
  *Branch Assistant: Excel and/or Library Technician training*
  *2.5 – 5 F 5 FTEs*

ARUPLO's best practice for staff training is 2.5% of the staff budget.

## Comments and Observations

1. It is essential that all library employees be well trained to support the library community in using the technology that is required to access the electronic resources provided by the library. For example, library staff need to teach and assist library users how to access and use the downloadable audiobooks, e-books, and reference resources that are provided by the library, show them how to use the library computers and connect to the wifi from their own devices, and help them to download apps and the resources onto their own tablets and devices. This is an ever-changing environment which requires nimble, flexible staff engaged in a learning environment.

2. The continuing and emerging role of public libraries as community hubs requires library employees to have competencies to deliver programs and services appropriate to the community needs and engage the community both within the library and out in the community

3. While training is also provided by the Simcoe County Library Co-operative, the library budget of $600 is far short of the 1% - 2.5% of the staff budget recommended by the Guidelines. ($2,700 - $6,900). The reason that ARUPLO has a higher training cost is that many employees in rural libraries are part-time, as in the case of Tay, and training applies to individuals, not full-time equivalents. There are many learning opportunities to assist library employees to gain and keep the skills required for their positions, including the Ontario Library Association Superconference, courses and webinars provided by the Southern Ontario Library Service, and local opportunities to help develop community networks and learn what synergies can be achieved through the library.

4. The use of the title “librarian” for employees at the Tay Township Public Library is misleading as none of the current job descriptions, including the job description of the CEO, requires a professional librarian degree.

5. The hours of operation affect the type of staffing required. For example, the short shifts and closing for meal breaks at Tay are less customer focused than longer opening hours, which can be accommodated with overlapping staff shifts. Likewise, a mix of morning hours and evening hours can help meet the needs of the community. The hours of operation should meet the community needs, not the employee preferences.

6. All public service library staff (with the exception of students) should have a minimum of the Excel Program in Small Library Management. As a transition, current staff should be supported in taking the program. Employees who already have a diploma in library techniques or a degree in library science do not need to take the Excel Program in Small Library Management. Library employees who do not participate in public service duties (if there are any), need library training appropriate to their duties. It would be desirable for Tay that all employees be cross trained to ensure that they are able to serve the public.

7. Technical and cataloguing activities can be outsourced to the suppliers for a reasonable cost; library staff can engage in the local library and community programming. Many other libraries in Simcoe County Library Co-operative purchase shelf-ready materials and Tay is a member of the Library Service Centre which does free assessments.

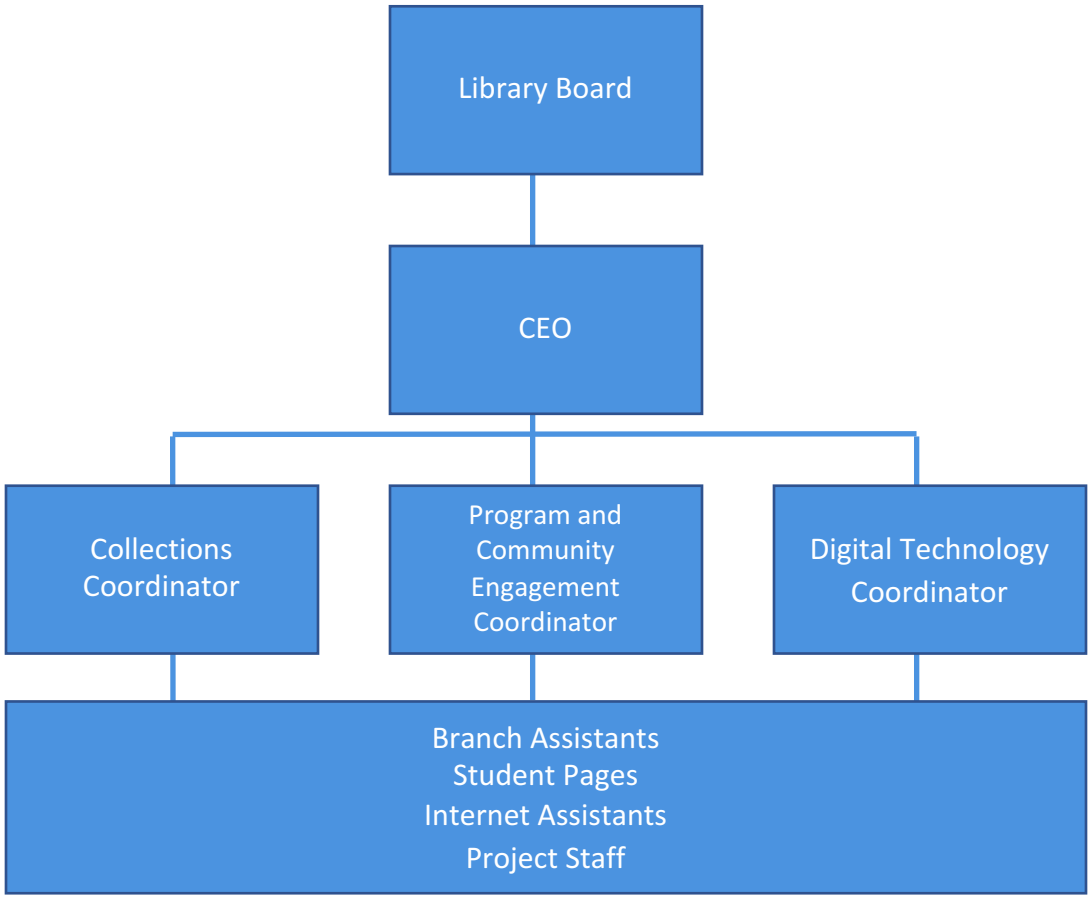
8. The reporting relationship for the CEO can be problematic, when the position is split part-time to the library board and part-time to municipal staff. It is good to have close connections with the municipal staff and council, which can be done with the CEO effectively part of the senior management team of the municipality.

9. Whatever the branch configuration, the staff complement should be flexible to work in most positions and all branches.

10. Two possible organization charts are shown on the following pages. In contrast to the current system which is primarily oriented to the branches, Option A places primary emphasis on key library functions (collections, programs, digital technology), with the branch coordination orientation being secondary. The advantage of the functional orientation is that it provides greater clarity, responsibility and accountability for these functions. A second organization chart, Option B, is presented as a transition model between the current organization and the proposed functional model

A proposed future organization chart is show below:

**Tay Township Public Library**
**Organization Structure**
Option A – Functional Alignment[7]




Ontario public libraries have increasingly been moving to more of a functional orientation. Assuming Tay Public Library evolves its organization to a functional model, following would be key tasks associated with the above positions:

**Collections Coordinator**

- selects all materials, physical or virtual, for the collection for the Tay Township Public Library, including ordering new materials to meet community needs, monitoring requests to determine whether to acquire new materials or request on interlibrary loan;

[7] Note that the contracted 'Custodian position, which is in the process of transferring to report directly to the Municipality, is not shown in this or the next diagram.

- deselects materials (weeds the collection) to ensure that collection space available is used for popular circulating items;
- assesses offered or donated materials for need to acquire for collection and disposes of unneeded materials in a timely and efficient fashion.

**Program and Community Engagement Coordinator**

- engages community partners (schools, social service, recreation, and municipal agencies, etc.) to create awareness of the library's community and innovative programs;
- develops and delivers programs to meet the community's needs;
- actively develops community relationships to enhance the library's profile.

**Digital Technology Coordinator**

- leads the development of virtual library services and drives technological innovation to promote digital literacy to the community, including ensuring that library visitors and patrons have the training to use the digital services available through the library, including downloadable resources, e-resources within the library, both on the library computers and the library users' own devices;
- in c ~~o~~operation with the Township IT service, manages IT infrastructure that supports the Library's operations.

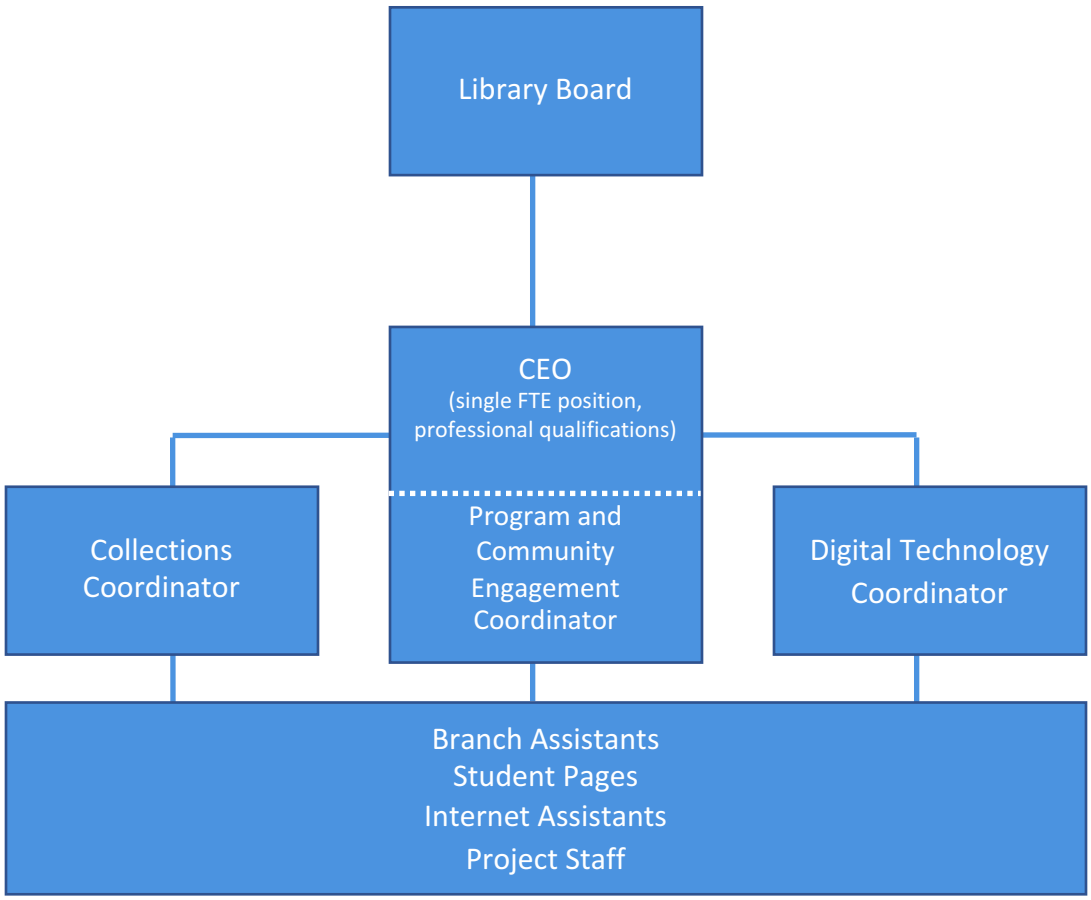
The following should also be considered in moving to a new model:

**Transition Plan**

1. Ensure that current employees are offered training to develop into the new model;
2. Work toward a model with fewer employees working longer hours for better return on investment in training and better employee satisfaction;
3. Use retirement/attrition opportunities to hire new employees with training, competencies, and skills needed.

A transition model for the future organization chart is show below:

**Tay Township Public Library**
**Organization Structure**
Option B. Transitional Model with Functional Alignment




## 10. Directions Emerging from Board / Steering Committee Workshop

### 10.1 Workshop Background and Purpose

A Steering Committee was formed to advise the consulting team. The team had an initial meeting with the Steering Committee October 6th followed by a planning workshop on November 8th to discuss and analyze a number of strategic options concerning the future of the Library. The second workshop included all members of the Library Board. Prior to the workshop, the Steering Committee was presented with a workshop package that included

extensive analytical materials related to the current Library systems as well as future possible service configurations. Using these workshop materials, the Steering Committee was able to provide direction to the consultants regarding the future preferred service option, including branch configuration, hours of operation, staffing and enhanced service delivery options[8].

## 10.2 Library Service Configurations Evaluated

The following were the main library service configurations evaluated by the workshop participants:

### High-Level Inventory of Scenarios

| Basic Direction | Specific Scenario | Description |
|---|---|---|
| **A) Maintain the Three Branches** | 1) Status Quo – maintain system as is | - No physical change to any branches |
| | 2) Refurbishment to Improve Functionality and Accessibility in the Three Branches | - W: refreshment of interior space (painting, some internal re-arrangement, etc.), access upgrade<br>- VH: Interior refreshment<br>- PM: refresh ground floor; reinstate decommissioned washroom; create new basement entrance, access upgrade |
| | 3a) Expand VH only; accessibility upgrades to W and PM | - VH: Interior renovation; expansion into adjacent spaces plus addition to meet standard<br>- W: access upgrade<br>- PM: access upgrade |
| | 3b) Expand W only; le ; le VH and accessibility upgrade to PM | - W: relocation and renovate or build to standards<br>- VH: leave as is<br>- PM: access upgrade |
| | 3c) Expand PM only; accessibility upgrades to PM and W | - PM: ground floor and basement renovation; reinstate decommissioned washroom; new elevator; new entrance enclosure, access upgrade<br>- W: access upgrade<br>- VH: leave as is |
| | 3d) Expand each of the 3 branches to meet ARUPLO standards and accessibility upgrades | - W: relocation and build to standards<br>- VH: Interior renovation; expansion into adjacent spaces, addition to meet standard<br>- PM: ground floor and basement renovation; reinstate decommissioned washroom; new elevator; new entrance enclosure, access upgrade, addition to standard |
| **B) Complete or Partial Consolidation** | 4a) Close W; Consolidate operations into remaining two branches expanded to standard | - W: close<br>- VH: Interior renovation; expansion into adjacent spaces, addition to standard<br>- PM: refresh ground floor; reinstate decommissioned washroom; create new basement entrance, access upgrade, expand to standard |
| | 4b) Close VH; C ; C operations into | - VH: c : close |

[8] The workshop materials are presented in different sections of this report.

| | | |
|---|---|---|
| | remaining two branches expanded to standard | - PM: refresh ground floor; reinstate decommissioned washroom; create new basement entrance, expand to standard<br>- W: relocation and build to standards |
| | 4c) Close PM; C ; C operations into remaining two branches expanded to standard | - PM: c : close<br>- VH: Interior renovation; expansion into adjacent spaces, addition to standard<br>- W: relocation and build to standards, access upgrade |
| | 5) Create new facility in one of the communities through retrofit of existing building | - Close all three branches<br>- Create facility of 13,200 sq. ft. (to meet overall community ARUPLO standards) in existing structure somewhere within municipality |
| | 6) Build new central library facility | - Close all three branches<br>- Build new facility of 13,200 sq. ft. (to meet overall community ARUPLO standards) somewhere in municipality |
| **C) Service Agreements** | 7) Close all branches; establish service agreements with surrounding municipalities | - Close all three branches<br>- No new facilities built<br>- Establish service agreements with surrounding municipalities to provide library services |

Notes: PM – Port McNicoll; VH – Victoria Harbour; W - Waubaushene

The Steering Committee participants used a number of criteria and a scoring system to rank the various scenarios. The evaluation criteria are shown below:

| Proposed Evaluation Criterion | Info in the Data Package the will help inform evaluation |
|---|---|
| a) Additional operating costs (over current system) | Operational Improvements and Costs |
| b) Capital costs for refurbishment or new construction | Architectural Considerations and Costs; Facilities SWOT |
| c) Impact on community integrity (sense of place, feeling of connectedness, etc.) | Community Survey; themes from the interviews; summary SWOT |
| d) Accessibility / affordability by all members of the community | Community Survey; themes from the interviews; summary SWOT |
| e) Impact on overall Tay brand and identity | Community Survey; themes from the interviews; summary SWOT |
| f) Increase in service delivery to community (adhering to modern standards of library service) | Community Survey; themes from the interviews; summary SWOT |

Following the ranking of the various service options, the participants engaged in further discussion to come up with their preferred future service option(s).

## 10.3 Enhanced Services Evaluated

Following the discussion of the preferred branch configuration, the participants also reviewed a number of possible “overlays and enhanced service options” which covered possible

improvements to library services including service agreements, services to shut-ins, hours of operation, technology, enhanced programming and staffing. These are shown below.

### Overlays and Enhanced Service Matrix and Costs

| | Basic | Enhanced | Comprehensive |
|---|---|---|---|
| ***Service Agreements*** | None | With Springwater (Elmvale) only | With Springwater and Midland |
| ***Deliveries to Shut-Ins*** | Current level of service continues | Double existing Activity | Triple existing Activity |
| ***Hours of Operation*** | No increase above current levels | Add branch-hours to enable Friday evening at one branch, and Sunday opening at one branch (exact location(s) to be determined) | Add branch-hours to enable Friday evening at two branches, and Sunday opening at two branches (exact location(s) to be determined) |
| ***Technology*** | Current technology budget continues (approx. $6,000 per year on average for equipment and software) | Technology budget increased by 50% ($3,000) to enable:<br>- SirsiDynix licence<br>- 1 new tablet per branch | Technology budget increased by $10,000 to enable:<br>- SirsiDynix licence<br>- OPAC chat training service<br>- 2 new tablets per branch |
| ***Enhanced programs*** | None | Additional programming offered through hiring temporary staff to deliver programs requested by the community | As in 'Enhanced' level, but to a greater degree |
| ***Enhanced staffing*** | No change to existing staffing levels | Increase staffing by one part-time position at each branch | Establish Head Librarian position as well as increased staffing in the branches (as per 'Enhanced' scenario) |

## 10.4 Synopsis of Workshop Results

The decisions which emerged from the workshop and which form the basis of the recommendations are outlined below.

**1) Physical Configuration:**

- Option 2 in the short term, but ultimately moving to Option 3d in the longer term (10-20 year horizon)
- First priorities for physical expansion work would be a refurbished Port McNicoll and Waubaushene particularly in order to meet accessibility requirements. Victoria Harbour similarly would receive a refurbishment.

**2) Service Agreements:**

- Test option of simply reimbursing households who wish to sign up for Elmvale access (which possibly does not require a service agreement at all)
- For comparison, explore feasibility of service agreements with Springwater (Elmvale branch) in the short term, Midland in the longer term if Elmvale works out

**3) Hours of Operation**

- Move toward consistent hours of operation in all branches acknowledging that W has fewer hours, eliminating the 1-hour lunch break
- A variation of this to consider is different close days
- Explore feasibility of Sunday hours in summer using summer staff
- Accomplish the above by redeploying existing hours of operation where possible - only add more hours if absolutely necessary to achieve above
- Hours of operation (and related staffing) is a priority among system enhancements

**4) Enhanced Service to Shut-Ins**

- Implement this service as soon as possible, but monitor costs on an ongoing basis

**5) Te** **5) Technology**

- No increase in budget, no need to do anything new other than replace computer terminals in library
- Costs / benefits of purchasing shelf-ready books needs to be investigated

**6) Pr** **6) Programs**

- Programs dependent upon staffing resources)
- Find ways to encourage community engagement including use of volunteers in developing programs

**7) Staf** **7) Staffing**

- 2 FT positions were discussed: one a CEO/Head librarian position when the Head Librarian retires in a year or so; a second to do programming, community outreach and other activities. Each should have appropriate library credentials and experience.
- in medium to longer term, reconfigure 'Branch Manager' positions so that they have more of a functional responsibility system-wide (e.g. Collections Coordinator', 'Programs and Community Outreach Coordinator', Digital Technology Coordinator") and less of a strict branch alignment - while each would be located in one 'home branch' and would look after basic coordination there, they would also rotate throughout the system to some extent (e.g. 1-2 days a week)

# Part C. Recommendations and Implementation

## 11. Priority and Sequencing of Recommendations

The table below outlines the implementation plan for the recommendations contained in this strategy. For each, the priority of the recommendation is indicated, as is the suggested timeframe in which it should take place.

The definitions used in this implementation plan can be interpreted as follows:

***Priority***

**High:** A must-do: implementing this recommendation should have first call on time and financial resources devoted to implementing the plan, and should be considered essential to initiate and complete. They may be on the 'critical path' to achieving other strategic goals.

**Medium:** After the high priority recommendations have been dealt with, medium priority actions should next be undertaken. They have, in a sense, 'second call' on available resources.

**Low:** If high and medium priorities are underway, and there is still some energy, time and financial resources left over, then low priority initiatives should be tackled. However, if they are not implemented, the fundamental plan is not in jeopardy. Low priority initiatives are considered 'desirable' but not 'essential'.

***Recommended Timeframe***

A five to ten-year timeframe is recommended or the implementation of the recommendations outlined here. This is broken down into the specific time periods described below:

A 10 to 20-year timeframe is recommended for the implementation of the recommendations outlined here. This is broken down into the specific time periods described below:

**Immediate:** **'within the next two years'** - Initiative should start as soon as possible in 2017 o 2017 or 2018

**Short-Term:** **'within the next five years'** - Initiative should be undertaken at some point over the 2019 to 2021 period and carry on as required

**Medium-Term:** **'within 5 to 10 ye** **'within 5 to 10 years'** undertaken over the 2022 to 2027 period and carry on as required

**Long-Term:** **'10 to 20 plus ye** **'10 to 20 plus years out'** post 2027 and beyond

## 12. Facility Improvements

**Recommendation 1. Maintain Existing Three-Branch System Over the Next Decade:** The overwhelming consensus from the community, as well as the Workshop Group struck for this project (which included all Library Board members as well as the Steering Committee), was to retain and improve the existing three-branch system. It was felt that having a library branch in a community was an integral component of the sense of integrity and well-being of those living there, and that it would be entirely unacceptable to consider closure of a branch or consolidation into fewer branches. As well, in addition to the strong community response against amalgamation or consolidation of the library branches, the current metrics of library usage in Tay Township do not support any movement towards significant consolidation or change that would entail major capital cost. (These metrics include library membership percentage; per capita circulation statistics; program use; etc., all of which are lower than comparable communities.) Accordingly, this recommendation is for the Library Board and ultimately Council, to endorse and approve the overall direction to maintain the current configuration of the three-branch system over the next decade.

***Timeframe:*** *Immediate*

***Priority:*** *High*

**Recommendation 2. Undertake Urgent Repairs and Basic Upgrade to Waubaushene Branch:** Recognizing that the long-term intention is to relocate the Waubaushene branch into a larger facility in the medium-term, it is recommended that minor improvements to the Waubaushene branch be carried out at this time. The improvements suggested are to replace the back door with a more secure one, and refresh the interior with a new coat of paint and carpet. The cost would be as follows.

| | |
|---|---|
| 1,657 sf $50 / sf finish refresh estimate | =$82,850 |
| New secure back door | = $15,000 |
| **Short Term net estimate** | **=$97,850** |
| 20% contingency | =$19,570 |
| **Short Term Total Estimate** | **=$117,420** |

***Timeframe:*** *Immediate*

***Priority:*** *High*

**Recommendation 3. Undertake Interim Expansion to Victoria Harbour Branch:** A 'interim expansion' to the Victoria Harbour branch is recommended in the short-term. This would entail the branch expanding into the adjacent Harbour Shores Room, and fitting this space up for shelf space with books, tables and some programming area. The entrance into the newly-expanded library branch would need to be reconfigured.

In addition, a refreshment of the existing space is r The 'finish upgrade' elements would entail new painting, some new furnishing, aisle re-alignment to improve flow, etc. The cost of such short-term improvements is approximately $276,000, calculated as:

| | |
|---|---|
| **(A) Refreshment of Existing Space** | |
| 1,876 sf $50 / sf finish refresh estimate | = $93,800 |
| 20% contingency | = $18,760 |
| **(A) Existing Space Refresh Estimate** | **=$112,560** |
| | |
| **(B) Expansion into Harbour Shores Room** | |
| 788 sf ……$150 / sf finish refresh estimate | =$118,200 |
| 15% FF&E allowance | =$17,730 |
| Short Term net estimate | =$135,930 |
| 20% contingency | =$27,186 |
| **(B) Harbour Shores Room estimate** | **=$163,116** |
| **(A+B) Short Term Total Estimate** | **=$275,676** |

Note: the above estimate assumes that an entranceway or visible window can be created between the existing space and the Harbour Shores room without the addition of load-bearing reinforcement.

***Timeframe:*** *Immediate*

***Priority:*** *High*

**Recommendation 4. Undertake Upgrade and Accessibility Improvements to Port McNicoll Branch:** Various medium-term improvements to the Port McNicoll branch are recommended, to provide a finish upgrade as well as accessibility improvements including a 700 sf increase in space to accommodate an elevator. The cost of these improvements is estimated is approximately $893,000, and is comprised of the following:

| | | |
|---|---|---|
| 700 sf Addition | $350 / sf addition estimate | = $245,000 |
| 15% FF+E allowance for addition | | =$36,750 |
| Basement furniture allowance | | =$75,000 |
| Elevator Allowance | | =$100,000 |
| Washroom and Power Operator upgrade | | =$75,000 |
| 4,249 sf | $50 / sf finish refresh estimate | =$212,450 |
| Short Term net estimate | | =$744,200 |
| 20% contingency | | = $148,840 |
| **Short Term Total Estimate** | | **= $893,040** |

***Timeframe:*** *Medium-Term*

***Priority:*** *High*

**Recommendation 5. Food Service in the Branches is Not Recommended at this Time:** A frequent desire heard in both the community survey as well as the meetings was to have coffee and tea available, and maybe a limited a range of food items, in the branches. This is **not** recommended at this time, for several reasons: the lack of space to have food available; the lack of proper kitchen utilities; and the resulting risk of garbage and mess (and worse). Unfortunately, in the view of the consultants, this is a desire that is not possible to accommodate in the present circumstances. However, in the longer term, if and when expanded space is contemplated, having food service options is a direction that should be actively considered.

***Timeframe:*** *Immediate*

***Priority:*** *Medium*

**Recommendation 6. Library Branches should have a goal of meeting ARUPLO Space Guidelines in the Longer-Term:** None of the improvements suggested in Recommendations 2, 3 and 4 actually result in enough space to meet ARUPLO guidelines. For the longer-term, it is recommended that the Tay Township Public Library system express an intent to adopt ARUPLO space guidelines after the next decade, once the metrics of library usage as discussed in Recommendation #1 have been increased. This would entail a major capital cost.

In terms of major renovation and expansion to the existing three branches, the required longer-term improvements in order to meet ARUPLO standards amount to just over $4 million. (Appendix C outlines these improvements in detail.) These costs are shown in the following table.

| Branch | Recommended Improvements | Cost (rounded) |
|---|---|---|
| Victoria Harbour | - Expand from 2,664 to 5,500 sf to meet guidelines | $1,463,000[(1)] - $3,257,000[(2)] |
| Waubaushene *(relocation to another site within community)* | - Expand from 1,657 to 3,125 sf to meet guidelines | $647,000 |
| Port McNicoll *(expansion on-site)* | - Expand from 4,249 to 5,500 sf to meet guidelines | $266,000[(3)] |
| **Total Longer-Term Cost (in $2016)** | | **$2,376,000 - $4,170,000** |

Note: (1) This option expands to fill the existing facility, keeps the Post Office and requires a new addition of 2076 sf assuming the site will allow it. It assumes Recommendation 3 has been undertaken.
(2) This is the 'purpose built' long term option.
(3) These costs assume Recommendation 4 has been undertaken.

**Timeframe:** Long-term

***Priority:*** *High*

## 13. Accreditation

**Recommendation 7. Seek Accreditation of the Library System within 5 Years:** Accreditation is a voluntary step for a library system but does signal to staff, the municipality and the wider community an intention to operate at the highest level of excellence possible. It is recommended that over the short-term (i.e. the next 5 years) the library system strive to attain accreditation through the Ontario Public Library Guidelines and Accreditation Council (see: http://www.ontariopubliclibraryguidelines.ca). As a good first step for accreditation, it is recommended that an explicit Memorandum of Understanding (MOU) between the Library Board and the municipality be established. It is suggested that the development of this MOU take place in the 'immediate' time period (i.e. over the next 2 years) and act as a foundational document for the accreditation process. As well, this MOU should reflect the strategic directions outlined in this Master Plan.

One aspect of library operations that should be clarified in this MOU is the current relationship between the Municipal Clerk position and that of the Library CEO. While this will likely change at some point over the Short-Term period (see Recommendation #15) it would nonetheless be useful to spell out the current situation explicitly. In particular, that portion of the salary and benefits of this current position that should be transferred to the Library budget should be identified for clarity and transparency, and to facilitate future budget planning.

Seeking accreditation using the Ontario Public Library Guidelines gives the Library Board and

staff a development tool to improve policies, resources, and services.

***Timeframe:*** *MOU should be developed in the 'Immediate' time frame (i.e. next 2 years). Shortly thereafter (in the Short-Term) accreditation should be achieved.*

***Priority:*** *High*

## 14. Use of Neighbouring Library Systems

**Recommendation 8. Explore the Feasibility of Reimbursement for Memberships in Neighbouring Library Systems, or Service Agreements:** One means of increasing service to the entire community is to simply reimburse those who choose to purchase a library membership in a more convenient neighbouring municipality on their own (in areas where a public library from another municipality may be in closer proximity than a Tay branch). As an alternative, the library should explore as well the feasibility of enabling service agreements with neighbouring municipalities, especially for those living in rural areas to the south, and possibly with Midland to the west. (This would enable high school students attending school in Midland to access the library conveniently after class.) It is likely that the cost of reimbursement may actually be less in total than establishing a formal service agreement, but this should be reviewed).

***Timeframe:*** *Investigate reimbursement or service agreement with Springwater in the next two years (the 'immediate' timeframe) and evaluate performance. If this seems to be operating in a satisfactory manner, investigate similar arrangements with Midland in the medium-term.*

***Priority:*** *Medium*

## 15. Hours of Operation

**Recommendation 9. Re-allocate Existing Hours of Operation in Branches to Provide Continuous Service.** There are two aspects to the notion of providing 'continuous service': one is to shift the hours of operation to open one hour later in the day, and eliminate the one-hour lunch break when the library is closed. The second aspect of this is to ensure that at least one branch is open on every day of the week, Monday through Saturday. This re-allocation of existing hours should take into account the fact that Waubaushene is open fewer hours to the public, reflecting the somewhat lower population of that community. Library staff should determine the best ways and means to implement this recommendation.

***Timeframe:*** *Immediately, with a view to having a revised operating hours structure in place early in 2017.*

***Priority:*** *High*

**Recommendation 10. Explore Sunday Opening as a Pilot Project in 2017**. There was some comment in the community survey to the effect that opening a branch on a Sunday would be desirable, and certainly other library systems have had great success with this time period. It is recommended that a pilot program offering a Sunday afternoon opening in a branch be explored in 2017. (A summer experiment of this sort would provide better service to the cottager residents or, alternately, Sunday hours in the fall would better serve students.) At the conclusion of the project, an evaluation should be undertaken to determine whether Sunday hours should be offered again the following year, or on a longer-term basis than just the pilot period.

***Timeframe:*** *Immediately, in order to offer Sunday hours in a branch in 2017.*

***Priority:*** *High*

## 16. Outreach

**Recommendation 11. Increase Outreach Services to Those Who Cannot Readily Access Branches.** The library system should actively increase its efforts in providing collections delivery service to those who cannot easily access the existing system, either through physical disability, lack of access to transportation, or who simply choose not to leave home. This could take the form of a few extra courier trips per week on average, at relatively low cost, or be a service offered by volunteers. In order to make this an effective service increase however, the Library will need to take steps to ensure that the overall community is aware of this possibility, and that there is an efficient and effective mechanism in place for its implementation.

***Timeframe:*** *Short-term*

***Priority:*** *High*

## 17. Technology

**Recommendation 12. Adopt the Technology Plan Outlined in Appendix D:** Given the pace of change of technology (hardware, as well as software and applications) community libraries are finding it necessary to develop specific technology plans that outline intentions in terms of technology acquisition and training, and recognize the budget implications. Appendix D is a sample technology plan that outlines the principles and structure of an approach that should be adopted in Tay Township, as well as the six steps that should be followed. Tay Library has elements of a technology plan in place including capital budgeting and a replacement schedule

for new equipment. This material can be formalized in the more detailed technology plan. The highlighted elements of this sample plan include:

- Adopting a technology goal of *"promoting use of library computers and Wi-Fi network with training programs"*
- Reviewing the existing WiFi network to ensure that working equipment and adequate bandwidth is in place
- Ensuring that the network is secure
- Acquisition of new tablets for in-house and off-site training (note that this is already an element of the Library's capital budget)
- Purchase of a SirsiDynix MobileCirc license to enable promotion through offsite circulation and registration of new patrons

As well, note that the training element that would be involved in a technology plan are separately addressed in Recommendation 19.

***Timeframe:*** *Short-to-medium term*

***Priority:*** *High*

**Recommendation 13. Investigate Purchasing of Shelf-Ready Materials:** At present, there is a considerable amount of staff time spent in cataloguing and related technical activities. It is estimated that this amounts to 735 hours, or 1/3 of an FTE. Other community library systems have found that the amount of time spent on these activities can be reduced by purchasing shelf-ready materials at reasonable cost. (Many of the other libraries in the Simcoe County Library Co-operative purchase shelf-ready materials). Staff members have more time for local library management, program delivery, interaction with library patrons, working with volunteers, etc. In Tay's case, it is not immediately or obviously clear that the additional cost of purchasing shelf-ready materials would be less expensive than paying staff, but it is an avenue that warrants investigation, especially in light of the fact that other comparable community library systems have found that this is a desirable strategic direction to pursue. Accordingly, we recommend that an investigation into the costs and benefits of this direction be undertaken. There are several suppliers who can provide this service but a popular one is the Library Services Centre, of which the Tay Township Public Library is already a member. A logical first step in this regard would be to invite the Library Services Centre to prepare a free assessment of Tay's current processes and make a proposal of service to the Tay Township Public Library Board[9].

***Timeframe:*** *Short-Term*

***Priority:*** *Medium*

[9] http://lsc.on.ca/

## 18. Programs

**Recommendation 14. Involve Volunteers in the Development and Delivery of New programs.** A common theme mentioned in many of the community survey responses was a desire for a wider variety of programs to meet changing interests and needs in the community. However, it is apparent from interviews with staff that their ability to provide a wide variety of new programming is somewhat limited, although this will improve with the hiring of a Program and Community Relations Coordinator in the medium term (see subsequent recommendation). A on). A potential solution lies in working with community volunteers who themselves might provide programming in the various areas desired, as a means of augmenting existing staff resources. The role of staff in this regard would be to help identify ideas for new programs; identify potential volunteers who could assist in the delivery of such programs; and to provide assistance and training as required to assist volunteers in the delivery of these activities.

Another avenue of volunteer involvement that should be explored as well (possibly in the Short-Term) is the potential for the use of Pages to assist patrons, assist with keeping branches tidy, help with library events, re-shelving of library materials, and other miscellaneous tasks around the branches. If high-school students were used as Pages, this could be an excellent way for them to fulfill their 40-hour community volunteer contract.

***Timeframe:*** *Medium-term.*

***Priority:*** *Medium*

## 19. Management and Staffing:

**Recommendation 15. Develop Succession Plan for Head Librarian.** The Head Librarian is currently eligible for retirement and has stated an intention to do this in the next year or so. We recommend that the Head Librarian and CEO functions be combined into one position, which is entirely appropriate for a library system serving a population the size of Tay Township. It is recommended that this be a full-time position. It is further recommended that this position be opened to outsiders (although, of course, eligible internal applicants would be welcomed as well). It is recommended that professional library qualifications be a requirement for the position.

***Timeframe:*** *Immediate*

***Priority:*** *High*

**Recommendation 16. Create Program and Community Relations Coordinator.** A second key position envisaged is a Program and Community Relations Coordinator. This position, also full time, would be responsible for the identification and delivery of new program options, using

volunteers to the maximum extent possible (see Recommendation #14). A companion function would be marketing and community relations, to ensure that the overall awareness of programs and services offered by the Tay Township Public Library in the general public was high. (This will also help to ensure that the metrics of demand discussed earlier are at a level that would support future physical expansion of the library system.)

***Timeframe:*** *Medium-term.*

***Priority:*** *High*

**Recommendation 17. Reconfigure Branch Librarian System to a Functional Orientation.** The current system has 'branch librarians' that have essentially a geographical orientation to their local community. A more efficient system would be to evolve to a functional orientation, where positions are aligned with more of an orientation towards key system requirements and activities serving the entire system, rather than a geographical focus. Three functional manager positions could be established, where the primary focus of the job would be upon a functional responsibility for the Tay Township Public Library system overall, with a secondary orientation towards branch coordination. (The three functional areas could be, for example, collections, programming, and digital technology.) The practical implementation of this system could be that these three positions spend 3-4 days per week in their 'home branch' and 1-2 days per week rotating to other branches, where they are able to undertake on-site assessments in their particular functional areas of responsibility.

***Timeframe:*** *Short-term.*

***Priority:*** *Medium*

***NOTE:*** The revised staffing structure is shown as Option A in Section 9.2, which illustrates the proposed functional orientation as well as the new single CEO/Head Librarian, and the Community Engagement and Programs positions. Also shown is an interim transitional structure where the new combined CEO/Head Librarian position is also responsible for Community Engagement and Programs coordination, until such time as the Library Board is able to afford the two full-time positions in accordance with the recommendations contained herein. An advantage of this interim transitional structure would be that it would ensure that the CEO/Head Librarian position had solid experience in and understanding of community engagement and program development in the Tay environment, which would be an invaluable contextual background for this key leadership position.

**Recommendation 18. Revise Job Descriptions to Reflect Future Responsibilities:** Several of the recommendations contained herein will require a revision of current job descriptions and the outline of core competencies. This should be undertaken in advance of the succession plan for a new Head Librarian position, as well as a Program and Community Relations Coordinator.

Revised job descriptions should also reflect the functional as opposed to branch coordinator alignments.

***Timeframe:*** *Short-term.*

***Priority:*** *High*

**Recommendation 19. Increased and More Regular Staff Training Should Be Instituted:** Interviews with the staff and our own observations as library professionals suggests that there could / should be additional staff training made available. Staff need to keep up with changing technology, be current with library standards and protocols, and exposed to new program possibilities. The ARUPLO standard recommends that no less than 1% of a public library system's budget be allocated to training and in fact a best practice standard is suggested as 2.5%: in Tay's case this would amount to a training budget of at least $4,000, and even better $10,000 (for materials, fees, travel costs, etc.). At present, there is only a $600 training budget in place: most training that does occur is done 'on the job' and in large part on the initiative of the individual employee. Accordingly, it is recommended that a training budget be established and that the Head Librarian and CEO work together to identify where training needs are most pressing. Finally, the Library's written training policy should be updated and reviewed to embrace this direction. Possibilities noted in the course of this review include:

- Excel Program in Small Library Management for all staff (excepting students)
- Attendance at the Ontario Library Association Superconference
- Periodic courses and webinars provided by the Southern Ontario Library Service
- More cross-training for all employees across the system

***Timeframe:*** *Short-Term*

***Priority:*** *High*

**Recommendation 20. Consider Establishment of Friends' Group:** A comment that came out several times in the community survey as well as in the community meetings was the idea to establish a Friends' Group that could become involved in fundraising initiatives as well as assist the Library staff informally on a variety of issues (including programming, collections, etc.). Many other community library systems have successful and active Friends' Groups in place, that are able to help realize various improvement projects that otherwise might not be possible (i.e. with municipal funds and grants alone). This initiative would make the most sense to establish in the short to medium term, after some of the initial improvements in branches have been undertaken, and there is perceived momentum and interest generated.

***Timeframe:*** *Short-to-medium term*

***Priority:*** *Medium*

## 20. Resource Requirements

The chart below outlines the costs associated with the implementation of the various recommendations contained in this Master Plan. For each, the key underlying cost assumptions are articulated, and then the best estimate (at his point in time) of costs is made, expressed in terms of 2016 dollars.

| Recommendation | Assumptions | **Estimated Capital Costs** *(rounded, in $2016)* | **Estimated Additional Annual Operating Costs** *(rounded, in $2016)* |
|---|---|---|---|
| **Recommendation 1:** Maintain Existing Three-Branch System Over the Next Decade | By itself, will not entail any incremental capital or operating costs | $0 | $0 |
| **Recommendation 2:** Undertake Urgent Repairs to Waubaushene Branch | Minor costs for door repair and painting | $117,000 | $0 |
| **Recommendation 3:** Undertake Interim Expansion of Victoria Harbour Branch | Refresh existing space plus fit our Harbour Shores room | $276,000 | nominal |
| **Recommendation 4:** Undertake Upgrade and Accessibility Improvements to Port McNicoll Branch | Improvements as outlined in Appendix C will be undertaken | $893,000 | $0 |
| **Recommendation 5:** Food Service in the Branches is Not Recommended at this time | Will not incur any additional cost on either the capital or the operating side | $0 | $0 |
| **Recommendation 6:** Library branches should meet ARUPLO Standards in the Longer-Term | A) to be accomplished through expansion of Port McNicoll and Victoria Harbour, and , a relocation/expansion of Waubaushene: capital costs will be significant (see Appendix C)<br>B) space-related operating costs outlined as per Appendix C | Estimated as $2,376,000 – $4,170,000 (see Appendix C) | Up to $30,000 in additional building-related operating costs (see Appendix C) |
| **Recommendation 7.** Establish Accreditation of the Library System Over the Next 5 Years: | Will not incur any additional costs but will result is a truer cost accounting of Municipal Clerk position | $0 | $0 |

| Recommendation | Assumptions | Estimated Capital Costs *(rounded, in $2016)* | Estimated Additional Annual Operating Costs *(rounded, in $2016)* |
|---|---|---|---|
| **Recommendation 8:** Explore the Feasibility of Reimbursement for Memberships in Neighbouring Library Systems, or Service Agreements: | Assume here that Tay pays for service agreements for both Midland and Springwater (likely a maximum figure) | $0 | $165,000 (maximum) |
| **Recommendation 9:** Re-allocate Existing Hours of Operation in Branches to Provide Continuous Service | Will not incur any additional cost on either the capital or the operating side; this would just represent a re-allocation of existing resources | $0 | $0 |
| **Recommendation 10:** Explore Sunday Opening as a Pilot Project in 2017 | Nominal additional budget required (e.g. 10 weeks times 8 hours per week – i.e. two students over a 4-hour period in the afternoon) | $0 | $2,000 |
| **Recommendation 11:** Increase Outreach Services to Those Who Cannot Readily Access Branches | Courier service is accelerated to 2-3 times per week; at the same time, more active marketing efforts should be in place to encourage awareness and interest | $0 | $2,000 |
| **Recommendation 12:** Adopt the Technology Plan Outlined in Appendix D | See Appendix D for details | $0 | $5,000 (likely) |
| **Recommendation 13:** Investigate Purchasing of Shelf-Ready Materials | Cost of technology estimated in Appendix D | $0 | $3,000[10] |
| Re**commendation 14:** Involve Volunteers in the Development and Delivery of New programs | Some staff time involved in training and working with volunteers, but not separately costed | $0 | $0 |
| **Recommendation 15:** Develop Succession Plan for Head Librarian | Assume that salary and benefits package could range from $50,000 to $80,000 – assume mid-point of this range | $0 | $40,000 (estimated additional costs over existing wages paid) |
| **Recommendation 16:** Create Program and Community Relations Coordinator | Assume that salary and benefits package could range from $40,000 to $60,000 – assume mid-point of this range | $0 | $25,000 (estimated additional costs over existing wages paid) |

[10] This cost would be offset by savings, or redeployment of 1/3 of an FTE.

| Recommendation | Assumptions | Estimated Capital Costs *(rounded, in $2016)* | Estimated Additional Annual Operating Costs *(rounded, in $2016)* |
|---|---|---|---|
| **Recommendation 17:** Reconfigure Branch Manager System to a Functional Orientation | Some additional training may be required to 'groom' individuals into their coordinator roles, but this is covered in training budget in Recommendation #19 | $0 | $0 |
| **Recommendation 18:** Revise Job Descriptions to Reflect Future Responsibilities | Will requires staff time but not entail any additional out-of-pocket expense | $0 | $0 |
| **Recommendation 19:** Increased and More Regular Staff Training Should Be Instituted | Target budget allocation is 1% to 2.5% of operating budget, which would imply a budget between $4,000 and $10,000 – assume half way point | $0 | $7,000 |
| **Recommendation 20:** Consider Establishment of Friends' Group | Minimal effort other than staff time | $0 | $0 |
| **Total Estimated Additional Cost Over the Implementation Period (in $2016)** | | **$3.662 - $5.350 million** | **$332,000** |

## 21. Next Steps

It is recommended that this Master Plan be approved in principle first by the Tay Township Public Library Board and secondly endorsed by Council. This should occur as early in 2017 as possible. In approving the Master Plan, the Library Board should then refer it to staff for implementation. A report on implementation activities in 2017 should be prepared by staff and presented to the Board and Council, outlining progress made as of that date, reasons why key initiatives may have been delayed or deferred, new opportunities that may have arisen, etc.

# Library Master Plan

***Appendices submitted to***
***Tay Township Public Library***
***(RFP 2016-40)***

***December 2016***

TCI Management Consultants

in association with

**Beth Ross & Associates**
**Bibliotechs Inc.**

Reich + Petch ARCHITECTS

# Township of Tay
# Library Master Plan Draft Appendices

**Contents**


A. Steering Committee Members
B. Results of Community Survey
C. Results of Facilities Analysis
D. Sample Technology Plan
E. Benchmark Comparisons

## Appendix A – Steering Committee and Library Board Members

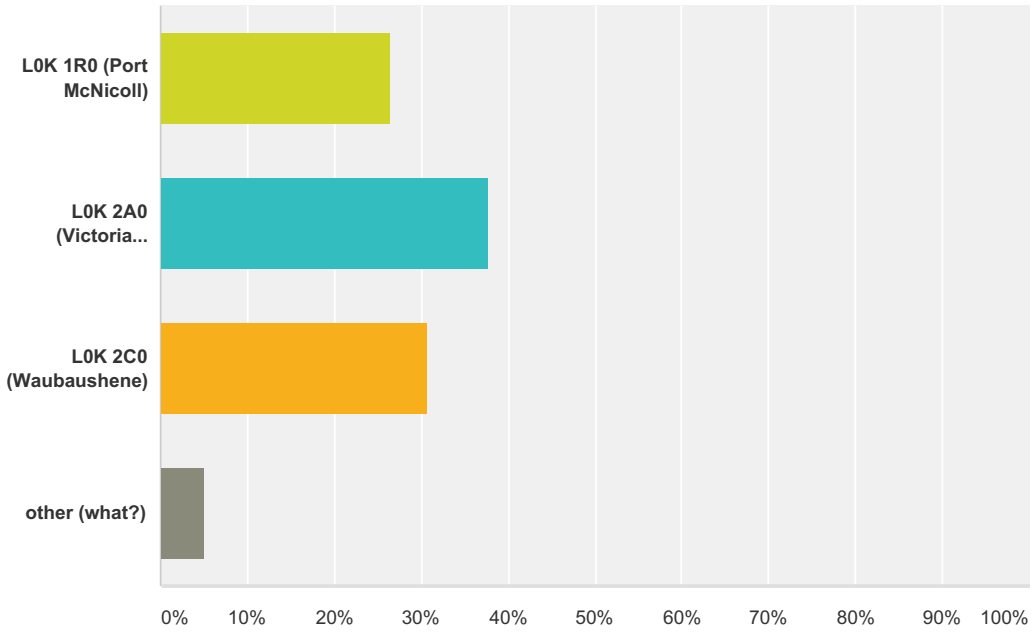
We thank the Steering Committee who provided advice to the consultants and to the Library Board who attended the workshop.

Bob Coryell (Steering Committee and Library Board)
Alison Thomas (Library CEO)
Heather Walker (Head Librarian)
Councillor Cate Root (Steering Committee and Library Board)
Fran Roosen (Steering Committee)
Victoria Réaume (Steering Committee)
Joan Hamilton (Steering Committee)
Kathryn Beemer (Steering Committee)
Jackie Ramler (Library Board)
Susan Read (Library Board)

## Appendix B – Results of Community Survey

## Q1 Please provide the postal code of your place of residence:

Answered: 418 Skipped: 5



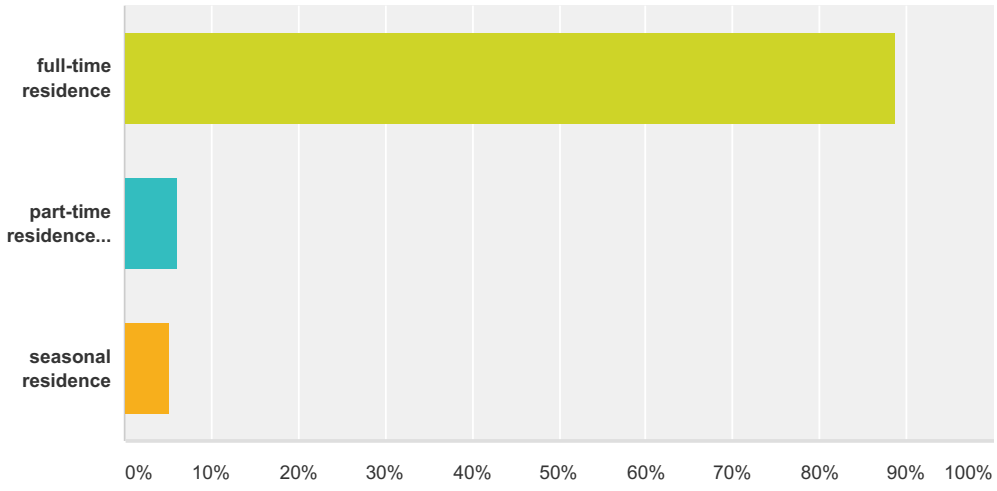

| Answer Choices | Responses | |
|---|---|---|
| L0K 1R0 (Port McNicoll) | **26.56%** | 111 |
| L0K 2A0 (Victoria Harbour) | **37.80%** | 158 |
| L0K 2C0 (Waubaushene) | **30.62%** | 128 |
| other (what?) | **5.02%** | 21 |
| **Total** | | **418** |

| # | other (what?) | Date |
|---|---|---|
| 1 | L4R 4K3 | 10/12/2016 8:56 PM |
| 2 | L0K 1E0 | 10/12/2016 8:02 PM |
| 3 | L4R 4K3 | 10/12/2016 6:34 PM |
| 4 | L9M 0E1 | 10/12/2016 3:14 PM |
| 5 | l4n 1w4 Barrie | 10/9/2016 11:04 AM |
| 6 | L4R 4K3 - Elliott SR | 10/9/2016 10:34 AM |
| 7 | LOK2E0 | 10/7/2016 3:39 PM |
| 8 | L0K2E0 ( wyebridge) | 10/7/2016 2:57 PM |
| 9 | L0K2E0 | 10/7/2016 2:38 PM |
| 10 | L4R 4K3 | 10/7/2016 12:13 PM |
| 11 | L4R 4K3 | 9/30/2016 3:17 PM |
| 12 | L0L 1P0 | 9/30/2016 12:45 PM |

| | | |
|---|---|---|
| 13 | L0K 2E0 | 9/17/2016 1:17 PM |
| 14 | Tiny | 9/3/2016 11:05 AM |
| 15 | L4R 4K3 | 8/30/2016 9:15 PM |
| 16 | L0K2E0 | 8/21/2016 7:31 PM |
| 17 | L4R 5B6 | 8/20/2016 6:13 PM |
| 18 | L9m1s2 | 8/20/2016 4:40 PM |
| 19 | L0K 2E0 | 8/20/2016 4:23 PM |
| 20 | L4R 4K3 | 8/20/2016 12:36 PM |
| 21 | l4r4k3 | 8/19/2016 9:57 PM |

## Q2 Is this a full-time, part-time or seasonal residence?

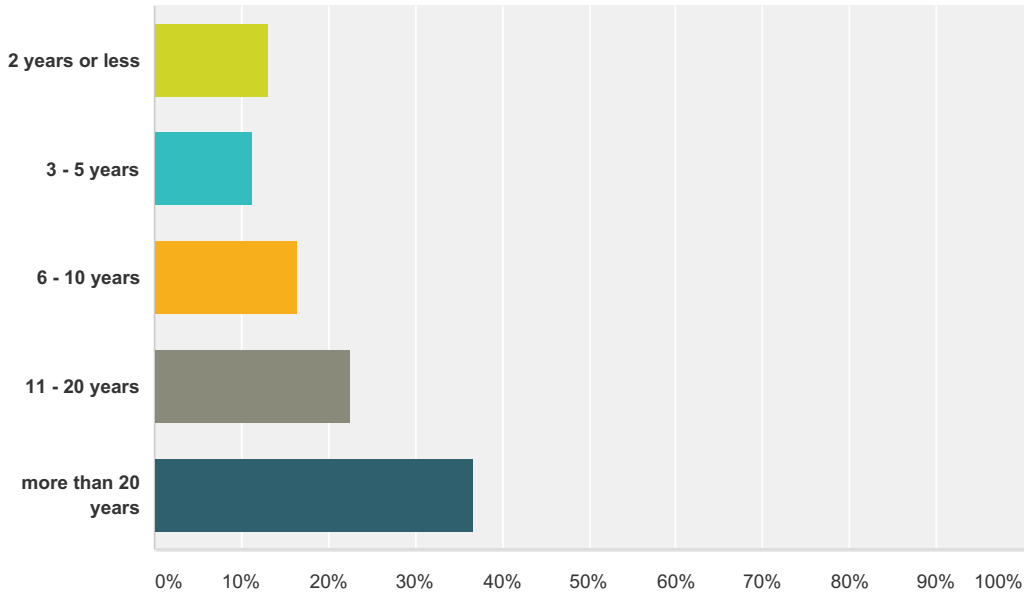
Answered: 418 Skipped: 5




| Answer Choices | Responses | |
|---|---|---|
| full-time residence | **88.76%** | 371 |
| part-time residence (e.g., weekends throughout the year) | **5.98%** | 25 |
| seasonal residence | **5.26%** | 22 |
| **Total** | | **418** |

## Q3 How long have you lived at this residence?

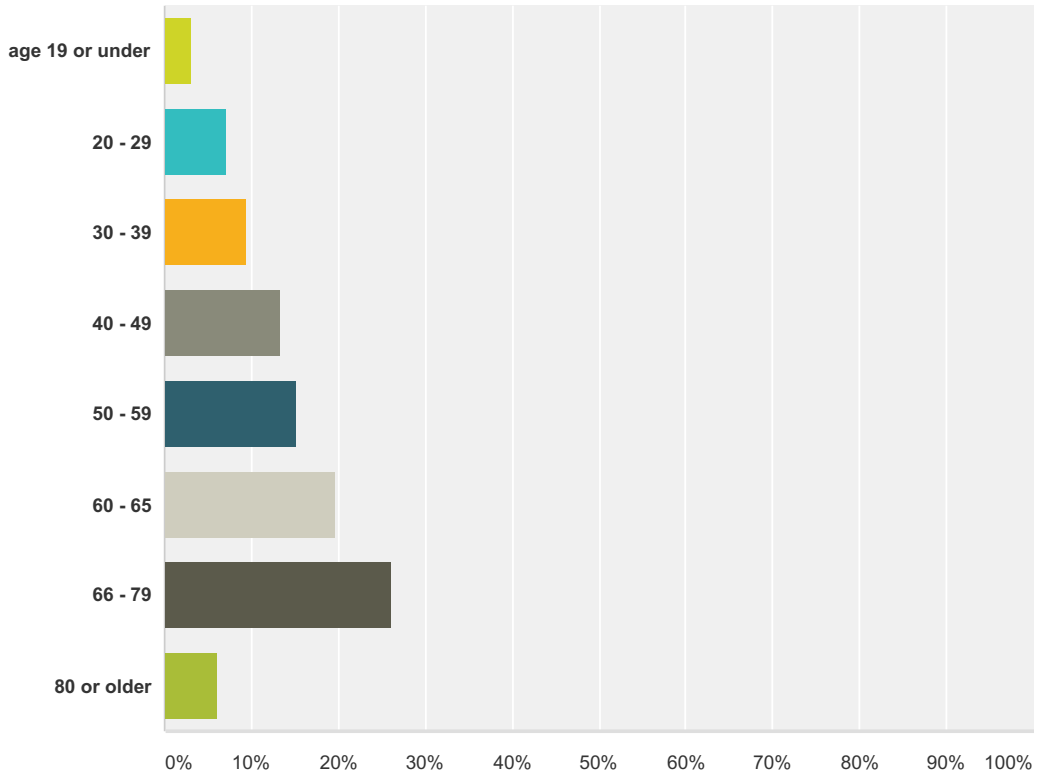
Answered: 420 Skipped: 3




| Answer Choices | Responses | |
|---|---|---|
| 2 years or less | **13.10%** | 55 |
| 3 - 5 years | **11.19%** | 47 |
| 6 - 10 years | **16.43%** | 69 |
| 11 - 20 years | **22.62%** | 95 |
| more than 20 years | **36.67%** | 154 |
| **Total** | | **420** |

## Q4 What is your age range?

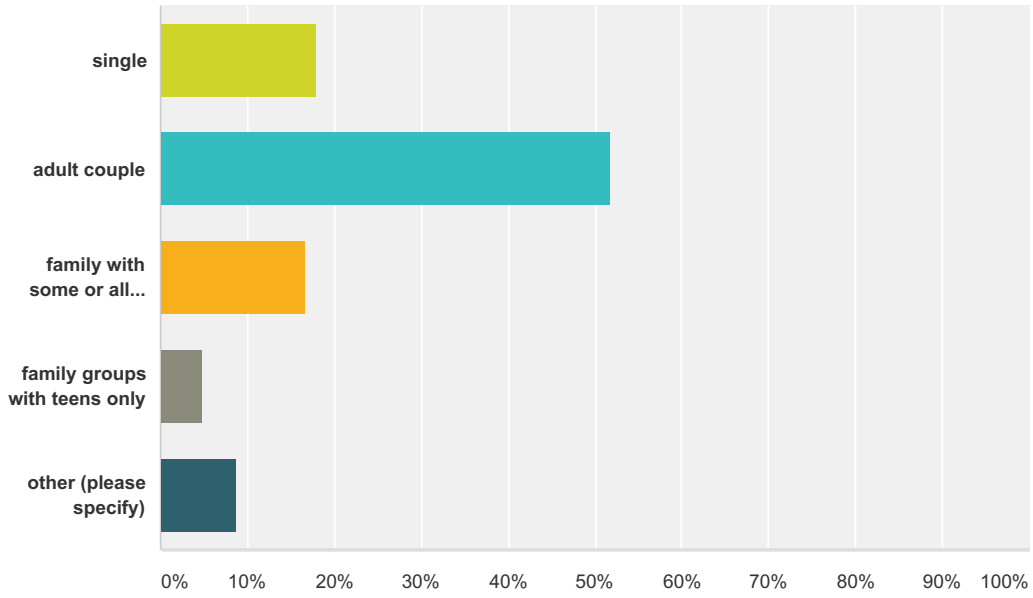
Answered: 409 Skipped: 14




| Answer Choices | Responses | |
|---|---|---|
| age 19 or under | **3.18%** | 13 |
| 20 - 29 | **7.09%** | 29 |
| 30 - 39 | **9.29%** | 38 |
| 40 - 49 | **13.45%** | 55 |
| 50 - 59 | **15.16%** | 62 |
| 60 - 65 | **19.56%** | 80 |
| 66 - 79 | **26.16%** | 107 |
| 80 or older | **6.11%** | 25 |
| **Total** | | **409** |

## Q5 What is your household status?

Answered: 418 Skipped: 5



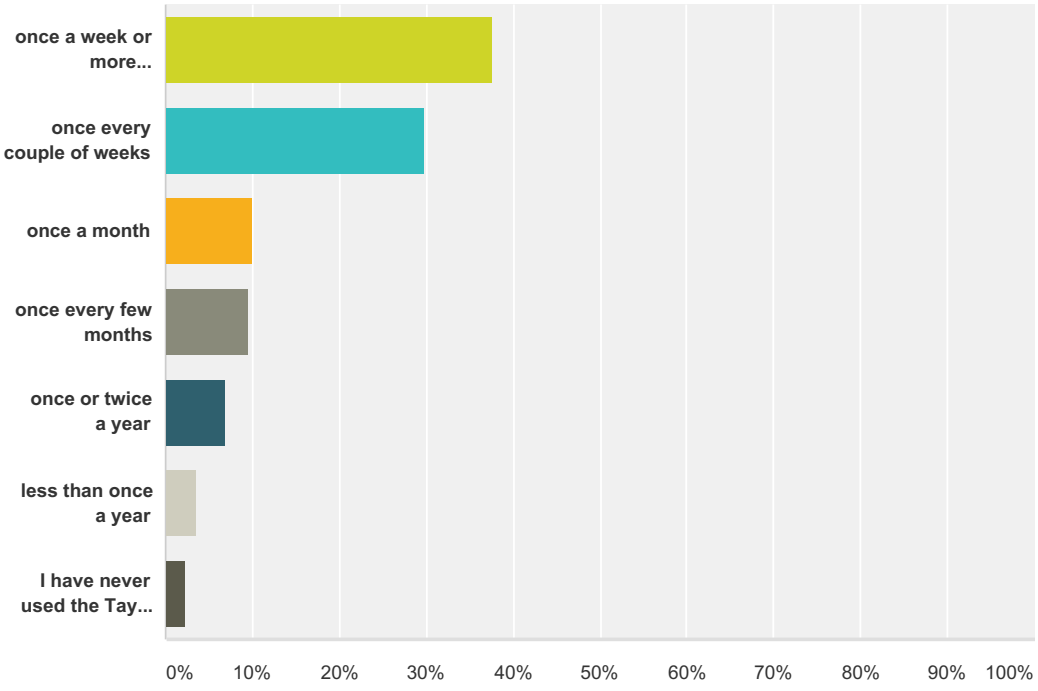

| Answer Choices | Responses | |
|---|---|---|
| single | **17.94%** | 75 |
| adult couple | **51.67%** | 216 |
| family with some or all kids under 12 | **16.75%** | 70 |
| family groups with teens only | **4.78%** | 20 |
| other (please specify) | **8.85%** | 37 |
| **Total** | | **418** |

| # | other (please specify) | Date |
|---|---|---|
| 1 | mother, son, daughter-in-law | 10/13/2016 4:58 PM |
| 2 | youth | 10/13/2016 4:39 PM |
| 3 | Widow | 10/13/2016 4:31 PM |
| 4 | youth | 10/13/2016 4:27 PM |
| 5 | 3 adults | 10/13/2016 2:22 PM |
| 6 | Live with sister and her husband | 10/13/2016 1:27 PM |
| 7 | 3 adults | 10/13/2016 7:24 AM |
| 8 | Single, one adult dependent | 10/12/2016 8:47 PM |
| 9 | 5 adult siblings and their adult children | 10/12/2016 6:15 PM |
| 10 | Family- 6 kids, 2 teens, 4 20+ year olds | 10/12/2016 6:10 PM |
| 11 | Father and daughter | 10/12/2016 2:47 PM |
| 12 | Father and daughter | 10/12/2016 2:07 PM |
| 13 | We have young adult children | 10/12/2016 1:42 PM |

| | | |
|---|---|---|
| 14 | Family with 6 children 13-29 | 10/12/2016 10:00 AM |
| 15 | Adult with many kids and grandkids | 10/11/2016 8:29 PM |
| 16 | Separated since 2008 | 10/11/2016 8:06 PM |
| 17 | Single mom with a 13 year old son | 10/11/2016 7:53 PM |
| 18 | family group of adults | 10/11/2016 3:21 PM |
| 19 | adults | 10/9/2016 4:22 PM |
| 20 | widow | 10/9/2016 11:31 AM |
| 21 | Teenager in family of 5. (Mom, dad, brother and sister) | 10/7/2016 2:58 PM |
| 22 | Family of 4 adults | 10/7/2016 12:14 PM |
| 23 | widow | 10/7/2016 11:14 AM |
| 24 | 19 year old son | 10/7/2016 10:23 AM |
| 25 | widow | 9/30/2016 3:19 PM |
| 26 | Cohabiting adults with adult children | 9/17/2016 1:18 PM |
| 27 | Family with teens | 9/14/2016 9:02 PM |
| 28 | Family with 5 young adult children | 9/3/2016 7:12 PM |
| 29 | Father, two adult daughters, son-in-law and toddler grandchild | 9/1/2016 3:01 PM |
| 30 | adult couple adult daughter | 9/1/2016 9:17 AM |
| 31 | widow with son living at home | 8/31/2016 8:42 PM |
| 32 | widower | 8/26/2016 10:17 AM |
| 33 | Single mother with a child five years | 8/22/2016 2:33 PM |
| 34 | Two seniors and myself | 8/22/2016 10:48 AM |
| 35 | Widow. | 8/21/2016 9:23 AM |
| 36 | adult couple with aging father | 8/20/2016 8:05 AM |
| 37 | Widow | 8/19/2016 1:08 PM |

