

AGENDA

OXFORD COUNTY LIBRARY BOARD BOARD MEETING

Tuesday, March 21, 2023, 9:00 a.m.
Ingersoll Public Library

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**
February 13, 2023
5. **DELEGATIONS AND PRESENTATIONS**
 - 5.1 Tour of Library Branches
Verbal Presentations by Lisa Marie Williams, Cristina McLaren and other Library Branch Staff.
 - 5.1.1 Ingersoll Branch
 - 5.1.2 Brownsville Branch
 - 5.1.3 Tillsonburg Branch
 - 5.1.4 Mount Elgin Branch
 - 5.1.5 Burgessville Branch
 - 5.1.6 Norwich Branch
 - 5.1.7 Otterville BranchRemaining agenda items will be considered at the Otterville Branch beginning at 1:00 p.m.
6. **CONSIDERATION OF DELEGATIONS AND PRESENTATIONS**
7. **CONSIDERATION OF CORRESPONDENCE**
 - 7.1 Zorra Township

March 3, 2023

Re: Collaboration for Multi-Service Co-Builds

8. REPORTS

8.1 2023-05 Updated Key Agenda Items

RECOMMENDATION:

1. That the Library Board receives the updated Key Agenda Items for information.

8.2 2023-06 Librarian's Report and Monthly Statistics

RECOMMENDATION:

1. That the Board receive Report No: 2023-06 for information and discussion.

8.3 2023-07 Ox on the Run Pilot Update

RECOMMENDATION:

1. That the Library Board receive Report No. 2023-07, Ox on the Run Pilot Project Update, for information.

8.4 2023-08 Library Strategic Planning Project

RECOMMENDATIONS:

1. That the Library Board receive Report No. 2023-08, 2023 Library Strategic Planning Project, for information and discussion;
2. And further, that the Library Board authorize staff to proceed with engaging StrategyCorp Inc. to facilitate the Library's 2023 strategic plan project, subject to Council approving StrategyCorp Inc. to facilitate the 2023 County strategic plan project.

9. UNFINISHED BUSINESS

9.1 Outdoor Movie License Partnership

10. NOTICE OF MOTIONS

11. NEW BUSINESS / ENQUIRIES / COMMENTS

11.1 Public Libraries Update

11.1.1 Guardian Article: Why US libraries are on the frontlines of the homeless crisis

11.1.2 Medium Article: Libraries in the margins. 01. A place of enunciation

11.1.3 Toronto Star Article: Libraries ask for Ontario-wide digital system to ensure equal access to materials

12. CLOSED SESSION

13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

14. ADJOURNMENT

**OXFORD COUNTY LIBRARY BOARD
MINUTES**

February 13, 2023

Member Present Councillor David Mayberry
 Councillor Brian Petrie
 Ellen Devlin
 Katherine Grieve
 Julia Harris
 Cynthia Lacroix
 Laura Langford

Staff Present L.M. Williams, CEO/Chief Librarian
 L. Buchner, Director of Corporate Services
 L. Mansbridge, Coordinator of Legislative Services/Deputy Clerk

1. CALL TO ORDER

CEO/Chief Librarian, L.M. Williams calls the meeting to Order at 1:02 p.m. in the Council Chamber, County Administration Building.

L.M. Williams welcomes everyone to the Inaugural meeting of the 2023-2026 Library Board. She explains that the purpose of the meeting, in addition to the first regular meeting, is to elect the term and person for the positions of Chair and Vice-Chair of the Oxford County Library Board.

2. APPROVAL OF AGENDA

RESOLUTION NO. 1:

Moved by: David Mayberry
Seconded by: Cynthia Lacroix

Resolved that the Agenda be approved.

Disposition: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

NIL

4. MOTION TO DETERMINE THE TERM OF CHAIR AND VICE CHAIR

RESOLUTION NO. 2:

Moved by: David Mayberry

Seconded by: Brian Petrie

Resolved that the term of the Chair and Vice Chair be four years.

