

AGENDA

OXFORD COUNTY LIBRARY BOARD BOARD MEETING

Wednesday, August 21, 2024, 1:00 p.m.
21 Reeve Street, Woodstock and online
www.oxfordcounty.ca/livestream

1. **CALL TO ORDER**
2. **APPROVAL OF AGENDA**
3. **DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**
4. **ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING**
 - 4.1 June 18, 2024 Library Board Minutes
5. **DELEGATIONS, PRESENTATIONS AND CONSIDERATION THEREOF**
 - 5.1 Social Planning Council Oxford
Stephanie Ellens-Clark

RE: Communities Building Youth Futures: Calls to Action for Oxford County Leaders and Decision-Makers
6. **CONSIDERATION OF CORRESPONDENCE**
7. **REPORTS**
 - 7.1 2024-31 Key Agenda Items and Policy Review Update (verbal report)
RECOMMENDATION
 1. That the Library Board receives Verbal Report 2024-31, Key Agenda Items and Policy Review Update for information and discussion.
 - 7.2 2024-32 Librarian's Report
RECOMMENDATION
 1. That the Library Board receives Report 2024-32, Librarian's Report, for information and discussion.
 - 7.3 2024-33 Q2 Library Business Plan and Budget Update

RECOMMENDATION

1. That the Library Board receives Report 2024-33, 2024 Q2 Library Business Plan and Budget Update, for information and discussion.

7.4 2024-34 2023 Annual Community Report Cards

RECOMMENDATION

1. That the Library Board receives Report 2024-34, 2023 Community Report Cards for information and discussion.

7.5 2024-35 Ox on the Run Pilot Extension

RECOMMENDATIONS

1. That the Library Board receives Report 2024-35, Ox on the Run Pilot Extension for information and discussion.
2. And further, that the Library Board approve the extension of the Ox on the Run Pilot through to the end of December 2025.

7.6 2024-36 Library Technology Review (presentation)

RECOMMENDATIONS

1. That the Library Board approve in principle the “Oxford County Library Technology Review”, dated August 21, 2024, as prepared by the Hocevar Group;
2. And further, that staff be directed to develop and implement projects and activities within the aforementioned Technology Review, subject to Board approval in future years’ annual business plans and budgets, where funding is required beyond the 2024 approved budget.

8. UNFINISHED BUSINESS
9. NOTICE OF MOTIONS
10. NEW BUSINESS / ENQUIRIES / COMMENTS
11. ADJOURNMENT



OXFORD COUNTY LIBRARY BOARD MEETING MINUTES

Tuesday, June 18, 2024

Members Present: Chair Julia Harris
 Vice-Chair Laura Langford
 Councillor David Mayberry
 Katherine Grieve
 Cynthia Lacroix

Members Absent: Councillor Brian Petrie
 Megan Blair

Staff Present: L.M. Williams, CEO/Chief Librarian
 L. Buchner, Director of Corporate Services

1. CALL TO ORDER

Oxford County Library meets in regular session this the eighteenth day of June, 2024 in Room 222, Oxford County Administration Building, Woodstock at 1:00 p.m. with Chair Julia Harris in the chair.

2. APPROVAL OF AGENDA

RESOLUTION 1

Moved By: David Mayberry
 Seconded By: Laura Langford

Resolved that the Agenda be approved as amended

DISPOSTION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

NIL

4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

RESOLUTION 2

Moved By: Laura Langford
 Seconded By: Katherine Grieve

Resolved that the Library Board minutes of May 21, 2024 be adopted.

DISPOSTION: Motion Carried



5. DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF

5.1 Meagan Brennan, Outreach/Teen Librarian – Ox on the Run

RESOLUTION 3

Moved By: Katherine Greive

Seconded By: Cynthia Lacroix

That the Library Board receives the Ox on the Run Presentation for information;

And that staff provide the calendars to the area municipalities on an ongoing basis;

And further that the library statistics be updated to provide further Ox on the Run statistics regularly.

DISPOSITION: Motion Carried

6. CONSIDERATION OF CORRESPONDENCE

NIL

7. REPORTS

7.1. 2024-27 Key Agenda Items and Policy Review Update (verbal report)

RESOLUTION 4

Moved By: Laura Langford

Seconded By: Cynthia Lacroix

That the Library Board receives Verbal Report 2024-27, Key Agenda Items and Policy Review Update for information and discussion.

DISPOSITION: Motion Carried

7.2. 2024-28 Librarian’s Report and Monthly Statistics

RESOLUTION 5

Moved By: Laura Langford

Seconded By: David Mayberry

That the Library Board receives Report 2024-28, Librarian’s Report and Monthly Statistics, for information and discussion.

DISPOSITION: Motion Carried

7.3 2024-29 2023 Financial Audit

RESOLUTION 6

Moved By: David Mayberry

Seconded By: Cynthia Lacroix

That the Oxford County Library Financial Statements for the year ending December 31, 2023 be accepted.

DISPOSITION: Motion Carried

7.4 2024-30 Board Committee Policy Review and Update

RESOLUTION 7

Moved By: Laura Langford
Seconded By: Katherine Greive

That the Library Board receives Report 2024-30, Board Committees Policy Review and Update, and approves the changes made to the Board Committees Policy as set out in Attachment 1.

DISPOSITION: Motion Carried

8. UNFINISHED BUSINESS

NIL

9. MOTIONS

NIL

10. NOTICE OF MOTIONS

NIL

11. ENQUIRIES

D.Mayberry inquires if the Chair wishes to discuss the future of Ox on the Run at the next meeting to determine direction for the 2025 budget and business planning.

The Chair provides direction to staff to include this matter the next Board agenda.

The Chair asks when the Board would like to schedule their meeting at the Otterville Branch to see the new mural. The Board provides staff direction to schedule the October meeting at the Otterville Branch.

12. ADJOURNMENT

RESOLUTION 9

Moved By: Laura Langford
Seconded By: Katherine Greive

Resolved that the Board meeting of June 18, 2024 be adjourned until the next meeting scheduled for August 21, 2024 at 1:00 p.m. at the Oxford County Administrative Building.

DISPOSITION: Motion Carried at 2:55p.m.

Julia Harris, CHAIR

Lisa Marie Williams, SECRETARY

Libraries: A Central Point of Access to Information

Oxford County Library Board

Presented by:
Reducing Poverty Together Oxford and
Communities Building Youth Futures

August 21, 2024

Reducing Poverty Together

A community collaborative of stakeholders working together to oversee the development and direct the implementation of our local poverty reduction strategy

Mission: we seek to end poverty in Oxford County and improve quality of life for all

Current Priorities/Working Groups:

- Access to Information
- Access to Education (Communities Building Youth Futures)
- Food Security
- Transportation
- Income Strategy

Communities Building Youth Futures

A youth led collective impact initiative focused on:

- **Increasing high school graduation rates**
 - **Improving youth (age 15-30) outcomes**
 - **Reaching youth who may face greater barriers to education**
- Formed in 2022, currently 20 youth innovators leading and 15 agencies supporting
 - Have done extensive youth engagement to hear about the gaps/needs in the community and potential solutions
 - Projects to date: mental health trainings, launch of youth social spaces, Youth Engagement Grants, Youth Education and Employment Fund, Truth and Reconciliation activities
 - Have developed 50 calls to action and started an advocacy plan including the April Youth Advocacy Summit

Why Libraries

- Research has shown that the healthiest communities (where people live long and well) “have well resourced civic infrastructure, including a more accessible information environment (local news outlets, broadband access and public libraries” and “offer more social and economic opportunity for good health” ¹
- A safe (neutral and welcoming) space
- A place to build community and feel like you belong
- For people living in poverty, libraries are a place to:
 - access internet to alleviate the digital divide
 - access information about programs and services
 - in some cases, speak to a service agency representative
- Access to equipment including kitchen libraries
- Find models and resources for children, promoting early literacy

¹University of Wisconsin Population Health Institute, 2024

What We Heard

In our engagement with Oxford Youth we heard:

- Youth all across Oxford have a desire for more social and recreational opportunities (especially true for youth in rural communities as they face increased isolation)
- It is important that youth have safe, neutral, opportunities to have structured after school time (youth-specific social spaces such as VIBE increase protective factors/ reduce risk factors)
- That libraries are a valuable resource available in almost all rural communities
- Rural library branches are not commonly open for hours when youth are able to access them (not a lot of weekend or evening hours)
- Libraries could be used as an access point for youth service providers/agencies to reach youth in a safe, neutral location

Call to Action

Increase and enhance use of rural libraries as an access point for rural youth.

