

BPL Library Board

Agenda

Thursday, September 26, 2024

Frank Rose Room, 6:30 p.m.

Burlington Public Library is located on the Treaty Lands and Territory of the Mississaugas of the Credit.

A light dinner will be served at 6:00 p.m.

1. Call to Order
2. Approval of the Agenda
3. Declarations of Interest
4. Board Development: Programming and Partnerships
5. Open Minutes of June 27, 2024
6. Open Minutes of September 12, 2024
7. Decision Items
 - 7.1 2025 Operating Budget
 - 7.2 Q2 Financials
 - 7.3 Annual Library Closures for 2025
 - 7.4 Board Meeting Dates for 2025
8. Discussion Items - None
9. Information Items
 - 9.1 CEO Report
 - 9.2 Q2 Metrics
 - 9.3 Endowment Funds Statements

9. Closed Session

9.1. Closed Minutes of June 27, 2024

10. Approval of Motions from Closed Session

11. Other Business

12. Next Meeting:

Thursday, October 24, 2024, 6:30 p.m., Frank Rose Room

BPL Board Minutes | June 27, 2024

Attendance

Board: Jennifer Tarnawski, Jason Manayathu, Ashley Cameron, Lindsay Zalot, Akindayomi Odedeyi (via Zoom), Shayne Lemieux

Regrets: Councillor Lisa Kearns

Staff: Lita Barrie, Meg Uttangi Matsos, Elise Copps, Cindy Tchorz

A meeting of the Library Board was held on Thursday, June 27, 2024, in the Frank Rose Room at the Central Branch.

Minutes

1. Call to Order

Jennifer Tarnawski, Library Board Chair, called the meeting to order at 6:30 p.m.

2. Approval of the Agenda

The agenda was approved as presented.

Motion 24-43, Approval of the Agenda

MOVED by Lindsay Zalot, SECONDED by Jason Manayathu, that the agenda be approved as presented.

CARRIED.

3. Declarations of Interest – None.

4. Board Development: Intellectual Freedom

5. Open Minutes of May 23, 2024

Motion 24-44, Open Minutes of May 23, 2024

MOVED by Shayne Lemieux, SECONDED by Ashley Cameron, that the Burlington Public Library Board approve the Open Minutes of May 23, 2024 as presented.

CARRIED.

6. Decision Items

6.1. Board Procedural By-Law

Motion 24-45, Board Procedural By-Law

MOVED by Jason Manayathu, SECONDED by Lindsay Zalot, that the Burlington Public Library approve the proposed updates to the Board Procedural By-Law.

CARRIED.

6.2. Policy Review

6.2.1. Intellectual Freedom Policy

Motion 24-46, Intellectual Freedom Policy

MOVED by Ashley Cameron, SECONDED by Shayne Lemieux, that the Burlington Public Library approve the revised Intellectual Freedom Policy effective July 2, 2024, as presented.

CARRIED.

6.3. September 30th Report

Follow up from Board direction in 2023 regarding the library closing on this day.

Motion 24-47, September 30th Report

MOVED by Lindsay Zalot, SECONDED by Jason Manayathu, that the Burlington Public Library approve that the Library Open on September 30, 2024, and September 30, 2025.

CARRIED.

6.4. 2024 Capital Reallocation

As noted in the board package, we are requesting the library Board to consider the reallocation of funds for the CT infrastructure project that has grown due to inflationary impacts and the costs of materials for replacing the items noted in the Board package.

Motion 24-48, 2024 Capital Reallocation

MOVED by Ashley Cameron, SECONDED by Lindsay Zalot, that the Burlington Public Library approve the reallocation of \$264,300 of IT Capital funding and \$262,000 of Facilities Capital funding to the Central Infrastructure Project.

CARRIED.

7. Discussion Items

7.1. Draft MOU Burlington Fire Department

Lita Barrie discussed the plan for the relocation of the town bell to the Burlington Fire Department and shared the memorandum of understanding (MOU). More information will come back to the Board at a later date.

7.2. 2025 Budget

The Library Board discussed the report in the June Board package. Library staff noted in the report that they are seeking direction from the Board for how to proceed with the 2025 Budget submission to address the funding shortfall. Library staff have reached out to City Finance. The Library Board is in support of asking for additional funding, and to have contingency plans in place if the city does not provide BPL more funding and note if we are reducing services and programs that would have a great impact to the community. Library staff will continue to work with city staff and will bring back a report with an update from those conversations and recommendations in September and if needed we will look at holding a Board meeting over the summer months.

8. Information Items

The following items were received by the Library Board:

8.1. CEO Report

8.2. 2023 Annual Report Economic Impact Statement

8.3. 2023 Requests for Reconsideration Report

This report is coming to the Board for the first time and will be received annually in February to align with Freedom to Read Week.

9. Closed Session

Motion 24-49, Move into Closed Session

MOVED by Lindsay Zalot, SECONDED by Shayne Lemieux, that the Burlington Public Library Board move into Closed Session.

CARRIED.

The Library Board moved into Closed Session at 8:25 p.m.

Motion 24-50, Move out of Closed Session

MOVED by Lindsay Zalot, SECONDED by Shayne Lemieux, that the Burlington Public Library Board move out of Closed Session.

CARRIED.

The Library Board moved out of Closed Session at 9:04 p.m.

10. Approval of Motions from Closed Session

Motion 24-51, Closed Minutes of May 23, 2024

MOVED by Ashley Cameron, SECONDED by Lindsay Zalot, that the Burlington Public Library approve the Closed Minutes of May 23, 2024 as presented.

CARRIED.

Motion 24-52, Real Estate Matter

MOVED by Ashley Cameron, SECONDED by Lindsay Zalot, that the Burlington Public Library approve agenda item 9.2 Real Estate Matter as discussed in Closed Session.

CARRIED.

Motion 24-53, HR Matter

MOVED by Ashley Cameron, SECONDED by Lindsay Zalot, that the Burlington Public Library approve agenda item 9.3 HR Matter as discussed in Closed Session.

CARRIED.

Motion 24-54, CEO Performance Review

MOVED by Ashley Cameron, SECONDED by Lindsay Zalot, that the Burlington Public Library approve agenda item 9.4 CEO Performance Review as discussed in Closed Session.

CARRIED.

11. Other Business – None.

The meeting is adjourned at 9:06 p.m. Motion by Lindsay Zalot.

Chair

Secretary-Treasurer

Next Meeting

Thursday, September 12, 2024, 6:30 p.m., 2025 Budget Meeting, Frank Rose Room

Thursday, September 26, 2024, 6:30 p.m., Frank Rose Room

BPL Board Minutes | September 12, 2024

Attendance

Board: Jennifer Tarnawski, Jason Manayathu, Ashley Cameron (via Zoom), Akindayomi Odedeyi, Lindsay Zalot, Shayne Lemieux

Regrets: Councillor Kearns

Staff: Lita Barrie, Nicole Tewkesbury, Meg Uttangi Matsos, Elise Copps, Cindy Tchorz

Minutes

A meeting of the Board was held on Thursday, September 12, 2024, in the Frank Rose Room at Central Branch.

1. Call to Order

Jennifer Tarnawski, Library Board Chair, called the meeting to order at 6:33 p.m.

2. Approval of the Agenda

The agenda was approved as presented.

Motion 24-55, Approval of the Agenda

MOVED by Lindsay Zalot, SECONDED by Shayne Lemieux, that the agenda be approved as presented.

CARRIED.

3. Declarations of Interest - None

4. Decision Items

4.1 2025 Draft Capital Budget

Motion 24-56, Approval of the 2025 Draft Capital Budget

MOVED by Akindayomi Odedeyi, SECONDED by Jason Manayathu, that the Burlington Public Library Board approves the 2025 Draft Capital Budget submission.

CARRIED.

4.2 Policy Review:

4.2.1 Fees & Charges Policy

Motion 24-57, Fees & Charges Policy

MOVED by Lindsay Zalot, SECONDED by Shayne Lemieux, that the Burlington Public Library Board approve the revised Fees & Charges Policy effective January 6, 2025 as presented.

CARRIED.

4.2.2 Room Rental Policy

Motion 24-58, Room Rental Policy

MOVED by Lindsay Zalot, SECONDED by Shayne Lemieux, that the Burlington Public Library Board approve the revised Room Rental Policy effective January 6, 2025 as presented.

CARRIED.

5. Discussion Items

5.1. 2025 Draft Operating Budget Scenarios

Lita Barrie, CEO, provided context for the scenarios that were brought forward for the Board to discuss and determine the best course of action. Following the discussion, the Library Board requested library staff to draft a report for scenario A of submitting a business case for 1.75 per cent to address the budget shortfall with a provision for continued funding of 3.5 per cent moving forward. The Library Board will proactively begin working with library staff early in 2025 at more structural options for ways to maintain BPL's budget sustainability for 2026 and onward. The report will come back to the Board at the September 26th Board meeting.

6. Closed Session - None

7. Approval of Motions from Closed Session – None

Ashley Cameron left the Board meeting at 8:33 p.m.

8. Information Items

The following items were received by the Board:

8.1. 2024 Customer Satisfaction Survey Report

9. Other Business – None.

10. Next Meeting:

Thursday, September 26, 2024, 6:30 p.m., Frank Rose Room

The meeting is adjourned at 8:48 p.m. Motion by Lindsay Zalot.

Chair

Secretary-Treasurer

Next Meeting

Thursday, September 28, 2023, Frank Rose Room

7. Decision Items: 7.1 2025 Operating Budget Report

Recommendations

THAT the Burlington Public Library Board approve the draft 2025 Operating Budget Submission.

THAT the Burlington Public Library Board approve the draft 2025 Department Overview Submission.

THAT the Burlington Public Library Board approve the draft letter to Mayor Marianne Meed Ward, and the associated Key Investment – Provision to Library document to support the request for additional 2025 funding.

Purpose

To seek the Board's approval of BPL's 2025 Operating Budget submission and associated documents supporting the request for additional funding in 2025.

Background

The 2024 Operating Budget guideline includes a 1.75 per cent (\$209K) increase to City funding. As outlined in the September 12, 2024 Board Report titled "[2025 Draft Operating Budget Scenarios](#)", this level of funding results in a budget deficit of \$209,000 if all current service levels are maintained. The Board discussed the options presented in the report and requested BPL staff to follow the appropriate City process to formally request the additional 1.75 per cent of funding to eliminate the budget deficit.

Staff have prepared a draft letter to Mayor Marianne Meed Ward to inform her of the circumstances and have also completed the City document titled "Key Investment – Provision to Library". These documents are attached as Appendix C and Appendix D for Board consideration.

Discussion

Staff have prepared a draft budget that includes the additional \$209,000 in funding from the City and the corresponding expenses that allow BPL to maintain the current levels of service. The comments include a detailed description of variances year over year in each category.

Attached as Appendix B is the completed City template called “Departmental Overview”. This template is changed from prior years’ “Service Business Plan” but includes similar key information in a more succinct format.

As described in the [Summary of Draft 2025 Budget Available: Public Consultation Ongoing](#) posted by Mayor Marianne Meed Ward on September 19, 2025, after several key dates supporting public engagement, the Mayor’s Proposed Budget will be shared with the community on October 25th, addressed by the Budget Committee on November 18 and 21, followed by a Special Council meeting for budget approval on November 25th.

Strategic Implications

The budget process plays a key role in supporting the current strategic plan by ensuring proper allocation of funding to operational and capital needs to support key initiatives in each of the Strategic Goals.

Equity, Diversity & Inclusion Considerations

Strong stewardship of financial resources will ensure BPL is well positioned to provide resources and deliver services for all members of the community.

Risk Management

BPL has worked diligently over the past several years to create efficiencies to maintain or grow its service standards within the annual 1.75 per cent budget guideline. The 2025 budget is the first time it has not been possible to create a budget within the guidelines while maintaining service levels. Staff anticipate that significant work will need to be done during 2025 to find creative and effective ways to meet budget constraints for 2026 and beyond while minimizing impact to the community.

Report Author(s)

Respectfully submitted: Lita Barrie, CEO and Nicole Tewkesbury, Director, Finance & Infrastructure

**Burlington Public Library
2025 Draft Operating Budget**

	2025 Draft Budget	2025 \$ Change vs 2024 Budget	2025 % Change vs 2024 Budget	2024 Budget	2024 Projection
REVENUE					
1 City of Burlington	12,129,130	208,614	1.75%	11,920,516	11,920,516
2 COB Additional Request	209,000	209,000	---		
3 Province of Ontario	229,403	-	---	229,403	229,403
4 Library Generated	180,747	24,303	15.53%	156,444	188,665
5 Operating Reserve Fund	-	(169,037)	---	169,037	39,581
Total Revenue	12,748,280	272,880	2.19%	12,475,400	12,378,165
EXPENDITURES					
Employee Costs:					
6 Salaries	7,511,410	231,135	3.17%	7,280,275	7,280,825
7 Employee Benefits	2,067,555	(31,745)	-1.51%	2,099,300	1,973,610
8 Staff Training	105,000	-	0.00%	105,000	105,000
	9,683,965	199,390	2.10%	9,484,575	9,359,435
9 Library Materials	1,175,000	-	0.00%	1,175,000	1,175,000
10 Operating Costs	346,190	(24,320)	-6.56%	370,510	388,655
11 Building Costs	1,020,160	85,290	9.12%	934,870	944,630
12 Automated Systems	522,965	12,520	2.45%	510,445	510,445
Total Expenditures	12,748,280	272,880	2.19%	12,475,400	12,378,165
Revenue Less Expenditures	-	-		-	-

Burlington Public Library Operating Statement Comments 2025 Draft Budget

REVENUES:

Overall revenues are budgeted at 2.19% higher than 2024, including a request for additional funding from City of Burlington for \$209,000. Primary drivers for the year-over-year (YOY) change is the total 3.5% included for funding from COB (1.75% per guideline + 1.75% additional being requested), and the net change in use of endowment funding and Operating Reserve funding, offset by the increased library generated revenues of 15.5%.

1&2 City of Burlington

Funds from the City of Burlington are 1.75% (\$208.6K) higher than 2024 based on COB budget guidelines for 2025. An additional 1.75% funding is being requested per the letter to the Mayor and the Key Investment budget document submitted to COB which are both included in the Board package for consideration.

3 Provincial Grant

Consistent with prior years, there is no anticipated change to the annual amount.

4 Library Generated

Library generated revenue is approximately 1.4% of overall revenue and includes printing, room rentals, Makerspace programming, garbage bag tags, interest income and cost recoveries from shared facility partners. BPL is budgeting an increase in the following areas based on 2023 and 2024 YTD results: Makerspace +\$10K, Printing +\$5.9K, ILLO rebate +\$2.5K, Lost materials +\$2.4K, Interest +\$1.5K, Room rentals +\$1.4K, Non resident fees +\$0.6K. These changes total an increase of \$24,300 or 15.5%.

5 Operating Reserve Funding

This funding was budgeted as part of the job evaluation implementation strategy in 2024. The 2025 Budget does not include the use of Operating Reserve funding.

