



**Southern  
Ontario  
Library  
Service**

**SOLS' CONTRIBUTION TO LIBRARIES:**

**ANNUAL REPORT 2006-2007**

**STRONGER LIBRARIES**

**STRONGER COMMUNITIES**



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## Letter from the Chairperson and Chief Executive Officer

Southern Ontario Library Service exists so that there is a strong system of effective and efficient public libraries enabling equitable access to library services for Ontarians. Our services are provided to the 191 library systems in southern Ontario with some services available province-wide. We work closely with our primary funder, the Ministry of Culture, and in cooperation with Ontario Library Service-North, our northern counterpart. This annual report provides an overview of our services and highlights for the fiscal year.

The core of our service is an Interlibrary Loan network and delivery service which ensures that Ontarians have access to a full range of resources beyond their own libraries. The network is provided in conjunction with OLSN and is available across Ontario. SOLS supports and encourages libraries to work towards accreditation and provides information, advice and assistance on sound library, management and governance practices. We provide a range of basic library skills training and continuing education workshops. SOLS administers a grant on behalf of the Ministry of Culture to improve bandwidth for public Internet access in libraries. We assist libraries to acquire a wide range of goods and services cost effectively. SOLS works within a consortium of university, college and school libraries to negotiate licenses and prices for electronic resources and to provide a shared collection of ebooks. We coordinate buying pools for specialized library materials and negotiate economies of scale discounts for other goods and services. SOLS also organizes networking opportunities for trustees, library CEOs, First Nations staff, and interest groups.

An important new initiative this year has been our support of Club Amick, the Lieutenant-Governor's literacy initiative for aboriginal youth in remote fly-in communities in northern Ontario. We have also supported Knowledge Ontario in the implementation of its Resource Ontario project. Both of these projects are described in more detail in this report.

As an agency of the Minister of Culture, we have been very interested in the Ministry's library sector review this year. SOLS developed a written submission for this review and participated in key informant interviews and the Ministry's Library Leaders Dialogues. Our submission also informed the Board's review of SOLS' Ends policies which were revised this year.

SOLS services are funded through a combination of government funding and self-generated revenue including individual donations. We would like to thank the Honourable Caroline Di Cocco, Minister of Culture, for her support of SOLS. We received timely operating and capital grants and much needed assistance with the severance payments resulting from the previous year's budget cut. We are also grateful to our donors who supported both SOLS' programs for libraries and Club Amick. We are also pleased to report that our administration expenses (at 13%) are more than offset by our self-generated revenue.

It has been a pleasure working with our many stakeholders this year as we seek to ensure that Ontarians have equitable access to library services.

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Jim Neill  
Chair

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Laurey Gillies  
CEO

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*Financial support from the  
Province of Ontario for SOLS is  
gratefully acknowledged.*

## Priority 1: Libraries collaborate to make the most effective use of resources.

*a) Libraries are connected together in a network which enables access to a full range of information resources.*

### Information Network for Ontario

The purpose of Interlibrary Loan is to provide access to resources which are not available in one's own library. Through INFO (Information Network for Ontario), libraries search the collections of other libraries, locate needed resources and ask to borrow them. The INFO software moves requests from library to library, based on which libraries hold the requested items and starting with the nearest location, until a library fills the request and sends the material. While a search begins with the closest public libraries, it can be extended to university libraries, libraries outside of Ontario and even outside of Canada.

Libraries participate in interlibrary loan at their discretion. While they are encouraged to lend as many items as they borrow to keep the system in balance, with over 10 million items available and 143 public libraries in southern Ontario participating, no library needs to be a big net lender. Libraries also have the option of giving their own users direct access to INFO. This is a helpful option for heavy users of Interlibrary Loan, especially researchers. Currently twenty libraries offer this alternative and other libraries are added on request.

In conjunction with OLSN, we re-negotiated and extended our contract with OCLC PICA Inc. for the VDX and ZPortal software which manages Interlibrary loan transactions. Several Canadian jurisdictions use this software including Ontario universities, Quebec and Alberta, which makes conducting ILL with these jurisdictions much simpler for our libraries. Our extension with OCLC PICA Inc. goes to March 31, 2010.