## Q6 On average, how often do you use the services of the Tay Township Public Library?

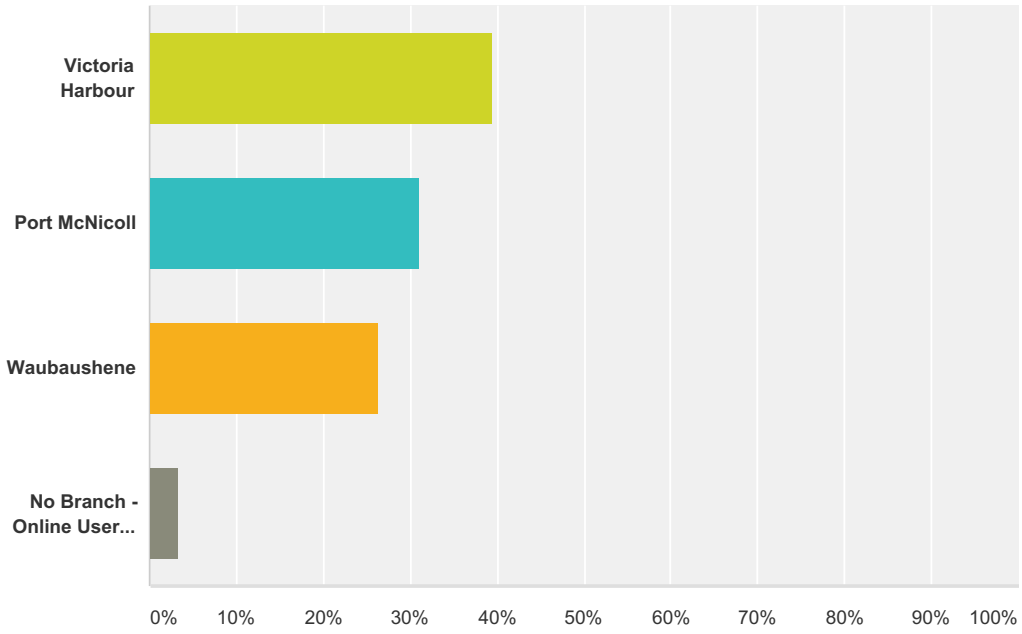
Answered: 418 Skipped: 5




| Answer Choices | Responses | |
|---|---|---|
| once a week or more frequently, | **37.56%** | 157 |
| once every couple of weeks | **29.90%** | 125 |
| once a month | **10.05%** | 42 |
| once every few months | **9.57%** | 40 |
| once or twice a year | **6.94%** | 29 |
| less than once a year | **3.59%** | 15 |
| I have never used the Tay Township Public Library | **2.39%** | 10 |
| **Total** | | **418** |

## Q7 Which branch do you use most frequently?

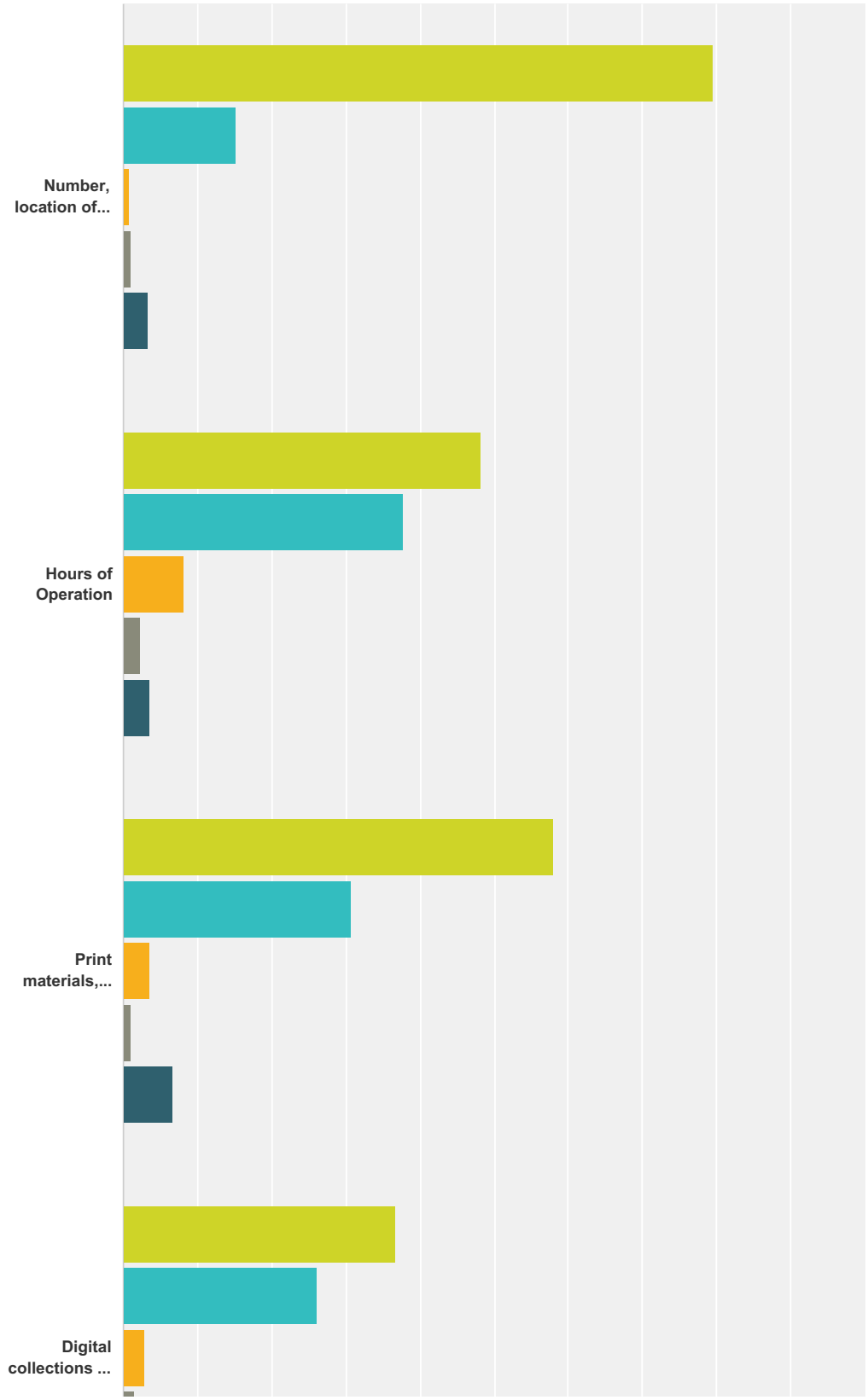
Answered: 416 Skipped: 7

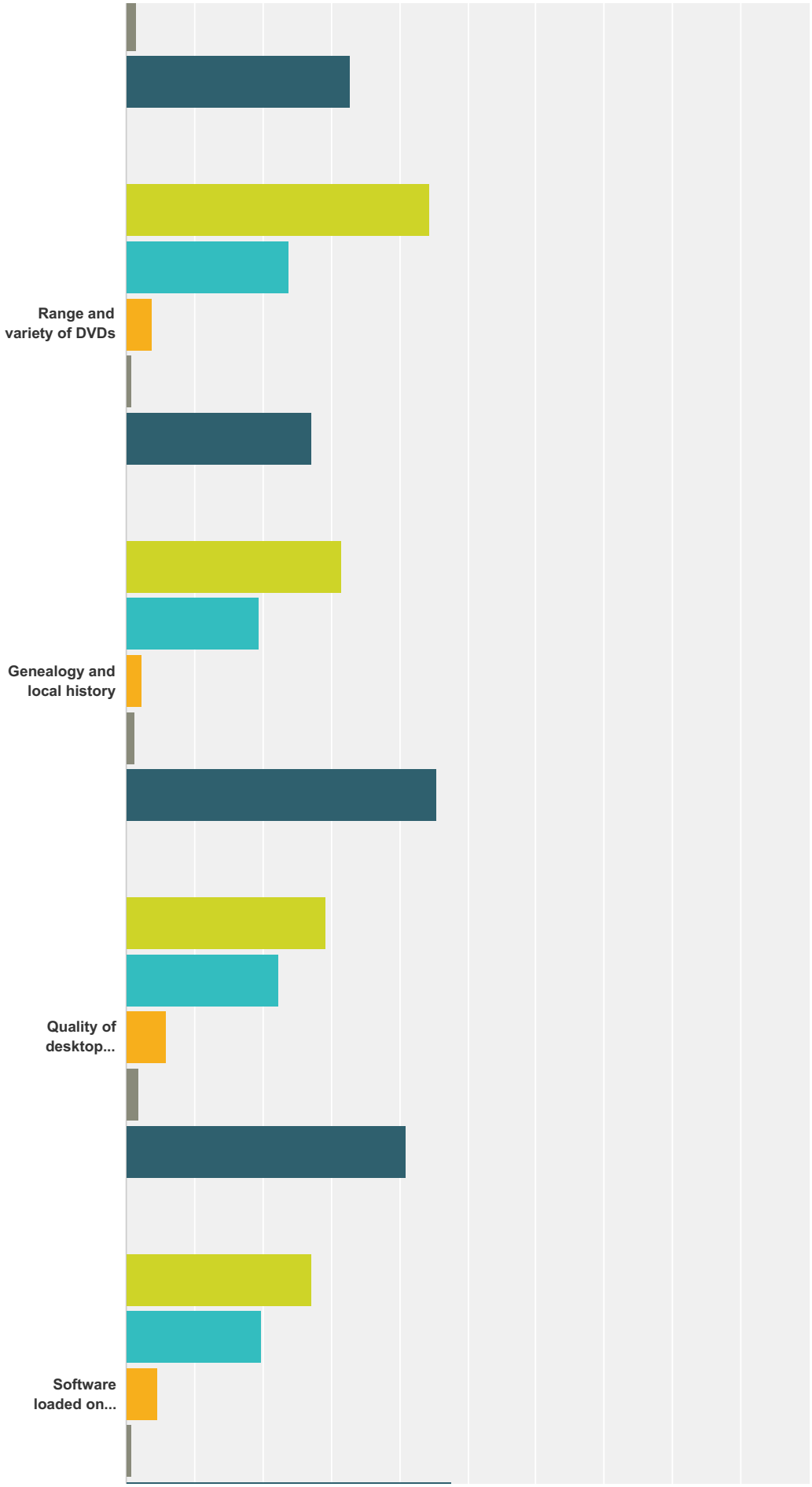


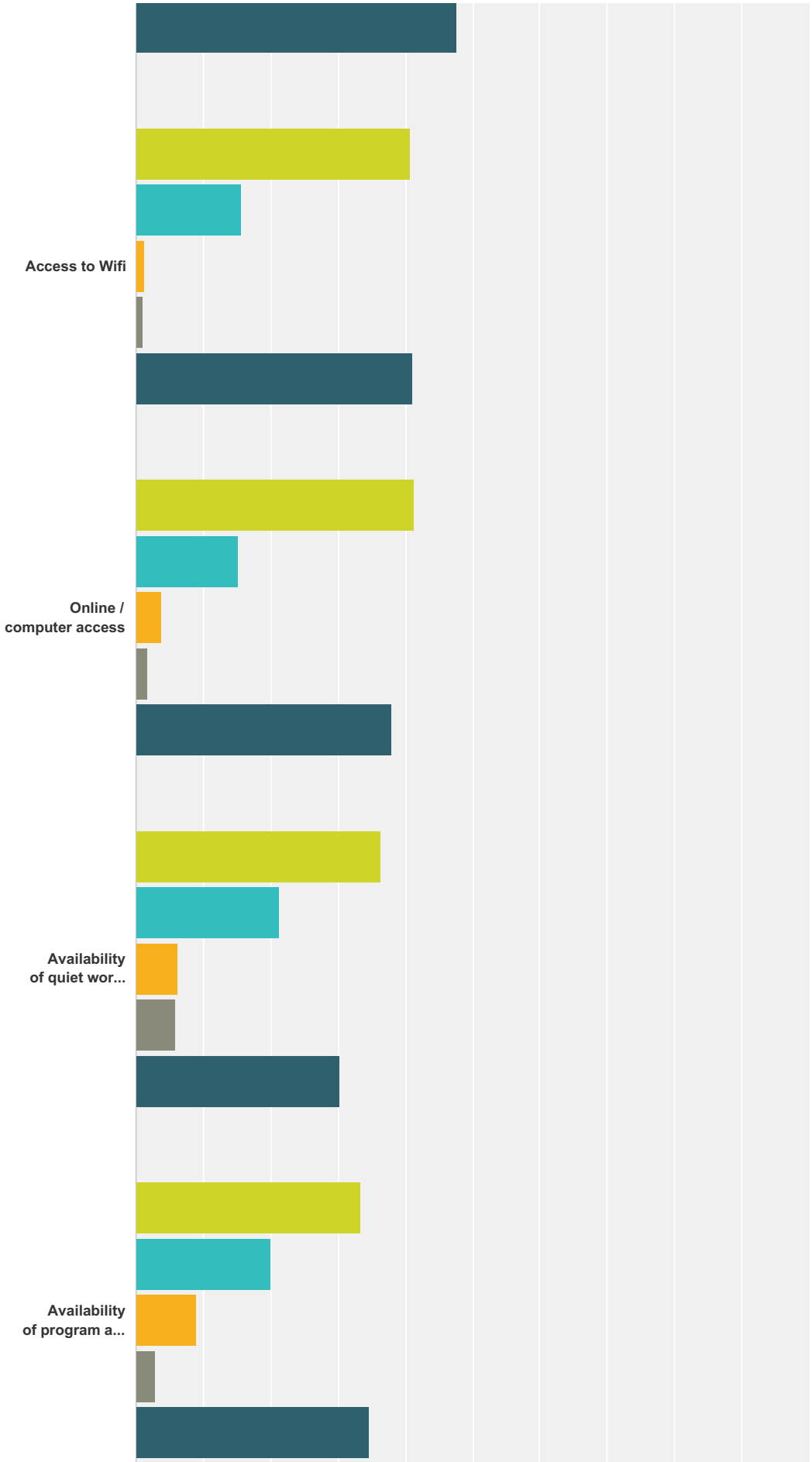

| Answer Choices | Responses | |
|---|---|---|
| Victoria Harbour | **39.42%** | 164 |
| Port McNicoll | **31.01%** | 129 |
| Waubaushene | **26.20%** | 109 |
| No Branch - Online User Only | **3.37%** | 14 |
| **Total** | | **416** |

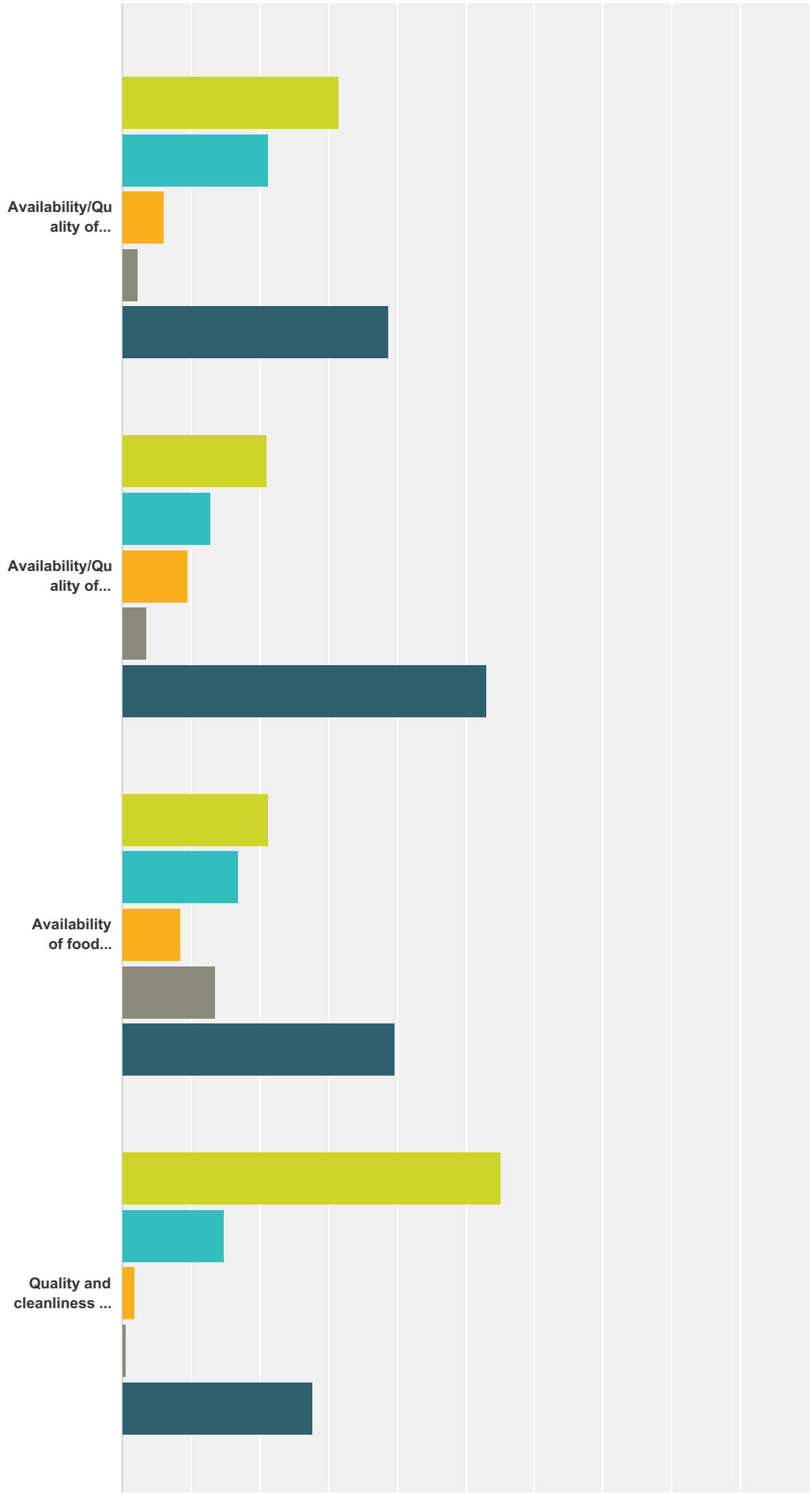
## Q8 How would you rate the various facilities and resources provided by the Tay Township Public Library?

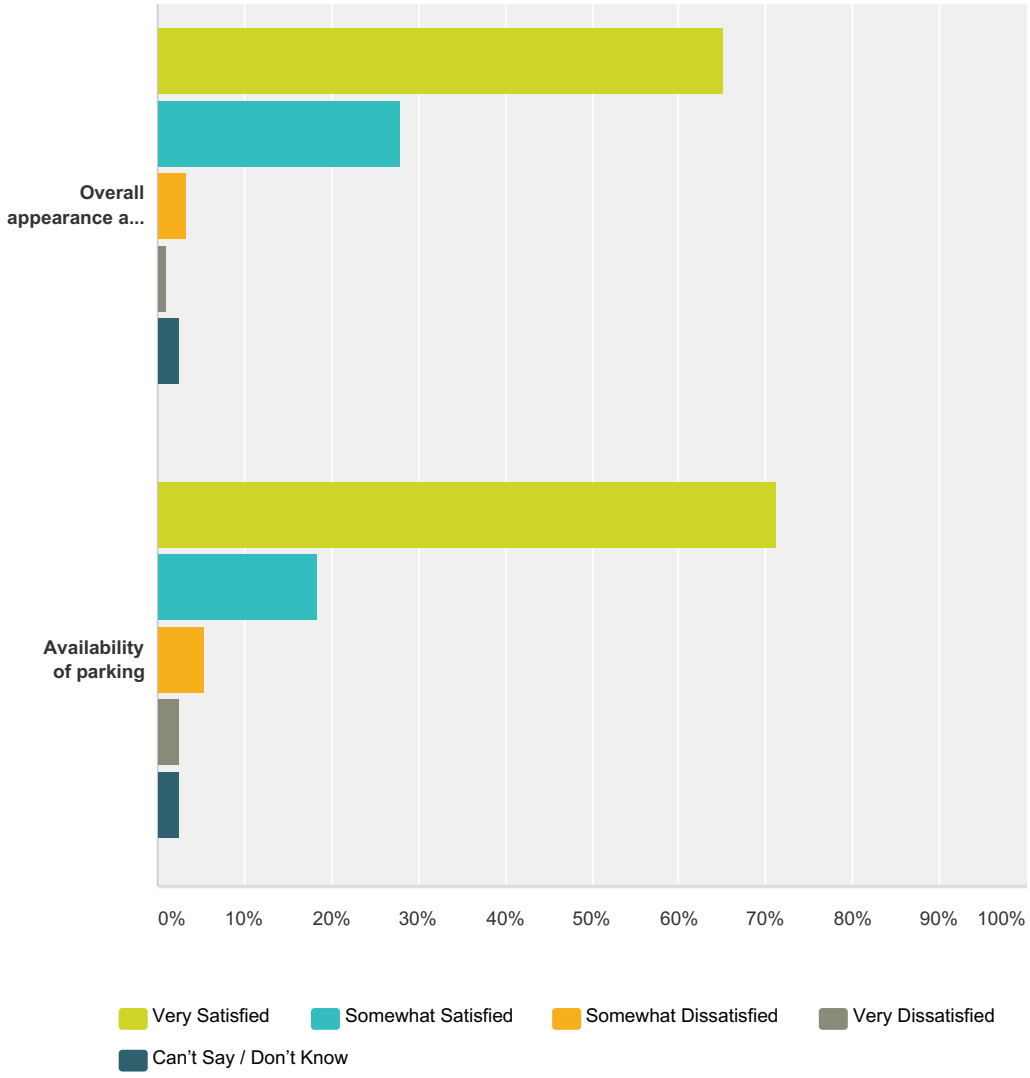
Answered: 398 Skipped: 25




Range and variety of DVDs
Genealogy and local history
Quality of desktop...
Software loaded on...


Access to Wifi
Online / computer access
Availability of quiet wor...
Availability of program a...


Availability/Quality of...
Availability/Quality of...
Availability of food...
Quality and cleanliness ...




| | Very Satisfied | Somewhat Satisfied | Somewhat Dissatisfied | Very Dissatisfied | Can't Say / Don't Know | Total |
|---|---|---|---|---|---|---|
| Number, location of branches | **79.59%** 312 | **15.31%** 60 | **0.77%** 3 | **1.02%** 4 | **3.32%** 13 | 392 |
| Hours of Operation | **48.21%** 188 | **37.69%** 147 | **8.21%** 32 | **2.31%** 9 | **3.59%** 14 | 390 |
| Print materials, range and variety | **57.99%** 225 | **30.67%** 119 | **3.61%** 14 | **1.03%** 4 | **6.70%** 26 | 388 |
| Digital collections - eBooks, eAudio, eMagazines, etc. | **36.72%** 141 | **26.04%** 100 | **2.86%** 11 | **1.56%** 6 | **32.81%** 126 | 384 |
| Range and variety of DVDs | **44.50%** 170 | **23.82%** 91 | **3.66%** 14 | **0.79%** 3 | **27.23%** 104 | 382 |
| Genealogy and local history | **31.48%** 119 | **19.31%** 73 | **2.38%** 9 | **1.32%** 5 | **45.50%** 172 | 378 |
| Quality of desktop computers | **29.18%** 110 | **22.28%** 84 | **5.84%** 22 | **1.86%** 7 | **40.85%** 154 | 377 |
| Software loaded on desktop computers | **27.15%** 101 | **19.89%** 74 | **4.57%** 17 | **0.81%** 3 | **47.58%** 177 | 372 |

| | | | | | | |
|---|---|---|---|---|---|---|
| Access to Wifi | **40.69%** 153 | **15.69%** 59 | **1.33%** 5 | **1.06%** 4 | **41.22%** 155 | 376 |
| Online / computer access | **41.42%** 157 | **15.30%** 58 | **3.69%** 14 | **1.58%** 6 | **37.99%** 144 | 379 |
| Availability of quiet work and study spaces at the branch you most frequently use | **36.32%** 138 | **21.32%** 81 | **6.32%** 24 | **5.79%** 22 | **30.26%** 115 | 380 |
| Availability of program and meeting spaces | **33.33%** 125 | **20.00%** 75 | **9.07%** 34 | **2.93%** 11 | **34.67%** 130 | 375 |
| Availability/Quality of children's area | **31.56%** 119 | **21.22%** 80 | **6.10%** 23 | **2.39%** 9 | **38.73%** 146 | 377 |
| Availability/Quality of teen/youth area | **21.01%** 79 | **13.03%** 49 | **9.57%** 36 | **3.46%** 13 | **52.93%** 199 | 376 |
| Availability of food services in or near the library | **21.29%** 79 | **16.98%** 63 | **8.63%** 32 | **13.48%** 50 | **39.62%** 147 | 371 |
| Quality and cleanliness of washrooms | **55.09%** 211 | **14.88%** 57 | **1.83%** 7 | **0.52%** 2 | **27.68%** 106 | 383 |
| Overall appearance and ambience of the library at the branch you most frequently use | **65.12%** 252 | **27.91%** 108 | **3.36%** 13 | **1.03%** 4 | **2.58%** 10 | 387 |
| Availability of parking | **71.13%** 276 | **18.30%** 71 | **5.41%** 21 | **2.58%** 10 | **2.58%** 10 | 388 |

## Q9 Would you care to comment further on any of the ratings you may have given above?

Answered: 191 Skipped: 232

| # | Responses | Date |
|---|---|---|
| 1 | - Waub library needs more space for materials such as books and DVDs as well as space for meetings, activities and programming - The library also needs more, better funding from the township, as it appears that the funding from the township is very minimal. - Waub also needs more parking space | 10/13/2016 6:08 PM |
| 2 | I have not chosen children's area, teen/youth area, and food service availability because it does not affect me. | 10/13/2016 5:51 PM |
| 3 | Although I don't use them all the time I know they are there. | 10/13/2016 4:59 PM |
| 4 | I love this library- great variety of books, the personnel are always friendly and helpful (Waub). | 10/13/2016 4:21 PM |
| 5 | Great location for locals to access (Waub). | 10/13/2016 3:56 PM |
| 6 | For the physical size of the Waub library, staff have done well to incorporate many, many services. I am a proud member of that library and would like to see more space devoted to all the services provided. | 10/13/2016 2:53 PM |
| 7 | Would like the library to be open Mondays. Would like it to be open at 9:00AM. Most kids are up early. (VH) | 10/13/2016 2:35 PM |
| 8 | Library could function as an archive and genealogical research hub. One computer has been out of order for about one year, and another is usable only if user looks upward, uncomfortably. Wifi is somewhat unreliable. (PM) | 10/13/2016 1:54 PM |
| 9 | At Waub, being open one weekday morning would be good, without impacting the already existing hours. | 10/13/2016 10:54 AM |
| 10 | Meeting space and wifi are key to a community's success! | 10/13/2016 10:48 AM |
| 11 | Why do we need food services in/near the library? | 10/13/2016 10:43 AM |
| 12 | I don't use computers but I see staff is very helpful to others. | 10/13/2016 10:39 AM |
| 13 | - Would like to see library open in evenings more than one night a week - Reading ebooks- carrying the whole series, not just one or two books in a series (VH). | 10/13/2016 7:42 AM |
| 14 | There is a quiet work area but there isn't a comfortable area to just read in (PM). | 10/13/2016 7:35 AM |
| 15 | PM has a beautiful library with very efficient, pleasant staff. | 10/13/2016 7:29 AM |
| 16 | We are both retired and are very happy with the library and staff. If the book I am looking for isn't there, they are very happy to bring it in from another branch. The staff have also recommended books that I have been very happy with (VH). | 10/13/2016 7:16 AM |
| 17 | Staff is excellent. Helpful, polite, and very accommodating. (PM) | 10/12/2016 8:57 PM |
| 18 | I don't go to the library for lunch- why would anyone want access to food? | 10/12/2016 8:49 PM |
| 19 | Would be better to have more hours of availability as well as library services in Vasey who are also part of Tay Township. | 10/12/2016 8:42 PM |
| 20 | Go to VH because Waub's hours are not as convenient. | 10/12/2016 8:04 PM |
| 21 | We need to expand our programs and services. | 10/12/2016 7:07 PM |
| 22 | Our library is within walking distance which is very important to me as I do not have a vehicle. | 10/12/2016 6:55 PM |
| 23 | All staff are very friendly and helpful. | 10/12/2016 6:44 PM |
| 24 | What is missing is the customer friendly attitude of the library staff, I would rate this as "very satisfied". | 10/12/2016 6:30 PM |
| 25 | Libraries used mostly for adult books and DVDs | 10/12/2016 6:16 PM |
| 26 | Use Vic Harbour most just because of the hours in Waub- its never open when I go by. | 10/12/2016 5:58 PM |
| 27 | The V.H. branch is often full of patrons- could use more space and staff. | 10/12/2016 3:41 PM |
| 28 | I really enjoy the convenience of the Port McNicoll library. | 10/12/2016 3:36 PM |

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|---|---|---|
| 29 | Library staff are very friendly and knowledgable on local events. | 10/12/2016 3:06 PM |
| 30 | Excellent large print books | 10/12/2016 2:42 PM |
| 31 | Location too small, should relocate to the legion/addition onto the legion. | 10/12/2016 10:02 AM |
| 32 | I don't go to the library to use the computer. That is why all pertaining questions were answer 'can't say'. | 10/12/2016 9:56 AM |
| 33 | Our focus as a family is toward the books and DVDs and social involvement with other members of our community. | 10/12/2016 9:45 AM |
| 34 | V.H washrooms very nice and clean plus building. | 10/12/2016 9:22 AM |
| 35 | At times Waub parking is full and it is difficult for parking during winter when there is a lot of snow. | 10/12/2016 7:47 AM |
| 36 | I love this library. If I need a book, they bring one in from other libraries. They are so friendly. I used to live in Waub for 12.5 years and I loved the library there too. Please don't close them. Reading is so important. There are a lot of seniors in Tay Township. We pay taxes for these things and we pay for our water and now there is no big pick up garbage anymore. Please stop! | 10/12/2016 7:41 AM |
| 37 | Front of building needs to be cleaned. Township needs to do some TLC. | 10/12/2016 7:34 AM |
| 38 | Great helpers work at the library, they always help me with everything. | 10/11/2016 8:37 PM |
| 39 | I am computer literate but have never utilized this service... I should as I do not bring a computer up here. | 10/11/2016 8:31 PM |
| 40 | I have my own computer! | 10/11/2016 8:21 PM |
| 41 | I am satisfied with the facility and staff. | 10/11/2016 8:07 PM |
| 42 | Parking- I love the big parking lot we have for the Port library. However the signs out front of the library say "No Parking" and people still park out from on side of road. Which then puts there car in the way of traffic trying to pass on the road. I think this needs to be fixed. | 10/11/2016 7:57 PM |
| 43 | Would like the wifi signal to be available (via parking area) 24/7. | 10/11/2016 6:09 PM |
| 44 | Operation and availability of library in Port Mc is very good and well managed. The library is a very important part of community life specifically for the retired and young people of the three different areas. | 10/11/2016 5:52 PM |
| 45 | We use the library regularly and consider it an important part of our community. The V.H. branch is always active and well-used. The selection of books in the stacks and m-line is very accessible and covers a good range of choices. I also make very good use of the book sales! | 10/11/2016 5:33 PM |
| 46 | For the actual size of the Waub library, it is set up and used to its fullest. This tiny library offers BIG services to the community! | 10/11/2016 5:20 PM |
| 47 | Great staff, very welcoming and professional. They do an awesome job in a rather cramped place. This feels like the "hub" of Port where everyone is welcomed. | 10/11/2016 3:57 PM |
| 48 | Would like to see longer hours when open. | 10/11/2016 3:31 PM |
| 49 | The library building is too small to have the services that should be available to service town residences. A library much larger than is the building that now exists. | 10/11/2016 3:25 PM |
| 50 | Should have more parking. | 10/11/2016 3:16 PM |
| 51 | Parking is very small. Bigger children's and adult area. Open evenings with more programs. | 10/11/2016 3:03 PM |
| 52 | I work 9 to 5 and there is only evenings and weekends that we can use the library. Evenings and weekends hours are needed to be able to use. | 10/10/2016 10:31 AM |
| 53 | Although there is limited parking, the library is within 600 m. of the majority of Waub. residents. This is very relevant to the limited space. | 10/10/2016 9:46 AM |
| 54 | Quiet place to express creativity through reading, studying and more! Great place to cool down when dealin with stress. | 10/10/2016 9:38 AM |
| 55 | We are really happy there is a library within walking distance for our kids. More comfortable adult chairs would be great. | 10/10/2016 9:24 AM |
| 56 | I don't use the computers | 10/10/2016 9:16 AM |
| 57 | Would like to use more actively as I have more time available now | 10/10/2016 9:10 AM |
| 58 | Just moved to the area and have not had sufficient time to participate in activities offered.Hopefully will be able to use facility/activities when winter arrives and i have more time. | 10/9/2016 5:14 PM |
| 59 | i would use our library more if it had better hours of availability.a larger space would transform our community, | 10/9/2016 4:40 PM |

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|---|---|---|
| 60 | For the size of this library we need more parking and more computers. | 10/9/2016 11:49 AM |
| 61 | Very friendly staff | 10/8/2016 9:54 AM |
| 62 | The Port library is a lovely library. I have gone there ever since I was little. I love everything about the place. It is very homie. | 10/7/2016 3:11 PM |
| 63 | For a small community i think the Port library is a great resource. Everytime I go i see several other community members there. It is nice and central so many young families can also walk to and from the library. | 10/7/2016 1:03 PM |
| 64 | Food would be a bad idea in a library. More available hours | 10/7/2016 12:52 PM |
| 65 | Food is not a good idea for the Library. Loger hours of availability/ possibly Sunday | 10/7/2016 12:44 PM |
| 66 | avid reader- only take out books. Don't use computer access at all. | 10/7/2016 12:18 PM |
| 67 | I only use the computer at the Library to access the book collection si I cannot comment on that portion. | 10/7/2016 11:33 AM |
| 68 | Could use more tables, even if fold up to store somewhere (WB). | 10/7/2016 10:31 AM |
| 69 | computer access | 10/7/2016 10:23 AM |
| 70 | I have not been to the library for a very long time but am an avid reader and would like to start using this community facility more. The hours and programs seem to all be feared towards children and seniors. | 9/30/2016 10:23 PM |
| 71 | the library is small and cramped, it gets noisy, there is no place to just sit and read; difficulty for handicapped to get around and access due to smallness however, staff is cheerful and eager to assist. | 9/30/2016 3:40 PM |
| 72 | More variety needed. | 9/30/2016 3:25 PM |
| 73 | We don't use the library system because it is inconvenient for us. We live in Waverley and all the branches are in the northern part of the township and out of our way. If one of the options is closing one of the branches, why not consider moving it to a more southern location such as Waverley to service those of us who live at the other end of the township. | 9/30/2016 12:54 PM |
| 74 | No | 9/21/2016 8:55 PM |
| 75 | No | 9/21/2016 8:47 PM |
| 76 | As you can see, I have little interest in tech services - I want books and the occasional DVD. I notice that recent numbers indicate a drop in sales of e-books and an increase in paper book sales. I have no need of food services during a library visit. | 9/19/2016 8:19 PM |
| 77 | more evening hours | 9/17/2016 3:52 PM |
| 78 | computer access is sometimes limited due to numbers waiting | 9/17/2016 3:43 PM |
| 79 | The library is closed every day at between 12-1 and on Saturday after 1. This means I can't come on my lunch hour or on Saturday afternoon and they still get 2 days off! At least give me all day Saturday that I can use the library. Quiet work and study space is often lacking. What happened to the rule about hushed voices in libraries? It's more than annoying to be bombarded with personal conversations at full volume. Impossible to read, research or relax and enjoy the place called "library". It can definitely become a "coffee shop atmosphere" or "child care center" or "teen free-for-all". Children space is on the floor or the entrance walkway/area where all the other noise is. I wonder - where is the adult/quiet area? I know, there is a conference room but it's cluttered and also close to the staff area where other conversations are easily heard. The library is crowded at the entrance/exit and there has to be a better layout. Both Port McNicol and Waubashene have better layouts and yet VH is the newest remodel? | 9/17/2016 1:45 PM |
| 80 | I live in Wyebridge and it takes a special trip to get to the Port mcnicoll library. I am satisfied with the selection of books but to be honest if the branch closed I would not go to Victoria harbour to use the library. If it was an option to use the Midland library I would do that. | 9/17/2016 1:23 PM |
| 81 | I love the library! All 3 branches should remain open! | 9/17/2016 7:03 AM |
| 82 | Love my local library, the people are lovely and very helpful | 9/17/2016 6:52 AM |
| 83 | I don't use the computers or the children or teen sections. I have used the library in Port McNicoll for years and the people and services have been tremendous, same for Victoria Harbour that I often will drop in on as near the bike trail! | 9/16/2016 6:40 PM |
| 84 | All the Can't Say/Don't Know responses are because we don't visit the Victoria Harbour Branch where we live very often. We primarily go online and log onto Pulse and borrow ebooks exclusively. | 9/16/2016 6:00 PM |
| 85 | I do travel to the other branches, but am forced to limit visits in winter months, as limited parking | 9/16/2016 8:19 AM |
| 86 | The employees r extremely helpful Parking no problem | 9/15/2016 9:09 PM |

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|---|---|---|
| 87 | no | 9/15/2016 5:28 PM |
| 88 | I have utilized the Port McNicoll Library in the past and find that library to be the most welcoming | 9/14/2016 4:12 PM |
| 89 | I FIND THE MEETING ROOM AREA A LITTLE DOWDY.SOME BRIGHT COLOURS WOULD HELP.. | 9/10/2016 3:42 PM |
| 90 | My little brothers at home are real loud and internet costs too much for mum, I really like being able to walk here after school to get my homework done an use the internet | 9/9/2016 9:59 PM |
| 91 | I also appreciate access to online courses such as mango (learn a language). I find the hours of opperation to be a bit awkward but okay. You did not mention the printing and scanning services that are available. I find that with the inter branch service and inter library loans, I can access old obscure books as well as technical books. | 9/9/2016 7:39 AM |
| 92 | Don't use that often now but when I retire and move up permanently will make great use of. | 9/8/2016 6:17 PM |
| 93 | I have always been satisfied with the three branches of the Tay Township Libraries. I have been going to the one in the Harbour since I was four. The ratings above in which I answered Can't Say/ Don't Know are there for I have never used those services. I know they have them I personally have not used them in my years of going to the libraries. | 9/8/2016 1:48 PM |
| 94 | Waubaushene library could use some interior updating and perhaps more space, but we love it WHERE it is and how it is. | 9/7/2016 8:58 PM |
| 95 | I do not use DVD internet etc, but there is regularly someone doing so. I use the books and they can usually get what I want. The staff is helpful and friendly. The exterior of the building is bad !! its coming down in one corner. I use the children's area with my grandchildren. | 9/6/2016 1:11 PM |
| 96 | There is not much parking available at my library and there is no food available. | 9/5/2016 7:52 PM |
| 97 | I only write very dissatisfied because you didn't give me an option to write " I could care less". Libraries in general are antiquated and have gone the way of the horse and buggy. I can't believe municipal funds go towards paying for this service. Too many staff are far too overpaid. All branches should be shut down. | 9/5/2016 7:08 AM |
| 98 | no extra comment required | 9/4/2016 9:45 AM |
| 99 | These libraries are the intricately woven seams of the delicate fabric these little communities consist of. We need them. | 9/3/2016 7:15 PM |
| 100 | If there was a cafe in the library like they have at chapters I would be sooo happy. | 9/3/2016 6:31 PM |
| 101 | Port mc Nicollet doesn't really have any restaurants near by. If the library added a cafe of some sort I'd probably spend all of my time there. | 9/3/2016 6:20 PM |
| 102 | No comment | 9/3/2016 11:34 AM |
| 103 | The people are always very helpful | 9/2/2016 9:44 PM |
| 104 | As I do not use a number of the resources, I cannot comment on their quality. | 9/2/2016 2:36 PM |
| 105 | Extremely helpful staff in all buildings! | 9/2/2016 8:21 AM |
| 106 | I rarely use the library in Waub. But it is comforting to know that there is a library in town where if needed, I could access. | 9/1/2016 5:09 PM |
| 107 | I love not having to travel to Midland to send a fax! | 9/1/2016 3:37 PM |
| 108 | My family does not make use of computer or movie services at the local library. We primarily use it for access to reading materials and a pleasant, quiet place to connect with others in our community. Years ago we made use of the excellent children and teen services at the Waubaushene library, but as my sisters and I are grown, and our one child is too young to take much interest in programs just yet, I cannot comment on their current status. | 9/1/2016 3:11 PM |
| 109 | Can only comment on the Waubaushene branch as I do not get to the other branches that often. | 9/1/2016 12:37 PM |
| 110 | The building looked better without the cheap siding and fake roof and dormer. | 8/31/2016 9:50 PM |
| 111 | No real space to sit and read a book or do research at a table. | 8/31/2016 9:30 PM |
| 112 | I don't care about the buildings. I download books and use various electronic resources at home. I would like to see more programs - book clubs on specific topics, how to better use electronic resources. i didn't know that you could use rooms and perhaps that needs to be better advertised. I feel that having three branches in a small municipality is too much of a financial strain. do we have a delivery service for shut ins? can we deliver reading programs to small groups of moms? | 8/31/2016 8:49 PM |
| 113 | I have visited all the Tay libraries and am very grateful for them. I use the online services and wish there was a greater selection of ebooks and audiable books. | 8/31/2016 6:03 PM |

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| 114 | Our 3 year old son loves the Victoria Harbour library as opposed to the city's library. I think it's because it's smaller and quaint and people get to know who you are. I definitely wish your Saturday hours were extended. Perhaps on Saturday if we could have more children's events in the community room. Storytime or circle time so children could meet other kids and parents could also connect. | 8/31/2016 1:05 PM |
| 115 | Regarding ebooks, would like to see all titles in a series, not just the odd one. | 8/31/2016 11:24 AM |
| 116 | Wifi could be more accessible in our libraries. One should be able to access wifi without having to go through librarian. | 8/30/2016 6:28 PM |
| 117 | This survey will not allow me to choose very satisfied, somewhat satisfied etc. more than once on the page | 8/30/2016 1:11 PM |
| 118 | I am overall quite satisfied with what I currently need and am using @ my library in Victoria Harbour. The survey (above) will not let me choose more than one opinion in the whole survey. Whenever I choose a like opinion the previous opinion is deleted. | 8/30/2016 11:07 AM |
| 119 | Your survey was not allowing me to enter more than | 8/30/2016 6:53 AM |
| 120 | The survey site you used is glitchy and wont let you give each given rating level more than once | 8/29/2016 6:17 PM |
| 121 | I don't understand how to find DVD's that I might be looking for or how to order them from other branches...but I haven't really tried to figure it out. | 8/29/2016 9:07 AM |
| 122 | There could always be more material available and upgrades in computer technology. The Township should always be striving to add more to library service. | 8/29/2016 7:44 AM |
| 123 | The library staff are very helpful. Janice makes everyone feel at home and welcome to ask questions about any services the library offers. It is a wonderful place in our community. | 8/29/2016 3:47 AM |
| 124 | The library needs to be expanded to deal with the different groups. It can get quite crowded. It is well-used. | 8/29/2016 12:44 AM |
| 125 | Love the people who work there. Very helpful and knowledgeable. Welcomed us 7 years ago with open arms and new books to read. Great children fun times all year round. Walking to the library is fun for all of us. | 8/28/2016 7:05 PM |
| 126 | Excellent staff...helpful and friendly! | 8/28/2016 12:23 PM |
| 127 | I love my local library and the services they provide. My librarians know me and my family, and will recommend books based on what we love. Often I go to the library and books are on hold for me that the library knows I will love. The success of a library should not be based on amenities, but on the personal service that a small town library provides to its long time and frequent guests. My children have been coming to our library since very small, and are comfortable approaching the staff for help. If there was no longer a library in Port I can say that I will NOT go to another library and will choose to use online services and Kobo for my book needs | 8/28/2016 12:02 AM |
| 128 | I hope you dont plan on closing any. Libraries are very important for communities, especially remote areas. You already closed schools. Nobody will want to move to the towns if there is nothing there. | 8/27/2016 11:42 PM |
| 129 | More computers/iPads would be helpful. | 8/27/2016 10:13 PM |
| 130 | For the most part I've taken my grandchildren to use the library when they visit. The Waubaushene branch is convenient for seniors in the area with no means of transportation. The staff has always been friendly and helpful. | 8/27/2016 9:36 AM |
| 131 | The ones I rated as 'don't know' are services I have not had occasion/need to use | 8/26/2016 11:05 AM |
| 132 | I would like to see an area or room that you can go in and quietly study or read I think that the Georgian Shores room can accommodate that when not in use. | 8/25/2016 2:19 PM |
| 133 | I love our Victoria Harbour local library. It's close to my home: I can walk there. The staff is always friendly and helpful. | 8/25/2016 10:28 AM |
| 134 | AS a seasonal user, I would like to see Monday hours added | 8/24/2016 8:18 PM |
| 135 | Waubaushene library is the most important community building in town (well, the only one). It would be devastating for this branch to close. | 8/24/2016 3:34 PM |
| 136 | Used the library more when children were younger. It has good programing for encouraging kids to read. | 8/24/2016 9:33 AM |
| 137 | I use the Waubaushene Library computers for research and to access government services. I also enjoy the 'general store' meet'n'greet feel of the library, and especially enjoy the News and Reviews group discussion since we have no more local newspapers. Recently, I needed to rely on Waubaushene Library while I saved money to replace my personal computer's motherboard. Waub Library is a point of access when us po' country folk have used up our home data from internet highway robbers Rogers and Bell. Information access in the digital era is a human right, like food, water and shelter; there are people in Waubaushene who would not have access to the internet without the library. | 8/23/2016 9:16 PM |
| 138 | overall a great service, well executed | 8/23/2016 10:24 AM |

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| 139 | Hours are i cockney for those who work. Books needed are never in stock or the library does not call to let me know they are in. Librarians have been rude. Space is small and unwelcoming. Not enough social events for newcomers to meet people in area. | 8/23/2016 9:39 AM |
| 140 | I have never taken out any of the DVDs, digital books etc. So can't comment on those services. As to meeting places, quiet room etc, there isn't any at Waubaushene. The teens hang out at the computers, the children are stuffed into the front corner and any groups meeting, ie News and Reviews or the book club sit at the front and can be disruptive. | 8/23/2016 9:01 AM |
| 141 | Very good service at desk. | 8/23/2016 7:34 AM |
| 142 | It would be nice if the library could grow the digital collections but I do understand that it's very costly. | 8/22/2016 11:36 PM |
| 143 | Needs a larger variety of Fantasy novels. Very limited selection. Dvd/bluray collection seems a bit old. Not many recent videos. | 8/22/2016 10:23 PM |
| 144 | no | 8/22/2016 9:43 PM |
| 145 | No | 8/22/2016 4:37 PM |
| 146 | My son and I love our branch and the staff. It's a highlight for us to spend time there each week...staff go out of their way to help and make us welcome. | 8/22/2016 2:39 PM |
| 147 | As a senior who works out of my home office, I don't require many of the services offered by the Waubaushene branch, however, when I go I see that the computers are used with regularly by older & younger residents. As well I am impressed by the programs that are run for the little ones in town. | 8/22/2016 11:59 AM |
| 148 | Sorry I am not able to give you a more positive answer in those selected "don't know" above as I have not used the library enough. | 8/22/2016 10:52 AM |
| 149 | I understand that space is an issue but it all seems crammed | 8/22/2016 10:18 AM |
| 150 | I am very pleased with the Tay Library. Anytime I requested help I had no trouble getting it. | 8/22/2016 9:06 AM |
| 151 | hours of operation DO Not meet requirements of the village hours need to be expanded | 8/22/2016 7:50 AM |
| 152 | For a small library they have a lot to offer. I have seen children take part in the programs for them and they seem to really enjoy them. | 8/21/2016 4:17 PM |
| 153 | Staff friendly and very helpful | 8/21/2016 11:22 AM |
| 154 | I have my own computer/Wifi at home so don't need to access the library facilities but have noticed how often they are being used by others when I drop in for books. VH library could use more space for everything. | 8/21/2016 10:43 AM |
| 155 | I don't use the computers so it is hard to comment on. | 8/21/2016 9:31 AM |
| 156 | Disappointed that we cannot access or have more choices of Ebooks to download to Overdrive. Before retiring here we had over 3,500 books to choose from in the Ebooks category. | 8/21/2016 8:01 AM |
| 157 | Port McNicoll parking has to change. People using the parking lot park in the fire hall spots which wouldn't be good if they get a call. Or they will block fire fighters vehicles if they are already there | 8/20/2016 6:59 PM |
| 158 | I feel that the libraries need more computers and private desk areas where people can work from. The libraries should be open on Mondays as well. | 8/20/2016 5:48 PM |
| 159 | I have not used the computers or wifi at the library but know how important it is to have free access to this for the citizens | 8/20/2016 5:06 PM |
| 160 | I was introduced to this location (Port) because of a book club. It is a very quaint branch, nice and friendly. | 8/20/2016 4:44 PM |
| 161 | Waubaushene library is not appealing to teens or adults. I see teens sitting on the floor in corners, no one but young children sit on the benches. Some type of private seating space is needed and the computers could have better separation so you don't feel like people can watch you enter your passwords. | 8/20/2016 4:38 PM |
| 162 | Range of materials available is very good considering the size of the library. What is much appreciated is the staff's support and assistance in acquiring additional materials on inter library loan. Materials arrive readily and we are notified. Wonderful! BTW we use both Port McNichol and Victoria Harbour. Port is closer and the harbour if we need groceries or wine :)) | 8/20/2016 4:37 PM |
| 163 | In 30 years of using the Waubaushene library, there have only been 3 books the library has failed to provide me via interlibrary loan--and I make frequent requests. There may be no food services in or near the Waubaushene library (not that I consider that important) but the Waubaushene library does host a bi-monthly food exploration/sharing group which is informative and enjoyable and is further evidence of the library's function as a centre for the community. The library is also a centre for the Good Food Box. It is important to me--and I'm sure to others, particularly the senior and youth population--to be able to walk or bike to my local library. Not everyone wants to be obliged to drive or be driven. | 8/20/2016 4:03 PM |

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| 164 | staff has been helpful | 8/20/2016 3:52 PM |
| 165 | Would like to see hours extended | 8/20/2016 3:14 PM |
| 166 | The VH library utilizes it's space well. It is never cluttered. It offers an area where newer books can be displayed and from time to time showcases Canadian authors . If you have a favourite author some permanent members of the staff will alert you to a new book. | 8/20/2016 2:42 PM |
| 167 | The Victory Harbour Library is in such a small space that it very much limits space and programming. I think the teen and youth population needs, more space, study areas, better non-fiction research material, maybe some programming (like the Maker Shed projects). It very much feels like the needs of this population has been sorely neglected. | 8/20/2016 2:00 PM |
| 168 | More hours of operation would mean I would visit the library more. | 8/20/2016 1:44 PM |
| 169 | As someone who frequently brings small kids, I feel that the people working on the computer stations must be affected by their noise, due to how closely they're located to each other. It doesn't bother me, but I'm sure it must bother others (which I feel a bit guilty about). LOVE that there's a room connected to the library for special times such as story time or special events they run. For the audio-books, I do find that most of them (while there are a TON, and I appreciate that they're rotated among the branches), I do find that the vast majority are either romance or crime, which can get a bit repetitive. I'd like to see a bit more variety there. | 8/20/2016 1:26 PM |
| 170 | The library service I primarily use is through Pulse. | 8/20/2016 12:36 PM |
| 171 | Excellent service from the staff | 8/20/2016 11:45 AM |
| 172 | although there is adequate parking, i still wonder why one cant park on the street by the doorway. | 8/20/2016 10:45 AM |
| 173 | Perhaps a few more computer stations. Add a lounge area where patrons can sit and use their own devices. | 8/20/2016 10:42 AM |
| 174 | I don't use the Library as much as I should - I've gone in twice since I've been here - both times I've been helped well. | 8/20/2016 9:53 AM |
| 175 | The Can't Say/Don't Know ratings merely indicate that we used to visit our library branch a long time ago and have since exclusively used the online service our branch provides. | 8/20/2016 9:50 AM |
| 176 | I am familiar with some of the servicces available to children as my grandchildren are frequent users. | 8/20/2016 9:32 AM |
| 177 | The interior space of the Waubaushene library is too small to provide sufficient collection of books and quiet space. | 8/20/2016 8:51 AM |
| 178 | No | 8/20/2016 8:13 AM |
| 179 | Wish it could be higher. The staff are very knowledgeable and very friendly. | 8/20/2016 8:10 AM |
| 180 | Hours of operation - the physical branches of the library should have hours that are accessible to students needing access outside of school (wifi, research, quiet space to work because home is not). Evenings, after school and weekends should be available, and specifically Sundays. Students have 2 days each weekend to get homework completed. They may also work one or both days. So access to the library on Sunday's is important. Genealogy - would like to see access at home, not just at library. Teen area - not aware of a space for teens in VH, is there one? | 8/20/2016 8:01 AM |
| 181 | We would love to see more children's programming offered and longer hours. It's often hard to get to the library before it closes due to such short operating hours | 8/20/2016 7:56 AM |
| 182 | I no longer have any young children so I don't know about the services available for this age group.. | 8/20/2016 7:31 AM |
| 183 | I only use the library to take out books or order books that I want to read. I am very satisfied with the personal service that I experience in the library. I have always found a book to read at the library. | 8/20/2016 7:23 AM |
| 184 | I would like the library to be open more hours or longer hours. | 8/20/2016 7:09 AM |
| 185 | parking is only at the rear of the library since the repave of fourth ave in 2015. no dedicated teen/youth area beyond the shelves specifically for teen/youth materials. public computers quite often need updates to things like flash player or adobe reader that cannot be done by in house staff. | 8/20/2016 12:43 AM |
| 186 | I would be very disappointed if the present operation of the portmcnicoll library was changed in any We were extremely fortunate to have this facility donated initially by Mr. J.Young | 8/19/2016 10:03 PM |
| 187 | Every staff member at the Port McNicoll branch are wonderful. They are always lending a helping hand no matter what it has to do with. If I want something and it is not available here they go out of their way to locate it at a different library. The ladies are always welcoming and kind. Great place! | 8/19/2016 4:43 PM |
| 188 | More books on cd | 8/19/2016 4:32 PM |
| 189 | Sorry haven't live in the area long enough | 8/19/2016 3:32 PM |
| 190 | Other then updating computers the services at the library are satisfactory | 8/19/2016 3:30 PM |

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|---|---|---|
| 191 | I find the staff most helpful and accommodating and really enjoy the community atmosphere each time I visit the library. I would be using their print book services even more but my eyesight at this point requires most of my reading to be accommodated by reading electronic books, something I hope will be addressed in the future and I will be able to return to my enjoyment of actual hard copies. At this point though, I am more than pleased to be able to access a great variety of ebooks on-line. | 8/19/2016 1:23 PM |

## Q10 Which one of the above services do you most value?

Answered: 314 Skipped: 109

| # | Responses | Date |
|---|---|---|
| 1 | Range of print materials and DVDs | 10/13/2016 6:18 PM |
| 2 | Print material selection and quality of computers | 10/13/2016 6:14 PM |
| 3 | What I value the most is the range of fiction as well as non-fiction materials in all three library branches. | 10/13/2016 6:08 PM |
| 4 | The adult programs, location, and Good Food Box drop off (Waub) | 10/13/2016 6:00 PM |
| 5 | Print materials and reference (recommending a good read)! | 10/13/2016 5:54 PM |
| 6 | Hours of operation and local access (Waub) | 10/13/2016 5:51 PM |
| 7 | Availability of new books | 10/13/2016 5:47 PM |
| 8 | Number and location of branches | 10/13/2016 5:43 PM |
| 9 | Fax service | 10/13/2016 5:40 PM |
| 10 | Range and variety of print material available. | 10/13/2016 4:59 PM |
| 11 | Print and ebooks equally | 10/13/2016 4:32 PM |
| 12 | Computers | 10/13/2016 4:28 PM |
| 13 | Books, magazines, DVDs, etc. | 10/13/2016 4:21 PM |
| 14 | Books, some DVDs | 10/13/2016 4:14 PM |
| 15 | Quality of the services provided for students, wifi, book/ebook resources. | 10/13/2016 3:56 PM |
| 16 | I thoroughly enjoy the monthly book club meetings, it is social as well as intellectual. Fun! Belonging to a library has always been a part of my life. | 10/13/2016 2:53 PM |
| 17 | Access to print materials and DVDs. | 10/13/2016 2:44 PM |
| 18 | Large selection of children's books (VH) | 10/13/2016 2:35 PM |
| 19 | Hours of operation, quality of desktop computers (VH) | 10/13/2016 2:27 PM |
| 20 | Access to wifi 9-9 daily (use own computer) (VH) | 10/13/2016 2:23 PM |
| 21 | Hours of operation, desktop computers (VH) | 10/13/2016 2:03 PM |
| 22 | Online/computer access | 10/13/2016 1:54 PM |
| 23 | Internet | 10/13/2016 1:36 PM |
| 24 | Hours of operation (VH) | 10/13/2016 1:28 PM |
| 25 | I enjoy being able to use the free wifi on my tablet when at the library (Waub). | 10/13/2016 10:54 AM |
| 26 | Internet | 10/13/2016 10:48 AM |
| 27 | Range and availability of books! (VH) | 10/13/2016 10:43 AM |
| 28 | Books | 10/13/2016 10:39 AM |
| 29 | Availability of the internet service. I do not have it at home. | 10/13/2016 7:51 AM |
| 30 | I love to read- just to have a library to be able to borrow books- great! | 10/13/2016 7:47 AM |
| 31 | Ebook service | 10/13/2016 7:42 AM |
| 32 | The range of reading material and having a space to read (PM). | 10/13/2016 7:35 AM |
| 33 | Books, ebooks, holds Alcoholics Anonymous meetings in library | 10/13/2016 7:29 AM |
| 34 | Wifi access 9-9 | 10/13/2016 7:25 AM |

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| 35 | Range of materials | 10/13/2016 7:19 AM |
| 36 | I like having the library within walking distance, the supply of books, and the friendliness of the staff (VH). | 10/13/2016 7:16 AM |
| 37 | Location | 10/13/2016 7:09 AM |
| 38 | Children's area needs to be larger (VH). | 10/13/2016 7:03 AM |
| 39 | Range of printed books. | 10/12/2016 9:06 PM |
| 40 | Because my sight is not good, I really enjoy the books on disc. | 10/12/2016 9:02 PM |
| 41 | Range and variety of print materials available. | 10/12/2016 8:49 PM |
| 42 | Range of books and variety available. | 10/12/2016 8:42 PM |
| 43 | Number and location of branches | 10/12/2016 8:16 PM |
| 44 | Children's services | 10/12/2016 8:13 PM |
| 45 | Books, availability, and pleasant people. | 10/12/2016 8:04 PM |
| 46 | Location and children's area (PM) | 10/12/2016 7:59 PM |
| 47 | Availability to get whatever book I need. | 10/12/2016 7:56 PM |
| 48 | Internet | 10/12/2016 7:07 PM |
| 49 | Computers and librarian assistance (PM) | 10/12/2016 7:02 PM |
| 50 | - Books for sale (or borrow) - Movies to borrow - Photocopier | 10/12/2016 6:58 PM |
| 51 | Books and DVDs | 10/12/2016 6:50 PM |
| 52 | Availability of resources. | 10/12/2016 6:44 PM |
| 53 | Range of variety of print materials and DVD | 10/12/2016 6:35 PM |
| 54 | Range and variety of print materials, etc. | 10/12/2016 6:30 PM |
| 55 | The variety of books and DVDs | 10/12/2016 6:16 PM |
| 56 | Longer hours of operation | 10/12/2016 6:11 PM |
| 57 | Range of material | 10/12/2016 5:58 PM |
| 58 | Computers | 10/12/2016 5:54 PM |
| 59 | Availability of books and digital materials. | 10/12/2016 3:41 PM |
| 60 | Borrowing books and DVDs and the programs are good. | 10/12/2016 3:36 PM |
| 61 | Available books, CDs, DVDs, internet access | 10/12/2016 3:30 PM |
| 62 | Western large print | 10/12/2016 3:23 PM |
| 63 | Computer use | 10/12/2016 3:16 PM |
| 64 | All that we use | 10/12/2016 3:10 PM |
| 65 | My family uses the play and learn events every week as well as reading material (borrowing). | 10/12/2016 3:06 PM |
| 66 | Photocopying | 10/12/2016 3:01 PM |
| 67 | - Great selection of books- current titles - Email reminders is a great service - Very helpful and friendly staff | 10/12/2016 2:54 PM |
| 68 | Books, magazines, DVDs | 10/12/2016 2:07 PM |
| 69 | Borrowing books and books on audio | 10/12/2016 1:58 PM |
| 70 | - Range and variety of materials - Wifi - Computers | 10/12/2016 1:52 PM |
| 71 | I value the books and children's books. | 10/12/2016 1:44 PM |
| 72 | Having a library in my community, hours of operation | 10/12/2016 10:02 AM |
| 73 | Availability/quality of children's area. I have two children under 10 years. | 10/12/2016 9:56 AM |
| 74 | I really value the seemingly limitless selection of books and the librarians being able to suggest what I might like as well as the social and sensory programming we take part in as a family. | 10/12/2016 9:45 AM |

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|---|---|---|
| 75 | What matters the most to me is the range and variety of DVDs. | 10/12/2016 9:39 AM |
| 76 | Online computer access | 10/12/2016 9:33 AM |
| 77 | DVD section | 10/12/2016 9:28 AM |
| 78 | DVD | 10/12/2016 9:22 AM |
| 79 | Number and location of branches | 10/12/2016 9:14 AM |
| 80 | DVD variety because we do not have cable/satellite. | 10/12/2016 8:41 AM |
| 81 | Computers, reading books | 10/12/2016 8:31 AM |
| 82 | Electronic choice | 10/12/2016 8:26 AM |
| 83 | Computers, history books | 10/12/2016 8:14 AM |
| 84 | DVD collection- the regular exchange is quite good. | 10/12/2016 8:08 AM |
| 85 | Number and location of branches/books. | 10/12/2016 8:04 AM |
| 86 | Most | 10/12/2016 8:00 AM |
| 87 | I read a lot. So the access to books is most important to me. The Simcoe County Pulse site doesn't keep up as well as the library for book selection or availability. | 10/12/2016 7:47 AM |
| 88 | The books, movies | 10/12/2016 7:41 AM |
| 89 | Adult programs. I have a disabled husband. | 10/12/2016 7:34 AM |
| 90 | Books and movies/CDs | 10/11/2016 8:31 PM |
| 91 | Location | 10/11/2016 8:25 PM |
| 92 | Variety of reading material | 10/11/2016 8:21 PM |
| 93 | Computers, books, and meeting space | 10/11/2016 8:02 PM |
| 94 | Reading material/internet use, access to reading material for myself as well as my son | 10/11/2016 7:57 PM |
| 95 | DVD access and wifi | 10/11/2016 6:09 PM |
| 96 | New books- mystery | 10/11/2016 6:03 PM |
| 97 | Personal help and research sources are a great asset to local Tay Township and should be expanded for more space and materials. | 10/11/2016 5:52 PM |
| 98 | I most value the opportunity to walk into the library and wander until I find a book or ask Janet (et al.) for help. Our library has a special ambiance and I feel very comfortable there. | 10/11/2016 5:33 PM |
| 99 | Books, wifi | 10/11/2016 5:20 PM |
| 100 | Computer access (wifi especially). | 10/11/2016 4:15 PM |
| 101 | Access to computer and wifi, Access to a range of DVDs | 10/11/2016 4:10 PM |
| 102 | Access to books and the staff's suggestions, input and willingness to bring in books from other branches, so I don't have to travel to other sites. | 10/11/2016 3:57 PM |
| 103 | Being able to fax things for a very low cost. Also being able to photo documents I need for a low fee. | 10/11/2016 3:49 PM |
| 104 | Location, staff | 10/11/2016 3:43 PM |
| 105 | Variety of books and computers available. | 10/11/2016 3:31 PM |
| 106 | The availability of printed material | 10/11/2016 3:25 PM |
| 107 | Books are DVDs are always up to date. | 10/11/2016 3:16 PM |
| 108 | Books are good, staff are always helpful. | 10/11/2016 3:03 PM |
| 109 | librarian service computer books | 10/10/2016 10:40 AM |
| 110 | Kids area and clean washrooms. | 10/10/2016 10:31 AM |
| 111 | Hours of service, computer usage, inter library loans | 10/10/2016 10:22 AM |
| 112 | the books. | 10/10/2016 10:15 AM |

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| 113 | books | 10/10/2016 10:03 AM |
| 114 | Library in Wabu. thus number and location of branches. | 10/10/2016 9:46 AM |
| 115 | print materials | 10/10/2016 9:38 AM |
| 116 | Location close to our house. If we had to drive, we'd probably never use a library, and our kids would miss out on this great resource. | 10/10/2016 9:24 AM |
| 117 | The location of my library | 10/10/2016 9:16 AM |
| 118 | Printed material | 10/10/2016 9:10 AM |
| 119 | Printed material and books, | 10/9/2016 5:14 PM |
| 120 | computer access book/ local history | 10/9/2016 4:40 PM |
| 121 | Available materials | 10/9/2016 11:33 AM |
| 122 | The variety of books in my genre. | 10/9/2016 11:24 AM |
| 123 | Getting books to read and DVDs | 10/9/2016 11:13 AM |
| 124 | meeting spaces | 10/9/2016 11:06 AM |
| 125 | cleanness, customer service, selections | 10/9/2016 11:00 AM |
| 126 | computer update | 10/9/2016 10:49 AM |
| 127 | Knowledgeable and pleasant staff | 10/9/2016 10:36 AM |
| 128 | clean washrooms parking range of materials - books, etc. | 10/8/2016 10:06 AM |
| 129 | Availability of books and DVDs | 10/8/2016 9:54 AM |
| 130 | A place to have access to books. Friendly library staff willing to get books for you. | 10/7/2016 3:43 PM |
| 131 | The service I value the most is the children's area. I remember as a kid waiting all week so I could go to the library and do their activity. They always have new things for children to do. By far, the organization and ideas for kids activities is my favourite. | 10/7/2016 3:11 PM |
| 132 | Book lending services | 10/7/2016 2:45 PM |
| 133 | Think it is very important that each of the libraries are well placed and accessible their communities. | 10/7/2016 1:03 PM |
| 134 | DVD, books | 10/7/2016 12:52 PM |
| 135 | DVD/ Blueray collection Online book collection | 10/7/2016 12:44 PM |
| 136 | Books. | 10/7/2016 12:18 PM |
| 137 | Victoria harbour Library | 10/7/2016 12:09 PM |
| 138 | Nice selection of books in aside range of subject matter, clean and inviting space. | 10/7/2016 11:33 AM |
| 139 | Books with big printing | 10/7/2016 11:17 AM |
| 140 | Meeting space | 10/7/2016 10:31 AM |
| 141 | The availability of hard and soft copy books. | 10/7/2016 10:04 AM |
| 142 | Borrowing books | 9/30/2016 10:23 PM |
| 143 | Books | 9/30/2016 8:46 PM |
| 144 | wifi | 9/30/2016 3:40 PM |
| 145 | Poor location and hours. | 9/30/2016 3:25 PM |
| 146 | We would the e-books more often but have been experiencing problem with our computer and are considering coming to the library for some assistance. Also, we have limited access to high speed internet so do not use the internet frequently. | 9/30/2016 12:54 PM |
| 147 | Just having a Library in the Town. It is an important asset that must be maintained and enhanced. | 9/29/2016 10:50 PM |
| 148 | Variety of books | 9/21/2016 8:55 PM |
| 149 | Variety of books. | 9/21/2016 8:47 PM |