EXPENSES:

Total expenses are budgeted at 2.19% higher than 2024 as detailed below.

6 Salaries

Salaries are budgeted based on each employee's contracted hours, job grade, and step level in the Board-approved Salary Schedule. The budget includes annual step movement for staff that have not reached job rate.

7 Benefits

The budget includes a 1.51% (\$31.7K) decrease to benefit costs for 2025. The reduction is related to the final negotiated Sun Life premiums that came into effect December 1, 2023 which saved approximately \$65K compared to the benefit costs anticipated at the time of budget preparation. This reduction is offset by the OMERs and payroll taxes associated with higher salaries plus the initial renewal rates received from Sun Life. Sun Life rates are still under negotiation but currently include the following changes: +9% life insurance, +0% LTD, +4% medical premiums, and -2% dental premiums.

8 Staff Training & Educational Assistance

The training and education budget has not been changed year over year. It is anticipated that training will continue to focus on inclusion and technology in 2025.

9 Library Materials

The library materials budget is unchanged for 2025. The Digital Resources and Collections team continues to analyze data around customer usage patterns and apply learnings to purchasing strategies to maximize usage of the budget. The buying power of the collections budget continues to decline as costs increase (8% physical materials & 3.7% digital materials).

10 Operating Costs

Operating costs have decreased 6.6% or \$24.3K for 2025 related to decreased vehicle costs (\$15.3K), and printing costs (\$16K) offset by an increase in Makerspace cost of goods sold associated with increased revenue (\$6.1K), and lease costs for printer/copiers (\$0.8K). The decrease in vehicle costs represents the use of operating reserve funds budgeted, but not used in 2024 to cover the year's payback to the reserve for the new truck. The reduction in printing costs is related to a new print management system with a different contract structure - there is an offsetting increase in Automated Systems of \$11.5K related to this as well. There are also savings in the cost of insurance charged through COB that are offsetting the anticipated increase to audit fees related to a new contract which will be administered through COB.

11 Building Costs

This category includes rent, utilities, building supplies and state of good repair funding. The increase of \$85K or 9.1% in this budget line is primarily related to an increase in lease costs (\$56K), utilities (\$19K), and contracted services (\$10K). These adjustments include increased lease obligations for Aldershot and New Appleby at the new Bateman location. Increased utility costs are in line with actual experience in 2024 and adjusted to reflect the larger footprint for the new New Appleby location. Contracted services are budgeted with a 3% increase for services where renewals have not yet been negotiated and an estimate for cleaning the larger New Appleby branch.

12 Automated Systems

This budget reflects line-item detail of warranty and licensing needs with anticipated contract renewal rates where negotiations are not yet complete. The budget increase of 2.5% over 2024 is primarily related to the new print management system which has reallocated costs from the Operating budget due to a change in the structure of the contract whereby all printer materials are included in a pay per print fee rather than requiring BPL to purchase them directly. This model reduces the exposure to price fluctuations for toner which has been significant in the past few years. Additionally, new costs associated with increased cyber security have been offset by reduced warranty costs on equipment such as selfchecks where it has been determined that the risk of repair costs is low in the absence of extended warranties.

Departmental Overview

Department	Burlington Public Library		
Department Head	Lita Barrie	Department Head Title	Chief Executive Officer

Department Description

A public service to provide collections, resources, spaces, and programs for people of all ages that serve their cultural, informational, educational, and social needs.

Department Goals

Burlington Public Library provides collections and resources, access to technology and spaces, and programs that serve the informational, educational, cultural, and recreational needs of residents.

Under the governance of the Ontario Public Libraries Act and the Burlington Public Library Board, the Library’s vision is an engaged and sustainable community advanced by curiosity and discovery. The Library’s core services—digital resources and collections, programming, spaces, technology, and staff support—are grounded in its mission to inspire imagination, collaboration, and compassion to support an informed and literate society. With seven physical locations city-wide and a resource-rich “virtual branch”, the Library is an integral community service and hub for people of all ages, backgrounds, abilities, and skill levels to use and enjoy.

In the Library’s 2024 Customer Satisfaction Survey, completed by approximately 4,400 people, 95 per cent of respondents said Burlington Public Library has a positive impact on their life. Over 94 per cent of respondents reported they were satisfied with the Library’s customer service and many comments spoke of the value that BPL adds to their life. The Library strives to maintain this high standard of service impact and customer satisfaction.

Strategic Alignment with Vision to Focus Plan

BPL actively seeks to align with the City of Burlington Vision 2040 Strategic Plan and Burlington’s Plan: From Vision to Focus. BPL’s mission, vision, and [2021-2025 Strategic Plan](#) most closely align with V2F *Focus Area 2 - Providing the best services and experiences*. BPL is focused on

- enhancing community well-being through accessible and inclusive programs and services,
- creating a positive customer and staff experiences and improving satisfaction rates through a human-first culture
- expanding and enhancing opportunities to engage our community and use customer input and data to inform decision making

In 2023, BPL created \$56,681,235 in economic impact, nearly five times the amount contributed to the Library’s budget by the City. This equates to \$303 in economic impact for each Burlington resident.

Programs

Collections	Burlington Public Library is committed to providing robust, current, and balanced collections to serve the community's needs. We develop our collections—both physical and digital—to meet demand and investigate new collections to best serve community interests and expand learning for knowledge creation. In 2023, 1.9 million items were borrowed, and residents saved nearly \$23 million dollars by borrowing physical books from their library.
Information Requests	<p>Library staff respond to in-person, phone, and online inquiries related to research, reading, community information, and technology support requests. Staff provide personalized assistance to customers with research needs and questions relating to community services, local history research, technology and online support.</p> <p>The Library’s Information Burlington service provides free, personalized, confidential information and referral to a wide range of human and community services. As a member of Halton Information Providers, the Library jointly maintains the public online Halton Community Services Directory (HCSD). The HCSD supports the needs of Halton Region residents by maintaining consistent and credible standards of community and human services information.</p>

	The Library works in collaboration with several local human services organizations. People can get personal help from local service organizations who bring their expertise into the library during free drop-in sessions. During drop-in hours, customers can talk to various specialists. Service workers help on a first-come-first-served basis.
Space	<p>Library branches are one of the very few spaces where community members from all walks of life can spend time without spending money. The Library offers vital welcoming, accessible, and inclusive space for study, work, collaboration, leisure and learning. In 2023, BPL welcomed over 1 million in-person visitors. Library locations also operate as the City's warming and cooling centres during weather alerts.</p> <p>Burlington Public Library also provides meeting rooms for rent for profit and non-profit groups in library facilities. Rooms may be rented hourly with some exceptions. Customers can request a reservation any time using an online booking and payment system.</p>
Technology Access	<p>Internet use is free at the library, with high-speed 24/7 Wi-Fi access at all locations except Kilbride. All public computers operate with automated session management to make sure that everyone has fair access to library computers. All locations have public access computers (with a Windows 11 operating system and are loaded with Microsoft Office 2021, and upgraded Internet browsers: Google Chrome, Mozilla FireFox, Microsoft Edge). Chromebooks, Mifi hotspots and iPads are available for lending.</p> <p>All branches provide print and photocopy services in black & white and colour, with scanning to email capability. Faxing services are available at the Central, New Appleby and Tansley Woods branches.</p> <p>The Library offers access to 3D printing, laser cutting, vinyl printing, and kid-friendly tech tools as part of the community MakerSpace and Children's Discovery Space. Staff support enables people of all ages to develop proficiency in digital literacy, technology, and design skills.</p>
Programming	<p>The Library runs a wide array of programs that reflect public interests and are consistent with the Library's mission, values, and strategic priorities. As of the end of June, program attendance is over 49,000, a 34% increase over the same time last year.</p> <p>Library programs are designed to foster connection and support lifelong learning for education and entertainment. The Library provides a hybrid blend of in-person programming and virtual programming to foster community belonging and reduce social isolation.</p>
Local History	Through the Library's local history collections, Burlington residents can learn about our community's unique history and heritage. In collaboration with community partners, Burlington Public Library's Burlington Digital Archive makes available a variety of digitized historical materials, documenting the history of Burlington. Appointment based access to the specialized archive collection is available for local history and genealogical research help.

Continuous Improvement Initiatives

2022-2024: Multiyear Accessibility Plan: In 2022, BPL updated the Library's Multiyear Accessibility Plan 2022-2025. The plan is the Library's institutional pathway of removing barriers for the full participation of our customers and employees seeking excellence in accessibility and inclusion. It outlines BPL's current and future projects to achieve and exceed the Library's AODA requirements. In 2024, BPL made incremental improvements to recently launched accessibility initiatives including programming accommodation processes and reliable access to automatic door openers. The Library is in the midst of developing a set of BPL accessibility principles and guidelines to reinforce our accessibility standards across branches and services.

2022-2023: Website Improvements: BPL made a variety of improvements to the Library's website restructuring the Library's resources, services and about sections to improve user experience. A BPL News & Reviews. This page is a news hub where we share library news, staff profiles, program features, book reviews and more.

2023: Job Evaluation Project: In 2021, BPL initiated a Job Evaluation Project, working with COB's consultant to model a modern job evaluation system to retain alignment with the City of Burlington, our pay equity comparator. The project was completed in 2023 and fully implemented in 2024. The cost impacts of the project were addressed through the Library's Operating budget and reserve.

2023: Local History Digitization Platform: In 2023, BPL moved to a new platform that will improve access to the Library's local history collections. In 2024, the Library digitized content from former Burlington Mayor Roly Bird's collection, content from the Burlington Braves and several WWII scrapbooks and works of remembrance. Moving forward, the Library will continue to focus on digitization of the local history collections to increase Burlington residents' access to our community's unique history and heritage.

2023: Facilities Master Plan Update: In 2023, the Library updated BPL's Facilities Master Plan which was last reviewed in 2019.

2023: Central Reading Garden: In 2023, the Library opened a Reading Garden at the Central Library. The garden is accessible through the library during the branch's open hours. It will be open to the public when daylight and weather permits.

2023: Public Access Computer Renewal: In 2023, the Library's public access computer hardware was upgraded at all branch locations. The Library's public access computers are an essential tool to support digital equity in the community.

2024: Enhance and support digital inclusion: In 2024, the Library continued to engage in a series of initiatives to support technology skills development for children and youth, adults and seniors as part of BPL's Digital Equity Plan. This includes the enhancement of digital literacy-based programming and partnerships, augmenting access to technology within our spaces and technology knowledge training for Library staff. In 2024, the Library added a kids focused Discovery Space at the Central Library. BPL is participating in the province-wide Bridge Project to enhance technology services and measure effectiveness.

2023 - 2024: Equity, Diversity, Inclusion. In 2023, BPL's Equity, Diversity and Inclusion Working group expanded the scope of BPL's Anti-Racism Action Plan and developed an Equity, Diversity & Inclusion Plan. Under this plan, BPL has developed introductory EDI Training for all staff using resources from the Canadian Centre for Diversity and Inclusion which will be introduced in fall 2024.

2024: Intellectual Freedom Training: In 2024, the Library implemented a system-wide intellectual freedom training program for all staff. Intellectual freedom is foundational for public libraries and is a core value for BPL. In recent years, many libraries have faced increasing calls for book bans, program cancellations, and other forms of censorship. Recommitting to intellectual freedom is vital in ensuring we uphold our mission and values. The course content was developed by Toronto Metropolitan University's Centre for Free Expression.

Addressing Gaps and Challenges

- **Data informed decision-making:** The Library is increasing the use of data, outcome-based evaluation, and analytics to understand customer needs, sound stewardship and organizational sustainability. BPL is conducting annual customer satisfaction and employment engagement surveys as well as ongoing analysis of KPIs to identify priorities and make informed decisions to ensure collections, services, and programs meet community needs and expectations.
- **Collections:** Public library lending of high demand digital collections is an ongoing challenge due to continued unfair pricing practices, and publishers restricting library access to eBooks and eAudiobooks. Library collections, the second largest budget line, is negatively impacted when the Canadian dollar loses value. Approximately 17% of digital collection purchases are made in US dollars; however, even purchases in Canadian dollars are affected when suppliers pass along increases, they must pay.
- **Technology:** Computer security, cybersecurity, information technology security and the protection of the Library's computer systems and networks from information disclosure, theft of, or damage to hardware, software, or electronic data, as well as from the disruption or misdirection of the services. The Library is actively working to mitigate that risk through MFA, employee training and a robust cybersecurity program. Progressively more rapid changes in technology and adoption of AI tools are an additional challenge. Customers turn to the library for technology assistance and support. The Library strives to keep library systems up-to-date and provide staff training and support to provide quality service to, and great user experience for, our customers.
- **Climate Change:** Ongoing and future extreme weather circumstances resulting in reduced customer access to physical spaces and collections. The Library needs to ensure that services and facilities are structured in a way that allows continuation of service in a responsive manner.

Department Initiatives	Target Completion
Enhance and support digital equity: In 2025, the Library will be continuing to engage in a series of initiatives to support technology skills development in children and youth, adults, seniors and library staff through implementation of the Library's Digital Equity Plan.	Dec 2025
New Appleby Expansion: In 2025, the Library's New Appleby Branch will relocate to the Robert Bateman Community Centre in collaboration with COB and Brock University. The larger location will include group study and meeting rooms, Digital Media Labs and an expanded programming space.	Sep 2025
Central Infrastructure Renewal: The roof, HVAC, skylights and window curtains at the Central Library are all due for replacement. COB Staff are leading the project. The work will happen in two phases. In 2025, phase one will include five HVAC units, skylights, and half of the roof.	Dec 2026
Accountability Framework Implementation: In 2025, the Library will work in collaboration with COB on the implementation of the Accountability Framework as approved by Burlington City Council in 2024.	Dec 2026
City of Burlington Arts and Culture Strategy: In collaboration with COB and their consultant, the Library will contribute as a key collaborator and member of the Culture Leadership Group. This Strategy will guide the next decade (2026-2036) of Burlington's arts and culture policies, programs, and services. The Strategy will articulate a common vision and goals and provide recommendations.	June 2025
Brant Hills Infrastructure Renewal: In 2024, the roof, HVAC, lights at the Brant Hills Branch will be replaced. The Library is working in collaboration with COB Staff who are leading the project.	Dec 2025

September 26, 2024

Dear Mayor Marianne Meed Ward,

This letter is on behalf of the Burlington Public Library Board to ensure you are aware that the Library has submitted a change request for an additional 1.75 per cent operating budget increase beyond the City of Burlington's (COB) current budget guideline for a 1.75 per cent increase in municipal funding for 2025.

The Library creates substantial personal and economic impact through its services, amplifying operating funding to deliver a depth and breadth of service that provides exponential returns on the City's investment in BPL. In 2023, BPL created \$56,681,235 in economic impact, nearly five times the amount contributed to the Library's budget by the City. This equates to \$303 in economic impact for each Burlington resident.

The Library has operated with a 1.75 per cent annual increase since 2020 and in the past several years has created significant efficiencies to maintain or grow its service standards within that budget. Over the same period, the Bank of Canada's annual rate of inflation has averaged 4.26 per cent.