2006/07 statistics:

- Number of borrows: 203,692
- Number of libraries borrowing: 170 (89%)
- Number of borrows from non-public libraries and libraries outside of Ontario: 20,422
- SOLS' Helpdesk responded to 1,430 inquiries from 208 libraries province-wide (65%)

### Delivery

SOLS delivers material borrowed on interlibrary loan via thirteen routes across southern Ontario. 143 public libraries in southern Ontario receive between one and four courier deliveries a week (depending on Interlibrary loan volume). We also connect to seven universities and Libraries and Archives Canada. For libraries not on the courier system, SOLS covers the expenses of mailing materials between libraries (almost \$12,400 this year).

*"I've been using the local library here and I wanted to write to "Thank you" for the inter-library loan program! I am incredibly impressed by this co-operation between the libraries in the province and feel gratified to see my tax dollars directly at work bringing resources for education and enlightenment to the North. Thessalon is a small town with a limited tax base. Therefore, while our library is an excellent facility, its resources are limited. The inter-library loan program allows myself, along with the many seniors, young people and adults who use the library to have rich access to the latest Canadian and international novels and non-fiction books for school projects or personal education. For those of us in the North, this is a very important link to the rest of Canada and the world at large. I can appreciate this project was costly to implement and costs the province to maintain. But, when I learned about it, I felt proud to be an Ontario taxpayer – seeing the tax money I pay every year in action so tangibly. I want to emphasize the importance of this program to educating people, like me, about the rest of Canada and the world, therefore contributing to the unity of our great country and keeping this part of the province a lively, vibrant place to live. So again, I want to thank you and the others responsible for implementing and maintaining this program. If you ever need people to speak out in support, feel free to contact me."*  
Angie Gallop, Thessalon, Ontario

## ***b) Libraries can acquire a wide range of goods and services cost effectively.***

### **Internet Connectivity**

SOLS administers a grant on behalf of the Ministry of Culture to improve bandwidth for public Internet access in libraries. For 2006/07, 168 library branches across Ontario received support under the program. We also contracted with K-Net, a First Nations community network, to provide high speed access to thirty-five First Nations libraries. Installations are currently underway. In addition, SOLS conducted an indepth survey of all library branches to ascertain current levels of connectivity and to assist planning. There are 849 branches in Ontario and we achieved a 92% response rate.

### **COOL (Consortium of Ontario Libraries)**

SOLS works within a consortium of university, college and school libraries to negotiate licenses and prices for electronic resources. We currently offer forty-four products from nine vendors. Participation in 2006/07 was 97 libraries province-wide spending over \$436,000 and saving over \$88,000 by working together. Purchases through COOL represent about 42% of libraries' electronic products.

The number of products and level of spending through COOL dropped this year as Knowledge Ontario launched the Resource Ontario project. Through a grant from the Ministry of Culture, Knowledge Ontario was able to secure a two year license for a number of database products from Thomson Gale and Ebsco. SOLS supported the work of Knowledge Ontario by ensuring the necessary information reached client libraries and organizing the training program for public libraries.

### **Ebooks**

The ebook collection was developed under the COOL umbrella as a joint initiative with the universities and colleges. Depending on the year a library joined, the collection ranges from 1,624 to 9,337. In 2006/07, 162 public libraries province-wide (51%) made ebooks available to their users through this project. They spent almost \$92,000 on new titles. SOLS continued to subsidize small and First Nations participation through the fundraising efforts of the Board. \$6,600 were contributed to support the participation of sixty-one small libraries (71%) and five First Nations libraries (20%).

### **Pools**

SOLS coordinates buying pools for specialized materials such as talking books, large print books, DVDs and multilingual books and videos. Materials are rotated among participating libraries providing their users with fresh collections every few months. We run seven pools which rotate 51,537 items annually for 99 public libraries. Some of these libraries participate in more than one pool. For libraries participating in pools, these collections represent a significant proportion of the total collection of that type available to their users:

- Large print: 36%
- Video: 40%
- Talking book: 46%
- Multilingual materials: 40%
- DVD: 35%

In addition, SOLS facilitated the development of a shared audiobook collection. Of the original twenty libraries that participated in the introductory session, five public libraries agreed to proceed with the creation of a shared audiobooks collection using the OverDrive product from Digital Library Reserve and went live in March.