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| 150 | I come in looking for reading materials and am pleased when staff recommend good books. | 9/19/2016 8:19 PM |
| 151 | That the library is in my town and I don't have to drive. | 9/19/2016 8:02 PM |
| 152 | Internet access when needed | 9/18/2016 12:40 PM |
| 153 | books | 9/17/2016 3:52 PM |
| 154 | internet for resumes, job hunting, photo copies, and fax | 9/17/2016 3:43 PM |
| 155 | Proximity to my home - without doubt, lovely to be able to walk or bike. Access to Internet, printing and Fax services and the staff assistance when required. Assistance in acquiring books that are in other libraries. | 9/17/2016 1:45 PM |
| 156 | I love that I can cart all my kids down here in the summer for the reading club and during the week for internet and extra resources to do their homework, Heather D is always so helpful and accomodating to my kids and any question they have. Its just close enough my kids walk without arguing about it, which is nice because I cant afford to drive. | 9/17/2016 1:28 PM |
| 157 | Books | 9/17/2016 1:23 PM |
| 158 | The customer service is superb, the staff are so helpful and friendly. | 9/17/2016 7:03 AM |
| 159 | How close the library is to me! Seriously a block away | 9/17/2016 6:52 AM |
| 160 | Books, the staff are so well informed and can find me exactly what I like!!! I brag to anyone I know ( I work in Barrie) about my wonderful library!!!! | 9/16/2016 6:40 PM |
| 161 | Logging onto Pulse and being able to download ebooks. This is a most welcome feature as I am somewhat limited mobility wise to get around. | 9/16/2016 6:00 PM |
| 162 | variety of materials; local access | 9/16/2016 2:03 PM |
| 163 | diverse collection materials | 9/16/2016 8:19 AM |
| 164 | Books and inter library loans Would be nice if they were allowed to share inter library loans with more branches other than just Tay | 9/15/2016 9:09 PM |
| 165 | -borrowing of print material | 9/15/2016 5:29 PM |
| 166 | Availability of print materials | 9/15/2016 5:28 PM |
| 167 | The availability of study space as I am a university student | 9/14/2016 9:04 PM |
| 168 | Programs for kids, especially in the summer | 9/14/2016 9:02 PM |
| 169 | Print services | 9/14/2016 6:23 PM |
| 170 | range and variety of print materials available | 9/14/2016 4:12 PM |
| 171 | PRINT MATERIALS | 9/10/2016 3:42 PM |
| 172 | Thats its close to my house and my scool | 9/9/2016 9:59 PM |
| 173 | The library. I use books and DVDs lending the most. | 9/9/2016 7:39 AM |
| 174 | The availability of books | 9/8/2016 10:54 PM |
| 175 | The service I most valued as a young student were the access to the desktop computers and the programs already on them. Reason for this is that my household did not have a computer with access to the internet or the Microsoft programs so I spent most of my time after school at the Library doing projects and homework. Another service that I valued as a child were the activities that the libraries had during the summer months while I was out of school. Now that I have grown and finished school the services that I mostly value is the range of books that I have access to, and the great hospitality of the librarians when they order in books that our libraries don't have. | 9/8/2016 1:48 PM |
| 176 | number of branches | 9/8/2016 12:32 PM |
| 177 | Books and children's programming | 9/7/2016 8:58 PM |
| 178 | The range of materials or their ability to get them | 9/6/2016 1:11 PM |
| 179 | The hours of operation are highest on my list because if my library doesn't have what I want; they can usually get it. | 9/5/2016 7:52 PM |
| 180 | Children's books and DVDs a great selection and its great how you can get materials from the other Tay libraries brought to your home branch very convienant | 9/4/2016 11:01 AM |
| 181 | that the library is still operating | 9/4/2016 9:45 AM |
| 182 | The library being within walking distance. | 9/3/2016 7:15 PM |

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| 183 | The librarians knowledge and help. | 9/3/2016 6:31 PM |
| 184 | The great book recommendations that the librarians have. | 9/3/2016 6:20 PM |
| 185 | Parking | 9/3/2016 11:34 AM |
| 186 | Range and variety of printed materials. | 9/3/2016 11:05 AM |
| 187 | They even showed me how to down load a book to my tablet | 9/2/2016 9:44 PM |
| 188 | Range and variety of both printed and digital materials. | 9/2/2016 2:36 PM |
| 189 | The staff who provide reader's advisory and homework help to the children. | 9/2/2016 2:19 PM |
| 190 | Books at the library and the book request system | 9/2/2016 8:21 AM |
| 191 | I always loved that they provided story times and programs when my kids were young. Loved being able to walk to a public spot for my kids to mix with others. Always friendly staff | 9/1/2016 10:46 PM |
| 192 | The fact that our town has a library, small as it may be, it serves it's purpose. I have friends in the area that are from out of town and value the use of the wifi services and the books. | 9/1/2016 5:09 PM |
| 193 | Fax services! | 9/1/2016 3:37 PM |
| 194 | Access to printed materials. | 9/1/2016 3:11 PM |
| 195 | Children’s area Genealogy and local history Quiet work and study spaces Availability of program and meeting spaces | 9/1/2016 12:37 PM |
| 196 | local history | 9/1/2016 11:56 AM |
| 197 | quality and variety of literature | 9/1/2016 9:20 AM |
| 198 | You should also include the value of the library staff's knowledge of local events and amenities, opportunities to participate in the community, and a warm welcome to people new to the community. | 8/31/2016 9:50 PM |
| 199 | There is plenty of print and digital material available. | 8/31/2016 9:30 PM |
| 200 | electronic download of books | 8/31/2016 8:49 PM |
| 201 | I value having the library. Was so surprised to find a library so close in Waubaushene. | 8/31/2016 6:03 PM |
| 202 | The children's literature and the electronic tablets (John-Liam loves those) | 8/31/2016 1:05 PM |
| 203 | Ebooks | 8/31/2016 11:24 AM |
| 204 | Books, magazines and audiobooks. | 8/30/2016 6:28 PM |
| 205 | internet access | 8/30/2016 4:40 PM |
| 206 | Computers, faxing, Wifi and the staff are always helpful and knowlegeable | 8/30/2016 3:39 PM |
| 207 | number and location of branches | 8/30/2016 1:11 PM |
| 208 | Up to date BOOKS!! | 8/30/2016 11:07 AM |
| 209 | Being able to walk to the library is extremely valuable and important to me, almost nobody can afford a car or license. | 8/29/2016 6:17 PM |
| 210 | I don't use the library very often so what I really value about it is that it is there in case I might need it someday. It's presence makes me feel good. | 8/29/2016 9:07 AM |
| 211 | Location in my own area. | 8/29/2016 7:44 AM |
| 212 | The children's program is one of the best I have ever seen. | 8/29/2016 3:47 AM |
| 213 | DVDs, books | 8/29/2016 12:44 AM |
| 214 | Access to computers, good books, DVD, children programs. .. all within walking distance | 8/28/2016 7:05 PM |
| 215 | Book loaning | 8/28/2016 12:23 PM |
| 216 | Hours of operation | 8/28/2016 1:29 AM |
| 217 | Range of variety of printed materials (books, e-books, etc.) | 8/28/2016 12:09 AM |
| 218 | DVD, internet/computer access, and books. | 8/28/2016 12:02 AM |
| 219 | Obviously the individual attention I get from librarians who know me and me family | 8/28/2016 12:02 AM |

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| 220 | Port Mcnicoll librarians and volunteers for help with college assignments and being pointed in the right direction for resources such as research and ontario learn etc | 8/27/2016 11:42 PM |
| 221 | Range and variety of print materials. | 8/27/2016 10:13 PM |
| 222 | Location of branches & appearance of Port McNicoll branch. Quickness of response when I make a request on line for a book. | 8/26/2016 11:05 AM |
| 223 | Range and variety of print materials available | 8/26/2016 10:53 AM |
| 224 | fax and copyservice | 8/26/2016 10:17 AM |
| 225 | I love the personal contact with the very knowledgeable librarians. My first contact was with Matt and he was extremely helpful. I enjoy being able to use this facility,it is a real asset to our community. | 8/26/2016 8:44 AM |
| 226 | Children's area and programs. | 8/25/2016 8:50 PM |
| 227 | The ancestry .ca software that allows you to discover your heritage and be able to print out that information | 8/25/2016 2:19 PM |
| 228 | The librarians as resource | 8/25/2016 10:28 AM |
| 229 | Computer access and availability of Municipal notices and some permits (especially Saturdays and after Tay Office hours). | 8/24/2016 8:18 PM |
| 230 | Getting books in a timely manner and close by. | 8/24/2016 3:34 PM |
| 231 | Hours of operation | 8/24/2016 9:33 AM |
| 232 | ILLOs! Not mentioned specifically in the above list, I find Interlibrary Loans to be a great boon to my research. | 8/23/2016 9:16 PM |
| 233 | Children;s programs and DVD's | 8/23/2016 10:24 AM |
| 234 | The range of print material at Waubaushene is limited because space is limited. However, the "library ladies" are very good about ordering in loaner books. Janice, in particular, is well read and eagerly makes recommendations. I have piggybacked onto the wifi with my IPad at News and Reviews meetings. | 8/23/2016 9:01 AM |
| 235 | Desk service, proximity. | 8/23/2016 7:34 AM |
| 236 | Print materials | 8/22/2016 11:36 PM |
| 237 | printed materials. Somewhat limited, but still has some good books | 8/22/2016 10:23 PM |
| 238 | Books | 8/22/2016 10:14 PM |
| 239 | love audio books, and reading materials if not available staff help me get it in from other libraries | 8/22/2016 9:43 PM |
| 240 | Printed material. Sometimes books are not available for all members in the book club. | 8/22/2016 9:03 PM |
| 241 | E books | 8/22/2016 4:37 PM |
| 242 | The ability to walk to our branch in vic.harb. and it completely meets my families needs. | 8/22/2016 2:39 PM |
| 243 | The fact that the library is within walking distance for me and the other residents of Waubaushene is very very important. | 8/22/2016 11:59 AM |
| 244 | The availability of books, dvd's an cd's | 8/22/2016 10:52 AM |
| 245 | DVD collection | 8/22/2016 10:50 AM |
| 246 | The Librarian is able to access books from other libraries, and have them brought to our library for pick up and use for one month. I was able to get books that gave information about the ukulele. I would like to access sheet music for the ukulele. | 8/22/2016 9:06 AM |
| 247 | All / it is the only public space in our village service of the staff is knowledgeable and friendly | 8/22/2016 7:50 AM |
| 248 | convenient location, online access, interlibrary loan service | 8/21/2016 7:06 PM |
| 249 | Range of print material. | 8/21/2016 4:17 PM |
| 250 | Book lending services. Out of town or intra-library loans of materials not in stock at the local branches. | 8/21/2016 4:08 PM |
| 251 | Range of reading material | 8/21/2016 10:59 AM |
| 252 | I still much prefer and love reading real books!! | 8/21/2016 10:43 AM |
| 253 | Books. The tangible book. | 8/21/2016 9:31 AM |
| 254 | customer service | 8/21/2016 8:32 AM |

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| 255 | Walking to our local library and courteous staff. | 8/21/2016 8:01 AM |
| 256 | Hours open, access to computers, comfortable surroundings, good parking | 8/21/2016 7:01 AM |
| 257 | The extremely good selection of books, in particular the large print and audio book collection. I appreciate the way the library woks with the simcoe library co-op to enhance the choices. | 8/20/2016 11:50 PM |
| 258 | It's hard to say what I value most depends on what month. I use the meeting room for book club. My daughter uses the computer for school related tasks and my husband loves the movies. The librarians are very knowledgeable and have search out material from other places. I never have to worry I won't be able get something. | 8/20/2016 11:04 PM |
| 259 | We highly value having a community meeting place within walking distance to our home. We love biking or walking as a family to the library. | 8/20/2016 8:22 PM |
| 260 | Scent-free/chemical avoidance environment (ambience of library) Also no CFLs or Florescent Lighting should be used in the libary - only LED or regular lighting. | 8/20/2016 7:20 PM |
| 261 | Study areas/quiet areas | 8/20/2016 6:59 PM |
| 262 | Actually, I value the library since I belong to a book club and the staff are so well organized, helpful with suggestions and have been a fabulous resource to my book club. They have made us feel very welcome in using the library as our meeting place. | 8/20/2016 5:48 PM |
| 263 | The staff is very friendly and knowledgeable and will happily order in a book if it is not in the branch | 8/20/2016 5:06 PM |
| 264 | I value the library as a whole. | 8/20/2016 4:44 PM |
| 265 | The Librarian, Janet, brings me a selection of books, as I have difficulty walking, and have no transportation to get to the library apart from calling a taxi (which is expensive). I can't say what it means to me to have this service, as I love reading, and as a widow of 11 years, it can be very lonely in my home. This is a wonderful service and I am very grateful. | 8/20/2016 4:42 PM |
| 266 | On-line resources, that is all I use now | 8/20/2016 4:38 PM |
| 267 | Range of materials. But also so impressed with "stuff for kids" .....grandkids in our case. The book bags are a great idea.not | 8/20/2016 4:37 PM |
| 268 | The library's accessibility and its function as a centre for the community. And, of course, books. | 8/20/2016 4:03 PM |
| 269 | # and location Hours of operation...closing at 12 can be frustrating occasionally | 8/20/2016 3:52 PM |
| 270 | E-books | 8/20/2016 3:19 PM |
| 271 | Inter library loans | 8/20/2016 3:14 PM |
| 272 | books | 8/20/2016 2:42 PM |
| 273 | All | 8/20/2016 2:02 PM |
| 274 | Books, particularly non-fiction. | 8/20/2016 2:00 PM |
| 275 | Mixture of children's books and the building's programming space. (The Port McNicoll branch is a great venue for birthday parties, for example). | 8/20/2016 1:54 PM |
| 276 | Availability of books on CDs. Interlibrary loan, even though it wasn't mentioned above, is the service I am most appreciative of as it makes most any book I am interested in available to me. | 8/20/2016 1:44 PM |
| 277 | Childrens space (I have 2, soon to be 3, small kids that LOVE going!), and the rotating selection of audio books (I commute and couldn't possibly afford to buy enough of those to entertain myself!). Also, with small kids it's nice that there are good bathrooms (including a change table!) available for unforseen visits. | 8/20/2016 1:26 PM |
| 278 | ebooks | 8/20/2016 12:45 PM |
| 279 | Books and DVDs. | 8/20/2016 12:42 PM |
| 280 | E books | 8/20/2016 12:36 PM |
| 281 | close to home and great service | 8/20/2016 12:21 PM |
| 282 | WiFi and DVDs | 8/20/2016 12:01 PM |
| 283 | Programs and meeting spaces | 8/20/2016 11:34 AM |
| 284 | The friendly service from the knowledgeable librarians who go out of their way to find me books or audio books that I am searching for. | 8/20/2016 11:28 AM |
| 285 | new books | 8/20/2016 11:00 AM |

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|---|---|---|
| 286 | i value the books, of course! lol | 8/20/2016 10:45 AM |
| 287 | The children's section, it's great! My kids love going. | 8/20/2016 10:43 AM |
| 288 | Don't have a printer at home so use the library's. | 8/20/2016 10:42 AM |
| 289 | Children's area | 8/20/2016 10:27 AM |
| 290 | Availability and book selection. I order most of my books online and get a call their in in a timely manner. Very happy. | 8/20/2016 10:19 AM |
| 291 | Customer service and face to face contact to answer questions. | 8/20/2016 9:53 AM |
| 292 | The Pulse online service is most appreciated as my wife has difficulty getting to the library branch and being able to borrow e-books from home is a most welcome service. Thank You. | 8/20/2016 9:50 AM |
| 293 | Range and variety of print materials | 8/20/2016 9:43 AM |
| 294 | Online access. | 8/20/2016 9:32 AM |
| 295 | print | 8/20/2016 9:30 AM |
| 296 | On-line - Pulse Simcoe | 8/20/2016 9:20 AM |
| 297 | Having a branch in Waubaushene is the most important service. | 8/20/2016 9:06 AM |
| 298 | Wide variety of books, both current and older status. | 8/20/2016 8:51 AM |
| 299 | Books | 8/20/2016 8:13 AM |
| 300 | The selection of books. | 8/20/2016 8:10 AM |
| 301 | Ebooks and online catalogue | 8/20/2016 8:01 AM |
| 302 | Children's area | 8/20/2016 7:56 AM |
| 303 | Ebooks | 8/20/2016 7:50 AM |
| 304 | I value the closeness and th the on line ability | 8/20/2016 7:34 AM |
| 305 | Accessible | 8/20/2016 7:31 AM |
| 306 | My kids love going to borrow book and movies and I love the Audio books on DVD. | 8/20/2016 7:18 AM |
| 307 | that it is a local library, within walking distance from home. | 8/20/2016 7:09 AM |
| 308 | range of materials available, as well as quick and reliable access to the internet ( and the various softwares needed for this) | 8/20/2016 12:43 AM |
| 309 | Portmcnicoll | 8/19/2016 10:03 PM |
| 310 | Honestly all of the services provided to the public in a small town like ours are very valuable | 8/19/2016 5:52 PM |
| 311 | online/computer access | 8/19/2016 4:43 PM |
| 312 | access to reading material | 8/19/2016 4:04 PM |
| 313 | Good variety of books, personal assistance with book selection and computer use. Pleasant surroundings, good access from street and always someone to chat with for a few minutes. | 8/19/2016 3:30 PM |
| 314 | The proximity of the library and availability of staff to answer inquiries and offer suggestions re books, authors, etc. | 8/19/2016 1:23 PM |

# Q11 Do you have any additional suggestions regarding facilities that should be considered by the Tay Township Public Library to better meet yours and the community's needs?

Answered: 178 Skipped: 245

| # | Responses | Date |
|---|---|---|
| 1 | More space and more funding from the township itself. | 10/13/2016 6:08 PM |
| 2 | More hours (Waub) | 10/13/2016 6:00 PM |
| 3 | Larger locations for each branch | 10/13/2016 5:54 PM |
| 4 | Advertise services to attract more use by teens | 10/13/2016 5:43 PM |
| 5 | Some group meetings | 10/13/2016 5:40 PM |
| 6 | Better access to food | 10/13/2016 4:40 PM |
| 7 | Computer literacy training programs for staff and residents | 10/13/2016 4:32 PM |
| 8 | We need a little bigger library to accommodate children and teen areas. A little more spacious would be great. I've seen the new proposed plans and hope we get it. (Waub) | 10/13/2016 4:21 PM |
| 9 | Have DVDs categorized as to comedy etc. | 10/13/2016 4:14 PM |
| 10 | It definitely would be nice to have refreshments available to all while at the library. | 10/13/2016 2:53 PM |
| 11 | Enlarge the VH library. Many books that are in storage should be displayed. | 10/13/2016 2:27 PM |
| 12 | 1. Spend our tax money on services instead of worn furniture and carpets. 2. Separate the CEO, Tay Library from the library board, much more. 3. Stimulate the library board to become interested, enthusiastic, and active in promoting more independence from the CEO, and in improving library services based on input from library staff, esp. branch librarians, who have practical experience and knowledge about patron's needs. 4. Establish a "Friends of the Library" group which will promote the interests of library branches and repel unnecessary control by the CEO. 5. Redefine the libraries' function in line with other libraries across Canada, which are also redefining their role in contemporary society. 6. As part of our libraries' redefined roles, include "functioning as a social center", and encouraging (fostering) contact and cooperation with other non-library social agencies. PM has no mall in which to gather, so the library functions as our main gathering place. Gathering is healthful and prevents residents from becoming social prisoners in their homes. 7. Teach the individuals involved in control over our libraries how to be more empathetic to our population, less self-centered, and clear in their thinking about what "service to the community" means. If people decide to serve our community, for its betterment, they must abandon non-empathetic conservatism. 8. Increase services for Muslim and LGBT communities, and other groups which will arise in the future. (PM) | 10/13/2016 1:54 PM |
| 13 | Physical and mental health | 10/13/2016 1:36 PM |
| 14 | At Waub, there is no meeting room, only benches and table at the front. This does not facilitate meetings, discussion or quiet. A room would be nice. | 10/13/2016 10:54 AM |
| 15 | The VH branch is an excellent location with its access to the water marina, Foodland, and park! | 10/13/2016 10:48 AM |
| 16 | I would love to see an addition to the VH branch! | 10/13/2016 10:43 AM |
| 17 | Open a bit longer on Saturdays (1 hour more). | 10/13/2016 7:51 AM |
| 18 | If there was a couch or a few comfortable chairs to sit and read I would be in the library more often. Also more newer titles, library doesn't normally have the new releases I'm interested in. Finally more updates and info on Facebook- pictures of new books and movies that are in stock (PM). | 10/13/2016 7:35 AM |
| 19 | Please keep PM library open. Transportation is not available so why would you close this library? How would we get to other libraries? | 10/13/2016 7:29 AM |
| 20 | More hours of operation (Waub) | 10/13/2016 7:19 AM |
| 21 | Considering the amount of $'s available, I believe the facility is just fine. | 10/12/2016 8:49 PM |

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|---|---|---|
| 22 | Increase your hours to better serve your communities. | 10/12/2016 8:42 PM |
| 23 | Continue with 3 branches | 10/12/2016 8:16 PM |
| 24 | Better hours at Waub branch- not enough, need more. | 10/12/2016 8:04 PM |
| 25 | More open hours, more functioning computers, an extra IT person, more reliable wifi, a carefully designed youth area and programming, genealogy archive, reference section, adult education and access, instruction about computers, job hunting. Make more use of basement. (PM) | 10/12/2016 7:07 PM |
| 26 | Everything is perfect just the way it is. | 10/12/2016 6:44 PM |
| 27 | Better access to the libraries of Tiny and Midland. | 10/12/2016 6:30 PM |
| 28 | More of everything. The library is the hub of the community- vitally important. | 10/12/2016 3:41 PM |
| 29 | It's important to keep local libraries in the small communities. | 10/12/2016 3:36 PM |
| 30 | A longer book and movie take out period | 10/12/2016 3:16 PM |
| 31 | Having VH open Monday would be great | 10/12/2016 2:54 PM |
| 32 | Lounge area with self serve coffee bar. | 10/12/2016 2:02 PM |
| 33 | Open later Saturday | 10/12/2016 1:58 PM |
| 34 | Opening Thursday evenings- better time availabilities for people getting off work and students off of late buses. | 10/12/2016 1:52 PM |
| 35 | It would be nice to see a facility which has many other rooms that can be used by different services. A community area for youth adults and children which includes access to library facilities. | 10/12/2016 1:44 PM |
| 36 | Rent space from legion for library meeting rooms etc. | 10/12/2016 10:02 AM |
| 37 | My kids go to Waub library 3-4 sometimes 5 times per week. SO KEEP IT OPEN! | 10/12/2016 9:56 AM |
| 38 | I would like to see a couple days with morning hours at Waub otherwise I am very happy with the size and layout. | 10/12/2016 9:45 AM |
| 39 | More youth aged programs (ages 11-16) | 10/12/2016 9:33 AM |
| 40 | Adequate community needs now | 10/12/2016 9:14 AM |
| 41 | Doors (automatic) for handicapped have to be wide enough (wide sidewalk entry) also. | 10/12/2016 9:11 AM |
| 42 | This facility is important to the community. Having a library close to home is convenient and accessible. | 10/12/2016 8:36 AM |
| 43 | Better hours | 10/12/2016 8:31 AM |
| 44 | Reduce 12 to 1 no service lunch hr. | 10/12/2016 8:00 AM |
| 45 | No. The service is great. The librarians are always helpful, and full of needed information when asked. | 10/12/2016 7:47 AM |
| 46 | Longer hours | 10/11/2016 8:40 PM |
| 47 | More activities for kids aged 10 and up so they are not always doing stuff with the little ones. | 10/11/2016 7:57 PM |
| 48 | Open longer hours would be desirable, 24/7 wifi access | 10/11/2016 6:09 PM |
| 49 | Short courses on operation of computers at both junior and senior levels with instructions. Possible book club meetings- once a month? | 10/11/2016 5:52 PM |
| 50 | More work space around the computers would really help. | 10/11/2016 5:33 PM |
| 51 | Please leave all three branches open- all ages depend on the library, from seniors who can't drive far down to the children who are home schooled, or handicap, or summer and winter programs for afterschool. Bottom line, every community NEEDS its own library! | 10/11/2016 5:20 PM |
| 52 | Access to local library, however small, is important. While I can and have gone to other branches (Vict. Harb), not everyone can do so easily, esp. the very young and very old. | 10/11/2016 4:15 PM |
| 53 | More table space for people to sit at and read or use wifi. | 10/11/2016 4:10 PM |
| 54 | Possibly expand hours of operation, and keep ALL sites open, so all communities have this essential, vital service. I believe access to books, information, internet services in our home community is a basic right. Considering that two community schools have recently closed, the library, as a community, free, accessible, welcoming space is even more important. As a retired educator and an assessor of children with learning problems, I know of the importance and link between access to free, local, literary resources and success in school. | 10/11/2016 3:57 PM |
| 55 | Needs to be kept open. It was built with private money. | 10/11/2016 3:49 PM |

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| 56 | Meeting room | 10/11/2016 3:43 PM |
| 57 | Would be nice to see additional room size added on considering it was an old fire hall for many years. | 10/11/2016 3:31 PM |
| 58 | More evening hours. The public school in Waub is now closed. Pupil are now being bused to the high school. These students can not use the school facilities for research and the library in Waub should be open more evenings. | 10/11/2016 3:25 PM |
| 59 | More programs offered. Open on Sundays in the summer. | 10/11/2016 3:16 PM |
| 60 | We need a bigger library in Waub, with more computers and quiet space, with more parking. | 10/11/2016 3:03 PM |
| 61 | More week night and weekend hours. | 10/10/2016 10:31 AM |
| 62 | Bigger study space available but not completely feasible, water refill station would be great too. | 10/10/2016 9:46 AM |
| 63 | water availability | 10/10/2016 9:38 AM |
| 64 | Comfortable chairs and magazines would be great. Not if it means losing the close proximity. | 10/10/2016 9:24 AM |
| 65 | Waubaushene public school and gym on Hazel street.. | 10/9/2016 4:40 PM |
| 66 | Must provide the WHOLE series, when series are provided. | 10/9/2016 11:24 AM |
| 67 | Having a reading room with comfortable chairs | 10/9/2016 11:13 AM |
| 68 | Would you expand the Library, more computer areas, special events for teenagers. | 10/7/2016 3:43 PM |
| 69 | Maybe having an electronic loaning system where electronics could be borrowed. Also maybe expanding the building. So more computers can fit inside the building and so there is more room for books and meeting spaces. | 10/7/2016 3:11 PM |
| 70 | Port location fairly crowded. Maybe specialize each of your 3 locations with specific types of books. cCan still have books delivered from one branch to another. | 10/7/2016 12:18 PM |
| 71 | No it is great. | 10/7/2016 12:09 PM |
| 72 | None. | 10/7/2016 11:33 AM |
| 73 | Keep Port McNicoll Library open. | 10/7/2016 11:17 AM |
| 74 | Galway to downstairs meeting area needs to be cleared better in winter months (WB) | 10/7/2016 10:31 AM |
| 75 | Larger space. | 10/7/2016 10:04 AM |
| 76 | Doing a better job promoting the library and it's events. I would love to join a book club and gave no idea if this is offered. | 9/30/2016 10:23 PM |
| 77 | size of the room and quiet areas are severly lacking. programs ie accessible media should be more easily accessible it should be open more | 9/30/2016 3:40 PM |
| 78 | Close the libraries. | 9/30/2016 3:25 PM |
| 79 | See comment above. | 9/30/2016 12:54 PM |
| 80 | It is important to have a Library in each of the three communities that make up Tay Township. | 9/29/2016 10:50 PM |
| 81 | No | 9/21/2016 8:55 PM |
| 82 | Waubaushene library does need to be bigger. | 9/21/2016 8:47 PM |
| 83 | The school is empty so it may be something to look into as far as the need for more space. | 9/19/2016 8:02 PM |
| 84 | Start doing user counts on an hourly / daily basis. Survey samples of in-library users as to why they are there, etc. Use the same survey as this one, but offer a hard copy. Survey public school teachers separately. Survey in-school students to find out if the have access, at home, to: a computer, internet, a newspaper. | 9/18/2016 12:40 PM |
| 85 | more programs , such as speakers, demonstrations, perhaps work with recreation department to offer more educational speakers , that do not cost a lot of money | 9/17/2016 3:52 PM |
| 86 | more computers ( one is broken in PM for a long time ) | 9/17/2016 3:43 PM |
| 87 | I have my gripes but having a functioning and full-service library in my town is a luxury and a profound asset. But, with all the noise and hustle/bustle, I simply go in and get out ASAP. | 9/17/2016 1:45 PM |
| 88 | Don't touch the library you'd be ruining the community | 9/17/2016 6:52 AM |
| 89 | Better hours, couldn't they be open Monday's. Coffee shop nearby would be great in Port!!! | 9/16/2016 6:40 PM |
| 90 | more cleared parking space ( especially disabled parking ) at other branches | 9/16/2016 8:19 AM |

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|---|---|---|
| 91 | Inter library loans should be available within a much larger area like Barrie midland Orillia | 9/15/2016 9:09 PM |
| 92 | Expansion into the Community room to allow for more working space but would still provide meeting space. The current library could be closed off by installing a folding / locking curtain. | 9/15/2016 5:28 PM |
| 93 | More hours and more interaction/programs for kids and teens | 9/14/2016 9:04 PM |
| 94 | Hours of operation | 9/14/2016 4:12 PM |
| 95 | No thank you its real good | 9/9/2016 9:59 PM |
| 96 | DO NOT MOVE the library out of Waubaushene. | 9/9/2016 7:39 AM |
| 97 | Port Library need a good new paint job and some freshening up. Find it very cluttered. | 9/8/2016 6:17 PM |
| 98 | They meet all of my personal needs. | 9/8/2016 1:48 PM |
| 99 | no | 9/8/2016 12:32 PM |
| 100 | Leave our libraries alone! There is absolutely no need for "one central library" (read: more services in the harbour). What "community" do Waubaushene and Port McNicol have if you take our libraries? You've already made it easy for the boards to take our schools! | 9/7/2016 8:58 PM |
| 101 | Rotate the book selection more often if possible. Have a list of authors of who do similar work, then once one has read all their books (IE. Clive Cussler ) then one can try a different author but writing about the same theme. The people at the library do give one suggestions which are really helpful but a list may help them let people know about more | 9/6/2016 1:11 PM |
| 102 | Close them down. Stop filling useless buildings with useless materials and useless staff. | 9/5/2016 7:08 AM |
| 103 | Our community(ies) need their libraries--don't close them! | 9/4/2016 9:45 AM |
| 104 | Dont close any of them. | 9/3/2016 7:15 PM |
| 105 | Not really. Maybe they cafe I mentioned. | 9/3/2016 6:31 PM |
| 106 | If they added a small coffee shop I would be sooo happy. | 9/3/2016 6:20 PM |
| 107 | Do we have a duplication of services with the opening of the Tay Shores Public School in Victoria Harbour. | 9/3/2016 11:34 AM |
| 108 | It would be wonderful if the hours of operation were the same at all branches. | 9/2/2016 2:36 PM |
| 109 | Keep it accessible to all. | 9/2/2016 2:19 PM |
| 110 | Should be accessible to all , easy access for wheelchairs and people with disabilities. Lots of computer available for elderly to access and learn on and for families who can't afford one in their own home. | 9/1/2016 10:46 PM |
| 111 | I highly recommend not removing, limiting or curtailing the Waubaushene branch of the Tay Libraries in any way. You've taken our schools, you have taken the sidewalks on which we used to play, the library is the only hub we have left. Take that away and our community is not a community anymore. | 9/1/2016 3:11 PM |
| 112 | larger facility | 9/1/2016 11:56 AM |
| 113 | Specifically in Waubaushene, but the same is true in Port McNicoll, with the closure of the schools, the availability of community use space is severely limited. Should either branch close, there will be a stress on organizations to find space for their needs. Waubaushene's library is centrally located, unlike the park and portable at the edge of town. Families and seniors want amenities close at hand and accessible by walking. | 8/31/2016 9:50 PM |
| 114 | Cannot forget the teenagers. Need to provide more resources and opportunities to help them prepare for the future decisions they will need to make to succeed in life. | 8/31/2016 9:30 PM |
| 115 | I don't know what usage statistics there are. do they compare to recreation programs? how well do we engage young people. perhaps the libraries can be used more for general arts activities, that could be delivered by the many artisans that we have in tay to the public. | 8/31/2016 8:49 PM |
| 116 | Longer open hours and and more adult services | 8/31/2016 6:03 PM |
| 117 | Storytime or circle time on Saturdays | 8/31/2016 1:05 PM |
| 118 | Better houts for working people. These hours are not friendly for the people who work regularly office hours, let alone shift workers | 8/30/2016 6:28 PM |
| 119 | expand services and internet access | 8/30/2016 4:40 PM |

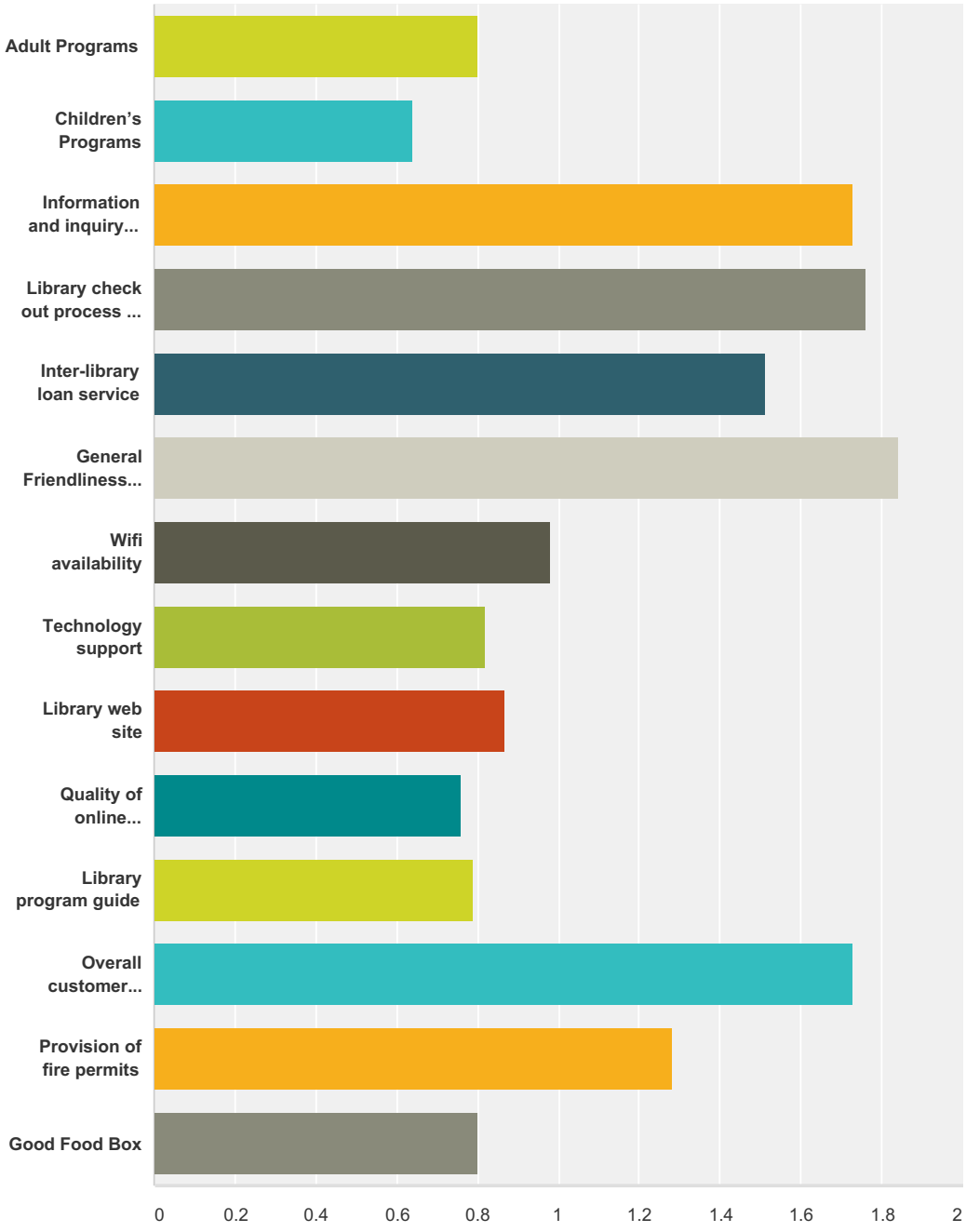
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|---|---|---|
| 120 | Rumour around town here and in Waub says that consideration is being given to closing our Libraries. What?? If anything and if branches are not well utilized I would suggest that at the very least Victoria Harbour Library be kept open and operational as the new Super school will be opening in Sept 2016 and the Harbour now appears to be the 'hub' of Tay Township. | 8/30/2016 11:07 AM |
| 121 | Team up with karma and do a soup kitchen in the winter | 8/29/2016 6:17 PM |
| 122 | More evening hours for students, working people etc. and longer weekend hours. | 8/29/2016 7:44 AM |
| 123 | Do not close our library. | 8/29/2016 3:47 AM |
| 124 | Keep it where it is. | 8/28/2016 7:05 PM |
| 125 | LOVE MY LIBRARY. They are involved in OUR community and act as ambassadors for literacy with our children. | 8/28/2016 12:02 AM |
| 126 | Not really. Just to not take them away. | 8/27/2016 11:42 PM |
| 127 | Have some Sunday hours especially to,service school age kids. | 8/27/2016 10:13 PM |
| 128 | I would like to see children's films on Saturday mornings in the Georgian Shores room and maybe even a movie night. | 8/25/2016 2:19 PM |
| 129 | Keep up the good work. | 8/25/2016 10:28 AM |
| 130 | I believe it is great not having to drive all over the area looking for Library services. Now with all school children amalgamated in 1 place, it is more important than ever to have Library resources for them to access in each urbanized area without having to be driven by busy parents when school their projects requiring research. | 8/24/2016 8:18 PM |
| 131 | Longer hours. | 8/24/2016 3:34 PM |
| 132 | Would like to see more programing occur after working hours. | 8/24/2016 9:33 AM |
| 133 | The library is fine as it is, for my purposes. If it were re-homed into the old elementary school on Hazel Street, it could be even better. The library could share the building with other services--food bank, cafe, second-hand clothing store, co-op art gallery, travelling doctor's offices, Benny Club, community theatre... Imagine--a community hub for Waubaushene! | 8/23/2016 9:16 PM |
| 134 | Nicer staff, more events, better service (calling when they say they will, communication between staff and branches), more welcoming environment. | 8/23/2016 9:39 AM |
| 135 | Space in Waubaushene is. Rey limited, thus limiting the inventory. It's not well hair friendly, ie the aisles are close together and the entrance doorway would be difficult to maneuver through. Parking is good though. A bigger space, ie the old school or grocery store buildings would improve things. If more space was available, a refreshment station ie keurig coffeemaker and water station would be nice. $1.00 a cup or bottle...make a little profit for the branch. It wouldn't be Chapters, but it would be nice. | 8/23/2016 9:01 AM |
| 136 | Get rid of late fees. Add a larger section for Fantasy and Sci-fi novels. Add benches and bike racks for outside of the library. | 8/22/2016 10:23 PM |
| 137 | Parking close to the front doors needed. | 8/22/2016 9:49 PM |
| 138 | yes, heard that the old school would make a new and bigger library/coffee shop/maybe benny club, hope this works out for waubaushene, would love it. | 8/22/2016 9:43 PM |
| 139 | Computer classes that is in the format of "group learning" and by an instructor, who has a lesson plan, that includes the interest of the students. | 8/22/2016 9:03 PM |
| 140 | Keep things as they are....no need to change what's working. | 8/22/2016 2:39 PM |
| 141 | More quiet spaces | 8/22/2016 10:50 AM |
| 142 | Perhaps build or expand the Harbour location and make it bigger and better to attract more people. Then close the other 2 locations | 8/22/2016 10:18 AM |
| 143 | Yes! Cobourg Library has a very successful program whereby anyone with a library card can sign out an ukulele and it also offers free ukulele lessons on Saturdays. I think this is fantastic!!! I would be willing to volunteer as an ukulele teacher if you need one. | 8/22/2016 9:06 AM |
| 144 | longer Sat. hours | 8/22/2016 8:06 AM |
| 145 | New facilities and program's as outlined in Kate Root's proposal to bring life/ excitement and a sense of community back to Waubaushene | 8/22/2016 7:50 AM |
| 146 | Open to 3 p.m. on Saturday or one of the branches open during the day on Mondat instead of Tuesday. | 8/21/2016 4:17 PM |
| 147 | Open during lunch hour | 8/21/2016 11:22 AM |

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|---|---|---|
| 148 | More hours. | 8/21/2016 10:43 AM |
| 149 | A proper seating area in Victoria harbour for discussion groups | 8/21/2016 7:01 AM |
| 150 | Looking forward, I think it is SO important to keep a library branch in each of the 3 communities. It is vital to have a community space with books, computers, wifi, etc. that is accessible to all. Keeping only one branch open or closing all branches will be detrimental to the community. In terms of services, it would be great to take another look at children's programming. I've been quite disappointed in the storytime programming at the Victoria Harbour branch. Having a consistently engaging and educational program that is thoughtful and well planned could definitely bring more young families into the library. I know some other young families who have gone once and were turned off by the lack of preparation and enthusiasm (not true of all staff members- there are some fantastic newer staff!!). | 8/20/2016 8:22 PM |
| 151 | Ensure that air quality in the library is of the highest quality to provide a safe and healthy environment for everyone (Health and Safety issue as well as Human Rights issue - therefore a Customer Service issue under AODA). This includes hard surfaces only; no off-gassing furniture; well-maintained and good HVAC system; acceptable cleaning products (scent-free, chlorine-free, ammonia-free, etc.) such as vinegar, baking soda, Ecogent, etc.; scent-free policy for staff and clients which is posted; no FEDs (fragrance emitting devices)of any kind; etc. (see Canadian Centre for Occupational Health and Safety) | 8/20/2016 7:20 PM |
| 152 | Do not use Library and have not for over 15 years | 8/20/2016 7:19 PM |
| 153 | I am Educational Assistant and I work with kids with Learning disabilities. I would love to see Tay Township Libraries be better equipped with their computers with different assistive technogy programs, such as Dragon, Read and Write Gold and Inspiration to name a few to help kids in the community who do not have access to these types of software packages to help them with their school work. The library could also hire a trainer to train kids on how to use these programs during the school year in the evenings or even during the summer holidays. The assistive technology would also be beneficial for adults in the community who have reading or writing difficulties as well. | 8/20/2016 5:48 PM |
| 154 | It would be nice to have meeting rooms/study rooms with computer and wifi available at the branches | 8/20/2016 5:06 PM |
| 155 | Not at this time. | 8/20/2016 4:44 PM |
| 156 | Listed above. It would be nice to have access to more digital lending materials and resources. | 8/20/2016 4:38 PM |
| 157 | Not really .....have been very satisfied all around. Especially by the staff's affability and excellent service. | 8/20/2016 4:37 PM |
| 158 | I believe that the neighbouring community room could be made available for some library events eg book clubs, children's movies on a Saturday morning. Come in and get to know us events. A lot of people are unaware of how much the library serves the community. Not everyone has a computer There are some people who respond better to a vocal /power point because they have learning disabilities and for that reason they do not come into the library and find there are so many things the library can offer them in the way of oral books ,movies , cd's etc. | 8/20/2016 2:42 PM |
| 159 | I Strongly believe that every town should have a library that can easily be accessed by both adults and children to meet their needs. | 8/20/2016 2:02 PM |
| 160 | I think the library should play a greater role in the community and its influence should extend beyond its physical location. Not everyone likes to read but that doesn't mean that they should not be included in the library. Maybe a lecture series, on things like "how to start a small business, how to fund raise, how to effectively search for a job, gardening, etc. Also, the outside of the Victoria Harbour Library is not very nice, perhaps something simple could be done to make it look more inviting. Maybe something like a "Books and Beans" event where coffee and tea are served once a month in the Community Centre next door where each meeting features something different, like board games, art projects, maybe special events for school professional development days when children are home. | 8/20/2016 2:00 PM |
| 161 | More programming and storage space is needed at Waubaushene location. This branch has great programs and they are well utilized and provide a social hub within this small community. | 8/20/2016 1:44 PM |
| 162 | Access and reciprocity with nearby libraries. e.g. the Coldwater Library is closest to me but I cannot access it unless I pay a user fee. | 8/20/2016 12:42 PM |
| 163 | Expand parking at the Waubaushene branch! | 8/20/2016 12:01 PM |
| 164 | yes. there is an inadequate large print section. luckily, there is loaning between ontario libraries. | 8/20/2016 10:45 AM |
| 165 | Victoria harbour branch should be expanded. Check out area is too confined. Perhaps use part of the community room that is underused. | 8/20/2016 10:42 AM |
| 166 | Since we don't have any children and only use the online access service, we have no additional suggestions. However, the services presently provided by our library seem to be of great benefit to the community. | 8/20/2016 9:50 AM |
| 167 | A lot is accomplished with the small space available. I am reluctant to suggest a larger library as I fear it would be at the expense of the other two libraries. I believe a smaller space in all three communities is a better option. | 8/20/2016 9:32 AM |
| 168 | A larger space in Vic Harbour. Any time I use the library it is busy with patrons. | 8/20/2016 9:30 AM |

| | | |
|---|---|---|
| 169 | Having the 3 libraries' collections under one roof in a larger facility would help with selections. However, this would also be an obstacle for users without transportation. The 3 libraries as they are now are walkable distances for the local citizens. | 8/20/2016 8:51 AM |
| 170 | No. Suits the needs of the users as far as I can see | 8/20/2016 8:13 AM |
| 171 | More parking. Summer isn't a big deal but in winter only 2 parking spots and I being handicap means those with children have a distance to travel in not safe weather conditions and risking drivers seeing us. Carrying a toddler and 10 books can be quite the challenge in winter | 8/20/2016 7:56 AM |
| 172 | Should be open all day. | 8/20/2016 7:31 AM |
| 173 | I love the friendly and helpful staff and the fact that we have use os all 3 libraries as we live between Victoria Harbour and Waubaushene so it makes it very convenient. Longer weekend hours would be nice, however I understand that the staff would also like to enjoy their weekends. Overall my children and I love visiting both the V.H. and Waubaushene libraries and feel fortunate that we have their services. | 8/20/2016 7:18 AM |
| 174 | None what so ever as PortMcnicoll is concerned- | 8/19/2016 10:03 PM |
| 175 | I think the library would be great if their chairs for computers were nicer | 8/19/2016 4:43 PM |
| 176 | more selection and access to the services at the Midland Library | 8/19/2016 4:04 PM |
| 177 | Perhaps a comfy setting area to peruse materials before checking out or to discuss current events with fellow patrons. | 8/19/2016 3:30 PM |
| 178 | I have visited all three branches in Tay and find them all exceptionally well stocked although it appears they could all do with a little expansion to display their materials, and probably the librarians would benefit from some hours to dedicate to set-up/shelving when not being constantly needed by clients. Whenever I do visit they are busy and appear to be well used. | 8/19/2016 1:23 PM |

## Q12 How would you rate the following programs and services provided by the Tay Township Public Library?

Answered: 382 Skipped: 41




| | Very Satisfied (2) | Somewhat Satisfied (1) | Somewhat Dissatisfied (-1) | Very Dissatisfied (-2) | Can't Say / Don't Know (0) | Total | Weighted Average |
|---|---|---|---|---|---|---|---|
| Adult Programs | **32.88%** 120 | **20.82%** 76 | **2.74%** 10 | **1.92%** 7 | **41.64%** 152 | 365 | 0.80 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Children's Programs | **27.45%** 98 | **13.73%** 49 | **1.96%** 7 | **1.40%** 5 | **55.46%** 198 | 357 | 0.64 |
| Information and inquiry desk | **81.55%** 305 | **12.03%** 45 | **0.80%** 3 | **0.80%** 3 | **4.81%** 18 | 374 | 1.73 |
| Library check out process (by staff) | **83.29%** 314 | **10.88%** 41 | **0.27%** 1 | **0.53%** 2 | **5.04%** 19 | 377 | 1.76 |
| Inter-library loan service | **70.08%** 260 | **13.75%** 51 | **1.08%** 4 | **0.81%** 3 | **14.29%** 53 | 371 | 1.51 |
| General Friendliness and Helpfulness of Staff | **90.16%** 339 | **6.12%** 23 | **0.80%** 3 | **0.80%** 3 | **2.13%** 8 | 376 | 1.84 |
| Wifi availability | **45.48%** 166 | **10.96%** 40 | **2.47%** 9 | **0.82%** 3 | **40.27%** 147 | 365 | 0.98 |
| Technology support | **37.36%** 136 | **14.29%** 52 | **2.20%** 8 | **2.20%** 8 | **43.96%** 160 | 364 | 0.82 |
| Library web site | **35.99%** 131 | **23.90%** 87 | **6.04%** 22 | **1.37%** 5 | **32.69%** 119 | 364 | 0.87 |
| Quality of online resources / databases | **31.30%** 113 | **19.39%** 70 | **3.05%** 11 | **1.39%** 5 | **44.88%** 162 | 361 | 0.76 |
| Library program guide | **32.12%** 115 | **19.27%** 69 | **2.79%** 10 | **0.84%** 3 | **44.97%** 161 | 358 | 0.79 |
| Overall customer experience service provided by the Library | **81.17%** 306 | **13.26%** 50 | **1.06%** 4 | **0.80%** 3 | **3.71%** 14 | 377 | 1.73 |
| Provision of fire permits | **62.33%** 230 | **5.42%** 20 | **0.54%** 2 | **0.54%** 2 | **31.17%** 115 | 369 | 1.28 |
| Good Food Box | **36.57%** 132 | **8.86%** 32 | **0.83%** 3 | **0.83%** 3 | **52.91%** 191 | 361 | 0.80 |

## Q13 Would you care to comment further on any of the ratings you may have given above?

Answered: 120 Skipped: 303

| # | Responses | Date |
|---|---|---|
| 1 | Wifi and access to the internet and computers are a large part of the need for our libraries, as not every household is able to access a computer at home. | 10/13/2016 6:10 PM |
| 2 | The library is very essential to Waub. These services I use all the time. | 10/13/2016 6:01 PM |
| 3 | I have not commented on children's programs as they do not apply to me. | 10/13/2016 5:51 PM |
| 4 | All the above makes for a very good community service and very much needed. | 10/13/2016 5:00 PM |
| 5 | Great services and staff (Waub) | 10/13/2016 3:57 PM |
| 6 | Because we do not have children in the home any longer, I cannot really comment on the programmes. However, from what I have seen while there, it is comforting and heart-warming the activity involved. (Waub) | 10/13/2016 2:55 PM |
| 7 | Helpful staff recommendations for books/movies (VH) | 10/13/2016 2:45 PM |
| 8 | The staff are amazing (VH) | 10/13/2016 2:36 PM |
| 9 | Staff always have time for you and willing to look up info and help with digital problems (VH). | 10/13/2016 2:24 PM |
| 10 | Good Food Box is not discretionary as it should be- I know people who are quite well off who use it- that should not be the purpose of the Good Food Box! | 10/13/2016 10:45 AM |
| 11 | The staff at the library, especially Waub, are extremely helpful and friendly. | 10/13/2016 7:20 AM |
| 12 | I am very happy with the friendliness and helpful staff (VH). | 10/13/2016 7:16 AM |
| 13 | Friendliness of staff (VH) | 10/13/2016 7:10 AM |
| 14 | Somewhat dissatisfied with website- find it a little confusing- but that's probably because I don't use it enough. | 10/12/2016 8:52 PM |
| 15 | All services that I use I value for their ease of access and availability. | 10/12/2016 8:43 PM |
| 16 | People are great at all branches | 10/12/2016 8:05 PM |
| 17 | Don't even think of closing any branch. We need more, not less of everything as our population grows. | 10/12/2016 7:08 PM |
| 18 | Have never purchased Good Food Box. | 10/12/2016 6:45 PM |
| 19 | Website is a bit confusing. | 10/12/2016 6:31 PM |
| 20 | In small towns it is important to have a safe place for families and small children. Although I have computer access, many do not. The GFB programme is very important for members of these communities. Reading is so important. These things can not be fulfilled by a rec or community centre. | 10/12/2016 6:20 PM |
| 21 | Inter-library loans, fire permits | 10/12/2016 6:11 PM |
| 22 | The staff are very friendly and helpful. | 10/12/2016 3:36 PM |
| 23 | We are new to the area. The first thing that we looked for was the local library to find out information about the community. We got a library card right away. | 10/12/2016 1:46 PM |
| 24 | Not enough information- no board etc. to info seasonal activities, services, etc. | 10/12/2016 10:03 AM |
| 25 | Very happy to be able to involve my children in programming which enables them to interact with other members of their community. | 10/12/2016 9:46 AM |
| 26 | Excellent staffing at the Port McNicoll library branch. Easy check-out process. | 10/12/2016 9:34 AM |
| 27 | I like the overall experience provided. | 10/12/2016 9:23 AM |
| 28 | All my ratings are deserving | 10/12/2016 9:14 AM |

| | | |
|---|---|---|
| 29 | Have not used the children's program for a while as my children are older now but know a number of people who use it, and like the program. | 10/12/2016 7:50 AM |
| 30 | The staff are wonderful. The young man Matt is so helpful. | 10/12/2016 7:42 AM |
| 31 | I only use for reading material. | 10/11/2016 8:22 PM |
| 32 | Very satisfied with the staff assistance, computer has satisfactory data and wifi. | 10/11/2016 8:08 PM |
| 33 | From my limited use- no computer work and little knowledge of the changing computer world and programs- personal help by class would be good. | 10/11/2016 5:55 PM |
| 34 | Unfortunately, technology is not my strong point. I probably need to ask more questions. | 10/11/2016 5:36 PM |
| 35 | Staff amazing, professional welcoming, efficient, caring and kind. When I moved to this community, they were the "welcoming committee" who made me feel I belonged. | 10/11/2016 3:58 PM |
| 36 | Good Food Box, fire permits, general friendliness and helpfulness of staff. | 10/11/2016 3:50 PM |
| 37 | No | 10/11/2016 3:44 PM |
| 38 | I am an adult and do not use the facilities not checked. | 10/11/2016 3:26 PM |
| 39 | More adult classes would be great. | 10/11/2016 3:17 PM |
| 40 | Sometimes the wifi is not working, could be more adult programs. No technical support, more computers needed. | 10/11/2016 3:07 PM |
| 41 | I haven't really seen other programs for kids. Is there activities? | 10/10/2016 10:34 AM |
| 42 | The programs run are restricted I believe, due to the times available. Times are limited, restricted but understandable due to the size of Waub. | 10/10/2016 9:49 AM |
| 43 | Library staff are great. We love that fire permits and good food box are so handy/close to our house. The interlibrary loan services is fantastic and we use it regularly. | 10/10/2016 9:26 AM |
| 44 | I don't use the computers | 10/9/2016 11:16 AM |
| 45 | We certainly appreciate the residents who bring food for the food bank and Libraries who deliver this food. | 10/9/2016 10:51 AM |
| 46 | Having volunteered at PMNL for 2 - 3 hours per week for 14 years continue to be impressed and appreciative of staff at PMNL. | 10/9/2016 10:39 AM |
| 47 | Very good at getting books through inter library loans and get books for school projects | 10/7/2016 3:48 PM |
| 48 | I didn't know there were programs for adults and children.Maybe market the services more if possible more people take advantage. | 10/7/2016 1:10 PM |
| 49 | More online books please. | 10/7/2016 12:46 PM |
| 50 | Unsure of many programs offered. | 10/7/2016 12:23 PM |
| 51 | My children have taken part in some of the activities in the past and enjoyed them very much! | 10/7/2016 11:37 AM |
| 52 | Very pleasant service | 10/7/2016 11:19 AM |
| 53 | Was unaware of fire permit and Good Fox Box being available. | 10/7/2016 10:32 AM |
| 54 | Access to computer | 10/7/2016 10:24 AM |
| 55 | Wonderful staff - very helpful | 10/7/2016 10:18 AM |
| 56 | generally, the port library is a satisfying experience. but when the kids take over or it gets noisy it can be a problem. plus wifi availability is in the back corner??? why not in an open space? | 9/30/2016 3:43 PM |
| 57 | Better programs needed. | 9/30/2016 3:31 PM |
| 58 | The libraries seem to be the only source of programming in Tay. Recreational programming is very lacking and the libraries at least offer some programming. | 9/29/2016 10:54 PM |
| 59 | No | 9/21/2016 8:57 PM |
| 60 | The staff is most helpful and welcoming. This is a very important aspect of any community library. It is the staff who set the tone. They encourage patrons to try out various services and to continue to visit the library. | 9/19/2016 8:19 PM |
| 61 | more places to sit , read my book, listen to music etc. ( quiet space ) it was really hot this summer, nice to come to the library and relax! | 9/17/2016 3:59 PM |
| 62 | staff help wait time , is limited to number of staff available ( usually daytime ) | 9/17/2016 3:45 PM |

| | | |
|---|---|---|
| 63 | Check-out service can be excellent or a total mess depending on whether there are 5 other things going on in that same location! Surely this entire area could be better organized and operated. | 9/17/2016 1:59 PM |
| 64 | The good food box has been a total saving grace. Its hard to afford healthy produce for my kids when I have to pay for cabs to get groceries and afford diapers. | 9/17/2016 1:30 PM |
| 65 | I bring my grandchildren to programs & for books when they visit. the teen space is not so inviting. also wifi, is often sporadic | 9/16/2016 8:23 AM |
| 66 | no | 9/15/2016 5:31 PM |
| 67 | THE STAFF ARE DOING AN EXCELLENT JOB.. | 9/10/2016 3:45 PM |
| 68 | The good food box is the only way mum can get good food right now its my favourite! | 9/9/2016 10:01 PM |
| 69 | Library web site does not work well with other browsers, They probably could do a better job of promoting online resources and databases. | 9/9/2016 7:44 AM |
| 70 | Like I explained on the other page I do not use the WiFi at the library so I really can't say what quality of rating I should give it. The Technological Support I have never used. I have always been good with technology and I have helped many others with their technological computer problems. I know that a member of my family needed Technology Support while I was away at school and was satisfied with the service. | 9/8/2016 2:13 PM |
| 71 | no | 9/8/2016 12:34 PM |
| 72 | No | 9/7/2016 8:59 PM |
| 73 | The staff are doing a good job | 9/6/2016 1:13 PM |
| 74 | Staff are very friendly and personable because it is in a smaller community | 9/4/2016 11:03 AM |
| 75 | When my children were young-prior to school their school years & during we were bi-weekly regular visitors. I strongly believe that our communities need and our children will flourish with this benefit of having them located in each of our villages for the upcoming young ones and the retirees. | 9/4/2016 9:48 AM |
| 76 | The good food box is all that has keot me healthy for years. The programs the library provides helped me through my youth and continue to aid me today. | 9/3/2016 7:17 PM |
| 77 | I find it really handy to have the fire permits available there. | 9/3/2016 6:33 PM |
| 78 | I have used the good food box in the past and it was wonderful. Not having to travel far to pick up and loved the opportunity to benefit from such a program. | 9/1/2016 5:11 PM |
| 79 | Again, our family does not access computer or online resources through the library. Our primary use is in regards to printed materials. | 9/1/2016 3:15 PM |
| 80 | Good food box is great and I think it should be raised by a dollar and with the extra money raised extra food boxes should be bought and then handed out to families who cannot afford one. | 8/31/2016 9:38 PM |
| 81 | Extremely friendly staff. | 8/31/2016 1:14 PM |
| 82 | I have never had the occasion yo us the WiFi so have no comment about it. | 8/30/2016 9:20 PM |
| 83 | I just cant imagine that any of these services would not be available to to us a citizens of Tay Township. | 8/30/2016 6:33 PM |
| 84 | Tech support from IT specialist doesn't exist. One computer unusable for over half a year. | 8/30/2016 4:49 PM |
| 85 | Helpfulness of staff, there great | 8/29/2016 6:24 PM |
| 86 | I was disappointed with The Good Food Box but the problem is entirely mine. I do not eat so many of the foods that were in it so it wasn't useful for me. I think the concept of the box and the ease of picking it up, etc. are excellent. | 8/29/2016 9:14 AM |
| 87 | Library staff do very well with providing assistance and information but can only spend so much time with a patron when others are lined up waiting. Additional staffing would help with this area and with programming. | 8/29/2016 7:52 AM |
| 88 | The library staff are helpful to everyone that comes to call. What ever the question is they help to find the answer, whether it's a hard to find book or help on the internet, they are willing to help. | 8/29/2016 3:51 AM |
| 89 | Staff always able to assist with faxing, emails and computor help | 8/28/2016 12:03 AM |
| 90 | Some of the services I have not used. The good food box program is awesome. I have volunteered with them in the past. Also the summer reading program is awesome. I loved doing it growing up. | 8/27/2016 11:46 PM |
| 91 | Staff always very helpful to find that book for you. Children's programs could be expanded for the preschool kids. Nice variety of books for the younger preschoolers. | 8/27/2016 10:20 PM |

| | | |
|---|---|---|
| 92 | I would like to see a senior adult training session to to teach computer skills but more importantly how to use a smartphone or blueberry etc. | 8/25/2016 2:30 PM |
| 93 | As a seasonal resident, it is good to know when I come up on a Saturday in the early spring, I can pick up my burn permit | 8/24/2016 8:27 PM |
| 94 | Janice's children's programs and programs for special needs adults are thoughtful and interesting. The patrons appear to be enjoying themselves whenever I've seen the programs in progress. I don't tend to use the library resources online; I find the library more valuable as an actual, physical meeting place, to be with people, pick out a DVD, and pick up my ILLOs. | 8/23/2016 9:25 PM |
| 95 | I do enjoy the news and reviews group on Thursdays. | 8/23/2016 9:08 AM |
| 96 | I think that you could find a better way of letting the folks know what's happening at the library. Programs etc. I just had a conversation with someone in town who didn't know that the Good Food Box was available at the Waubaushene Branch. | 8/23/2016 8:51 AM |
| 97 | Upgrade the wifi. It's rather slow and cuts in and out. | 8/22/2016 10:26 PM |
| 98 | Good food box gas to be carried too far away and are very heavy. Must figure out another system. | 8/22/2016 9:54 PM |
| 99 | no | 8/22/2016 9:46 PM |
| 100 | I have taken some individual computer lessons and I have retained none of the information. I need classes that introduce the skills, practice and practice. | 8/22/2016 9:10 PM |
| 101 | Now that we are aware, we will pick up our fire permit at the library from now on. I intend to start Goid Food Bix in the fall. | 8/21/2016 10:48 AM |
| 102 | Inter-library loan process.I have found that it takes too long to get a current best seller. | 8/21/2016 9:50 AM |
| 103 | I am extremely satisfied with the level of service provided by the library. | 8/20/2016 11:53 PM |
| 104 | I haven't used most of these services. I think the Good Food Box is an excellent idea and would like to see it expanded. | 8/20/2016 7:24 PM |
| 105 | Use internet only at home, no need for library | 8/20/2016 7:21 PM |
| 106 | Staff is friendly, I don't know what services are offered, maybe email updates should be shared with card holders so we know if new services are being offered. | 8/20/2016 4:45 PM |
| 107 | Excellent customer service! Adult programs are very limited at the library, other than for people who are technically challenged. | 8/20/2016 3:19 PM |
| 108 | In small isolated communities such as Waubaushene having these services available locally, no need to get into the car or bum a ride, is an incredibly important thing. We have many seniors here who know how to use a computer because they were able to access the computers at the library and got help learning either through the regular staff or through the occassionally available Community Access Program funding to bring in staff. There are also many locals who rely on the availabillity of the Good Food Box program as they do not have their own transportation to get into town for produce. | 8/20/2016 1:50 PM |
| 109 | The new time for children's story time in Vic Harbour is difficult for us: I would have liked a bit earlier or later, so that it doesn't coincide with having to pick up an older child from the school. If it ended at 3:30, rather than starting then, we could go to the program with the little ones, then go pick up the big one from school afterwards. | 8/20/2016 1:29 PM |
| 110 | friendly service, pleasant staff. | 8/20/2016 12:23 PM |
| 111 | Friendly Staff at all the branches. | 8/20/2016 12:03 PM |
| 112 | I like the fact that the Port McNicoll library is centrally located in the town, with ample parking and within walking distance from my home. I think libraries are essential in any small town(or City) as they further knowledge and education. You can't trust information on the Internet, but with books, the information has been REASERCHED! | 8/20/2016 11:48 AM |
| 113 | i am impressed with the volunteers who seem friendly, informative and knowledgeable. | 8/20/2016 10:49 AM |
| 114 | Each library that I have visited has always been a positive experience with the staff. They are all very helpful. | 8/20/2016 8:55 AM |
| 115 | No | 8/20/2016 8:15 AM |
| 116 | see earlier comment | 8/20/2016 7:24 AM |
| 117 | The Library staff are friendly and helpful and can always find a book that interests me I value the staff and their recommendations. | 8/20/2016 7:19 AM |
| 118 | No | 8/19/2016 10:04 PM |

| | | |
|---|---|---|
| 119 | I am quite happy with the quality and diversity of services so easily obtained at the local library | 8/19/2016 3:37 PM |
| 120 | I addressed this in my previous comments. | 8/19/2016 1:25 PM |

