SOUTH ALGONQUIN PUBLIC LIBRARY (SAPL)
REGULAR MEETING OF THE BOARD
August 16th 2022 **7 pm**
AGENDA

1. Land Acknowledgement: We acknowledge that we are gathered on the unceded traditional territory of the Omaamiwininii Anishinaabeg (the Algonquin people). We acknowledge that the Algonquin people have been stewards of this land since time immemorial and as such we treat the land, its plants, animals, stories and people with honour and respect. Today, this land is home to Indigenous people from across Turtle Island, as well as many non-Indigenous peoples, and we acknowledge the shared opportunity to live and work within this beautiful territory. All my relations. Chi-miigwetch.
2. Call to Order
3. Approval of Agenda
4. Approval of Minutes: **June 21st 2022**
5. Report of the Chairperson:
6. Business Arising from the Minutes
   6.1. Survey:
   6.2. UV window treatments: have been installed and have made a big improvement.
   6.3. The International Dyslexia Association Ontario's Library Mini grant: waiting for materials and payment to begin purchases.
   6.4. Mileage forms: each member must complete a form and submit to Charlene.
   6.5. Ancestry.com: is now available for in library use.
   6.6. Museum Passes: We have not received any of the passes that were requested.
   6.7. OTF Resilient Communities Fund: Our application has been approved, with the $13,000 grant we will purchase 20 Samsung tablets w covers, 2 tablet charging boxes, 2 Blue Yeti Microphones, and 4 C-Pen readers. Bryan Martin and I attended a zoom orientation with Melissa Pomeroy (OTF manager) on August 2nd. We are awaiting the final contract agreement.
7. New Business:
   7.1. Budget:
   7.2. OLS Virtual Conference: Library Boards - September 21st 6pm – 8:30pm. Staff – September 22nd 10am – 4:30pm
8. Reports
   8.1. Finance: Approval of Outstanding Accounts
   8.2. Librarian's Reports
   8.3. Council Report
9. Governance
   9.1. Policy: Night Skies Kit Policy (new), Collections-Loans and Acquisitions (edited), Collections – Library Holdings(no changes)
   9.2. Strategic Planning/Strategic Doing:
10. Programming:
    10.1. Adam Shoalts - Fall 2022
    10.2. TD Summer Reading Program and Story Walk
    10.2 Other ideas/suggestions:

11. Correspondence:
12. Any Other Business
13. In Camera / Out of Camera
14. Next meeting: September 20th 2022
15. Adjournment

Township of South Algonquin Public Library
Minutes of the Meeting Held
June 21st 2022 @ 7:00 PM 7:00pm

Present: Elaine Hare, Jeff Bowman, Sarah Ennor, Carol Peterson, Rose Jessup**,** Sharon Florent, and Vicki Forward
Staff: Charlene Alexander & Cynthia Haskin **Regrets:** Councillor Dave Harper

1. **Land Acknowledgement**
2. **Call to Order:** 7:05 pm
3. **Motion # 2022-31**
   Moved by – Vicki Forward Seconded by – Sharon Florent
   To approve the agenda. Carried
4. **Motion # 2022-32**
   Moved by – Rose Jessup Seconded by – Elaine Hare
   To approve the minutes of **May 17th 2022** Carried
5. **Report of the Chair:**
6. **Business Arising**
   - 6.1. **Outreach & Survey:** The website and Facebook page have been updated. The survey was mailed out June 16th. (mail out 117/$.92) Information was also included in the Twp newsletter. The draw for the camp chair will take place at the end of July.
   - **6.2. UV window treatments: no news**
   - 6.3. **The International Dyslexia Association Ontario's Library Mini grant:** This grant will provide $500 for decodable books for the library that help to promote literacy for all young learners. Jeff Bowman suggested an outreach to the schools in the Fall and invite them to visit the Library.
   - 6.4. **OLS: Connecting Public Libraries Initiative:** This will provide installation of fiber optic internet to the Library and Madawaska community, all equipment costs and reimbursement of monthly fees for the first year of contract. This installation will enable others in the community to connect to fiber optic using their own service contracts/available providers. Infrastructure will begin end of 2022/beginning of 2023. At the end of the contract period, we can either continue to use the service or switch to a service provider of our choosing.