### **Consortium/Charitable Purchasing Agreements (CPAs)**

CPAs are economies of scale discounts. SOLS is able to secure much cheaper prices than libraries can on their own, as our bargaining power comes from the potential economies of scale we represent with all libraries. This is a project that we offer jointly with OLSN, together making our expertise available province-wide. We currently offer twelve CPAs in the areas of extended health insurance, collections, library automation, library supplies, office products, materials moving, and promotional materials. In 2006/07, 129 SOLS libraries (68%) participated in CPAs spending \$642,836 and saving \$207,695.

## Priority 2: Libraries are equipped to meet future challenges and opportunities.

### ***a) Libraries are able to meet the Ontario Public Library Guidelines for Accreditation.***

The Ontario Public Library Guidelines identify basic norms of library practice and service. There are fourteen libraries in southern Ontario that are accredited and we are working with others to bring them to this level. Through a self-assessment tool based on the Guidelines, we know that about half of our client libraries are unable to meet these basic standards for library service. These libraries are mostly small libraries under 30,000 population. In 2006/07, library professionals on SOLS staff worked closely with sixteen libraries to help them develop plans to meet the Guidelines.

### ***b) Library trustees and staff have the skills, information and guidance they need to govern, advocate, plan and operate effectively.***

SOLS provides information, advice and assistance on sound library, management and governance practices and to assist libraries to position themselves more effectively within the municipal context. This service is provided through consulting staff, a clearinghouse and publications. In 2006/07, 143 libraries (75%) made 531 inquiries. There were almost 170,000 hits on our website and 93% of our libraries report using SOLS-authored materials. Twenty-five libraries also reported using SOLS information in their fundraising efforts, raising \$1,675,944. We published two new guides this year: *Creating the Future You've Imagined: A Guide to Essential Planning* and the second edition of *The Library's Contribution to Your Community*.

SOLS supports basic library skills training through EXCEL: A Certificate Program in Managing a Small Public Library. To receive the certificate, students must complete ten courses which generally takes two to three years. In 2006/07, 113 libraries province-wide (35%) had staff registered in EXCEL with a total of 368 registrations over the year. Since the program inception in 1987, there have been 633 graduates (38 this year). SOLS also supports the continuing education needs of library staff through a cycle of workshops and a residential program at the Kempenfelt Centre for the staff of ARUPLO (Administrators of Rural/Urban Public Libraries of Ontario). In 2006/07, 113 libraries (60%) participated in training events with 834 registrations.

In 2006/07 SOLS conducted a survey of clients to ascertain their training and development needs. Staff from 109 libraries (57%) responded and a total of 248 responses were received (91 from CEOs and 157 from staff). There was a high level of interest in an advanced program of training and we are currently working at developing two levels. One builds on EXCEL and continues a focus on library skills. The other focuses on leadership skills both within the library and within the municipal context.

### ***c) Libraries work together to achieve shared goals.***

SOLS organizes networking opportunities for trustees, library CEOs, First Nations staff, and interest groups. The purpose of the meetings is to share information and learn from peers. In 2006/07, SOLS facilitated forty-two meetings for a total of 402 participants from 157 libraries (82%). SOLS also hosts electronic discussion groups. We currently have fifty-two such groups with 3,814 subscribers.

In conjunction with OLSN and with a special grant from the Ministry of Culture, SOLS assisted our First Nations clients to develop an advocacy kit for use with First Nations leaders. The kit includes a CD about the importance of libraries along with written materials and instructions on making advocacy presentations to local band councils and other funders and stakeholders.

## **Club Amick**

Club Amick is a book club for children in Ontario's remote First Nation communities. Club Amick is the fourth phase of the Lieutenant Governor's Aboriginal Literacy initiatives. It complements the Lieutenant Governor's Aboriginal Book Drive, the Lieutenant Governor's Aboriginal School Twinning Program and the Lieutenant Governor's Aboriginal Summer Literacy Camps that targeted the needs and interests of First Nation youth in remote northern communities.