## Q14 Which one of the above services do you most value?

Answered: 236 Skipped: 187

| # | Responses | Date |
|---|---|---|
| 1 | The Waub library is the community centre of our village. Its variety of services and its friendly atmosphere are a credit to the staff. It's a valuable resource that should not be lost. | 10/13/2016 6:19 PM |
| 2 | Adult programs | 10/13/2016 6:15 PM |
| 3 | The availability of staff to help patrons with our computer needs as well as other electronic inquiries is greatly appreciated. Our communities need the library as a source of electronic support. | 10/13/2016 6:10 PM |
| 4 | Adult programs | 10/13/2016 6:01 PM |
| 5 | Quality of experience | 10/13/2016 5:55 PM |
| 6 | Inter-library loan services | 10/13/2016 5:44 PM |
| 7 | Wifi | 10/13/2016 5:40 PM |
| 8 | Inter-library loan service. | 10/13/2016 5:00 PM |
| 9 | Wifi | 10/13/2016 4:40 PM |
| 10 | Customer service, online resources, inter-library loan | 10/13/2016 4:33 PM |
| 11 | Children's programs | 10/13/2016 4:29 PM |
| 12 | Children's programs | 10/13/2016 4:15 PM |
| 13 | Adult programs | 10/13/2016 4:11 PM |
| 14 | Wifi | 10/13/2016 4:00 PM |
| 15 | Friendly staff | 10/13/2016 3:57 PM |
| 16 | I really enjoy the personal interaction with all the staff, who are helpful and very friendly (Waub). | 10/13/2016 2:55 PM |
| 17 | General friendliness of staff (VH) | 10/13/2016 2:45 PM |
| 18 | The children's program | 10/13/2016 2:36 PM |
| 19 | General friendliness and helpfulness of staff | 10/13/2016 2:30 PM |
| 20 | Supportive staff and inter-library loan service. | 10/13/2016 2:24 PM |
| 21 | Technology support provided by staff, not the tech support provided by the "computer-repair person". | 10/13/2016 1:56 PM |
| 22 | Wifi | 10/13/2016 1:38 PM |
| 23 | The staff are very helpful and friendly (PM). | 10/13/2016 1:33 PM |
| 24 | Helpfulness of staff (VH) | 10/13/2016 1:29 PM |
| 25 | The "library ladies" in Waub are very friendly and helpful. I have used a self checkout library in Oshawa and was not impressed. | 10/13/2016 10:55 AM |
| 26 | Wifi and meeting space (VH) | 10/13/2016 10:49 AM |
| 27 | Friendliness and helpfulness of staff- exceptional in VH! | 10/13/2016 10:45 AM |
| 28 | Books and service friendliness (VH) | 10/13/2016 10:39 AM |
| 29 | Info and inquiry desk- can ask questions about computer issues, requesting books if available and getting them for me. The desk leads to a lot of the other services. (VH) | 10/13/2016 7:53 AM |
| 30 | Inter-library loans | 10/13/2016 7:48 AM |
| 31 | The customer experience cannot be matched. Heather at PM is very helpful especially with her knowledge of books and authors. | 10/13/2016 7:36 AM |

| | | |
|---|---|---|
| 32 | Inter-library loan service | 10/13/2016 7:20 AM |
| 33 | Just having a library. | 10/13/2016 7:16 AM |
| 34 | Children's programs are great as my two kids love to come all the time. | 10/13/2016 7:03 AM |
| 35 | Children's programs | 10/12/2016 9:06 PM |
| 36 | The staff | 10/12/2016 8:58 PM |
| 37 | The interlibrary loan service, helpfulness and friendliness of staff- they are excellent! | 10/12/2016 8:52 PM |
| 38 | Information and inquiry desk | 10/12/2016 8:43 PM |
| 39 | 3 branches | 10/12/2016 8:17 PM |
| 40 | Children's program | 10/12/2016 8:13 PM |
| 41 | Inter-library loan service- can always find my book! | 10/12/2016 8:05 PM |
| 42 | Children's programs and general friendliness of staff | 10/12/2016 8:00 PM |
| 43 | Inter-library loan service | 10/12/2016 7:56 PM |
| 44 | Staff helpfulness | 10/12/2016 7:08 PM |
| 45 | General friendliness and helpfulness of staff (PM) | 10/12/2016 7:02 PM |
| 46 | Information and inquiry desk (VH) | 10/12/2016 6:59 PM |
| 47 | Loan service | 10/12/2016 6:51 PM |
| 48 | General friendliness and helpfulness of staff. | 10/12/2016 6:45 PM |
| 49 | Most of the services | 10/12/2016 6:36 PM |
| 50 | General friendliness and helpfulness of the staff. | 10/12/2016 6:31 PM |
| 51 | Overall customer experience and service provided. | 10/12/2016 6:20 PM |
| 52 | Print collection and interlibrary loan service- that makes anything accessible. | 10/12/2016 3:43 PM |
| 53 | The great people that work in the library. | 10/12/2016 3:36 PM |
| 54 | Information, community | 10/12/2016 3:30 PM |
| 55 | Wifi availability | 10/12/2016 3:18 PM |
| 56 | All of the above that we use | 10/12/2016 3:11 PM |
| 57 | I most value the children's programs. | 10/12/2016 3:07 PM |
| 58 | Fire permit, inter library, friendly/helpful staff | 10/12/2016 2:55 PM |
| 59 | - Information at desk - Friendliness of staff - Wifi | 10/12/2016 1:53 PM |
| 60 | I think that keeping a library locally in a town is very important. To have a free service that people can walk to is such an asset. | 10/12/2016 1:46 PM |
| 61 | All equally | 10/12/2016 10:03 AM |
| 62 | Children's program | 10/12/2016 9:57 AM |
| 63 | Children's programs and friendliness and helpfulness of staff rate very high for me. | 10/12/2016 9:46 AM |
| 64 | I value the children's programs. They are fun. | 10/12/2016 9:40 AM |
| 65 | General friendliness and helpfulness | 10/12/2016 9:34 AM |
| 66 | General friendliness and help. | 10/12/2016 9:23 AM |
| 67 | General friendliness and helpfulness of staff | 10/12/2016 9:14 AM |
| 68 | I primarily use the library with my children and really appreciate the resources and programs available to them. | 10/12/2016 8:42 AM |
| 69 | Wifi availability | 10/12/2016 8:31 AM |
| 70 | Wifi availability | 10/12/2016 8:14 AM |
| 71 | Quality of online resources. | 10/12/2016 8:09 AM |

| | | |
|---|---|---|
| 72 | General friendliness and helpfulness of staff. | 10/12/2016 8:04 AM |
| 73 | The availability of information that I can get from the librarian when needed. To be able to get info when looking for books. Or suggestions on what to read that suits my personality. | 10/12/2016 7:50 AM |
| 74 | Inter library loan services. They have brought me in about six books this summer. I am so thankful because if I had bought these books I would have waster my hard earned money. | 10/12/2016 7:42 AM |
| 75 | Good Food Box- Hard to get out shopping in winter time. | 10/12/2016 7:34 AM |
| 76 | Good Food Box | 10/11/2016 8:41 PM |
| 77 | Intra-library and fire permits | 10/11/2016 8:32 PM |
| 78 | Friendly service | 10/11/2016 8:26 PM |
| 79 | Staff helpfulness! Wonderful! | 10/11/2016 8:22 PM |
| 80 | Computers, staff assistance | 10/11/2016 8:02 PM |
| 81 | Children's programs and adult programs | 10/11/2016 7:57 PM |
| 82 | Staff very good with help and cooperation. The hours are good and resources are of great use. Great value from the library's programs. | 10/11/2016 5:55 PM |
| 83 | The interaction, friendliness and helpfulness of the staff. | 10/11/2016 5:44 PM |
| 84 | I most value the friendliness and helpfulness of staff. They make the experience enjoyable and I leave with reading material for the next few weeks. | 10/11/2016 5:36 PM |
| 85 | Wifi | 10/11/2016 4:16 PM |
| 86 | General friendliness and helpfulness of staff | 10/11/2016 4:11 PM |
| 87 | Inter-library loan service | 10/11/2016 3:58 PM |
| 88 | I value all of them. | 10/11/2016 3:50 PM |
| 89 | Info | 10/11/2016 3:44 PM |
| 90 | Library check out by staff and friendliness of staff always willing to help. | 10/11/2016 3:32 PM |
| 91 | Lending books | 10/11/2016 3:26 PM |
| 92 | Staff are always very helpful. | 10/11/2016 3:17 PM |
| 93 | Staff are very helpful and willing to answer any question. | 10/11/2016 3:07 PM |
| 94 | general helpfulness and friendliness of staff | 10/10/2016 10:42 AM |
| 95 | Children's program | 10/10/2016 10:34 AM |
| 96 | inter Library loan services. | 10/10/2016 10:16 AM |
| 97 | Wifi | 10/10/2016 10:04 AM |
| 98 | even tie between ILL, overall customer experience and good food box. | 10/10/2016 9:49 AM |
| 99 | friendliness of staff; fire permits | 10/10/2016 9:39 AM |
| 100 | Being able to pick up interlibrary loans so close to our house (10 minute walk). | 10/10/2016 9:26 AM |
| 101 | The friendliness and helpfulness of staff | 10/10/2016 9:17 AM |
| 102 | Wifi availability with technology support interlibrary loan service fire permit availability | 10/9/2016 4:46 PM |
| 103 | Staff and their helpfulness | 10/9/2016 11:42 AM |
| 104 | General friendliness and helpfulness of staff | 10/9/2016 11:34 AM |
| 105 | I value the friendship I have made with Heather. She is informative and keeps my up to date on the types of books I prefer. | 10/9/2016 11:26 AM |
| 106 | Overall customer experience service. Very friendly and helpful. | 10/9/2016 11:16 AM |
| 107 | Adult programs | 10/9/2016 11:06 AM |
| 108 | Good food box, friendliness | 10/9/2016 11:01 AM |

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|---|---|---|
| 109 | Adult programs | 10/9/2016 10:51 AM |
| 110 | The staff at PMNL | 10/9/2016 10:39 AM |
| 111 | Library books and inter library loans | 10/8/2016 9:54 AM |
| 112 | Inter library servicesfriendly staff. Access to books. | 10/7/2016 3:48 PM |
| 113 | I most value the Food box, its good to have this type of program for the community. I also highly value the friendly and helpful staff. These people make my trip to the library100% better. | 10/7/2016 3:21 PM |
| 114 | Check out process. i usually just go to the library to checkout and return books. Staff are all very helpful and knowldgeable. | 10/7/2016 1:10 PM |
| 115 | Great staff , loan service | 10/7/2016 12:54 PM |
| 116 | Great staff Love the inter library loan service | 10/7/2016 12:46 PM |
| 117 | Book lending. Great to get fire permit without having to drive to township office. | 10/7/2016 12:23 PM |
| 118 | friendly ,helpful staff and the inter library loan services that allows me to get books from all over. | 10/7/2016 11:37 AM |
| 119 | Friendly people and good service | 10/7/2016 11:19 AM |
| 120 | Friendliness of staff | 10/7/2016 10:32 AM |
| 121 | Access to computer | 10/7/2016 10:24 AM |
| 122 | staff assistance | 9/30/2016 3:43 PM |
| 123 | Overall customer experience. | 9/30/2016 3:31 PM |
| 124 | Friendliness and helpful attitude of staff. | 9/29/2016 10:54 PM |
| 125 | Helpfulness of staff | 9/21/2016 8:57 PM |
| 126 | Inter-library loan is a fantastic service. It makes a much greater range of materials available to our small communities. | 9/19/2016 8:19 PM |
| 127 | The good food box and that the library is there for my use. WE homeschool. | 9/19/2016 8:03 PM |
| 128 | Internet access when necessary | 9/18/2016 12:44 PM |
| 129 | quality recreational/learning time, in my local community | 9/17/2016 3:59 PM |
| 130 | help with internet, government sites, job sites etc | 9/17/2016 3:45 PM |
| 131 | Information & Inquiry as I often cannot find a book or material I want/need no must order it in from other facilities. | 9/17/2016 1:59 PM |
| 132 | The good food box is defibitely amazing, and the staff are my angels | 9/17/2016 1:30 PM |
| 133 | All of them! | 9/17/2016 6:53 AM |
| 134 | so much offered by a small community library | 9/16/2016 8:23 AM |
| 135 | inter library loans | 9/15/2016 5:31 PM |
| 136 | library web site | 9/14/2016 6:25 PM |
| 137 | Information and inquiry desk | 9/14/2016 4:14 PM |
| 138 | THE STAFF.. | 9/10/2016 3:45 PM |
| 139 | The good food box and the librarians are all really nice they helped me so much | 9/9/2016 10:01 PM |
| 140 | I use the inter library loan (illo) often. I think it's great that I can get my fire permit at the library rather then having to make a special trip to get to the township office and hope that it's open | 9/9/2016 7:44 AM |
| 141 | information and inquiry desk and the inter-library loan service. Without the information desk, I would not have learned of the inter-library loan service | 9/8/2016 11:03 PM |
| 142 | Like I explained on the other page I loved the children's program while growing up. The summer reading program was really fun and kept me entertained throughout the summer months. I know there were craft days a long time ago and I'm not sure of whether or not they still have craft days but I know my parents valued those services. As of right now I value the information desk and the inter-library loan service. | 9/8/2016 2:13 PM |
| 143 | interlibrary service | 9/8/2016 12:34 PM |
| 144 | Inter library loans | 9/7/2016 8:59 PM |

| | | |
|---|---|---|
| 145 | Friendliness | 9/6/2016 1:13 PM |
| 146 | Friendly and helpful staff. | 9/5/2016 7:55 PM |
| 147 | The inter library lian service the website and the staff | 9/4/2016 11:03 AM |
| 148 | not required | 9/4/2016 9:48 AM |
| 149 | The library staff. | 9/3/2016 7:17 PM |
| 150 | Good food box is great. | 9/3/2016 6:33 PM |
| 151 | Information/inquiry and general friendliness and helpfulness of staff. | 9/2/2016 2:38 PM |
| 152 | Love that i can get my fire permit. Easy fast | 9/1/2016 10:49 PM |
| 153 | All of them, sense of community!! | 9/1/2016 3:39 PM |
| 154 | The helpfulness of the staff. | 9/1/2016 3:15 PM |
| 155 | Children’s Programs | 9/1/2016 12:39 PM |
| 156 | Inter-library loan | 9/1/2016 11:58 AM |
| 157 | Inter- library service is great. | 8/31/2016 9:38 PM |
| 158 | programs offered within the buildings that you have and the electronic resources | 8/31/2016 8:50 PM |
| 159 | Adult programs | 8/31/2016 6:05 PM |
| 160 | Children's Program. | 8/31/2016 1:14 PM |
| 161 | Friendliness of staff | 8/30/2016 9:20 PM |
| 162 | Books and interlibrary loan. | 8/30/2016 6:33 PM |
| 163 | Tech support to repair computers so we can get on line. One broken computer has never been fixed. | 8/30/2016 4:49 PM |
| 164 | I value the overall customer experience and the Good Food Box | 8/30/2016 3:40 PM |
| 165 | Childrens program | 8/30/2016 1:13 PM |
| 166 | The good food box, fire permits, summer reading club and stitch n bitch in port mcnicoll are all extremely beneficial to my wellbeing and quality of life | 8/29/2016 6:20 PM |
| 167 | Again, I just value having the library there rather than one or two specific services. | 8/29/2016 9:14 AM |
| 168 | The overall customer experience. | 8/29/2016 7:52 AM |
| 169 | I love the children's program. the staff make the children feel so welcome. The book club and adult programs bring people from the area together who wouldn't normally get a chance to talk. It's a wonderful part of the community. | 8/29/2016 3:51 AM |
| 170 | Inter-library loan service, fire permits. Wifi before we had wifi. | 8/29/2016 12:47 AM |
| 171 | Staff | 8/28/2016 1:30 AM |
| 172 | General friendliness and helpfulness of staff, Quality of customer service | 8/28/2016 12:11 AM |
| 173 | FRIENDLINESS OF STAFF | 8/28/2016 12:03 AM |
| 174 | Wifi so I can look stuff up they reccomend to me while I am there | 8/27/2016 11:46 PM |
| 175 | General helpfulness and friendliness of the staff. | 8/27/2016 10:20 PM |
| 176 | Customer service, friendliness and helpfulness of staff, inter-library loan availability | 8/26/2016 11:07 AM |
| 177 | General friendliness and helpfulness of librarians | 8/26/2016 10:54 AM |
| 178 | personal service | 8/26/2016 8:45 AM |
| 179 | Children's programs and knowledgeable staff. | 8/25/2016 8:53 PM |
| 180 | The going out of their way service by the VH staff. Helping you select authors within your genre and leading you to try other genres .Leading you to Canadian Authors | 8/25/2016 2:30 PM |
| 181 | I value our book club which meets once a month in the Victoria Harbour library and is led by Janet McFadden, one of our librarians. I also tutor a local student and we use a private space in the library. | 8/25/2016 10:31 AM |
| 182 | Online resources | 8/24/2016 8:27 PM |

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|---|---|---|
| 183 | The library is very close and accessible for me- a senior | 8/24/2016 3:36 PM |
| 184 | Online services | 8/24/2016 9:35 AM |
| 185 | Face time with the helpful staff who know me, know the area, and provide a quality of friendly service not available if I were going to another, less convenient location out of town. | 8/23/2016 9:25 PM |
| 186 | YOUNG adult events | 8/23/2016 9:40 AM |
| 187 | Inter loan library services are great but can be frustrating while you wait for your selection to come in. | 8/23/2016 9:08 AM |
| 188 | Inter-library loan service | 8/22/2016 11:40 PM |
| 189 | inter library loans. Often you need to look the books up online and reserve them. Waiting for them to rotate on their own doesn't really seem to work. | 8/22/2016 10:26 PM |
| 190 | Customer service. | 8/22/2016 9:54 PM |
| 191 | when using internet, technology support provided by staff | 8/22/2016 9:46 PM |
| 192 | Adult prog. | 8/22/2016 9:10 PM |
| 193 | On line services | 8/22/2016 4:39 PM |
| 194 | Overall customer service | 8/22/2016 2:41 PM |
| 195 | inter library loan service | 8/22/2016 10:54 AM |
| 196 | Friendly staff | 8/22/2016 10:52 AM |
| 197 | helpful staff | 8/22/2016 10:20 AM |
| 198 | interlibrary loan | 8/21/2016 7:06 PM |
| 199 | Loans of materials from other libraries to supplement the existing material at local branches. | 8/21/2016 4:10 PM |
| 200 | The great staff at VH. | 8/21/2016 10:48 AM |
| 201 | I have always valued the desk interactions at the library.The recommendations of new authors or books that are good. | 8/21/2016 9:50 AM |
| 202 | Technology support,fire permits, staff check out and assistance, wifi selection of books | 8/21/2016 7:12 AM |
| 203 | Friendliness and knowledge of staff. | 8/20/2016 11:53 PM |
| 204 | The interlibrary loan and the librarians | 8/20/2016 11:05 PM |
| 205 | I value the children's/youth programming most. | 8/20/2016 8:24 PM |
| 206 | I would like to see WiFi kept to certain hours only so that children and those sensitive to WiFi, cell phone, etc. can feel safe when entering the library during off times. | 8/20/2016 7:24 PM |
| 207 | Access to online library. | 8/20/2016 4:45 PM |
| 208 | General friendliness and helpfulness of staff, inter-library loan service, technology support | 8/20/2016 4:03 PM |
| 209 | Info and enquiry desk | 8/20/2016 3:54 PM |
| 210 | It assistance and E-books | 8/20/2016 3:20 PM |
| 211 | inter library loan services | 8/20/2016 2:12 PM |
| 212 | All | 8/20/2016 2:04 PM |
| 213 | Quality of staff - amazing, friendly, helpful, and always have new and relevant recommendations based on our wants or interests. | 8/20/2016 1:56 PM |
| 214 | The fact that we have a library is the most valued thing. It acts as a place I can get services such as fax and photocopy which I would otherwise have to leave our village for. The interlibrary loan program is invaluable when there is a book I want that the Tay Collection does not have. | 8/20/2016 1:50 PM |
| 215 | The ability of the staff to support with picks of materials for ANY interest group (kids who want construction books, mom who wants something new but not sure where to start). They've always given great suggestions. | 8/20/2016 1:29 PM |
| 216 | wifi access | 8/20/2016 12:46 PM |
| 217 | Overall assistance of staff. | 8/20/2016 12:45 PM |
| 218 | notification of books available | 8/20/2016 12:23 PM |

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|---|---|---|
| 219 | The accessibility of information that can be verified. This is so important. More so now, with all the misinformation out there in the world. | 8/20/2016 11:48 AM |
| 220 | Adult Programs & Checkout Process | 8/20/2016 11:34 AM |
| 221 | i use the inter library loan system frequently as i need large print. | 8/20/2016 10:49 AM |
| 222 | children's program | 8/20/2016 10:29 AM |
| 223 | Friendliness of staff | 8/20/2016 9:45 AM |
| 224 | Online resources | 8/20/2016 9:34 AM |
| 225 | Online resources. | 8/20/2016 9:21 AM |
| 226 | Friendliness and helpfulness of the staff - even if a business has great merchandise, if the staff are not happy and helpful, then I wouldn't go back there. | 8/20/2016 8:55 AM |
| 227 | The staff and their knowledge | 8/20/2016 8:15 AM |
| 228 | All | 8/20/2016 8:11 AM |
| 229 | Friendliness and helpfulness of staff | 8/20/2016 8:01 AM |
| 230 | Children's programming | 8/20/2016 7:57 AM |
| 231 | My husband is in a wheelchair if something was to happen to our library we would have problems getting to another library to pick up our Good Food Box. If there are others out there in our situation they to will have problems getting there boxes as well. | 8/20/2016 7:56 AM |
| 232 | Library process and staff | 8/20/2016 7:36 AM |
| 233 | General Friendliness and Helpfulness of Staff | 8/20/2016 7:19 AM |
| 234 | All | 8/19/2016 10:04 PM |
| 235 | General Friendliness and Helpfulness of the Staff | 8/19/2016 4:45 PM |
| 236 | Easy access to fire permits. Knowledgeable staff, local information. | 8/19/2016 3:37 PM |

## Q15 Do you have any additional ideas for services that should be considered by the Tay Township Public Library to better meet yours and the community's needs?

Answered: 111 Skipped: 312

| # | Responses | Date |
|---|---|---|
| 1 | Possible more computers (Waub) | 10/13/2016 6:01 PM |
| 2 | More staff- gets really busy, too busy to approach (VH) | 10/13/2016 5:55 PM |
| 3 | I think you have all services covered. | 10/13/2016 5:00 PM |
| 4 | More computer access/ebook/online library resource for research purposes. | 10/13/2016 3:57 PM |
| 5 | To be open Monday and open daily at 9:00AM. | 10/13/2016 2:36 PM |
| 6 | Physical and mental health | 10/13/2016 1:38 PM |
| 7 | Allow self-serve online check in for meeting space. Under video surveillance allow people to use the meeting rooms outside of regular office hours! | 10/13/2016 10:49 AM |
| 8 | With the high tech age, more computer classes, maybe do classes for kids on a regular basis, colour contest and a small prize from $ store | 10/13/2016 7:53 AM |
| 9 | Larger building (VH) | 10/13/2016 7:03 AM |
| 10 | More toddler programs | 10/12/2016 9:06 PM |
| 11 | A person to be shared by three libraries for technical support (computers, e-readers etc.). Maybe 1 day a week at each library? | 10/12/2016 8:52 PM |
| 12 | More hours for staff to provide their already excellent services. | 10/12/2016 8:43 PM |
| 13 | Continue with 3 branches | 10/12/2016 8:17 PM |
| 14 | Lessons, clubs, classes on diet, exercise, health, street drug hazards, etc. | 10/12/2016 7:08 PM |
| 15 | Keep a library in each community, like we have now. | 10/12/2016 7:02 PM |
| 16 | A handout describing the available services. | 10/12/2016 6:51 PM |
| 17 | Already meets my needs. | 10/12/2016 6:45 PM |
| 18 | Rotation of books among neighbouring libraries. | 10/12/2016 6:31 PM |
| 19 | There is lots going on at V.H. library- keep up the good work. Possible some seniors programming. Just don't decrease library services. It is the best Tay service! | 10/12/2016 3:43 PM |
| 20 | A study room to stay in while doing homework or something and maybe a tutor program for kids who struggle with some subjects in school. It could be like $10 a semester for parents or the kids themselves can pay the library at the beginning of school for a whole semester of free tutoring at the library. | 10/12/2016 3:18 PM |
| 21 | It would be nice to have more meet and greet community nights for couples with children. | 10/12/2016 3:07 PM |
| 22 | Borrow instruments | 10/12/2016 2:03 PM |
| 23 | It would be interesting if there was a newcomer program. It would benefit people who are new to the community by providing them with some history, services etc. within the town and local area. | 10/12/2016 1:46 PM |
| 24 | More hours of operation for the library in my community (Waub). | 10/12/2016 10:03 AM |
| 25 | Our library has always listened to ideas we have had regarding things that can be done there and we are very happy with all that is offered. | 10/12/2016 9:46 AM |
| 26 | Not at this time | 10/12/2016 9:14 AM |
| 27 | More family type shows/tv series | 10/12/2016 8:26 AM |

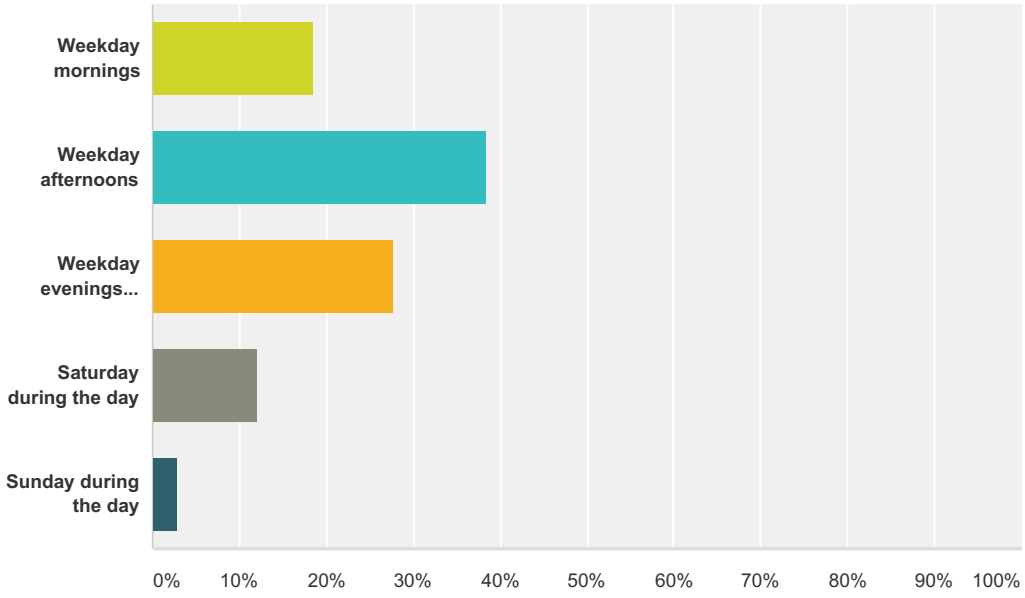
| | | |
|---|---|---|
| 28 | Not yet | 10/12/2016 8:09 AM |
| 29 | No. As I use most of the services, and have never run into any problems when going to the library. | 10/12/2016 7:50 AM |
| 30 | Mini courses for juniors and seniors for the changing computers (6 hours-10 hours). | 10/11/2016 5:55 PM |
| 31 | The three libraries need to stay open to meet community needs! | 10/11/2016 5:22 PM |
| 32 | No | 10/11/2016 3:44 PM |
| 33 | The library as it now exists does a good job but it is too small and needs to be larger in order to provide all the services needed. | 10/11/2016 3:26 PM |
| 34 | More evening classes. | 10/11/2016 3:17 PM |
| 35 | - Should be open longer in the night, with more classes - Parking open on Sundays - More computers with better wifi | 10/11/2016 3:07 PM |
| 36 | Story time for 0-6 year olds. library tours. | 10/10/2016 10:34 AM |
| 37 | longer hours | 10/10/2016 10:16 AM |
| 38 | Community notice board. This is the only indoor, alcohol-free community meeting spot available to Waubaushene residents. | 10/10/2016 9:49 AM |
| 39 | We are just happy to have a library close by. It's one of the main reasons our kids read so well - when they are done a book, they just walk there and get a new one. | 10/10/2016 9:26 AM |
| 40 | meeting areas with some privacy and space for community interaction and coffee/tea availability | 10/9/2016 4:46 PM |
| 41 | Please don't close (VH) | 10/9/2016 11:34 AM |
| 42 | Something to draw in teenagers. Teaching programs for computer use / phones / cameras, etc. | 10/9/2016 11:16 AM |
| 43 | Travelling to shut-ins and nursing home | 10/9/2016 10:51 AM |
| 44 | Interlibrary loan service Information and inquiry desk General friendliness of staff checkout service by staff | 10/8/2016 10:07 AM |
| 45 | More recent new release books. Buy some more new movies. Needs to donate or pitch some of the older movies and have more recent ones to loan out. | 10/7/2016 3:48 PM |
| 46 | Maybe the ability to email the library then get the ability to get an eBooks without having to physically come to the library. To have acces to books on line. | 10/7/2016 3:21 PM |
| 47 | I think more communication about what the library has to offer would help to inform residents more about these resources | 10/7/2016 1:10 PM |
| 48 | Unsure of the many of programs offered: maybe send flyer of said programs with other township mail (i.e. taxes) to inform us all of new agendas. maybe have a bulletin board in each branch with township info only (meeting changes etc....) | 10/7/2016 12:23 PM |
| 49 | No. | 10/7/2016 12:09 PM |
| 50 | None. | 10/7/2016 11:37 AM |
| 51 | Keep the the Port McNicol library open | 10/7/2016 11:19 AM |
| 52 | Overall customer serviced provided by Waubaushene Library is excellent! | 10/7/2016 10:05 AM |
| 53 | open over lunch hour from noon to 1pm when it closes - instead it could close at 2 p.m. for an hour | 9/30/2016 3:43 PM |
| 54 | Close the libraries. | 9/30/2016 3:31 PM |
| 55 | Services provided by the libraries are very good. | 9/29/2016 10:54 PM |
| 56 | No | 9/21/2016 8:57 PM |
| 57 | Reach out to other multiple-branch non-urban library systems to find out what they are doing. Try Craig Shufelt at Fort Erie Public Library cshufelt@forterie.library.on.ca | 9/18/2016 12:44 PM |
| 58 | again more programs offered for recreation such as art classes, ceramics, Pinterest club? maybe offer in community centres? dance classes?language -spanish ?( not exercise classes! ) | 9/17/2016 3:59 PM |
| 59 | more resume training , job skills | 9/17/2016 3:45 PM |

| | | |
|---|---|---|
| 60 | Don't know whether you have staffing to accommodate any additional services. Would really like to know what the staffing model is - mostly volunteers? Yesterday there were at least 4 people in the library - 1 at the counter - 3 in the back. All the book carts were full with nothing being put away or cleaned up. I have an expectation from many other libraries I've used and VH in no way meets them. | 9/17/2016 1:59 PM |
| 61 | Don't touch it | 9/17/2016 6:53 AM |
| 62 | more staff to help with questions | 9/16/2016 8:23 AM |
| 63 | no | 9/15/2016 5:31 PM |
| 64 | newsletter? travelling library for shut ins? | 9/14/2016 6:25 PM |
| 65 | increase hours of operation | 9/14/2016 4:14 PM |
| 66 | I am personally satisfied with the services that they provide already. | 9/8/2016 2:13 PM |
| 67 | no | 9/8/2016 12:34 PM |
| 68 | None | 9/7/2016 8:59 PM |
| 69 | no | 9/4/2016 9:48 AM |
| 70 | Dont close them. | 9/3/2016 7:17 PM |
| 71 | Maybe have a technology class to help more elderly feel comfortable. Ie: smart phones. | 9/3/2016 6:33 PM |
| 72 | Don't close the library. | 9/1/2016 5:11 PM |
| 73 | I suggest that the library be moved to the school, and the gym, paid for by the community, retained for community use. Move the rink back in to town, at the school. Move the play equipment, paid for by the community, from the small school by the Catholic church to the main school property. With no functioning school, families will no longer be attracted to Waubaushene but Waubaushene will attract more seniors. The old school can also become a seniors' centre. | 8/31/2016 10:00 PM |
| 74 | Need youth / teen programs. | 8/31/2016 9:38 PM |
| 75 | programs related to general arts | 8/31/2016 8:50 PM |
| 76 | If there could be simple kids puzzles in the quiet center that would certainly be educational. | 8/31/2016 1:14 PM |
| 77 | Programs for teens | 8/30/2016 9:20 PM |
| 78 | More partnerships with othr services which could be brought in such as youth initiatives, employment programs, early years programs, healthy living programs etc. So much could be provided through partnership initiatives. | 8/30/2016 6:33 PM |
| 79 | Serve our diverse and ageing population. We already have Arab-speaking patrons. | 8/30/2016 4:49 PM |
| 80 | KEEP ALL OF OUR LIBRARIES OPEN....TAXES CANNOT BE RAISED AND SERVICES CUT!!! | 8/30/2016 11:08 AM |
| 81 | Have one library Concentrate the resources | 8/29/2016 6:24 PM |
| 82 | Not at the moment but If I do I will bring them forward. I feel that somebody would listen to what I was saying. | 8/29/2016 9:14 AM |
| 83 | More senior programming - including information seminars. | 8/29/2016 7:52 AM |
| 84 | Do not close the library | 8/29/2016 3:51 AM |
| 85 | Maybe a before or after school program for kids with commuting parents. | 8/27/2016 11:46 PM |
| 86 | Not,everyone lives in the digital world...we like our books to Hold and read. | 8/27/2016 10:20 PM |
| 87 | I would like to see a monthly display of Canadian authors ,of historical romance books, biography etc. That is clearly marked and entered into the announce part of the website or library program . It could revolve and be displayed in all 3 libraries . | 8/25/2016 2:30 PM |
| 88 | Computer monitors should either be on a solid mounted counter or individual tables as it gets annoying trying to read the screen when someone else is jiggling the table at their computer | 8/24/2016 8:27 PM |
| 89 | Homework help for children that need additional support after school. | 8/24/2016 9:35 AM |
| 90 | Computers (ServiceOntario and occasional computer classes), Saturday night movie DVDs, research ILLOs...Waubaushene Library has it all! See previous answer re: only improvement might be community hub access to library and other services all in the same building. | 8/23/2016 9:25 PM |
| 91 | Waubaushene hours should be enhanced. At least one morning, other than Saturday would be great. | 8/23/2016 9:08 AM |

| | | |
|---|---|---|
| 92 | Maybe add some tables outside for people to sit at and read/use their laptops and wifi since theres hardly any space to do so in the library itself | 8/22/2016 10:26 PM |
| 93 | the old school for teenagers, a bigger library, the bennys club, and a food base maybe coffee shop with internet and a general meeting place. | 8/22/2016 9:46 PM |
| 94 | More community events and ideas on how to get people using the library as this is the only meeting place in Waubaushene. Library being the social hub with obvious limitations. | 8/22/2016 9:10 PM |
| 95 | Cobourg Library has a very successful program whereby anyone with a library card can sign out an ukulele and it also offers free ukulele lessons on Saturdays. I think this is fantastic!!! I would be willing to volunteer as an ukulele teacher if you need one. | 8/22/2016 9:07 AM |
| 96 | Senior services example use of smart phones ...tablets ..etc | 8/21/2016 11:25 AM |
| 97 | No | 8/21/2016 10:48 AM |
| 98 | I have no idea if you offer this service. Cell phone education would be great. | 8/21/2016 9:50 AM |
| 99 | Services to outlying township areas. Perhaps a more social program such as watching special events currently happening example--opening and closing of Olympics on big screen with books and materials to compliment events. | 8/21/2016 7:12 AM |
| 100 | I would like to see new books stay in the library for a certain amount of time, to be read only in the library, since, once books have entered homes where there are smokers and/or scented-products, the books are then unavailable to those who have a human rights disability, such as chemically-induced asthma or Environmental Sensitivities, are unable to be near such books. | 8/20/2016 7:24 PM |
| 101 | Maybe loaning ebooks so people, especially seniors know how to use them. You can make print larger or listen to stories if eye sight is poor and I think seniors or people with disabilities might not know ereaders are a good for them | 8/20/2016 4:45 PM |
| 102 | More adult programs, speakers series, common interest groups. I asked about book club once and it was full, no alternative given. | 8/20/2016 3:19 PM |
| 103 | Not at this time. If the current locations and services can be continued I will be most satisfied. | 8/20/2016 1:50 PM |
| 104 | Expanded Hours or Sunday hours. | 8/20/2016 12:03 PM |
| 105 | I think the hours that all three libraries should be lengthened to better serve people that work until after the library is closed. A lot of people I spoke to didn't even know that the Port library is open on Wednesday evening or Saturday until 1 | 8/20/2016 11:48 AM |
| 106 | i am dissatisfied with using the kobo for loaning books. i am not informed by email that a book i expect has arrived. one cant get an entire series of books from one author which is awful. | 8/20/2016 10:49 AM |
| 107 | Larger building but costs would be prohibitive | 8/20/2016 8:15 AM |
| 108 | Adult programs would be nice to have offered allowing the branch more hours to be open | 8/20/2016 7:57 AM |
| 109 | A Municipal Government kiosk to pick up initial applications for permits, to get additional Blue Box and Green bins | 8/20/2016 7:19 AM |
| 110 | no | 8/19/2016 10:04 PM |
| 111 | There should be kiosks in some areas ex. Waverley. These Tay residents should have convenient access to Tay library services. | 8/19/2016 3:37 PM |

## Q16 Which of the following is the most convenient time of the week for you to use the library? Please choose one only

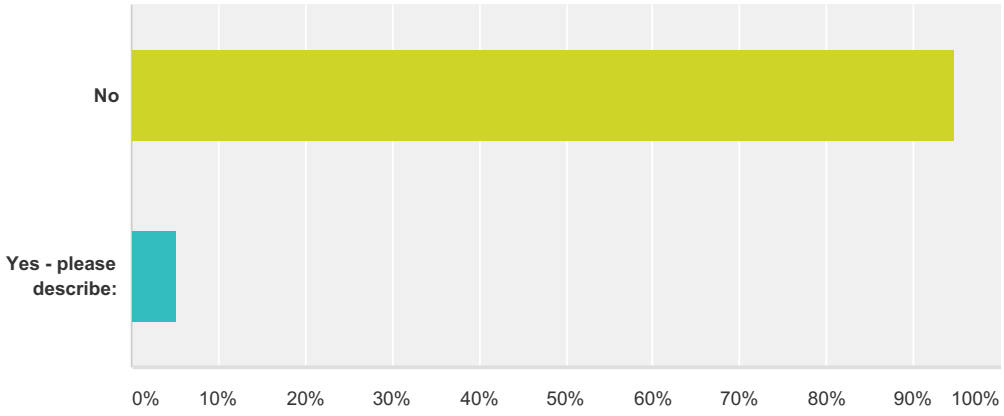
Answered: 377 Skipped: 46




| Answer Choices | Responses | |
|---|---|---|
| Weekday mornings | **18.57%** | 70 |
| Weekday afternoons | **38.46%** | 145 |
| Weekday evenings (Monday to Thursday) | **27.85%** | 105 |
| Saturday during the day | **12.20%** | 46 |
| Sunday during the day | **2.92%** | 11 |
| **Total** | | **377** |

## Q17 Do you have any kind of disability or special need(s) which restricts your accessibility to or within the Library?

Answered: 378 Skipped: 45



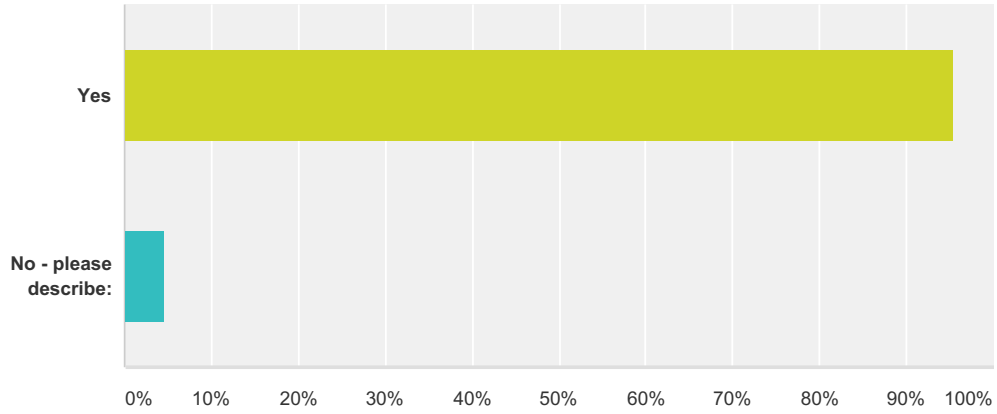

| Answer Choices | Responses | |
|---|---|---|
| No | **94.71%** | 358 |
| Yes - please describe: | **5.29%** | 20 |
| **Total** | | **378** |

| # | Yes - please describe: | Date |
|---|---|---|
| 1 | Parking- walking longer distances. At VH- close to doors, not so at other brances | 10/13/2016 5:56 PM |
| 2 | Learning disability/dyslexia finding stuff within the library | 10/13/2016 3:57 PM |
| 3 | Knee surgery- can't drive | 10/13/2016 7:30 AM |
| 4 | I need help because of my eyesight | 10/12/2016 9:03 PM |
| 5 | Wheelchair | 10/12/2016 9:11 AM |
| 6 | Currently have parking permit | 10/12/2016 8:27 AM |
| 7 | prefer to read large print, comfortable chairs | 10/9/2016 11:18 AM |
| 8 | walk with cane | 10/9/2016 11:07 AM |
| 9 | use a walker | 10/8/2016 10:09 AM |
| 10 | I have handicapped driver licence, parking is tough at the back of the building; i also us a walker or cane depending on how I feel, washroom could be upgraged; one day i could not get my walker through the inner door | 9/30/2016 3:47 PM |
| 11 | Back problems. Can't sit in one place for very long | 9/16/2016 6:08 PM |
| 12 | limited walking ability, in winter parking/ice is often a problem | 9/16/2016 8:26 AM |
| 13 | Severe anxiety and ptsd | 8/29/2016 6:22 PM |
| 14 | Difficulty walking. | 8/22/2016 11:49 PM |
| 15 | Breathing problems. | 8/22/2016 9:56 PM |
| 16 | No but I bring a stroller in sometimes. | 8/20/2016 8:25 PM |
| 17 | environmental sensitivities | 8/20/2016 7:30 PM |
| 18 | I have scoliosis which makes it difficult and painful to walk very far. | 8/20/2016 4:44 PM |

| | | |
|---|---|---|
| 19 | cane | 8/20/2016 10:51 AM |
| 20 | Walking/parking | 8/20/2016 7:34 AM |

## Q18 Do you feel the library is a welcoming space for diverse groups and/or individuals of different cultures, ethnicity, sexual orientation, etc.?

Answered: 368 Skipped: 55



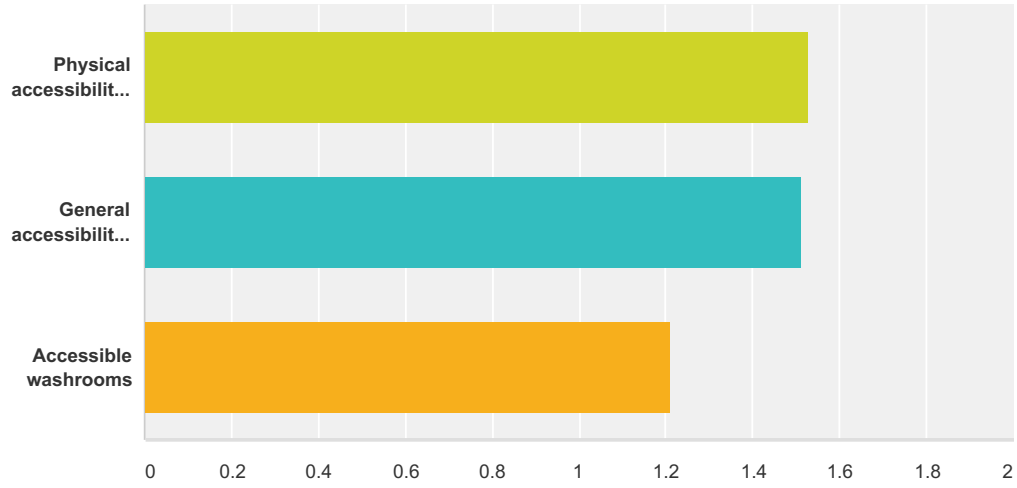

| Answer Choices | Responses | |
|---|---|---|
| Yes | **95.38%** | 351 |
| No - please describe: | **4.62%** | 17 |
| **Total** | | **368** |

| # | No - please describe: | Date |
|---|---|---|
| 1 | Dumb question | 10/13/2016 5:45 PM |
| 2 | Do not know | 10/12/2016 6:41 PM |
| 3 | No comment given. | 10/12/2016 3:24 PM |
| 4 | Space too small to meet above services | 10/11/2016 3:27 PM |
| 5 | (none) | 10/7/2016 10:13 AM |
| 6 | Staff too busy to notice. | 9/30/2016 3:34 PM |
| 7 | I don't know. But it should be. | 9/18/2016 12:46 PM |
| 8 | I've listened to many conversations over the years in this library and you'd have to clean up town talk before you could answer "yes" to this question. | 9/17/2016 2:03 PM |
| 9 | I don't know but I doubt it. I would have to spend a few hours in the library to assess this complex question. | 8/29/2016 9:20 AM |
| 10 | I have found being new to the community I am not that welcomed nor are the staff overly friendly. | 8/23/2016 9:41 AM |
| 11 | Too small | 8/22/2016 9:56 PM |
| 12 | L | 8/20/2016 5:50 PM |
| 13 | no special mention is made to any welcome to diverse groups or orientations so seems to be neutral, rather than welcoming | 8/20/2016 5:09 PM |
| 14 | Not welcoming space for any demographic | 8/20/2016 4:47 PM |
| 15 | Not sure, never really thought about it. But would think so. | 8/20/2016 4:40 PM |
| 16 | i sure hope so anyway. | 8/20/2016 10:51 AM |

| | | |
|---|---|---|
| 17 | No option to answer "don't know" | 8/20/2016 8:21 AM |

## Q19 How satisfied are you with the following accessibility issues for the branch you use most often?

Answered: 376 Skipped: 47




| | Very Satisfied (2) | Somewhat Satisfied (1) | Somewhat Dissatisfied (-1) | Very Dissatisfied (-2) | Can't Say / Don't Know (0) | Total | Weighted Average |
|---|---|---|---|---|---|---|---|
| Physical accessibility to the Library | **71.39%** 267 | **16.84%** 63 | **3.48%** 13 | **1.34%** 5 | **6.95%** 26 | 374 | 1.53 |
| General accessibility inside the Library | **68.28%** 254 | **20.43%** 76 | **5.11%** 19 | **0.54%** 2 | **5.65%** 21 | 372 | 1.51 |
| Accessible washrooms | **55.80%** 207 | **11.59%** 43 | **1.35%** 5 | **0.54%** 2 | **30.73%** 114 | 371 | 1.21 |

## Q20 Would you care to comment further on any of the ratings you may have given above?

Answered: 88 Skipped: 335

| # | Responses | Date |
|---|---|---|
| 1 | All of the libraries are accessible, and have a welcoming environment. | 10/13/2016 6:10 PM |
| 2 | Having the library in centre of town is very accessible (Waub). | 10/13/2016 6:01 PM |
| 3 | Again other branches (other than VH) either limited parking or walk further! | 10/13/2016 5:56 PM |
| 4 | I always feel most welcome and enjoy my visits to our library. | 10/13/2016 5:01 PM |
| 5 | More space for existing collections would improve overall appearance and accessibility (Waub). | 10/13/2016 4:33 PM |
| 6 | Very crowded | 10/13/2016 4:15 PM |
| 7 | 10/10 | 10/13/2016 3:57 PM |
| 8 | At the moment there are no accessibility issues for me, but as it is the law for everyone to have access this does need to be addressed. | 10/13/2016 2:56 PM |
| 9 | There should be a sidewalk from Fourth Avenue to the front entrance. Town employees should remove dog feces from the entrance. The horticultural society (or others) should remove or treat fungus-infected plants in garden, and stop planting shrubs which will eventually outgrow their garden spaces. (It's called "planning"). A pot for umbrellas and canes is needed, as well as a coat rack. (PM) | 10/13/2016 1:58 PM |
| 10 | Waub has very limited space. The aisles do not readily accommodate a baby stroller, never mind a walker or wheelchair. And back where the washroom is, is a very dark corner. However- the parking is good. | 10/13/2016 10:56 AM |
| 11 | We hold our AA meetings down in basement which is wheelchair accessible (PM). | 10/13/2016 7:30 AM |
| 12 | The library is very tight. More space would do good (Waub). | 10/13/2016 7:21 AM |
| 13 | No. Satisfied with all facilities I use. | 10/12/2016 9:03 PM |
| 14 | It is not wheelchair accessible (PM). | 10/12/2016 8:58 PM |
| 15 | Clean washrooms always! | 10/12/2016 8:05 PM |
| 16 | If I were disabled the library would meet my needs 100% (VH). | 10/12/2016 6:47 PM |
| 17 | In regards to question 18, I have no experience with this. | 10/12/2016 6:21 PM |
| 18 | It would be presumptuous of a fully abled, non-marginalized person to rate accessibility or bias issues. | 10/12/2016 3:44 PM |
| 19 | The Waub library doesn't seem very accessible for people in wheelchairs. There is a lot of materials in a very small space. | 10/12/2016 1:46 PM |
| 20 | Both our children are on the autism spectrum and appreciate the time and effort put forth by staff through programs as well as we appreciate our children being able to be comfortable and in a social environment where they are accepted for who they are and that their presence is wanted. | 10/12/2016 9:49 AM |
| 21 | Physical accessibility is compromised only in winter with no path from road to sidewalk. Often you must walk down to the corner to access the sidewalk to walk up to the cleared pathway. | 10/12/2016 9:35 AM |
| 22 | Very good all above | 10/12/2016 9:24 AM |
| 23 | I am totally satisfied. | 10/12/2016 9:15 AM |
| 24 | But only 1 accessible parking spot, needs more! | 10/12/2016 8:27 AM |
| 25 | Never seen anyone have a problem with the accessibility to get into or around the library. The washrooms are always clean. | 10/12/2016 7:50 AM |
| 26 | Waub library is somewhat accessible but needs upgrade for wheelchairs. | 10/11/2016 8:41 PM |
| 27 | Inside the library is a little tight upstairs- more room to move around would be better. | 10/11/2016 7:58 PM |

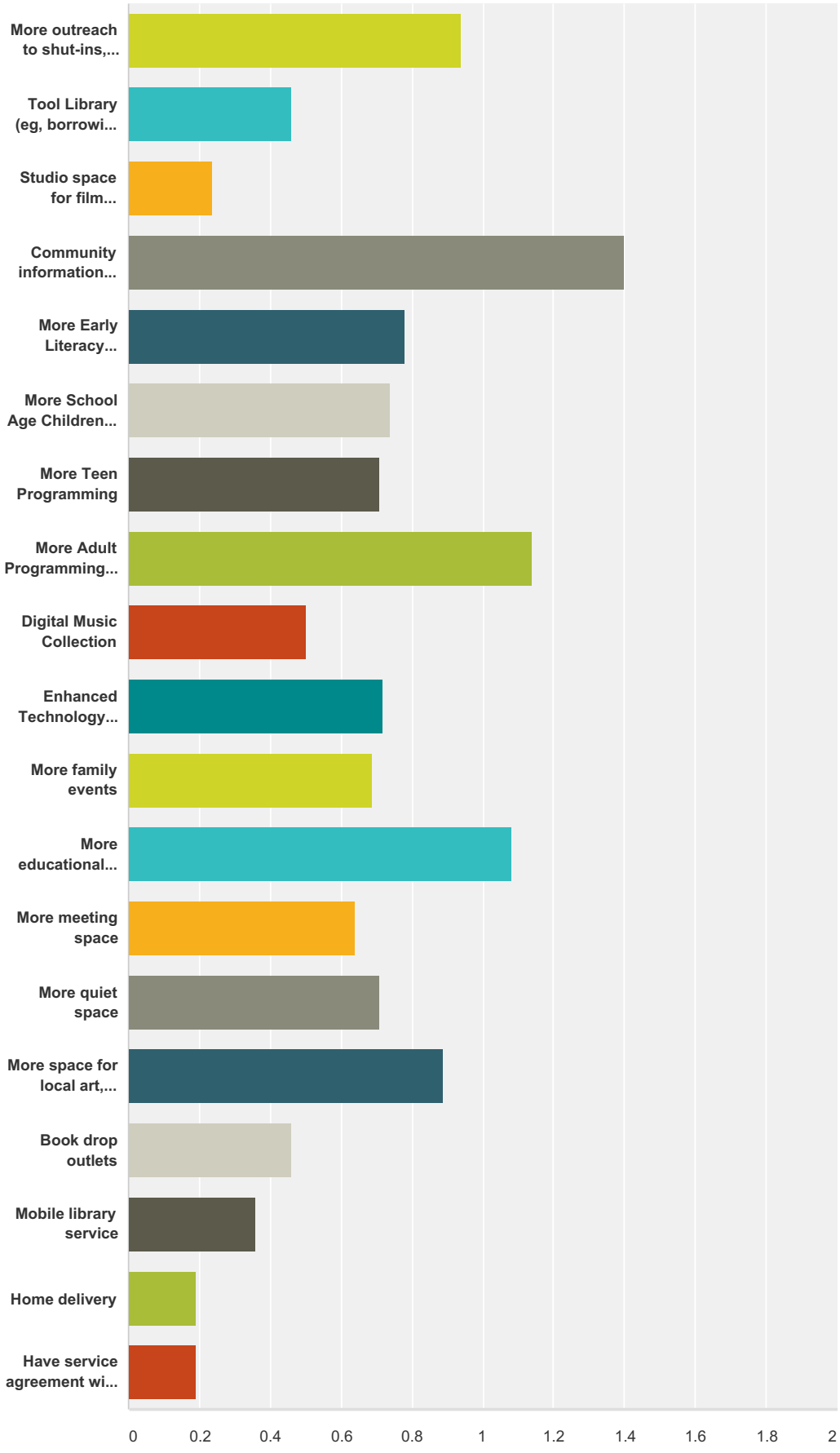
| | | |
|---|---|---|
| 28 | All 3 locations should be up to code for the handicap and seniors. | 10/11/2016 5:56 PM |
| 29 | A little cramped | 10/11/2016 3:59 PM |
| 30 | No | 10/11/2016 3:44 PM |
| 31 | Bigger location in Waub, with more programs, parking, and open longer hours. | 10/11/2016 3:08 PM |
| 32 | I have heard tale of a quote for over $100,000 for electronic doors to comply with 2020 accessibility laws. Get a REAL quote. Tell locals about any tenders for the job on the local library. Guaranteed it would cost sufficiently less. See of there are grants available if Waub. has to comply for the 5% or less who require wheelchair access. Please spend our money wisely, or give it back to me so I can give it straight to the library in Waub. where it should be. | 10/10/2016 9:52 AM |
| 33 | Why limit the ENTIRE population because of 5% of the population. | 10/10/2016 9:40 AM |
| 34 | It's crazy to close down a Town's library because of accessibility issues. If you close it down it's then no longer accessible to anyone, including the 95% of the population who were using it. Give special needs people a good option at the primary branch within Tay, and don't decrease the accessibility for everyone else by closing down functioning options near them. To summarize: don't make a library less accessible for 95% of the population in the name of "increased accessibility". | 10/10/2016 9:29 AM |
| 35 | my mother loved the library but could no longer go there because of inaccessibility issues, | 10/9/2016 4:49 PM |
| 36 | Sometimes stacks of books in washrooms to manoeuver around. Ramp, flat surface to get in.tight aisles for a wheel chair to get around between movies and books in Port McNicoll library. | 10/7/2016 3:53 PM |
| 37 | Maybe more books for different cultures could be added. As well as more to books on coming out for parents or others about sexual orientation. | 10/7/2016 3:24 PM |
| 38 | Port accessibility: lots of parking nicely landscaped I imagine slight incline to get in could be difficult for wheelchair-bound individuals. | 10/7/2016 12:26 PM |
| 39 | no. | 10/7/2016 12:10 PM |
| 40 | I am not sure how accessible the lower floor is to the disabled, but I think there maybe an entrance at the back. (PM) | 10/7/2016 11:41 AM |
| 41 | cramped quarters and usually the book wagon is full and about to fall over so i have trouble managing around that type of thing.... ie it needs to be bigger all over. | 9/30/2016 3:47 PM |
| 42 | Waubaushene is too small. | 9/21/2016 8:59 PM |
| 43 | I am easily able to work around the library hours because I am retired but I do wonder if it's more difficult for working people to fit in visits to the library. | 9/19/2016 8:19 PM |
| 44 | Waubaushene would be easier to access, while in the building, if they had more space. a wheelchair would have a difficult time right now. | 9/19/2016 8:04 PM |
| 45 | I generally walk, but do see people having trouble because not really accessible for those that need more room to park- 5 spaces? | 9/17/2016 4:01 PM |
| 46 | again parking is a big problem, and cleared walkways , back entrance to Port Branch is often inaccessible | 9/16/2016 8:26 AM |
| 47 | no | 9/15/2016 5:32 PM |
| 48 | Didn't even know they had a washroom. | 9/14/2016 9:07 PM |
| 49 | I BELIEVE FOR THE SIZE OF OUR COMMUNITY AND THE AVAILABLE BUDGET THE VICTORIA HARBOUR IS AN EXCELLENT VALUE FOR OUR COMMUNITY.. | 9/10/2016 3:48 PM |
| 50 | Not sure I am qualified to answer this question | 9/9/2016 7:09 PM |
| 51 | I am very satisfied with accessibility to each of the libraries. I mostly use the Victoria Harbour branch due to the fact that is where I live but on occasions I due stop at both the other two libraries if I'm driving by them. | 9/8/2016 2:17 PM |
| 52 | no | 9/8/2016 12:36 PM |
| 53 | As a mom of a young child (15 months) the library could be more accessible for strollers. There is barely room between isles for a stroller, and if there is, there isn't space to get around my stroller | 9/7/2016 9:03 PM |
| 54 | Victoria Harbour has great accessibility, but I have also been to Port McNicoll and Waubaushene, and I would say that their accessibility is very lacking. | 9/3/2016 11:07 AM |
| 55 | VH is a beautiful library! Port could use an update | 9/2/2016 8:25 AM |
| 56 | It is somewhat difficult to access the Waubaushene branch through the front door with a stroller or walker (doorway is narrow with a ledge) | 9/1/2016 3:17 PM |

| | | |
|---|---|---|
| 57 | I enjoy the library | 8/31/2016 6:06 PM |
| 58 | I do find that there's a lot of material for the small space that it has. We really do love going to the library and we get to see Matthew and Carly the librarians. | 8/31/2016 1:21 PM |
| 59 | For a person with limited mobility the ability to navigate the library itself is very challenging. | 8/30/2016 9:23 PM |
| 60 | I have only used the library a few times because I do not require the services at the moment. However, I am certain that some time in the future I will become more dependent on library services. | 8/29/2016 9:20 AM |
| 61 | Staff do well to utilize available space and try to keep different areas open and accessible. It is a challenge for them. | 8/29/2016 7:55 AM |
| 62 | As a non-driver, if the library was moved out of Waubaushene, I would have no way to go to the library. | 8/29/2016 12:49 AM |
| 63 | Lots of parking...very accessible, close to Post Office and all the downtown businesses. Close to Tay trail for people to walk from their homes to the Library. A meeting place, access to wifi and computers which many do not own or have. Some go weekly to use wifi and computers and pick up their weekly supply of books. Many pick up their mail after the library visit and then on to the grocery store. It has a big place in the community. Need a fax sent...the library. Want to borrow a dvd, the library. Want to introduce your preschooler to books, the library. A very important ingredient in our community. | 8/27/2016 10:28 PM |
| 64 | The VH library is well equipped for accessibility right down the a laptop for use in a wheelchair. | 8/25/2016 2:32 PM |
| 65 | Re: most convenient time for me to use the library (#16), I could only click on one choice, but since I live in the community, I come at all the different times. | 8/25/2016 10:36 AM |
| 66 | If I had a physical disability I might have answered differently but to be honest, I don't know | 8/24/2016 8:33 PM |
| 67 | Due to my disability, walking more than short distances is very painful. If I can't park on street in front of the Library (Port McNicoll) I don't stop in. In the winter when they haven't cleared snow from the sidewalk to the street I don't go to the library at all. It would be nice if the Township would designate some disabled parking on the street in front and also make a cutaway in the curb and add a short sidewalk from the curb to the main sidewalk. | 8/22/2016 11:49 PM |
| 68 | need more open time, not just week nights but saturdays all day ope | 8/22/2016 9:48 PM |
| 69 | I find the library kind of dark and also very crowded. However, I appreciate that we have this library and so I do not like to complain. When I was living in Hawaii I experienced our local library having to close down due to lack of money to keep it going. Having this library available is so good for the community. | 8/22/2016 9:13 AM |
| 70 | Have never used the washrooms so cannot comment. | 8/21/2016 10:50 AM |
| 71 | The door to the Port McNicollet library could be replaced to achieve better access to people. | 8/21/2016 9:56 AM |
| 72 | Location and acess in Victoria harbour is very good. | 8/21/2016 7:13 AM |
| 73 | Some of the branches are not as accessibility equipped as others. | 8/20/2016 11:55 PM |
| 74 | The Victoria Harbour branch is lovely! | 8/20/2016 8:25 PM |
| 75 | As explained earlier, those Ontarians (up to 15%) with Environmental Sensitivities cannot use most books that have been circulated into 'chemicalized' homes and we are not usually accommodated under the AODA due to ignorance and lack of information from the Accessibility Directorate. Waubaushene Library has been very helpful in trying to accommodate me and I very much appreciate this. However, if any building or renovation is being done in the future these issues need to be taken into consideration. Even if the cost is more up front, it has been proven that longterm, the costs for maintenance, repair, renovation, etc. will be greatly reduced. Please see Canadian Human Rights Commission policy and research papers on Environmental Sensitivities (the Medical and Legal Perspectives) | 8/20/2016 7:30 PM |
| 76 | If you have a wheelchair or stroller it can be difficult to manoeuvre through the stacks. | 8/20/2016 4:47 PM |
| 77 | Not sure if the main door to waubaushene library is accessible | 8/20/2016 4:47 PM |
| 78 | It's a very small town, it takes a while for long term locals to welcome new people to area. I personally have not had a problem, but have talked to other people that have had challenges | 8/20/2016 3:23 PM |
| 79 | Having no physical impairments it is easy for the library to meet my needs. That would be different if I had a disability. | 8/20/2016 1:52 PM |
| 80 | Victoria Harbour is the most accessible branch at the moment, but the other branches have the potential to be accessible as well. | 8/20/2016 11:36 AM |
| 81 | it was easier in the past when one could park on the street in front of the front door as i use a cane. | 8/20/2016 10:51 AM |
| 82 | Haven't tried accessibility with a rollator or wheelchair. | 8/20/2016 9:58 AM |

| | | |
|---|---|---|
| 83 | In a small branch (Port McNicoll) with the quantity of materials stocked there is a feeling of lack of space. When there are several people waiting for check out or other service, it is difficult to get by if you are entering the branch. Wheelchair accessibility would be a challenge. | 8/20/2016 9:49 AM |
| 84 | No | 8/20/2016 8:16 AM |
| 85 | I do not want any reduction in hours or service at the library. | 8/20/2016 7:23 AM |
| 86 | No | 8/19/2016 10:05 PM |
| 87 | No future comment very satisfied says it all. | 8/19/2016 3:39 PM |
| 88 | I really have no preference for Library hours of operation but that was not given as a choice. | 8/19/2016 1:27 PM |