     Concerns:
     - Costs for the second year
     - Township support and commitment to providing the budgetary funds when needed.
     - Contract details & responsibilities, such as if there could be any personal liability to board members if we breach the contract.
     - Internet speeds(currently the download speed is about 80 Mbsp and costs $50.88/mth) with the new service only 50 Mbsp at 159.99/mth. So while an upgrade to the community infrastructure, a decrease in available speeds at the library and an increase in costs 2023/2024.

     Charlene Alexander will consult with the TWP and OLS to gain clarity and answers to our concerns.
   - 6.5. **Mileage forms:** Submission every 6 months is acceptable. For this year we have been asked to send the forms in August and year end.
   - 6.6. **Direct Deposit:** Charlene Alexander asked the board members to send direct deposit information to the TWP.
   - 6.7. **Madawaska Shelving:** Received a quote from Carr McLean for Montel Aetnastak shelving & delivery $9470. The TWP has given permission to order. These 17 shelves will complete the shelving upgrade project.

7. **New Business:**
   - 7.1. Ancestry.com initiative: coming soon for in-library use
   - 7.2. Museum Passes: Canadian Museum of Nature: 2 Nature Card passes for loaning coming soon. Have requested to join visitor pass programs at Ingenium - Canada's Museums of Science and Innovation, AGO and the Toronto Zoo. Awaiting responses.

8. Reports

8.1 Outstanding Accounts:

Motion # 2022-33

Moved by – Sarah Ennor Seconded by – Sharon Florent

To approve outstanding accounts. ($203.49) Carried

8.3 Council report: none

9 Governance:

Motion # 2022-34

Moved by – Sarah Ennor Seconded by – Vicki Forward

The board has reviewed and approved Advocacy Policy Carried

Motion # 2022-35

Moved by – Sarah Ennor Seconded by – Sharon Florent

The board has reviewed and approved Weeding Policy and Guidelines. Carried

Motion # 2022-36

Moved by – Sarah Ennor Seconded by – Vicki Forward

The board has reviewed and approved Memberships and Fees. Carried

10 Programming:

10.1 **Author/Book Talks:** Adam Shoalts - Fall 2022.

10.2**TD Summer Reading Program and Story Walk** –

10.3 Michael Dumas is interested in doing an event, he will contact Bruce Parks at a later date to arrange.

Next Meeting: August 16th @ 7:00 PM

Motion # 2022-37

Moved by – Elaine Hare Seconded by – Rose Jessup

To adjourn 9.03pm Carried

_____Chairperson _____Secretary/CEO

Township of South Algonquin - Monthly Stats
June & July 2022

	Whitney			Madawaska		
	June	July		June	July	
Head Count	145	181		88	134	
Circulation	266	399		40	64	
Activity Kits (includes Park passe	4	16		2	5	
Curbside	2	6		0	0	
Computer users	10	22		14	8	
WI-FI in Library	29	39		37	55	
Inter Library Loans	13	18		13	0	
New Members	1	4		0	2	
Print/fax/copy	27	59		11	5	
Reference	1	6		0	0	
Tech/media/software support	1	4		5	3	
time spent on above requests	28	45		30	10	
other requests	0	0		0	0	
Programs	0	0		0	0	
Outstanding Accounts	$0.00	$0.00		0.00	0.00	
Accounts paid with Visa			$1,209.43			
Over drive users			22			23
Overdrive circulation			186			149
Vaccine receipts	4	2		0	0	
time spent on above requests	15	5		0	0	
non members users	4	9		5	8	

Madawaska June	people stats:	Tuesday's - 44	Thursday's - 45	Saturday's - 45
Madawaska July	people stats:	Tuesday's - 17	Thursday's - 59	Saturday's - 12

Whitney June	people stats:	Wednesday's - 52	Thursday's - 66	Saturday's - 27
Whitney July	people stats:	Wednesday's -61	Thursday's - 81	Saturday's - 39

Total for 4500 XXXX XXXX 8540

Charlene.