The goal for Club Amick is for young Native children to create their own home libraries, to receive packages addressed in their names featuring a newsletter together with a special book selected just for them, and to keep the literacy light burning. The approximately 3,300 children in kindergarten to Grade 5 participating in the program this year each received three children's books and activities-oriented newsletters. There were three distributions completed between October and March with a fourth scheduled in May. Next year the program will be expanded to include Grade 6 children as well.

SOLS administers the project in conjunction with OLSN. The Government of Ontario is the lead funder through the Ministries of Citizenship, Children and Youth Services, and Training, Colleges and Universities. Club Amick has also received a multi-year grant from the Ontario Trillium Foundation. Over 270 individuals and organizations have stepped forward with donations of money. While all donors are listed on Club Amick's website at [www.clubamick.ca](http://www.clubamick.ca), the lead donors are also listed here:

### **\$20,000 - \$50,000**

Bennett Family Foundation  
Royal Bank of Canada  
TD Bank Financial Group  
Toronto Police  
Valcom

### **\$5,000 - \$20,000**

Bank of Montreal  
James K. Bartleman  
Canadian Imperial Bank of Commerce  
Elementary Teachers' Federation of Ontario  
Legislative Press Gallery  
MDM Insurance Services Inc.  
Scouts Canada  
St. John's United Church  
Woodbine Entertainment

We also have the support of several organizations that have made in-kind donations. The Library Services Center has donated space for receiving and sorting the books and newsletters for each distribution. Several transportation companies have graciously donated the cost of transport including Manitoulin Transport, Wasaya Airways, Air Creebec, Nakina Air Service, and Slate Falls Airways Ltd.

We are grateful to all Club Amick supporters and donors for their generous contributions to this important program.

SOUTHERN ONTARIO LIBRARY SERVICE  
Statement of Financial Position  
March 31, 2007

	Operating & Equipment Funds	Restricted Funds Connectivity	Other	Total 2007	Total 2006
<b>ASSETS</b>					
<b>Current assets</b>					
Cash	\$ 200,194	\$ 1,046,439	\$ 809,734	\$ 2,056,367	\$ 354,455
Accounts receivable	90,091	-	13,257	103,348	86,169
Prepaid expenses	77,582	-	-	77,582	131,144
	367,867	1,046,439	822,991	2,237,297	571,768
<b>Equipment and leasehold improvements</b>					
	369,386	-	-	369,386	269,772
	737,253	1,046,439	822,991	2,606,683	841,540
<b>LIABILITIES AND FUND BALANCES</b>					
<b>Current liabilities</b>					
Accounts payable & accrued liabilities	214,958	135,513	3,442	353,913	263,099
Deferred revenue	-	910,926	819,549	1,730,475	324,408
	214,958	1,046,439	822,991	2,084,388	587,507
<b>Deferred capital contribution</b>	244,793	-	-	244,793	223,948
<b>Deferred lease inducement</b>	115,232	-	-	115,232	129,655
	574,983	1,046,439	822,991	2,444,413	941,110
<b>Fund balances</b>					
Invested in equipment and leasehold improvements	124,593	-	-	124,593	45,825
Unrestricted	37,677	-	-	37,677	(145,395)
	162,270	-	-	162,270	(99,570)
	\$ 737,253	\$ 1,046,439	\$ 822,991	\$ 2,606,683	\$ 841,540

These condensed financial statements are extracted from the annual financial statements of Southern Ontario Library Service for the year ended March 31, 2007. A complete set of financial statements, together with the report of our auditors, Clarke Henning, LLP, is available on SOLS' website at [www.sols.org](http://www.sols.org) under the heading "About SOLS".