Using the 1.75 per cent guideline and a zero-based budget approach, BPL's 2025 operating budget results in a net loss of \$209,000. This result suggests that the ideal COB operating investment required to continue operations without service reductions would be 3.5% for 2025 to effectively respond to the budget constraints detailed below.

Budget Constraints

The Library's budget is constrained by rising costs, many related to inflation, that have outpaced annual operating budget increases. The Library's ability to generate additional revenue is also limited.

Rising Costs

- **Employee Costs** - approximately 77 per cent of BPL's operating budget is for staff costs including salaries, benefits, and training. Pay equity legislation requires BPL to maintain alignment with COB's non-union salary schedule, therefore any changes to salaries made by COB impact BPL's budget. For example, the 1.5 per cent market adjustment effective Sept 1,

2024 will cost BPL approximately \$35,000 in 2024, and \$113,000 in 2025 in addition to standard annual step adjustments. Any subsequent COB market adjustment in 2025 or beyond will create a compounding effect. There are also impacts from changes to OMERS eligibility criteria and increased CPP costs.

- **Collections costs** – the second largest operating expense category at 9.4 per cent (\$1,175,000) of the budget is for collections. Since 2021, the cost of physical materials has increased 8 per cent and the cost of digital materials has increased 3.7 per cent. The buying power of the budgeted dollars for this service is significantly diminished. Responses to BPL’s 2024 Customer Satisfaction Survey indicate that a robust collection is a top priority of Library customers.
- **New Appleby Branch move to Robert Bateman Community Centre** – in 2025, BPL’s New Appleby branch will relocate to the City’s Robert Bateman Community Centre. This relocation is necessary as the branch has been undersized to meet community needs for many years. However, the increased space and the City’s leasing structure for this multi-tenant facility will result in an annual budget increase of approximately \$129,000 (increased lease, utilities, and cleaning for larger space). Approximately \$50,000 is expected to impact the 2025 budget since it will be a partial year. We will see the full impact starting in 2026.
- **Supplies, services, utilities** – while partially offset by efficiency projects, BPL is seeing a 2.5 to 3 per cent increase in costs related to contracted service renewals, supplies, and utility costs.

Emerging Expenses

- **Cyber security preparedness** – BPL has approximately \$25,000 in new costs annually related to cyber security preparedness (cyber insurance, incident response retainer, annual penetration testing). The Library is taking a proactive approach as the cost of preparedness measures are modest in comparison to the recovery costs and service losses associated with a cyber incident.
- **Increase in professional services** – starting in 2025, BPL anticipates the cost of external audit services to rise with the start of a new contract. The library sector, including BPL, is also seeing an increase in legal and professional fees associated with volume and complexity of HR matters, copyright, and digital rights management.
- **Security measures** - Since the pandemic, the Library has started to see a modest increase in vandalism, impacts of social inequity, heightened political polarization, and increased hostility. The Library is taking a proactive approach through increased use of security cameras, staff

training, and contract security services when required.

Revenue Limitations

- **Library generated revenue-** Library generated revenue is approximately 1.4 per cent of overall revenue and includes printing, room rentals, MakerSpace services, garbage bag tag sales, interest income, and cost recoveries from shared facility partners. Options for revenue generation are limited as, per the Ontario Public Libraries Act, BPL must provide core services at no additional cost to the public. Developing novel services to generate new revenue requires substantial administrative and leadership resources. BPL has prioritized access to quality core services over revenue generation in alignment with its mission, vision, and values as a community service provider.
- **Funding model** - The Library is primarily funded by the municipality. A small portion of BPL's funding comes from a provincial grant which has been static since 1997. Ontario libraries, including BPL, have and continue to advocate for increased provincial funding to Libraries with minimal success to date. Nationally, public libraries are also actively advocating for reliable and diversified funding that recognizes libraries as a critical part of their communities' social services infrastructure. This is outlined in the report [OVERDUE: The Case for Canada's Public Libraries](#). None of this advocacy is likely to result in short term solutions to BPL's 2025 operating budget shortfall.

Measures to Balance 2025 Budget

The BPL Library Board and staff have explored both alternate funding measures and cost savings measures. The options listed below have been identified because they achieve substantial and sustainable cost savings and, once implemented, do not require frequent minor budget adjustments to continue service delivery. The measures support streamlined administration so staff time can be preserved for core services, strategic planning, and quality improvement.

- **Deferred Revenue for Collections:** The Library would offset its collections budget with a one-time withdrawal of deferred revenue from four of its endowment funds, providing up to \$97,000 in funding to offset the base collections budget for 2025.
- **Close Kilbride Branch:** BPL's rural lending location at Kilbride Branch operates an average of 47 hours each month with two staff working during open hours. As of July 31, 2024, 227 BPL members listed Kilbride Branch as their home branch—only 1.3 per cent of total BPL members. This branch is located within Halton District School Board's Kilbride Public School, which operates its school library in the space during school hours. Between savings for staffing and

minor operating costs for staff mileage, phone charges, and book delivery, this measure creates savings of \$55,700.

- **Fewer Branches Open Sunday:** Currently, six of BPL's branches are open on Sundays. Central Branch and Tansley Woods Branch are open 9 a.m. to 5 p.m. and Aldershot Branch, Alton Branch, Brant Hills Branch, and New Appleby Branch are open 12 p.m. to 5 p.m. In this measure, three branches would open Sundays 9 a.m. to 5 p.m. and three branches would be closed Sundays, resulting in a loss of 12 weekly open hours and the reduction of staffing by one Customer & Programming Associate and one Page. This measure would have the most substantial customer impact—Sunday visits account for 8.7 per cent of total visits to BPL and Sunday check outs account for 11.1 per cent of physical checkouts at BPL. Between savings for staffing and contract cleaning services, this measure creates savings of \$59,560.

We do not provide these proposed measures lightly and have studied the proportional impact of these closures against alternate measures. The Library Board has engaged in this work in alignment with the City of Burlington's four main budget principles:

- Affordability
- Livability
- Sustainability
- Transparency

These principles, particularly affordability and livability are at the core of Library service. Well-funded libraries contribute to democracy, equity, literacy, and quality of life in the communities they serve. In the Library's 2024 Customer Satisfaction Survey, completed by approximately 4,400 people, 95 per cent of respondents said Burlington Public Library has a positive impact on their life. Over 94 per cent of respondents reported they were satisfied with the Library's customer service and many comments spoke of the value that BPL adds to their life. Access to books, no-cost programs, and free space to study, work, and socialize are all frequently noted as important services provided by the library.

Organizational Efficiencies

As previously mentioned, the Library has operated with a 1.75 per cent annual increase since 2020 and in the past several years has created significant efficiencies to maintain or grow its service standards within that budget, including:

- Flattened organizational structure by reducing five positions at the team lead, manager, or senior manager level.
- Increased open hours by nearly 20 per cent between 2018 and 2022 through operating efficiencies and dynamic scheduling without increasing base staffing costs.

- Transitioned most part-time positions to 20 weekly hours from 16 to provide livable wages without additional budget impact.
- Worked with extended benefit provider to mitigate year-over-year increases to employee benefits expenses without reducing coverage

Through these changes BPL has maintained high employee satisfaction and has been certified as a Great Place to Work in 2022 and 2023.

In Conclusion

To continue operating at our current level of service, BPL would require a total 3.5 per cent operating increase from COB in 2025 to offset the budget shortfall of \$209,000. Otherwise, a combination of the above measures is required.

While our immediate focus is the year ahead, the Board acknowledges that further considerations will be required for financial sustainability in 2026 and beyond. The Library's senior leadership team will begin planning for long-term operating budget sustainability based on the approved operating revenue provided by COB to BPL for 2025.

Thank you for your consideration. We welcome a chance to meet to answer any questions.

Sincerely,

Jennifer Tarnawski, Chair
On behalf of the 2023-2026 Burlington Library Board

Lita Barrie, CEO – Board Secretary/Treasurer

Number: 2025-037
Budget Principle: Sustainability

Department: Burlington Public Library
Report Reference:

Purpose

Description

BPL is requesting additional operating funding of \$209,000 for 2025 to cover a budget shortfall. The Library has operated with a 1.75 per cent annual increase since 2020 and in the past several years has created significant efficiencies to maintain or grow its service standards within that budget. Over the same period, the Bank of Canada's annual rate of inflation has averaged 4.26 per cent.

Using the City's 1.75 per cent guideline and a zero-based budget approach, BPL's 2025 operating budget results in a net loss of \$209,000. This result suggests that the ideal City operating investment required to continue operations without service reductions would be 3.5% for 2025 to effectively respond to the budget risks and constraints detailed below and maintain library services.

The Library's budget is constrained by rising costs, many related to inflation, that have outpaced annual operating budget increases for the past several years. The Library's ability to generate additional revenue is also limited.

Rising Costs

- **Employee Costs** - approximately 77 per cent of BPL's operating budget is for staff costs including salaries, benefits, and training. Pay equity legislation requires BPL to maintain alignment with the City's non-union salary schedule, therefore any changes to salaries made by the City impact BPL's budget. For example, the 1.5 per cent market adjustment effective Sept 1, 2024 will cost BPL approximately \$35,000 in 2024, and \$113,000 in 2025 in addition to standard annual step adjustments. Any subsequent City market adjustment in 2025 or beyond will create a compounding effect. There are also impacts from changes to OMERS eligibility criteria and increased CPP costs.
- **Collections costs** – the second largest operating expense category at 9.4 per cent (\$1,175,000) of the budget is for collections. Since 2021, the cost of physical materials has increased 8 per cent and the cost of digital materials has increased 3.7 per cent. The buying power of the budgeted dollars for this service is significantly diminished. Responses to BPL's 2024 Customer Satisfaction Survey indicate that a robust collection is a top priority of Library customers.
- **New Appleby Branch move to Robert Bateman Community Centre** – in 2025, BPL's New Appleby branch will relocate to the City's Robert Bateman Community Centre. This relocation is necessary as the branch has been undersized to meet community needs for many years. However, the increased space and the City's leasing structure for this multi-tenant facility will result in an annual budget increase of approximately \$129,000 (increased lease, utilities, and cleaning for larger space). Approximately \$50,000 is expected to impact the 2025 budget since it will be a partial year. We will see the full impact starting in 2026.

- **Supplies, services, utilities** – while partially offset by efficiency projects, BPL is seeing a 2.5 to 3 per cent increase in costs related to contracted service renewals, supplies, and utility costs.

Emerging Expenses

- **Cyber security preparedness** – BPL has approximately \$25,000 in new costs annually related to cyber security preparedness (cyber insurance, incident response retainer, annual penetration testing). The Library is taking a proactive approach as the cost of preparedness measures are modest in comparison to the recovery costs and service losses associated with a cyber incident.
- **Increase in professional services** – starting in 2025, BPL anticipates the cost of external audit services to rise with the start of a new contract. The library sector, including BPL, is also seeing an increase in legal and professional fees associated with volume and complexity of Human Resource matters, copyright, and digital rights management.
- **Security measures** - Since the pandemic, the Library has started to see a modest increase in vandalism, impacts of social inequity, heightened political polarization, and increased hostility. The Library is taking a proactive approach through increased use of security cameras, staff training, and contract security services when required.

Revenue Limitations

- **Library generated revenue**- Library generated revenue is approximately 1.4 per cent of overall revenue and includes printing, room rentals, MakerSpace services, garbage bag tag sales, interest income, and cost recoveries from shared facility partners. Options for revenue generation are limited as, per the Ontario Public Libraries Act, BPL must provide core services at no additional cost to the public. Developing novel services to generate new revenue requires substantial administrative and leadership resources. BPL has prioritized access to quality core services over revenue generation in alignment with its mission, vision, and values as a community service provider.
- **Funding model** - The Library is primarily funded by the City. A small portion of BPL's funding comes from a provincial grant which has been static since 1997. Ontario libraries, including BPL, have and continue to advocate for increased provincial funding to Libraries with minimal success to date. Nationally, public libraries are also actively advocating for reliable and diversified funding that recognizes libraries as a critical part of their communities' social services infrastructure. This is outlined in the report [OVERDUE: The Case for Canada's Public Libraries](#). None of this advocacy is likely to result in short term solutions to BPL's 2025 operating budget shortfall.

Justification

V2F Workplan Initiative/ Strategic Alignment	<p>BPL actively seeks to align with the City of Burlington’s long-term Strategic Plan and Burlington’s Plan: From Vision to Focus. BPL’s mission, vision, 2021-2025 Strategic Plan and Service Business Plan most closely align with V2F’s Focus Area 2: providing the best services and experiences.</p> <p>BPL is focused on:</p> <ul style="list-style-type: none"> • enhancing community well-being through accessible and inclusive programs and services, • creating a positive customer and staff experiences and improving satisfaction rates through a human-first culture • expanding and enhancing opportunities to engage our community and use customer input and data to inform decision making
Benefits of Implementation	<p>Enable BPL to continue to sustain current levels of service.</p>
Consequences / Risks of Not Implementing	<p>If additional funding is not available, it will be necessary for BPL to reduce service levels as described in the Options Considered section below. The proposed options come with reputational risk to the City of Burlington and BPL as the Library is a vital community service. Service reductions may damage public faith in the Library and its ability to provide reliable, consistent service.</p> <p>In the Library’s 2024 Customer Satisfaction Survey, completed by approximately 4,400 people, 95 per cent of respondents said Burlington Public Library has a positive impact on their life. Over 94 per cent of respondents reported they were satisfied with the Library’s customer service and many comments spoke of the value that BPL adds to their life. Access to books, no-cost programs, and free space to study, work, and socialize are all frequently noted as important services provided by the library.</p> <p>While it is challenging to quantify the personal impact of the Library on residents’ well-being and quality of life, BPL can quantify the total economic impact of its service. In 2023, BPL created \$56,681,235 in economic impact, nearly five times the amount contributed to the Library’s budget by the City. This equates to \$303 in economic impact for each Burlington resident.</p>

Environmental Impact

Public library usage supports COB’s Climate Action Plan vision for the future within the area of waste reduction. Public libraries support the circular economy. Sustaining service levels allows the community to maximize access to collections and resources.

Capital Impact

Not applicable

Options Considered

Between 2018 and 2022, BPL has implemented efficiencies to maintain or grow its service standards within the 1.75% budget guideline as follows:

- Flattened organizational structure by reducing five positions at the team lead, manager, or senior manager level.
- Increased open hours almost 20 per cent through operating efficiencies and dynamic scheduling without increasing base staffing costs.
- Transitioned most part-time positions to 20 weekly hours from 16 to provide livable wages without additional budget impact.
- Worked with extended benefit provider to mitigate year-over-year increases to employee benefits expenses without reducing coverage.
- Implemented Job Evaluation results to maintain pay equity in 2023 and 2024 within existing budget and reserve capacity.

To continue to meet the operating budget guideline of 1.75% from the City, Library Board and staff considered a variety of service reduction and revenue measures and have identified the following as the best alternatives if increased funding from the City is not available.