## Q21 Are there any services or resources you would like to see the Tay Township Public Library provide in the future?

Answered: 362 Skipped: 61


More outreach to shut-ins,...
Tool Library (eg, borrowi...
Studio space for film...
Community information...
More Early Literacy...
More School Age Children...
More Teen Programming
More Adult Programming...
Digital Music Collection
Enhanced Technology...
More family events
More educational...
More meeting space
More quiet space
More space for local art,...
Book drop outlets
Mobile library service
Home delivery
Have service agreement wi...
0
0.2
0.4
0.6
0.8
1
1.2
1.4
1.6
1.8
2

| | Definitely Interested (2) | Might be Interested (1) | Not Interested (-1) | Can't Say / Don't Know (0) | N/A | Total | Weighted Average |
|---|---|---|---|---|---|---|---|
| More outreach to shut-ins, seniors' homes, etc. | **36.36%** 128 | **30.11%** 106 | **8.81%** 31 | **22.44%** 79 | **2.27%** 8 | 352 | 0.94 |
| Tool Library (eg, borrowing of musical instruments, AV equipment, etc.) | **23.65%** 83 | **25.93%** 91 | **27.07%** 95 | **19.09%** 67 | **4.27%** 15 | 351 | 0.46 |
| Studio space for film making, photos, audio | **17.14%** 60 | **23.71%** 83 | **34.00%** 119 | **19.71%** 69 | **5.43%** 19 | 350 | 0.24 |
| Community information centre | **54.24%** 192 | **33.90%** 120 | **2.82%** 10 | **7.34%** 26 | **1.69%** 6 | 354 | 1.40 |
| More Early Literacy Programming | **35.65%** 123 | **20.87%** 72 | **14.49%** 50 | **22.90%** 79 | **6.09%** 21 | 345 | 0.78 |
| More School Age Children's Programming | **33.24%** 115 | **21.39%** 74 | **14.16%** 49 | **25.14%** 87 | **6.07%** 21 | 346 | 0.74 |
| More Teen Programming | **32.56%** 113 | **20.46%** 71 | **14.12%** 49 | **25.94%** 90 | **6.92%** 24 | 347 | 0.71 |
| More Adult Programming Opportunities | **43.39%** 151 | **35.06%** 122 | **8.33%** 29 | **10.92%** 38 | **2.30%** 8 | 348 | 1.14 |
| Digital Music Collection | **22.16%** 76 | **29.74%** 102 | **24.20%** 83 | **18.95%** 65 | **4.96%** 17 | 343 | 0.50 |
| Enhanced Technology Support | **28.37%** 99 | **31.23%** 109 | **15.76%** 55 | **20.34%** 71 | **4.30%** 15 | 349 | 0.72 |
| More family events | **28.41%** 98 | **29.28%** 101 | **17.39%** 60 | **19.71%** 68 | **5.22%** 18 | 345 | 0.69 |
| More educational opportunities | **42.20%** 146 | **31.50%** 109 | **7.80%** 27 | **15.03%** 52 | **3.47%** 12 | 346 | 1.08 |
| More meeting space | **27.91%** 96 | **26.45%** 91 | **18.60%** 64 | **21.80%** 75 | **5.23%** 18 | 344 | 0.64 |
| More quiet space | **31.47%** 107 | **27.35%** 93 | **19.41%** 66 | **16.47%** 56 | **5.29%** 18 | 340 | 0.71 |
| More space for local art, culture | **34.29%** 120 | **35.71%** 125 | **15.14%** 53 | **11.14%** 39 | **3.71%** 13 | 350 | 0.89 |
| Book drop outlets | **23.01%** 78 | **26.55%** 90 | **26.25%** 89 | **17.99%** 61 | **6.19%** 21 | 339 | 0.46 |
| Mobile library service | **19.59%** 67 | **26.61%** 91 | **29.82%** 102 | **16.96%** 58 | **7.02%** 24 | 342 | 0.36 |
| Home delivery | **14.96%** 51 | **25.51%** 87 | **36.07%** 123 | **16.72%** 57 | **6.74%** 23 | 341 | 0.19 |
| Have service agreement with municipality close to where I live | **19.15%** 63 | **10.94%** 36 | **30.09%** 99 | **29.48%** 97 | **10.33%** 34 | 329 | 0.19 |

| # | Are there other services you might be interested in? | Date |
|---|---|---|
| 1 | As a life long library patron, I believe it is a needed community cornerstone in this fast-paced and ever changing society, both in print and technological resources. | 10/13/2016 6:20 PM |
| 2 | ALL THREE LIBRARIES! | 10/13/2016 6:11 PM |
| 3 | More computers! | 10/13/2016 5:57 PM |
| 4 | Close food place | 10/13/2016 4:41 PM |
| 5 | You're taken our schools from here. Now you take our library? NO NO NO! The only thing you can take is our homes. | 10/13/2016 4:24 PM |

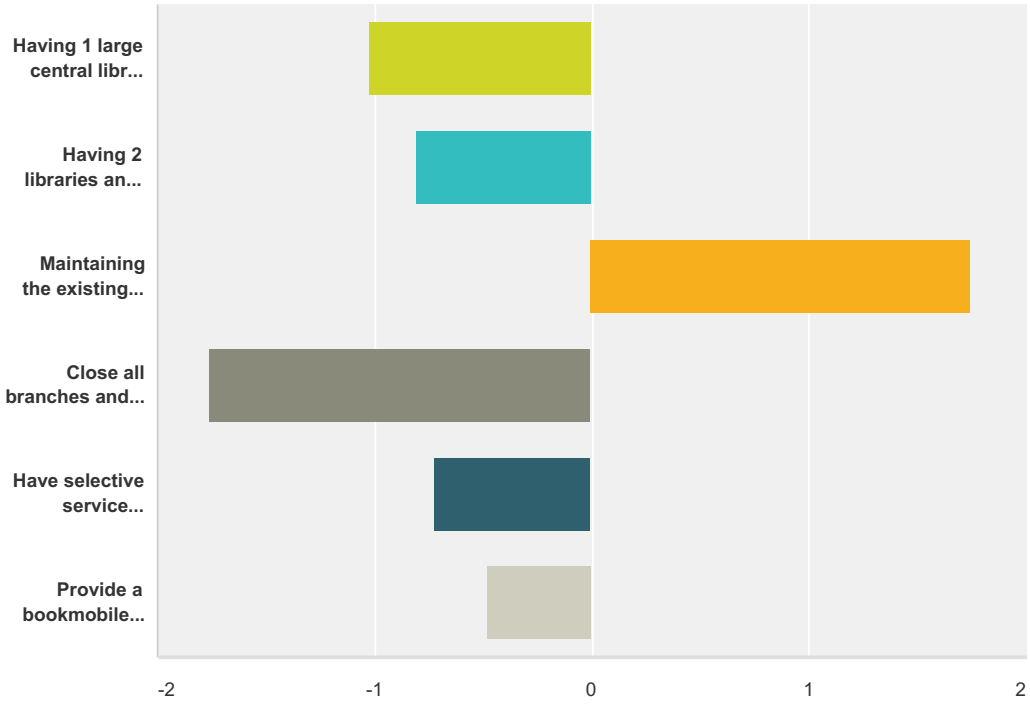
| | | |
|---|---|---|
| 6 | Perhaps a movie night once a month! With popcorn of course! (Waub) | 10/13/2016 2:57 PM |
| 7 | Counselling, health improvement lectures or classes | 10/13/2016 1:39 PM |
| 8 | No changes are necessary that might compromise the number of branches. | 10/12/2016 8:18 PM |
| 9 | Everything meets my needs at this time (VH). | 10/12/2016 6:47 PM |
| 10 | Newspapers | 10/12/2016 6:32 PM |
| 11 | We can have a CD place to take out only 4 CDs at a time. | 10/12/2016 3:20 PM |
| 12 | Maybe more for the special needs, like autism for example. | 10/12/2016 9:58 AM |
| 13 | Our library is already very good at connecting the community and wish to see it continue. | 10/12/2016 9:50 AM |
| 14 | I feel the library has great value to the community the way it is in Port, Vic Harbour and Waub (especially). | 10/12/2016 9:15 AM |
| 15 | I think volunteers could be available to deliver books to seniors and shut-ins. This might be realized with an expanded volunteer program. | 10/11/2016 5:38 PM |
| 16 | Our library isn't meant to be the "most wonderful library in Ontario". It is meant to serve her community with basic library services! | 10/11/2016 5:24 PM |
| 17 | Unknown | 10/11/2016 3:45 PM |
| 18 | Most at Waub. live within reasonable drop-site distance - the library itself. A mobile unit does not provide most of the library's community and cultural experiences. | 10/10/2016 9:54 AM |
| 19 | more books | 10/10/2016 9:18 AM |
| 20 | Diversification to keep it viable | 10/10/2016 9:12 AM |
| 21 | to keep the library viable and help concour some of the cost diversify, | 10/9/2016 5:26 PM |
| 22 | A math program for the youth | 10/9/2016 10:54 AM |
| 23 | Feel services provided are doing very well | 10/9/2016 10:40 AM |
| 24 | Technology sharing programs Teen nights More food bank programs | 10/7/2016 3:26 PM |
| 25 | I'm quite satisfied with the services offered, i only wish i had the time to fully use them. | 10/7/2016 11:44 AM |
| 26 | Recycle | 10/7/2016 10:33 AM |
| 27 | I want a library card that can be used in any Simcoe library, especially Midland. | 9/30/2016 3:37 PM |
| 28 | I have no interest in library services being provided by another municipality. This is a responsibility of Tay, not another municipality. | 9/29/2016 10:57 PM |
| 29 | No | 9/21/2016 9:01 PM |
| 30 | The wording on the preceeding questions is awkward. I think you should be x Exploring all of them, but they hold little specific interest to me, personally. | 9/18/2016 12:49 PM |
| 31 | offer more adult programs, health, cooking ? | 9/17/2016 4:02 PM |
| 32 | Notary service Translation service - English/French/Spanish Private Computer stations with plug-in's for electronic devices so online study is possible | 9/17/2016 2:11 PM |
| 33 | Keeping the port and waub branches open at least. If you close one it should be the one in the middle. | 9/17/2016 1:34 PM |
| 34 | more computer training, or cell phones | 9/16/2016 8:28 AM |
| 35 | Keep it open pleas | 9/9/2016 10:04 PM |
| 36 | no | 9/8/2016 12:39 PM |
| 37 | No | 9/7/2016 9:04 PM |
| 38 | Any pick up and delivery service for older or disabled people whom cannot drive or leave the house. I had a service years ago (not locally) they knew my choice of reading material and every two weeks they brought a new selection of books and took the earlier ones away. They even had safe dry area so If I could not get to the door or were out the books could still be left or picked up. | 9/6/2016 1:20 PM |
| 39 | Keeping the libraries we have and having them within walking distance. | 9/3/2016 7:20 PM |

| | | |
|---|---|---|
| 40 | Maybe start a photography club and could use part of the basement of the branches as a dark room, could have seasonal photo contests that go into the library calenders. Or art classes or music classes too | 9/3/2016 7:19 PM |
| 41 | A drop off for items like used batteries and CF light bulbs would be handy in such a small town. It's a significant distance to travel to dispose of them now. Again, this is the only hub Waubaushene has left. | 9/1/2016 3:21 PM |
| 42 | If additional space was available, clinics could be held. A business centre with a meeting room would benefit home businesses. | 8/31/2016 10:04 PM |
| 43 | Love it if there were programs with more: Arts and crafts would also be super!! | 8/31/2016 1:42 PM |
| 44 | Healthy living services | 8/30/2016 6:37 PM |
| 45 | I am definitely NOT interested in a service agreement out of the village. The library is here. Let's use it and enjoy it. Please leave this small pleasure alone. The village folk enjoy it. Everything cannot be reconfigured for the tourists. It is the full time resident that keeps this village running. Leave us something for the taxes we are paying. | 8/30/2016 11:13 AM |
| 46 | Just please dont get rid of the libraries :( if i cant walk there i cant get there at all. its my only option for good food for my body and brain. | 8/29/2016 6:25 PM |
| 47 | I can predict a time when I will need help using on-line resources, faxing, etc. and it would be great if these services were available at the library...maybe they already are. | 8/29/2016 9:24 AM |
| 48 | Borrowing of software i.e adobe for courses. Like library card can get you access to the program for 4 months (a general college course timeframe) | 8/27/2016 11:49 PM |
| 49 | The ones I didn't check off, we already have. | 8/25/2016 10:38 AM |
| 50 | The library really does a great job with the limited resources at hand. I believe the main benefit for residents is that the library is within walking and biking distance, and Janice is friendly and has common sense. She dropped books to me when I was recovering from an operation; I really appreciated the kindness. | 8/23/2016 9:34 PM |
| 51 | Job fairs, education, events. | 8/23/2016 9:42 AM |
| 52 | already stated | 8/22/2016 9:49 PM |
| 53 | The library in some communities is the only public place to meet. | 8/22/2016 9:15 PM |
| 54 | It would be fantastic if the Library offered a room at least once a month for a MUSIC CIRCLE. This is offered at the Askenonia Senior centre in Midland. I would like to see on in the Tay Library!!!! A music circle offers the opportunity for persons to drop in and play any instrument they like and it offers them the opportunity to play along with other instruments...thereby offering a fantastic social gathering opportunity! | 8/22/2016 9:30 AM |
| 55 | Not that I can think of. | 8/21/2016 10:00 AM |
| 56 | Larger choice of Ebooks.... | 8/21/2016 8:05 AM |
| 57 | Our library could and should be a local social and educational hub for our community at low or no cost. For all ages of people who do not drive, have no other place to meet and interact without paying taxi fees or relying on other people. It is important to socialize and learn in order to maintain a healthy community spirit. This is what libraries are all about. | 8/21/2016 7:26 AM |
| 58 | More literacy based activities in children's section to do while they are at the library (not programming, but activities that can be set out for kids and families to do independently during their visit) | 8/20/2016 8:29 PM |
| 59 | Because of the high cost of television access, especially for seniors, providing access to CBC, PBS, TVO, Knowledge Network (BC) and other public service programming would be really helpful until this basic programming becomes free as it should be -- just like radio. Now that programmes can be taped, people could watch them whenever it is convenient. Also notifying seniors by another method than computers re. programming would be helpful. This is true for all information that is computer-bound. | 8/20/2016 7:36 PM |
| 60 | Yes, I would like to have a service agreement with larger libraries such as midland, since it is only 15 minutes away... Rather than having to request inter library loans | 8/20/2016 3:27 PM |
| 61 | If that last question means having library service in somewhere other than Tay Township I hate the idea. Tay communities have seen their services drop and drop and drop. To take away the libraries would be a disaster. | 8/20/2016 1:55 PM |
| 62 | I dont know what the last question in this section of the survey means. | 8/20/2016 12:41 PM |
| 63 | to me the library is the center of a town | 8/20/2016 10:53 AM |
| 64 | When I am older, and house-bound I would like to have home services, but for now, I am busy and don't utilize the services. Another community has a play toys loan - kids get to borrow toys for a few weeks - get board and exchange for something else. | 8/20/2016 10:06 AM |
| 65 | Home delivery to seniors or shut ins but not as a general service. | 8/20/2016 9:41 AM |

| | | |
|---|---|---|
| 66 | No | 8/20/2016 8:20 AM |
| 67 | availability of blank municipal permit forms for pick up, pick up of recycling bins etc. | 8/20/2016 7:27 AM |
| 68 | N0 | 8/19/2016 10:07 PM |
| 69 | We don't have seniors club but a morning coffee or afternoon tea break with new books or creative writing (family history) for example. | 8/19/2016 3:44 PM |

## Q22 The following are some future possible service delivery options for delivery of library services in Tay Township. Would you support or not support each of these options?

Answered: 374 Skipped: 49




| | Definitely Support (2) | Might Support (1) | Definitely Not Support (-2) | Can't Say / Don't Know (0) | N/A | Total | Weighted Average |
|---|---|---|---|---|---|---|---|
| Having 1 large central library with book outlets elsewhere and improved delivery options for those who need it | **8.22%** 29 | **17.85%** 63 | **68.27%** 241 | **4.82%** 17 | **0.85%** 3 | 353 | -1.02 |
| Having 2 libraries and providing book outlets elsewhere and delivery options for those who need it | **5.76%** 20 | **26.80%** 93 | **59.65%** 207 | **6.92%** 24 | **0.86%** 3 | 347 | -0.81 |
| Maintaining the existing 3 branch system | **88.32%** 325 | **5.71%** 21 | **4.35%** 16 | **1.63%** 6 | **0.00%** 0 | 368 | 1.74 |
| Close all branches and have service agreements with surrounding municipalities | **1.70%** 6 | **2.84%** 10 | **90.91%** 320 | **3.69%** 13 | **0.85%** 3 | 352 | -1.76 |
| Have selective service agreements with surrounding municipalities | **9.77%** 34 | **16.09%** 56 | **53.74%** 187 | **18.10%** 63 | **2.30%** 8 | 348 | -0.72 |
| Provide a bookmobile service to my area | **8.78%** 31 | **26.63%** 94 | **45.89%** 162 | **17.00%** 60 | **1.70%** 6 | 353 | -0.48 |

# Q23 Please comment on any of the service delivery options.

Answered: 148 Skipped: 275

| # | Responses | Date |
|---|---|---|
| 1 | Our community needs all three libraries due to the patrons who walk, unemployed or not able to go to a library outside of their town. | 10/13/2016 6:12 PM |
| 2 | Low income/low education residents need access to LOCAL library service. | 10/13/2016 5:57 PM |
| 3 | The service ain't broke. Don't fix it! | 10/13/2016 5:46 PM |
| 4 | The library is similar to the local post office as a place to meet and greet one another. | 10/13/2016 5:02 PM |
| 5 | If our library closes I may go to Coldwater if I can. But I really don't want to. | 10/13/2016 4:25 PM |
| 6 | I enjoy going to my library when I want, not someone else's choosing. | 10/13/2016 2:57 PM |
| 7 | Having just moved to VH, a huge draw for me was being walking distance from the library. | 10/13/2016 2:46 PM |
| 8 | With kids the whole enjoyment of "going to the library" is what they need and remember. Having a library so close makes that possible. | 10/13/2016 2:38 PM |
| 9 | Have all Township staff, or just administration agree to a 10% wage reduction in support of libraries, so taxes won't rise because of libraries. | 10/13/2016 2:00 PM |
| 10 | Consideration of indigenous people's needs. | 10/13/2016 1:40 PM |
| 11 | If the system is working why change it? | 10/13/2016 1:34 PM |
| 12 | I am not interested in going to a library elsewhere. I can walk there and usually see someone I know when I get there. Maintain the 3 library system! | 10/13/2016 10:58 AM |
| 13 | There are many people in this area who are house bound on a very limited budget who cannot get out of their houses. These people can not afford bus or taxi fare. To shut down anyone of these places would be disastrous for the public. For the rest who do have transportation, instead of a 5 or 10 minute drive or walk, we are not committing more travel time in our day to get to the library. The libraries also give people a place to meet and find out more about their communities. Children also have a place to go where they stay off the streets after school and where mom and dad do not nor can not afford the internet at home. The library is where you go! | 10/13/2016 7:57 AM |
| 14 | Waub, VH, and PM are too far apart to close the libraries. If they are closed many people will lose a safe and special place to socialize and work. Not everyone has access to transportation. It is not always all about taking out books and movies. Taking away the libraries and just having mobile service could really devastate the community. | 10/13/2016 7:38 AM |
| 15 | Transportation is an issue in Tay Township. We cannot close any libraries. | 10/13/2016 7:31 AM |
| 16 | The three libraries are vital to all three communities. They need to stay open and should have sustainable funding in place for operating purposes. A cost analysis should be completed for all options before a decision is made and shown to the taxpayers. | 10/13/2016 7:22 AM |
| 17 | Stop messing with the services that keep the area strong and happy. | 10/13/2016 7:04 AM |
| 18 | Enjoy the three branches, kids love coming! | 10/12/2016 9:07 PM |
| 19 | I prefer the 3 branch system we have. | 10/12/2016 9:04 PM |
| 20 | Do not move to one central library in V.H. Each community needs their own place! A community hub for social contact and education. | 10/12/2016 8:53 PM |
| 21 | All Tay Township communities should have their own branches. | 10/12/2016 8:45 PM |
| 22 | Maintain the 3 branches | 10/12/2016 8:18 PM |
| 23 | 3 branches open! | 10/12/2016 8:06 PM |
| 24 | Our libraries must be self sufficient and not rely on Midland. Reduce the layers of administration between branches and council. | 10/12/2016 7:10 PM |
| 25 | Leave Tay libraries alone. | 10/12/2016 6:48 PM |

| | | |
|---|---|---|
| 26 | Leave as is | 10/12/2016 6:42 PM |
| 27 | Agreement with surrounding bigger library gives more choices in materials. | 10/12/2016 6:38 PM |
| 28 | An "only bookmobile service" won't be able to facilitate a large selection of books, DVDs, materials due to space constraints. - How do you facilitate computer use- needs if mobile is stopping for only certain time frames, days? Might then have to reserve a computer- not convenient - Doesn't facilitate programmes easily- space constraints - GFB programme not taken into consideration - 1 library--> Which town gets it? Will always create friction between the 3 towns. Waub usually gets the short end of the stick- left out | 10/12/2016 6:24 PM |
| 29 | The local library provides a safe place for children and teens to do their school work. | 10/12/2016 3:38 PM |
| 30 | Please do not close any of our libraries. We have lost our school, not our library too. | 10/12/2016 3:12 PM |
| 31 | Please keep all three libraries open! | 10/12/2016 3:08 PM |
| 32 | I feel that it is extremely important to keep libraries local within their community. It would be an asset to be able to get library cards outside your local municipality without a cost. Libraries should be a free service. | 10/12/2016 1:48 PM |
| 33 | Should be a compliment to our 3 branch service. | 10/12/2016 10:05 AM |
| 34 | Why should my tax money for Tay go towards another municipality. I can walk to this library. | 10/12/2016 9:59 AM |
| 35 | Due to the branches having different hours and two being so close to us, I appreciate having all three and already know I would not want to travel further. We can walk to our home branch and being in a small community do not have to worry about anyone not related to the library, hanging around the building. | 10/12/2016 9:51 AM |
| 36 | I enjoy going to my own branch so I would like to keep it the same as it is. | 10/12/2016 9:30 AM |
| 37 | Keep things just the way it is. | 10/12/2016 9:25 AM |
| 38 | I love having the library available for all the different services it provides for me. And being able to ask questions when I need more information. | 10/12/2016 7:52 AM |
| 39 | Victoria Harbour is small. People can get to the library in Victoria Harbour. | 10/12/2016 7:44 AM |
| 40 | Last two options are too vague and wide open for realistic answer. How would this bookmobile service work? | 10/11/2016 8:33 PM |
| 41 | Its convenient now that there is library in Port McNicoll. | 10/11/2016 8:10 PM |
| 42 | I support having a branch in each community. It is very important to each community. | 10/11/2016 6:11 PM |
| 43 | Keep the three community library locations open to their good services for all areas in Tay Township. Keep up the good maintenance and think expansion and growth for the future. | 10/11/2016 5:59 PM |
| 44 | What is a "book outlet"? I do support delivery options using volunteers. Bookmobiles don't replace libraries. I used them as a child and know that they cannot carry a full range of genres and authors. | 10/11/2016 5:39 PM |
| 45 | Please maintain all three libraries for our area. Waub will die if you take away her library. It is essential to a healthy community. | 10/11/2016 5:29 PM |
| 46 | Two library option only acceptable is Waub is one of two. | 10/11/2016 4:20 PM |
| 47 | Keep all libraries open. Not everyone has access to a car and a mobile service usually is available only once or twice a week. Not enough to meet people's needs and schedules. "Delivery options" does not give you connections to people, the information they provide, and/or the "human community connection". It also would not give people access to computers and internet. Not everyone can afford these! In this day and age, not having computer and internet access leaves our citizens at a significant disadvantage to opportunities for information, access to services, employment opportunities. Also the library provides a space for our young people to interact and have fun in a safe and productive manner. | 10/11/2016 4:04 PM |
| 48 | With our Ms. Wynn adding 5% carbon tax I would see the mobile service costing a fortune. | 10/11/2016 3:35 PM |
| 49 | Make the library large with more computer, children and adult area, more parking, extended hours. | 10/11/2016 3:19 PM |
| 50 | We have donated books, DVDs and helped to keep the library. Not in favour of having the library closed. A mobile library does not work and one library in Aratha open once a week is not an option. We all use the library on a regular basis. | 10/11/2016 3:12 PM |
| 51 | Maintain open all 3 branches for 2 days a week. | 10/10/2016 10:44 AM |

| | | |
|---|---|---|
| 52 | I was very displeased when the Waub. school closed as it also closed the children's Waub. community gathering spot. I feel the Benny Club is undersupervised but I am happy for my family for a safe, nurturing community environment. The local library gives something for the kids to do, not room the streets or get into trouble from boredom. If facilitates their learning, makes them into better adults. Furthermore I love to nip up to the library. I meet Waub. residents there and catch up on the community. It serves as the information depot for Waub. A central library would not serve this purpose and wold remove that option for us. | 10/10/2016 9:57 AM |
| 53 | I like having a local library. | 10/10/2016 9:41 AM |
| 54 | Our library is an important, valued and highly used resource for us. It is the resource we use the most in Waubaushene. Losing it can not be suitably replaced by mobile services because there is a culture of reading that will be lost. Going to the library, relaxing and picking out a book reinforces the value of a reading culture within the community and instills it in younger generations. | 10/10/2016 9:32 AM |
| 55 | I definitely do not want my library to close. | 10/10/2016 9:19 AM |
| 56 | we need our library and a community centre . if our library is gone, our community interaction is our post office. | 10/9/2016 4:54 PM |
| 57 | Feel good interaction with surrounding services already excellent | 10/9/2016 10:40 AM |
| 58 | I would definitely not support s the closing of any of our three libraries. Sue I use all three librAries at different times for convenience. Since I know the libraries surrounding Tay township I would not use any of them because of: 1) driving to get to them 2) limited parking and parking meters 3) why should another municipality be supported instead of our own? 4) the money that would be saved or funded to these other municipalities is definitely not acceptable. | 10/8/2016 10:00 AM |
| 59 | I think 3 branch system is best for people that don't have cars to get to the library and get books and use the computer services. In some of these communities, the library is a gathering place for adults and children. It is a safe place for children in the evening. It also promotes literacy and reading. Why disrupt a good service? | 10/7/2016 4:01 PM |
| 60 | Having agreements with Midland Public Library would be a good library to have an agreement with if it comes to that. However having all 3 libraries is a better idea. | 10/7/2016 3:29 PM |
| 61 | I think it is very important that Tay Township maintain a library within the township for residents. Both for book access and community programs. | 10/7/2016 1:15 PM |
| 62 | Many services to taxpayers have decreased over the years. i can't see closing down any of the branches as being seen as anything other than a loss to the community. My understanding is that all 3 branches help in bonding residents from that particular community. i can't see residents being very happy to have to travel further within the township to access library services. | 10/7/2016 12:33 PM |
| 63 | I feel we need the Victoria Harbour Library | 10/7/2016 12:11 PM |
| 64 | I don't think I would be as likely to use the library if there was one central location. i like ;having something local. Closing all branches would be terrible. Sometimes you visit the library and are not sure what you are looking for, so you browse and explore and find unexpected treasures. i feel i would notes the library if it were a totally online thing with borrowing privileges. | 10/7/2016 11:50 AM |
| 65 | We need to keep Port McNicol Library Open. | 10/7/2016 11:23 AM |
| 66 | I definitely do NOT support one large central library - we all know it would be in Victoria Harbour - life everything else in Tay Township. We've already lost our schools - PLEASE let us keep our library, at least! | 10/7/2016 10:21 AM |
| 67 | make the port branch larger and have it stay open at noon | 9/30/2016 3:49 PM |
| 68 | Tay taxes for libraries is a waste because the libraries are out of the family's home location when people do not shop in these villages. | 9/30/2016 3:44 PM |
| 69 | Maintain what we have. Tay provides little recreational and cultural opportunities. Service provided in another municipality would be unacceptable. | 9/29/2016 11:00 PM |
| 70 | I believe all three Libraries should be kept open. | 9/21/2016 9:03 PM |
| 71 | People need to be able to have a library branch nearby. | 9/19/2016 8:19 PM |
| 72 | reducing the number of libraries does not service the people of that town. Book outlets are okay but the library is more than just books. | 9/19/2016 8:11 PM |
| 73 | This seems to presuppose that 'service delivery options' means books. Perhaps I'm mistaken .... | 9/18/2016 12:51 PM |
| 74 | it is really nice to see families just walking here, besides don;t like Midland library if i could easily get there anyway | 9/17/2016 4:03 PM |
| 75 | most of the time, i walk to the library, as rides are not always available | 9/17/2016 3:47 PM |

| | | |
|---|---|---|
| 76 | Would like explanation as to what "book outlets" means and if they are going to be staffed like a library then where are the savings? The advantage of 1 library means the ability and cost effectiveness of staffing as well. I would certainly miss having my own library near by, but definitely see the distinct advantage to 1 large central Tay Library that can accommodate the needs of a growing, vibrant community. If that library happened to be in Victoria Harbour, I would be ecstatic! | 9/17/2016 2:19 PM |
| 77 | See my comments from the previous page. It makes the most sense, if a closure has to happen. | 9/17/2016 1:35 PM |
| 78 | Please leave as is!! | 9/16/2016 6:44 PM |
| 79 | I do NOT support closing branches. Each of the three towns should have their own unique, accessible community meeting place & resources such as is provided by the libraries. Additionally, I object to any plan which further reduces the availability of local employment. | 9/16/2016 2:13 PM |
| 80 | it is lovely to have service within walking/driving distance of my home | 9/16/2016 8:29 AM |
| 81 | It is important to maintain the libraries in all 3 communities since they should be the focal point of the community they serve. Two have lost their schools - not the libraries too! | 9/15/2016 5:37 PM |
| 82 | The best option is to maintain all three branches. These libraries have employed many of my childhood friend's families. I would be seriously disappointed to see them close. | 9/14/2016 9:10 PM |
| 83 | Keep things the way they are! Our community needs more, not less. | 9/14/2016 9:10 PM |
| 84 | KEEP THE PRESENT MODEL.. | 9/10/2016 3:52 PM |
| 85 | Can port be open pleas | 9/9/2016 10:05 PM |
| 86 | Revenue Canada provides a deduction of $0.54 per kilometre as a measure of the cost to run a vehicle. My time is worth more than $11.50 an hour. Before you decide to centralize and make everyone come to the Harbour or Midland, please consider the cost to all participants in the system. People unable to drive would spend more on cabs. | 9/9/2016 7:09 PM |
| 87 | keep it as it is | 9/8/2016 12:40 PM |
| 88 | Regardless of what issues the library building is rumoured to have in Waubaushene, do not think this is an excuse for closure. The closure of local resources is a disgrace, especially as so many young families flood into Waubaushene as a bedroom community of Barrie! | 9/7/2016 9:07 PM |
| 89 | Book mobile work in a totally rural areas but I doubt it would work in Tay as the library is within approx 10 kl of most of Tay's population. | 9/6/2016 1:24 PM |
| 90 | Waubaushene needs a library. We've lost our schools and soon this community will not be one that people will enjoy living in. | 9/5/2016 8:00 PM |
| 91 | Keep all 3 please. Its all we've got. All the kids nowadays&to come will have. | 9/3/2016 7:22 PM |
| 92 | I love our 3 libraries. If anything they are being under used. | 9/3/2016 7:20 PM |
| 93 | If you take away community libraries you take away support to the youth who can't get to the other locations and to anyone without a vehicle. It ceases to be a community gathering place and is a fail to the idea of libraries in general. Larger systems are adding more community branches not taking them away. | 9/2/2016 2:25 PM |
| 94 | Each community needs their own library. Its an important part of the community and provides easy access to those locally. | 9/1/2016 10:58 PM |
| 95 | If you open one large library we know you won't open it here. Leave the Waubashene (and Port McNicoll) alone please. | 9/1/2016 3:23 PM |
| 96 | Having only one large site would definitely inhibit usage by many potential users. We should be trying to increase the literacy of the communities and increasing the percentage of the population who have a library card to more closely match averages of other areas | 9/1/2016 9:30 AM |
| 97 | With the closure of the schools, and with no public transportation, the viability of both Waubaushene and Port McNicol is at risk. With the exception of the waterfront properties, the residential stock is of relatively low value. To maintain, and hopefully imcrease, the municipal tax base, the library can play a key role. Communities need accessible services, places for people to meet and gather, and green space. Yes, there will be short term savings from closing branches. But, with vision and proper planning and support, there could be more gain from keeping and enhancing what is already in place. | 8/31/2016 10:22 PM |
| 98 | I think the collection in Tay far exceeds the collections of Midland and Penetanguishene, and to have a local library is important. a bookmobile service or delivery service is important to shut ins and people without transportation. | 8/31/2016 8:55 PM |
| 99 | Please don't close the Waubaushene library | 8/31/2016 6:08 PM |

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| 100 | The fact is it's healthy for individuals, whether they are seniors, children and adults, to get out of their homes walk to their local library and meet new people and chose their books. Libraries are the heart of the town, the meeting ground where communities get stronger. I'd be devastated if our Victoria Harbour library closed!! | 8/31/2016 1:59 PM |
| 101 | A bookmobile belongs in the 1960s. Why ask this stupid question? | 8/30/2016 4:53 PM |
| 102 | One central library is a good idea | 8/29/2016 6:28 PM |
| 103 | If you close any of the branches there will be tyranny. You're trying to doom the druggie towns once and for all arent you? | 8/29/2016 6:26 PM |
| 104 | We had bookmobile service sixty years ago when I was a child growing up here. Do we really want to regress that far? Libraries are so much more than books in the modern world. Local access to all library services is of ultimate importance. | 8/29/2016 8:05 AM |
| 105 | The Waubaushene branch is essential to our community! We need a place that our neighbours can get together to get to know one another. It's more then a library it's our community hub. | 8/29/2016 3:56 AM |
| 106 | The library should be part of the community. It is a meeting place; a place for learning; it should be convenient for all users; seniors, children, adults within easy access of their homes. | 8/29/2016 12:54 AM |
| 107 | We have already lost our school, and now the proposal may be to lose our library!?! Why not just tell our kids now that they are meaningless and of no value and to give up on education. The initial premise of libraries was to make knowledge accessible to all people. So let's not take that away | 8/28/2016 12:07 AM |
| 108 | The librarians make good reccomendations and I like interacting with them. If you close branches local people who dont drive will loose their ability of social interaction. Everything is always taken away from non Victoria Harbour and given to them. If the Port branch is closed I will definitely not drive to the Harbour so I'd just go to Georgians library instead. | 8/27/2016 11:53 PM |
| 109 | Not sure what a selecture service,agreements with surrounding municipalities means. | 8/27/2016 10:33 PM |
| 110 | The local library is a definite asset to this community | 8/27/2016 9:43 AM |
| 111 | As Victoria Harbour is growing, it is essential that we keep the existing library. If we want to interest new people in using the services, they must be there. The library played a part in our decision to choose Victoria Harbour over other locations. | 8/26/2016 8:50 AM |
| 112 | A lot of residents aren't even aware of everything the Tay Library offers. Please cosider some marketing. There are so many free options through social media, the Tay Report, sending flyers out. When I tell people you have movies, ebooks, magazines, kids section, etc they are surprised. | 8/25/2016 9:00 PM |
| 113 | Our libraries are community hubs: I would hate to lose them. | 8/25/2016 10:39 AM |
| 114 | Libraries are knowledge! To close any Libraries is to remove a source of knowledge for students and seniors. We can not follow the school board thinking and close successful libraries from students and seniors who don't drive! | 8/24/2016 8:46 PM |
| 115 | Please do not gut our community of Waubaushene by closing our library. The township has closed everything else and the library is all we have. | 8/24/2016 3:39 PM |
| 116 | I would not have an issue with driving to a library in another municipality if it was open week nights and weekends. | 8/24/2016 9:48 AM |
| 117 | The library is not just about books. The library is the only truly all-age accessible community meeting place in Waubaushene, now that both schools are closed and the churches are empty except for a few hours with a shared pastor or priest. Waub Library provides equal opportunity access to the digital world in a time when almost everything is done online. Waub Library provides a meeting place for the lonely, the disenfranchised, the elderly and the indigent. Waub Library provides a safe space for children who may have an unhealthy home life; a space where they can read to comfort themselves, and see adult readers modeling healthy behaviour. Waubaushene Library needs to remain in place to provide an essential public service. | 8/23/2016 9:43 PM |
| 118 | The current structure is the best for everyone. | 8/23/2016 10:27 AM |
| 119 | I feel maintaining the 3 branches is vital to each community. Not everyone can drive to a location, especially the kids after school. Waubaushene has already lost 2 schools, a grocery store and a retirement home. Next will probably be the post office and a church or two. If the library goes, you might just as well roll up the welcome mat. | 8/23/2016 9:18 AM |
| 120 | If I support anything other the keeping all 3 open as a resident of Waubaushene, then I am sure we would lose our library. | 8/23/2016 8:56 AM |
| 121 | It would be nice if Midland would share books with us. They have a much larger variety and selection, but they won't loan to anyone outside of Midland. It would be a pain if the 3 libraries were to close though. The one thing they have going for them is being close to home, especially for those of us who don't drive. | 8/22/2016 10:31 PM |

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| 122 | the township neglects waubaushene, our taxes keep going up and the people we pay to look after us are some how abusing our putting them into positions were they take our schools away and now trying to take our library away, i would propose to have them all replaced with people to whom we pay to look after our best interests and work towards that goal. | 8/22/2016 9:54 PM |
| 123 | Need of a central place for folks to meet, but doing some outreach, so more people want to come to the library. Activities have to be people centred and geared to the needs of that community. | 8/22/2016 9:17 PM |
| 124 | Waubaushene no longer has a school, has no community centre. The library is the hub of this village. | 8/22/2016 12:05 PM |
| 125 | closing all 3 branches then having mobile units from Midland may be an option as well | 8/22/2016 10:27 AM |
| 126 | Again, we are very near our library so would not be as affected by some of these options as much as others might be. Also, I don't know what selective service agreements are. | 8/21/2016 10:59 AM |
| 127 | Would like to see the library branch in Port McNI coll to remain. We have lost enough in this village. | 8/21/2016 10:06 AM |
| 128 | Maintaining th existing 3 branches is still the way to go. Having the option of walking to our local library Is wonderful for our community for both young and old here in Victoria Harbour. The staff are knowledgable and ready to recommend delightful and educational reads. And if not in our local library they will access for us from another location. Our hidden gem as locals we are most thankful to have. | 8/21/2016 8:10 AM |
| 129 | People living in out laying areas of Tay have a right to library services. Either bring the same services to them or bring them to the services by way of either bookmobiles or bus services on a weekly bases. This would bring together other people to share ideas which would improve community spirit instead of leaving these people isolated. | 8/21/2016 7:33 AM |
| 130 | Book delivery is not particularly useful to our family. We go to the library for a family outing. We go to be social and browse books and participate in programs. | 8/20/2016 8:31 PM |
| 131 | Libraries, like schools, churches, post office, etc. are important places in the community, so that having an actual library in situ is very important for a sense of community. It may work better if the library is incorporated in a hub, but only if it maintains its services. | 8/20/2016 7:38 PM |
| 132 | I believe it is important to keep a branch in each village. I would like to see enlarged spaces with artwork and craft display done by the locals. I would like to see the library as the heart and soul of the community, especially in Waubaushene where there is no community centre or school. | 8/20/2016 5:15 PM |
| 133 | Delivery and bookmobile would be great for the immobile or the elderly! | 8/20/2016 4:51 PM |
| 134 | This is an economically challenged area. I strongly believe all three towns of Victoria Harbour, waubaushene and Port Mcnichol should each have their own library. I believe it is particularly important for families with young children to have easy access to literature, and all of the other library services. We have very little for the youth to do in this area, we shouldn't take away their libraries. I personally don't have children, but anything that keeps them out of mischief is a good thing. No library, more mischief and vandalism, property values go down, and our locals get even stupider, and less employable. | 8/20/2016 3:36 PM |
| 135 | Might support service agreements or bookmobile service, but not at the cost of giving up existing branches. | 8/20/2016 2:02 PM |
| 136 | Moving library services to Midland or Orillia or whereever would be an insult to the members of the Tay community who use and support the library.Please do not doe this. | 8/20/2016 1:58 PM |
| 137 | The idea of having to coordinate a request, meeting with delivery timelines, etc. is EXTREMELY unappealing to me. I like that I can drop in when I have a spare moment, like when picking up my mail. I don't want to have to make a plan, especially with kids. If I have to make a plan or special trip somewhere, I'll simply stop using the services. | 8/20/2016 1:33 PM |
| 138 | I firmly believe that a library is one of the best things that a town can have. It provides for the community as a whole. Everyone can use and enjoy these places. To even be having these surveys is unnerving. You shouldn't be thinking along these lines. This is a giant step backwards. You should be expanding the services in all three libraries, not tearing them apart. Disappointed and disgusted with the people behind these stupid ideas! | 8/20/2016 12:04 PM |
| 139 | Tay Township is it's own community, to simply share resources with Midland would be to say that we are not capable of self-sustaining. It puts a large damper on our own economy, and provides more reasons for individuals to decide to move to Midland instead of Tay. | 8/20/2016 11:38 AM |
| 140 | i am all for bringing books to people as upon seeing books close up, people might be inspired to read more! | 8/20/2016 10:56 AM |
| 141 | If I must get in my car and drive to Port McNicol, for example, I would probably use the library in Midland once a week while grocery shopping instead. By amalgamating these facilities you are destroying the community spirit of the individual communities and creating animosity by the havenots. | 8/20/2016 9:51 AM |
| 142 | One or two larger community libraries would hold larger collections and provide better space for various needs. | 8/20/2016 8:59 AM |
| 143 | http://www.accessola.org/web/Documents/OLA/issues/NFLD-LabradorLibraries-OLA.pdf | 8/20/2016 8:08 AM |

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| 144 | Book outlets and mobile book mobile will not provide me with the opportunity to access the internet, or use the computers at my convenience. I value the ability to walk to the library to get what I need. without my local library I will not have access to recent books, will not be able to browse at my leisure, and will definitely not be able to get personalized recommendations from staff. | 8/20/2016 7:30 AM |
| 145 | None | 8/19/2016 10:08 PM |
| 146 | Bookmobile services to areas not close to established branches is a good idea | 8/19/2016 3:46 PM |
| 147 | books and library services need to be accessible but they also need to be "housed" in a centralized, modern location (I believe this would help to maintain library engagement from younger sectors of the population) - much like you see happening with community recreation facilities - old rec centers are closing making way for larger multi-facility centers. | 8/19/2016 3:39 PM |
| 148 | If it were absolutely necessary to have only 2 libraries continue to operate I might support that although I feel it would be a huge loss and most unfair to the community losing it's library. | 8/19/2016 1:46 PM |

## Q24 Do you have any other comments that might help us in this review of the services available through the Tay Township Public Library system?

**Answered: 155 Skipped: 268**

| # | Responses | Date |
|---|---|---|
| 1 | The popularity of the library/use of the library would drop if only 1 library remained. Tay Township needs all three libraries. | 10/13/2016 6:13 PM |
| 2 | Please show up to Sept 1 meeting with an open mind! | 10/13/2016 6:02 PM |
| 3 | We have luckily enough three branch libraries, please think of options for keeping them and perhaps partnering with local health/education groups to offer even more services to residents. | 10/13/2016 5:58 PM |
| 4 | It is a place to connect with our neighbours in the area. | 10/13/2016 5:02 PM |
| 5 | We are fortunate to have three well-staffed and well-stocked libraries that act as hubs in our communities. Please consider more than just the dollar value of this important resource when considering change. If anything look at ways to expand service to attract a broader clientele. | 10/13/2016 4:36 PM |
| 6 | If short of money why don't the libraries apply for grants and get sponsors. | 10/13/2016 4:26 PM |
| 7 | Waub is the hub now. It is the only place left for local children to gather. It provides a meeting place, education training etc. | 10/13/2016 4:01 PM |
| 8 | Keep the library open! | 10/13/2016 3:58 PM |
| 9 | I really hope the Township has not already made a decision in this, and all this paper work and meetings has been done just to cover its butt!! | 10/13/2016 2:58 PM |
| 10 | I feel that each branch serves as a community hub and meeting place. It's not just about books or computer access. It is about communicating with people- staff and other patrons. | 10/13/2016 2:47 PM |
| 11 | The township has spent much money on recreation facilities. More money should be spent on knowledge. I have observed a wide range of ages using the facilities. Not everyone can afford or require internet services at home. It would be a disgrace to the township to lose the library facilities. | 10/13/2016 2:32 PM |
| 12 | Get advice from other library boards across Canada who have already solved problems and are successfully redefining their roles in society. Do some research. | 10/13/2016 2:01 PM |
| 13 | Waub needs more space to become a true community hub. Not just books, but community info resource centre (not an outdoor billboard). | 10/13/2016 10:58 AM |
| 14 | I strongly believe that more than just the dollar has to be looked at. People's jobs as well as the "hub" of the community for a lot of people would drastically change. We live in Tay Township and care about this area. We do not care as much about Midland. We do not pay taxes to Midland! | 10/13/2016 7:59 AM |
| 15 | We need to find a way to get the community more excited about the library and its services. Social media is a huge in society and I think the libraries could use that better to create buzz. The libraries are important and we can't lose them from the community. | 10/13/2016 7:39 AM |
| 16 | Please keep libraries open- tourists and residents need it. | 10/13/2016 7:31 AM |
| 17 | A funding model should be developed to keep all three libraries open. | 10/13/2016 7:22 AM |
| 18 | Take part of the money from the water tax and put it in the library. | 10/13/2016 7:05 AM |
| 19 | Satisfied. Keep up the good work. | 10/12/2016 9:04 PM |
| 20 | The library is an essential part of living in a small town. It provides so much to the community. Please do everything possible to maintain the current system. | 10/12/2016 8:54 PM |
| 21 | The friendliness and efficiency of your staff is amazing. The services they provide to our community of communities is beyond comparison. Thank you. | 10/12/2016 8:46 PM |
| 22 | The only important thing is the maintaining of the 3 branch system. Anything else is secondary. | 10/12/2016 8:19 PM |

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| 23 | More hours, keep the three branches, keep up the hiring of such helpful, keen, pleasant people! | 10/12/2016 8:07 PM |
| 24 | Expand what we have; don't reduce anything. | 10/12/2016 7:10 PM |
| 25 | What I appreciate is that when my V.H. library doesn't have novels they get it in for me happily and quickly. | 10/12/2016 6:48 PM |
| 26 | The personal aspect is paramount! Service and support from the staff make all the difference in a library experience. It would be great to get direct access to other libraries in Simcoe County, why not join forces with other municipalities in the County? | 10/12/2016 6:33 PM |
| 27 | I sense certain people at Tay Municipal offices would like to close most or all Tay Libraries- re budget constraints. Doubt they will have such concerns when it comes to pay increases when it comes to their already over $100,000 salaries. | 10/12/2016 6:26 PM |
| 28 | I feel very strongly about a strong, available library system. Universal access to information and literacy is the prerequisite for a healthy society. | 10/12/2016 3:46 PM |
| 29 | The library is important to me because I can borrow books, movies, and CDs. It saves me money as I use the internet here. In general libraries have been and will continue to be very important to communities. | 10/12/2016 3:32 PM |
| 30 | Leave it just as it is please. | 10/12/2016 3:12 PM |
| 31 | All three libraries provide an essential service to all three communities. There are many people who need these services for educational, computer usage, DVDs and wifi. I think that Thursday evening hours would be very beneficial. | 10/12/2016 1:55 PM |
| 32 | Partnering with other community agencies has proven to be very effective in other cities. For example, providing added library service by partnering with Public Health nurses, the YMCA or Park & Rec agencies, Art & Culture agencies, etc. | 10/12/2016 1:49 PM |
| 33 | My list was given at the meeting at the Waub legion. | 10/12/2016 10:05 AM |
| 34 | Close any three of the libraries, don't be surprised not to win in the next election. | 10/12/2016 9:59 AM |
| 35 | We have been a member of this community since 2004 and having two children, both 7 and 9 years old, on the autism spectrum, we appreciate being able to connect to our community through the library. We as parents have instilled a love of books and reading in both our children and the ease of having one within walking distance has helped tremendously. Giving them the ability to socialize with members of their community in a safe environment only helps to encourage the development both social and cognitive. | 10/12/2016 9:53 AM |
| 36 | Please do not close our libraries. | 10/12/2016 9:41 AM |
| 37 | My opinion is to leave things the way they are. | 10/12/2016 9:30 AM |
| 38 | I think V.H. library is just doing great. Keep up the good work! | 10/12/2016 9:25 AM |
| 39 | The three libraries are a necessary community resource. If you close the Waub library, I will not go elsewhere. I completed the survey before the Sept. 11 meeting in Waub. I would change none of my choices. Perhaps you should have surveyed the public first and offered a suggestion on how to spend $35,000 divided by 3 on the existing branches and then with public input set up a future plan. Suggestions (per branch): - 5 new computers - New cement ramp and door (Waub, Vic H) - New entrance (Port) - Hand rails in washrooms - No food or drink in library (exceptions: meal deal night, Good Food Box, special occasions) | 10/12/2016 9:19 AM |
| 40 | The library in Victoria Harbour is in an accessible, convenient location. Please increase support to expand the services of this location. | 10/12/2016 8:38 AM |
| 41 | A library is a hub for social contacts and keeping up with local events and info. As the demographic ages, having a library will be crucial for any community. | 10/12/2016 8:10 AM |
| 42 | Being available to access books whenever I need to is a great service. I use the fax machine and get my fire permits at the library. When I ask for suggestions, the librarians are always helpful. I like that its close, so that I can walk there. It was a great place to take my children when they were young. My one daughter loves the new puzzle selections, which has only been available for a short time. The access to info books are a great service not just for pleasure reading, but when the kids were working on school projects. I like that I can go to the library and enjoy meeting and talking to others about different books, and what authors I should try next, or comparing opinions about a certain book. I like that we have access to faxing. Not just to fax out. But also to receive a fax. To get fire permits since the township office is not available weekends or open late (after 4:30PM). I would miss not having a library as I'm in the library more than once a week. And I would miss the social aspect the library provides for me to talk to someone about what I read, and how I felt about certain books. Please don't close the libraries. | 10/12/2016 7:56 AM |
| 43 | I like the library here in Waub. I can not go far with a disabled husband. It gives me some place to go and freedom, without travelling far. | 10/12/2016 7:37 AM |

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| 44 | If this service is well utilized, I think there should be more services not less. | 10/11/2016 8:34 PM |
| 45 | Should be open 7 days a week! | 10/11/2016 8:23 PM |
| 46 | It would benefit to open 9-12 and 1-5 on Mondays or weekdays. | 10/11/2016 8:15 PM |
| 47 | Although Port McNicholl school has closed, I feel that the children will still benefit from our local library for their studies. | 10/11/2016 8:04 PM |
| 48 | We have three very good locations that have good well kept buildings and the good service and resources should be expanded not reduced for a growing Township with more people that will use this library system. Updating every 10 to 15 years is important. | 10/11/2016 6:00 PM |
| 49 | Please keep our libraries! | 10/11/2016 5:39 PM |
| 50 | Think about each community and its needs- The small towns don't need a "Toronto" type mega library, they need their small branches in their community with the exchange book program that is in place. | 10/11/2016 5:30 PM |
| 51 | Keep all branches open. This is the service I value most in Tay Township and I believe is most important for the quality of our lives and the future of our children. | 10/11/2016 4:05 PM |
| 52 | An old saying if not broken don't fix. I think Tay Township could cut costs other ways then to scrap our library in Waub. But then again Waub seems to get the short end of the stick all the time. | 10/11/2016 3:40 PM |
| 53 | Bigger location in Waub, more computers and extended hours. It would be nice to have the library open on Sundays during summer holidays. | 10/11/2016 3:20 PM |
| 54 | Keep open the 3 libraries for 2 days week. | 10/10/2016 10:45 AM |
| 55 | A library and school bring a community together. I move to Wabu with this in fate forefront of my mind. I really see closing this library as a total disregard to Wabu. simply because it has the lowest population of the Tay communities. Now here's an idea, if need to close 1 or more libraries, close Vic Harbour. I this several community meeting locations. Can you guess why 30 or so people turned up at Vic H. meeting regarding the future? They assume their library is safe just like everything else VH has managed to retain versus the 150 residents at the Waub. meeting. Look at the online submissions; where are they coming from? The majority should be from VH. with the largest population, you would think they would account for the greatest number of people concerned about closure. | 10/10/2016 10:01 AM |
| 56 | Above all we value having a library within Waubaushene that our family and especially our children can walk to, relax and pick out or discuss books to read. It is an invaluable aspect of living in Waubaushene. | 10/10/2016 9:33 AM |
| 57 | Do not close Waubaushene Public Library | 10/10/2016 9:19 AM |
| 58 | it would be wonderful to have the library as the place of our community interaction. as we have no schools now, it seems logical that Waubaushene may become more of a retirement community with badly needed community programs and meeting centre. | 10/9/2016 5:01 PM |
| 59 | More programs and have the library open longer hours | 10/9/2016 11:53 AM |
| 60 | Please don't close!!! | 10/9/2016 11:37 AM |
| 61 | I am very happy with the library in Port. The staff are friendly and supportive. They provide a service for the children, adults and seniors of Port McNicol. | 10/9/2016 11:29 AM |
| 62 | comfortable chairs and coffee or water or ? | 10/9/2016 10:55 AM |
| 63 | Find comment "no longer grandmother's library" offensively immature and uninformed. | 10/9/2016 10:42 AM |
| 64 | It would be a devastating loss to the Township to lose any o four three libraries. Port McNicol was donated to the Township as a Library. The house and property was to be used as a library and should remain as one. | 10/8/2016 10:00 AM |
| 65 | Small cost I think overall to keep 3libraries openin reation to maybe additional policing costs. If kids and families have a safe place to go read, use the computer Ethan it keeps them off the street. | 10/7/2016 4:04 PM |
| 66 | Someone at the Port Library helped me when I was going through a difficult time and I do not think this library should close,. Without the library, people don't have somewhere to go that is safe in the community of Port if they just need to get out of the house. The Port library has so many good services that made my childhood awesome! All the services are great now, you should just expand on them to make them extraordinary. | 10/7/2016 3:36 PM |
| 67 | would like to see t least one librarian TayTownship. i believe it is an important resource for the community. | 10/7/2016 1:16 PM |
| 68 | Please be mindful of the overall message you are sending to your tax payers when deliberating on your "master plan". When communities are already losing their public schools and other services to one central location, do you also want to close down library branches ? i'm often confronted with negative comments on the intelligence koi residents in small communities. Closing library branches really would not help in changing this negative perception. Please don't let budgetary issues cloud your sense of judgement. We need more intellectual outlets, not less. | 10/7/2016 12:39 PM |

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| 69 | Small communities are losing more and more services . Schools are closing, post office relocating etc... The library is a social hub and great resource for all. I feel keeping a branch in all three communities is important. | 10/7/2016 11:52 AM |
| 70 | Yes we need to keep our library open. I go there all the time. I do not drive out of town. | 10/7/2016 11:24 AM |
| 71 | We need recycle bins for activities in meeting room. (WB) | 10/7/2016 10:34 AM |
| 72 | The tay libraries are great and i appreciate having access to all of them. for the benefit of the tay community you must keep library access available to all of us because we certainly need a little education and culture in the neighbourhood. more social programs and get togethers would be very beneficial | 9/30/2016 3:54 PM |
| 73 | Close the libraries. Pay for a resident to have a library card to use another library. e.g. Midland | 9/30/2016 3:46 PM |
| 74 | Maintain the current three branch system. The budget impact is slight considering the service provided and is one of the few tangible services provided by our tax dollars. | 9/29/2016 11:01 PM |
| 75 | I really do hope Tay Township does not decide to close any Libraries as I think everyone needs this service in their own town. | 9/21/2016 9:08 PM |
| 76 | Our communities are small and are losing amenities. Libraries are so important to a sense of community. As to future services, bigger is not always better. Why not use our monies to fund what we have instead of spending a lot to rebuild/demolish (or worse, just demolish) our current branches? | 9/19/2016 8:19 PM |
| 77 | Waubaushene does not have alot. They don't get approval for much because we have 1 vote on council and the other two have two. Library provides a neutral common space for everyone. Old and young, driving or not. It is important. | 9/19/2016 8:13 PM |
| 78 | I encourage you to keep going ... a strategic plan is essential. You may have to be more proactive in some communities to get people engaged. | 9/18/2016 12:53 PM |
| 79 | More staff to help m sometimes don;t like to wait to get questions answered. | 9/17/2016 4:05 PM |
| 80 | More open hours , longer days, maybe saturday and sunday as well | 9/17/2016 3:48 PM |
| 81 | Do your best! Model after other successful and efficient library systems - there are many! Also consider the opportunities for the Community Centers to take over some of the meeting and educational needs of the communities as they have the spaces - much of it unused most of the time. | 9/17/2016 2:22 PM |
| 82 | Stop! Leave them alone | 9/17/2016 6:57 AM |
| 83 | more staff to help , as there seems to be always a line up | 9/16/2016 8:29 AM |
| 84 | A library is a focal point for a community - let`s not lose this. When we continue to promote the importance of a literate society, the closing of libraries is certainly counter-productive to that belief. Just look at what the Victoria Harbour Library is doing right now to accommodate the new school because the library is not yet ready for use! The Port McNicoll Branch has also always been well used by students in that community, as I`m sure the Waubaushene Branch has been utilized by students in that community. | 9/15/2016 5:44 PM |
| 85 | KEEP UP THE GOOD WORK!! | 9/10/2016 3:52 PM |
| 86 | We need this real bad, thank you | 9/9/2016 10:05 PM |
| 87 | I don't like that question 16 about hours only has 1 answer. I would save evenings and Saturdays is my preferred time of use. May be promote more online courses. Basicaly the system is not broken, so don't fix it. | 9/9/2016 7:12 PM |
| 88 | I would like to see a posting of the results,I know some of my answers are inconclusive,as how involved I want to be with the library when I retire. I am currently a Librarian in another municipality,that has already done its Strategic Plan and our community involvement was huge. Thanks | 9/8/2016 6:25 PM |
| 89 | I have met many colleagues who live in hometowns without library access within the town it's self and they have stated many times that the community is at a great lose due to this fact. I know personally that if it weren't for the library I would have gotten bored during the summer months and it is a fact that some kids/teens act out in boredom a do things that they shouldn't, like vandalize and other such illegal activities. There are many people out there that don't get to communicate with others on a daily basis and they go to the library to get that kind of services. Others that don't have the resources like I did as a kid go the the library so that they can work on the projects and homework and get help they need from the librarians. To close any of the Tay Libraries would just make our community as a whole a much lesser place to live. If you closed two of the three libraries the two of the communities would be at a loss for real estate for what individuals/families want to move to a community without a public library close by? Not everyone wants to drive places if they don't have to especially with the gas prices the way they are now. So in my personal opinion the town officials would be quite unintelligent to close a signal library. | 9/8/2016 2:33 PM |
| 90 | Instead of unifying the libraries,you are going to need to have services for the people who are retiring to all 3 communities in the next 20 years | 9/8/2016 12:42 PM |

| | | |
|---|---|---|
| 91 | No. | 9/7/2016 9:09 PM |
| 92 | Close it down. | 9/5/2016 7:10 AM |
| 93 | Libraries in small community's are crucial for low income families and people. Reading and programs within the community will help the children with their future endeavors. | 9/4/2016 11:08 AM |
| 94 | no | 9/4/2016 9:51 AM |
| 95 | I feel the libraries are being under used by the Township. They have great, passionate employees but don't advertise or build more awareness to anything that's available. I think it would be great to develop them to have more programs, classes and clubs. | 9/3/2016 7:22 PM |
| 96 | Keep the library locations as they are. To expect people to drive from Waub, Vic Harbour or Port to Midland for library needs is absolutely ridiculous - who even thought of this?? Bad enough we don't have any schools in Waub - I wonder if we all will get a tax break????? doubt it. So, no schools and no library. We may as well turn this town into a ghost town. Really people, keep the library locations as they are. | 9/1/2016 5:17 PM |
| 97 | Seriously, do not close the Waubaushene library. We are so tired of losing everything we have, and I know for a fact that many of our neighbours make use of it. We have been told that it gets more use than the other two libraries, but it always seems like Victoria Harbour gets all the services at our expense. Stop the trend please. | 9/1/2016 3:26 PM |
| 98 | On a personal note. When I moved to Waubaushene with my family, the first person I met was the librarian. She welcomed me into the community, informed me of what was available and what was happening with the municipality, and encouraged me to get involved. From that first encounter, I went on to serve for 15 years as a volunteer on municipal committees as well as at the school. The trickle down benefits to the municipality are invaluable. I urge you to maintain the libraries, and enhance them to the benefit and well being of us all. | 8/31/2016 10:30 PM |
| 99 | Libraries are central to our tiny community improve the services but don't take them away. | 8/31/2016 6:11 PM |
| 100 | If there are opportunities to volunteer at the library I'd be interested. Keep our libraries open!! If libraries close so will our minds. | 8/31/2016 2:08 PM |
| 101 | No consolidation of the libraries. The libraries are the hub of the communities to change them could prove to be disasterous. | 8/30/2016 9:27 PM |
| 102 | I expect to see libraries as an integral part of each ofour communities in tay t8wnship for many years to come. | 8/30/2016 6:40 PM |
| 103 | Don't do this to the poor bastard kids of the area. | 8/29/2016 6:27 PM |
| 104 | The governing body need to understand how important community libraries are to the tax payers. Each branch offers its own unique style of service to its area. We need to build on these services not reduce them. Libraries offer not only entertainment but educational opportunities, technological support and social interaction in the areas they serve. | 8/29/2016 8:15 AM |
| 105 | Do not close our library | 8/29/2016 3:56 AM |
| 106 | The system of management at the library is a hindrance to the growth of the library. The fact that the CEO is also a municipal clerk does not allow for proper involvement in the expansion and development of the library. It is an antiquated system and is a conflict of interest. The Head Librarian needs to be able to do their job to truly promote the library without constant Township involvement. | 8/28/2016 12:49 AM |
| 107 | Our local library is a not just a place to get books. It binds our community; it is a safe place for our children to meet, for parents to interact, for friends to socialize and for those without computers to stay in touch, often without a vehicle to travel elsewhere. It is a place for our seniors to walk to, a place for activities and groups. A place for a community to rally behind and cheer on in the local parade. Keep our local library | 8/28/2016 12:11 AM |
| 108 | Tay is a remote area. Removing any services from Waub or Port or the Harbour will be a deterrent to new home buyers or cottagers. The less people live there the less tax money you can get so I would be looking at stuff to attract people to move there, not stuff that will make people move away. | 8/27/2016 11:55 PM |
| 109 | I believe,each of the librairies have had money or other things donated in the name of families. I think they would like to see each of the three continue to survive in each community and improve as was their vision. Try Sunday hours. Continue to encourage the younger generation to read from an actual book. | 8/27/2016 10:39 PM |
| 110 | I feel that Waubaushene is on the bottom of the Tay township list for everything and anything. First, we lost our schools and now the library, what is next, Fire Hall? Our beaches are horrible compare to 30 years ago when Toronto residents would drive up on the weekend or just for a day to spend on our beaches. Recently I took my visitors/relatives to the Black Forest Beach and was totally embarrassed. The Victoria Harbour Beaches are nice though, we in Waubaushene pay taxes too so please don't treat us like the undesirable relatives. I may not have kids at home anymore but that doesn't mean you can take away all the necessities that make our small Hamlet a nice community that young families want to come and settle. Just think twice before you cut all the services that our high taxes pay for in Waubaushene. | 8/26/2016 4:23 PM |

| | | |
|---|---|---|
| 111 | Having the libraries available within each community is a bonus and I believe, lends itself to reaching out to the direct community it serves (thus increasing readership) | 8/26/2016 11:14 AM |
| 112 | I love it the way it is. Our libraries meet my familys' needs. | 8/25/2016 10:39 AM |
| 113 | If tinkering with the 3 library status of Tay is to save a bit of money, why not close 1 of the 4 Fire Halls and save a lot of money? | 8/24/2016 8:49 PM |
| 114 | Please consider our Waubaushene community over saving a little bit of money. Next time, ask the citizens, before you pay big bucks for a Toronto consulting agency. | 8/24/2016 3:40 PM |
| 115 | What library service I would support, One, Two or Three verses One with a book delivery service or transportation for programs, would depend on cost, hours open and types of service offered. I do not believe we need to provide the same service in each of the three municipalities and a partnership with Midland for books, etc. may mean more community programs could be provided for the same cost. | 8/24/2016 10:34 AM |
| 116 | Stay tuned...I will be attending at least one of the planning meetings! | 8/23/2016 9:44 PM |
| 117 | Please don't close our libraries and make us go to Midland because it just won't happen. I may be in Midland frequently but I've no interest in going to that library. The Tay library system is a small portion of the overall township budget but provides a Big Bang for those who use it. Don't nickel and dime it to death. Cut dollars elsewhere. | 8/23/2016 9:21 AM |
| 118 | No | 8/22/2016 10:00 PM |
| 119 | we should have a revote, and office clean up of the peoples that are running our township. we provide millions in our area on tourisim, and part of that is the library. ...and this taking away of the waubaushene library a complete waste of our time, we need the library, and why should we have to travel away when we can walk to our library, my grandschildren catch a bus to school now ....they what wake up way to early to catch it, get home later and now the township wants them to what take a bus to the library, its getting worse all the time, first you take the school away, so when do they get to go to the library, and who do they rely on to get there, they are killing waubaushene. | 8/22/2016 10:00 PM |
| 120 | Our local library has been an extremely important part of my childhood to adulthood and now apart of my son's from baby to now.He has just been given his own card and is thrilled! I would hate for him to loose that if things should change with our library closing. I am an educator and can't stress the importance of life long learning/reading. Our local library has so many programs and is an important part of our community. | 8/22/2016 2:51 PM |
| 121 | I have to repeat: Cobourg Library has a VERY SUCCESSFUL program whereby anyone with a library card can sign out an ukulele and it also offers free ukulele lessons on Saturdays. I think this is fantastic!!! I would be willing to volunteer as an ukulele teacher if you need one. Music is so good for the mind and the spirit. It can enrich peoples lives in the same way reading does. As I mentioned earlier, it would be fantastic if the Library offered a room at least once a month for a MUSIC CIRCLE. This is offered at the Askenonia Senior centre in Midland. I would like to see on in the Tay Library!!!! A music circle offers the opportunity for persons to drop in and play any instrument they like and it offers them the opportunity to play along with other instruments...thereby offering a fantastic social gathering opportunity whereby people can meet people! | 8/22/2016 9:31 AM |
| 122 | weekend longer hours | 8/22/2016 8:10 AM |
| 123 | will be expressed at upcoming public meeting for all parties to discuss | 8/22/2016 7:56 AM |
| 124 | Our public libraries are a treasure. In an increasingly digital age I find great comfort in the printed word. Keep our libraries open and keep up the great work!! | 8/21/2016 4:16 PM |
| 125 | Please do not take anything more away from this community it is loosing it chuch ...and so much of its identity | 8/21/2016 11:33 AM |
| 126 | Great staff but VH needs more room for browsing books. I loved the information that has been posted in the past which gave suggestions for alternate authors in one's area of interest e.g., Do you love reading so and so, then you might also like"..... | 8/21/2016 11:05 AM |
| 127 | No. | 8/21/2016 10:06 AM |
| 128 | Nothing wrong with the location and services provided here in the harbour! | 8/21/2016 8:11 AM |
| 129 | Local libraries are a place for learning, sharing thoughts,opinions and, ideas. This is what keeps a community healthy and strong. Rural Townships obviously have the problem of a spread out population but this can be overcome with positive and inovated planning. Keeping our libraries vibrant growing and active is what a new master plan should be all about. Any thought towards simply closing and telling residents to go to a larger centre simply shows our library board and council to be shortsighted and completely without regard for community. | 8/21/2016 7:48 AM |

| | | |
|---|---|---|
| 130 | The library should be particularly involved in the Reconciliation process: providing space for meetings; providing materials/information/workshops/presentations; etc. through groups like reconciliationcanada.ca/, our MP, our MPP, our Councillors, the indigenous communities, etc. As a repository of knowledge I believe this is an important activity and the library should take advantage of any grants/funding provided by the different government levels to implement this important change and growth in understanding of those who have unwittingly been part of these tragic events and attitudes in Canada. | 8/20/2016 7:46 PM |
| 131 | I love the library system in Tay. The staff is excellent and they do a great job. It reinforces the feeling of community and is often a meeting place for neighbours. I enjoy the book club too. | 8/20/2016 5:16 PM |
| 132 | I provided my comments earlier in this survey. | 8/20/2016 4:47 PM |
| 133 | NO | 8/20/2016 3:58 PM |
| 134 | I often see teenagers outside of the Victoria Harbour library after hours. I assume they're accessing Wi-Fi, as I have done so myself from my vehicle. It would be good for them to have some sort of indoor shelter where they can access Wi-Fi in the winter. They do not necessarily have to be inside of the library, that there is an empty community room right beside which is underutilized. | 8/20/2016 3:38 PM |
| 135 | Instead of reducing or eliminating the existing facilities, I think the libraries need to be more multi-faceted and to become vital resources that help to anchor their neighbourhoods and create a strong community. | 8/20/2016 2:24 PM |
| 136 | Please be more willing to support continued existance and growth of all three libraries. Provide the physical infrastructure budgets required to keep them all up and running. | 8/20/2016 1:59 PM |
| 137 | I enjoy having a library within walking distance of my home. friendly staff. | 8/20/2016 12:27 PM |
| 138 | Our tax dollars pay for these services, don't tear these wonderful places of joy from the community! | 8/20/2016 12:07 PM |
| 139 | Expanded Hours on Saturdays. | 8/20/2016 12:06 PM |
| 140 | i am pleased that strategy/planning meetings are open to the people who use libraries | 8/20/2016 10:57 AM |
| 141 | Matthew and his team are wonderful. Always willing to go the extra mile to help you! Keep up the good work.... | 8/20/2016 10:26 AM |
| 142 | Wondering if there is a Newsletter that is available - via email? to let us know what is going on, events, history, news etc? | 8/20/2016 10:12 AM |
| 143 | We have been in Victoria Harbour as summer residents and now permanent for 30 years. The local library has evolved over the years. Initially the library was stacked with shelves of books then over the years as technology has advanced; computers have become an integral part of the library experience. Children, teen and adult programmes are offered. All of this to keep the library relevant. I believe the librarians have been able to gauge the needs of the community with much success over the years. Hopefully this survey will validate their professional vision for the future. | 8/20/2016 10:03 AM |
| 144 | Although I do not the visit the local library, I have in the past - both as a patron and committee fundraising supporter. My opinions should be taken with a grain of salt as it has been some time since I was in the VH library. | 8/20/2016 8:36 AM |
| 145 | No. Thank you for this opportunity | 8/20/2016 8:23 AM |
| 146 | The service and the staff are very helpful. Always there to provide assistance and answer all questions. Always have been able to get books from other locations. I'd give them 100 out of 100 | 8/20/2016 8:18 AM |
| 147 | The library is a place we grew up going to. I enjoy taking my daughter there to read, listen to a story and park take in a program. She enjoys seeing other kids and hearing someone else read a story. She is an only child and we have a nanny she spends the day with. It is nice to have local programming to keep her involved in the community. Closing this branch would cause the town to loose a very valuable service and tremendous staff that run it | 8/20/2016 8:01 AM |
| 148 | No | 8/20/2016 7:53 AM |
| 149 | DO NOT CLOSE MY LIBRARY. | 8/20/2016 7:31 AM |
| 150 | Good luck! | 8/20/2016 7:28 AM |
| 151 | I love our library and find it an asset to our community. | 8/20/2016 6:30 AM |
| 152 | My only comment is that it is working fine as it is do not change something that does not need changing | 8/19/2016 10:10 PM |
| 153 | I would love more education help and where to do it. | 8/19/2016 4:50 PM |
| 154 | At this time I have no other comments | 8/19/2016 3:47 PM |
| 155 | I am most disturbed that closing any library is being considered at all. If anything, their services and locations should be expanded and enhanced. | 8/19/2016 1:47 PM |

# Appendix C – Results of Facilities Analysis

# Appendix C – Results of Facilities Analysis

Tay Township is serviced by three small to medium individual branches all located approximately 8 to ten minutes' drive apart along Highway 12. Driving times and distances are shown below:

**Driving Times and Distances**

| | Port McNicoll branch | Victoria Harbour branch | Waubaushene branch |
|---|---|---|---|
| Port McNicoll branch | | 8 minutes<br>6.7 km | 13 minutes<br>13.6 km |
| Victoria Harbour branch | 8 minutes<br>6.7 km | | 9 minutes<br>8.9 km |
| Waubaushene branch | 13 minutes<br>13.6 km | 9 minutes<br>8.9 km | |
| Vasey, Ontario | 11 minutes<br>10.5 km | 10 minutes<br>11.4 km | 12 minutes<br>13.7 km |
| Waverley, Ontario | 15 minutes<br>16.8 km | 15 minutes<br>17.6 km | 17 minutes<br>19.8 km |

Source: Google Maps

The lower southwest Corner of the Township is not currently serviced by a local Township library. Having three branches for a permanent population of 9,736 (2011) provides close access across the most populated section of the township. Townships and Regions with larger populations or larger are more commonly serviced by fewer, larger facilities.