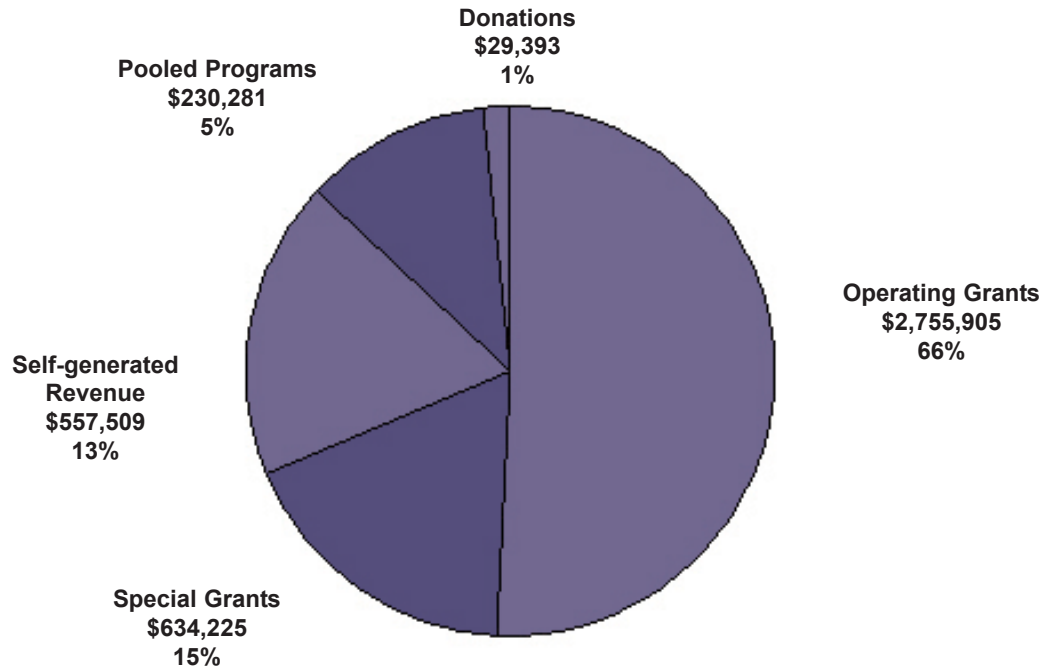
# STRONGER LIBRARIES STRONGER COMMUNITIES