- a. Service providers should utilize libraries as easy point of access for rural communities, such as create, increase, and enhance partnerships between Ox on the Run and youth-serving organizations
- b. Expand library hours in all communities to be open daily and late on weeknights.
- c. Work with local youth to increase and enhance promotion of Ox on the Run.
- d. Have internet hubs with laptops and other technology for youth to utilize (e.g., having internet sticks available for community members to borrow from the library).
- e. Train library staff in youth engagement and consult with youth around changes to policies and practices.

Ox on the Run

- Provides support to some of the most marginalized residents in our community
- Meets a call to action regarding accessibility of information (and technology) from CBYF and RPT
- Makes access to libraries much more simple, removing barriers for people
- Exposes people to library services that may have not been exposed otherwise

“A library on wheels is hugely beneficial for anyone living in a small rural community. As a youth that lives in a rural community, I understand the struggle of needing a computer for a school project and being unable to use one because I live too far from anywhere that would have WIFI and an accessible computer for me to use. Having a library on wheels to bring books, technology, and community to those living in the smaller rural communities in Oxford County is important, and will make a difference in the youth of today.”

——— – Finley McCauley, 17, Norwich

Discussion

- What can we do to further support the expansion of branch hours that you are currently moving forward on?
- What can we do to further support the permanency of Ox on the Run to expand the physical and geographic reach of the library system?



Oxford County Library Board - Key Agenda Items 2024

Agenda items	Jan	Feb	Mar	Apr	May	Jun	Aug	Sep	Oct	Nov	Notes
2023 Board Evaluation	X										Yearly Agenda Item
2023 Year End Statistics					X						Yearly Agenda Item
Librarian's Report and Monthly Statistics	X	X	X	X	X	X		X	X		Regular Agenda Item
Quarterly Metrics		Q3 (23)		Q4 (23)	Q1			Q2		Q3	Regular Agenda Item
2023 Business Plan and Budget Update					Q1		Q2			Q3	Regular Agenda Item
2022 Annual Community Report							X				Yearly Agenda Item
2023 Financial Audit						X					Yearly Agenda Item
2025 Business Plan								X			2024 Planning
2025 Budget Plan									X		2024 Planning
Library Technology Review							X				Anticipated Final Report
Library Facilities Plan											Date TBD
Rural Customer Engagement Report			X	X	X						Update Reports - Verbal
CEO/Chief Librarian Performance Goals										X	Yearly Agenda Item
2025 Board Meeting Dates and Library Closures										X	Yearly Agenda Item

To: Oxford County Library Board

From: CEO/Chief Librarian

Librarian's Report

RECOMMENDATION

1. That the Library Board receive Report 2024-32, Librarian's Report, for information and discussion.

DISCUSSION

CEO / Chief Librarian

- June 19 – Zorra Township Council Presentation – Ox on the Run
- June 19 – Library Technology Review Bi-Weekly Consultant Meeting
- June 20 – Ontario Library Consortium BiblioApp Demo
- June 24 – Town of Tillsonburg Council Presentation – Ox on the Run
- June 25 – Oxford County Administrative Building Workspace Review Consultant Meeting
- June 25 – Social Planning Council AGM
- July 3 – Library Technology Review Bi-Weekly Consultant Meeting
- July 10 – Thames Valley Children Centre Meeting – RE: Staff Development Day Training
- July 10 – Training - What No Means: Indigenous Sovereignty and Library Collection Practices.
- July 16 – Library Advocacy Meeting w/ Reducing Poverty Together Subcommittee
- July 17 – Library Technology Review Bi-Weekly Consultant Meeting
- July 22 – August 6 – Vacation
- August 13 – Reducing Poverty Together Committee

Statistics

Monthly and Q2 Statistics will be available at the September Board Meeting.

Community Engagement

Ox on the Run

It has been a very busy summer for Ox on the Run, though they have had to cancel a number of stops due to rain or heat. Staff are currently working on guidelines for extreme weather to be used to determine when an Ox on the Run stop should be cancelled.

The Ox on the Run team will be presenting at four area municipalities in September with the results of their first full year of service.

Further details on Ox on the Run's Fall plans can be found in Report 2024-35.

Branch and Programming

Summer Reading 2024

As of August 12, over 476 children and teens had registered for the Summer Reading Club. With three more weeks to go until the end of the program, staff are excited to see if we can beat 200,000 minutes of reading this summer. Participation in this Summer's program has already surpassed both registration and reading minutes from 2023.

Plattsville Library Update

Plattsville Branch's main entrance and book drop were unavailable much of the week of August 12 due to construction at the school entrance. Customers were able to access the library through a side entrance. As the side entrance is not accessible staff also provided curbside pickup options for those unable to access the library.

9th Annual Teen Photography Contest

OCL once again offered the ever-popular Teen Photography Contest over the summer. This year's themes included:

- To the Stars
- Poetry
- Summer Nights
- Local Eats

Contest entries will be posted on social media in the coming weeks along with a ballot link to vote.

To view our Program Calendar, go to:

<https://engagedpatrons.org/EventsCalendar.cfm?SiteID=2048>

Staff News

Deputy Chief Librarian Vacancy

Cristina McLaren, former Deputy Chief Librarian, left Oxford County to take the role of Library Manager at the Region of Waterloo Library. Cristina's last day was July 19.

The Deputy Chief Librarian role is currently being reviewed to determine the future staffing needs at the Library.

SIGNATURES

Departmental Approval:

Original signed by

Lisa Marie Williams
CEO/Chief Librarian

To: Oxford County Library Board
From: Director of Corporate Services

2024 Q2 Library Business Plan and Budget Update

RECOMMENDATION

1. That the Library Board receives Report 2024-23, 2024 Q2 Library Business Plan and Budget Update, for information and discussion.

REPORT HIGHLIGHTS

- Delivery of the 2024 goals and objectives is progressing as planned
- Budget variance report is projecting a preliminary year end surplus of \$153,019

Implementation Points

Staff will continue to monitor the Library's budget and take appropriate action as required. The next financial update for the Board will be in November for the period ending September 30, 2024.

Financial Impact

The 2024 year-end forecast as of June 30, 2024 projects a surplus of \$153,019. Additional detailed information regarding the forecasted variances can be found on Attachment 2 to this report.

The projected surplus largely relates to \$20,000 in salaries and benefits due to vacancies; \$120,000 more than anticipated collected in development charge revenues; and saving in insurance premiums.

Communications

This report is intended to update the Board on the Library's progress in meeting the goals and objectives set out for 2024 and a view of the Q2 budget variance with forecasted year end results.

DISCUSSION

Background

In accordance with the reporting provisions contained within the Long Term Financial Sustainability Plan, staff have prepared progress updates for each of the approved goals and objectives within the business plan, accompanied by budget variance reports as of June 30, 2024.

Comments

The 2024 Business Plan is progressing as planned with the Rural Branch Survey now concluded and staff analysis in progress.

Staff continue to promote the Library's pilot mobile outreach and support program under the guise of *Ox on the Run*, documenting activities and feedback for assessing the program's continuation to be considered under a separate report. More details on the Technology Review; Facilities Plan and Enriched Membership Engagement through Patron Point, being the remaining 2024 goals and objectives, can be found in Attachment 1.

Staff review the financial activity on a monthly basis for potential areas of concern and to ensure spending will remain within the budget provisions approved by the Board. To date, the financial activity is as expected for the second quarter. The year to date revenues and expenses; and forecast figures as of the end of Q2 2024, are presented on Attachment 2 with no emergency or unplanned expenses recorded, with the exception of approximately \$3,000 in guides and tools that was unanticipated and will be funded by savings in memberships.

Conclusions

Overall, this report demonstrates that, the Library is well positioned to deliver the 2024 Business Plan and Budget as approved.