Disposition: Motion Carried

5. NOMINATIONS FOR AND ELECTION OF CHAIR

RESOLUTION NO. 3

Moved by: David Mayberry

Seconded by: Laura Langford

CEO/Chief Librarian Williams calls for further nominations. Being none, the CEO/Chief Librarian calls for a vote to close nominations.

Resolved that Julia Harris be nominated for the position of Chair of the Oxford County Library Board.

Disposition: Motion Carried

RESOLUTION NO. 4

Moved by: David Mayberry

Seconded by: Cynthia Lacroix

Resolved that Julia Harris be declared Chair of the Oxford County Library Board.

Disposition: Motion Carried

6. CHAIR PRESIDES OVER BALANCE OF MEETING

Julia Harris takes the Chair at 1:06 pm and presides over the balance of the meeting.

7. NOMINATIONS FOR AND ELECTION OF VICE CHAIR

Brian Petrie moves to nominate David Mayberry for the position of Vice Chair.

Cynthia Lacroix moves to nominate Laura Langford for the position of Vice Chair.

RESOLUTION NO. 5:

Moved by: Cynthia Lacroix

Seconded by: David Mayberry

Resolved that Laura Langford be declared Vice Chair of the Oxford County Library Board.

Disposition: Motion Carried

8. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

RESOLUTION NO. 6:

Moved by: David Mayberry
 Seconded by: Laura Langford

Resolved that the Library Board Minutes of November 7, 2022 be adopted.

Disposition: Motion Carried

9. DELEGATIONS AND PRESENTATIONS

9.1 Presentation for Library Board Orientation

L.M. Williams provides a verbal overview of the orientation documents provided to the members of the Oxford County Library Board. L.M. Williams indicates that all members are to complete an online AODA training module. L.M. Williams recommends branch tours to the members and states possible tour dates and discussion is suggested to be dealt with under Agenda item 12.3.

RESOLUTION NO. 7:

Moved by: David Mayberry
 Seconded by: Brian Petrie

Resolved that the Oxford County Library Board receive the presentation from the CEO/Chief Librarian as information.

Disposition: Motion Carried

10. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS

NIL

11. CONSIDERATION OF CORRESPONDENCE

NIL

12. REPORTS

12.1 2023-01 Key Agenda Items

RESOLUTION NO. 8:

Moved by: Laura Langford
 Seconded by: Brian Petrie

1. That the Library Board receives the Key Agenda Items and Policy Review Framework for information.

Disposition: Motion Carried

12.2 2023-02 Librarian's Report

RESOLUTION NO. 9:

Moved by: Cynthia Lacroix
 Seconded by: Katherine Grieve

1. That the Board receive Report No: 2023-02 for information and discussion.

Disposition: Motion Carried

12.3 2023-03 2023 Library Board Meeting Schedule

RESOLUTION NO. 10:

Moved by: Cynthia Lacroix
 Seconded by: Brian Petrie

1. That the Library Board adopt a schedule for every third Tuesday of the Month with each regular meeting being held at 1:00 p.m.

Disposition: Motion Carried

RESOLUTION NO. 11

Moved by: David Mayberry
 Seconded by: Brian Petrie

Resolved that the March 21, 2023 meeting of the Oxford County Library Board be held at 9:00 AM at the Ingersoll Branch of the Library, to facilitate Library Branch tours. The regular meeting will commence at 1:00 p.m.;

And further that the April 18, 2023 meeting of the Oxford County Library Board be held at 9:00 a.m. at a branch location to be determined, to facilitate the remainder of the Library Branch tours.

Disposition: Motion Carried

12.4 2023-04 OCL Board Member Appointment to Ontario Library Service Board Assembly

RESOLUTION NO. 12

Moved by: David Mayberry
 Seconded by: Cynthia Lacroix

1. That the Library Board appoint Julia Harris to represent Oxford County Library Board on the Ontario Library Service Board Assembly for Libraries serving populations of 40,000 to 74,999.