1. Cost Reduction Measure: Close Kilbride Branch

BPL’s rural lending location, Kilbride Branch, is within Halton District School Board’s Kilbride Public School, which operates its school library in the space during school hours. Below are key metrics for usage of Kilbride Branch:

- open 10 hours per week serving an average of 246 visitors monthly (0.25% of total monthly visits to all BPL branches)
- 1.3% (227) of total BPL members list Kilbride Branch as their home branch (note: this data does not capture if these customers also use other BPL branches)
- an average of 477 items are borrowed monthly of which approximately 23.4% are borrowed by non-resident postal codes who borrow from BPL under reciprocal borrowing agreements with their home library or using a non-resident BPL membership

- Kilbride Branch has an average of 5 visitors and 10 items borrowed per open hour, which is 90 per cent fewer visitors and 78 per cent fewer items borrowed per open hour compared to the average across other BPL branches

This closure would result in on-going annual savings of \$55,700, reduce BPL’s total open hours by ten hours per week, and eliminate two part-time staff positions.

2. Deferred Revenue for Collections

The Library would offset its collections budget with a one-time withdrawal of deferred revenue from four of its endowment funds, providing up to \$97,000 in funding to offset the base collections budget for 2025. The ideal amount of deferred funding to use in 2025 would be \$59,000. This would maintain BPL’s 2024 collections budget of \$1,213,000, which included \$1,175,000 from the operating budget and \$38,000 from deferred endowment fund earnings. The proposed \$59,000 (up to \$97,000) deferred revenue would be added to the operating budget to reduce the budget shortfall. While less deferred funding will be available for future years, it would provide immediate budget relief without staff or customer impact.

3. Cost Reduction Measure: Fewer Branches Open Sundays

Currently, six of BPL’s branches are open on Sundays. Central Branch and Tansley Woods Branch are open 9 a.m. to 5 p.m. and Aldershot Branch, Alton Branch, Brant Hills Branch, and New Appleby Branch are open 12 p.m. to 5 p.m. In this measure, three branches would open Sundays 9 a.m. to 5 p.m. and three branches would be closed Sundays, resulting in a loss of 12 weekly open hours and the reduction of two part-time staff positions for a total ongoing annual savings of \$59,560. Below are some key considerations for this option:

- Sunday visits are 8.7% of total visits to BPL and Sunday check outs account for 11.1% of physical checkouts at BPL
- BPL could continue to provide 7-day a week service across the community by opening 9 a.m. to 5 p.m. at Central Branch, Tansley Woods Branch, and New Appleby Branch, which will soon be the east-most branch when it relocates to the Robert Bateman Community Centre. These locations are spread throughout the community and are large enough to offer programming, work, study, and social space, and collections to serve a high volume of visitors.

Financial Impact – to be completed by COB Finance	
Account Category	2025 Budget
Expenses	
Grants to Other Agencies	\$100,000
Total Expenses	\$100,000
Net Total	(\$100,000)
Position Type	Budget FTE Impact
Full Time/ Contract	-

Part Time	0.00
Total FTE	-
FTE Type	

7. Decision Items: 7.2 Q2 Financial Statements

Recommendation

THAT the Burlington Public Library Board approve the 2nd Quarter Operating, Capital, and Other Fund Financial Statements for the period ending June 30, 2024.

Purpose

To seek the Board's approval of the Q2 Financial Statements.

Discussion

Attached are copies of the Operating, Capital and Other Funds Financial Statements for the period ending June 30, 2024. Please see the comment section for each statement for details of variances.

Strategic Implications

The library's annual Operating and Capital Budgets play a key role in supporting the current strategic plan by ensuring proper management of resources when implementing key initiatives in each of the Strategic Goals.

Equity, Diversity, and Inclusion Considerations

Strong stewardship of financial resources will ensure BPL is well positioned to provide resources and deliver services for all members of the community.

Risk Management

Regular review of financial statements by the Board provides oversight and ensures processes stay up to date and in line with best practices.

Report Author(s)

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure

**Burlington Public Library
Capital Reporting
June 30, 2024**

Description	2024 Opening Balance	2024 Funding	Q1	Q2	Q3	Q4	2024 YTD Spending	LTD Remaining Funding	Year of O/S Funding
CAPITAL RESERVE FUND	\$ 2,939,734.69	\$ (1,898,656)					\$ (1,898,656)	\$ 1,041,079	n/a
TECHNOLOGY RENEWAL	\$ 201,671.53	\$ 290,530	\$ 30,612	\$ 53,475			\$ 84,087	\$ 408,115	2023: \$117K 2024: \$290.5K
STRATEGIC INITIATIVES	\$ 16,402.09	\$ -	\$ 5,880				\$ 5,880	\$ 10,522	2020
FACILITY RENEWAL	\$ 161,311.82	\$ 291,000	\$ 19,431	\$ 16,282			\$ 35,713	\$ 416,599	2022: \$35.6K 2023: \$90K 2024: \$291K
CENTRAL INFRASTRUCTURE	\$ 455,649.81	\$ 1,827,326	\$ -	\$ 1,505			\$ 1,505	\$ 2,281,471	2022: \$96K 2023: \$359.7K 2024: \$1,827.3K
NEW APPLEBY PROJECT	\$ 1,893,546.61	\$ -	\$ 679,475				\$ 679,475	\$ 1,214,072	2023
	\$ 2,728,581.86	\$ 2,408,856	\$ 735,397	\$ 71,262	\$ -	\$ -	\$ 806,659	\$ 4,330,779	
					TOTAL CAPITAL FUNDING			\$ 5,371,858	

Funding Sources	
COB (IRRF, CFC)	510,200
BPL Reserve Fund	1,898,656
Total per Budget	2,408,856

Capital Reserve Fund - Restrictions	
Balance	1,041,079
Central Infrastructure Project	(204,626)
New Appleby Project	(650,000)
Unrestricted Balance	186,453

**Burlington Public Library
Capital Reporting Comments
June 30, 2024**

Capital Project	Description	Comments
Reserve Fund	Funds reserved for future capital use.	The reserve fund balance includes Board-restricted funds of \$204.6K for the Central Infrastructure project (2023 surplus & interest), and \$650K for the New Appleby project. A change to the use of these funds would require Board approval. The remaining \$186.5K is available for funding projects in 2025 and beyond per the capital budget.
Technology Renewal	Lifecycle replacement of technology including self checks, early literacy stations, servers, computers/tablets, RFID pads, UPS, and peripherals used for staff and public internet machines.	2024 spending YTD was focused on lifecycle replacement of laptops & TVs (\$7.6K), phone system components (\$5.4K), and Discovery Space technology (\$1.4K). Servers and services for cyber security preparedness (\$11.7K), new public printers (\$38.9), UPS replacement (\$19.1). With Board approval received in June, \$251K has been reallocated from this capital fund to the Central Infrastructure Project.
Strategic Initiatives	Strategic Plan initiatives, Alton Creative Space development	The funding remaining after the final Job Evaluation payment in Q1 is allocated to update the children's area at Alton and implement a 'creative space' at Alton to extend access to some MakerSpace-style equipment. This project will further Strategic Plan priority #2 - Inspire discovery with diverse collections, services, and spaces.
Facility Repair & Renewal	Lifecycle replacement of building systems including HVAC, roofing, windows, security systems, washrooms, LED retrofit etc., and funding for staff/public furniture	Spending so far in 2024 has been for the implementation of a rooftop stair system to ensure safe access and code compliance and replacement of the floor scrubbing machine. The Brant Hills project to replace HVAC, roof, and lighting is in the design phase, and implementation is expected to occur in fall 2025. With Board approval received in June, \$200K has been reallocated to the Central Infrastructure Project from the Central staff furniture funding.
Central Infrastructure Project	Lifecycle replacement of building systems including HVAC, roofing, and skylights	The project implementation is being completed by COB and YTD there have been COB chargebacks of \$1505. With Board approval received in June, \$251K has been reallocated to this capital fund from the Technology Renewal account, and \$200K has been reallocated from the general Facility R&R account.
New Appleby Project	Movement of New Appleby Branch to Bateman site	Construction costs for this project have been funded to Class C estimates (\$2,350K). The construction costs are included in the overall construction project being managed by COB, and YTD spending is \$679.4K.

**Burlington Public Library
Other Fund Reporting
June 30, 2024**

Description	2024 Opening Balance	2024 Funding	Q1 Spending	Q2	Q3	Q4	2024 YTD Spending	Funding Balance
OPERATING RESERVE FUND*	\$ 345,414	\$ (168,110)	\$ -				\$ -	\$ 177,304
BPL ENDOWMENT EARNINGS	\$ -	\$ -	\$ -				\$ -	\$ -
SCHICK ENDOWMENT EARNINGS	\$ -	\$ -	\$ -				\$ -	\$ -
McEWEN ENDOWMENT EARNINGS	\$ 29,650	\$ -	\$ 612	\$ 862			\$ 1,474	\$ 28,176
BROADBENT ENDOWMENT EARNINGS	\$ 20,336	\$ -	\$ 3,710	\$ 6,301			\$ 10,011	\$ 10,324
CLAY ENDOWMENT EARNINGS	\$ 13,863	\$ -	\$ -	\$ -			\$ -	\$ 13,863
ISBISTER ESTATE FUND EARNINGS	\$ 30,279	\$ -	\$ 537	\$ 1,715			\$ 2,252	\$ 28,027
E&R BIRD FUND	\$ 364	\$ -	\$ -				\$ -	\$ 364
COLLECTIONS DONATIONS	\$ 279	\$ 2,510	\$ -	\$ 207			\$ 207	\$ 2,582
GENERAL DONATIONS	\$ -	\$ 2,376	\$ -	\$ -			\$ -	\$ 2,376
KIDS LEARNING FUND*	\$ 2,641	\$ 525						\$ 3,166
THINK BIG FOR BURLINGTON*	\$ -	\$ 1,503						\$ 1,503
PRESERVE OUR HISTORY*	\$ 50	\$ -						\$ 50
	\$ 97,462	\$ 6,914	\$ 4,859	\$ 9,086	\$ -	\$ -	\$ 13,944	\$ 90,432
			TOTAL OTHER FUNDS AVAILABLE*					\$ 265,045

*Opening balance of Operating Reserve Fund includes opening balance for these donation funds. Duplicate amounts are removed in the Total Other Funds Available.

**Burlington Public Library
Capital Reporting Comments
June 30, 2024**

Fund Name	Description	Comments
Operating Reserve Fund	To assist a sudden increase in expenses, one-time unbudgeted expenses, or unanticipated situations. Funds may be set aside by the Board to assist with anticipated circumstances where the impact is unknown. (e.g. Job Evaluation Project). This reserve fund earns interest annually.	The reserve fund balance includes Board-restricted funds for the 2023 contributions to the Kids Learning Fund (\$2,641) and Preserve Our History Fund (\$50). The 2024 Operating Budget includes the use of \$168,110 from this reserve to stabilize the impact of the Job Evaluation Project. Any savings in 2024 related to gapping will reduce the amount of Operating Reserve funds actually used in the year as described in the Operating Statement Notes.
BPL Permanent Endowment Fund	Established in 2008 to provide an ongoing source of revenue to support and enhance library services.	This fund was spent out in 2023 to establish the new Discovery Space at Central Branch. This self-directed, hands-on zone is dedicated to learning, creating, and building together as a family using STEAM (Science, Technology, Engineering, Arts, math) concepts.
Wendy Schick Endowment Fund	Established in 2010 upon the retirement of CEO/Chief Librarian Wendy Schick to provide scholarships for BPL staff studying librarianship.	Thus fund has historically been used to assist with the cost of sending Librarians through the Public Library Leadership (PLL) program.
Millicent McEwen Endowment Fund	Established in 2003 to enhance library services and collections for people in our community with low or no vision through the purchase appropriate technology, equipment, collections, and resources.	A portion of this funding is used annually to support the collections budget - in 2024 approximately \$9K will be spent on books on CD and large print books.
Mae Beatrice Broadbent Endowment Fund	Established in 2015 to be used for the purchase of large print books.	A portion of this funding is used annually to support the collections budget - in 2024 approximately \$17K will be spent on adult large print books.
Margaret Clay Endowment Fund	Established in 2019 to the benefit of BPL's media collections.	A portion of this funding is used annually to support the collections budget - in 2024 approximately \$7K will be spent on Launchpads and Yoto players/cards.
John Isbister Estate Fund	In 2011, the Board was a beneficiary of an equal share of the Estate of John Isbister to be used to purchase non-fiction materials.	A portion of this funding is used annually to support the collections budget - in 2024 approximately \$5K will be spent on adult non fiction materials.
Ethel & Roly Bird Fund	For storage costs, incurred maintenance of, and eventual cost of public access to the Roly Bird memorabilia collection.	In 2023, the collection was digitized and posted. Future funding will benefit the ongoing physical/digital storage costs for the collection.
General Donations	Donations received with no specified use for the funds.	These donations are typically spent in-year to support the collections budget.
Kids' Learning Fund	This fund supports literacy and STEAM programming, our children's collection, and upgrades to our children's areas.	Annually, with Board approval these donations will be moved to the Operating Reserve Fund where they will remain and accumulate until sufficient funding exists to implement a project in line with the fund(s) purpose.
Think Big for Burlington Fund	This fund supports innovation-related projects that advance BPL's Strategic Plan and objectives.	
Preserve Our History Fund	This funds digitization and local history initiatives so more people can learn about our community's heritage.	

Burlington Public Library
Operating Statement
June 30, 2024

2024				2023			
	Total Budget	June 30 YTD Actual	% of Total Budget	YE Projection	Total Budget	June 30 YTD Actual	% of Total Budget December 31 Actual
REVENUE							
City of Burlington	11,920,516	5,960,258	50.0%	11,920,516	11,715,495	5,839,495	49.8%
Province of Ontario	229,403			229,403	229,403		
Library Generated	156,444	106,578	68.1%	188,665	132,522	87,909	66.3%
Total Revenue	12,306,363	6,066,836	49.3%	12,338,584	12,077,420	5,927,404	49.1%
EXPENSES							
Salaries	7,280,275	3,588,224	49.3%	7,280,825	7,013,833	3,403,621	48.5%
Employee Benefits	2,099,300	984,228	46.9%	1,973,610	2,030,273	992,992	48.9%
Operating Reserve Transfer	(169,037)			(39,581)			
Staff Education	105,000	59,132	56.3%	105,000	105,000	50,841	48.4%
Total Employee Costs	9,315,538	4,631,583	49.7%	9,319,854	9,149,106	4,447,454	48.6%
Materials	1,175,000	607,483	51.7%	1,175,000	1,165,000	578,237	49.6%
Operating Costs	370,510	165,894	44.8%	388,655	352,889	150,562	42.7%
Building Costs	934,870	462,429	49.5%	944,630	905,055	400,894	44.3%
Automated Systems	510,445	377,653	74.0%	510,445	505,370	373,386	73.9%
Total Expenditures	12,306,363	6,245,042	50.7%	12,338,584	12,077,420	5,950,533	49.3%
Revenue less Expenditures		(178,206)				(23,129)	134,682

Burlington Public Library
Operating Statement Comments
June 30, 2024

REVENUES:

City of Burlington & Provincial Grant

Funding from the City of Burlington is budgeted at 1.75% higher than 2023 based on the operating grant awarded to the Library for 2024. The annual provincial grant is usually received by November.