SIGNATURES

Departmental Approval:

Original signed by

Lynn S. Buchner, CPA, CGA
 Director of Corporate Services

Report 2024-33
CORPORATE SERVICES
Board Date: August 21, 2024

Approved for submission:

Original signed by

Lisa Marie Williams
CEO/Chief Librarian


ATTACHMENTS


Attachment 1 – 2024 Q2 Library Business Plan and Budget Update


Attachment 2 – 2024 Q2 Library Variance Report

Goals and Objectives

Description	2024	2025	2026	Status Update
<p>Library Facilities Plan</p> <p>Develop a Library Facilities Plan (LFP) to meet the changing demands and create enjoyable and dynamic spaces for our communities. The review should help inform Oxford County Library and its existing partners of how much library space is required to meet community needs to the year 2034. The LFP will look at existing spaces and partnerships to provide required actions, while also looking at potential opportunities to work with partners on potential shared facilities in future locations. Project would start in Q3 with expected finalized report in 2025.</p>	●	●		RFP to be released in September
<p>Library Technology Review</p> <p>Engage a Technology Consultant to work with County IS & IT teams, as well as Library staff, to develop a future focused roadmap for library technology needs. The review should look at current state and recommend changes to both County and Library infrastructure to meet current and future needs of library staff and customers. Project should be completed by June for impacts on 2025 budget.</p>	●			In progress, expected completion by early August
<p>Rural Branch Customer Engagement</p> <p>Engage residents in catchment areas of Village and Regional Branches through surveys, mailings and focus groups to better serve the communities through review of operating hours, programming opportunities, and collections.</p>	●	●		SpeakUpOxford! Public engagement campaign resulted in 630 responses, over 70 volunteers interested in participating in focus groups – final results to be presented to the Board in September
<p>Enriched Membership Engagement Through Patron Point</p> <p>Develop and implement new enriched membership engagement strategy with the addition of Patron Point, a marketing automation platform to onboard, inform and engage library customers. The platform will provide segmented data on members to provide more targeted email information; streamlined processes of renewal and registration of memberships via an online portal; as well as regular survey opportunities of customers for better feedback. Implementation should be complete by end of Q2 with survey data on member satisfaction data available by Q3. KPI – Increase in membership renewals / Increased attendance at library programs and events.</p>	●	●		PatronPoint implementation underway – replacing legacy email application

 LIBRARY June Variance Reporting For the Period Ending June 30, 2024					
	YTD		REVISED	FORECAST	FORECAST
	ACTUAL	FORECAST	BUDGET*	VARIANCE	VARIANCE
				\$	%
CAPITAL					
LIBRARY ADMINISTRATION					
60000 LIBRARY ADMINISTRATION	122,433	229,000	229,000	-	-
TOTAL LIBRARY ADMINISTRATION	122,433	229,000	229,000	-	-
OCL ING					
80000 CAPITAL	48,874	181,000	181,000	-	-
92605 R - LIBRARIES - CAPITAL	(37,600)	(181,000)	(181,000)	-	-
TOTAL OCL ING	11,274	-	-	-	-
PLATTSVILLE LIBRARY					
80000 CAPITAL	-	2,000	2,000	-	-
92605 R - LIBRARIES - CAPITAL	-	(2,000)	(2,000)	-	-
TOTAL PLATTSVILLE LIBRARY	-	-	-	-	-
THAMESFORD LIBRARY					
80000 CAPITAL	-	55,000	55,000	-	-
92605 R - LIBRARIES - CAPITAL	-	(55,000)	(55,000)	-	-
TOTAL THAMESFORD LIBRARY	-	-	-	-	-
TILLSONBURG LIBRARY					
80000 CAPITAL	14,857	42,000	51,000	9,000	17.6%
92605 R - LIBRARIES - CAPITAL	(14,857)	(42,000)	(51,000)	(9,000)	17.6%
TOTAL TILLSONBURG LIBRARY	-	-	-	-	-
TOTAL CAPITAL	133,707	229,000	229,000	-	-
OCL					
LIBRARY ADMINISTRATION					
60000 LIBRARY ADMINISTRATION					
REVENUES					
GENERAL REVENUES					
3200 REV - PROVINCIAL GOVT	-	(135,675)	(135,675)	-	-
3203 REV - PROV-PAY EQUITY	-	(3,229)	(3,229)	-	-
3325 REV - SERVICE RECOVERY FEES	(8,917)	(17,959)	(17,600)	359	(2.0%)
3332 REV - INTEREST	(2,939)	(5,000)	-	5,000	-
3334 REV - DONATIONS	(59)	(11)	-	11	-
TOTAL GENERAL REVENUES	(11,915)	(161,874)	(156,504)	5,370	(3.4%)
TOTAL REVENUES	(11,915)	(161,874)	(156,504)	5,370	(3.4%)
EXPENSES					
SALARIES AND BENEFITS					
SALARIES	307,732	625,281	641,781	16,500	2.6%
HONORARIUM	2,400	5,500	5,500	-	-
BENEFITS	98,651	186,987	192,087	5,100	2.7%
TOTAL SALARIES AND BENEFITS	408,783	817,768	839,368	21,600	2.6%
OPERATING EXPENSES					
5000 MEETING COSTS	-	100	500	400	80.0%
5002 CREDIT CARD COSTS	73	150	150	-	-
5012 COMPUTER SOFTWARE & SUPPORT	28,190	40,091	41,610	1,519	3.7%
5015 ADVERTISING/MARKETING/PROMO	2,525	18,000	18,000	-	-
5018 TELECOMMUNICATIONS	1,310	3,160	3,180	20	0.6%
5020 MEMBERSHIP/DUES/SUBSCRIPTIONS	12,615	12,940	14,245	1,305	9.2%

 LIBRARY June Variance Reporting For the Period Ending June 30, 2024					
	YTD		REVISED	FORECAST	FORECAST
	ACTUAL	FORECAST	BUDGET*	VARIANCE	VARIANCE
				\$	%
5021 TRAINING/SEMINARS/CONFERENCE	8,923	18,300	18,300	-	-
5023 POSTAGE	3,904	7,750	7,750	-	-
5025 TRAVEL-EXPENSES, MILEAGE	5,240	14,000	14,000	-	-
5026 TOOLS/EQUIPMENT PURCHASE	1,040	5,000	5,000	-	-
5029 R & M - EQUIPMENT	12,728	14,500	14,500	-	-
5045 OFFICE SUPPLIES/EXPENSES	2,334	3,000	3,000	-	-
5303 INSURANCE	17,185	17,185	18,640	1,455	7.8%
5308 PURCHASED SERVICES	10,061	23,000	23,000	-	-
5310 CONSULTANT FEES	11,682	120,000	120,000	-	-
6006 DONATION WITHDRAWAL	11	11	-	(11)	-
6019 SUPPLIES/PROGRAM EXPENSES	8,189	10,000	10,000	-	-
6020 BOOKS - HARD COPY	1,548	11,000	11,000	-	-
6023 CULTURAL PROGRAMS	23,421	45,400	45,400	-	-
6024 GUIDES & TOOLS	21,872	25,223	22,230	(2,993)	(13.5%)
6028 BOOKS - ELECTRONIC	135,633	252,108	252,108	-	-
TOTAL OPERATING EXPENSES	308,484	640,918	642,613	1,695	0.3%
INTERDEPARTMENTAL CHARGES					
7000 CHARGE FROM FINANCE	38,982	77,962	77,962	-	-
7001 CHARGE FROM FIN-CAPITAL PLAN	3,804	7,610	7,610	-	-
7005 CHARGE FROM CUSTOMER SERVICE	14,604	29,205	29,205	-	-
7010 CHARGE FROM IT (OPERATING)	264,732	529,467	529,467	-	-
7011 CHARGE FROM IT - V.O.I.P.	3,426	6,847	6,847	-	-
7012 CHARGE FROM IT - COPIER	4,272	8,541	8,541	-	-
7020 CHARGE FROM FACILITIES	29,100	58,200	58,200	-	-
7030 CHARGE FROM FLEET	9,291	28,505	28,505	-	-
7050 CHARGE FROM HUMAN RESOURCES	30,468	60,930	60,930	-	-
8300 CAPITAL - CHARGE FROM IS	10,056	20,113	20,113	-	-
TOTAL INTERDEPARTMENTAL CHARGES	408,735	827,380	827,380	-	-
TOTAL EXPENSES	1,126,002	2,286,066	2,309,361	23,295	1.0%
	1,114,087	2,124,192	2,152,857	28,665	(2.4%)
91600 DC - LIBRARY	27,237	(243,609)	(59,149)	184,460	(311.9%)
92600 R - LIBRARIES	(11,682)	(56,300)	(120,000)	(63,700)	53.1%
TOTAL LIBRARY ADMINISTRATION	1,129,642	1,824,283	1,973,708	149,425	7.6%
BRANCH LIBRARIES					
61000 BROWNSVILLE LIBRARY	18,387	34,896	34,531	(365)	(1.1%)
61001 BURGESSVILLE LIBRARY	34,326	79,403	80,118	715	0.9%
61002 EMBRO LIBRARY	17,174	44,007	44,549	542	1.2%
61003 HARRINGTON LIBRARY	21,794	48,967	43,208	(5,759)	(13.3%)
61004 INGERSOLL LIBRARY	367,131	797,202	798,867	1,665	0.2%
61005 INNERKIP LIBRARY	37,662	81,584	81,783	199	0.2%
61006 MT-ELGIN LIBRARY	21,898	50,159	50,699	540	1.1%
61007 NORWICH LIBRARY	118,457	260,464	268,963	8,499	3.2%
61008 OTTERVILLE LIBRARY	38,071	80,039	76,432	(3,607)	(4.7%)
61009 PLATTSVILLE LIBRARY	46,342	108,929	128,884	19,955	15.5%
61010 PRINCETON LIBRARY	28,572	65,994	66,259	265	0.4%
61011 TAVISTOCK LIBRARY	106,495	233,632	232,692	(940)	(0.4%)