Disposition: Motion Carried

13. UNFINISHED BUSINESS

NIL

14. NOTICE OF MOTIONS

NIL

15. NEW BUSINESS / ENQUIRIES / COMMENTS

C. Lacroix provides a comment that she would like to understand the financials, including the surplus, and the inter-departmental charges. L. Buchner offers a one on one meeting prior to first quarterly report or as a group if other members are interested. The majority of the members express interest in receiving an overview. It is decided a more in depth presentation will be provided by L. Buchner at the April meeting.

D. Mayberry raises that movie licenses come at a cost for the Township of South-West Oxford of approximately \$300.00 when hosting outdoor movie nights. D. Mayberry asks for this to be investigated by Library staff to address the cost. L.M. Williams will return to the Board with an update.

16. CLOSED SESSION

NIL

17. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

NIL

18. ADJOURNMENT

The Oxford County Library Board adjourns its proceedings at 2:43 p.m. until the next meeting scheduled for March 21, 2023 at 9:00 a.m.

Minutes adopted on _____ by Resolution No. _____.

CHAIR

SECRETARY



TOWNSHIP OF ZORRA

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March 3, 2023

Thames Valley District School Board

boardchair@tvdsb.ca; l.pizzolato@tvdsb.ca; l.hopkins@tvdsb.ca; d.cripps@tvdsb.ca

Re: Collaboration for Multi-Service Co-Builds

At our Council meeting on March 1, 2023, the following resolution was passed:

Resolution 16-03-2023 Moved by: Marcus Ryan Seconded by: Crystal Finch
 “THAT Zorra Township Council direct staff to collaborate with the Thames Valley District School Board, Oxford County Library, and Oxford County to develop a Memorandum of Understanding (MOU) to facilitate exploration of multi-service co-builds for:

- a new joint Thamesford District Recreation Complex including a junior kindergarten to grade 8 school and a public Library in Thamesford; and,
- a new joint community space and/or public library and classroom addition to the AJ Baker Public School;
- commits to exploration of a possible multi-service co-build before any closure, expansion, or consolidation of Zorra Highland Park P.S. is considered;
- and that all multi-service co-builds permit public access to all community spaces in the school buildings, and school access to all municipal facilities and community spaces;

AND FURTHER THAT this resolution be circulated to Oxford County Library Board, Oxford County Council, the Thames Valley District School Board, Oxford MPP, and the Ministers of Municipal Affairs and Housing, and Education.”

Yours truly,

Karen Martin

Director of Corporate Services/Clerk

Copy to: Oxford County Library Board libraryboard@ocl.net
 Oxford County Council cseonor@oxfordcounty.ca
 Hon. Ernie Hardeman MPP, ernie.hardeman@pc.ola.org; Hardeman@execulink.com
 Minister of Municipal Affairs and Housing minister.mah@ontario.ca
 Minister of Education minister.edu@ontario.ca
 Township of Zorra Council via email

To: Oxford County Library Board
From: CEO/Chief Librarian

Updated Key Agenda Items

RECOMMENDATION

1. That the Library Board receives the updated Key Agenda Items for information.

REPORT HIGHLIGHTS

- The Oxford County Library Board Key Agenda Items list provides an overview of all the annual and regular reports provided to the Library Board and the month that said reports are expected to be brought forward.

Implementation Points

Library administrative team will work to provide the Key Agenda Items to the Library Board in a timely manner as projected by the list provided.

Should items not be ready according to the schedule, the CEO/Chief Librarian will report to the board on the issues preventing said items to be brought forward in the timeline expected.







Financial Impact

There is no financial impact beyond what has already been approved in the current year's operating budget.

Communications

Deadlines for projected Key Agenda Items will be communicated internally with Library and Oxford County staff required to complete said items.

Strategic Plan (2020-2022)

					
WORKS WELL TOGETHER	WELL CONNECTED	SHAPES THE FUTURE	INFORMS & ENGAGES	PERFORMS & DELIVERS	POSITIVE IMPACT
				5.ii.	

DISCUSSION

Background

In fall, 2022, library administration first prepared a Key Agenda Items spreadsheet for the Library Board in order to project the required reports and agenda items for the remainder of the year.

Library staff are committed to updating the Key Agenda Items spreadsheet monthly to reflect any anticipated changes or new requirements.