Library Generated

Library-generated revenue represents 1.3% of the overall budgeted revenue for BPL. The YOY increase as of Q2 is related to higher Printing (\$11.8K), Makerspace (\$4.6K), grant earnings (\$3K), and timing of Book Sale proceeds (\$2.9K) offset primarily by a YTD drop in interest earnings (\$2.8K) and room rentals (\$1.2K). Projections for 2024 are lower than actual 2023 due to fewer summer student employment grants (\$17.3K), and anticipated lower interest earnings (\$9.5K), and lower book sale revenues (\$2K).

EXPENSES:

Salaries & Benefits

Employment costs for 2024 are expected to be very close to budget with the use of a lower than budgeted transfer from the Operating Reserve Fund (\$39.6K vs \$169K). The savings from gapped positions YTD and the application of the final benefit rates provided post budget, have also offset the unanticipated salary grid increase of 1.5% effective September 1, 2024 as approved by the Board in June. Throughout the year, the salary budget template is updated to reflect changes in staffing or positions as they occur to assist staff in monitoring the overall budget impact. Each time a vacancy occurs, staff carefully review the vacant position against organizational needs to determine if the posted role needs to be updated or entirely different than the recently vacated position.

Staff Training & Educational Assistance

The annual training budget is expected to be fully spent in 2024. YTD spending has been focused on OLA Conference, PLA Conference, Project Management, and First Aid training.

Library Materials

Burlington Public Library
Operating Statement Comments
June 30, 2024

The Collections budget is expected to be fully spent in 2024. Compared to 2023, spending is higher due to primarily to the addition of Britannica Library and Morningstar databases (\$14.5K), introduction of eBooks to Hoopla service, higher spending on digital collections through Overdrive as well as the general inflationary increase in physical material costs.

Operating Costs

Operating Costs are expected to be over budget for 2024 related to professional services, vehicle repairs and increased cost of materials to support higher Maker revenue. YOY increase in spending is primarily related to Maker materials (\$6.1K), increased insurance for new Cyber policy (\$3.7K), and the purchase of garbage bag tags (\$4.2K), offset by a reduction in legal fees (\$10.8K), Board costs (\$2.4K), and bank fees (\$1.2K).

Building Costs

Building costs are in line with budget so far in 2024 and expected to be slightly overspent for the year due to significant repairs. YOY spending is higher due to HVAC and fire suppression system repairs (\$31.2K), utility costs (\$4.2K), supplies (\$12.8K), additional cleaning contract for New Appleby (\$10.8K), and increased lease costs (\$2.5K).

Automated Systems

Any prepaid IT subscriptions or services are captured in Q1, resulting in front loading of the costs compared to the rest of the year. Spending YTD is in line with budget and 2023 spending and the budget for the year will be spent out.

RETAINED SAVINGS:

The variances described above result in a YTD deficit of \$178.2K, however the projections at this time indicate that the amount of the Operating Reserve transfer will only be \$40K rather than \$168K as budgeted due to savings employee costs. Note that the amount of the transfer from the reserve fund will be increased or decreased depending on final revenue and expenses realized before any surplus would be recognized for the year.

7. Decision Items: 7.3 2025 Library Closures

Recommendations

That the Burlington Public Library Board approve the attached proposed 2025 Open/Closed Library Schedule;

Background

Every September, the Library Board approves the BPL's Open/Closed schedule for the upcoming year. In addition to public holidays, the Library has closed to the public for one day each year for an annual professional development day. All staff gather for training, team building, and to celebrate service milestones throughout the day.

Discussion

The Library is closed for the nine provincially recognized statutory holidays, plus Easter Sunday and Civic Holiday Monday. The Board has also traditionally approved early closure at 1pm on Christmas Eve and New Year's Eve.

Financial Considerations:

The Library follows the Employment Standards Act rules for paid holidays.

In addition to staff pay, Library Staff budget approximately \$15,000 each year for Staff Development Day in our training budget.

Strategic Implications

Staff Development Day provides an opportunity to "align staff skills, tools and motivation that are centered on our organizational values".

Equity, Diversity and Inclusion Considerations

The Library recognizes that our community has diverse needs and expectations around library service hours. To offer equitable service and still maintain public holidays for staff, we try to limit the number of closed days and avoid too many consecutive closed days during the winter holidays.

Risk Management

The Board's ongoing oversight ensures strong governance.

Respectfully submitted by Lita Barrie, CEO and Meg Uttangi-Matsos, Director, Service Design & Innovation

2025 Draft Open/Closed Schedule

Date	Status	Day of the Week	Holiday
January 1, 2025	Closed	Wednesday	New Year's Day
February 17	Closed	Monday	Family Day
April 18	Closed	Friday	Good Friday
April 20	Closed	Sunday	Easter Sunday
May 19	Closed	Monday	Victoria Day
July 1 st	Closed	Tuesday	Canada Day
August 4	Closed	Monday	Civic Holiday
September 1	Closed	Monday	Labour Day
October 13	Closed	Monday	Thanksgiving
November 3	Closed	Monday	Staff Development Day
December 24	Open	Wednesday	Christmas Eve: Closing at 1:00 pm
December 25	Closed	Thursday	Christmas Day
December 26	Closed	Friday	Boxing Day
December 31	Open	Wednesday	New Year's Eve: Closing at 1:00 pm
January 1, 2026	Closed	Thursday	New Year's Day

7.Decision Items: 7.4 2025 Library Board Meeting Schedule

Recommendations:

That the Burlington Public Library Board approve the attached proposed 2025 Library Board Meeting Schedule.

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Strategic Implications	2
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Purpose

This report is for decision to seek the Board's approval of the 2025 Library Board meeting schedule.

Background

Every September, the Library Board approves the BPL Library Board Meeting schedule for the upcoming year.

Discussion

Attached to this draft you will find a copy of the proposed 2025 Library Board meeting schedule.

In 2025, the Library Board will have a retreat as part of the Strategic Planning process. The date has yet to be determined.

Financial Considerations

Library Board meeting expenses are funded through the Operating budget.

Strategic Implications

One of the Library Board core functions is oversight of the Strategic Plan. A regularized meeting schedule helps to ensure the Library's ongoing alignment with all three goals within the current strategic plan under:

- Strategic Goal 1: Enhance community well-being, strengthening relations with community partners to support community needs through programming and other library services.
- Strategic Goal 2: Inspire discovery with diverse collections, services, and spaces.
- Strategic Goal 3: Create a workforce culture driven by our organizational values

Equity, Diversity, and Inclusion Considerations

Strong stewardship will ensure BPL is well positioned to provide resources and deliver services for all members of the community.

Risk Management

The Board's ongoing oversight ensures strong governance.

Policy

The [Board Bylaw](#) outlines meeting requirements.

Respectfully submitted by Lita Barrie, CEO

2025 Library Board Meeting Schedule

January 2025						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2025						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March 2025						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April 2025						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May 2025						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June 2025						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July 2025						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2025						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September 2025						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October 2025						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November 2025						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December 2025						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

	Alternate Board Meeting Dates	March Break: March 10 – 14, 2025
	Agenda Review Meetings for Board Executive	
	Library Board Meeting Dates	
	Board Package Distribution Dates	
	July 24, 2025, and August 28, 2025, are both being held as summer meeting placeholders	Note: Meetings are Hybrid

www.Printable2025Calendars.com • www.FreePrintable.net

9. Information Items: 9.1 CEO Report – September Update

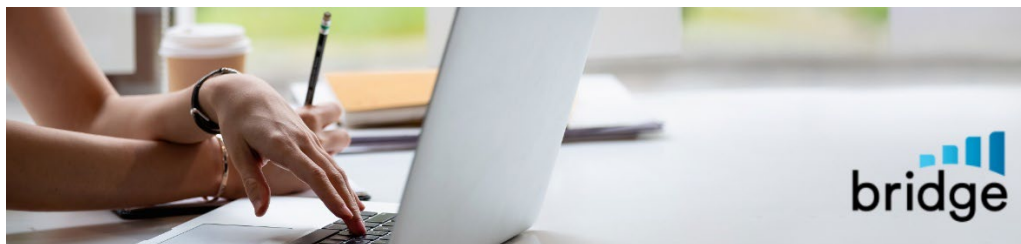
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Purpose	1
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Inspire Discovery with Diverse Collections, Services and Spaces	2
Create a Workforce Culture Driven by our Organizational Values.....	4

Purpose

The CEO report for Summer and September 2024 summarizes key activities that support the priorities outlined in BPL’s [2021-2025 Strategic plan](#).

Enhance Community Well-being



Bridge Survey

Burlington Public Library is issuing another cycle of customer surveys as part of the province-wide initiative called the Bridge Project. This project aims to enhance technology services offered by public libraries in Ontario and measure their effectiveness.



Halton Pride Parade

Milton Prism hosted the 2nd Annual Halton Pride Parade in Milton on Sunday, July 14. Once again, this year, all the Halton Public Libraries joined together to support the 2SLGBTQIA+ community to celebrate Halton Pride!

Paris Olympics

BPL is offering live streaming of CBC Gem coverage of the 2024 Summer Olympics, from July 26 to August 11 at Library branches.

Canada Summer Jobs Social

On July 29, BPL hosted the Honourable Karina Gould's first Canada Summer Jobs Social. The event was designed as a networking and learning opportunity for Federal Summer Students working in Burlington and their Employer. The afternoon included an Entrepreneurship and Leadership panel discussion.

Inspire Discovery with Diverse Collections, Services and Spaces



Summer Reading Club

BPL's 2024 [Summer Reading Club](#) (SRC) concluded on August 18th. This year's theme was *Blast of into Space* and it was popular with participants. BPL had more than 2,400 kids register for the program this year. SRC is free and open to all kids and teens – from birth to age 18. Summer Reading is a core annual program designed to create meaningful opportunities to connect kids and teens with fantastic reads and foster a love of reading.



Board Game Collection

Following the overwhelming response to BPL's new puzzle collection last year, we heard from customers requesting more recreational items to borrow. July 2, BPL launched BPL pilot board game collection of seventeen different board games. To date, the collection has been popular.

New Print Management System

BPL is on track to transition to the new print management system at the end of October. The new system will improve end user experience, allow for debit and credit payments, include better reporting, and simplify mobile printing, while maintaining or enhancing our existing services. There will be a short time that print services will not be available during the changeover. More details will be shared as timelines are finalized.

New Appleby Bateman Lease

In July, the lease agreement for New Appleby's relocation to the Bateman Community Centre was signed.

Library After Dark

For 2024, we'll be pausing on Library After Dark. The goal with this initiative was two-fold, creating a unique experience for attendees to expand their perception of the library and to explore the event as fundraising initiative. To meet our fundraising goal, we require sponsorship. We are working on a sponsorship plan for the Library Board's consideration later this fall and revisiting Library After Dark once that plan is in place.

Create a Workforce Culture Driven by our Organizational Values.

Microsoft License Upgrade

In July, BPL upgraded employee 365 accounts from Office 365 A1 licenses to Microsoft 365 A3. There are numerous administrative benefits to this upgrade in terms of security and ease of end user experience for core functions such as Multi Factor Authentication.



Tech Road Shows

In August, members of our Information Technology team hit the road to visit BPL branches and offer Tech Roadshows for staff. The Roadshows are part of a training initiative based on staff feedback about their technology skill levels and in support of BPL's Digital Equity Plan. The roadshows which used a presentation, and hands-on activities covered topics including computer basics and device troubleshooting.

Report Author

Respectfully submitted: Lita Barrie, Chief Executive Officer

9. Information Items: 9.2 Quarterly Reports

Purpose

To provide the Library Board with the quarterly information update reports for Q2.

Background

Over the course of the several two years, staff have worked to standardize reporting to quarterly from the previous blend of quarterly financial reporting and trimester reporting for other Board updates. With BPL's Power Bi implementations complete, staff will be transitioning to a new reporting format during 2024.

Discussion

The following four reports are included as attachments:

- **Performance Measures Indicators:** For 2024, we have removed 2019 as a benchmark. We are continuing to see strong growth in all key indicators.
- **Strategic Plan:** In 2023, the format that the Strategic Plan report has changed to align with the new 2021-2025 Strategic Plan. For 2024, staff focused on ensuring that targets are better aligned with the data collection. BPL 2023 Economic Impact report was finalized in June 2024 and the report has been updated accordingly.
- **Governance Calendar and Annual Workplan:** Annually, the Library Board identifies and tracks major governance responsibilities and key annual objectives. The Library Board governance calendar and work plan is updated quarterly to enable the Library Board to track progress throughout the year. The Board has completed all Q2 deliverables.
- **HR and H&S Update:** The summary page highlights the key insights related to Q2.

Financial Considerations

An ongoing monitoring of performance measures and key indicators is part of effective financial stewardship.

Strategic Implications

These reports seek to align with the current strategic plan to enable the Board to monitor and ensure that the Library is advancing strategic priorities.

Equity, Diversity & Inclusion Considerations

Quarterly performance reports position BPL to better provide analyze those equitable services are being provided to our customers. Guided by our strategic priorities, staff are identified metrics that will allow BPL to monitor progress in advancing equity, diversity, and inclusion both internally as an organization and in the provision of services to the community we serve.

Risk Management

The regular review of the quarterly performance reports by the Board provides oversight, allowing the Board to assess the effectiveness of activities and use of resources, measure progress towards budget goals and strategic plan implementation.

Policy

There is no applicable policy.


Respectfully submitted by: Lita Barrie, Chief Executive Officer

- Date:
- Amended Dates:
- Associated Documents:

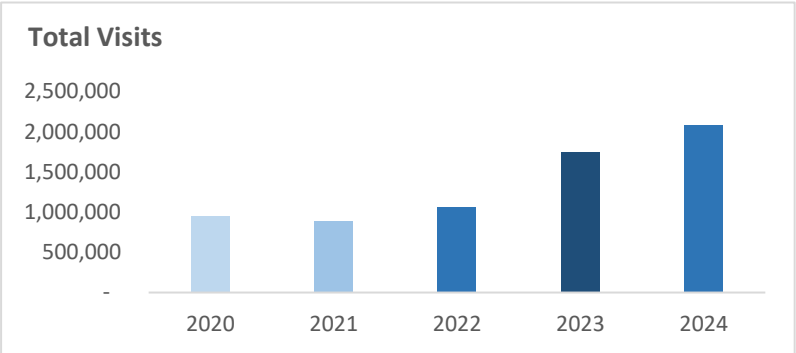
PERFORMANCE MEASURES INDICATORS


BURLINGTON PUBLIC LIBRARY

Second Quarter 2020-2024

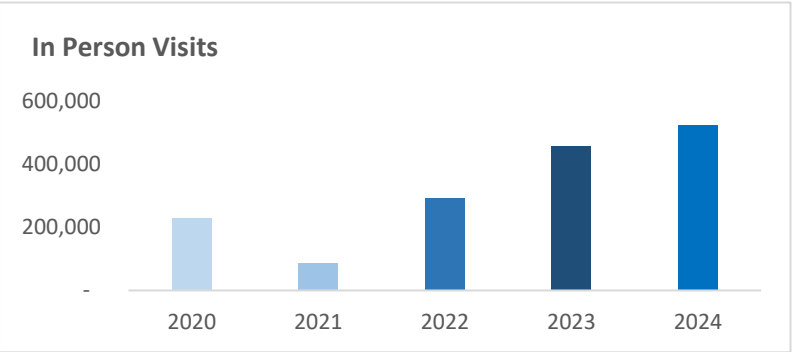
 Total Visits	Q2	Change	Change	Change	Change
	Total	2023	2022	2021	2020
The total number of in-person and BPL website visits	2,078,791	19%	96%	135%	120%


*Error in In-Person Visit numbers for March 2024 due to server replacement mid month.