Card number 4500 XXXX XXXX 4659 **Card Spending Limits: Purchases $2,000.00** **Cash $0.00**

JUN 19	JUN 20	INDIGO ONLINE	BRAMPTON	ON	303.45 ✓
JUN 19	JUN 20	INDIGO ONLINE	BRAMPTON	ON	270.60 ✓
JUN 20	JUN 21	INDIGO ONLINE	BRAMPTON	ON	33.54 ✓
JUN 20	JUN 21	INDIGO ONLINE	BRAMPTON	ON	15.76 ✓
JUN 24	JUN 27	AMZN Mktp CA*WG08345O3	WWW.AMAZON.CAON		20.22 ✓
JUN 24	JUN 27	AMZN Mktp CA*0B4SA24L3	WWW.AMAZON.CAON		288.12 ✓
JUN 24	JUN 27	AMZN Mktp CA*3W22F8VT3	WWW.AMAZON.CAON		40.66 ✓
JUN 24	JUN 27	INDIGO ONLINE	BRAMPTON	ON	13.64 ✓
JUN 24	JUN 27	INDIGO ONLINE	BRAMPTON	ON	79.23 ✓
JUN 24	JUN 27	INDIGO ONLINE	BRAMPTON	ON	33.48 ✓
JUN 29	JUN 30	INDIGO ONLINE	BRAMPTON	ON	17.58 ✓
JUL 02	JUL 04	AMZN Mktp CA*5P7KP88R3	WWW.AMAZON.CAON		16.70
JUL 02	JUL 04	INDIGO ONLINE	BRAMPTON	ON	41.90
JUL 07	JUL 08	AMZN Mktp CA*J85OT4MF3	WWW.AMAZON.CAON		17.05
JUL 09	JUL 11	Amazon.ca*BF0PP3763	AMAZON.CA	ON	17.50

Total for 4500 XXXX XXXX 4659 **$1,209.43**

Jane.

Card number 4500 XXXX XXXX 5827

JUN 08	JUN 09	ANNUAL FEE REVERSAL			-20.00

16-3000-0900

Total for 4500 XXXX XXXX 5827 **-$20.00**

Information about your CIBC Corporate Classic Plus Visa Card account

If you find an error or irregularity (including possible unauthorized or fraudulent Transactions) in this statement you must tell us within 30 days of this Statement Date. If you do not, we may regard this statement as final (except for credits posted in error).

How we charge interest: a) On purchases: For non Quebec residents, no interest is charged on a New Purchase appearing on this statement if we receive payment for your full Balance by the payment due date and we have received payment for the full Balance shown on your previous monthly statement by the payment due date. For Quebec residents, no interest is charged on a New Purchase appearing on this statement if we receive payment for your full Balance on this statement by the payment due date. Regardless of residency, if interest is charged on a New Purchase it will be charged from the Transaction date until we receive a payment which covers the New Purchase, as described in the Application of Payments section of the Cardholder Agreement.

b) On Cash Advances, Convenience Cheques and Balance Transfers: Interest is charged on Cash Advances beginning on the day they are taken. For Balance Transfers and Convenience Cheques, interest is charged beginning on the day they are posted to your credit card account. We stop charging interest on Cash Advances, Balance Transfers and Convenience Cheques on the day we receive a payment which covers the amount of the Transaction in question in accordance with the Cardholder Agreement.

Payment period extensions: If you didn't pay the Amount Due on your last monthly statement, we have extended your payment due date this month to give you extra time to make your payment. Interest will continue to accrue for the extended period. When we receive your Amount Due, your payment due date will change back to your regular payment due date.

Your statement (including the Balance and Minimum Payment) only reflects Transactions that were posted as of the Statement Date. If you made a payment but it has not yet been posted, it will appear on your next monthly statement and any interest charges will be adjusted based on the transaction date and payment amount. The payment due date is determined under Eastern Standard Time (EST) meaning payments are considered received by us on the payment due date if made by 11:59pm EST. Payments made by mail or through another financial institution can take several days to be received by us. Please make your payments accordingly. Check CIBC Online Banking for the status of your payments and your most up to date Balance.

*All references above to Convenience Cheques and Balance Transfers do not apply to CIBC Corporate Classic Visa Cards issued prior to June 1, 2017.

**Foreign currency Transactions, except Convenience Cheques, are converted to Canadian dollars on or after the Transaction date and no later than the Transaction posting date. At the time of currency conversion, you are charged the same conversion rate CIBC must pay, plus a fee of 2.5% of the converted amount, on both debits and credits. We convert a foreign currency Convenience Cheque or payment at our branch selling rate for Canadian dollars in effect at the time process.