**SOUTHERN ONTARIO LIBRARY SERVICE**  
**Statement of Operations and Fund Balances**  
**Year Ended March 31, 2007**

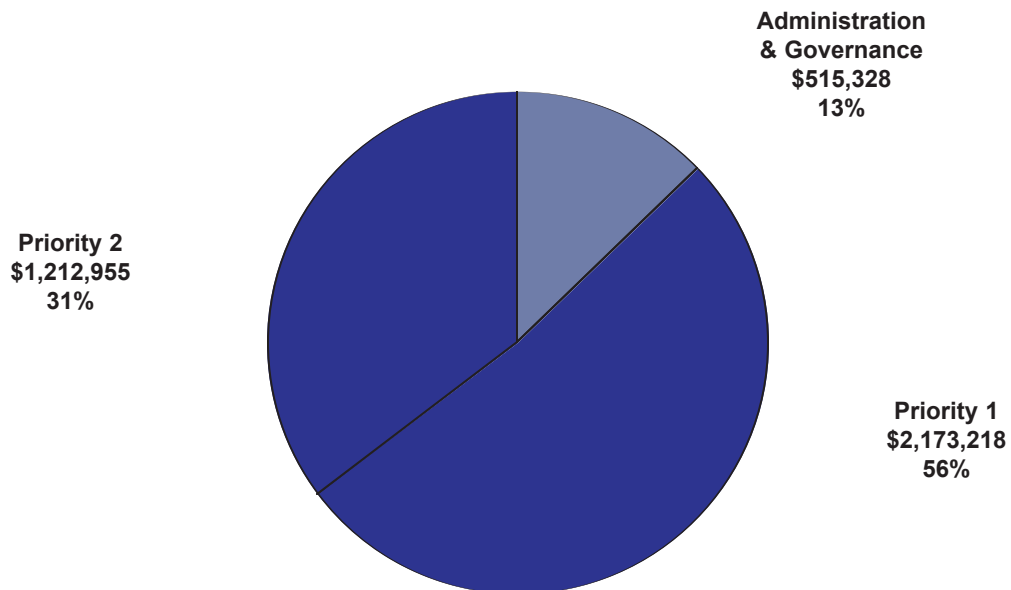
	Operating &		Restricted Funds		Total 2007	Total 2006
	Equipment	Funds	Connectivity	Other		
<b>Revenue</b>						
Province of Ontario operating grants	\$	2,755,905	\$	-	\$	-
Special grants		128,697		322,884	182,644	634,225
Self-generated revenue		517,844		20,276	19,389	557,509
Donations		6,339		-	23,054	29,393
Pooled resources from public libraries		-		-	230,281	230,281
<b>Total revenue</b>		<b>3,408,785</b>		<b>343,160</b>	<b>455,368</b>	<b>4,207,313</b>
<b>Expenditures</b>						
Priority 1						
Resource sharing - delivery		914,504		-	-	914,504
- information services		674,229		-	-	674,229
Experience		4,444		-	-	4,444
Library internet access		-		343,160	-	343,160
Pooled materials and databases		-		-	236,881	236,881
		1,593,177		343,160	236,881	2,173,218
Priority 2						
Consulting and training		994,468		-	-	994,468
First Nations consulting		-		-	62,916	62,916
First Nations communities read program		-		-	7,618	7,618
First Nations advocacy kit		-		-	27,354	27,354
Club Amick		-		-	118,343	118,343
Lieutenant Governor's other literacy initiatives		-		-	2,256	2,256
		994,468		-	218,487	1,212,955
Administration and governance <sup>1</sup>		515,328		-	-	515,328
<b>Operating expenditures</b>		<b>3,102,973</b>		<b>343,160</b>	<b>455,368</b>	<b>3,901,501</b>
Amortization expenses		103,127		-	-	103,127
Amortization of deferred capital contribution		(59,155)		-	-	(59,155)
<b>Total expenditures</b>		<b>3,146,945</b>		<b>343,160</b>	<b>455,368</b>	<b>3,945,473</b>
Excess (deficiency) of revenue over expenditures						
for the year		261,840		-	-	261,840
Fund balances - at beginning of year		(99,570)		-	-	(99,570)
<b>Fund balances - at end of year</b>	<b>\$</b>	<b>162,270</b>	<b>\$</b>	<b>-</b>	<b>\$</b>	<b>-</b>
					<b>\$</b>	<b>162,270</b>
					<b>\$</b>	<b>(99,570)</b>

<sup>1</sup> Includes \$101,332 in rental costs.

Source of Funds



Expenditures by Board Ends Priorities



Donors to SOLS' Programs

We are most grateful to our donors for making this service possible and we would like to extend a special thank you to the following people for their generous contributions in 2006:

**Leaders (\$1,000 or more)**

Laurey Gillies  
Susannah Ketchum  
Jim Neill  
Jill Pangborne  
Anonymous Donation

**Supporters (\$500-\$999)**

Brenda Carrigan  
Barbara Franchetto  
George Hodgkinson  
Jane Marlatt  
Alan McEwen

**Connectors (up to \$500)**

Claire Anderson  
Lynne Baxter  
Ian Brebner  
David Daubney  
Anthony Fell  
Sandy French  
Marcel Giroux  
Jackie Houde  
Renate Humphries  
Donna Kenwell  
David Klebanoff  
Rob Lavery  
Vince Marchesano  
Meaford Public Library  
Daryl Novak  
Jane Van Der Kraan  
Anonymous Donation  
Anonymous Donation  
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Anonymous Donation



## Board Members

**Lynne Baxter.** North Grenville, Trustee Council 8. Lynne is currently Chair of the North Grenville Public Library Board and is in her seventh year as a board trustee. She is also Chair of Trustee Council 8. Lynne is a Registered Senior Plan Analyst for the Registered Plan Directorate of Canada Revenue Agency. She is also currently working on her EXCEL certificate.

**Lorraine Bourdeau.** Ministerial. Lorraine Bourdeau is a retired teacher with 28 years of experience at the secondary level in Stormont, Dundas & Glengarry. Her majors were geography and library science. After retirement she was chair of the Friends of the Chrysler library until January 2007.