 LIBRARY June Variance Reporting For the Period Ending June 30, 2024					
	YTD		REVISED	FORECAST	FORECAST
	ACTUAL	FORECAST	BUDGET*	VARIANCE	VARIANCE
				\$	%
61012 THAMESFORD LIBRARY	91,219	213,559	218,581	5,022	2.3%
61013 TILLSONBURG LIBRARY	346,590	792,085	768,948	(23,137)	(3.0%)
92605 R - LIBRARIES - CAPITAL	63,260	126,520	126,520	-	-
TOTAL BRANCH LIBRARIES	1,357,378	3,017,440	3,021,034	3,594	0.1%
SPECIAL PROGRAMS					
62006 MOBILE OUTREACH	74,596	182,220	185,899	3,679	2.0%
92600 R - LIBRARIES	(74,596)	(182,220)	(185,899)	(3,679)	2.0%
TOTAL SPECIAL PROGRAMS	-	-	-	-	-
TOTAL OCL	2,487,020	4,841,723	4,994,742	153,019	3.1%
TOTAL LIBRARY	2,620,727	5,070,723	5,223,742	153,019	2.9%

To: Oxford County Library Board

From: CEO/Chief Librarian

2023 Annual Community Report Cards

RECOMMENDATION

1. That the Library Board receives Report 2024-34, 2023 Community Report Cards, for information and discussion.

REPORT HIGHLIGHTS

- Library staff have compiled year-end statistics to create the 2023 Annual Community Report Cards.
- The Community Report Cards will be used as advocacy, marketing and communication tools.
- Library staff intend to send the cards out to each Area Council as correspondence to highlight the work done in each community.

Implementation Points

The 2023 Annual Community Report Cards are produced by staff each year to highlight the library's achievements in the previous year. The report cards will be available online and in limited print formats for the public and library stakeholders.

Financial Impact

The 2023 Annual Community Report Cards were created and will be produced in-house. Limited copies of the reports will be printed using budgeted resources already approved by the current year's operating budget.

Communications

The 2023 Annual Community Report Cards will be made available on the OCL website, with print copies made available as needed.

DISCUSSION

Background

The Annual Community Report Card has been created each year since 2015. Libraries, like many non-profits and community agencies, use annual reports as communications and advocacy tools.

In 2023, Library staff took the newly revised Report Cards to Area Municipal Councils to highlight the work of the Oxford County Library and those branches within each Area Municipality.

Comments

The production of an Annual Community Report Card allows the Library to better demonstrate key performance indicators within the framework of the Library's vision statement and tag line.

As done last year, staff have created one overall report card and seven municipal cards to showcase the work being done in each area municipality served by OCL.

This year, staff will send these report cards to each municipality along with a letter from our Board Chair and our new Strategic Plan to showcase the work being done by OCL.

Conclusions

The 2023 Annual Community Report Cards will be sent out to Area Councils later in August in time for their September Council Meetings and to other stakeholders and partner organizations. Staff will also use the Community Report Cards for social media and in branch promotions to demonstrate the Library's continued success at providing services, programs and collections that achieve the vision to Connect, Discover, Share, and Become.

SIGNATURES

Departmental Approval:

Original signed by _____

Lisa Marie Williams
CEO/Chief Librarian

Report No: 2024-34
CORPORATE SERVICES
Board Date: August 21, 2024

ATTACHMENTS

- Attachment 1 – 2023 Oxford County Library Annual Community Report Card
- Attachment 2 – 2023 OCL Blandford-Blenheim Community Report Card
- Attachment 3 – 2023 OCL East Zorra-Tavistock Community Report Card
- Attachment 4 – 2023 OCL Ingersoll Community Report Card
- Attachment 5 – 2023 OCL Norwich Community Report Card
- Attachment 6 – 2023 OCL South-West Oxford Community Report Card
- Attachment 7 – 2023 OCL Tillsonburg Community Report Card
- Attachment 8 – 2023 OCL Zorra Community Report Card

2023

ANNUAL REPORT TO THE COMMUNITY

CONNECT



18,841
active users



202,946
branch attendance



16,729
wifi uses



1,950
items delivered
through home
deliveries

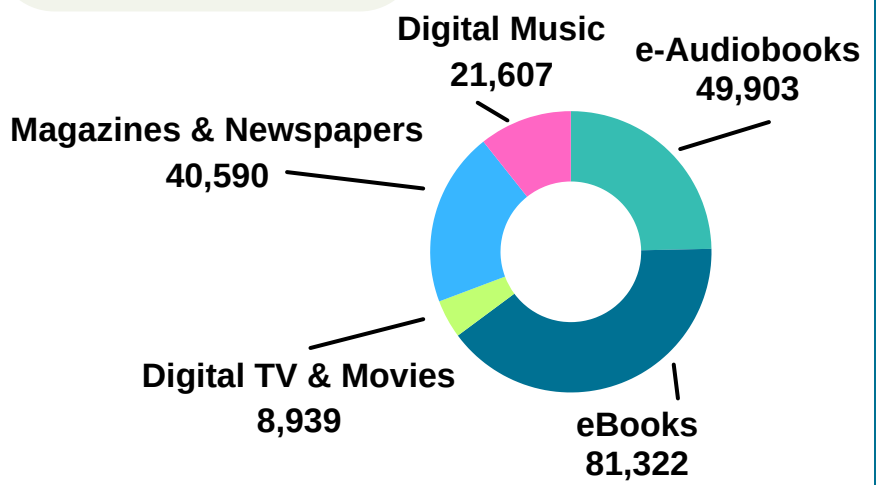


12,157
public
computer uses

DISCOVER



435,531
Physical
materials
borrowed



13,700
Craft & Connect
kits distributed

Ox on the Run

131 Community Stops

Connected with
**1,820 kids &
1,942 adults**

451 items circulated

102 library cards
registered



1,783

people participated in
virtual Thursday
Night Trivia

88 attendees and
over **60 projects**
completed at the
**Ingersoll
MakerSpace**

3,332 views on our
Local History Page

SHARE

29,101
participants
attended



1,846
programs across
14 branches



216
free Oxford
Reads Gala
tickets reserved
on Eventbrite

470

Teen Book Boxes
distributed



528 Summer Reading Club
registrations and **336** active
readers on **Beanstack**

4,203 badges earned and
149,200 minutes read

BECOME



24 children celebrated reaching the **1,000 books**
milestone



501 people attended **Oxford Local History Day** events at the
Ingersoll and Tillsonburg branches



368 day-use **park passes** borrowed



858 total videos viewed on **CreativeBug**

ANNUAL REPORT TO THE COMMUNITY

CONNECT



1,247
active users



12,008
branch attendance



2,676
wifi uses



239
public
computer uses

DISCOVER



38,161
Physical
materials
borrowed

SHARE



1,610
Craft & Connect
Kits distributed

50
Teen Book
Boxes
distributed

3,744
participants
attended
programs at the
Plattsville and
Princeton
Branches

BECOME

61
day-use park passes
borrowed

24
items borrowed from our
Kitchen Lending Library



New exterior signage installed at the
Princeton Branch



ANNUAL REPORT TO THE COMMUNITY

CONNECT



1,648
active users



13,768
branch attendance



553
wifi uses



392
public
computer uses

DISCOVER



43,703
Physical
materials
borrowed

SHARE



2,059
Craft & Connect
Kits distributed

3,008
participants
attended
programs at the
Innerkip and
Tavistock
Branches

77
Teen Book
Boxes
distributed

BECOME

39
day-use park passes
borrowed

8
items borrowed from our
Kitchen Lending Library



New exterior signage installed at the Innerkip Branch



ANNUAL REPORT TO THE COMMUNITY

CONNECT



5,874
active users



57,954
branch attendance



1,595
wifi uses



3,512
public computer uses

DISCOVER



126,211
Physical materials borrowed

SHARE



2,454
Craft & Connect Kits distributed

85
Teen Book Boxes distributed

5,745
participants attended programs at the Ingersoll Branch

BECOME

78
day-use park passes borrowed

98
items borrowed from our Kitchen Lending Library



Ribbon cutting at the unveiling of the new children's mural at the Ingersoll Branch painted by artist Ania Nunnis in collaboration with the children in Ingersoll.