†Your cash limit forms part of your credit limit. It is not additional credit.

For more information, please refer to the CIBC Cardholder Agreement.

TOWNSHIP OF SOUTH ALGONQUIN

P.O. Box 217 WHITNEY, Ontario K0J 2M0
Tel. #1-613-637-2650 Fax #1-613-637-5368

TOWNSHIP STAFF: **DATE:**

DATE	FUNCTION OR MEETING	TOTAL km	1st 5000 kms 0.59 x km	Over 5000 km 0.53 x km	MEALS OR PER DIEM	HOTEL	OTHER DESCRIPTION	HST AMOUNT	TOTAL
SUB-TOTAL									
								TOTAL	

AUTHORIZED BY:_____ SIGNATURE OF STAFF MEMBER:_____

DATE: _____ CHEQUE # _____ RECEIVED INITIALS:_____

Timestamp	Do you hav	If yes, which br	Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collections [Borrowe	Library Services & Collect	Library Services &	Library Services & Collecti
5/21/2022 10:44:16									
5/21/2022 11:20:42	Yes	Whitney	Have used	Have used	Have used	Would use	Have used	Have used	Would use
5/22/2022 14:57:01	Yes	Whitney	Have used	Would use	Would use	Would use			Would use
5/26/2022 15:25:28	No	Madawaska	Have used	I would like information ab	I would like information ab	I would like information about	Would use	Would use	Would use, I would like inf
5/26/2022 15:27:38	No	Madawaska	Would use	Would use	Would use	Would use	Would use	Would use	Would use
5/26/2022 15:29:13	Yes	Madawaska	Have used	Would use	Would use	Would use	Would use	Would use	Would use
5/26/2022 18:15:45	Yes	Madawaska	Have used	I would like information ab	Would use	Wouldn't use	Would use	Would use	Would use
5/27/2022 7:23:12	Yes	Madawaska	Have used						
5/27/2022 7:23:29	Yes	Madawaska	Have used					Have used	Have used
5/27/2022 7:37:57	Yes	Madawaska	Have used		Would use				
5/27/2022 7:38:47	No	Madawaska	Would use		Would use			Would use	Would use
5/27/2022 9:15:40	Yes	Madawaska	Have used	Would use	Wouldn't use	Wouldn't use	Would use	Have used	Wouldn't use
5/27/2022 20:41:32	Yes	Madawaska	Have used	Wouldn't use					
5/27/2022 20:49:46	Yes	Madawaska	Have used	Would use	Would use	I would like information about	I would like information ab	Have used	Would use
5/28/2022 16:34:43	Yes	Whitney	Would use				Would use	Would use	Have used
5/30/2022 12:17:12	No	Madawaska	Would use	Would use	Would use	Would use	Would use	Would use	Would use
5/30/2022 12:18:31	No	Madawaska	Would use	Would use	Would use	Would use	Wouldn't use	Would use	Wouldn't use
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5/30/2022 22:39:26	Yes	Whitney	Have used	Have used		Have used	Have used	Wouldn't use	Wouldn't use
5/31/2022 11:09:53	Yes	Madawaska	Have used	Wouldn't use	Would use	Wouldn't use	Wouldn't use	Have used	Have used
6/9/2022 11:39:22	Yes	Whitney	Have used	Would use	Wouldn't use	Would use	Wouldn't use	Wouldn't use	Would use
6/17/2022 21:26:42	Yes	Whitney	Have used	Wouldn't use	Wouldn't use	Wouldn't use	Would use	Would use	Have used
6/18/2022 14:04:36	Yes	Whitney	Have used	Wouldn't use	Would use	Wouldn't use	Would use	Would use	Have used
6/21/2022 18:51:28	Yes	Whitney	Have used, Would use	Would use	Would use	Wouldn't use	Wouldn't use	Would use	Would use
6/22/2022 9:07:34	No		Wouldn't use	Wouldn't use	Wouldn't use	Wouldn't use	Wouldn't use	Would use	Wouldn't use
6/26/2022 15:24:37	No		Have used	Have used					
6/29/2022 23:35:43	Yes	Madawaska	Have used						
6/30/2022 16:16:13	Yes	Whitney	Would use	Would use	Would use	Wouldn't use	Would use	Would use	Have used
7/3/2022 9:10:27	No		Would use			Would use		Would use	
7/9/2022 12:02:08	Ye	Whitney	Have used	Would use	Have used	Wouldn't use	Have used	Have used	Wouldn't use
8/4/2022 13:09:29	Ye	Whitney	Have used, Would use	I would like information ab	Have used, Would use	I would like information about		Have used	Wouldn't use
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8/5/2022 15:55:27	Ye	Whitney	Have used	Would use	Have used	Wouldn't use	Have used	Wouldn't use	Would use
8/11/2022 15:40:35	Ye	Whitney	Have used	Wouldn't use	Would use	Wouldn't use	Wouldn't use	Would use	Wouldn't use