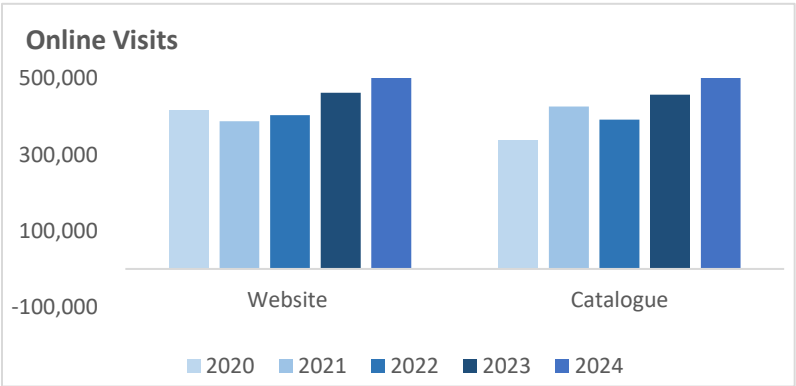


 In-Person Visits	Q2	Change	Change	Change	Change
	Total	2023	2022	2021	2020
Number of in-person visits to BPL's branches	525,578	15%	78%	499%	128%

*Error in In-Person Visit numbers for March 2024 due to server replacement mid month.




 Online Visits	Q2	Change	Change	Change	Change
	Total	2023	2022	2021	2020
Number of visits to BPL's website & catalogue	1,553,213	69%	95%	91%	107%

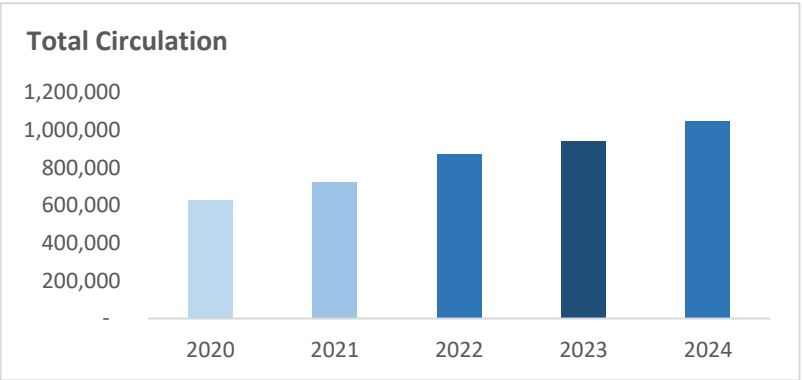



PERFORMANCE MEASURES INDICATORS

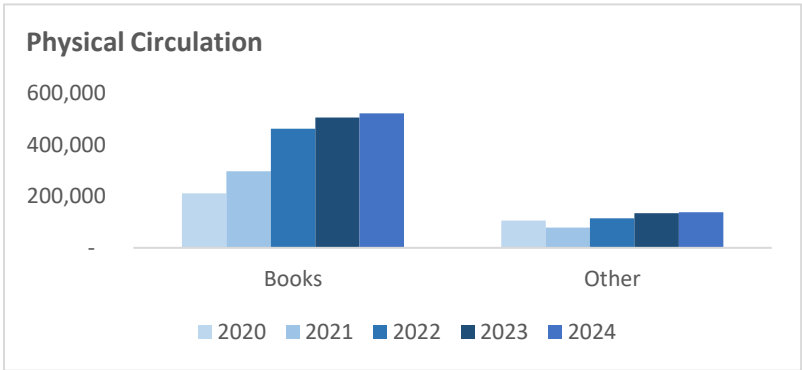
BURLINGTON PUBLIC LIBRARY


Second Quarter 2020-2024

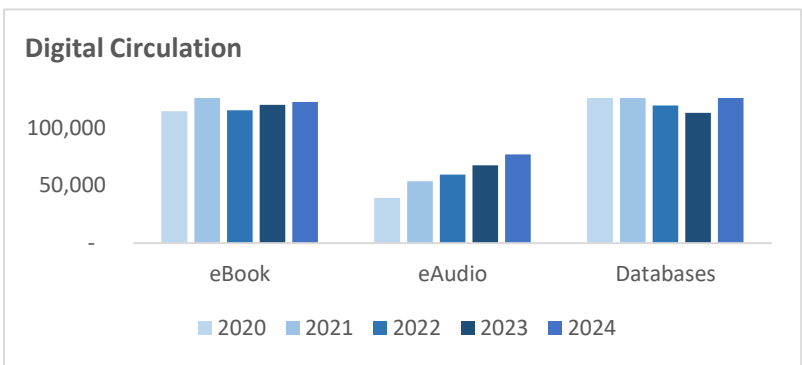
	Total Circulation					
	Q2 Total	Change 2023	Change 2022	Change 2021	Change 2020	
The total of physical and digital circulation	1,046,400	11%	20%	44%	67%	



	Physical Circulation					
	Q2 Total	Change 2023	Change 2022	Change 2021	Change 2020	
Number of customer checkouts and renewals	661,020	3%	14%	77%	108%	



	Digital Circulation					
	Q2 Total	Change 2023	Change 2022	Change 2021	Change 2020	
Number of electronic checkouts	385,380	29%	32%	9%	24%	



PERFORMANCE MEASURES INDICATORS

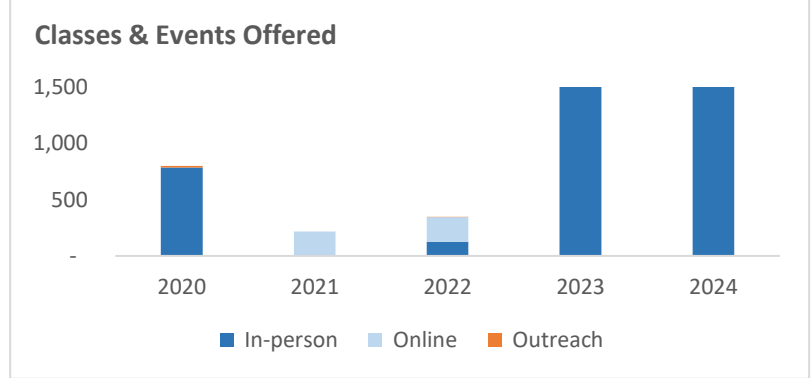
BURLINGTON PUBLIC LIBRARY

Second Quarter 2020-2024

Classes & Events Offered	Q2	Change	Change	Change	Change
	Total	2023	2022	2021	2020
Number of classes and events offered	2,157	21%	518%	899%	169%



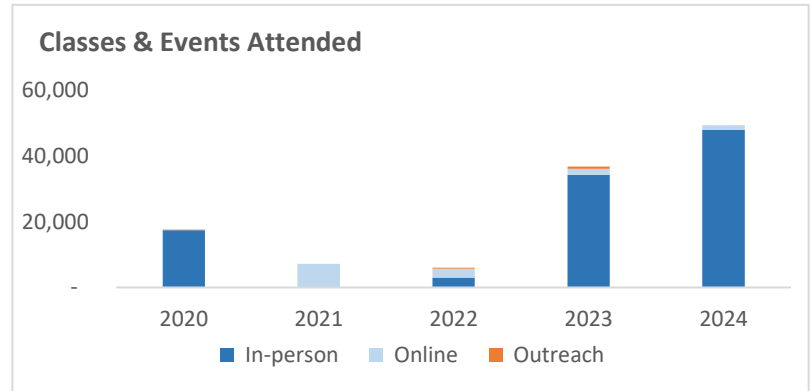
YTD	In-person	Online	Outreach
2020	786	-	15
2021	-	216	-
2022	125	219	5
2023	1,597	175	6
2024	2,090	62	5



Classes & Events Attended	Q2	Change	Change	Change	Change
	Total	2023	2022	2021	2020
Attendance at classes and events offered	49,201	34%	721%	587%	179%



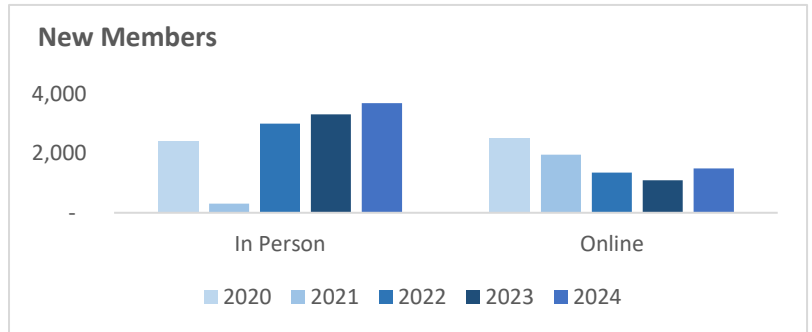
YTD	In-person	Online	Outreach
2020	17,360	-	276
2021	-	7,166	-
2022	2,969	2,776	246
2023	34,247	1,861	659
2024	47,963	1,130	108



New Members	Q2	Change	Change	Change	Change
	Total	2023	2022	2021	2020
Number of created in-person & online memberships	5,187	18%	19%	129%	5%



Total Active Members
91.032



PERFORMANCE MEASURES INDICATORS

BURLINGTON PUBLIC LIBRARY

Second Quarter 2020-2024

Term	Definition
Active Cardholders	library cardholders who used their library card in the past 2 years
Book Circulation	checkout and renewal of items that are book format, including book kits
Checkouts	items signed out of the library using a library card
Classes and Events - In-house	programs run within the library led by a staff member
Classes and Events - Online	programs run virtually either live or previously recorded
Classes and Events - Outreach	library staff go out into the community to events to promote the library service and/or programs
Databases	circulating electronic resource subscriptions for information, courses and entertainment (e.g. Pressreader)
eBook and eAudio	includes checkout of eBooks and eAudio books from BPL and other Ontario libraries
eCheckout Circulation	total of eBook, eAudio book and databases checked out
In-Person Visits	number of people entering the library
New Members	number of new card registrations both in person and online
Other Circulation	checkout and renewals of all physical items, excluding books
Physical Circulation	all physical library materials that are checked out and renewed in person and online
Renewals	extending time items are checked out without returning the item
Total Circulation	all physical materials and digital materials checked out and renewed
Total Visits	total in-person and online visits
Website Visits	number of times people access the website and catalogue over 10sec

2021-2025 Strategic Priorities



1. Enhance community well-being.

Strengthen relations with community partners to support community needs through programming and other library services.

- Anti-racism & inclusion
- Healthy living with active aging focus

Enable the Library to make informed and data driven customer services and budgetary decisions.

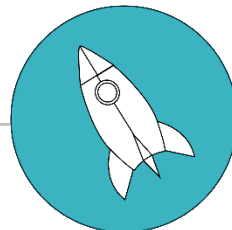
- Systems for collecting, segmenting, analyzing, and reporting data
- Measurable Key Performance Indicators (KPIs)

Enhance and support digital inclusion and literacy through the continued research, development, and delivery of technology for use in and outside of the library.

- Access to digital technology as a priority
- Current & emerging software and equipment

Map pathways to carbon neutrality and develop a plan to reduce our carbon footprint.

- Efficiency of operating systems: Lighting & temperature controls
- Reducing waste



2. Inspire discovery with diverse collections, services, and spaces.

Develop audience-specific strategies to increase public access and their engagement with reading & library services.

- Staff-led reading & collections recommendations
- Diverse and inclusive collections and services
- Review customer feedback and trends

Using an equity lens, create a strategic roadmap for our physical spaces and technology to support the Library's vision as an inspiring place that sparks curiosity and discovery.

- Reimagined use, flexibility and design of our spaces
- Makerspace

Extend our physical presence in the community.

- Larger branch capacity in New Appleby catchment area
- Reimagined accessible and alternate service points



3. Create a workforce culture driven by our organizational values.

Identify and align staff skills, tools, and motivation that are centered on our organizational values of accountability, collaboration, innovation, and learning.

- Renewed performance & learning approach
- Technology knowledge as a priority

Create a positive, welcoming, and memorable journey for all customers.

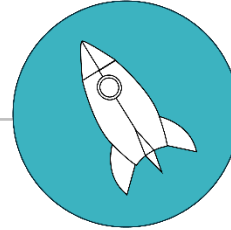
- Customer first culture
- Customer satisfaction KPIs



Strategic Impact Goals, Measures & Targets



*Community
Well-being*



*Inspire
Discovery*



*Workforce
Culture*

OVERARCHING IMPACT GOALS:

1. Contribute to the overall well-being and better quality of life for all Burlington residents;
2. Enable Burlington to be an engaged and sustainable community advanced by curiosity and discovery.
3. Provide services and support that assist individuals in participating in an informed and literate Burlington.

OVERARCHING SUCCESS MEASURES & 5 YEAR TARGETS:

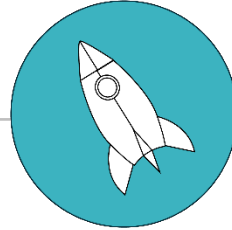
		2025 Target	2019 Benchmark	Definition of KPI
1. Our REACH	5% increase	97,694	93,042	#Active Memberships; #New memberships; #Partnerships & Social Media Engagement; #Outreach participants
2. Our USE	10% increase	5,622,048	5,110,953	#CKO, #Visits (in person & online), Program Attendance; WIFI & PAC Usage
3. Our VALUE	maintain high value return to pre-COVID economic impact	\$371 per resident	\$371 per resident	BPL utilized the economic impact developed by the Martin Prosperity Institute in partnership with the Toronto Public Library

BENCHMARK YEAR FOR TARGETS WHERE DATA IS AVAILABLE: 2019

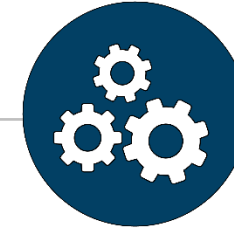
Strategic Impact Goals, Measures & Targets



*Community
Well-being*



*Inspire
Discovery*



*Workforce
Culture*

OVERARCHING IMPACT GOALS:

1. Contribute to the overall well-being and better quality of life for all Burlington residents;
2. Enable Burlington to be an engaged and sustainable community advanced by curiosity and discovery.
3. Provide services and support that assist individuals in participating in an informed and literate Burlington.