None of the branches use security gates at the entrances so there is some risk of collections loss. The branches have a high proportion of DVDs and various forms of media which appears to be driven by local and seasonal demand.

**Waubaushene Branch** is the eastern most branch. It is housed in a stand-alone retrofitted Fire Department Garage. This a relatively small branch with a bright open children's program space along the front glazed façade.

**Victoria Harbour Branch** is the most central and services the community and people with boats in its large marina. This branch is situated in a storefront within a small plaza on the main street of Victoria Harbour across from the grocery store. This branch shares an adjacent Harbour Shore Community Room with the town which can be used for Library programs.

**Port McNicoll** is the western-most branch. It is housed in a stand-alone two storey building with the library entrance off the street at the upper level and a community room space accessed off the lower rear parking level. This is the largest of the three branches and has the largest collection.







A detailed summary of each branch condition is attached.

**Waubaushene Branch**

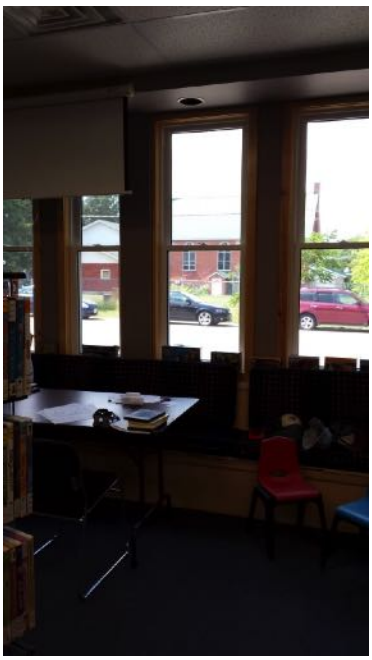
This small one floor library is located along the main road into Waubaushene with close proximity to Highway 400 and Highway 12.

The entrance door into the library is from the side of the building through a narrow door. This door would benefit with some more width and a power door operator. Next to the entrance is a small display for new and featured materials.



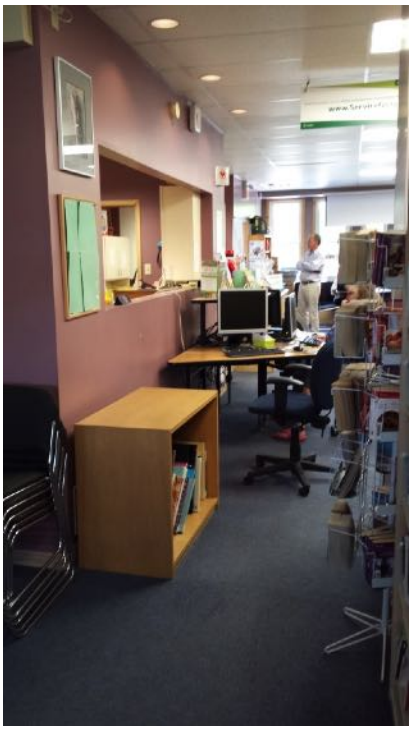



Within the library is a large open space with an open children's program area, with stacks that extend to the back wall.



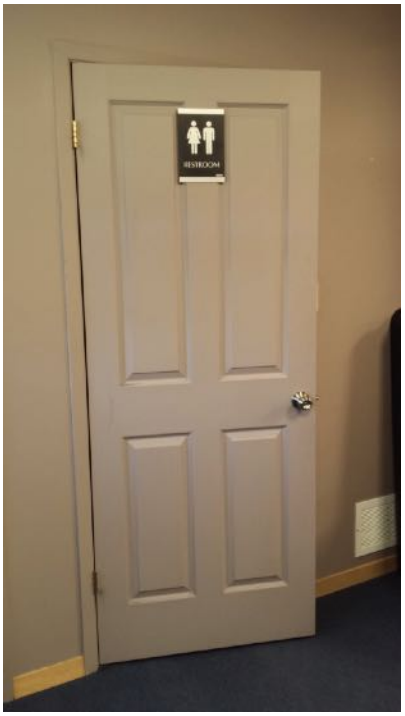


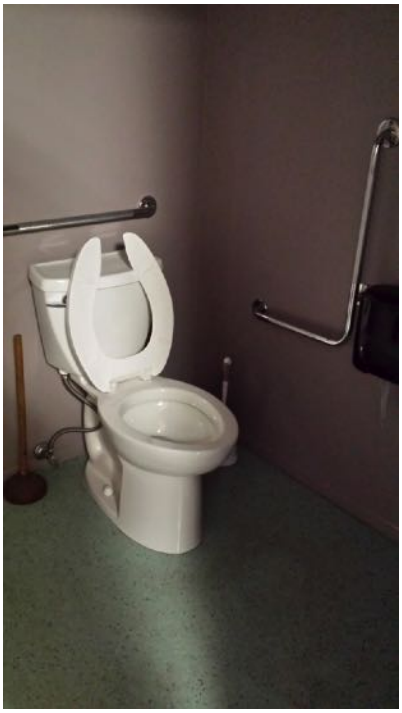
The circulation desk is located to the right of the side main entrance door with computer stations to the side. If the stack aisles were oriented in the other direction and lower, staff would have better visibility through the space. Computer stations are close to staff which is good but monitors are not visible from the circulation desk.





The rear door is glazed with very little protection. Changing to a more robust, solid, hollow metal door would improve security. Washrooms are located in the rear corner of the library.



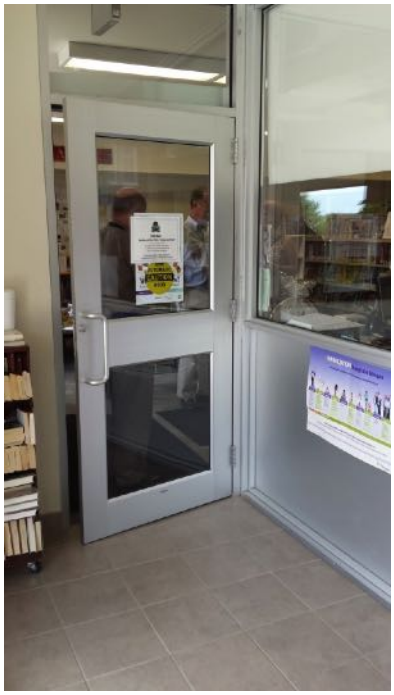
**Victoria Harbour Branch**




This small to medium sized library is located on one floor within a small strip mall located on Main Street. This is a highly trafficked location easily accessible to the grocery store and waterfront. The parking lot is home to a weekly farmers market in the summer months.

The branch has shared use of the Harbour Shore Community Room in the adjacent storefront. Both spaces share an entrance lobby but the community room can function independently outside of library hours.



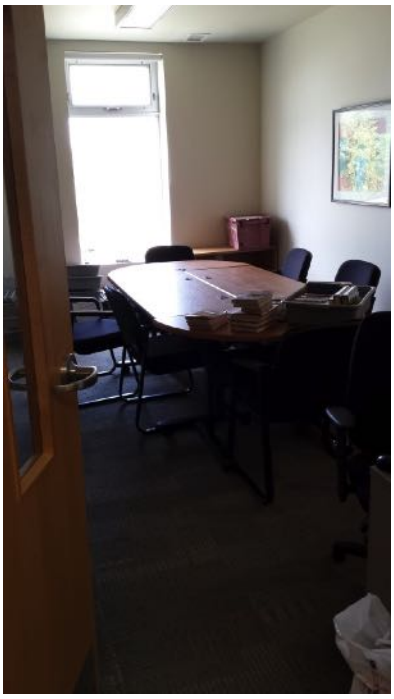



The Circulation Desk is located immediately adjacent to the entrance door with a row of computer stations to the side. Staff from the desk have good visibility of the computer screens.

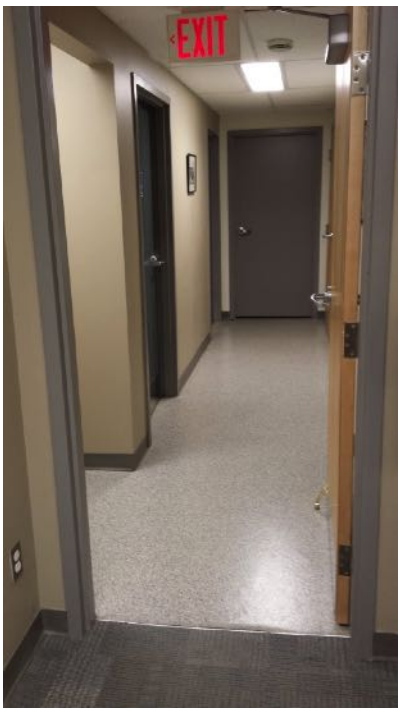


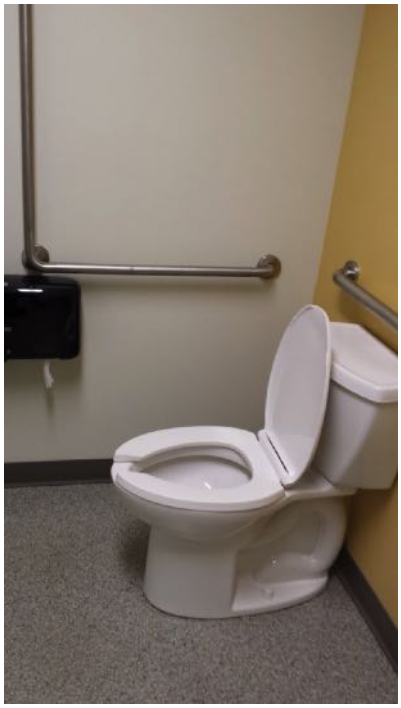
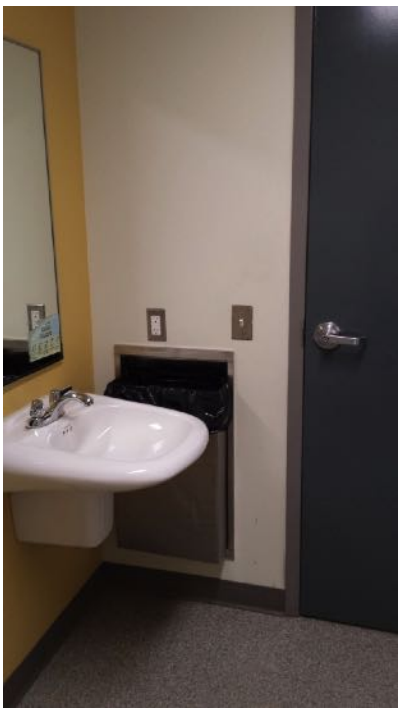
Children's books surround a small children's play table area for programs by the windows. Tall stacks fill the rest of the interior space with the exception of a meeting room and a staff workroom in the rear.





Washrooms are located off a back secured corridor and are shared with the community room.



This branch could easily expand into the adjacent store within the mall to provide space for more reading areas, work rooms, lower stacks.

**Port McNicoll Branch**

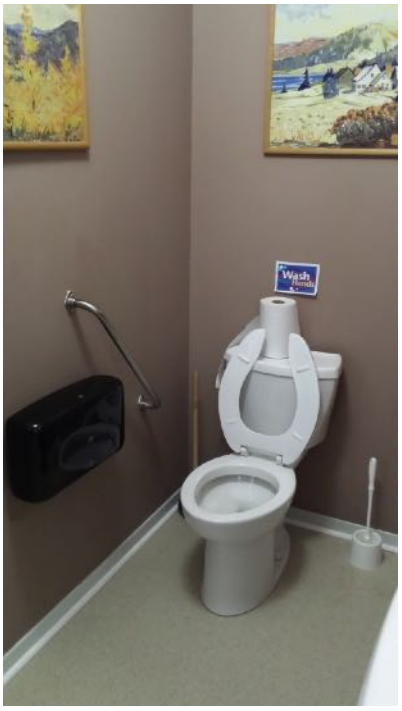


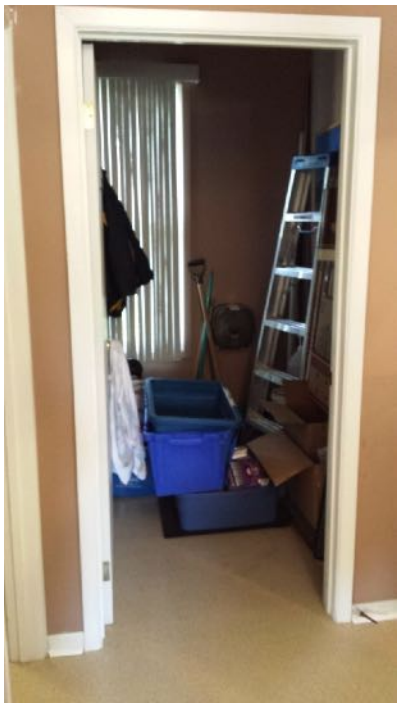

The main entrance to the branch faces the street. A ramp provides level access up to the front covered porch. The concrete surface of the porch is rough and could be a tripping hazard. The front entrance door would benefit from a Power Door Operator.

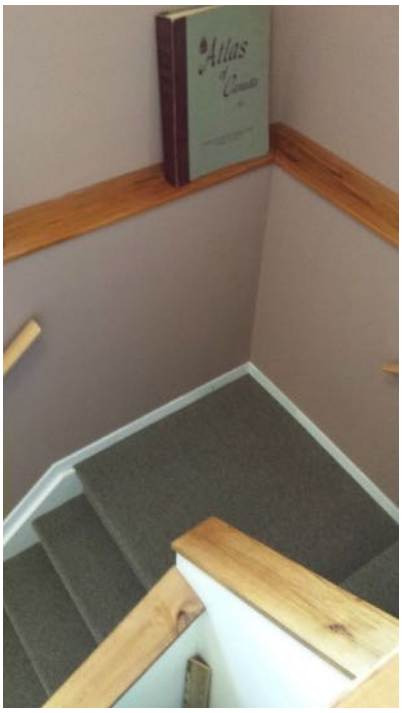




Inside the entrance is a tight vestibule that provides access to the one non-accessible washroom for the floor and to the open stair that leads down to the community room and additional stacks on the lower level.








For a facility of this size one would expect to see at least one men's and one women's washroom on the main level of the branch; however, one of the previously built washrooms has been changed into a janitor / storage room.

This is a 2 storey facility but does not contain a lift between levels.



Parking for the branch is at the rear. There is a non-accessible entrance door to the lower community room space off the parking lot. Site improvements recommended to widen access to the door including a paved sidewalk, provide a power door operator and provide a level threshold at the sill.

The large service desk is located immediately inside the library's entrance door with a small Children's area on the left.



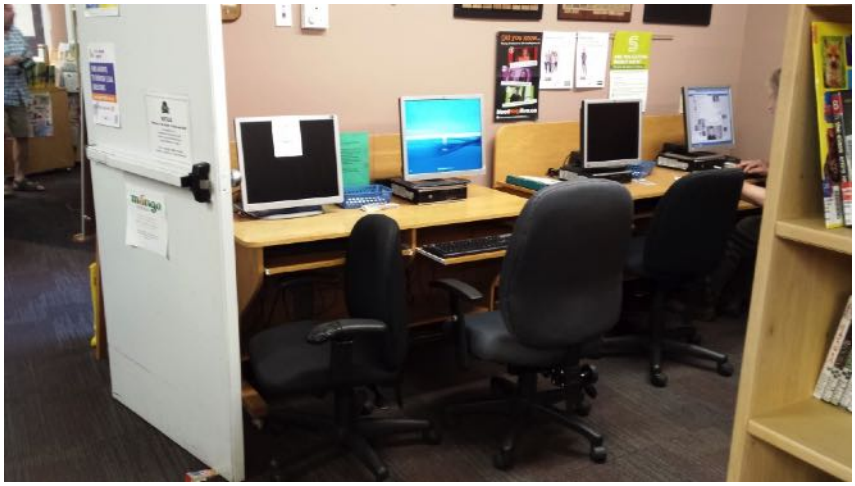


The front portion of the library has a nice high cathedral ceiling which adds to the character of the branch.



The back of the library is accessed through a fire door with computer station located against what was once the back wall. The remainder of the space is filled with stacks with the exception of an open work / reading area in the rear.







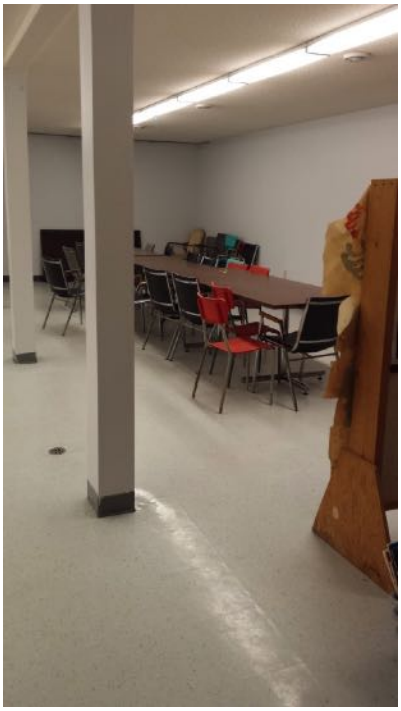
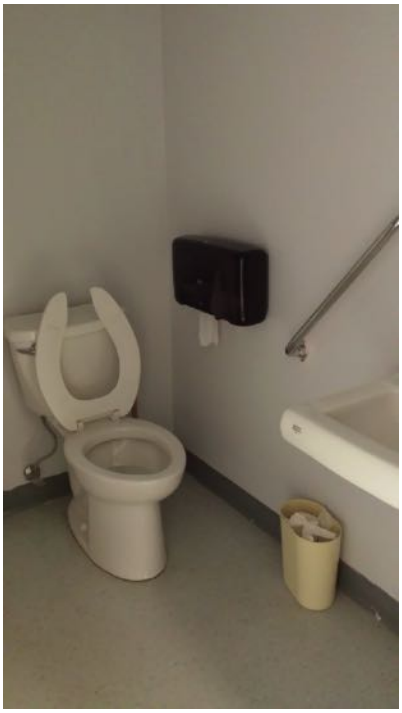
Oversized books and additional overflow materials that do not fit upstairs are stored downstairs in the hallway and in the back corner of the community room. The basement also houses a large storage room which is used by the various branches in the township.





The community space is large and can be used at off hours to library operations. The lower level also houses an additional large washroom.



**Summary and Future Improvements**

All locations are over-capacity in terms of book storage and would benefit from additional community spaces to accommodate more users and expand the service offerings to the community.

In the short term, the easiest possible branch expansion would be Victoria Harbour which could expand into an adjacent retail space. However, the Tay Public Library may prefer to focus on improving accessibility at the other two branches as a priority.

Understanding the schools are in the process of centralizing in Victoria Harbour, an expanded library would help to better serve their after-school needs.

Many new libraries now have a large children's play area to support moms with young children. The best branch currently in terms of a prominent well-used children's area is in Waubaushene but its small size does not allow for a play space.

Many new libraries provide dedicated teen areas to house teens who want a place to hang out and study with friends. None of the three facilities has any dedicated teen spaces.

Most facilities are somewhat accessible but steps could be taken to improve access including:

- Widen entrance doors
- Provide power door operators
- Declutter spaces to provide wider aisle widths
- Upgrade washrooms to be more accessible including updated signage, hardware grab bars, mirror heights, washroom accessories, etc.
- Provide an elevator at Port McNicoll

Small modifications to all locations could be made to improve accessibility and security.

A strategy to consider is to focus expansion of amenity space at one designated location to make it a flagship or hub within the township.

Port McNicoll has a large community space in the basement that could be made more multifunctional but as it is not accessible via an elevator from the ground floor it still feels like a separate space.

**Short and Long Term Options for Tay Branches**

Below are the proposed Short Term and Long Term Scenarios for the three Tay facilities based on the latest areas and calculating the ARUPLO[1] target at 1sf/person + a 25% gross up.

The short term options are focused on improving accessibility, particularly at Port McNicoll and Waubaushene branches.

[1] Administrators of Rural and Urban Public Libraries of Ontario.

**Waubaushene is currently 1,657 sf**

In the Short Term, Waubaushene will undertake a finish upgrade and improved back door security:

| | |
|---|---|
| 1,657 sf $50 / sf finish refresh estimate | =$82,850 |
| New secure back door | = $15,000 |
| **Short Term net estimate** | **=$97,850** |
| 20% contingency | =$19,570 |
| **Short Term Total Estimate** | **=$117,420** |

In the Long Term, in order to meet ARUPLO standards, Waubaushene needs to expand from 1,657 sf up to 3,125 sf to meet the 1 sf / person ratio for a population of 2,500 including a 25% gross up as outlined in the ARUPLO standards.

As the current site and building size cannot be expanded, then this facility will need to relocate to a larger sized tenant space.

| | |
|---|---|
| 3,125 sf $150 /sf fit up estimate | = $468,750 |
| 15% FF&E | = $70,313 |
| Long term net estimate | =$539,063 |
| 20% contingency | = $107,813 |
| **Long Term Total Estimate** | **= $646,876** |

**Victoria Harbour is currently 1,876 sf**

In the Short Term, Victoria Harbour will undertake a finish upgrade. No accessibility improvements needed other than keeping aisles unobstructed through the branch. This would entail the branch expanding into the adjacent Harbour Shores Room, and fitting this space up for shelf space with books, tables and some programming area. The entrance into the newly-expanded library branch would need to be reconfigured.

In addition, a refreshment of the existing space is recommended. The 'finish upgrade' elements would entail new painting, some new furnishing, aisle re-alignment to improve flow, etc. The cost of such short-term improvements is approximately $276,000, calculated as:

| | |
|---|---|
| **(A) Refreshment of Existing Space** | |
| 1,876 sf $50 / sf finish refresh estimate | = $93,800 |
| 20% contingency | = $18,760 |
| **(A) Existing Space Refresh Estimate** | **=$112,560** |
| | |
| **(B) Expansion into Harbour Shores Room** | |
| 788 sf ……$150 / sf finish refresh estimate | =$118,200 |
| 15% FF+E allowance | =$17,730 |
| Short Term net estimate | =$135,930 |
| 20% contingency | =$27,186 |
| **(B) Harbour Shores Room estimate** | **=$163,116** |
| **(A+B) Short Term Total Estimate** | **=$275,676** |

Note: the above estimate assumes that an entranceway or visible window can be created between the existing space and the Harbour Shores room without the addition of load-bearing reinforcement.

In the Long Term, in order to meet ARUPLO standards Victoria Harbour will need to further expand from 2,664 sf up to 5,500 sf to meet the 1 sf / person ratio for a population of 4,400 including a 25% gross up. There are four ways of doing this.

Option A – Take over the entire building and add an additional 614 sf to the foot print. This would require relocating the Post Office elsewhere in the community.

Option B – Take over the building except for the Post Office (which is left where it is) and build an additional 2,076 sf expansion to the building. This option assumes there would be sufficient space on the site to do this. (The assumption needs to be verified).

Option C – Build an entirely new 5,500 sf facility.

Option D – Find an existing building in Victoria Harbour that is large enough to accommodate 5,500 sf and retrofit it to meet the Library's needs.

Each option is costed below.

**Option A - Longer Term Expansion using full facility (taking over the Post Office space)**

The total size of the building in which the library inhabits is 4,886 sf. If it could take over the whole building it would only need and addition of 614 sf in order to meet the ARUPLO standard.

| | | |
|---|---|---|
| 2,222 sf | $150 / sf fit up estimate | = $333,300 |
| 614 sf | $350 / sf new build estimate | =$214,900 |
| S15% FF&E | | = $82,230 |
| Long Term net estimate | | =$630,430 |
| 20% contingency | | = $126,086 |
| **Long Term Total Estimate** | | **= $756,516** |

**Option B - Longer Term Expansion leaving Post Office in the facility**

If the post office cannot find another space and remains in the building, then an additional 2,076 sf would be required for the library, assuming the site allows for this expansion.

| | | |
|---|---|---|
| 2,222 sf | $150 / sf fit up estimate | = $333,300 |
| 2,076 sf | $350 / sf new build estimate | =$726,600 |
| 15% FF&E | | = $158,985 |
| Long Term net estimate | | =$1,218,885 |
| 20% contingency | | = $243,777 |
| **Long Term Total Estimate** | | **= $1,462,662** |

**Option C - Purpose Built Long Term**

This option assumes a new facility is built.

| | | |
|---|---|---|
| 5,500 sf | $350 / sf new build estimate | = $1,925,000 |
| 15% FF&E | | =$288,750 |
| Site Work allowance | | = $500,000 |
| Long Term net estimate | | =$2,713,750 |
| 20% contingency | | = $542,750 |
| **Long Term Total Estimate** | | **= $3,256,500** |

**Option D - Fit up Long Term**

This option assumes the Library is able to refit an existing space elsewhere in Victoria Harbour.

| | | |
|---|---|---|
| 5,500 sf | $150 / sf fit up estimate | = $825,000 |
| 15% FF&E | | =$123,750 |
| Long Term net estimate | | =$948,750 |
| 20% contingency | | = $189,750 |
| **Long Term Total Estimate** | | **= $1,138,500** |

**Port McNicoll is currently 4,249 sf**

In the Short Term, Port McNicoll, i order to accommodate the need for an elevator and machine room, will get a small addition with a new rear entrance and elevator to provide wheelchair access between both levels, improvements to washrooms and power door operators at main entrances as well as an interior refresh throughout.

| | |
|---|---|
| 700 sf Addition $350 / sf addition estimate | = $245,000 |
| 15% FF+E allowance for addition | =$36,750 |
| Basement furniture allowance | =$75,000 |
| Elevator Allowance | =$100,000 |
| Washroom and Power Operator upgrade | =$75,000 |
| 4,249 sf $50 / sf finish refresh estimate | =$212,450 |
| Short Term net estimate | =$744,200 |
| 20% contingency | = $148,840 |
| **Short Term Total Estimate** | **= $893,040** |

In the Long Term, in order to meet ARUPLO standards Port McNicoll needs to expand from 4,249 sf up to 5,500 to meet the 1 sf / person ratio for a population of 4,400 including a 25% gross up. This will require a 1,251 sf addition. Because of the 700 sf addition, above, the net additional expansion would be 550 sf. The site appears to be large enough to accommodate this size of expansion.

| | |
|---|---|
| 550 sf Addition $350 / sf fit up estimate | = $192,500 |
| 15% FF&E | =$28,875 |
| Long Term net estimate | =$221,375 |
| 20% contingency | = $44,275 |
| **Long Term Total Estimate** | **= $265,650** |

If Tay is going to the expense of putting in the elevator in the Short Term, it would seem logical to do construction on the full build out once to minimize disruption to operations, rather than doing a small addition again a few years later. Assuming the work were to be consolidated, the following would be the cost estimate.

| | |
|---|---|
| 1,250 sf Addition $350 / sf addition estimate | = $437,500 |
| 15% FF&E allowance for addition | =$65,625 |
| Basement furniture allowance | =$75,000 |
| Elevator Allowance | =$100,000 |
| Washroom and Power Operator upgrade | =$75,000 |
| 4,249 sf $50 / sf finish refresh estimate | =$212,450 |
| Port McNicoll net estimate | =$965,575 |
| 20% contingency | = $193,115 |
| **Port McNicoll Total Estimate** | **= $1,158,690** |

## Appendix D – Sample Technology Plan

# Appendix D – Tay Township Public Library – Sample Technology Plan

The technology plan is part of the library's strategic plan and supports the service goals of the organization. From "Guidelines for Municipal and County Public Libraries", Section 6.1.5:
*Technology plan - The library has in place a plan for acquiring, servicing, upgrading and replacing electronic networks, equipment and software applications for both staff and patron use. The plan considers the library's existing technology, technology potential, and the impact of future trends on library services. IT includes strategies for funding, staffing, training and technology support as required*.

Basic steps to develop and maintain a library technology plan:

1. Determine the service goal
2. Create inventory of existing technology to support the service goal
3. List equipment and applications to support the goal
4. Develop timelines
5. Prepare a budget
6. Review the technology plan

We will use a sample service goal to create a technology plan template for use by Tay Township.

1. **Sample goal:** promote use of library computers and Wi-Fi network with training programs.

2. **Inventory**
    - Training – review existing training programs for public and staff, plus associated materials such as advertising, training guides, library collection.
    - In-house training area – space, cabling, electricity, lighting, furnishings.
    - Off-site training – staffing, mobile devices, transportation.
    - Wi-Fi network – review existing equipment and bandwidth with partners to support in-house training and patrons with mobile phones and tablets.
    - Security – equipment, network, acceptable use policy.
    - Assistive technology – hardware and software.
    - Hardware – number and age of library computers and mobile devices. Review thin client technology plans with Town IT staff. Assess if tablets are more practical and cost-effective than workstations.
    - Software – review applications to deliver training, such as OPAC live chat training service and online manuals from third-party vendors.
    - ILS (Integrated Library System) – review modules to access electronic collections through the OPAC. Are library services available through mobile devices or is an app required for some devices? Review MobileCirc to provide add-on benefit of patron registration and renewals during off-site outreach.
    - Staffing – what hours are available from staff and/or volunteers? Can some duties be reallocated by using efficient technical processing options from book vendor and SirsiDynix? The staff time to process 4400 items per year at 10 minutes each is 735 hours. This excludes up to 30 minutes for DVDs plus the time spent shipping material to branches where staff is available to catalogue, resulting in an estimate of close to 1000 hours. Outsourcing a majority of these duties to a vendor can provide the library with

staff time for enhanced service and benefit patrons by making received material shelf-ready. Examples of outsourcing include: purchase barcodes, processing, on-order and full MARC/RDA records from vendor. Use SirsiDynix bibliographic loaders to add full cataloguing to database. Loaders can be set to overwrite or not overwrite matching records or create new Tay-only records, plus add item information including barcodes.

3. **New equipment to support the sample goal** (maximum level of service)
    - Wi-Fi network – work with partners to maintain sufficient bandwidth over a 3 year period.
    - Refurbish existing space and infrastructure at branch to support in-house training area.
    - Purchase three tablets for in-house and off-site training. Explore discount purchase through the Town or Simcoe Library Cooperative.
    - Purchase SirsiDynix MobileCirc license and install on two tablets for off-site training and promotion.
    - Purchase material processing from vendor to reallocate staff hours.
    - Assign staff hours to develop public training program. Enroll staff in training course necessary to deliver the program.
    - Develop promotional material and training guide.

**4. Timeline**

- Year 1 – purchase 3 tablets, round table for training, MobileCirc license for off-site, s , staff training course, OPAC live chat training service.
- Year 2 – With partners, purchase OPAC live chat service.
- Year 3 – purchase 1 replacement tablet, staff training course.

**5. Budget**

- Tablet: $300 – $500 each
- SirsiDynix MobileCirc license: est. $1700 annual
- Onsite refurbishment: v : various
- OPAC chat training service: $300 set-up, $450 per month

**6. Review**

- Annual review of program attendance, public feedback, staff training, equipment, impact on new patron registration and circulation statistics.
- If necessary, adjust timelines and budget.

# Appendix E – Benchmark Comparisons

# Appendix E – Benchmark Comparisons

As a cautionary note and as noted in Section 5.3, with the inclusion of a portion of the Library CEO's salary which is not currently allocated to the Library, Tay Public Library's true costs are actually somewhat higher than those used in the benchmark comparisons.

As noted in Section 4, comparisons are indicative, not definitive. In this Master Plan, certain use has been made of comparisons with other library systems in other municipalities. All library systems are unique, reflecting differences in the nature of the population base they serve; the territory they cover and the distribution of settlement; their physical facilities; their collections and how these respond to community demand; the choices of the Board and staff regarding programs to be offered; the nature of shared services with the municipality; etc. As such, no comparisons can ever be exactly 'point to point' and definitive. Comparisons are useful as indicators of areas to be further examined and where service improvements might be investigated.

**Tay Township Public Library Benchmarks**

| Column Reference | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Public Library System | Resident Population Served | Number of Library Branches Including Main Library | Service Points Per 10,000 Population | Cardholders per residential population | Prov. Op. Funding as % of Total Op. Revenue | Local Funding as % of Total Op. Revenue | Local Funding Per Capita | Total Operating Expenditures | Materials as % of Total Op. Expenditure | Staffing as % of Total Op. Expenditure | Staffing Costs per capita |
| | | | | | | | | | | | |
| **Tay Twp** | **9,376** | 3 | **3.20** | **23%** | **8.3%** | **78.3%** | **$34** | **$410,500** | 7% | **69%** | **$24.27** |
| Clearview Twp | 13,734 | 3 | 2.18 | 66% | 3.1% | 88.7% | $53 | $819,757 | 10% | 59% | $25.94 |
| Georgian Bay Twp | 2,091 | 3 | 14.35 | 73% | 15.2% | 74.7% | $67 | $176,596 | 13% | 63% | $31.03 |
| Grey Highlands | 8,486 | 3 | 3.54 | 59% | 5.5% | 65.9% | $31 | $394,938 | 8% | 69% | $31.94 |
| Ramara Twp | 8,110 | 2 | 2.47 | 37% | 6.5% | 89.1% | $41 | $434,282 | 3% | 61% | $30.01 |
| Selwyn | 17,419 | 3 | 1.72 | 41% | 7.2% | 72.8% | $21 | $499,917 | 14% | 55% | $47.67 |
| Severn Twp Library | 11,423 | 1 | 0.88 | 13% | 10.5% | 80.0% | $17 | $159,748 | 13% | 47% | $33.43 |
| | | | | | | | | | | | |
| Average (unweighted) | 10,091 | 2.6 | 4.05 | 44% | 8.0% | 78.5% | $38 | $413,677 | 10% | 60% | $32.04 |
| | | | | | | | | | | | |
| Tay (rel to ave) | ave. | ave. | Ave - low. | low | ave. | ave | low | ave. | low | ave | low |

Source: Source data is from the 2014 Ontario Public Library Operating Statistics. The benchmark indicators have been created by TCI using the source data.

Notes:

The green colour suggests a favourable interpretation of the data, for example, an opportunity to increase investment.
The pink colour suggests a possible unfavourable interpretation of the data.
Caution should be exhibited with these interpretations, as each system is unique and has its own operating characteristics.

| Column Reference | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Public Library System | Facilities costs as % of Total Op. Expenditure | Computer costs as % of Total Op. Expenditure | Total Operating Expenditure per Residential Population | Cost per Circulated Item | Cost per Main Library and Branch Service Hour | Total Reference Volumes Held Per 1000 Residential Population | Circulating Volumes Held per 1000 Residential Population | Total No. of copies of CD/DVDs per 1000 Residential Population | Total circulating copies of E resources per 1000 Residential Population | E Resources as % of Circulating Volumes Plus E Resources | Librarians Per 100,000 Residential Population |
| | | | | | | | | | | | |
| **Tay Twp** | **9%** | **1%** | **$44** | **$6.86** | **$91** | **14** | **5,346** | **495** | **2,471** | **32%** | **0** |
| Clearview Twp | 13% | 0% | $60 | $4.10 | $125 | 17 | 4,838 | 878 | 984 | 17% | 7 |
| Georgian Bay Twp | 13% | 4% | $84 | $6.81 | $73 | 63 | 9,875 | 1,523 | 35,639 | 78% | 0 |
| Grey Highlands | 10% | 2% | $47 | $5.90 | $99 | 32 | 5,011 | 297 | 8,969 | 64% | 12 |
| Ramara Twp | 18% | 2% | $54 | $9.31 | $104 | 14 | 3,180 | 258 | 10,420 | 77% | 0 |
| Selwyn | 11% | 7% | $29 | $3.95 | $92 | 35 | 3,113 | 260 | 4,300 | 58% | 0 |
| Severn Twp Library | 7% | 4% | $14 | $4.25 | $99 | 1 | 1,248 | 187 | 6,062 | 83% | 9 |
| | | | | | | | | | | | |
| Average (unweighted) | 11% | 3% | $47 | $5.88 | $98 | 25 | 4,659 | 557 | 9,835 | 58% | 4 |
| | | | | | | | | | | | |
| Tay (rel to ave) | ave. | low | low | ave. - high | low | low | high | low - ave. | low | low | low |

| Column Reference | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Public Library System | Total FT Staff | Total PT Staff | Total PT Hours / Week | Total PT FTEs @ 35 Hours Per Week | Total (FT+PT) FTEs @ 35 Hours Per Week | PT Hours as % of Total Hours | Total No. of Public Access Workstations per 1,000 Residential Population | Public Workstations with Internet Access per 1,000 Population | Main and Branch Service Hours per week | E Resources as % of Circulating Volumes Plus E Resources | Annual Circulation Per Residential Population |
| | | | | | | | | | | | |
| **Tay Twp** | **0** | **8** | **161** | **5** | **5** | **100%** | **1.28** | **1.28** | **87** | **37%** | **6** |
| Clearview Twp | 3 | 8 | 134 | 4 | 7 | 56% | 1.09 | 1.09 | 126 | 2% | 15 |
| Georgian Bay Twp | 0 | 9 | 49 | 1 | 1 | 100% | 8.13 | 7.17 | 47 | 25% | 12 |
| Grey Highlands | 2 | 6 | 113 | 3 | 5 | 62% | 2.36 | 2.36 | 77 | 23% | 8 |
| Ramara Twp | 2 | 4 | 69 | 2 | 4 | 50% | 1.48 | 1.48 | 80 | 4% | 6 |
| Selwyn | 1 | 5 | 125 | 4 | 5 | 78% | 1.44 | 1.26 | 104 | 18% | 7 |
| Severn Twp Library | 1 | 2 | 26 | 1 | 2 | 43% | 0.61 | 0.61 | 31 | 11% | 3 |
| | | | | | | | | | | | |
| Average (unweighted) | 1.3 | 6 | 97 | 3 | 4 | 70% | 2.34 | 2.18 | 79 | 17% | 8 |
| | | | | | | | | | | | |
| Tay (rel to ave) | low | ave. | high | high | ave. | high | low | low | Ave - high. | high | low |

| Column Reference | 34 | 35 | 36 | 37 | 38 |
|---|---|---|---|---|---|
| Public Library System | Annual Circulation Per Cardholder | Circulation Per Hour Open | Staff Hours per Hour Open | Program Attendance Per 1,000 Residential Population | Social Media Visits per 1,000 Population |
| | | | | | |
| **Tay Twp** | **28** | **13** | **1.9** | **297** | **34** |
| Clearview Twp | 22 | 31 | 1.9 | 1,621 | 542 |
| Georgian Bay Twp | 17 | 11 | 1.1 | 1,104 | 154 |
| Grey Highlands | 13 | 17 | 2.4 | 422 | 137 |
| Ramara Twp | 16 | 11 | 1.7 | 179 | 14 |
| Selwyn | 18 | 23 | 1.5 | 328 | 25 |
| Severn Twp Library | 26 | 23 | 2.0 | 35 | |
| | | | | | |
| Average (unweighted) | 20 | 18 | 1.8 | 569 | 140 |
| | | | | | |
| Tay (rel to ave) | high | low | Ave. | low | low |

Tay Township Public Library Survey

## Response Statistics

| | |
|---|---|
| 1891<br>Survey Visits | 759<br>Total Responses |
| 661<br>Completed Responses | 98<br>Partial Responses |
| 0<br>Disqualified Responses | 0<br>Over Quota Responses |

The Library Review Ad Hoc Committee, as appointed by Tay Township Council, is conducting a review of our three-branch library system to understand its current use and explore options for the future.

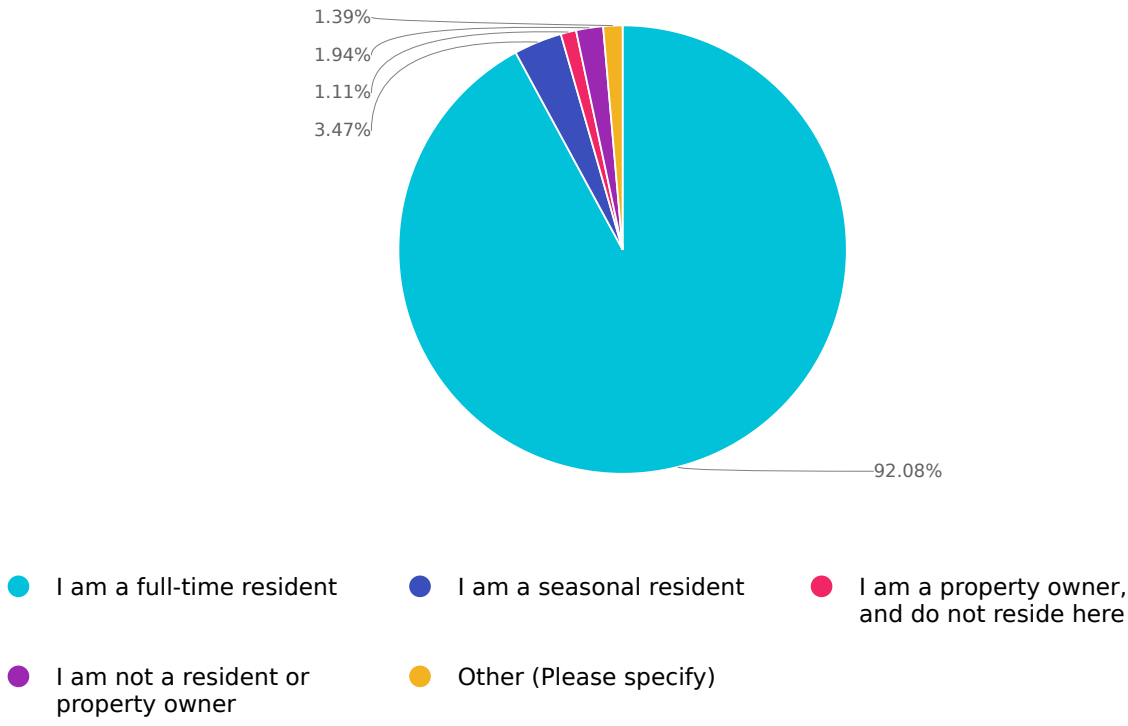
We invite your feedback on library services, programming and facilities, which will help us ensure that the Tay Township Public Library continues to meet the needs of our community.

Your input will be impactful in guiding the Committee's recommendations to Council regarding the future of library services in Tay Township. Thank you for sharing your insights with us.

Q1

## Which best describes your relationship to Tay Township?

Answered: 720 Skipped: 39



| Choices | Response percent | Response count |
|---|---|---|
| I am a full-time resident | 92.08% | 663 |
| I am a seasonal resident | 3.47% | 25 |
| I am a property owner, and do not reside here | 1.11% | 8 |
| I am not a resident or property owner | 1.94% | 14 |
| Other (Please specify) | 1.39% | 10 |

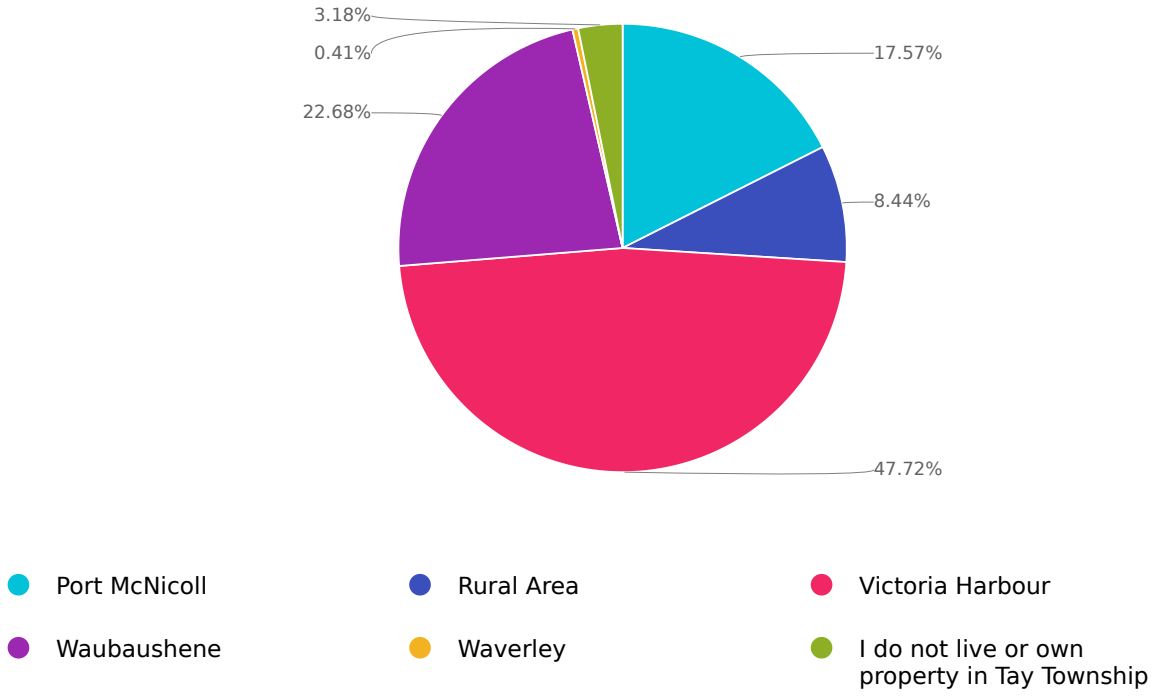
Other (Please specify)

1. Full time resident of port Severn. Kids go to tay shores.
2. I just purchased a home in Port McNicoll
3. I grew up here and visit every weekend as my Mom still lives here
4. Retired and use my property all year round
5. live in penetang
6. My family owns and lives in multiple properties in Tay twp and I am regularly up for extended stays
7. Employee
8. I lived in Tay until a recent move to Midland
9. I am a long term seasonal resident spending at least 5-6 months per year in Waubaushene
10. Used to be full time resident

Q2

## I currently live or own property in:

Answered: 723 Skipped: 36

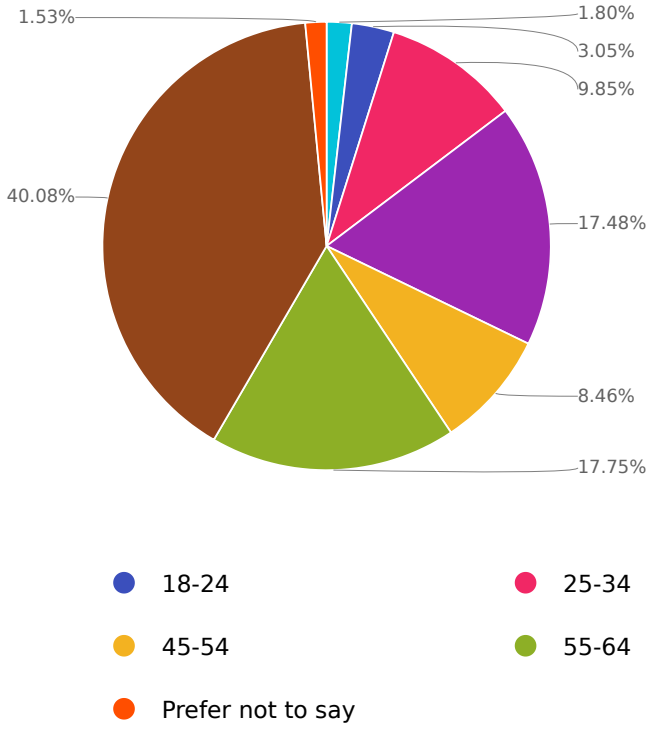



| Choices | Response percent | Response count |
|---|---|---|
| Port McNicoll | 17.57% | 127 |
| Rural Area | 8.44% | 61 |
| Victoria Harbour | 47.72% | 345 |
| Waubaushene | 22.68% | 164 |
| Waverley | 0.41% | 3 |
| I do not live or own property in Tay Township | 3.18% | 23 |

Q3

## Please select your age range.

Answered: 721 Skipped: 38

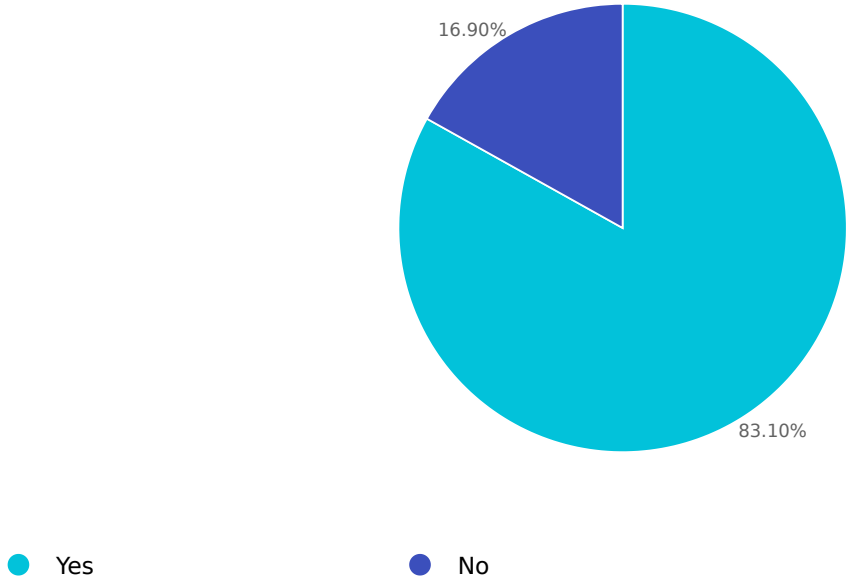



| Choices | Response percent | Response count |
|---|---|---|
| Under 18 | 1.80% | 13 |
| 18-24 | 3.05% | 22 |
| 25-34 | 9.85% | 71 |
| 35-44 | 17.48% | 126 |
| 45-54 | 8.46% | 61 |
| 55-64 | 17.75% | 128 |
| 65+ | 40.08% | 289 |
| Prefer not to say | 1.53% | 11 |

Q4

## I currently have an active Tay Township Public Library Card.

Answered: 722 Skipped: 37

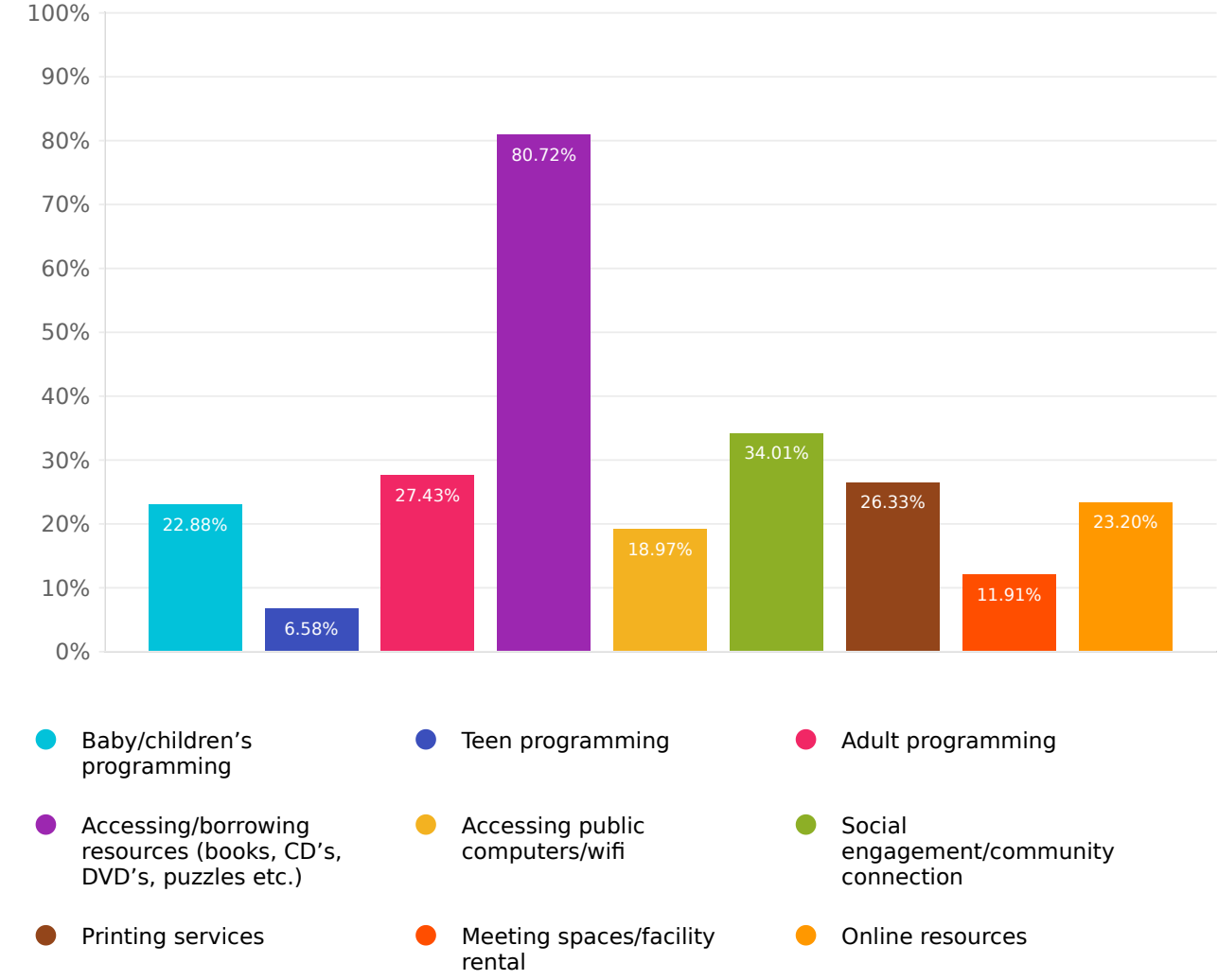



| Choices | Response percent | Response count |
|---|---|---|
| Yes | 83.10% | 600 |
| No | 16.90% | 122 |

Q5

## What is your primary reason for using Tay Township Public Library services? (Check all that apply).

Answered: 638 Skipped: 121



| Choices | Response percent | Response count |
|---|---|---|
| Baby/children’s programming | 22.88% | 146 |
| Teen programming | 6.58% | 42 |
| Adult programming | 27.43% | 175 |
| Accessing/borrowing resources (books, CD’s, DVD’s, puzzles etc.) | 80.72% | 515 |
| Accessing public computers/wifi | 18.97% | 121 |
| Social engagement/community connection | 34.01% | 217 |
| Printing services | 26.33% | 168 |
| Meeting spaces/facility rental | 11.91% | 76 |
| Online resources | 23.20% | 148 |
| Any additional comments? | | 114 |

Any additional comments?