**Ian Brebner.** Ministerial. Ian is a cash crop farmer in North Middlesex in partnership with his brother. He is Deputy Mayor on the North Middlesex council as well as serving on the Middlesex County council. He was warden for Middlesex county in 2004 and has been Chair of the Middlesex Library Board for the past three years and also served as Chair in 1999. He also works part time for Agricorp which administers crop insurance for Ontario. He has been a long time member of his local library which is one of the few Carnegie libraries still in its original condition. He enjoys watching and attending Nascar races in his spare time and looks forward to his annual trip to the race in Bristol Tennessee. Books have always been a big part of his life and serving on the SOLS Board is a pleasure.

**Jill Cameron.** Ministerial. Jill has worked as an editor, specializing in the environment and the law for 20 years. She is a long-term advocate for public libraries. She has volunteered for local libraries and is a board member of several sports and community organizations. She has a B.A in English, attended the OCAD, and has a keen interest in the architecture of rural Ontario.

**Brenda Carrigan.** (SOLS Board Vice-Chair) Clarington, Trustee Council 5. Brenda is Vice-Chair of Trustee Council 5. Her career spanned several countries (including Australia, the United Kingdom and Canada) and culminated with 29 years at the Oshawa Public Library from which she is currently retired.

**Paul Elgie.** Huron County, Trustee Council 3. Paul was born in Fort William, Ontario, (Thunder Bay), and raised in London, Ontario. Extensive experiences during his lifetime have included- pilot in the RCAF (URTP), world traveller, high school English and Drama teacher, Adult Education Principal, lay pulpit supply for church ministry, musical composer, actor, Councillor Town of Goderich, and farmer.

**Bob Ernest.** Waterloo, Trustee Council 3. Bob is Vice-Chair of the Waterloo Public Library Board and is also a member of the provincial executive of the Ontario Library Boards Association. He is a retired teacher and education consultant. He was also involved with his teachers' federation and is now an honorary member of the Waterloo Local of the Elementary Teachers' Federation of Ontario. He is active with the Waterloo branch of the Retired Teachers of Ontario serving on the local executive. Bob also serves on the provincial executive for an Ontario political party. He is a part-time produce vendor at the Goderich Farmers' Market during the summer.

**Sandy French.** Halton Hills, Trustee Council 2. Knowing the importance of the local library as a centre for early literacy, Sandy volunteers as a director of the Halton Hills Public Library Board. He is also a member of the branch re-development committee for Georgetown. From there, Sandy has extended his participation in the library world as a SOLS director. As a community television producer, Sandy covers politics and local events in Halton Region.

## Board Members

**George Hodgkinson.** Laurentian Valley Twp, Trustee Council 7. George is a Trustee on the Pembroke Public Library Board. He is serving his second term as a Municipal Councillor in Laurentian Valley. George retired in 1993 after thirty six years with the Canadian Forces Medical Service. He retired with the rank of Chief Warrant Officer (CWO). He is the recipient of the Order of St John of Jerusalem, the Special Service Medal, Queen's Jubilee Medal as well as having received two Ontario Volunteer Service recognition Awards. He has been actively involved with the local VON as well as having served as an advisory councillor for TV Ontario.

**Jackie Houde.** Cornwall, Trustee Council 8. Jackie is the Chair of the Cornwall Public Library Board. She is a retired teacher who taught for 34 years at the elementary level. She is also on the District 25 Board of the Retired Teachers of Ontario and, related to that, she is part of the provincial communications committee.

**Donna Kenwell.** Ministerial. Donna has spent over 30 years as a teacher-librarian. Since 1989 she has taught at Elmvale D.H.S. She holds a Master of Library Science from U.W.O. Four years ago she moved to a century-old farmhouse outside Elmvale. Consequently, Donna has relied heavily on the resources of Springwater P.L. to bring some order to her life. In addition to being an enthusiastic, but haphazard, gardener, Donna is also Chairperson of the Gryphon Theatre Foundation.