		2023 % Change
1. our REACH	5% increase	+277%
2. our USE	10% increase	-4.35%
3. our VALUE	maintain high value	\$303 per resident

Strategic Plan Scorecard with 2024 Initiatives & Targets – Q2 Update

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline & Results
Customers/Stakeholders	C1	Strengthen relations with community partners to support community needs through programming and other library services.	To be defined	To be defined	BPL Partnership Framework: Define Partnership and Outreach Strategy and develop rubric for identifying & growing strategic partnerships	Q4
	C3	Extend physical presence in the community	Increase our reach	Open new New Appleby location 2025	Key 2024 Actions: Community Engagement and finalizing associated agreements	2025
	C4	Create a positive, welcoming and memorable journey for all customers	Customer satisfaction survey	maintain 95% positive impact Increase participation by 1% over 2023	Customer Satisfaction Survey to add demographic data and definition of wellbeing	Completed maintained 95%. Increased participation by 30%

Strategic Plan Scorecard with 2024 Initiatives & Targets – Q2 Update

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline & Results
Internal Business Processes	B1	Enable BPL to make informed and data driven customer services	Access to service data to inform planning		Update Quarterly Report templates	Q4
		Using an equity lens, create a strategic roadmap for our physical space, reimaged use, flexibility and design of BPL spaces and technology to support the Library's vision as an inspiring place that sparks	Customer satisfaction with library spaces	Increase 2% over 2022 satisfaction rate of 72% by 2025	Complete Phase 2 of BPL's Wayfinding Project to unify BPL's approach to interior and exterior signage, and improve wayfinding at all locations.	Q4
		Enhance and support digital inclusion & literacy through the continued research, development, and the delivery of technology for use in and	Customer satisfaction with technology services - Customer survey	Increase by 2% over 2022 Customer survey result of 63% by 2025	Replace BPL's print management software system.	Q4
	B2				Implement 2024 actions from Digital Equity Plan	Q4
		Map pathways to carbon neutrality and develop a plan to reduce our carbon footprint.	Define measures and targets		Replace BPL delivery vehicle.	Completed new truck in use
	B3			Benchmark	Report to the Library Board with aplan to reduce BPL's carbon footprint.	Q4

Strategic Plan Scorecard with 2024 Initiatives & Targets – Q2 Update

Perspectives	#	Strategic Objectives	KPI's	Target	Initiatives	Timeline & Results
Learning & Growth	L1	EDI Systemwide training Program	Great Place to Work data - Training & Development Indicator	Increase by 2% over 2022 satisfaction rate of 77%	Select tool and implement training system wide	Q4
	L2	Increase BPL staff technology knowledge as a priority	Bridge Survey	Benchmark in 2024	Implement 2024 actions from Digital Equity Plan	Q4
	L3	Identify and align staff skills, tools, and motivation that are centered on our organizational values of accountability, collaboration, innovation and learning	Great Place to Work Overall satisfaction indicator	Increase overall satisfaction 1% to 84%	Great Places to Work Survey scheduled for November 2024	Q4
Financial Stewardship		Enable BPL to make informed and data driven customer services and budgetary decisions	Operating Budget	2024 Approved budget	Achieve 2024 Business Service Plan within approved operating budget guidelines.	Q4
			Capital Budget	2024 Approved budget	Complete 2024 Capital Projects as outlined	Q4
	F1		Economic Impact	return to pre-Covid values	Economic Impact report to Library Board in June 2024.	Completed - Increased per resident value from \$295 to \$303

Library Board –2024 Governance Calendar & Workplan DRAFT

Task or Deliverable	Area of Focus	Target date	Status	Notes
Q1				
Board Self-Evaluation Report	Governance	January	Complete	
Annual Board Approval of the Health & Safety Policy	Governance	January	Complete	
Audit Meeting - Prepare for 2023 Audit	Audit/Risk Management	January	Complete	
Review Q4 2023 Metrics Reports	Governance	January	Complete	
Approve Q4 2023 Financial Statements	Financial Oversight	January	Complete	
Attend Ontario Library Association SuperConference	Board Development	January	Complete	Optional
Executive& Committee Elections	Governance	January	Complete	
Board Development: Digital Resources & Collections	Board Development	January	Complete	
Review Human Rights & Respectful Workplace Policy	Policy Review	February	Complete	Approved Feb 22 2024
Board Development: Readers Services	Board Development	February	Complete	
Board Development: Safety & Security in Public Libraries	Board Development	March	Complete	
Q2				
Board Development: Human First Approach	Board Development	April	Complete	
Approve Q1 Financial Statements	Financial Oversight	April	Complete	
Review Q1 Metrics Reports	Governance	April	Complete	
CEO Performance Review	Governance	May	Complete	
Board Development: Emergency Response Plan	Board Development	May	Complete	
Review & Approve 2023 Audited Statements	Audit/Risk Management	April or May	Complete	Approved May 23, 2024
Review Senior Management 2023 Expenses	Audit/Risk Management	April or May	Complete	Approved May 23, 2024
Review 2023 Risk Management Report & 2024 Plan	Audit/Risk Management	April or May	Complete	Approved May 23, 2024
Receive Advocacy Report	Governance	May	Complete	
September 30 Report	Governance	June	Complete	
Receive 2023 Economic Impact Statement	Governance	June	Complete	
Review Intellectual Freedom Policy	Policy Review	June	Complete	
Board Development: Intellectual Freedom	Board Development	June	Complete	
Q3				
Receive Q2 Financial Statements by email	Financial Oversight	August	Complete	
Approve Q2 Financial Statements	Financial Oversight	September		
Approve annual Library Closures Calendar for 2025	Governance	September		
Approve 2025 Capital Budget Submission	Financial Oversight	September	Complete	
Approve 2025 Operating Budget Submission	Financial Oversight	September		
Received 2024 Customer Satisfaction Survey Report	Strategic Planning	September	Complete	
Receive Q2 Metrics Reports	Governance	September		
Review Event & Community Space Rental Policy	Policy Review	September	Complete	Renamed Room Rental Policy
Review Fees & Charges Policy	Policy Review	September	Complete	
Board Development: Programming & Partnerships	Board Development	September		
Q4				
Approve Q3 Financial Statements	Financial Oversight	October		
Draft 2026 Strategic Planning Proposal	Strategic Planning	October		
Receive Q3 Metrics Reports	Governance	October		
Receive Advocacy Report	Governance	October		
Receive the Multi-Year Accessibility Plan Report	Governance	October		
Received Sustainability Plan Report	Governance	October		
Review Chief Executive Officer Accountability and Authority Policy	Policy Review	October		
Review Fees, Gifts & Hospitality Policy	Policy Review	October		
Board Development: Board Governance Best Practices	Board Development	October		
Review Records Management Policy	Policy Review	November		
Receive Fundraising Strategy Report	Financial Oversight	November		
Receive Equity, Diversity & Inclusion Report	Governance	November		
Approve Board Self Evaluation Survey Tool	Board Development	November		
Conduct Board Self Evaluation	Board Development	November		
Board Development: Marketing Strategy	Board Development	November		
Appoint 2025 Executive Nominating Committee	Governance	November		
Approve 2025 Board Governance Calendar & Workplan	Governance	November		

Staffing & Recruitment

Headcount	
Full Time	58
Part Time	82
Total	140

Organizational Voluntary Turnover Rate				
Q1	Q2	Q3	Q4	YTD
2.96%	1.42%			4.38%

Recruitment – At a glance					
	Q1	Q2	Q3	Q4	YTD
Number of Positions Posted *	15	9			24
Number of Applicants	3,574	1,339			4,913
Number of Positions Hired – Externally	10	6			16
Number of Positions Hired – Internally	7	5			12
Number of Positions Not Filled	0	0			0
Fill Rate	100%	100%			100%
90 Day Retention Rate	100%	100%			100%
1 Year Retention Rate *	93%	57%			75%

Staff Health and Wellness

Health and Safety					
Type	Q1	Q2	Q3	Q4	YTD
First Aid Injuries	2	0			2
Lost Time Injuries	0	1			1
WSIB Injuries	0	2			2
Staff on STD *	1	1			2
Staff on LTD	0	0			0

Onboarding Survey

Participation Rate
94%

Overall Onboarding Score
100%

Summary Page

Recruitment

- 9 jobs were posted (some had multiple vacancies per posting) which amounted to 11 positions total being filled.
- 3 employees resigned before reaching the 1-year mark.

Health and Safety

- 1 approved STD claim for Q2. There have been 2 approved claims total year to date.

9. Information Items: 9.3 Endowment Funds March 31, 2024, Statements

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Equity, Diversity, and Inclusion Considerations	2
Risk Management.....	3

Purpose

To inform the Board of the performance of the endowment funds held by the Burlington Foundation for the period ending March 31, 2024.

Background

Burlington Public Library is the beneficiary of investment earnings on the following endowment funds held by the Burlington Foundation:

BPL Permanent Endowment Purpose: Established in 2008 to provide an ongoing source of revenue to support and enhance library services. The Burlington Public Library provides services, relevant resources, cultural, social, and educational programming that will benefit the community at large.

Wendy Schick Fund Purpose: Established in 2010 upon the retirement of CEO/Chief Librarian Wendy Schick to provide scholarships for BPL staff studying librarianship.

Millicent McEwen Purpose: Established in 2003 to be used to enhance library services and collections for people in our community with low or no vision through the purchase appropriate technology, equipment, collections, and resources.

Mae Beatrice Broadbent Purpose: Established in 2015 to be used for the purchase of large print books.

Margaret Clay Purpose: Established in 2019 to the benefit of BPL's media collections.

Discussion

On an annual basis, the Burlington Foundation issues grant direction forms for each of the endowment funds based on March 31st year end results. When there are funds available to grant, the forms provide the opportunity for Burlington Public Library to:

- Hold the earned income and add it to the next disbursement
- Re-invest the earned income back into capital to grow the fund
- Disburse the earned income for use as outlined for each fund

For the period ending March 31, 2024, the endowment funds have realized investment returns of 11.4% (1.8% in 2023) before fees. In total, net earnings of \$49,147 will be disbursed to BPL for use as outlined for each fund.

Financial Considerations

The table below shows the YTD balance for each fund:

Fund	Capital Fund Balance 3/31/2023	Capital Fund Balance 3/31/2024	Income for Grant* 3/31/2024	Grant Decision
BPL Permanent	\$70,897	\$77,725	\$6,828	Disburse
Wendy Schick	\$14,127	\$15,488	\$1,401	Disburse
Millicent McEwen	\$250,290	\$274,394	\$24,104	Disburse
Mae Beatrice Broadbent	\$118,224	\$129,609	\$11,385	Disburse
Margaret Clay	\$56,371	\$61,800	\$5,429	Disburse

*Income for grant is net of administrative fees

Strategic Implications

The funding made available through these endowment funds supports investment in each of the Strategic Goals in the current strategic plan.

Equity, Diversity, and Inclusion Considerations

Two endowment funds stipulate that funding is specifically for collections and equipment that support customers with low or no vision.

Risk Management

The Burlington Foundation manages the investment of these endowment funds as part of a much larger portfolio. The Investment Policy Statement for Burlington Foundation outlines the measures taken to manage risk and ensure compliance with legal and regulatory requirements as found on their website at:

<https://burlingtonfoundation.org/wp-content/uploads/2024/07/burlington-community-foundation-ips-june-2024.pdf>

Respectfully submitted by Nicole Tewkesbury, Director, Finance & Infrastructure

July 9, 2024

Greetings Agency Partners,

We are pleased to share your Annual Fundholder Package for the Burlington Foundation's fiscal year, April 1, 2023 – March 31, 2024. The Foundation achieved an annual return of 11.4% on our endowed assets.

This has also been an important year of growth for the Foundation's operations. As shared in last year's Annual Community Report, and communicated throughout the past year, the Foundation has made significant investments in the resiliency and growth of our operations. Through the optimization of our new integrated software system – CommunitySuite – you will see a new Fund Statement format with more detailed Fund activity, to enhance your efforts in nurturing your Fund.

We are also in the process of launching a new online Fund Advisor Portal where you will have access to your Fund Statement, activity, and be able to submit grant requests digitally. We will share a separate communication with all fundholders about the date of this launch and share appropriate support to assist you with exploring this new tool available to you, should you wish to utilize it. Options to receive Statements via email and in hardcopy will remain available to you.

As part of your annual update, our 2023-2024 Annual Community Report and Audited Financial Statements are now available on our website for you to learn more about our collective impact this year: www.BurlingtonFoundation.org/about/year-in-review-annual-report-financial-statements/. If you would like a hardcopy of our Annual Community Report, please let us know.

We are always happy to hear from our fundholder partners. If you have any questions about your Statement or Fund, please contact us at 905-639-0744 or email us at info@BurlingtonFoundation.org.

Sincerely,



Megan Tregunno, CFRE
President & CEO

HOW TO READ YOUR NEW FUND STATEMENT

Activity Summary

Your Fund Statement recounts year-to-date activity for the Fund from April 1, 2023 to March 31, 2024.

Revenue

- **Donations:** This includes any donations made to the Fund. If this line item isn't showing it indicates that no gifts/contributions were received.
- **Investment Income:**
Foundation staff and Board work with Guardian Partners Inc., a highly regarded third party investment manager. The current asset mix established by the Board of Directors is as follows:
 - 50% in Canadian, U.S. and International Equities
 - 15% in Fixed Income Securities including government/corporate bonds, treasuries and cash
 - 35% in Alternative Investments

Each of the above noted targets has an acceptable range of +/-10% of the target mix, apart from Alternative Investments which has an acceptable range of 10-35%, at the discretion of the third-party manager and is monitored utilizing established benchmarks for each asset class and geographic location. Burlington Foundation will continue to monitor the performance of the endowed funds diligently and looks for every opportunity to maximize returns, within our risk profile as a Community Foundation, and as governed by our Investment Policy Statement.

Expenses

- **Administrative and Investment Management:** This formerly appeared as "Management Fee" on previous statements. This is a comprehensive fee administered to each Fund to recover Investment Counsel and Custodial fees, administration, financial management and grantmaking cost to the Fund. The Administrative and Investment Management Fee, as per your agreement, and Foundation Policy, is a set percentage of the market value of the Fund at the beginning of each fee period.
- **Grants Paid Out:** Grant distributions from the Fund. If this line item isn't showing, it indicates that no distributions were made.

- **Online Donation Processing Fees:** This is not a new cost. It was previously deducted from any online donations your Fund received and appeared in capital contributions. With our new finance platform, CommunitySuite, this fee is now identified in a dedicated expense line, and represents fees associated with processing online donations to your Fund.

Closing Fund Balance Component

- **Capital:** Total capital balance of the Fund.
- **Retained Earnings:** Total net earnings since the Fund's inception, less amount available for granting.
- **Total Funds Available for Granting:** Net earnings available for distribution. Note: A Fund must reach the \$25,000 level before it is eligible for granting.

Activity Detail

- **Grants Approved:** This is the activity detail area where we list the details of grants made. Please note that grants awarded only include grants that were made during the statement period.