ANNUAL REPORT TO THE COMMUNITY

CONNECT



2,302
active users



26,858
branch attendance



3,168
wifi uses



2,624
public computer uses

DISCOVER



90,656
Physical materials borrowed

SHARE



3,500
Craft & Connect Kits distributed

4,867
participants attended programs at the

Burgessville, Otterville and Norwich Branches

103
Teen Book Boxes distributed

BECOME

58
day-use park passes borrowed

42
items borrowed from our Kitchen Lending Library



New exterior signage installed at the Burgessville and Norwich Branches.



ANNUAL REPORT TO THE COMMUNITY

CONNECT



311
active users



3,269
branch attendance



600
wifi uses



214
public
computer uses

DISCOVER



11,999
Physical
materials
borrowed

SHARE



325
Craft & Connect
Kits distributed

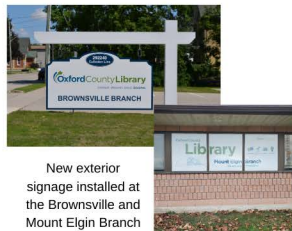
13
Teen Book
Boxes
distributed

382
participants
attended
programs at the
Brownsville and
Mount Elgin
branches

BECOME

14
day-use park passes
borrowed

17
items borrowed from our
Kitchen Lending Library



New exterior
signage installed at
the Brownsville and
Mount Elgin Branch



ANNUAL REPORT TO THE COMMUNITY

CONNECT



5,774
 active users



75,221
 branch attendance



6,127
 wifi uses



4,930
 public
 computer uses

DISCOVER



85,600
 Physical
 materials
 borrowed

SHARE



1,776
 Craft & Connect
 Kits distributed

91
 Teen Book
 Boxes
 distributed

8,094
 participants
 attended
 programs at the
 Tillsonburg
 Branch.

BECOME

62
 day-use park passes
 borrowed

22
 items borrowed from our
 Kitchen Lending Library



Tillsonburg staff and artist Stella Jurgen at the unveiling of the new branch mural part of the 10th Anniversary Celebration of the Tillsonburg Public Library as a branch of the Oxford County Library system.



ANNUAL REPORT TO THE COMMUNITY

CONNECT



1,615
active users



13,369
branch attendance



2,134
wifi uses



246
public
computer uses

DISCOVER



38,430
Physical
materials
borrowed

SHARE



1,976
Craft & Connect
Kits distributed

40
Teen Book
Boxes
distributed

2,761
participants
attended programs
at the **Embro,**
Harrington and
Thamesford
Branches

BECOME

54
day-use park passes
borrowed

39
items borrowed from our
Kitchen Lending Library



Children at the Embro Branch learning about archaeology with the **Museum of Ontario Archaeology** during Summer Reading 2023



To: Oxford County Library Board

From: CEO/Chief Librarian

Ox on the Run Pilot Extension

RECOMMENDATIONS

1. That the Library Board receives Report 2024-35, 2024 Ox on the Run Pilot Extension, for information and discussion;
2. And further, that the Library Board approve the extension of the Ox on the Run Pilot through to the end of December 2025.

REPORT HIGHLIGHTS

- Ox on the Run presentation was provided to the Library Board at the June meeting to provide the first full year of data on the Project.
- Staff recommend extending the pilot so that two full years of data can be provided to the Library Board by mid-year 2025 to determine the future of the project.

Implementation Points

Staff will continue to collect performance data to measure community impacts of the Ox on the Run service and assess its ongoing financial sustainability to inform the Board's decision on the future of Ox on the Run in 2025.

Financial Impact

There is no financial impact for the current year's operating budget.

While staff are currently working on building the 2025 budget, current estimates would anticipate a total of \$186,785 would be required to run the Ox on the Run project for another year. This represents a 0.5% increase over the 2024 Ox on the Run budget and includes estimated salaries and benefits, operating costs and estimated fleet costs.

The County's Asset Management team also suggests that if the Board is thinking of a permanent project and vehicle that the Library may want to budget an extra \$100,000 be put aside to help offset the potential costs for a new vehicle.

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Asset Management and Public Works estimate that a new vehicle will cost between \$350,000 for a cube type van up to \$1,000,000 for a purpose-built full feature bookmobile. With these costs in mind, it is recommended that the Library begin to build reserves for a potential vehicle by putting approximately \$100,000 away each year for the next five years to help alleviate upfront costs of a potential \$1,000,000 vehicle.

Communications

Pursuant to Board approval, staff will communicate the Board's direction with the County and Library staff. And key stakeholders regarding the pilot extension.

DISCUSSION

Background

In 2019, the Oxford County Library began a mobile outreach project known as "Ox on the Run" which was designed to help residents in underserved and vulnerable communities access library services. The project ran from June to October that year, offering "pop-up" library services in a variety of locations to connect communities with library services, collections and programming.

Due to the pandemic, Ox on the Run did not run again until Spring 2021. During the 2021 and 2022 seasons, library staff worked with Oxford EarlyON staff to run joint programs at parks, community centres and splashpads during the late spring and summer months as part of the Ox on the Run service.

In June 2023, Ox on the Run officially began the first year of a full-service pilot project with the purchase of a retired ambulance and the hiring of two full time staff to bring the service to life.

Table 1 below provides statistics from the service dating back to the original 2019 project. 2020's Ox on the Run service was cancelled due to pandemic restrictions. 2021's statistics were also affected by continued restrictions and uncertainty due to the COVID-19 pandemic.

Table 1 - Ox on the Run Statistics

Year / Season	Stops	Visitors	Cards Registered
2019 (June to October)	70	2562	50+
2021 (July to September)	45	422+	15
2022 (July to September)	55	1200+	40
2023 (June to August)	64	2243	62
2023 (September to December)	67	1519	38

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2024 (January to May)	101	1080	51
2024 (June to July)	50	1477	46

Comments

At the time the Ox on the Run program was approved as a pilot program, it was planned to be a two-year pilot to assess its viability and community impact. Considering a delayed start in retaining staffing and acquiring a vehicle, there has been only one year’s worth of data collected as of June 2024. Library staff recommend that the pilot project be extended to provide the Library Board with two full years of data prior to making decisions on the future of Ox on the Run.

Ox on the Run staff are looking to make adjustments to their Fall/Winter/Spring seasons of services in 2024 and 2025 after learning from their initial 2023/2024 seasons. This includes:

- Potential service changes such as retention to the Drumbo Hold Pickup trial currently under way;
- EarlyON Partner Programs in Plattsville, Embro, Tavistock and Mount Elgin;
- Harvest Crossing senior’s residence and other potential seniors’ complexes;
- Pop-Up libraries in smaller communities such as Oxford Centre, Hickson, Drumbo, Beachville, and others;
- Continued support for INGAMO, DASO, Dereham Fordge and Adam Oliver.
- Adult programming opportunities in communities that do not have library branches;
- Festivals, other events, and non-traditional pop-ups with partner organizations such as Oxford Community Health Team.

The team is also continuing their presentations to Area Municipal Councils in the Fall to gather support and recognition of the work being done in each Township and Town served by Ox on the Run. Along with that recognition at Councils, staff are also seeking new ways to market their stops with potential usage of community newsletters and newspapers, ads and other marketing initiatives to help customers find the Ox.

Should the project pilot period be extended, in June 2025 Library staff will provide the Board with a full report on the two-year project with recommendations for the service to continue or return to the summer outreach model and projected costs for each potential outcome.