1. None apply
2. The library is honestly our community's savior, without the libraries we would have NO RESOURCES for low income families and adults. The fact my nephews can go do their homework at the library instead of us needing to get them computers, a printer, wifi, etc is an actual godsend and the programs help them learn skills and interests as well as meet new kids!
3. I have a 3 year old daughter and work...I would love to see Programs at 5 oclock for moms with Littles...I never catch or see programs for her age group at night or Saturday
4. Tay libraries run excellent programs like the seed exchange etc.
5. Kids enjoy borrowing many books, videos and games weekly. Sometimes borrow educational tablets.
6. I am a senior and I appreciate the small drive or wqlk, for books to read.
7. Tay Township Libraries have very interesting books about local history that can`t be found anywhere else...that`s why we visit there.
8. We love Wednesday pj story time, scavenger hunts and crafts for the kids. I like the Tues paint nights and other adult events planned.
9. Requesting assistance with research and interlibrary loans, borrowing equipment such as sewing machines, co-planning community events
10. I would be interested in adult programming if new programs are being developed. I would also be interested in hosting classes if that is a possibility.
11. We love the library!
12. Maker spaces. And good food box.
13. I don’t use the Library
14. Seed library! Book recommendations, Great staff who know who I am, and when I have been hermiting for too long and think that I should talk to friendly humans instead of my dog.
15. Excellent service

16. I access audio books, ebook s and interlibrary loans.
17. The libraries in Tay have been an incredible source of community for me and my 4 year old daughter. We use so many resources and it has made our life so much better! Love the libraries!
18. Borrow large print books.
19. Love coming into the library to browse available resources!
20. Quiet space for school work
21. The community that exists within these safe spaces.
22. In the past I have used it for wifi and printing services, particularly during the pandemic and when moving (within the township)
23. During the pandemic many online resources were also available at home. I found this VERY useful and miss it!!! Consumer's Reports, Ancestry.com etc
24. As Mrs. Claus I do read or did read to the children near Christmas time.
25. do not access any library services
26. I didn't know that you offer printing services.
27. I am so busy during the school year (teacher) that I tend to use the Library much more in the summer.
28. I love our Library...staff are friendly and helpful. I am very happy to be able to have a Library in our Community so close to my home.
29. Also, ebooks
30. Very helpful with information
31. Although I do not use all the services listed above, I do think that they are all a critically important feature of a small town library.
32. The library is the only public space we have in Waubaushene. The Waubaushene Community Garden has been holding joint programs with the library while the weather doesn't permit outside activities. This has been a great community building opportunity. I also pick up the Good Food box once a month at the Waubaushene branch.
33. Libraires are crucial for communities if they are local and accessible,
34. Would be nice if more for seniors
35. For the past 8 years, I have often brought my 3 grandchildren, to the Waubaushene library to borrow books as well as enjoy the crafts, games and other fun activities the librarians have organized for them. The librarians make the library a welcoming, comfortable place to stop by and have important human interaction with other like-minded community members. I can imagine others feel the same, especially during long winter months when many stay at home parents, without a car
36. I live near Waverley & the closest Tay library is in Victoria Harbour, I have to have a library card from there before I can access my preferred library in Elmvale where my family lives & where I do my shopping
37. I have my visits with my boys on Tuesday and Thursday and Saturdays so we go to the library. This library has been in Victoria harbour since I was a kid
38. I like to visit the library to see what books they have for purchase and to also donate books, dvd, etc.
39. other family membership, volunteers to help with book sorting
40. With growing families, an aging population, a seasonal population, and the fact that people in small towns need access to facilities that provide information and recreation it is very important to keep our Public Library in our town. Not everyone can drive, afford computers or internet, or have the time to go to bigger centres. Libraries provide a safe, educational learning place for our children as well.
41. This is my only Port McNicoll hub. I don't use the rink nor the post office so this is my only connection within Port McNicoll and as an educated person (PhD) with a love of books and resources, I'm hoping to be involved for many years, including volunteering when I retire.
42. Volunteering at our library.
43. Is is super important for local authors to be able to connect with their audiences and be active in their communities.
44. Have bought the good food boxes Get lots of printing done Staff are very friendly and informative as to resources I do t really read so have not borrowed any books to read

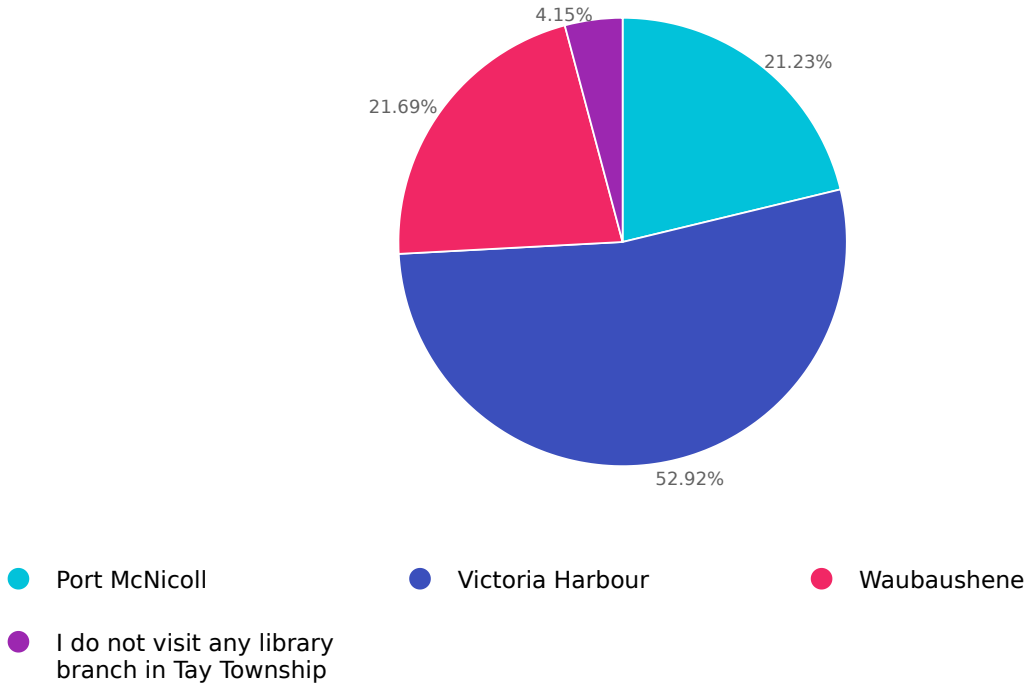
45. Tay/Simcoe library has very good ebook system.
46. Often use cloud library online also to read both my husband and myself.
47. Used to use them for the Good food box
48. Do not use library
49. My grandkids also use the library that live in town.
50. I was last there many years ago and signed out DVDs on loan. I also had some printing done at the Port location many years ago but found it to be too expensive per page. I haven't been back. It has been so busy online with so very much to read and watch that sadly, I no longer use their services. We are both seniors and used to love going to the library. Life seems to have changed so much. MAYBE by offering senior workshops on an array of different subjects can bring many of the local seniors in? Perhaps having info sessions in these workshops like, the fire dept giving information on fire safety, escape plan (for disabled folks), paramedic speaking on falls in the home, how to handle choking on oneself, a clutter professional to speak on how to maintain the home, services offered in Tay for seniors so that all know what is out there for us. We were snowbound like many this winter and called 211 to see if we could be able to get out, we were stranded for a week. They were so busy we assumed as we didnt hear back. But perhaps a local system in Tay itself of where appreciated volunteer s can be available when souls are stranded and cant get out for food and other supplies? Just a few thoughts. :)
51. The affordable space rentals are great for family or community events at a better Price than the community center which is expensive IMO
52. E Books
53. Game night
54. use for when grandchildren are visiting
55. While I haven’t accessed the library, I believe it to be extremely important for the community to have the ability to access all of the services mentioned above.
56. We have not lived here a year. We plan on getting library cards.
57. I do not attend at the library due to lack of accommodation for disability, but I am in contact by phone. But, the library, for me is important to everyone in the community, as it was for me as a child. Knowing that it is there and what it could be for me, gives me hope. It would be helpful to have more online activities that seniors and disabled like me could do from home with others in the community.
58. Personally don’t use.
59. Use of computer and internet on rare occasions when power is out or internet service is unavailable.
60. I haven’t been in years but I am interested in audiobooks
61. The library is a great place - my kids drop in and have been connecting with others.
62. The library is so important to our little community. Our children and seniors are especially in need of it. Our families need a place in the community to meet with other families.
63. great staff always helpful
64. A library is the heart and center of every community lucky enough to have one
65. Heather Fitzgerald helps me with anything.
66. Is there space to rent in the Waub library?
67. Only the Victoria Harbour branch really offers any programs, the other branches have major gaps in their programming.
68. Good Food Bags
69. My children used the library often for school work.
70. This library has an awesome selection of books & other resources. is a wonderful place to tutor students. The librarians here are very accommodating and the kids love it!
71. Utilise for actual books and also Ereader on a regular basis
72. THE WAUBAUSHENE BRANCH is very necessary for this community, seniors and youth can access it by walking, no need for a car or bus. It is the ONLY Tayfunded community centre for waub
73. I do not attend the library
74. We do not own a computer or a smart phone hence we use the library to access the internet
75. I'm so grateful to have a public library in my neighbourhood.

76. We pay for the community contact in taxes, as a senior the library is very useful to us.
77. Trips with my 2 children (4 and 2) to read and check out books
78. I love to borrow books
79. Our librarians are amazing
80. Would like it to be a meeting place to play cards, hood ....
81. Love to bring my grandchildren to the library
82. - Enjoy convenience - close to home - I am on OAS + CPP. Economically good for me - Often see people I know - Staff is friendly and helpful
83. I using puzzles and DVD and using computers online resources and teen programming
84. I do not have internet - all the online resources are very important. The social is a must for me. I look forward to the events
85. Staff are so vigilant and responsive. THANK YOU.
86. I also play chess and mahjong at the Victoria Harbour Library.
87. until my recent move to Midland, I used the library services for reading materials on a regular basis
88. I used the libraries all of my life in Tay, but as I aged, I have found that my personal accessibility to services has declined. I find though that I have everything online that I need !
89. I usually take out books. I loved when the librarian ordered a book I thought I would liked for me. I ended up greatly enjoying it, and I found that act in itself to be so kind!
90. as a previous full time resident, I did not use library services at all. I would think that the advances in technology and the fact that everyone, even kids have a smart phone these days, the relevance of a library has diminished over the years. You can borrow books on line, send emails respond to job hunts and even be interviewed on line, search the internet for information etc( who uses photo copy services/fax any more? ) and to have 3 small library branches all within a 10 minute drive of each other is a waste of taxpayer dollars
91. Take my grandchildren there every week to get new books out
92. We participate in the vegetable box program every month
93. I also use the Library as a COOLING CENTRE. I pick up my GOOD FOOD BOX there. I get GOVERNMENT FORMS and information there.
94. My grandson likes game night at Waubaushene!
95. Books
96. Best library I have been to, service is incredible, research is done if neede without hesitation ❤❤❤
97. Faxing
98. Only way to know what goes on in the community. Only public building we have left.
99. Good foods boxes
100. Good box

Q6

## Which Tay Township Public Library branch do you frequent most often?

Answered: 650 Skipped: 109




| Choices | Response percent | Response count |
|---|---|---|
| Port McNicoll | 21.23% | 138 |
| Victoria Harbour | 52.92% | 344 |
| Waubaushene | 21.69% | 141 |
| I do not visit any library branch in Tay Township | 4.15% | 27 |
| Any additional comments? | | 68 |

### Any additional comments?

1. I think all the libraries are pretty vital, especially port mcnicoll which has literally nothing else there that is open nearly daily with resources for the community so it is our community hub ♡
2. I have not been to Port McNicol library but I have found the librarians in Victoria Harbour and Waubaushene exceptional. They are knowledgable and helpful. It is always a pleasure dealing with them
3. I was l ok so go to Victoria Harbour and Oirt McNicoll branches
4. I visit Victoria Harbour sometimes, and Port occasionally (1-2 x per year)
5. I also visit Waubaushene library but multiple choices were not allowed
6. We love the staff!
7. I borrow stuff from all 3. Ex. If parks pass is at another branch, I will go and pick it up.

8. I travel by mobility scooter and the Victoria Harbour branch is close enough that I can get there on my own. As well the entrance and space is very accessible for me
9. Midland
10. Living near Wyebridge, I use the Midland Library as it is closest to me and has a large selection.
11. Midland Library is just much better and is one location
12. Staff helpful and friendly
13. The staff at the Victoria Harbour Library are so friendly and extremely helpful.
14. 50/50 waubaushene and Victoria Harbour
15. I will attend programming at other branches also.
16. The individual libraries need to continue. I am NOT driving to another town to use the library!!!
17. I use children’s programs when watching my grandchild, a few times a month
18. use Port Library too.
19. (Continued from above comments) Many stay at home parents from a single car household, hopefully agree that the Waubaushene library is one of the only places in town during winter that you can gather with small children to enjoy a sense of community and share the resources available to us. For myself, having a disability that doesn't allow me to drive, this library is very important to me.
20. Wouldn’t be a good idea to close any library. Where are the kids to go if it’s raining outside. To spend time with there parents
21. I visit the library in Victoria Harbour and Midland as well.
22. I believe every town and/or city benefits from having a local library. I frequent the Waubaushene one, rather than the City of Barrie one
23. I visit Port McNicoll almost as much as the Harbour.
24. It has been years since we have been.
25. I don’t like the VH branch. It feels like a sketchy strip plaza
26. Now the nice weather is here we will probably use Port's library more often but will definitely check them all out.
27. I do not drive very far at due to age and disability. I would not be able to get to Victoria Harbour or Port McNicoll Libraries. I am able to drive at Waubaushene. During the outage in the ice storm I would not have been able to go to any of the warming places in Victoria Harbour or Port McNicoll. The Library in Waubaushene needs to provide this emergency service in the future.
28. I won’t use the library if it is in port
29. I do knitting with friends there
30. I love going down and feeling the warm welcome's from Heather F and the other rotating ladies. All of them are always very helpful and informative.
31. This is the busiest branch by FAR, with the best customer service (also by FAR), as well as being in the most convenient space out of all three branches.
32. No transportation for other branches
33. Great staff, efficient, knowledgeable, friendly. Important to have a library in town as a community meeting place, wifi and computers for those who need them. Especially for people Who do not have transportation.
34. A wonderful place to visit. The librarians here are are totally amazing.
35. Local library, very convenient when I can do my groceries and visit the library !
36. (The staff are very obliging and helpful, Heather and Karen are always friendly)
37. Heather and Karen are very friendly and helpful! My checkout history lists nearly 600 items
38. I love the Waubaushene Library!
39. Waubaushene needs - 1. Bigger and more service hours . 2. Promotion of enhanced library 3. Have staff available to help seniors with computer questions 4. Waubaushene has no community centre. Library could be build with a dual purpose as an inviting place where the community meets. 5. multi purpose room could be used as a card room, book club, craft room, public health services. eg covid vaccine, talks on diabetes.. etc. generally for parents to meet. I also forgot exercise / fitness room. We do not all own cars to get to out of community activities plus during the winter using pub transp. becomes a onerous (spelling) task.

40. In walking distance
41. Close to home
42. It has excellent programs
43. Do not close the library do not drive
44. I dont know wherre they are orr how to get a card?
45. My siblings and I always had library cards over the years, but as technology advanced, there was no longer a need to actually visit the library for information or to read books. Everything is now on line, if I was still interested in reading a book for informational or educational purposes. I would propose that every household in Tay currently has a computer or smartphone for online access if they deem the service necessary.
46. I used the PM branch, as it housed the most extensive collection
47. I used this branch before accessibility issues reduced my access... This branch has the largest collection of materials.
48. The library workers are so helpful with book recommendations, and will really take their time (over an hour!) to make sure you pick a book you'd love. They also have a great taste in books!
49. Waub Library is our ONLY PUBLIC MEETING PLACE, and connection to wider community. It is a SAFE SPACE for women and children, away from violence/abuse at home.
50. 50/50 Waubaushene snd Victoria harbour
51. Grateful for our Community library and awesome staff
52. The librarian is so helpful and knowledgeable
53. We visit Vic Harbour equally as it is right off the bike trail.
54. My family visits all 3 branches, but mostly Waubaushene. I think very few people visit all 3 branches, so they don't see how disgusting Port McNicoll is compared to the other two.
55. I love our library. It feels like home.
56. Victoria Harbour is my main branch but I have visited all three branches over the years.
57. My husband and I use all three of the libraries
58. very people there and are very helpful
59. just moved away, plan on moving back in 2-5 years
60. It is conveniently located. One floor, no stairs, so easy to access. Perfect layout. The current layout allows for the staff to see you enter and can help if need be. The staff are very friendly and knowledgeable.
61. Walking able. No car or bus required - no cost
62. I do visit VH &WB branches if they have something on the shelf that I'd like to have for the weekend if it is too late for the Thursday courier / or wait to at my branch until after the weekend
63. The Waubaushene library is the closest and most accessible to my condition considering I am unable to drive and I am very comfortable with the staff since I have been going to the library since a very young age while in the Waubaushene public schools
64. Waubaushene library might be small and need a make over but just to have access to the computers has helped me many times with resumes and are so nice they helped me edit and make it perfect. Also the food veggies pick-up is there and it is very convenient every month. Walking distance is crucial for family's that don't drive. Kids that aren't well off can rent games, movies, tablets, etc. Books!
65. Use Victoria Harbour as well for seniors that get bks our for

66. When I first moved to the Tay Township, I was underwhelmed and felt utterly alone. I didn't know anyone and I struggled to find community as someone who lives rurally outside of Waubaushene. This changed though when I got a newsletter for the library in my mailbox, outlining the happenings at the library. I read it to my family over the next few days, exclaiming "wow! did you know that the library ontario parks passes?", "wye marsh passes?", "museum passes?", "I could get online books and audio books again!", "they host book clubs!", "they have activity kits to take home!", "they have a free spice club!" My family was amazed and I immediately went to the Waubaushene branch and got a library card there. That was the winter of 2022 and my life has never been the same since. Through the Waub library, I have made life long friends and community connections like the opening & ongoing success of the Waub community garden. I became more active in my community, found my own 2SLGBTQA+ community and gave me the courage to pursue a career in libraries, for which I now work in a different library for the past year and a half and I still find myself showing off to my coworkers the amazing programs, spaces and opportunities at my home Waubaushene branch. The Waubaushene branch may be small but it is the glue holding the Waubaushene community together. For me, like many, itis our safe space where I know I will always be welcomed by the branch's co-ordinator Jess with a friendly "Hi Yeah!" and a book / game recommendation. The branch is tidy and well stocked with materials kept up to date and the best condition. If the township is actualy serious with it's farce of closing the three branches to create a new one in Port McNicoll (of all places) - which no one in this community asked for, then members should have to take tours of the branches to understand these spaces and the communities they are in. No one from Waubaushene or Victoria Harbour wants to go to Port McNicoll for library services or otherwise. It isn't their home, for some it is inaccessible due to transpiration, it is too far. it isn't welcoming, or given the fact that the current branch is creepy and poorly managed [redacted]. Each Tay community is vibrant & different in it's own way and residents won't [redacted]r one being pitched the expense of everyone else. The people will not go if they can help it; just as participation is already lacking at every Port McNicoll program & event. Victoria Harbour + Waubaushene are astronomically better supported by residents, the regular staff there are far friendlier and will go above and beyond for their patrons. Having just one branch in Port McNicoll would be an irrecoverable mistake and embarrassing misread by the Township. There are many of us outside of the Town who rely on personal vehicles to access the library and our rightful community services safely. But many do not have regular transportation and being forced to travel to the furthest Tay location would be devastating, expensive, or virtually impossible. This proposal by the town to construct just one branch reeks of privilege, arrogance, and ignorance of the worst degree.

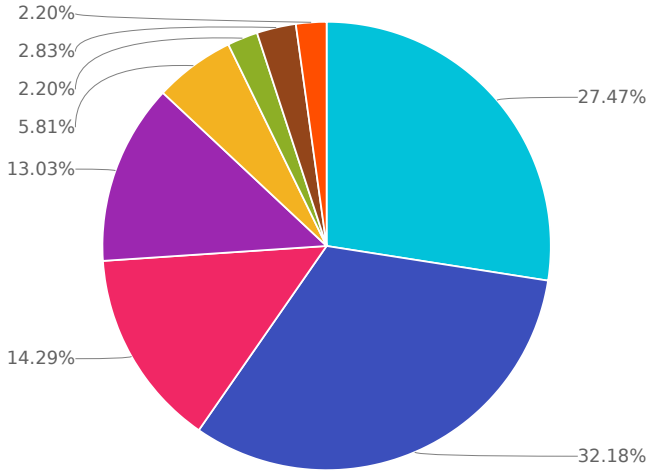
67. Visit all libraries frequently but mostly Port McNicoll.

68. I use the Victoria Harbour library alot as well. Like the idea that I have 3 to choose from & the variety.

Q7

## On average, how often do you use the services of the Tay Township Public Library?

Answered: 646 Skipped: 113




- Once a week or more frequently
- Once every couple of weeks
- Once a month
- Once every few months
- Once or twice a year
- Less than once a year
- I have never used the Tay Township Public Library
- I prefer to use neighbouring Libraries (Midland, Severn, Pentanguishene, Springwater)

| Choices | Response percent | Response count |
|---|---|---|
| Once a week or more frequently | 27.47% | 175 |
| Once every couple of weeks | 32.18% | 205 |
| Once a month | 14.29% | 91 |
| Once every few months | 13.03% | 83 |
| Once or twice a year | 5.81% | 37 |
| Less than once a year | 2.20% | 14 |
| I have never used the Tay Township Public Library | 2.83% | 18 |
| I prefer to use neighbouring Libraries (Midland, Severn, Pentanguishene, Springwater) | 2.20% | 14 |
| If more than one option applies, please explain below. | | 59 |

If more than one option applies, please explain below.

1. Sometimes I use it multiple times a week and sometimes a couple weeks pass. It depends on my schedule and how much reading time I get to enjoy.
2. I also use the midland library
3. as a retired & senior , seasonal resident it is so nice to visit the local library for some reading when the weather is less than perfect.
4. I use the Cloud library
5. We go to Waubaushene at least twice per week, Victoria Harbour maybe 5-6 times per year, and Port maybe 1-2 times per year.
6. I mainly download audiobooks.
7. Have not used the library for several years
8. We try to make a habit of going to the library on the weekends we don’t have other plans. Some months might be every Saturday, other months may only be once.
9. I will go through periods where I borrow a series of dvds, or books . Sometimes weekly, sometimes not for a month.
10. I normally get books once a month
11. I pop into the library every couple of weeks, however I access online resources (PressReader) almost daily!
12. If waubaushene branch had larger space I would rent or host workshops in the community.
13. My use changes as needed so it is hard to state from one day to another.
14. My child and I are there seasonally staying with my parents who are full time residents. While we are there we visit the library every week or so.
15. i have not accessed the library services in over 10 years
16. I also frequent the MPL
17. The frequency of my use of our library varies, depending on the time of year and the available activities. I do, however, use the CloudLibrary features regularly.
18. I READ BOOKS ON THE ONLINE LINK

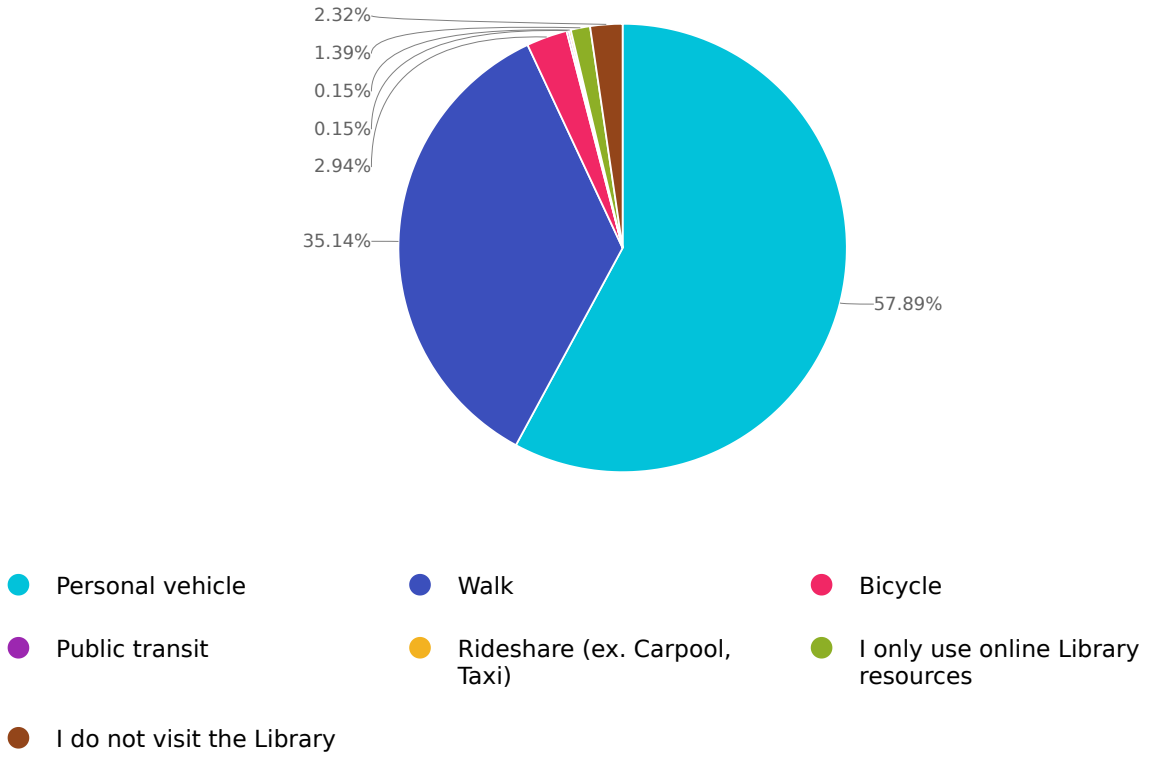
19. Having two young kids it is so exciting to learn that there is a library here! Scary to think i could have just bought a house where the library is in jeopardy. We will frequent the library but haven't moved in yet.
20. I physically use the services a couple of times a year. I use digital services daily
21. We take out books regularily and attend kibrary events weekly throughout the summer.
22. Summer months when my grandkids are off school
23. I have used the port and Vic Harbour libraries.
24. I renew my card each year
25. I have been twice but did not end up using the services.
26. I am unable to use the library due to disability, but know that it is important for all other residents in Waubaushene, especially those without transportation, to have access to the services provided including food supply, books, computers, social interaction, a place to study - and these services need to be expanded as the library is the heart centre of Waubaushene, especially for children and seniors. Travelling to other libraries would not be possible, so the Waubaushene library needs to expand services, times and staff.
27. Sometimes a bit more often sometimes a little less.
28. Since they have regressed to re-introduce overdue fines after 5 years of "the library board forgetting they've been paused since COVID", I've made a point to get my materials at literally any other library. Bad move made if you want to keep the library, but it's QUITE obvious that is not the desire of this committee. Due to the outdated policy on overdue materials, I have decided to get reciprocal cards and would travel farther than deal with an equally outdated CASH ONLY payment policy.
29. I visit the library on sporadic occasions; sometimes weekly, sometimes monthly.
30. I like to recycle my used books..that way I know others will enjoy them.So I drop off or just go in to see what's new.
31. I feel that this library is the best resource in Port McNicoll.
32. Every couple of weeks 1-2 times a month, I also use the midland library around the same frequency.
33. (more in the winter)
34. Depending on work load and schedule but having a public library so close is so important!
35. Not having internet at home the library is our main source of contact
36. A lot. Three times a week.
37. More in winter, less in summer
38. Sometimes weekly, depending on schedules
39. Wwee rent the mtg space in vic harb but dont know where the others are? I would like to use them.
40. We use the library heavily in the summer and on school breaks but less throughout the school year. However when my children were babies we were there weekly or more. I think the library provides an excellent access point for new families to connect with the community.
41. I always and currently use library service on a regular biweekly basis, Even while at university!
42. I use online access to books and periodicals on a regular daily and weekly basis
43. I use Victoria harbour but often am at the midland location more as it has a lot of programs and is larger
44. Monthly or less through the school year and more frequently in the summer months. More often when craft and activities are available for my 3 kids (ages 7, 9 and 11)
45. I use the library every week over the summer, and once or twice over the course of the rest of the year.
46. I think the relevance of library service these days, is long gone and is currently a very expensive tax hit to operate 3 branch libraries,. Even In Toronto, their libraries are struggling and just trying to keep afloat by offering different types of lending materials, tools, etc. There are too many other more important needs to be covered by our tax payer dollars than 3 branch libraries...
47. I especially appreciate the inter-library loan system, which allows me to access resources from the entire Library network.
48. Sometimes 3 times per month

49. I use Midland MakerSpace as well
50. At least 2-3 times a week Victoria harbour location
51. Seasonally, weekly May to November.
52. Accessibility issues at any Township building, so entering the library space is rare.
53. Not a regular visitor but I appreciate its availability when required
54. When the Grandchildren we visit more often. They can walk or ride their bikes which is handy.
55. Weekly for grandchildren
56. I help my grandma with her paperwork at the library
57. I pick up my sisters food (veggie bag) every month and also pick up my mom's books she is in her 70's, every week.
58. If I have research or work to do more often
59. Aprox 1x per week, but not always. I have many "projects" I need help with, but I'm too busy.

Q8

## What is your primary mode of transportation to visit the Library?

Answered: 650 Skipped: 109




| Choices | Response percent | Response count |
|---|---|---|
| Personal vehicle | 57.89% | 374 |
| Walk | 35.14% | 227 |
| Bicycle | 2.94% | 19 |
| Public transit | 0.15% | 1 |
| Rideshare (ex. Carpool, Taxi) | 0.15% | 1 |
| I only use online Library resources | 1.39% | 9 |
| I do not visit the Library | 2.32% | 15 |
| Any additional comments? | | 54 |

### Any additional comments?

1. I mostly borrow e books but I do pop in the branch from.time to time too!
2. I walk and bike in the summer months.

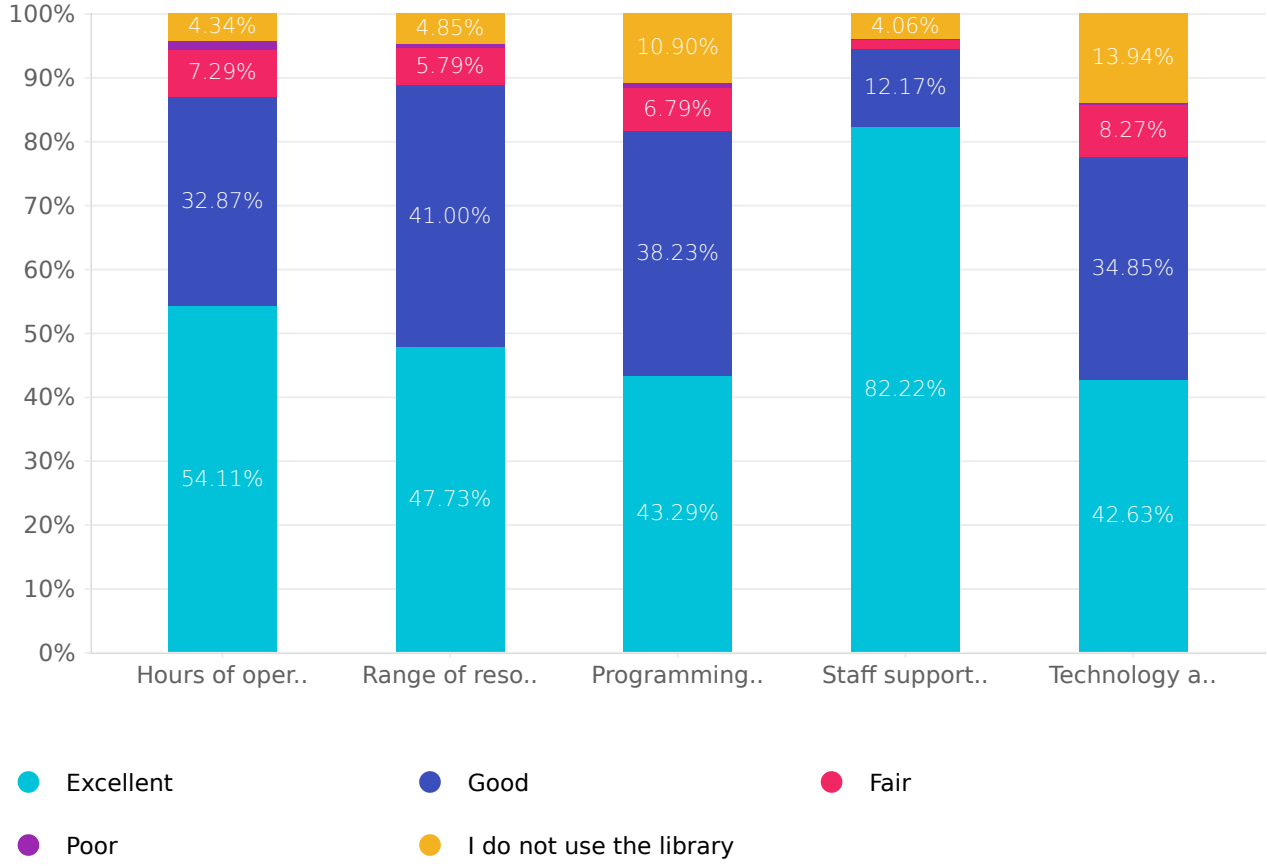
3. I dont drive due to sight issues and other chronic issues so the fact we can walk to the library is pivotal
4. I have family members or friends that ensure I can get to and from the library.
5. I love that I can drive to the library and walk to the playground, community garden, the walking trails or Waubaushene Beach without having to get back in the car every time.
6. The waubaushene library is ideal walking distance for local residents who don't have a car
7. I used to walk when I lived in town, library is centrally located
8. We live about 2.5kms from the library. When the weather is nice, we (myself, and my 5 and 3 year old kids) will walk to the library with a wagon or stroller.
9. I can get there on my own with the use of my mobility scooter or I have someone drive me
10. I use online resources a lot
11. As well as personal vehicle
12. Also bike and walk in nice weather
13. We walk, ride bikes and drive to the library.
14. There is no public transit to Port.
15. When I’m at my daughter’s who lives in Victoria Library, I walk to the library with my grandchild
16. I sometimes walk.
17. Personal vehicle or walk.
18. As a senior, I appreciate the fact that I can walk to the library.
19. I walk about 50% of the time I go, the other 50% is using my personal vehicle.
20. There is no public transportation to PM branch so I have no choice but to go when I am able to drive there.
21. I need more online Library services/events/etc.
22. Bike in spring, summer and fall
23. Walk
24. There is no possible way for public transit users to get to the Port McNicoll branch.
25. It is a short ride from my home to the library. I find this perfect as I am a senior !
26. At times share a ride.
27. I would walk but I am not in town
28. I would think that the majority of people use a vehicle to access the library, since we are considered a rural ( & bedroom ) community!
29. I always drove to the Port McNicoll library as I lived in Victoria Harbour. I currently drive to the Midland Library.
30. BUT I did drive to the library in Port Mcnicoll before I had accessibility issues.. I live in VH, but the PM branch has a larger collection
31. I understand there is now agreements in place that residents from all areas of the township can easily access services at surrounding libraries, so to need one in each community is wasteful. Everyone drives everywhere, so driving to another town should not be a problem. Kids use Coldwater and Midland arenas so driving them to a library should not be an issue
32. Vehicle, walk, and bike
33. I ride my bike or walk to the Library. I also go the the Community Garden and Canada Post at the same time. If we had a local bakery or cafe, I would go there too.
34. In summer we walk or bike as well
35. Always on my way home from work, where I finish by 2:30 - 5:00 pm
36. We have no public transit why I don’t know.The only town in Tay without public transportation.
37. Walk bike drive whatever weather permits for our family
38. Or walk
39. I don’t drive so it’s great that it’s so close

40. I email what I need printed. They contact me when finished. I make arrangements for pick up. Very courteous, efficient and all around good people work there. Very impressed with our town library.
41. I like to bike there too.
42. TTC does not stand for Tay Transit, although with Bramhall and Candle light village parks one would have expected some bus service.
43. it is a great 15min walk
44. I am one of the lucky ones who has a personal vehicle to access library resources.
45. Because the library is conveniently located, it is very easy to walk to within the community.
46. Kids walk/bike
47. walk, bicycle
48. Walk over in the winter
49. Walking, love that the library is close
50. Can not walk anymore
51. My toddler is taken to the library by her caregivers
52. I live outside of Waubaushene. I suppose I could walk or bike but that would involve crossing a highway and several ramps + exists or cutting through woods. There are many of us outside of the Town who rely on personal vehicles to access the library and our rightful community services safely. But many do not have regular transportation and being forced to travel to the furthest Tay location would be devastating, expensive, or virtually impossible. This proposal by the Town to construct just one branch reeks of privilege, arrogance, and ignorance of the worst degree.
53. It is important for many residents to have a library in walking distance.
54. Also like the fact I can walk/bicycle to one in my town which I do when more in summer.

Q9

## How would you rate the overall level of service provided by the Tay Township Public Library and its staff across the following areas?

Answered: 647 Skipped: 112




| Row | Excellent | Good | Fair | Poor | I do not use the library | Response count |
|---|---|---|---|---|---|---|
| Hours of operation | 54.11% (349) | 32.87% (212) | 7.29% (47) | 1.40% (9) | 4.34% (28) | 645 |
| Range of resources | 47.73% (305) | 41.00% (262) | 5.79% (37) | 0.63% (4) | 4.85% (31) | 639 |
| Programming and events | 43.29% (274) | 38.23% (242) | 6.79% (43) | 0.79% (5) | 10.90% (69) | 633 |
| Staff support and customer service | 82.22% (527) | 12.17% (78) | 1.40% (9) | 0.16% (1) | 4.06% (26) | 641 |
| Technology access | 42.63% (263) | 34.85% (215) | 8.27% (51) | 0.32% (2) | 13.94% (86) | 617 |
| Other (please specify) | | | | | | 63 |

### Other (please specify)

1. Heather Delong, Natalie Walker, Kate, Shelby, etc all do an amazing job. I'd like to see more variety of events at the library but I do understand it comes down to funding. We should have fundraiser events to make money for the library to do more programs for kids
2. I don't use the library technology

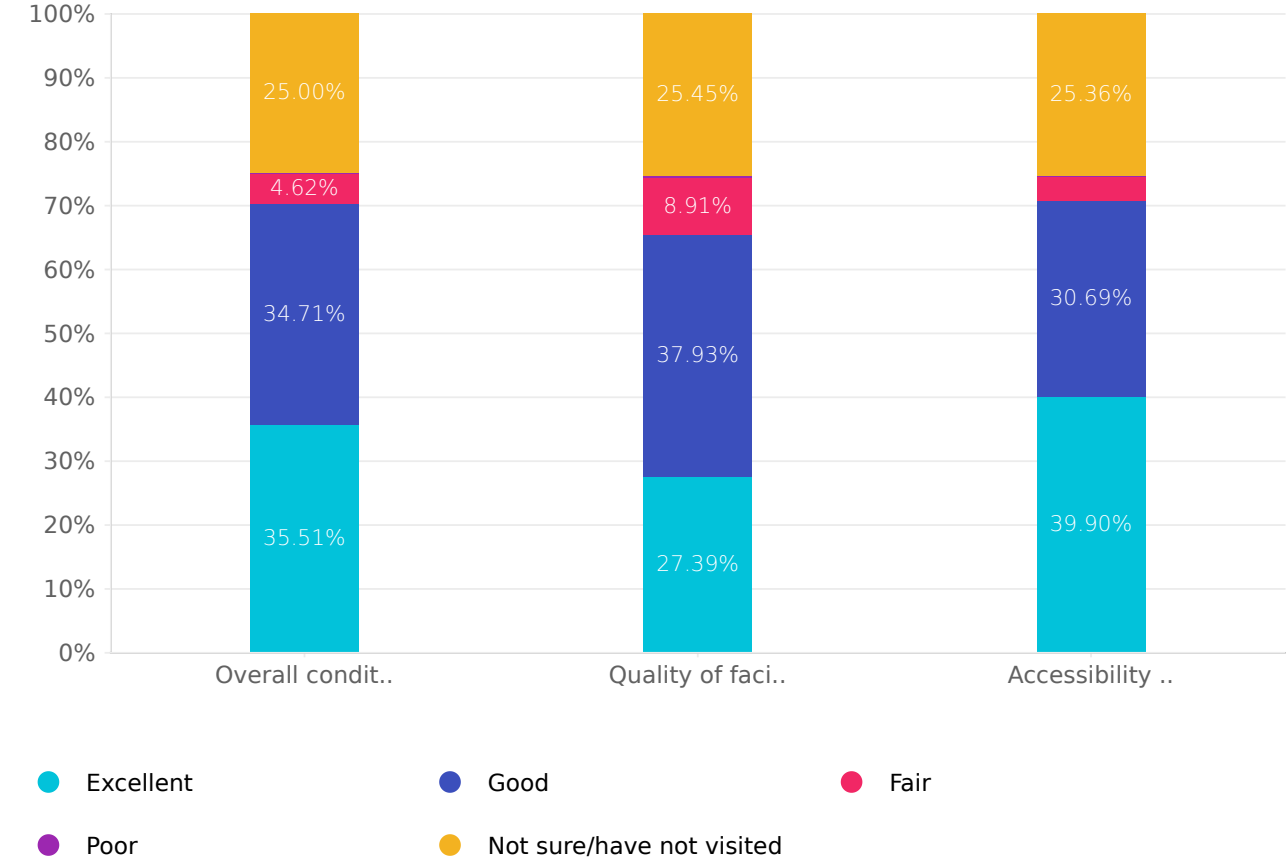
3. Don’t use this service
4. I love the Tay libraries for their welcoming attitude and huge range of things available to be borrowed. I feel that they are a great asset to the community. The hours could be improved, but I understand that is a budget issue.
5. The computers are old and we do not have access to the same maker space technology as other libraries
6. I have used libraries all my life in Toronto, London and Mississauga and this little Waubaushene library is by far the best! Friendly, helpful! A wonderful place
7. I would love it if the Waubaushene library were open on Sundays, but realize that is not fair to the staff.
8. I gave technology a good - it’s not a service I use, so I would not be able to judge. Staff, go above and beyond- they should get something higher than excellent.
9. It would be nice if we could have more online sources of books, such as Hoopla
10. I selected "I do not use the library" but this is because I don't have answers for those questions. An "N/A" option would be helpful for this question next time
11. It would be great if the library had more space to shelve more resources and perhaps add addition community events…it’s small, and maybe a little antiquated.
12. I don't use the technology
13. Would like cloud library to have more choice
14. Fifth column should read does not apply It is impossible for me to rate the services I do not use in the library IF 'I do not use the Library' is for people that do not use that particular service...well this is not at all clear and fir a survey it should be
15. I do not use the computer but the wifi and faculty is great.
16. Great service
17. Haven’t used in the past.
18. I haven’t used the technology there.
19. Online resources should be available at home with library card!
20. I don't like the over emphasis on Pride month literature for teens and tweens. If there are books of that nature and they are NOT pornographic, they should be quietly on the shelf. Many of the books dealing with this topic are very inappropriate.
21. I haven’t used this service
22. A true community centre. Nothing else does what the local libraries do for Tay residents.
23. Staff a all so very helpful. I do go to all three of the branch. We are so blessed
24. I do not like the new platform for downloading e-books for Kobo
25. When grandchildren visit they enjoy a stop here too.
26. Love meeting fellow adults at the library for social/workshop events as well, they're so important to me and our community. Our librarians are wonderful, so knowledgeable and able to help with anything I am ever looking for, or know how to access what I need.
27. Although I rarely physically use the library, I am aware of above.
28. response is for times I have used the library
29. I would really like to see it open more evenings
30. I rated the customer service high because they were helpful when I was there even though they did not have what I needed.
31. Small libraries, especially, need robust interlibrary loan services to mitigate the size and depth of the collections.
32. Jessica as well as the other staff are amazing. Friendly, knowledgeable and always willing to help.
33. I am basing my rating of "staff support and customer service" solely on the Victoria Harbour branch, if it is across all 3 branches it would decline significantly.
34. Jessica and staff are phenomenal.
35. I do not use technology or join programs
36. Super freindly and very helpful when trying out new programmes like the Ereader

37. Much improved with new computer
38. I would like to have library staff capable of single computer questions / help.
39. We borrow launchpads but do not use the computers
40. I don't use much technology
41. Staff are very kind. Love the seed program.
42. I would like to use the library!!
43. Having computer access. and staff support are so needed.
44. Midland Library offers much better selection and space for materials than Tay. BUT i suppose that is because of a larger budget, and the fact that Tay has three small library facilities, which is totally uncalled for in this day of online access to materials and information . Plus the cost of offering such simplified service in each community is a waste of budget...
45. Increased Programming and events are not necessarily the reasons I use the library, It is the selection and collection materials that are important for excellence and why a library is relevant and successful
46. I do not use the services now but we will start in the near future
47. I'm uncertain about this. Would like it if finding resources was easier online.
48. The staff is awesome, and the selection of literature is amazing (especially the hidden ones in the basement). It's the best library I've ever been to. Having said that, greater availability during weekends (some limited hours on Sundays and the library being open Saturday afternoons instead of Saturday mornings) would be great!
49. Waubaushene Library is our only public building, and it needs to be open EVERY DAY, especially as a COOLING(WARMING) CENTRE during weather events.
50. If they don't have it they will get it
51. I can't rate the library system as a whole. The Waubaushene Library is only open 4 days a week, less than the other two libraries. As well, the Waubaushene library could/should be open 7 days a week, so that there would be a cooling/warming centre for Waubaushene - Port McNicoll and Victoria Harbour each have one or more of this type of facility - Waubaushene has none. This is an unfair lack of service hours at this library branch. Systemwide, there is a lack of online programming, especially needed by homebound seniors or those with disabilities or those lacking transportation.
52. I primarily take out ebooks but I have taken out books, puzzles and participated in the seed library
53. Need more evening and weekend adult programs.
54. I do not use the library for this.
55. I would prefer if the library was open at 9 am.
56. There are a lot of programs I should be using, but do not seem to have the time.
57. I would love to see 7 days/week for hours of operation.
58. Staff are very knowledgeable and friendly. Great customer service in all 3
59. Good resources. Amazing staff.
60. Staff is amazing in Waubaushene. Very nice and helpful
61. Very helpful + caring staff important to our communities.
62. I don't use computer / Head injury
63. would like opened earlier eg. saturday
64. The Tay Libraries have been knee-capped by the township and its board with limited hours for branches and older public computers which is why both categories have received "good". Staff support excellence is directed primarily towards Jessica Beal, Heather Fitzgerald, Karen Z., and Kate. [redacted]

Q10

## How would you evaluate the condition, quality and accessibility of the Victoria Harbour Branch?

Answered: 634 Skipped: 125




| Row | Excellent | Good | Fair | Poor | Not sure/have not visited | Response count |
|---|---|---|---|---|---|---|
| Overall condition of the building | 35.51% (223) | 34.71% (218) | 4.62% (29) | 0.16% (1) | 25.00% (157) | 628 |
| Quality of facilities (ex. seating, technology, lighting) | 27.39% (169) | 37.93% (234) | 8.91% (55) | 0.32% (2) | 25.45% (157) | 617 |
| Accessibility (ex. entrances, parking, mobility accommodations) | 39.90% (247) | 30.69% (190) | 3.88% (24) | 0.16% (1) | 25.36% (157) | 619 |
| Any additional comments? | | | | | | 34 |

### Any additional comments?

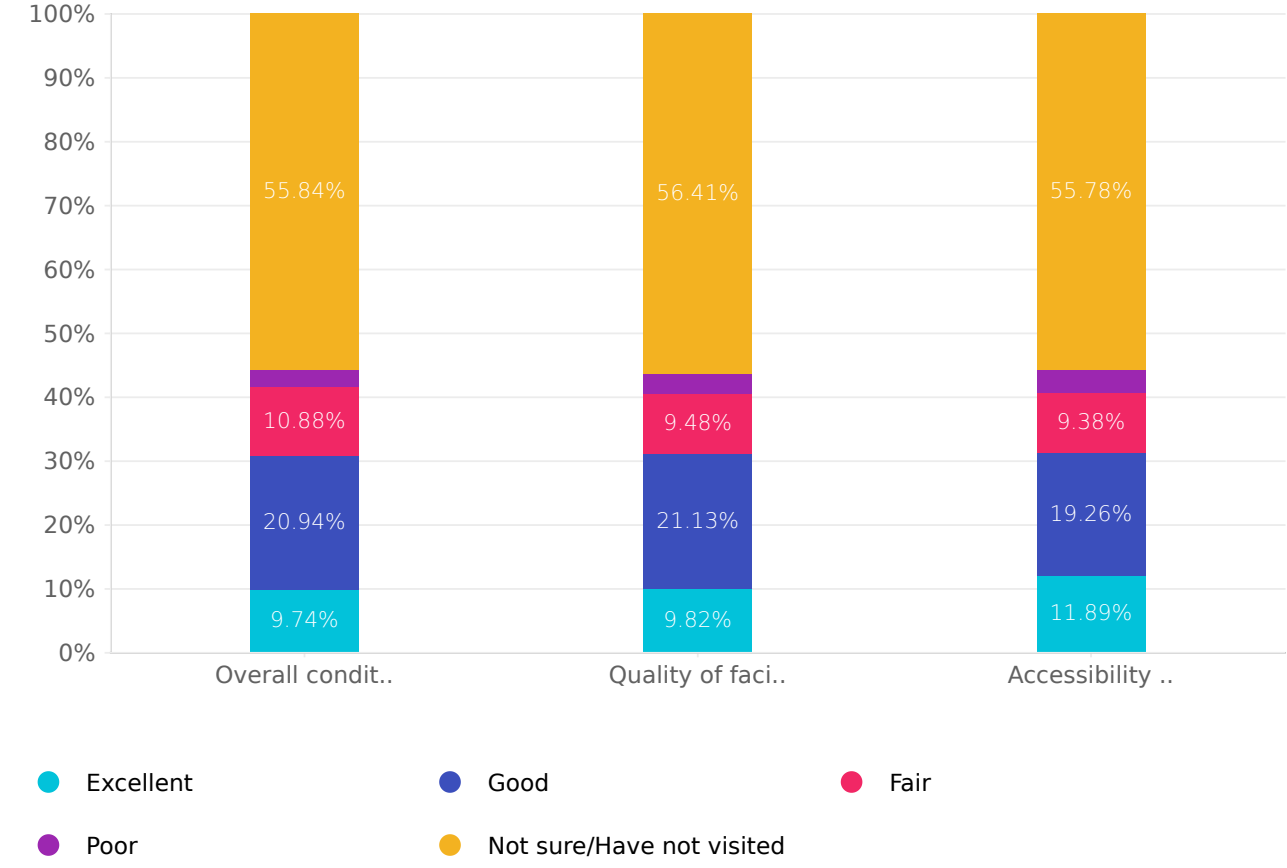
1. Need washrooms to have accessible buttons.
2. Could use more seating
3. I only visited Victoria Harbour Branch once ....but it was very nice.
4. Larger meeting area would be nice.
5. I don’t use any technology but what I see seems to be excellent.
6. Love the VH branch!
7. Why would I go to Victoria Harbour when I can pop into Waubaushene

8. We have only been to the Victoria harbour library a couple of times.
9. The best branch of all the three
10. Waubaushene library is fine and needs to remain an option.
11. The township twice missed the opportunity to partner with a school board. The library location is well placed as it is central to the community.
12. Love having the access to technology and the ability to learn more about it each time I go.
13. I haven't been in years but remembered the entrance and parking being very good. However at that time we didn't use a cane so not sure if the doors have push buttons for easier entry and exiting,
14. The washroom is always so clean. More seating.
15. I am surprised at the lack of available seating within the library. I went one day to do some work as my home was being worked on and there really wasn't anywhere for me to do that. The back room (boardroom?) was occupied which meant there was just some chairs within the stacks.
16. I have not been to this library for a number of years; maybe 15, so I can't comment on it anymore.
17. I find the building accessible brightly lit and provides a comfortable environment
18. Since there are no public space in Waubaushene there needs to be a more spacious and inviting space for community to meet. Having a separate room for yoga, exercise, cards, would be a great addition.
19. I go to Waubaushene
20. I only go to this library when the Waubaushene Branch is closed
21. a very small library, with limited program and materials available space . Although the community room next door, is sometimes used for library programming. Lots of parking, but a busy parking lot with Post Office, adjacent retail outlets
22. Poor collection numbers ( limited space) . Limited seating area.
23. seating space limited, collection materials limited. Overall a very small library
24. I prefer to patronize my local library which is more accessible
25. very small. no seating areas
26. I dont go there
27. like it to be bigger and like to have more help find when we go it very busy
28. I read the report. Why was the total renovation of the entire building AND THE PARKING LOT quoted as the cost of updating the branch?? Dishonest and manipulative. [redacted]
29. It’s nice to have a big parking lot to park in to access the library.
30. Building is good, however definitely could use a refresh
31. Without real mobility issues everything appears accessible, but cannot judge. The building appears clean.
32. it is some very busy there it could be a little bigger Victoria Harbour is growing and is a great location
33. Could use more seats.
34. I have yet to explore this location but with the new summer programs I do believe I will be bringing my children to participate at this location
35. The branch’s accessibility is excellent and serves its largely senior and family resident populations here. They are creative and appealing displays throughout the branch. The shelving and area is easy to navigate. There are a variety of seating spaces. The branch is located in an optimal place for community access (i.e. post office, beach, grocery store, housing). The staff there takes pride in their branch and try to do the best for their community. They create fun window decoration, front gardens, spaces for colouring inside and generally keep the branch well maintained with well taken care of books and appealing materials (new, in good condition). The Victoria Harbour branch is one of the most beloved community spaces in the area throughout the year and is well supported by seasonal residents and visitors cycling or walking the neighbouring Tay Shore Trail. The parking is good though can get busy due to activity in the area.

Q11

## How would you evaluate the condition, quality and accessibility of the Port McNicoll Branch?

Answered: 625 Skipped: 134




| Row | Excellent | Good | Fair | Poor | Not sure/Have not visited | Response count |
|---|---|---|---|---|---|---|
| Overall condition of the building | 9.74% (60) | 20.94% (129) | 10.88% (67) | 2.60% (16) | 55.84% (344) | 616 |
| Quality of facilities (ex. seating, technology, lighting) | 9.82% (59) | 21.13% (127) | 9.48% (57) | 3.16% (19) | 56.41% (339) | 601 |
| Accessibility (ex. entrances, parking, mobility accommodations) | 11.89% (71) | 19.26% (115) | 9.38% (56) | 3.69% (22) | 55.78% (333) | 597 |
| Any additional comments? | | | | | | 54 |

### Any additional comments?

1. The parking lot is very far from the main entrance, tight aisles
2. I visited the Port McNicoll Branch once...friendly & helpful staff but it needs a bigger building to serve the community better.
3. Needs more parking
4. It appears to be neglected as is much of the town
5. Hard to access the basement.
6. This library is very dark inside and there is too much clutter.

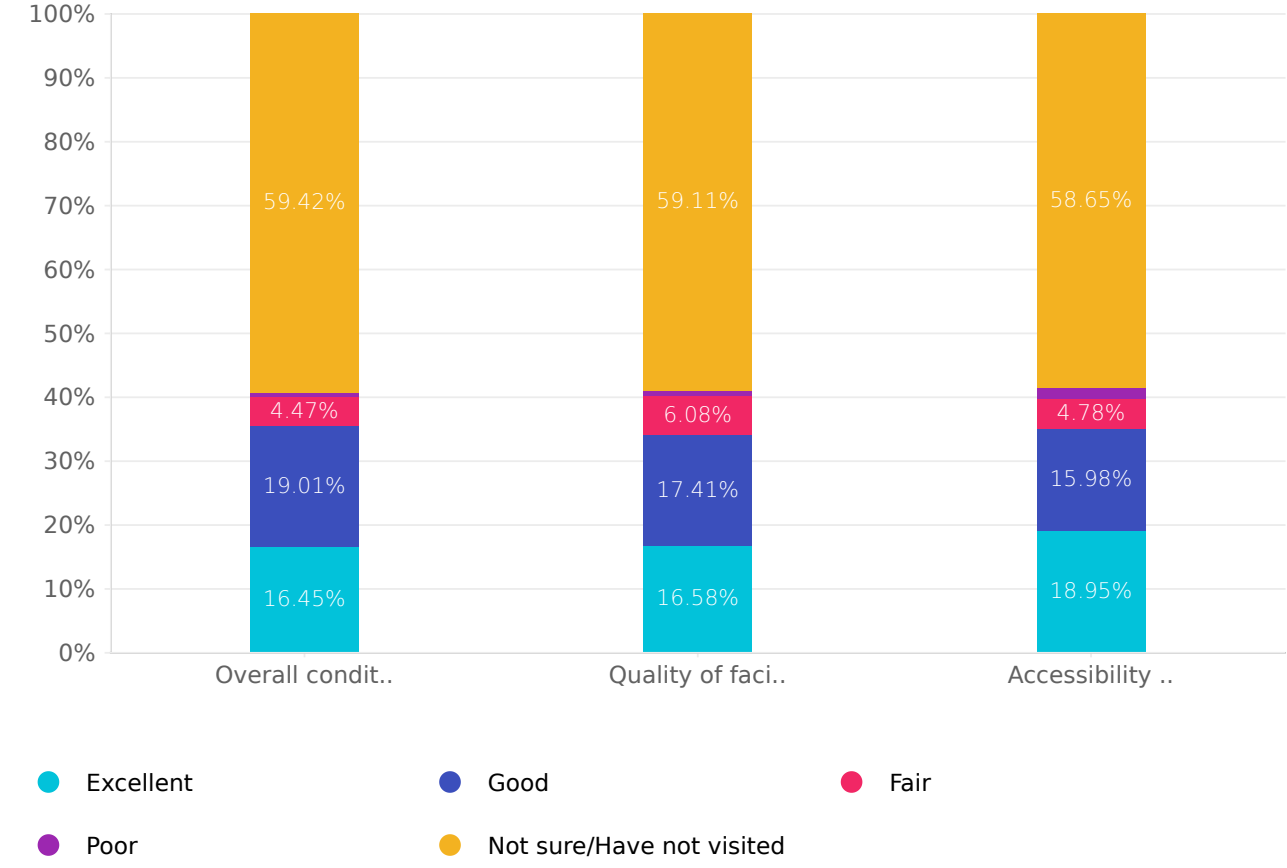
7. I usually wait for my resources to be brought to Victoria Harbour. I haven’t visited the Port McNicoll Branch in 10 years or so.
8. Love the PM branch!
9. [redacted]
10. Never been to this branch.
11. I don’t think I have sat down in this library and honestly can not remember how seating was arranged. I also have never used the washroom or been to the branch with someone with mobility issues, so I can not judge on accessibility.
12. Parking is a long way from the entrance Very crowded inside
13. The library could use an update. It serves it purpose well, I feel it deserves a face lift.
14. We don't go to Pot McNicoll so moving our library there would end our use as a tax payer!!
15. It feels dark and dingy, especially in the front area for kids. It's also a long way to go outside from parking to the front entrance in winter if in a wheelchair
16. Not the best branch but pretty historical due to it being up since the 1950s or so.
17. Port McNicoll is of no interest to me.
18. A bigger space would be wonderful, but the current location is perfect
19. NO BUS SERVICE, TO THAT TOWN IT IS DISTANT, not accessible to other towns
20. My husband does not like the stairs.
21. Great community resource for local events.
22. This library is too small and very difficult to navigate for those of us with mobility issues.
23. The parking wasn't good there.
24. The library is very crowed , the basement is very congested.
25. Haven't visited recently but in past was good
26. More seating if prior for handicap people.
27. There is nothing accessible about this branch; a singular automatic door to the community room of the basement, which is consistently turned off, and any wheelchair users would need to go around the entire building to get to the 2nd floor. There isn't even enough room between shelves to fit a wheelchair. In addition, the basement leaks and the rentable community room has black mold in the trim where the ramp is...
28. I haven't been to this library for a number of years also; but I did attend a senior's symposium in the basement about a year ago.
29. The front part of the library (where you find the kids books, DVDs, Ect) isn't overly spacious which can be difficult to maneuver around. The rear section does allow for ample room between rows. There is a ramp to access the building - unsure if washrooms are accessible, never used them. I haven't been recently enough to comment on seating
30. Very narrow. Imagine people with accessibility issues have a hard time
31. Not convenient!
32. Parking is a bit far behind the building but not much you can do about that.
33. Increased hours of opening
34. Parking at back?
35. Have not been to Port McNicoll
36. I do not use this Branch
37. Parking is poor for seniors
38. Where is it?
39. not accessible at all for those that need such services> Front door would be impossible to open, and access to only the top floor. Although accessible program space is found on bottom level. Much larger collection area. Lots of parking
40. Better selection and collection numbers, but poor mobility accommodations especially in winter. Limited seating

41. Collection size much better as a larger facility, but access to basement level materials is limited to staff intervention... Accessibility issue with 2 levels and front door! Seating limited ( As well as washroom access )
42. I prefer to patronize my local library which is more accessible
43. If I could park my bike right in the entrance of the building, or elsewhere in the library (as I was allowed to do so a couple times in previous years) that would be great! The book selection is amazing!
44. bigger facility , so should be kept, as the others are too small
45. Never used it.
46. never been there
47. Port McNicoll is dark, dank, cramped, and uninviting. No room in the children's area, basement is disgusting, piles of crap everywhere, and cigarette butts all over the lawn. [redacted]
48. More space for expansion, workshops and other program opportunities would be nice.
49. I haven’t been in the Port McNicoll branch since 2013.
50. I find this library very dark. Not very welcoming. But staff are great. I don't like doing to the activity room down stairs also. Feels like a cave
51. Find manager of Victoria Harbor friendlier and more helpful.
52. Ive only visited once to pick up a food box order but I was impressed and wanted to explore the location more.
53. I'm a little Frustrated and disappointed with the troubles being experienced with the new computers. Plus having to sign in with your card is a little "Big Brotherish" but I don't really care.
54. better mobility accommodations (entrances & moving inside the library)
55. The Port McNicoll branch has the least accessible entry way and washrooms. The front entrance/exit is cluttered, and the single washroom is also unappealing and not very accessible. The building over all is dated and has the worst temperature control system of all the branches. The backroom with the adult collection in particular has reached approximately 33 degrees in the summer months. The branch is generally cramped with carts & materials which become even worse In the lower level where staff attempt to conduct programs but often becomes a scene for boxes of books, bags of garbage, and occasionally slowly rotting vegetables from unclaimed good food boxes. While the branch has always been cramped due to its side & storage function, this branch has gotten worse in the past 2 years [redacted] The branch is a dumping ground now and neglected. All of this in addition to the virtually non-existent seating for the public, and copious amounts of cigarette butts around the parking lot make it one of the least appealing places to visit. Residents from HV & WB are exceedingly reluctant to go to Port McNicoll in general, overall, its condition shows that the Township and library board do not care about library users, even in Port McNicoll. You should have a good long look at the PM branch and then tell me if you still want a new branch there.

Q12

## How would you evaluate the condition, quality and accessibility of the Waubaushene Branch?

Answered: 632 Skipped: 127




| Row | Excellent | Good | Fair | Poor | Not sure/Have not visited | Response count |
|---|---|---|---|---|---|---|
| Overall condition of the building | 16.45% (103) | 19.01% (119) | 4.47% (28) | 0.64% (4) | 59.42% (372) | 626 |
| Quality of facilities (ex. seating, technology, lighting) | 16.58% (101) | 17.41% (106) | 6.08% (37) | 0.82% (5) | 59.11% (360) | 609 |
| Accessibility (ex. entrances, parking, mobility accommodations) | 18.95% (115) | 15.98% (97) | 4.78% (29) | 1.65% (10) | 58.65% (356) | 607 |
| Any additional comments? | | | | | | 61 |

### Any additional comments?

1. Could use more parking.
2. I love the Waubaushene Library
3. Needs more parking
4. Tight quarters and limited parking
5. Some extra parking would be nice, as well as a meeting space. In Waub we don't have a community centre so the library provides that space for our town.
6. We love the WB library!

7. It’s a lovely little library that always seems to have people in it
8. It is a small library, but great for my kids to pick some books, DVD’s and games/puzzles.
9. Parking can be a bit of an issue.
10. Needs more parking
11. The new entrance is wonderful
12. Here too, they could use more space and a face lift.
13. Parking is really limited. Often have to park across the road, where there's a no parking sign.
14. Smallest branch but has lots of stock.
15. Leave it alone!!!
16. The pitched roof and cheap siding were unfortunate and wasteful modifications. An outdoor reading and programming area should be developed behind the building.
17. I would rather have three branches that are good than just one branch that was excellent. Location is very important to me.
18. Récent update to door for accessibility was a great move
19. Not enough parking
20. Nice renovation from a garage. Ugly cheap siding. Ugly sloped roof. Needs landscaped outdoor area.
21. Very easy to access and park.
22. I haven't been for a number of years when we moved from Waubaushene area to Victoria Harbour, but although it was small, it was a huge source of enjoyment and warmth that all my children grew up with. The welcoming and well known librarian helped them foster a love of reading and exploring, in a comfortable and cozy local setting. Size isn't everything.
23. This is the cutest library I've ever been in.
24. Library needs to be open more hours per day and week. The librarian is knowledgeable and professional
25. The building should be upgraded. Since the other two libraries have names attached, I am assuming those people provided funds to the Library. Perhaps donations to help upgrade the Waubaushene Library in the same way. In any case, funds need to be provided to Waubaushene to bring it up to standard and provided the needed services of this community. Waubaushene should not be treated as the poor 'sibling' that is ignored because of it's size or importance to the Township.
26. With the new addition of the accessible entrance and doorway, the building condition and accessibility of the building has improved markedly.
27. This library is easily assessable as it has no steps. It has a homey atmosphere that I like and the staff are super friendly and helpful.
28. Both Wabaushene and Port McNicoll are not close to me so I do not go in those areas
29. It would be nice to see more parking, however, given its location, kind of hard to accommodate that request. The parking that is available is accessible. The facility (getting in, bathroom, getting around the isles) are all accommodating to mobility aids/strollers, etc. there is adequate lighting, a much brighter space than Port McNicoll - which may be due to the open concept, and lots of seating - if there are any issues reaching a resource, staff are eager to help.
30. We need this centre
31. Not convenient!
32. The staff are wonderful- friendly and helpful!
33. The library is perfect for our community. It is walking distance for most in the town.
34. Always clean and well-organized with children's activities laid out clearly - invites engagement in activities from my child
35. The staff are always friendly and helpful will recommend, books events, and programs
36. Where is it?
37. Getting the new entrance is amazing.
38. The new door and entrance are great!
39. Limited parking

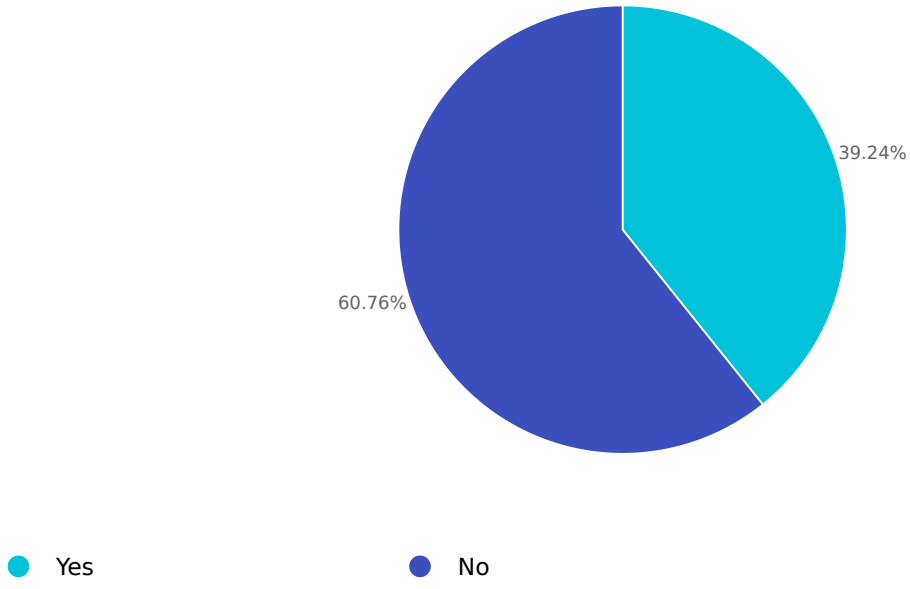
40. I understand there was a recent accessible door installed. Good asset for the library. But the space is extremely limited for seating, program space, materials & computer space.Extremely limited parking!!!!Nice safe area for children.
41. Extremely limited parking, seating areas, or collection space!
42. limited parking, seating, collection size... A VERY SMALL library
43. Could use more parking
44. way too small
45. Never used it.
46. We could use a LARGER LIBRARY in WAUBAUSHENE, with a commercial KITCHEN for food security/Senior/child care programs and SEATING/ACTIVITY rooms that could be converted to SHELTER during extreme heat, cold, or disaster events. We are a natural location for disaster services due to our location at the crossroads of Hwy 400, Hwy 12, and Georgian Bay. We already have a Fire Hall and Paramedic Station (under construction), so a larger LIBRARY with commercial kitchen and meeting room with floor space seems logical.
47. Could definitely use more parking spaces; in addition handicapped. There is only the front part where the library used to be the firehall for parking.
48. Lack of parking. No place to sit and read other than a bench. A kids zone would be nice
49. i dont go there
50. never been there either
51. The building should be upgraded to provide an appropriate level of conditions so that programming and services can be increased. The Waubaushene Library can then be a community centre for Waubaushene which is already provided to the residents in Port McNicoll and Victoria Harbour. The library needs to be upgraded to provide accommodation and accessibility for everyone.
52. Needs more seating and an area for working on laptops.paperwork. Can be cramped during programs but staff try very hard. Kept very clean, organized and inviting.
53. It is what it is. More space would be nice. Possibly incorporate with a community hub since Waub also needs a community centre.
54. I have only been in the Waubaushene Branch a few times for kids craft events.
55. If i remember the door enterence is not as easy to enter
56. I love this location! It is the closest Tay Township library to us. I love the programs offered at this location and that they are offered at all locations. My children, who are not yet school age, love seeing all of the other children who attend programs and use the library resources. Its wonderful to see the population of youth that are able to access the library independently. It is truly a community hub in a community of communities.
57. Could use more child friendly seating like bean bags or chairs in reading section
58. The new door is nice!
59. The Waubaushene branch could use a more handicap accessible entryway but other than that its in good condition, it is in walking distance so it is accessible to the elderly community, which most don't drive like at the retirement home for example.
60. I love it the way it is. The only thing I can think of is wheel chair door opener button (not sure if there is one or not)
61. Jess goes out of her way to help me
62. The Waubaushene branch now has a fully accessible front door and entry way that has been a fantastic addition to the building. The branch is well lit with various windows and lighting that help ensure it has an open and accessible environment. The branch is clean and well cared for by staff. It has a few public computers that, though dated due to poor funding are well used by residents. There is copious amounts of public seating and spaces available and versatile for a variety of programs. Which is vital since it can not rely on the use of a community room like Victoria Harbour. Though small, this branch is easy to navigate with a good selection of new and well cared for lendable materials. Like VH, the Waubaushene branch functions as a clear community hub with various flyers for community events and a large calendar for library programs.