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Have used	Would use	Wouldn't use	Wouldn't use	Have used	Have used	Have used	Have used	Have used

Library facilities are clean	Staff is friendly, efficient, and knowledgeable. Yes/No, If No, please exp	What do you think of our hours of operation?
	yes	Great with the addition of Saturday hours.
Yes!	Yes!	Still think more hours would be nice but movir
Yes very clean and organi	Yes very friendly	I have just learned about Saturday and I like i
Yes	Yes	Miss the evenings but like the Saturday
Yes	Yes	Should be more especially in summer!
Yes	Yes	
Yes	Yes	They are sufficient
Yes	Yes	They are fine
		I think you need to be open on weekends
Yes	Yes	Good
Yes	Yes	
Yes	Yes	Varied, good
it has been many years- b	see above	I think you do the best you can
Yes	Yes	Like the Saturday wish there was evening .
Yes	Yes	Ok
Yes	Yes	Ok
Yes	Yes	Ok
Yex	Yes	Hate it when I miss the open day. (like I did th
Yes	Yes	I like the extra weekend times.
Yes	Absolutely is	Ok
Yes	Yes	Hours are great
No concerns	Yes! Very friendly	No issues
Yes	Yes	Would love longer hours
Yes	Yes	Evening hours are better in my mind as the m
no, lack of diversity in mat	yes	not helpful to a working family
Yes	Yes	Should stay open longer and more days of the
Always was well organize	Yes	It works
Yes	Yes	Sufficient
Yes	Yes	Too minimal
Yes	Yes	The new Saturday hours are nice. Open more
Yes	Yes	Ok, maybe not consecutive days.
Yes	Yes	Great, should be open even more. Libraries a
Yes	Yes	Great
Yes	Yes	Good
Yes	Yes	Good
yes	yes	
Yes	Yes	Very good. Like the Saturday hours
Yes	Yes	Great
yes	yes	not long enough
yes	yes, I have been seasonal camping in Madawaska for the past 45 year	I agree, days and times opened are good
yes	yes	limited
yes	yes	i think they are sufficient for our area
Yes always looks good. R	Yes always offers suggestions, gets in requests	They have always worked for me. Like times
Yes	Yes	

What do you value most about the library?
Equal access to everyone.
Books and Libby. I have recently discovered the kits and other non-book items for kids and think they are a great addition, especially given the proximity to parks and outdoors.
Everything
Books
Proximity
The wide selection of books
Self help books
Having a wide variety of books to choose from
Book borrowing
a service to the community. I deeply believe in their value.
Everything
Access to a good read
New books
Internet available 24/7
Handy
A valued community resource
Programming
Internet access and training for people that don't have access and internet library loans
nothing, They are outdated and a burden on the township
Cindy she is wonderful and also the books .
Books
Availability
Books & educational materials
Equal accessibility for all
Librarian, access to books across Ontario
That it is an anchor service in our community
Taking my child to open a world of books for her.
Convenience
I highly value our libraries and I'm very impressed at their many offerings and intend to stop by when things slow down
Everything. I appreciate the historical railway display.
Great book selection, DVD's, excellent book selection. I really like the chairs & gnomes in Whitney. People have expressed their appreciation being able to get their Covid documents printed.
variety of books
latley have used the wifi, able to get all my e-mail received and to send them
choices of books
I love to read and have always used a library in any area i've lived
Free and easy access to almost any book I want
Books