Conclusions

Oxford County Library staff believe the Ox on the Run pilot requires another full year of service to help determine how best to move the project forward. Staff are committed to providing two years of statistics and evidence in the program by Summer 2025 so that the Library Board can provide direction on the future of the project with enough information to make the best decision possible.

**Report 2024-35
CORPORATE SERVICES
Board Date: August 21, 2024**

SIGNATURES

Departmental Approval:

Original signed by

Lisa Marie Williams
CEO/Chief Librarian

Oxford County Library Technology Review

Presentation to Board of Directors

August 21, 2024



The Hocevar Group was proud to work with the team at Oxford County Library to deliver their first ever Technology Review. The Hocevar Group team was led by Alex Hocevar who has extensive background in the arts and culture sector helping organizations transform and innovate in how they use technology. Alex has extensive experience in digital transformation initiatives as:

- Former CIO - Toronto Public Library
- Former Vice Chair – City of Toronto Shared Services IT Committee
- Former Head of Strategy – Ontario Lottery & Gaming
- Former Senior Consultant – Deloitte Consulting

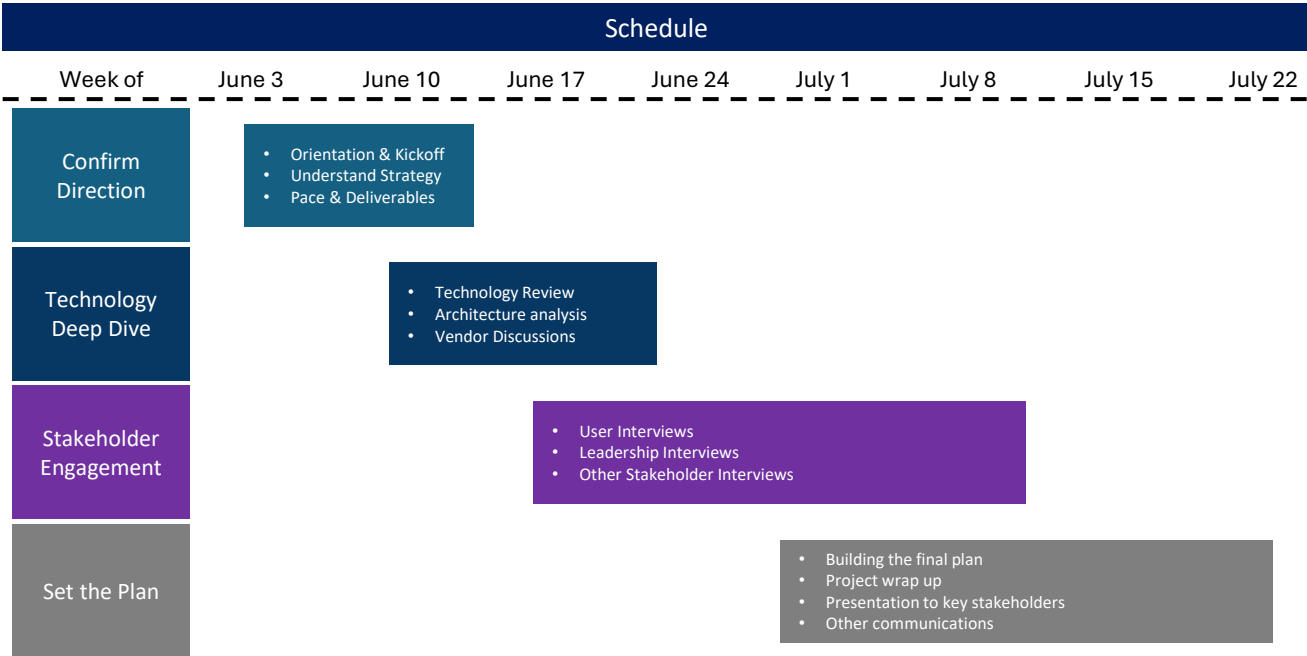
Alex has led The Hocevar Group for 5 years and has built the organization into a leader in the development of Arts & Culture digital strategies, organization transformation, systems implementation & operationalization.

Activities to complete the technology review project

- Refine & Complete plan
- Present to stakeholders (Library BoD August 21)

Discussion

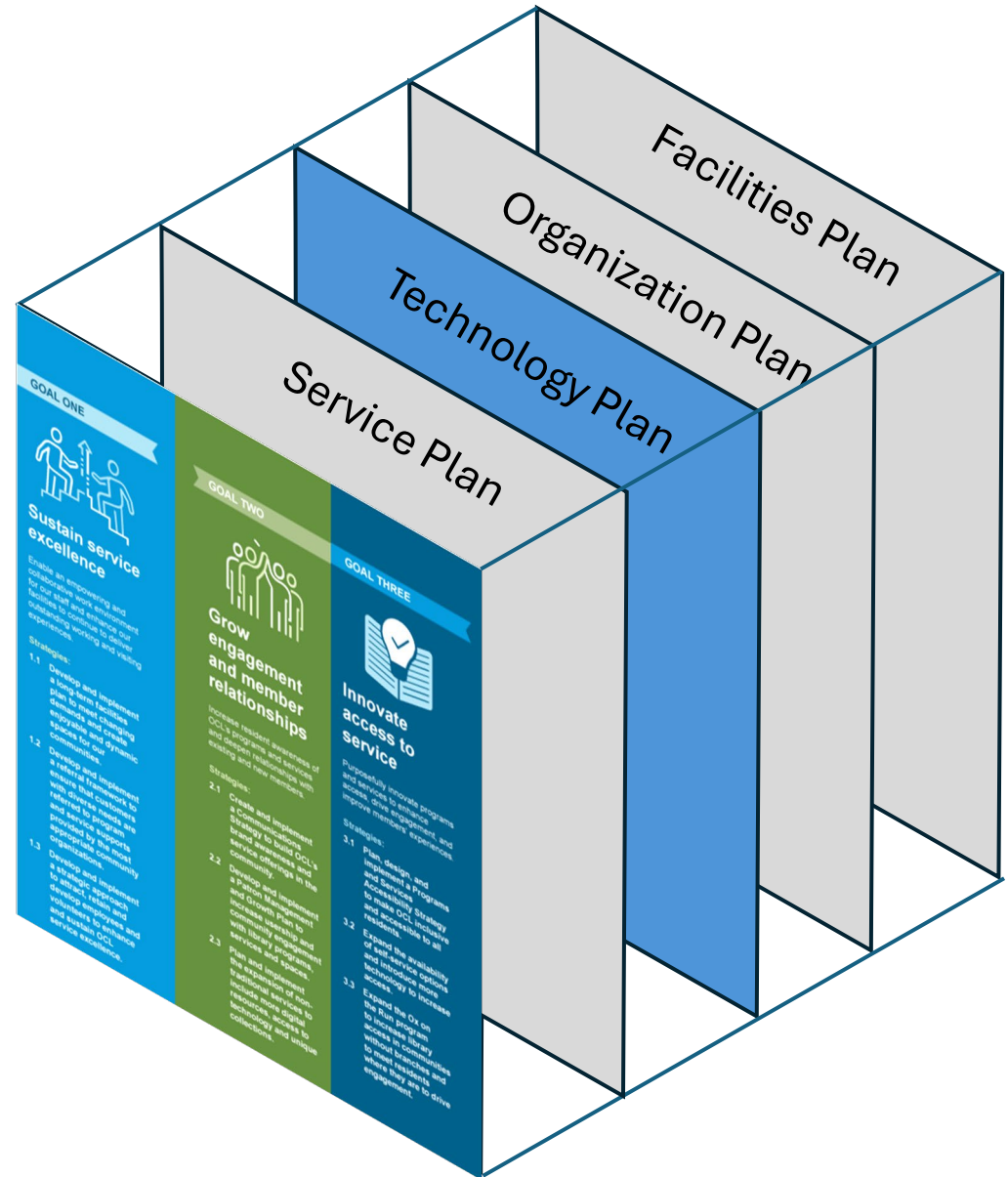
- Feedback on strategy



The use of technology at Oxford County Library cannot be a standalone activity – technology is not for the sake of technology