FUNDHOLDER STATEMENT
Mae Beatrice Broadbent Fund
April 01, 2023 through March 31, 2024

Activity Summary

BEGINNING FUND BALANCE - April 01, 2023	\$118,223.75
Revenue	
Investment Income	13,193.79
Expenses	
Administration and Investment Management	1,808.12
ENDING FUND BALANCE - March 31, 2024	\$129,609.42

Closing Fund Balance Component

Capital	118,223.75
Retained Earnings	0.00
Total Funds Available for Granting	11,385.67
ENDING FUND BALANCE - March 31, 2024	\$129,609.42

For information about your Fund or this Statement, please contact us.

Finance@burlingtonfoundation.org | 905.639.0744

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FUNDHOLDER STATEMENT
Mae Beatrice Broadbent Fund
April 01, 2023 through March 31, 2024

Activity Detail

Grants Approved

No Grants Approved for Period

Total Grants

\$ 0.00

Agency Direction Form

Fund Name: Mae Beatrice Broadbent Fund
Fiscal Year: April 01, 2023 through March 31, 2024
**Earned Income Available
for Grant Disbursement:** \$11,385.67

*As a proud Burlington Foundation Fundholder, please indicate your intentions here, and return the form by e-mail or mail, by **September 23, 2024**.*

Please select:

1. ☐ I wish to disburse the earned income. Burlington Foundation will issue a cheque to our organization.
2. ☐ I wish to hold the earned income and add it to my next disbursement.

(Agency Fund Guardian name – please print)

Signature

Date

Please, complete the form and send it to:

E-mail: finance@burlingtonfoundation.org

Mail: Burlington Foundation, 5045 South Service Rd, Suite 102, Burlington ON L7L 5Y7

Or send an email providing all the required information to:

finance@burlingtonfoundation.org.

HOW TO READ YOUR NEW FUND STATEMENT

Activity Summary

Your Fund Statement recounts year-to-date activity for the Fund from April 1, 2023 to March 31, 2024.

Revenue

- **Donations:** This includes any donations made to the Fund. If this line item isn't showing it indicates that no gifts/contributions were received.
- **Investment Income:**
Foundation staff and Board work with Guardian Partners Inc., a highly regarded third party investment manager. The current asset mix established by the Board of Directors is as follows:
 - 50% in Canadian, U.S. and International Equities
 - 15% in Fixed Income Securities including government/corporate bonds, treasuries and cash
 - 35% in Alternative Investments

Each of the above noted targets has an acceptable range of +/-10% of the target mix, apart from Alternative Investments which has an acceptable range of 10-35%, at the discretion of the third-party manager and is monitored utilizing established benchmarks for each asset class and geographic location. Burlington Foundation will continue to monitor the performance of the endowed funds diligently and looks for every opportunity to maximize returns, within our risk profile as a Community Foundation, and as governed by our Investment Policy Statement.

Expenses

- **Administrative and Investment Management:** This formerly appeared as "Management Fee" on previous statements. This is a comprehensive fee administered to each Fund to recover Investment Counsel and Custodial fees, administration, financial management and grantmaking cost to the Fund. The Administrative and Investment Management Fee, as per your agreement, and Foundation Policy, is a set percentage of the market value of the Fund at the beginning of each fee period.
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Closing Fund Balance Component

- **Capital:** Total capital balance of the Fund.
- **Retained Earnings:** Total net earnings since the Fund's inception, less amount available for granting.
- **Total Funds Available for Granting:** Net earnings available for distribution. Note: A Fund must reach the \$25,000 level before it is eligible for granting.

Activity Detail

- **Grants Approved:** This is the activity detail area where we list the details of grants made. Please note that grants awarded only include grants that were made during the statement period.

FUNDHOLDER STATEMENT
Margaret Clay Fund
April 01, 2023 through March 31, 2024

Activity Summary

BEGINNING FUND BALANCE - April 01, 2023	\$56,370.96
Revenue	
Investment Income	6,291.03
Expenses	
Administration and Investment Management	862.12
ENDING FUND BALANCE - March 31, 2024	\$61,799.87

Closing Fund Balance Component

Capital	56,370.96
Retained Earnings	0.00
Total Funds Available for Granting	5,428.91
ENDING FUND BALANCE - March 31, 2024	\$61,799.87

FUNDHOLDER STATEMENT
Margaret Clay Fund
April 01, 2023 through March 31, 2024

Activity Detail

Grants Approved

No Grants Approved for Period

Total Grants

\$ 0.00

Agency Direction Form

Fund Name: Margaret Clay Fund
Fiscal Year: April 01, 2023 through March 31, 2024
**Earned Income Available
for Grant Disbursement:** \$5,428.91

*As a proud Burlington Foundation Fundholder, please indicate your intentions here, and return the form by e-mail or mail, by **September 23, 2024**.*

Please select:

1. ☐ I wish to disburse the earned income. Burlington Foundation will issue a cheque to our organization.
2. ☐ I wish to hold the earned income and add it to my next disbursement.

(Agency Fund Guardian name – please print)

Signature

Date

Please, complete the form and send it to:

E-mail: finance@burlingtonfoundation.org

Mail: Burlington Foundation, 5045 South Service Rd, Suite 102, Burlington ON L7L 5Y7

Or send an email providing all the required information to:

finance@burlingtonfoundation.org.

HOW TO READ YOUR NEW FUND STATEMENT

Activity Summary

Your Fund Statement recounts year-to-date activity for the Fund from April 1, 2023 to March 31, 2024.

Revenue

- **Donations:** This includes any donations made to the Fund. If this line item isn't showing it indicates that no gifts/contributions were received.
- **Investment Income:**
Foundation staff and Board work with Guardian Partners Inc., a highly regarded third party investment manager. The current asset mix established by the Board of Directors is as follows:
 - 50% in Canadian, U.S. and International Equities
 - 15% in Fixed Income Securities including government/corporate bonds, treasuries and cash
 - 35% in Alternative Investments

Each of the above noted targets has an acceptable range of +/-10% of the target mix, apart from Alternative Investments which has an acceptable range of 10-35%, at the discretion of the third-party manager and is monitored utilizing established benchmarks for each asset class and geographic location. Burlington Foundation will continue to monitor the performance of the endowed funds diligently and looks for every opportunity to maximize returns, within our risk profile as a Community Foundation, and as governed by our Investment Policy Statement.

Expenses

- **Administrative and Investment Management:** This formerly appeared as "Management Fee" on previous statements. This is a comprehensive fee administered to each Fund to recover Investment Counsel and Custodial fees, administration, financial management and grantmaking cost to the Fund. The Administrative and Investment Management Fee, as per your agreement, and Foundation Policy, is a set percentage of the market value of the Fund at the beginning of each fee period.
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Closing Fund Balance Component

- **Capital:** Total capital balance of the Fund.
- **Retained Earnings:** Total net earnings since the Fund's inception, less amount available for granting.
- **Total Funds Available for Granting:** Net earnings available for distribution. Note: A Fund must reach the \$25,000 level before it is eligible for granting.

Activity Detail

- **Grants Approved:** This is the activity detail area where we list the details of grants made. Please note that grants awarded only include grants that were made during the statement period.

FUNDHOLDER STATEMENT
Millicent McEwen Fund
April 01, 2023 through March 31, 2024

Activity Summary

BEGINNING FUND BALANCE - April 01, 2023	\$250,289.25
Revenue	
Investment Income	27,932.34
Expenses	
Administration and Investment Management	3,827.91
ENDING FUND BALANCE - March 31, 2024	\$274,393.68

Closing Fund Balance Component

Capital	250,289.25
Retained Earnings	0.00
Total Funds Available for Granting	24,104.43
ENDING FUND BALANCE - March 31, 2024	\$274,393.68

FUNDHOLDER STATEMENT
Millicent McEwen Fund
April 01, 2023 through March 31, 2024

Activity Detail

Grants Approved

No Grants Approved for Period

Total Grants

\$ 0.00

Agency Direction Form

Fund Name: Millicent McEwen Fund
Fiscal Year: April 01, 2023 through March 31, 2024
**Earned Income Available
for Grant Disbursement:** \$24,104.43

*As a proud Burlington Foundation Fundholder, please indicate your intentions here, and return the form by e-mail or mail, by **September 23, 2024**.*

Please select:

1. ☐ I wish to disburse the earned income. Burlington Foundation will issue a cheque to our organization.
2. ☐ I wish to hold the earned income and add it to my next disbursement.

(Agency Fund Guardian name – please print)

Signature

Date

Please, complete the form and send it to:

E-mail: finance@burlingtonfoundation.org

Mail: Burlington Foundation, 5045 South Service Rd, Suite 102, Burlington ON L7L 5Y7

Or send an email providing all the required information to:

finance@burlingtonfoundation.org.

HOW TO READ YOUR NEW FUND STATEMENT

Activity Summary

Your Fund Statement recounts year-to-date activity for the Fund from April 1, 2023 to March 31, 2024.

Revenue

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- **Investment Income:**
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 - 50% in Canadian, U.S. and International Equities
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Expenses

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Closing Fund Balance Component

- **Capital:** Total capital balance of the Fund.
- **Retained Earnings:** Total net earnings since the Fund's inception, less amount available for granting.
- **Total Funds Available for Granting:** Net earnings available for distribution. Note: A Fund must reach the \$25,000 level before it is eligible for granting.

Activity Detail

- **Grants Approved:** This is the activity detail area where we list the details of grants made. Please note that grants awarded only include grants that were made during the statement period.

FUNDHOLDER STATEMENT

Burlington Public Library Permanent Endowment Fund

April 01, 2023 through March 31, 2024

Activity Summary

BEGINNING FUND BALANCE - April 01, 2023	\$70,896.88
Revenue	
Investment Income	7,912.12
Expenses	
Administration and Investment Management	1,084.29
ENDING FUND BALANCE - March 31, 2024	\$77,724.71

Closing Fund Balance Component

Capital	70,896.88
Retained Earnings	0.00
Total Funds Available for Granting	6,827.83
ENDING FUND BALANCE - March 31, 2024	\$77,724.71

For information about your Fund or this Statement, please contact us.

Finance@burlingtonfoundation.org | 905.639.0744

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FUNDHOLDER STATEMENT

Burlington Public Library Permanent Endowment Fund

April 01, 2023 through March 31, 2024

Activity Detail

Grants Approved

No Grants Approved for Period

Total Grants

\$ 0.00

Agency Direction Form

Fund Name: Burlington Public Library Permanent Endowment Fund
Fiscal Year: April 01, 2023 through March 31, 2024
Earned Income Available for Grant Disbursement: \$6,827.83

*As a proud Burlington Foundation Fundholder, please indicate your intentions here, and return the form by e-mail or mail, by **September 23, 2024**.*

Please select:

1. ☐ I wish to disburse the earned income. Burlington Foundation will issue a cheque to our organization.
2. ☐ I wish to hold the earned income and add it to my next disbursement.

(Agency Fund Guardian name – please print)

Signature

Date

Please, complete the form and send it to:

E-mail: finance@burlingtonfoundation.org

Mail: Burlington Foundation, 5045 South Service Rd, Suite 102, Burlington ON L7L 5Y7

Or send an email providing all the required information to:

finance@burlingtonfoundation.org.

HOW TO READ YOUR NEW FUND STATEMENT

Activity Summary

Your Fund Statement recounts year-to-date activity for the Fund from April 1, 2023 to March 31, 2024.

Revenue

- **Donations:** This includes any donations made to the Fund. If this line item isn't showing it indicates that no gifts/contributions were received.
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Foundation staff and Board work with Guardian Partners Inc., a highly regarded third party investment manager. The current asset mix established by the Board of Directors is as follows:
 - 50% in Canadian, U.S. and International Equities
 - 15% in Fixed Income Securities including government/corporate bonds, treasuries and cash
 - 35% in Alternative Investments

Each of the above noted targets has an acceptable range of +/-10% of the target mix, apart from Alternative Investments which has an acceptable range of 10-35%, at the discretion of the third-party manager and is monitored utilizing established benchmarks for each asset class and geographic location. Burlington Foundation will continue to monitor the performance of the endowed funds diligently and looks for every opportunity to maximize returns, within our risk profile as a Community Foundation, and as governed by our Investment Policy Statement.

Expenses

- **Administrative and Investment Management:** This formerly appeared as "Management Fee" on previous statements. This is a comprehensive fee administered to each Fund to recover Investment Counsel and Custodial fees, administration, financial management and grantmaking cost to the Fund. The Administrative and Investment Management Fee, as per your agreement, and Foundation Policy, is a set percentage of the market value of the Fund at the beginning of each fee period.
- **Grants Paid Out:** Grant distributions from the Fund. If this line item isn't showing, it indicates that no distributions were made.

- **Online Donation Processing Fees:** This is not a new cost. It was previously deducted from any online donations your Fund received and appeared in capital contributions. With our new finance platform, CommunitySuite, this fee is now identified in a dedicated expense line, and represents fees associated with processing online donations to your Fund.

Closing Fund Balance Component

- **Capital:** Total capital balance of the Fund.
- **Retained Earnings:** Total net earnings since the Fund's inception, less amount available for granting.
- **Total Funds Available for Granting:** Net earnings available for distribution. Note: A Fund must reach the \$25,000 level before it is eligible for granting.

Activity Detail

- **Grants Approved:** This is the activity detail area where we list the details of grants made. Please note that grants awarded only include grants that were made during the statement period.

FUNDHOLDER STATEMENT

Wendy Schick Endowment Fund (now part of BPL)

April 01, 2023 through March 31, 2024

Activity Summary

BEGINNING FUND BALANCE - April 01, 2023	\$14,127.31
Revenue	
Investment Income	1,576.58
Expenses	
Administration and Investment Management	216.06
ENDING FUND BALANCE - March 31, 2024	\$15,487.83

Closing Fund Balance Component

Capital	14,087.00
Retained Earnings	0.00
Total Funds Available for Granting	1,400.83
ENDING FUND BALANCE - March 31, 2024	\$15,487.83

For information about your Fund or this Statement, please contact us.

Finance@burlingtonfoundation.org | 905.639.0744

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FUNDHOLDER STATEMENT

Wendy Schick Endowment Fund (now part of BPL)

April 01, 2023 through March 31, 2024

Activity Detail

Grants Approved

No Grants Approved for Period

Total Grants

\$ 0.00

Agency Direction Form

Fund Name: Wendy Schick Endowment Fund (now part of BPL)
Fiscal Year: April 01, 2023 through March 31, 2024
**Earned Income Available
for Grant Disbursement:** \$1,400.83

*As a proud Burlington Foundation Fundholder, please indicate your intentions here, and return the form by e-mail or mail, by **September 23, 2024**.*

Please select:

1. ☐ I wish to disburse the earned income. Burlington Foundation will issue a cheque to our organization.
2. ☐ I wish to hold the earned income and add it to my next disbursement.

(Agency Fund Guardian name – please print)

Signature

Date

Please, complete the form and send it to:

E-mail: finance@burlingtonfoundation.org

Mail: Burlington Foundation, 5045 South Service Rd, Suite 102, Burlington ON L7L 5Y7

Or send an email providing all the required information to:

finance@burlingtonfoundation.org.