What programs and/or services would you like to see at the library?	Do you have any barriers	Which age groups in your	Which age groups in your	Which age groups in your	Which age groups in your	Which age groups in your
					Column 1	
	Sometimes your hours but I work around it so far				Column 1	
			Column 1		Column 1	
			Column 1		Column 1	
			Column 1			
Na	No			Column 1	Column 1	
					Column 1	
	No				Column 1	Column 1
	No					Column 1
Internet scam awareness	Hours of operation				Column 1	
Craft/Art nights maybe? Game nights?	No	Column 1	Column 1		Column 1	
					Column 1	
Seminars	No				Column 1	Column 1
	just need to renew the habit.					Column 1
			Column 1		Column 1	
			Column 1		Column 1	
				Column 1	Column 1	Column 1
					Column 1	
						Column 1
Book club,				Column 1	Column 1	
Computer workshops	No				Column 1	
Unknown	No	Column 1				
Author presentations	No				Column 1	Column 1
More community engagement and programs like the turtle presentation, book	Busy personal schedule				Column 1	
	Hours of operation			Column 1	Column 1	
none	hours of operation				Column 1	
Story time for the kids	No	Column 1			Column 1	
I have not attended any programs.	I actually forget about it.				Column 1	
	No				Column 1	
	No				Column 1	Column 1
Game night	No				Column 1	
Special event like an open house twice a year	No					Column 1
Indigenous history , local history	No				Column 1	
Kids programs	No	Column 1			Column 1	
	No					Column 1
	No					Column 1
					Column 1	
Visiting authors	No				Column 1	Column 1
Book talks are great. Grandchildren loved coming to the library with the schoc	No		Column 1			Column 1
	no					Column 1
so far i am happy	no					Column 1
Computer lessons	no					Column 1
I would like more social events, craft events	no				Column 1	Column 1
Access to peer reviewed research papers, reference or technical textbooks. C	No				Column 1	
Curbside services continue	Yes, I have been very happy with the book bags Charlene puts together for me and bring out to my car.					Column 1

Optional (to be entered in	Do you have a library card	If yes, which branch of the	Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collect
Charlene Alexander								
Sarah ennor (do not enter me in the draw -just letting you know it's me!)								
Nicole dupuis 613-334-5815 dupuis_3@hotmail.com								
Martin frigon 613-334-5815								
Jordan frigon 613-334-5815								
Wendy Manuel wendypegg@gmail.com								
Rosemary Young 506-478-0660 roseyoung12364@gmail.com								
Kathy Bryant 3347252								
Joanne Manton/905-396-1536/vinceandjoanne@gmail.com								
Lynsay Aleck lynsayaleck@gmail.com								
nomadmh@yahoo.ca								
Erin Morlock/613.637.2675/erin@haylakelodge.com								
Kelsey frigon 613-334-5815								
Nicholas frigon								
Susan Dupuis 3433690454								
Martin dupuis 6132819762								
Diane Kay, 613-334-2436, papalovesgaga@icloud.com								
Laurie Siydock. 613-334-1780. dlsiydock@hotmail.com								
Kim Sutherland. 613 334 2920. kims1961@gmail.com								
Andrea Ruzzo andrea.ruzzo@gmail.com								
Roger Nicholas, 613-334-5394, rnicholas65@gmail.com								
Amber Dupuis								
Gina Hildebrandt								
Janet Lynch, janetlynch59@gmail.com, 613-637-2773								
Theresa Kramer 613-318-9305								
Christine Luckasavitch 613-334-1643								
Jocelyn Dunne 613-334-5848								
Sherry Harley 613-637-2954								
Erin Morlock								
Nancy Campbell 613-637-6261								
Carol Idone 613-828-9984 cidone@sympatico.ca								
Bernadette Lynch 613-637-9996								
Rosemary Young 506-478-0660 roseyoung12364@gmail.com								
Pat Cybulskie 613-637-2941								

Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collect	Library Services & Collect

Library Services & Collect	Library facilities are clean	Staff is friendly, efficient, a	What do you think of our l	What do you value most a	What programs and/or se	Do you have any barriers	Which age groups in your	Which age groups in your

Which age groups in your	Which age groups in your	Which age groups in your	Optional (to be entered into the draw please provide this information) Name/phone Number/Email			