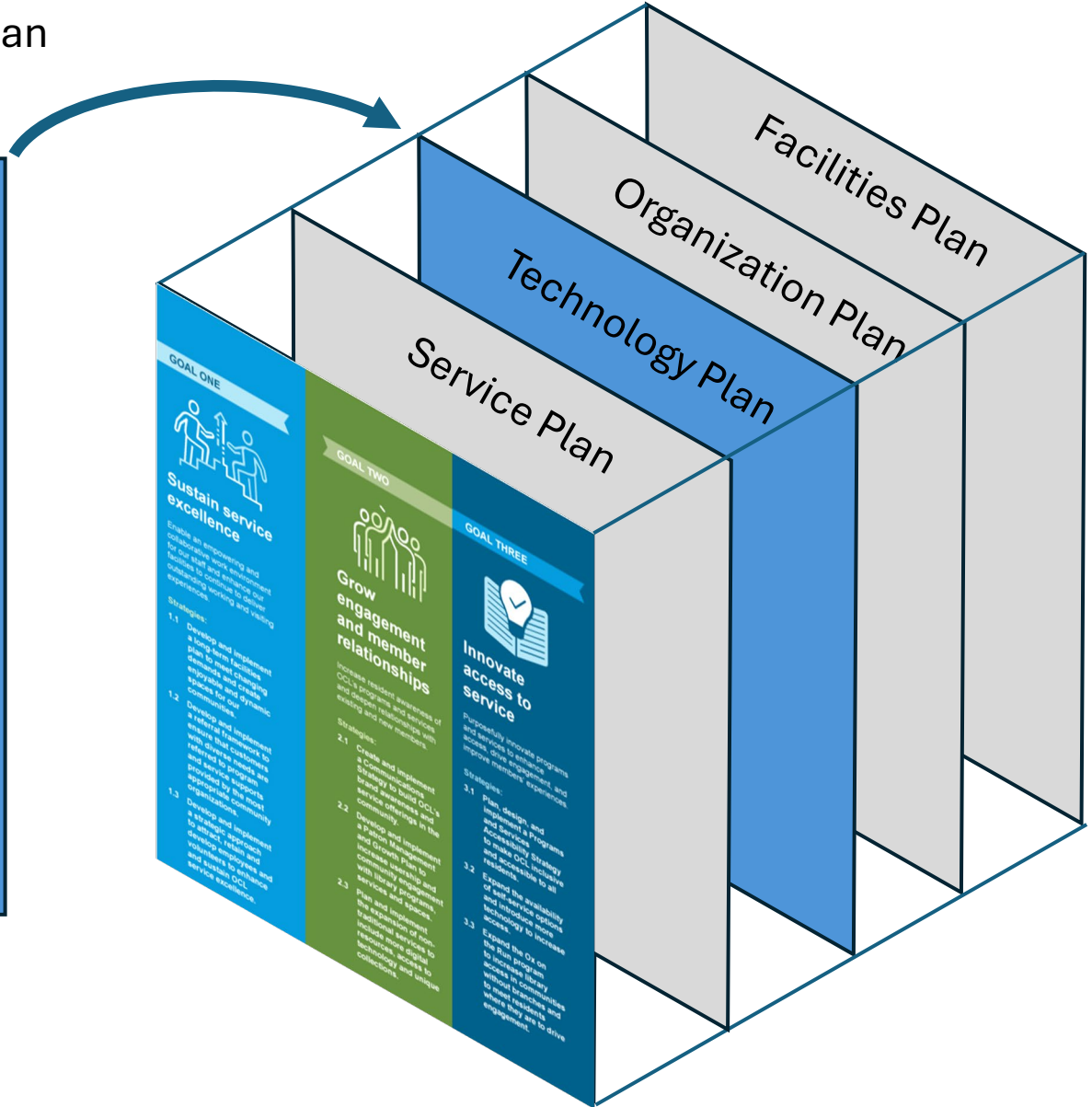
Technology is a key enabler of the overall Strategic Plan

A successful technology plan must support the objectives of the Strategic Plan



Our Activities to build the plan

Confirm Direction	<ul style="list-style-type: none"> • Orientation & Kickoff • Understand Strategy • Pace & Deliverables
Technology Deep Dive	<ul style="list-style-type: none"> • Technology Review • Architecture analysis • Vendor Discussions
Stakeholder Engagement	<ul style="list-style-type: none"> • User Interviews • Leadership Interviews • Other Stakeholder Interviews
Set the Plan	<ul style="list-style-type: none"> • Building the final plan • Project wrap up • Presentation to key stakeholders • Other communications



As part of our methodology, we conducted stakeholder interviews with people from across the Oxford County Library stakeholder environment. Interviewees included:

Lisa Marie Williams

Ryan Van Leeuwen

Cristina McLaren

Melanie Law

Ellen Rabie

Matthew Griffis

Heather Mathers

Vicki Brenner

Jessica Dertinger

Carolyn King

Amy Coles

Meaghan Vader

Meagan Brennan

Sarah Adam

Nicole Lippay

Michael McCuaig

Jenna Fisher

Matt Cowan

Katherine Slimman

Colleen Lipp

Along with stakeholder interviews, we conducted technical deep dive interviews with various technology resources specializing in hardware and software that Oxford County Library regularly uses.

Easy

Available

Reliable

Trustworthy

An effective technology plan has activities classified by impact and cost.

- High or Medium Impact and Low Cost activities are “low hanging fruit” that can be addressed quickly
- High Cost activities will take time to prepare for

Impact

High - those that significantly transform the library's services, improve accessibility, and enhance community engagement. These projects may require substantial investment in time, money, and resources but yield substantial benefits.

Medium - improve specific areas of library operations or services without requiring a complete overhaul or substantial investment. These projects typically enhance existing services or introduce new features that benefit patrons and staff.

Low - involve minor upgrades or additions that provide incremental benefits to library operations or services. These projects generally require minimal investment and can often be implemented quickly.

Costs

Low < \$5,000

Moderate \$5,000 to \$20,000

High > \$20,000 (these items will take time to implement due to funding timelines)

Public

Hardware

Wifi access & availability

PC modernization

Maker Space currency

Other new/expanded offerings

Including book vending, rural hot spot solution

Software

Deepfreeze

Standard image for PC and iPads

Core service systems (e.g Sirsi, Workflow, add Program booking?)

Defined access and process around Social Media assets

Payment

Single payment solution for one across all locations

Outreach

Pilot availability of new service offerings at various locations – define the need at each location

Power upgrades to Ox on the Run

Staff

Process

Establish Incident & Problem management processes with county IT

Implement basic project/vendor management processes

Budget management review

Systems

Instant Messaging for staff

Introduce analytics

Onboarding (usernames & passwords)

Learning

Formalized learning opportunities for staff

Assignment of technology training plan for staff

Organization

Support from IT (dedicated staff?)

Promotion of tech across branches (e.g. maker space at Ingersoll, enlarging text at Norwich)

Responsibility of tech offering (needs to be Library staff)

● High Priority Quick Wins (high impact, low cost)

● Medium Priority Quick Wins (medium impact, low cost)

Public

Hardware

Wifi access & availability

PC modernization

Maker Space currency

Other new/expanded offerings

Including book vending, rural hot spot solution

Software

Deepfreeze

Standard image for PC and iPads

Core service systems (e.g Sirsi, Workflow, add Program booking?)

Defined access and process around Social Media assets

Payment

Single payment solution for one across all locations

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Pilot availability of new service offerings at various locations – define the need at each location

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Budget management review

Systems

Instant Messaging for staff

Introduce analytics

Onboarding (usernames & passwords)

Learning

Formalized learning opportunities for staff

Assignment of technology training plan for staff

Organization

Support from IT (dedicated staff?)

Promotion of tech across branches (e.g. maker space at Ingersoll, enlarging text at Norwich)

Responsibility of tech offering (needs to be Library staff)

● High Cost (more than \$20,000)

Public

Hardware

Wifi access & availability

PC modernization

Maker Space currency

Other new/expanded offerings

Including book vending, rural hot spot solution

Software

Deepfreeze

Standard image for PC and iPads

Core service systems (e.g Sirsi, Workflow, add Program booking?)

Defined access and process around Social Media assets

Payment

Single payment solution for one across all locations

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Responsibility of tech offering (needs to be Library staff)

Other Activities

Public

Hardware

Wifi access & availability

PC modernization

Maker Space currency

Other new/expanded offerings
Including book vending,
rural hot spot solution

Software

Deepfreeze

Standard image for PC
and iPads

Core service systems
(e.g Sirsi, Workflow, add
Program booking?)