Q13

## In 2024, the Tay Township Public Library Board recommended closing the three existing Library branches and constructing a new Library in Port McNicoll.

## If Tay Township were to move forward with this plan, would you use the new Library? (Please note that no final decision has been made by Council).

Answered: 645 Skipped: 114




| Choices | Response percent | Response count |
|---|---|---|
| Yes | 39.24% | 239 |
| No | 60.76% | 370 |
| Any additional comments? | | 329 |

### Any additional comments?

1. However I do not wish to see the Victoria Harbour Branch close. It is usually busy when I am there and think the community would really miss it and loose access to services without out it.
2. Would not be central to Tay residents
3. Too far away from my home.
4. That is unfair to the rest of the community to remove a crucial service that so many need. Unless you plan to offer free bus rides on the Link transit between communities to Port, this is ridiculous.
5. I wouldn't physically drive there but would like to have access to ebooks.
6. I prefer Victoria Harbour as the location. My family would still use the library but it would be less frequent with the new library being in Port McNichol.
7. I use the library in Victoria Harbour because it is close and thus more accessible for my family. If another facility was opened in Port which resulted in the Vic Hrb one closing, the hours would need to be extended in order for me and my family to utilize the services/space
8. It would be upsetting but I would be happy to still have one in Port, Port will not survive without a library

9. I personally, have found that having a library within my own village makes it super accessible. Also, there is a very nice community atmosphere and the staff are excellent!
10. Possibly
11. I would go but not as often since this is a greater distance from where we live.
12. yes love this. a more modern space with resources similar to midland library would be amazing
13. Because I live in Port and already use this librabry
14. We generally frequent after school or the weekend. Very close to swing by after school. It will no longer be as accessible to me to travel even tho not far
15. Why not a new library more central like Victoria Harbour or Waubaushene? If I have to go to Port McNicol I will use the Coldwater Library. It is closer
16. if I am going to use a library outside of my community I am going to go to the midland library when I am already there. not go out of my way to go to another town.
17. While this may seem economically beneficial, I know a lot of people access the library more frequently because it is so close to them and easily accessible. By closing two of the facilities, this will take that accessibility away from a lot of people. With so few positive activities accessible within the community (especially for children), I think that would have a detrimental effect on the two communities that would lose easy access
18. It’s hard to say. Even being 10-15 minutes more down the road, or window of use is affected. We have limited days and times we can visit the library because of our after school sports schedule, and we usually go right after school because it’s close.
19. Port McNicoll is closer to Midland Library. Why should they benefit from a new library. I use the Waub library , and would not ever go to Port Mcnicoll to get or return a book, and burn gas every time I have to go out to brave the roads in winter.
20. To far for people in waubaushene a lot of seniors walk to the library I just think it would a shame to close waubaushene because it is the only thing the town had with the new apartments be redone in tow I would think more people would be using it
21. Wouldn’t it better in Victoria Harbour in the middle
22. I think that one library would be good for me personally, but I am concerned that one central library would make it harder for children and those without transportation in all 3 municipalities to make it to the library.
23. It would be much more inconvenient for transportation.
24. that`s a "Big No" . People ( children, seniors etc ) need easy access to the library as it is today, otherwise they /we won` t go .... great for Port McNicoll but not so good for everyone else.
25. That is too far I wouldn't go once a week like i go now. I would probably go once a month. I like having a libraby near their school in Victoria harbour and a libraby in wabashene close to port Severn. Keep all open!
26. It would be amazing to see the township put a little effort into Port McNicholl. It is in serious need of infrastructure. Shameful how neglected this town is from the township
27. I would probably go to the midland library
28. I don't always have access to a car so it would not be possible to regularly visit and use the services.
29. Victoria Harbour is where I live and to have to drive to a new place just to combine all three? I would not or would rarely go. Having the library here fosters communities for both children and adults. With the events that librarians hold and the guest speakers that come along with the knitting and crochet club, why take that away? Additionally its services help many for those who do not have internet or those who wish to read a book or rent out a movie. While unity is great in certain aspects, having a variety of library locations and keeping it that way holds a better outcome in the sense that these programs and events continue to foster connections with our neighbors and friends. I hope you made it to the end of my comment rather skimming through, hearing our voices is important.
30. Definitely not. A lot of elderly don’t drive and how would they access the library in another town.
31. Cannot walk there
32. If the branch were in Port McNicoll, yes. Otherwise I would be unable to use it, as transportation would be a factor.

33. Port is too far for it to be convenient to use regularly. It would also leave Waubaushene with out the same services that Port and Victoria Harbour have. We already don't have a community centre despite the other two having one. We deserve access to services as well. Having a library in Port will make it inaccessible to those who rely on public transit as well. This is a terrible idea. If Tay builds a new library it should be in Waubaushene with a community room/space
34. Why is everything moving to Port? The harbour is in the middle of the three towns and has a bus stop just up the road from it.
35. Not likely as it would require a vehicle to access and the distance in general would be inconvenient
36. I would prefer that the Victoria Harbour branch remains open. I may still use it if it moved to port but not as often and it would not be convenient. I think the library is an important service for Victoria Harbour and it would be a big loss if it closed.
37. We benefit from having this community building in waubaushene, and it would be sorely missed. There's no bus stop in Port McNichol, which would completely block off access to people living in either Victoria harbour or waubaushene
38. I would have to as you are leaving us no other choice, but I would prefer one of the other two venues.
39. Would like to have the library centrally located in Tay. Therefore Victoria Harbour should stay as the prime location.
40. I am also a reciprocating member of the Midland Library. I totally support moving to one local library. However, I do not have any reason to go to Port McNicoll and would access the Midland Library more often as I am in Midland a few times a week. I understand that no matter which community would get the library it’s not going to be convenient for the other community members. I feel it would make more sense to leave the library in Victoria Harbour. The school is here and the children could access it after school conveniently.
41. Depends on programing
42. Obviously I wouldn’t have a choice but I think it would be a huge mistake and waste of tax payers money! I don’t know if I would go as often, especially if I had to dodge smokers at the door!
43. We avoid going to Port. It is not convenient for us. Would maybe consider it if it were the only option, and maybe a joint visit with the arena (public skating) in the winter, but would not likely ever go in the summer.
44. Oh how horrible! There are a lot of people who do not have access to transportation. It would be a huge loss for many people in Victoria harbour! The worse our economy gets the more each of these little libraries will be needed. The good food box, internet, computer access, so many resources that each of our little libraries provide. One more modern library will not be able to fill the void of the two lost libraries!
45. Don't close all the library branches!
46. Too far
47. I would be very upset to lose our community library and would not be able to get to the library on my own if it were anywhere other than the Harbour
48. That is too far to drive and not a central location in Tay Township. I might as well join the Midland library for better selection. I really like the small town feel of the 3 libraries, and so do my kids. Please keep them!
49. great as we live in Port McNicoll
50. Prefer to use library in my own town. It is not accessible for seniors and students if it is in one town.
51. If Vic Harbour is in the middle of the three towns, why wouldn’t the main location be there?
52. I would use the port library but I prefer to use the Victoria harbour branch as it is close to where I live, I can walk to the library; and the location is very convenient and clean!
53. I do not want to see the primary Tay library be located in Port. I would be more inclined to use Midland’s library if this was the case. I feel like it makes more sense to have the primary library for Tay, if there were only to be one, located in the Harbour as it is more ‘central’ to the Township.
54. Victoria Harbour branch is a welcoming library with a wealth of resources and great community connection. I would not travel elsewhere as these qualities cannot be duplicated.
55. If this is done, you are effectively isolating and taking away a much needed resource for seniors, people who do not drive and people with different abilities. Public transportation would be too costly.

56. I would be very disappointed if this happened. I love the library in my community
57. I want to use the Midland Library - much better location for me.
58. I would use it, but I feel like this is a disservice to people that use the other libraries
59. The issue being considered is the state of the facilities in Waubaushene and Victoria Harbour. But equally important is a LOCAL "community" municipal/cultural facility within those communities. If they are being used casually, abandoning them is not desirable.
60. Our small libraries promote a sense of community that is lovely.
61. A new and more modern building would be a fantastic (more space for resources and community programming), and probably more cost efficient in the long run. Running one versus three libraries makes way more sense for our community size!!
62. I use the library in victoria harbour because it's close by, the staff is friendly and I can walk or cycle as needed. If I have to drive to it from the harbour I'd just go to Midland instead. I'm not really likely to stop in port. Also, if closing branches why not reconstruct in Victoria harbour which would be more central between the service areas?
63. I would prefer to have our library in Victoria Habour accessible!
64. If i have to go out of vic harbour, i would likely just go to midland library, as its not much further. Also, there is no public transportation to port McNicoll
65. This is fantastic news! With Midland being were most amenities are, I rarely travel east, so when the port library doesn't have what I'm hoping for, I don't bother looking at waubashene or Victoria harbour (even though I know they could bring it to Port with me. I'll often just end up going to the Midland library, knowing that they have more selection than what's available in the Port branch. Having the location and full collection in Port makes the most sense!
66. Port mcnicoll currently doesn’t have linx bus transportation. So if they were to go forward with opening a new library and closing the others, Victoria harbour and waubushene residents wouldn’t be capable of getting to and from without a personal vehicle or expensive taxi. I am all for a library in Port McNicoll because it’s closer to me. If there was no library in Port McNicoll, I probably wouldn’t visit anymore.
67. I would probably have no choice if this happened I currently can walk to the VH Library It would be sad to lose our community libraries
68. I would be devastated if the Victoria Harbour library closed. Libraries are so needed and a safe space for all ages. Every town deserves a library with resources and programs and books. Small towns need their own libraries.
69. Depends where it is located.
70. Victoria harbour is more central Right in the middle of waubashene and port mcnichol Victoria harbour makes more sense for a location if this is deemed necessary Keeping each location is ideal for people who lack transportation
71. Very decreased use. Our local Waubaushene library needs a batter facility to be able to engage the community for events programming and rentals. Moving to one location on the outskirts of the community will be less accessible. If the facility needs to consolidate it should at least be in a central location to the community.
72. I have family in Victoria Harbour and would not like to see that branch close as the grandchildren are now old enough to go to the library on their own. They do use that branch consistently!
73. That's the worst location, in my opinion. Too close to Midland. Would prefer Victoria Harbour or Waub.
74. Far less frequently
75. If it is the only one in the area, I wouldn't have a choice.
76. Access to each library should be available to all tax paying citizens! Not everyone has a vehicle to travel to different areas & if our library were to close it would negatively impact our village! Our library just had renovations so why close it now? A library in "Port McNichol" would in no way service tax paying citizens in Waubaushene & "NO" I would not use it!!!! Please reconsider this possibility!!!!!
77. If I have to drive that far to a library, I would likely use another one (either Coldwater because closer, or Midland because larger). I have no other reason to go to PM, so it's not convenient. In Waub and VH there are other places that I go along with a trip to the library.
78. Just like most people I've talked to we have no interest in one library in port
79. A library in Port McNicoll only would be a hardship to many tax payers.
80. It is unlikely that we would drive to Port McNicoll to visit the library. This would be very disappointing if the Victoria Harbour branch closes and reduces accessibility for people liv

81. If it's not in Waubaushene, I will not use it. You've taken everything else from town - sidewalks, schools. Live the library alone.
82. What an astoundingly stupid plan. Tay has already damaged and deprived Waubaushene enough by taking everything away and putting it elsewhere. How will anyone from the Waubaushene area use or access a library TWO VILLAGES AWAY? Why even bother? Why pay for gas/ insurance/taxi just for that?
83. Tay covers a large area, I realize the value of the three in the three largest communities in Tay, but maintaining all three can get expensive
84. While I still drive and not as often
85. I would use it but I like how each community has their own.
86. Would probably not go to Port McNicoll library but would still use the online library
87. Too far for me to ho
88. I wouldn't have to wait for books to come from one branch to mine. Hopefully a new library would include larger spaces to meet/gather, offer workshops, events. Why Port though...isn't Victoria Harbour more central?
89. This is a poorly thought out decision, taken without adequate study and public input. It's a waste of my tax dollar and I do not support this. Removing the branches from their communities will damage the fabric of the communities. Locating one building only in an inaccessible location with no public transportation will restrict the use to those with personal vehicles only. Locating it where there is no school is stupid.
90. When you close schools or libraries, you close the heart of the community. There are people who do not drive who would find this a hardship.
91. No car. No transportation
92. I really like having my library in Victoria Harbour!
93. Not convenient to Victoria Harbour, the branch is Victoria Harbour is my preferred location. Moving it Port McNicholl does not make sense for the community. Programs are always full at VH and community looks forward to them.
94. I like having a Library right in my own Community.
95. The libraries are community hubs, and closing the Victoria Harbour branch would represent a significant loss to the community.
96. Take away something that local people especially those with young children can easily walk to and access and replace it with something they have to drive to? You would probably lose a lot of clientele. Less inclusive of all income ranges - communities would be poorer without local library resources and activities..
97. Absolutely not. That is the most inconvenient place for anyone in waubaushene without a personal vehicle. It would be cheaper to cab to midland library than Port Mcnichol. This would be a complete disservice to all tay township members
98. Each Library should be expanded. Lived in Mildmay that has less population than VH. They had longer hours, more space, washroom, lunch room, meeting area, chairs and couches for reading, child play area. They engaged teens as well as young kids. You could get a book from any Bruce County Library and return to any Bruce Cty library. The building was constructed through the Rotary Club
99. It should be built centrally not in one end of the township.
100. I do not think closing libraries is a good idea at all. protect the libraries at all costs.
101. As a library worker in another township I understand libraries as a vital community resources that must be available for every town & community region. Libraries must exist, that is not up for debate. My problem with this proposal is that though it appears to be an investment in Tay libraries, its actually a proposal to deprive two communities (Waubaushene & Victoria Harbour – the 2 more successful branches) of their libraries for a new building in Port McNicoll that does not actually meet their needs. I would not go to this proposed new building because it could never provide what the current branches, particularly my home Waubaushene branch, do for myself and residents. This new building would be divided from community partnership groups like the Waubaushene community gardens for instance. It would be sickening to go to a location I know that many of my fellow residents could not reach due to non-existent transportation, it would break my heart to go to a location I know fewer youth in the area could reach due to said transportation, and isolation from the other towns despite needing library services & opportunities for community gathering and literacy. It would make my skin crawl to know that my township & council was forcing me to go to a location I feel unsafe engaging with if I want my rightful library services access. I'm sure Port McNicoll is nice, especially around the pricey cottages & beaches but I know it as a neglected place that is the heart of anti-vaxx, homophobic, and hostile rhetoric in the Tay Township region. I would rather go to other libraries in the area (Orillia, Severn, Midland) which would make it that much easier for council to remove libraries completely from Tay, which I suspect is part of this plan.

Q14

## How can the Tay Township Public Libraries best serve you?

Answered: 408 Skipped: 351

1. Keeping the 3 locations because there seems to be a lot of local activity requiring easy access(especially seniors).
2. Keep the Harbour open.
3. I am not in agreement with closing the Victoria Harbour library Branch and relocating it to Port McNicholl. I will not be a patron of the library in Port McNicoll...I NEVER go there. I would actually prefer a library card in Midland if this were to happen
4. By staying IN the communities, not just in one town. I have been a long term user of the library, I completed my Highschool volunteer hours with the library. In the best interest of the community, keeping the three branches open is most important
5. Offer more services at better times that are after work and after school.
6. I think that bringing together the three libraries would be great, and maybe using the resourcing to keep the library open later than 5:00 on weekdays? I find that I need to use the library, but I work from 9-5, so I can only go once a week. Also, more adult programming would be amazing. All the resources seem to go to kids, which I get, but the reason I usually go to Midland is because they do more for adults.
7. Continue as they have been doing, the libraries are a fundamental part of our communities, they are the foundations and glue of our township
8. Have local libraries.
9. My children love the Library we have no complaints. Amazing individuals that work there and very helpful
10. It already does with resources and books.
11. more adult programs please
12. Just some thing more for Littles
13. Keep them open would be a good start.
14. continue offering service close to home. the children's programming is convenient
15. Keep our Waubaushene Library open.
16. The staff are all outstanding. They go above and beyond and do amazing things with the limited resources they have. The Port library is a wonderful resource to the community
17. Later opening hours. Hours have been good in the harbour for the most part. Staff is great and helpful with kids.
18. Do Lego nights - lego and lego books that kids can build from, more of a variety of activities for 6-10
19. Keep Waubaushine's little library. It is the only place that Waubies can go. Everything else we have is closed down except the library. Sometimes I think Waubaushene isn't seen as a very important part of the township. It makes me upset to think that the local library might close.
20. Better hours, more programming, better lighting, more new material
21. I love the Tay libraries, and will keep coming there whether it is one building or three.
22. Not sure; maybe a few seniors exercises.
23. Provide access to meeting place, books and resources in a location that is situated between the two outlaying locations.
24. Tay Township is comprised of many small communities including Victoria Harbour, Waubaushene & Port McNicoll . The library enriches & entertains the minds of children and adults, young & old. Please don`t " centralize " our libraries as that would take away the ease of access to read a good book. May I suggest that Tay focus on the the needs of libraries as they are now, offer improvements if needed including a new location, if it offers more space & easier access.
25. Take away late fees.
26. Serve me find but missed opportunity to use as community centre too. Especially for waubaushene

27. Please keep all 3 branches open! In a small town with limited opportunities for community interactions, a library plays a key role. Children, retired individuals can walk to the current branches and enjoy the programs offered. Not everyone has a driver's license. Not every households has a car for every individual.
28. By keeping all of its locations :))
29. Keep it open !!!!!!!
30. By existing in a location I am able to access easily. For me, that is Port McNicoll, but closing 2 branches and centralizing will likely make accessibility a major barrier for many. And improved materials or services would be moot if those improvements are not easily accessible to 2/3rds of the Township.
31. We already recieve excellent service from the library, we are best served by making the library as accessible as possible to as many people as possible. Community programs and access to technology for those who need it, within our own neighborhoods are so important to have.
32. To keep the remaining 3 branches open so all residents of Tay have convenient access. Also more programming for adults during the evening hours would be nice and also to bring in programming/crafts from outside sources.
33. Leave the individual branches open.
34. Keep our libraries open!
35. Keep a Library in Victoria Harbour
36. Use the money that would be spent building a new library by making improvements to the 3 existing branches. This option gives the public access to their own community hub. Not everyone enjoys the luxury of driving.
37. It is telling what was not asked about in this survey. As a long time supporting patron of the Tay libraries, the library services in the community extend well beyond books and media. As Waubaushene does not have a Community Centre, the library is a vital connector of the social community. No School, no community centre... will be so very disappointing and maddening if you take this away as well.
38. Hold meetings for candidates whether municipal, provincial or federal. Special meetings pertaining to specific changes in any of the small towns.
39. I love having a local library to connect with when I need it. I think different branches could have different focuses while still offering books for reading and programming for children. This gives each community a valuable service and encourages movement between libraries by locals. You can take all the features of one large library and divvy it up a bit.
40. As a small business owner I would love the opportunity to share what I do via classes through the library on a regular basis or seasonally. I run card making classes in my home studio - The Simcoe County Stamper.
41. Three tiny libraries with limited selection doesn't encourage me to use their services. I renewed my card during the pandemic only to enable the use of the midland library. The Port McNicoll library is claustrophobic with crowded aisles and very little natural light. Not welcoming at all. The staff are great though. So whatever is decided, please ensure none of them suffer as a result.
42. I feel I am getting serviced greatly. I just retired and would like to access more adult programs/activities. We access many of the children’s activities, crafts, storytime.
43. Stay open!
44. I frequently use the maker space at Midland. I love that you have a reciprocal agreement with them that allows me to do so. I would love to have something like that in our system. I also love the seed catalog, and the day passes for parks and attractions.
45. Make adjustments to deal with what must be declining use to save tax dollars
46. The only thing that Waubaushene has going for it from the township, is the library We need it!
47. I think the library currently does a great job with the funding and resources they have available. We usually see Jess at the Waub library on weekends, and she is always happy and helpful and engaging with the kids. She knows a lot about the kids books and gets my kids excited about the books they pick. My kids also love the scavenger hunts (and the sticker they get as a prize at the end).
48. Stay open. Recruit more volunteers, more fundraising whatever has to be done to stay open even if they go ahead with rebuilding port mcnichol branch.
49. Continue with the wonderful service they provide
50. They could keep doing what they do best, providing excellent service.
51. Quick interlibrary loans, more audiobooks and lots of books are important.

52. By staying open and accessible acting as a community center for our community of Victoria Harbour
53. Extend the hours of operation. I would go even more frequently with extended hours
54. Already mentioned: It would be nice if we could have more online sources of books, such as Hoopla
55. Guest speakers on Gardening, Ancestry search, senior recipe exchange. Offer Help A Senior Club- rake, shovel, company, bake, walk. Try to match seniors needs with teen services for community hours. Book Club.
56. Continue to provide services in 3 towns to provide accessible services for all residents.
57. I'm happy with my current level of service based on my needs
58. Keep operations status quo.
59. leave VH open
60. Keep the Victoria Harbour branch open. Victoria Harbour is a hub of sorts with schools nearby as well as the post office, grocery store, and pharmacy and lcbo enabling families to combine many things in addition to visiting the library. It is why I considered moving here in the first place.
61. I can't speak much to the programming and events as my main usage of the library is to borrow resources. I appreciate the reciprocal borrowing agreements with other libraries and have been able to find pretty much any book I have wanted.
62. To stay open!!!!
63. Offer reciprical card at Midland Library (I am grateful for this option being available now without having to pay)
64. I'm pleased with all of the activities the library offers, and my encounters with staff. This is where the values of our society are reflected. It is also probably the most common point of access of services of residents with the municipality. Use of a library should be easy and comfortable.
65. By maintaining community resources. They dont need to be big but each community needs space
66. More books and programming
67. I’m a book lover and really appreciate the ability to borrow all manor of books from the library. It would be great to have a branch that had the space for more books, magazines, and also event space!!
68. Continue online and in person services as well as partnering with neighboring municipalities
69. Maintain current 3 libraries and put money into building improvements and expansions if possible.
70. Keep the VH location open!
71. More books, less of a wait for current books.
72. Continued service in the harbour, and indoor play area for young kids
73. Continue offering free attraction passes, available space with wifi for work/school/personal use, and offering summer reading programs and programming for children.
74. Wide range of books. I find that a lot of literature at the Midland library is specifically for women. I wish there were more books for men.
75. Stay in VH
76. Provid books and resources for all ages and abilities. Make sure all libraries are accessible and fair to everyone.
77. Well rounded collection, in particular a good collection of best seller books. More choice on cloud library
78. Staying open to serve people of all ages & those unable to afford internet & ability to buy books . Follow your strategic plan & age friendly plans by creating walking communities & allowing equal access to residents in all three communities.
79. Currently they all do a great job for our residents! Knowledgeable, polite always willing to help
80. By staying in Victoria harbour. And by all three libraries staying.
81. I think all three libraries should remain open to serve each community.
82. By staying open .in all three communities

83. Improved local spaces for community programming. Not one large hub, but smaller accessible hubs
84. Maintain current level of service. There need to be branches available in the individual communities.
85. Continue as they have been with more tech and classes.
86. Continue with what they are doing now
87. Keep our library open to allow our family & neighbours access to a well managed library. It isn't open every day & that is okay. A library in Port McNicoll would be of no use to us!!
88. It's a social centre, and the first resource for information, about local resources as well as the signout items. Seminars that connect the community and provide info is important. Love the will planning seminars, reading clubs, etc.
89. Please stay open, it is in a great location for people to access. A great service
90. They can keep doing what they do best, offering library services.
91. Keep the Waubaushene Library open! It isn't open daily & that is okay.
92. I love Cloud Library and so do my kids. Having access to ebooks and audiobooks online has been incredible. Any time we go to the library to borrow hard copies, staff has been welcoming, friendly and very helpful. Thank you for all you provide for our family!
93. Keep the Victoria Harbour branch open.
94. Currently I only use the library once a week, to meet up with a group of knitters. Having moved from Europe recently, this was an excellent way to make new friends.
95. Leave the individual libraries as they are; one in each town. Make more online resources available from home with library card like during the pandemic.
96. Keep a library in each town No bus goes to port mcnicoll so many residents would not be able to attend the facility, I would frequent less as it would be more of an inconvenience
97. Waubaushene branch needs to be open longer hours. Wider selection of authors/books (not sci-fi or fantasy)
98. maybe offer more seniors programs
99. By not being idiots and closing the smaller libraries to benefit the bottom line. Stop being twits.
100. They need more children’s programs
101. Tay Township Public Libraries already do so much for me and the communities of Tay. What it has accomplished through the dedication of library staff is frankly in spite of the neglect and dismissal it currently receives from Council, the Township, and the library’s very own board who are all virtually non-existent at the library to offer support but will come out of the woodwork to do what no one has asked for and sneakily attempt to shut down the libraries. What I want is for the Tay Township Public Libraries to receive better support and funding to ensure building maintenance / upkeep, up-to-date technology, and more lendable materials. I want for the needs of staff and residents at the libraries to be listened to. More township support means better resident awareness for the library services.

| Row Labels | 2016 - Current Model | 2016 - 1 Branch | 2017 - Current Model | 2017 - 1 Branch | 2018 - Current Model | 2018 - 1 Branch | 2019 - Current Model | 2019 - 1 Branch | 2022 - Current Model | 2022 - 1 Branch | 2023 - Current Model | 2023 - 1 Branch | 2024 - Current Model (Budget) | 2024 - 1 Branch (Budget) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Revenue** | **-$ 414,003.00** | **-$ 408,154.00** | **-$ 403,190.00** | **-$ 396,828.00** | **-$ 473,406.00** | **-$ 462,857.00** | **-$ 496,548.00** | **-$ 486,791.00** | **-$ 558,135.00** | **-$ 553,949.00** | **-$ 542,689.00** | **-$ 538,631.00** | **-$ 562,396.00** | **-$ 560,106.00** |
| **Expenses** | **$ 414,002.00** | **$ 393,637.00** | **$ 403,184.00** | **$ 385,956.00** | **$ 473,403.00** | **$ 444,925.00** | **$ 496,546.00** | **$ 467,610.00** | **$ 558,131.00** | **$ 530,167.00** | **$ 542,686.00** | **$ 518,221.00** | **$ 562,396.00** | **$ 534,960.00** |
| **Administrative/Overhead** | **$ 21,272.00** | **$ 20,662.00** | **$ 21,268.00** | **$ 20,658.00** | **$ 22,261.00** | **$ 21,651.00** | **$ 27,577.00** | **$ 26,956.00** | **$ 15,032.00** | **$ 15,032.00** | **$ 23,391.00** | **$ 22,748.00** | **$ 31,431.00** | **$ 30,811.00** |
| **Contracted Services** | **$ 40,745.00** | **$ 38,335.00** | **$ 19,755.00** | **$ 17,262.00** | **$ 10,614.00** | **$ 8,259.00** | **$ 10,588.00** | **$ 7,446.00** | **$ 11,981.00** | **$ 8,839.00** | **$ 9,833.00** | **$ 6,691.00** | **$ 12,292.00** | **$ 8,789.00** |
| **Furniture & Equipment** | **$ -** | **$ -** | **$ -** | **$ -** | **$ 4,992.00** | **$ 4,219.00** | **$ -** | **$ -** | **$ -** | **$ -** | | | | |
| **Materials** | **$ 4,618.00** | **$ 4,618.00** | **$ 3,066.00** | **$ 3,066.00** | **$ 3,351.00** | **$ 3,351.00** | **$ 3,234.00** | **$ 3,234.00** | **$ 3,407.00** | **$ 3,407.00** | **$ 1,499.00** | **$ 1,499.00** | **$ 4,200.00** | **$ 4,200.00** |
| **Program Expenditures** | **$ 8,187.00** | **$ 7,681.00** | **$ 3,529.00** | **$ 3,234.00** | **$ 4,306.00** | **$ 3,359.00** | **$ 4,285.00** | **$ 3,838.00** | **$ 3,834.00** | **$ 3,834.00** | **$ 4,299.00** | **$ 4,299.00** | **$ 5,381.00** | **$ 4,381.00** |
| **Reapairs & Maintenance** | **$ 6,852.00** | **$ 1,755.00** | **$ 3,893.00** | **$ 2,052.00** | **$ 2,125.00** | **$ 842.00** | **$ 4,124.00** | **$ 3,625.00** | **$ 12,149.00** | **$ 8,434.00** | **$ 4,053.00** | **$ 3,504.00** | **$ 5,300.00** | **$ 2,300.00** |
| **Rent (Allocated Cost)** | **$ -** | **$ -** | **$ -** | **$ -** | **$ 18,594.00** | **$ 9,949.00** | **$ 22,442.00** | **$ 11,582.00** | **$ 18,442.00** | **$ 9,475.00** | **$ 16,442.00** | **$ 8,661.00** | **$ 20,441.00** | **$ 10,528.00** |
| **Salaries and Benefits** | **$ 278,914.00** | **$ 278,914.00** | **$ 291,812.00** | **$ 291,812.00** | **$ 337,442.00** | **$ 337,442.00** | **$ 341,032.00** | **$ 341,032.00** | **$ 353,171.00** | **$ 353,171.00** | **$ 373,440.00** | **$ 373,440.00** | **$ 424,176.00** | **$ 424,176.00** |
| **Transfer to Reserves** | **$ 35,245.00** | **$ 33,629.00** | **$ 43,756.00** | **$ 41,309.00** | **$ 54,475.00** | **$ 49,795.00** | **$ 68,010.00** | **$ 63,942.00** | **$ 123,310.00** | **$ 121,322.00** | **$ 92,061.00** | **$ 90,823.00** | **$ 44,175.00** | **$ 44,175.00** |
| 3-6-6761-100-7016 TRANSFER TO RESERVE | $ 19,228.00 | $ 19,228.00 | $ 25,285.00 | $ 25,285.00 | $ 40,533.00 | $ 40,533.00 | $ 50,479.00 | $ 50,479.00 | $ 103,058.00 | $ 103,058.00 | $ 72,481.00 | $ 72,481.00 | $ 26,000.00 | $ 26,000.00 |
| 3-6-6761-100-7020 TRANSFER TO CAPITAL | $ 13,401.00 | $ 13,401.00 | $ 16,020.00 | $ 16,020.00 | $ 9,262.00 | $ 9,262.00 | $ 12,282.00 | $ 12,282.00 | $ 18,175.00 | $ 18,175.00 | $ 18,175.00 | $ 18,175.00 | $ 18,175.00 | $ 18,175.00 |
| 3-6-6761-112-7016 TRANSFER TO RESERVE | $ 1,000.00 | $ 1,000.00 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 78.00 | $ 78.00 | | |
| 3-6-6761-129-7016 TRANSFER TO RESERVES | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | | | | |
| 3-6-6762-112-7016 TRANSFER TO RESERVES | $ 1,118.00 | | $ 502.00 | | $ 3,206.00 | | $ 2,337.00 | | $ 1,261.00 | | $ 1,018.00 | | | |
| 3-6-6763-112-7016 TRANSFER TO RESERVE | $ 498.00 | | $ 1,945.00 | | $ 1,474.00 | | $ 1,731.00 | | $ 727.00 | | $ 220.00 | | | |
| 3-6-6764-112-7016 TRANSFER TO RESERVE | $ - | $ - | $ 4.00 | $ 4.00 | $ - | $ - | $ 1,181.00 | $ 1,181.00 | $ 89.00 | $ 89.00 | $ 89.00 | $ 89.00 | | |
| **Utilities** | **$ 18,169.00** | **$ 8,043.00** | **$ 16,105.00** | **$ 6,563.00** | **$ 15,243.00** | **$ 6,058.00** | **$ 15,254.00** | **$ 5,955.00** | **$ 16,805.00** | **$ 6,653.00** | **$ 17,668.00** | **$ 6,556.00** | **$ 15,000.00** | **$ 5,600.00** |
| **Grand Total** | **-$ 1.00** | **-$ 14,517.00** | **-$ 6.00** | **-$ 10,872.00** | **-$ 3.00** | **-$ 17,932.00** | **-$ 2.00** | **-$ 19,181.00** | **-$ 4.00** | **-$ 23,782.00** | **-$ 3.00** | **-$ 20,410.00** | **$ -** | **-$ 25,146.00** |

# Staff Report

To: Committee of the Whole

Department: Corporate Services

Report Number: **CS - 2025-044**

Meeting Date: **June 11, 2025**

Subject: Delegation Follow-Up – Development Charges for 772 7th Avenue, Port McNicoll

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## Recommendation

That Item CS-2025-044, dated June 11, 2025 regarding Delegation Follow Up – Development Charges for 772 7th Avenue, Port McNicoll, be received; and

That Staff work with the property owner of 772 7th Avenue to provide available options within applicable legislation at the time Development Charges are payable; and

That Council deny the request for deferral or reductions outside of those options available within the legislation relating to development charges at 772 7th Avenue, Port McNicoll.

## Executive Summary

At the Committee of the Whole meeting on April 9, 2025, a delegation was received from the Delbrook Group requesting a reduction of Development Charges, as well as interest-free deferral of the fees as they relate to a proposed residential development at 772 7th Avenue, Port McNicoll.

As the 2023 background study was the foundation and validation for the current DC', ensuring the amount was sufficient to cover the cost of the infrastructure expansion needs for new developments. The Study and the associated Development Charge amounts recommended ensure that costs are allocated fairly as they relate to anticipated growth and development.

Staff recommend that only legislated provisions for reductions, exemptions, or deferrals in Development Charges be considered. Offering non-legislated

reductions or exemptions would require offsetting funds from the municipal tax base.

**Background/Analysis/Options**

At the April 9, 2025, Committee of the Whole meeting, delegates Mehdi Shafiei (Partner/CEO) and Victor Ortiz (Project Coordinator) of Delbrook Group proposed a multi-phase development, which includes:

Phase 1 - 13 single-detached homes
Phase 2 - 21 townhouse units and 2 single-detached homes
Phase 3 - 29 apartment units (proposed as rental housing)

They requested the following as it relates to the three planned phases of their development:

- Phase 1 – apply the previous Development Charge rates that were in place prior to the review plus interest free deferred payment option
- Phase 2 – apply a 25% discount to the current Development Charge rates plus interest free deferred payment option
- Phase 3 –rental apartments - exempt from Development Charges

Staff was directed to prepare a report based on Delbrook Group's request including the potential of a deferral with a specified deadline along with the current development charge rates of our neighbouring municipalities

As of the date of this report, Delbrook has received staff comments based on their draft plan application. No formal building permit applications or engineering drawings have been received for this project. Building permits cannot be issued until draft plan has been approved, the draft plan conditions have been met and the lots registered.

As the current Development Charge By-laws are adjusted annually to account for inflation, and Development Charges are calculated and due at the stage of building permit issuance, it is challenging to determine what the deferral or reduction of Development Charges would be at that time.

<u>Exemption/Deferral/Reduction Opportunities</u>

There are avenues under current legislation for exemption, reduction and deferral of Development Charges should the development meet certain criteria. Bill 23: More Homes Built Faster Act (2022) and the Development Charges Act, 1997 (DC Act) offer the following options for exemption or reduction:

a) <u>Affordable or Attainable Housing Exemption (Bill 23)</u>

Development Charges may be waived entirely if the proposed residential units meet the provincial thresholds for attainable or affordable residences. The Province of Ontario determined and released values for rent or purchase that qualify for this program.
Applicable units must be subject to agreements that provide for them to remain affordable residential units for 25 years and the tenant or purchaser must be dealing at arms-length from the landlord or seller.

- **Rental Units:** Monthly rental between $1,020-$1,709 depending on the number of bedrooms.
- **Ownership Units:** Purchase price must not exceed $352,100

| Unit Type | 2025 Rates | 2025 Rates Reduced (Affordable and Attainable Residences) |
|---|---|---|
| 15 Single Detached Units | $ 857,505 | $ 0.00 |
| 21 Townhouses Units | $ 894,810 | $ 0.00 |
| 29 Apartments Units | $ 1,055,484 | $ 0.00 |

b) Rental Housing Development Discount and Deferral (Bill 23 and DC Act)

Should the 29-unit apartment building fall under the definition of a rental housing development there is legislated discounts and deferral which can be applied. The DC Act defines a rental housing development as "development of a building or structure with four or more residential units all of which are intended for use as rented residential premises".

The legislated discounts are as follows:

- 3+ bedroom unit: 25%
- 2-bedroom unit: 20%
- 1-bedroom unit: 15%

Additionally, the development shall receive a deferral payment plan for Municipal and County Development Charges. Under this section, the full amount of Development Charges payable to the County of Simcoe and Tay Township are deferred. Terms of the deferral, as per the DC Act are as follows:

- Calculated on the date of building permit issuance.
- Deferred until the first issuance of building occupancy permit.
- Payable in 5 annual instalments with the first annual instalment due at issuance of building occupancy permit.

- Interest is accrued for the full deferral and instalment payment period at prime rate (currently 4.95%) plus 1%.

Charging of interest will allow the municipality to remain whole, as the Township would earn interest on Development Charges had they been collected at building permit issuance.

Development Charges collected for School Board remain due at the time of building permit issuance.

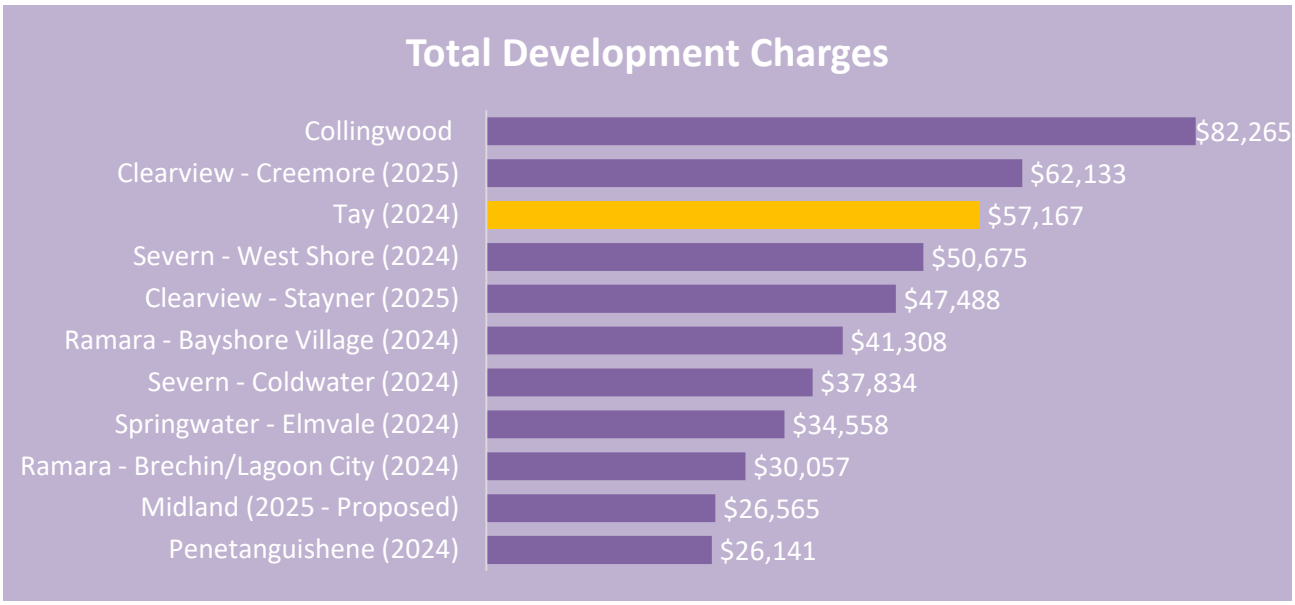
A summary of the potential changes in Development Charges assessed should the 29-unit apartment qualify as a rental housing development can be seen below. The Development Charges for the single-detached and townhouses within the development remain unchanged.

| Unit Type | 2025 Rates | 2025 Rates Reduced (15% for Rental Housing Development) |
|---|---|---|
| 29 Apartments Units | $ 1,055,484 | $ 897,161 |

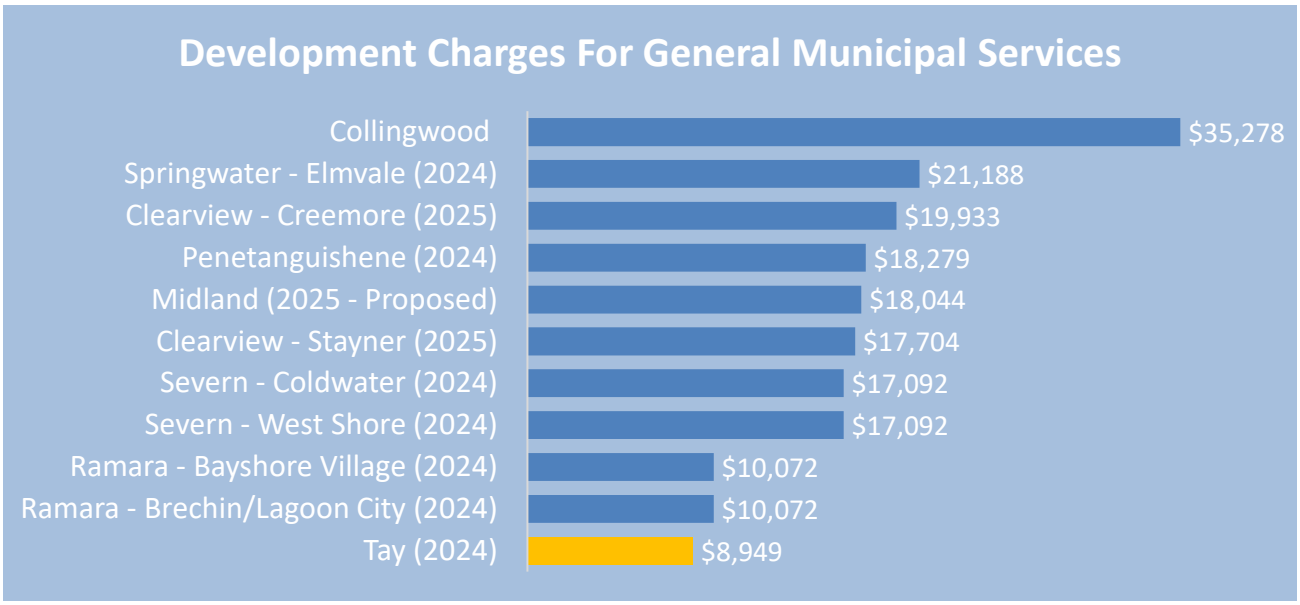
Regional Comparison

Development Charges are fees levied against residential and non-residential development projects to help financially support the cost of municipal infrastructure needed to service new growth. Growth, both residential and non-residential often requires extension or expansion of municipal services. These charges ensure that growth pays for growth by requiring new developments to contribute to the increase demand for municipal services like water, wastewater, roads and libraries.

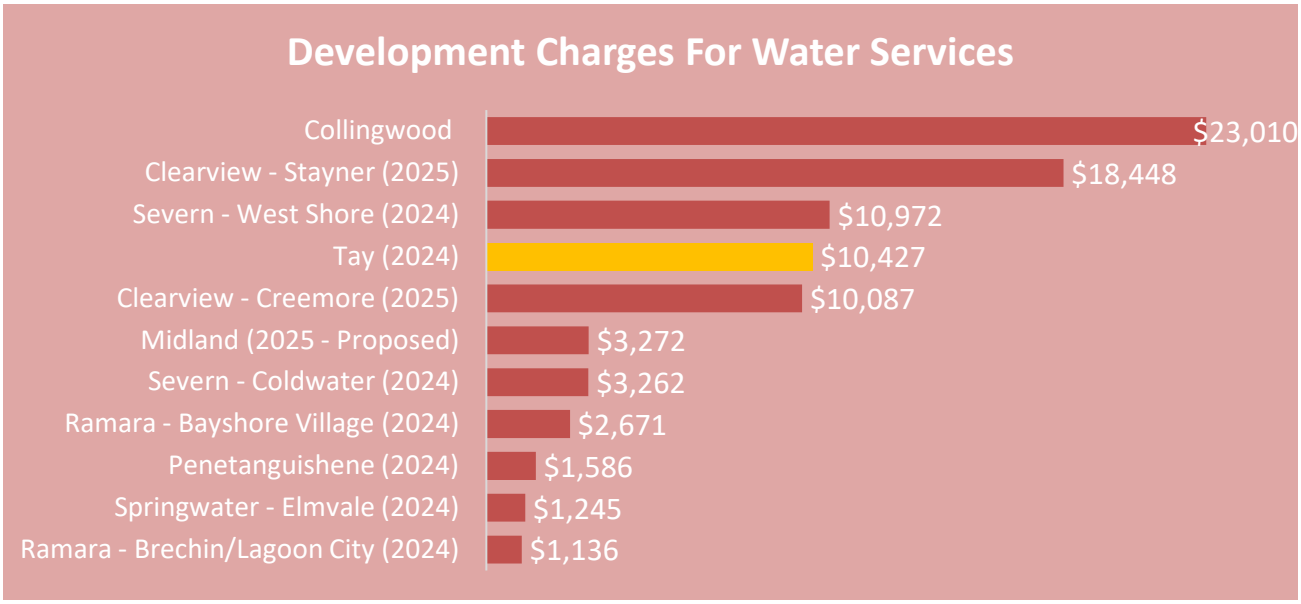
The below chart outlines a comparison of Total Development Charges for a single-family detached dwelling with water and wastewater services. The date beside the municipal name reflects when their Development Charges review was completed.



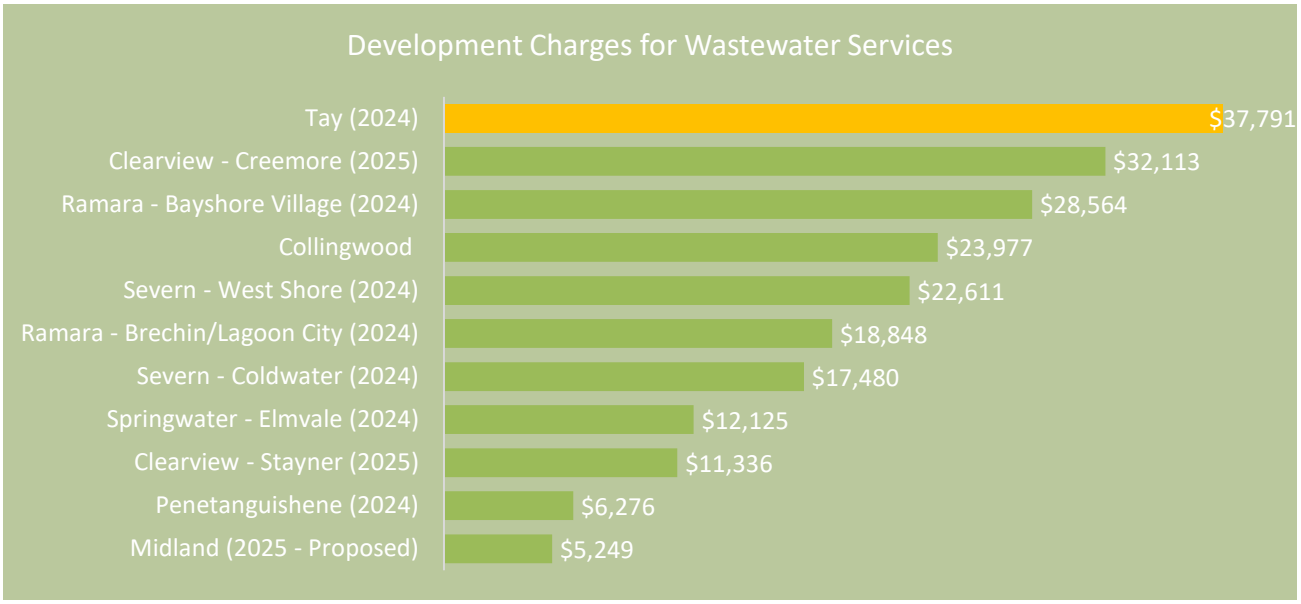

The below chart outlines a comparison of Development Charges for General Municipal Services for a single-family detached dwelling.



The below chart outlines a comparison of Development Charges for Water Services for a single-family detached dwelling.




The below chart outlines a comparison of Development Charges for Wastewater Services for a single-family detached dwelling.




Only Development Charges in areas where full services (water and wastewater) charges were included in this comparison. Staff felt it was unjustified to compare Tay Township to those municipalities where full services were not provided.

The comparison shows Tay's rates are in alignment and reflect the comprehensive background study completed in November 2023 by a third-party consultant.

Staff Recommendation

The DC Act and its associated Ontario Regulation 82/98 (O.Reg. 82/98) allow municipalities to impose development charges on development and redevelopment to pay for development-related capital costs.

In November 2023, a comprehensive Development Charges background study was completed by a third-party consultant. The background study calculated development charges provides a reasonable alignment of development-related costs with the growth that necessitates them. A Township-wide approach to Development Charges was used for the 2023 Development Charge Background Study and is consistent with Tay's previous Development Charges Background Studies.

The 2023 background study was the foundation and validation for the established rates for Development Charges, ensuring that the amount was sufficient to cover the cost of the infrastructure expansion needs for new developments. It is imperative to adhere to the development charges set out within this background study and approved in By-laws 2024-04, 2024-05, 2024-06, which are the Township's current Development Charge By-laws, as it fairly allocates costs related to anticipated growth and development.

Staff recommend that only legislation provisions for reductions or exemptions in Development Charges payable be considered. Offering non-legislated reductions or exemptions would require offsetting funds from the municipal tax base. A summary of the proposed phased in approach and staff recommendation for Development Charges can be found below.

**Phase 1 - 13 Single Detached Homes**

Delbrook Group Proposal
- Apply rate for 2024
- Interest-free deferred payment option

Staff Recommendation
- Apply rate applicable at date of building permit issuance
- Permit only legislated or by-law approved reductions
- Permit only legislated or by-law approved deferrals

**Phase 2 - 21 townhouse units and with 2 Single Detached homes**

Delbrook Group Proposal
- Implement a 25% discount on rates for 2025
- Provide an interest-free deferred payment option

Staff Recommendation
- Apply rate applicable at date of building permit issuance
- Permit only legislated or by-law approved reductions
- Permit only legislated or by-law approved deferrals

**Phase 3 – 29-Unit Apartment Renovation**

Delbrook Group Proposal
- Exemption from Development Charges

Staff Recommendation
- Apply rate applicable at date of building permit issuance
- Permit only legislated or by-law approved reductions
- Permit only legislated or by-law approved deferrals

The Province introduced the Protect Ontario by Building Faster and Smarter Act which proposes additional changes to the Development Charge Act. Staff will continue to monitor the proposed Act as it moves through the process.

Development charges play a vital role in funding infrastructure and services required for growth, and the Township must apply its policies equitably and responsibly**.** While the Delbrook Group has presented a proposal requesting reductions and interest-free deferrals, staff recommend that only legislated provisions be considered.

## Financial and Resource Implications

There are no financial or resource implications based on the recommendations by staff. Offering non-legislated reductions or exemptions would require offsetting funds from the municipal tax base, which staff do not recommend.

## Relationship to Strategic Plan

Tay Open - Increasing transparency about decision-making that affects the community.

**Reference Documents**

There are no reference documents associated with this Item.

**Attachments**

There are no attachments to this Item.

**Prepared By**

Emmie Carlson, Treasurer

**Approvals**

Andrea Fay, Chief Administrative Officer/Deputy Clerk
May 27, 2025

# Staff Report

To: Committee of the Whole

Department: Protective and Development Services

Report Number: **PDS - 2026-016**

Meeting Date: **May 13, 2026**

Subject: Response to Request from Delbrook Group regarding Reduced Development Charges

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## Recommendation

That Item PDS-2026-016, dated May 13, 2026, regarding a Response to the Request from Delbrook Group regarding Reduced Development Charges be received; and

That staff be directed to provide Item PDS-2026-016 to Delbrook Group.

## Executive Summary

At the Committee of the Whole meeting on March 11, 2026, an email was received by the Mayor from Mr. Shafiei of Delbrook Homes requesting that the Township research improving housing affordability and encouraging housing by looking at different options related to development charges (DCs).

This report provides an overview of the current options available with respect to DCs. There have been a number of proposed legislation changes that are still in the approval stages.

## Background/Analysis/Options

At the March 11, 2026, Committee of the Whole meeting, Mehdi Shafiei, Partner, CEO of Delbrook Homes provided an email to the Mayor dated March 9, 2026, requesting the Township research available options to improve housing affordability and encourage housing by looking at policies that include:

1. Temporary removal of DCs for projects that commence construction within a defined timeline (for example 12 - 24 months). This would act as a strong incentive to immediately start construction and increase housing supply.
2. Temporary reductions or deferrals of DCs, particularly during the current slowdown in the housing market.
3. Scaled or phased DC payments, allowing charges to be paid closer to occupancy rather than entirely upfront.
4. Reduced DCs for smaller or entry level housing types, such as a townhomes or attainable housing units.
5. Streamlining approval timelines, which reduces financing and holding costs and helps projects move forward faster.

Following review Council directed Staff to prepare a report based on Delbrook Homes request listed above. The information below is an overview of each of the areas referenced in their letter along with the related staff response.

**1. Temporary removal of DCs for projects that commence construction within a defined timeline (for example 12 - 24 months). This would act as a strong incentive to immediately start construction and increase housing supply.**

While the intent of the request is to stimulate development by increasing building permits being issued for a period from 1 to 2 years. The Township DC fees are intended to offset the costs that come from the increase in municipal services and infrastructure that are required for the new development. The municipality uses DCs to pay for items such as water, waste management, roads, libraries, parks, or recreation centres that service the municipality. Without DCs for a period of time and depending on the number of building permits during that time frame it could be very costly to the Township. Offering non-legislated reductions or exemptions would require offsetting funds from the municipal tax base.

**2. Temporary reductions or deferrals of DCs, particularly during the current slowdown in the housing market.**

There are avenues under current provincial legislation for exemption, reduction and deferral of DCs should the development meet certain criteria. Bill 23: More Homes Built Faster Act (2022) and the Development Charges Act, 1997 (DC Act) offer the following options for exemption or reduction:

a) Affordable or Attainable Housing Exemption (Bill 23)

DCs may be waived entirely if the proposed residential units meet the provincial thresholds for attainable or affordable residences. The Province of Ontario

determined and released values for rent or purchase that qualify for this program.

Applicable units must be subject to agreements that provide for them to remain affordable residential units for 25 years and the tenant or purchaser must be dealing at arms-length from the landlord or seller.

- **Rental Units:** Monthly rental between $1,020-$1,709 depending on the number of bedrooms.
- **Ownership Units:** Purchase price must not exceed $352,100

b) Rental Housing Development Discount and Deferral (Bill 23 and DC Act)

If an apartment building falls under the definition of a rental housing development, there is legislated discounts and deferral which can be applied.

The DC Act defines a rental housing development as "development of a building or structure with four or more residential units all of which are intended for use as rented residential premises".

The legislated discounts are as follows:

- 3+ bedroom unit: 25%
- 2-bedroom unit: 20%
- 1-bedroom unit: 15%

Additionally, the development shall receive a deferral payment plan for Municipal and County DCs. Under this section, the full amount of DCs payable to the County of Simcoe and Tay Township are deferred. Terms of the deferral, as per the DC Act are as follows:

- Calculated on the date of building permit issuance.
- Deferred until the first issuance of building occupancy permit.
- Payable in 6 annual instalments with the first annual instalment due at issuance of building occupancy permit.

Due to the removal of the ability for a municipality to charge interest on the deferral for residential housing development along with the legislated discount municipalities will be collecting less DCs then are required to expand infrastructure.

The City of Hamilton is conducting a pilot program running from September 2025 to August 2027 decreasing DCs by 20% on all residential and non-residential

development. The program is intended to boost housing supply and bring down home prices.

**3. Scaled or phased DC payments, allowing charges to be paid closer to occupancy rather than entirely upfront.**

The default date of payment of a DC is the date of building permit issuance. However, under s.27 of the DC Act the Township may enter into an agreement with a developer to alter the timing of payment. For three specific types of development DCs must be paid according to the following plan:

- Six equal annual installments beginning at building occupancy (permit or actual occupancy) and for the following five anniversaries of that date for rental housing and institutional development.

- Twenty-one equal annual installments beginning at building occupancy (permit or actual occupancy) and for the following twenty anniversaries of that date for nonprofit housing development.

For required instalments, the Township may charge interest from the date the DC would have been payable to the date the instalment is paid. Interest may accrue on each installment until the final payment has been made. Any skipped or late payments can be added to the tax roll (including interest).

**4. Reduced DCs for smaller or entry level housing types, such as a townhomes or attainable housing units.**

Townhouses and other multiples are already charged less than single and semi-detached dwellings. The chart reflected below references the current DCs related to different types of dwelling units.

| 2026 Rates - per By-law 2024-04, 2024-05, 2024-06 | | | | |
|---|---|---|---|---|
| Service | Residential Charge by Unit Type (Cost Per Unit) | | | Non Residential |
| | Single Detached & Semi-Detached Dwellings | Townhouses & Other Multiples | Apartment Units | Charge (per square meter of gross floor area) |
| Library | $ 142.00 | $ 105.00 | $ 90.00 | $ - |
| Fire | $ 1,768.00 | $ 1,318.00 | $ 1,125.00 | $ 11.00 |
| Parks & Recreation | $ 1,927.00 | $ 1,436.00 | $ 1,227.00 | $ - |
| Services Related to A Highway | $ 4,130.00 | $ 3,078.00 | $ 2,629.00 | $ 24.20 |
| Development Related Studies | $ 1,359.00 | $ 1,013.00 | $ 865.00 | $ 7.96 |
| **Subtotal General Services** | $ 9,326.00 | $ 6,950.00 | $ 5,936.00 | $ 43.16 |
| Water | $ 10,866.00 | $ 8,098.00 | $ 6,919.00 | $ 63.69 |
| **Subtotal Water** | $ 10,866.00 | $ 8,098.00 | $ 6,919.00 | $ 63.69 |
| Wastewater Services | $ 39,382.00 | $ 29,355.00 | $ 25,074.00 | $ 230.84 |
| **Subtotal Wastewater** | $ 39,382.00 | $ 29,355.00 | $ 25,074.00 | $ 230.84 |
| **2025 Amount Payable** | $ 59,574.00 | $ 44,403.00 | $ 37,929.00 | $ 337.69 |

*[1] Effective June 1, 2024: Bill 185 - Cutting Red Tape to Build More Homes Act removed the statutory phase in of Calculated DC Rates.*

*[2] Rates are adjusted annually to reflect the change in non residential building construction price*

*[3] The Treasurer shall rebate the water and/or wastewater service components of the calculated development charge for developments where these services are not available within five hundred feet and servicing plans are not scheduled within five years of the building permit issuance.*

**5. Streamlining approval timelines, which reduces financing and holding costs and helps projects move forward faster.**

On March 30, 2026, the Province introduced Bill 98 - Building Homes and Improving Transportation Infrastructure Act, 2026, which aims to reduce barriers to homebuilding, reform land use planning processes in municipalities throughout Ontario. This proposed legislation has passed Second Reading and was referred to the Standing Committee.

For context, Bill 98 builds on the initiatives proposed in Bill 17 – Protect Ontario by Building Faster and Smarter Act and Bill 60, Fighting Delays, Building Faster Act by introducing further amendments to the Planning Act, Building Code Act, and Municipal Act to advance the province's goal of streamlining and expediting

the development approval process for new housing projects and housing enabling infrastructure.

Some of the proposed changes are:

• Complete Application Requirements
Proposed changes to the complete application requirements for information and studies required as part of a formal application. Currently, there is also variation in naming and scoping of information and material required by planning authorities across the province. A planning application is considered "complete" when it contains all the information required by the relevant sections of the *Planning Act*, the related regulations, and any additional information or materials required by the applicable official plan.

Across Ontario, planning authorities vary widely in the type, number, and scope of studies they require from applicants before a planning application is considered complete. This wide variation across the province adds unpredictability to the application process, can increase costs for applicants, and can contribute to delays in the development process.

• Prescribed Professionals
Other professions are being proposed to be added to the list of "prescribed professional" for the purposes of study submissions as part of complete applications. The current list only includes professional engineers. Other professions may include landscape architects and architects to speed up approval timelines and reduce application costs.

Bill 98 appears to be pursuing a more streamlined planning approvals system in the Province, County and Township.

**The County of Simcoe**

County Council approved the adoption of a Multi-Residential Property Tax Subclass to support rental housing supply and affordable housing objectives across Simcoe County, effective for the 2027 taxation year. The decision was made to provide municipal tax relief for all existing affordable rental units and for all future multi-residential buildings constructed under permits issued after adoption of the by-law.

The approved approach establishes a long-term tax policy tool that allows targeted support for rental housing without affecting education tax rates or the overall municipal levy. Discount rates will be determined through the 2027 tax rate and ratio setting process and reviewed on an annual basis.

The Multi-Residential Property Tax Subclass for all existing affordable units and all future multi-residential buildings was chosen as an incentive to maximize building in Simcoe County.

**Canada-Ontario Partnership to Build**

On March 30, Premier Ford and Prime Minister Carney signed the "Canada-Ontario Partnership to Build" initiative in support of shared goals to strengthen national and provincial economies by:

- Building more homes faster to make housing more affordable. Initiatives included joint funding to reduce Ontario municipal DCs and the HST tax vacation for new homes.

The Building Communities Strong Fund (BCSF) provincial-territorial stream will provide $8.8 billion in cost-matched federal and provincial investment over ten years. This funding is focused on temporarily reducing or maintaining low DCs.

The federal and provincial government will cost-match a total of $8.8 billion over 10 years, focused on housing-enabling infrastructure projects. This funding will support the reduction of municipal DCs by up to 50%. These reductions will be in place for three years and target municipalities covering 80% of the province's population.

This new infrastructure funding will offset much of the financial impact of the DC reduction on municipalities. However, municipalities will also be expected to support DC reductions, so that all three levels of government are supporting increased housing supply and affordability.

The province will work with municipalities to put forward a list of infrastructure projects for approval with a focus on speed and efficiency.

**Harmonized Sales Tax (HST) Rebate on New Homes**:

Federal and Provincial Government will work together to remove the full 13 per cent HST for eligible buyers of new homes in Ontario valued up to $1 million and extend the maximum rebate amount of $130,000 to new homes valued between $1 million and $1.5 million. The federal government will provide Ontario a payment in the amount of $875 million, subject to passage of federal legislation, that may be applied against the federal five per cent portion of the HST that is being removed from new homes in Ontario. This partnership would provide an estimated $2.2 billion in total tax relief for housing in Ontario and provide homebuyers with up to $130,000 in tax relief.

## Financial and Resource Implications

There are no financial or resource implications as the report is being prepared for information purposes only.

## Relationship to Strategic Plan

Tay Resilient - Encouraging increased development of housing, specifically affordable housing.

## Reference Documents

There are no reference documents associated with this Item.

## Attachments

There are no attachments to this Item.

## Prepared By

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## Approvals

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General Manager, Protective & Development Services
Fire Chief/CEMC
May 5, 2026

Andrea Fay, Chief Administrative Officer/Deputy Clerk
May 7, 2026