**Vince Marchesano.** Norfolk, Trustee Council 1. Vince has been a library trustee for 26 years, four years as Chair for the Simcoe Library Board and four years for the new Norfolk Public Library Board. He is also past Chair of Trustee Council 1. He has worked for STELCO for 37 years, first as a machinist, later as shop supervisor, and for the past 3 1/2 years, Quality Assurance Coordinator and Quality Control. He served on several boards and committees including the school board, minor hockey and soccer associations, and church council. He has been a member of the Knights of Columbus for the past 25 years and has held all the top positions in the 3rd and 4th degree. He recently retired from Stelco and opened his own consulting company. He enjoys daily playing golf early in the mornings, visits with his grandchildren and some consulting as requested. He also retired from the local library board but keeps in touch and helps with any requests from the board. In the future he hopes to be elected to the local Hospital Board and the Police Service Board.

**Jane Marlatt.** North Kawartha, Trustee Council 5. Jane Marlatt has completed two terms on the North Kawartha Public Library Board where she served as Chair and Vice-Chair several times. She did not seek reappointment again so 2007 will be her last year on the SOLS Board. Jane retired in 1999 after twenty-nine years with the Ontario Government including seven years as Assistant Deputy Minister of Culture. Since retiring, Jane has been studying art history, opera appreciation and drawing. She holds an Honours B.A. in Economics.

**Alan McEwen.** St. Catharines, Trustee Council 2. Alan is one of the leading payroll consultants in Canada, having spent over 15 years working in all facets of the industry. As a payroll practitioner, he has implemented and managed outsourced payroll operations for both large and small employers. He has consulted with many organizations, public and private, on HR/payroll process reengineering and strategic systems decisions. As a noted public speaker, Alan has provided payroll training in a variety of formats, from short sessions at conferences and trade shows, to one-day training sessions and college-based professional certification courses. Alan has also written extensively for all of the major publications read by payroll professionals in Canada.

## Board Members

**Karen McGrath.** Ministerial. Karen is currently the Chief Executive Officer of the Niagara-on-the-Lake Public Library. With an undergraduate degree in French language and literature from Wilfrid Laurier University and an MLS from Toronto, it seemed natural to head to Ottawa to begin her library career. For the next 20 years, she worked in federal government libraries finishing up at the National Library of Canada in the Office of the National Librarian as Roch Carrier's Executive Advisor. In 2003, she made the leap to Ontario public libraries, first to Lincoln and then to Niagara-on-the-Lake in 2005. She is currently past-President of the Ontario Public Library Association.

**Stephanie Murray.** Lambton County, Trustee Council 1. Stephanie has been a non-elected member of the committee of council that governs the Lambton County Library since 2001. Her lifelong involvement in libraries began in her home town of Corner Brook, Newfoundland where she was the first juvenile patron assigned a library card, and continued with her first job at the Sarnia Public Library, Children's Branch. Following a number of years in Corporate Customer Service and Marketing Management, and a complete career sea change in the late 1990s to Microsoft Networking Professional, Systems Engineer and Certified Trainer, she is now semi-retired and waiting for her third career direction to make itself known. In the interim she is an active volunteer with local seniors' programs, as well as a member of the Bluewater Health Community Advisory Panel.

**Jim Neill.** (SOLS Board Chair) Kingston-Frontenac, Trustee Council 6. Jim is a former Chair of the Kingston Frontenac Public Library Board. He has just recently retired from the Board after serving for 15 years, both as a community appointee and as a City Councillor. He is a Teacher/Librarian and Drama Teacher in Gananoque.

**Jane Van der Kraan.** Huntsville, Trustee Council 4. Jane is a former Chair and Vice-Chair of the Southern Ontario Library Service Board, as well as the Huntsville Public Library Board. Jane is the recipient of the Province of Ontario's 15 year volunteer service recognition program, acknowledging her commitment to public library service. Other interests have included the Boy Scouts and Girl Guides of Canada, minor sports programs and congregational and regional work on behalf of the United Church of Canada. She holds an Honours B.A. in English Literature from Trent University, and currently works for Bell Aliant.





**Southern  
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Service**

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**[www.sols.org](http://www.sols.org)**

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