Defined access and
process around Social
Media assets

Payment

Single payment solution
for one across all
locations

Outreach

Pilot availability of new
service offerings at
various locations –
define the need at each
location

Power upgrades to Ox
on the Run

Staff

Process

Establish Incident &
Problem management
processes with county
IT

Implement basic
project/vendor
management
processes

Budget management
review

Systems

Instant Messaging for
staff

Introduce analytics

Onboarding
(usernames &
passwords)

Learning

Formalized learning
opportunities for staff

Assignment of
technology training plan
for staff

Organization

Support from IT
(dedicated staff?)

Promotion of tech
across branches (e.g.
maker space at
Ingersoll, enlarging text
at Norwich)

Responsibility of tech
offering (needs to be
Library staff)

The “Coles Notes” version of the Technology Review:

- Staff are eager to support new technology processes and offerings
- Taking on more technology will require more effort and organization by OCL
- Without organization, existing challenges will multiply
- 4 main steps:
 1. Address urgent items (Deep Freeze & Governance)
 2. Build process discipline and resource capacity within existing Library & IT teams
 3. Begin to plan to large budget item upgrades (PC, Wifi, etc.)
 4. Address “other items” as capacity is built

Next Steps

1. Socialize the technology plan with Leadership & Staff
2. Begin planning for initial High and Medium priority implementations
3. Begin to build capacity and process discipline within Library and IT organizations
4. Long term planning for larger ticket items

Appendix – List of Projects & Activities

Who	Section	Item	Description	Impact	Cost	Duration to implement	Quick Wins
Public	Hardware	Wifi Access & Availability	Wifi available throughout branches and meeting agreed upon (and appropriate) service standards	High	> \$20,000	3 to 9 months	
	Hardware	PC Modernization	Establish standards for public access PCs	High	> \$20,000	>9 months	
	Hardware	Maker Space currency	Ensure Maker space equipment is up to date and modern based on community needs and expectations	Low	\$5,000 to \$20,000	3 to 9 months	
	Hardware	Other new offerings	New items outside of the scope of current service offerings (e.g. Book vending machines, rural hot spot, etc.)	Low	> \$20,000	>9 months	
	Software	Deepfreeze	Successfully implement Deepfreeze	High	< \$5,000	< 3 Months	XXX
	Software	Standard Image for PC	Establish standard PC image and set up a small lab at HQ	Low	< \$5,000	< 3 Months	
	Software	Core Service Systems	Maintain and grow relationship with Ontario Library Consortium in support of existing systems (e.g. SirsiDynix, Bibliocommons) and explore other library based offerings (e.g. self check out, PC booking, mobile printing, book vending, etc.)	Medium	< \$5,000	>9 months	XX
	Software	Social Media	Establish controls and access policies for OCL social media accounts	Low	< \$5,000	< 3 Months	
	Payment	Single Payment solution	Revisit Shopify payment solution and implement a solution that works for all locations	Medium	\$5,000 to \$20,000	3 to 9 months	X
	Outreach	Pilot for existing offerings	pilot the movement of recently deployed public facing tech in other branches to explore community needs (e.g. move a 3D printer across the network for 3 months)	Low	< \$5,000	< 3 Months	
	Outreach	Ox on the Run power upgrades	acquire generator for Ox on the Run to support existing and tech tech in truck	Low	< \$5,000	< 3 Months	
	Staff	Process	Establish Incident & Problem Management processes	Define incident and problem management processes with County IT and regularly (i.e. weekly) review incidents and problems	Medium	< \$5,000	< 3 Months
Process		Project/Vendor Management	Establish basic project management and vendor management processes	Medium	< \$5,000	< 3 Months	XX
Process		Budget Management	Review existing budgeting processes with County IT	Medium	< \$5,000	< 3 Months	XX
Systems		Instant Messaging	Implement a staff wide instant messaging solution (e.g. MS Teams or other)	Medium	< \$5,000	3 to 9 months	XX
Systems		Analytics	Experiment with analytic capabilities	Low	< \$5,000	< 3 Months	
Systems		Onboarding	establish repeatable onboarding processes (e.g. a new hire needs...)	Low	< \$5,000	< 3 Months	
Learning		Formalized technology learning	Formalize technology learning from adhoc efforts and create curriculum	Medium	< \$5,000	3 to 9 months	XX
Learning		Development of training plan	Once the learning plan is defined, custom learning plans for various roles	Medium	< \$5,000	3 to 9 months	XX
Organization		Dedicated IT support	When processes are in place, define effort required to achieve service standards and determine if additional staff will be required	Medium	> \$20,000	>9 months	XX
Organization		Promotion of tech across branches	Move some Maker spaces, and other tech to branches to expand knowledge among staff	Low	< \$5,000	3 to 9 months	
Organization		Assign responsibility of tech offering	Establish who within OCL is responsible to own the implementation of the strategy and be the point of contact for County IT for changes and other enquiries	High	< \$5,000	< 3 Months	XXX

Impact	
High	High impact projects are those that significantly transform the library's services, improve accessibility, and enhance community engagement. These projects may require substantial investment in time, money, and resources but yield substantial benefits.
Medium	Medium impact projects improve specific areas of library operations or services without requiring a complete overhaul or substantial investment. These projects typically enhance existing services or introduce new features that benefit patrons and staff.
Low	Low impact projects involve minor upgrades or additions that provide incremental benefits to library operations or services. These projects generally require minimal investment and can often be implemented quickly.
Costs	
< \$5,000	low
\$5,000 to \$20,000	moderate
> \$20,000	high
Duration	
< 3 Months	
3 to 9 months	
>9 months	
Quick wins	
XXX	High impact, low cost
XX	Medium impact, low cost
X	Medium impact, low or moderate cost

To: Oxford County Library Board

From: CEO/Chief Librarian

Library Technology Review

RECOMMENDATIONS

1. That the Library Board approve in principle the “Oxford County Library Technology Review”, dated August 21, 2024, as prepared by the Hocevar Group;
2. And further, that staff be directed to develop and implement projects and activities within the aforementioned Technology Review, subject to Board approval in future years’ annual business plans and budgets, where funding is required beyond the 2024 approved budget.

REPORT HIGHLIGHTS

- In 2023 Library Staff completed a Technology Plan as part of the organization’s yearly goals.
- A Library Technology Review focused on current state to recommend changes to both County and Library infrastructure to meet current and future needs of library staff and customers was included in the 2024 Library Business and Budget Plan.

Implementation Points

Library and County staff will create a plan for implementation of priority items for the remainder of 2024 and as part of the future years’ business plan and budget planning processes. Results of the Library Technology Review will be shared with Library staff at the next Staff Day in September, and with IT staff.

Financial Impact

At this time, staff do not anticipate any changes to the 2023 Budget beyond what has already been approved in the current year’s operating budget.

Impacts on the 2025 and future years’ operating and / or capital budgets will be included in future year business plans and budgets.

Communications

Results of the Library Technology Review will be shared with Library staff at the next staff development day in September. Future Projects will be communicated as part of future Business and Budget Plans.

DISCUSSION

Background

The Library's 2024 Business Plan and Budget included a goal to engage a technology consultant to work with Library staff and County IT and IS teams to develop a roadmap for library technology needs. The review was to look at the current state and recommend changes to meet the needs of library staff and customers.

In Spring 2024, Library staff worked with the County Procurement Officer to develop a Request for Proposal (RFP) for a Technology Consultant to complete the review. The Hocevar Group was selected to complete the review through a selection process completed by Library Staff, the Director of Corporate Services and the Procurement Officer.

Comments

Attached to this report is the Library Technology Review prepared by the Hocevar Group.

The Review outlines the process taken, as well as priority items for implementation for both public and staff needs.

Library and County staff have already started to take steps on several of the high and medium priority "quick wins" that had little to no cost to implement.

Staff are also looking to include some projects listed as "other activities" using funds already available in the 2024 budget, and will be including some items in the draft 2025 Business Plan and Budget.

The Finance and Capital Planning divisions will also be included in future planning of items with a high-cost potential for future budget planning.

Conclusions

Oxford County Library Staff seek adoption in principle of the Review as presented and provide staff direction to implement projects and activities with no cost, or that can be funded within the 2024 approved budget..

Report No: 2024-36
CORPORATE SERVICES
Board Date: August 21, 2024

SIGNATURES

Departmental Approval:

Original signed by

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – Oxford County Technology Review – presentation by The Hocevar Group