Comments

The Key Agenda Items spreadsheet has been updated to reflect anticipated drafts and finalized documents for the Technology Plan and Service Delivery Model. Drafts of each item have been identified with an asterisk. The anticipated drafts will allow the Library Board time to discuss and provide feedback, while also allowing staff to gather any further feedback and/or make adjustments prior to finalizing the documents.

The spreadsheet also includes expected timelines for the Library's Strategic Plan. Library staff has participated in a competitive purchasing process seeking a consultant to facilitate a strategic plan process concurrent with the County strategic plan project and are recommending StrategyCorp Inc. County Council will be considering the recommended consultant firm at their March 22 Council Meeting. Should the plan and firm be approved, the timelines included in this spreadsheet should be considered up-to-date.

Conclusions

Library staff welcome any comments, discussion, or new items for inclusion in the updated Key Agenda Items spreadsheet. Any changes to these items will be adjusted for the April 2023 Library Board meeting.

SIGNATURE

Departmental Approval:

Original signed by

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENT

Attachment 1 – Key Agenda Items 2023, updated March 2023



Oxford County Library Board - Key Agenda Items 2023

Agenda items	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Notes
Board Orientation	X	X	X	X	X							2023 Goal
2022 Year End Statistics		X										Yearly Agenda Item
Monthly Statistics		X	X	X	X			X	X	X	X	Regular Agenda Item
Quarterly Metrics and Trends Report				Q1					Q2		Q3	Regular Agenda Item
Monthly Librarian Report	X	X	X	X	X			X	X	X	X	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
Technology Plan					X*			X				2023 Goal / *Draft Plan
Service Delivery Model				X*		X						2023 Goal / *Draft Plan
2024 Business Plan								X				2024 Planning
2024 Budget Plan									X			2024 Planning
Strategic Planning					X*	X						*Draft Plan / Final Plan

Additional Agenda Items of Note will be added as anticipated.
 Updated March 2023

To: Oxford County Library Board

From: CEO/Chief Librarian

Librarian's Report and Statistics

RECOMMENDATION

1. That the Board receive Report No: 2023-06 for information and discussion.

Statistics – 2022 Year-end

In Attachment 1 to this report, 2022 year-end statistics for:

- Branch Attendance
- Computer Use
- Physical Circulation
- Digital Circulation

Of note: On January 5, 2022 Library branches were closed for in person visits, with only curbside options available. This will be reflected in Branch Attendance, which counted only curbside attendance, and Computer Use statistics. Branches reopened to indoor use, browsing and computer use on Feb. 1, 2022 though indoor spaces and hours were limited.

Digital Audiobook Usage

The drop in digital audiobook usage can be specifically found in the Library's Overdrive platform. Usage on other library platforms remained consistent between 2021 and 2022. Between March 2022 to April 2022 library staffing changes took affect that are believed to have impacted how the usage data was collected. Library staff can verify that data collected since April 2022 is accurate.

Statistics – February 2023

In Attachment 2 to this report, statistics for:

- Branch Attendance
- Computer Use
- Physical Circulation
- Digital Circulation

Library staff have included the hours open per week data for 2019 and 2023 in the Branch Attendance statistics to provide the Library Board with a better understanding of the statistics and impacts hours may have. Hours are not represented for 2022 as many branches continued to operate on decreased hours due to the pandemic through much of the year.

Report No: 2023-06
CORPORATE SERVICES
Board Date: March 21, 2023

Library staff have also confirmed data collection issues with both the Ingersoll and Tillsonburg counts due to equipment issues. Staff are working with County IT for installation of new equipment in each location to provide more accurate data. At this time, it is believed that the 2022 and 2023 attendance statistics for each branch are off by approximately 35%.

Community Engagement

Free Skate Events

The library is offering free, one hour skating events throughout March at the following locations:

- Norwich Arena –March 4th
- Tillsonburg Community Centre – March 12th
- Embro Arena – March 13th
- Thamesford District Recreation Centre – March 16th
- Tavistock & District Recreation Centre – March 19th

Staff will be on hand at all events to register people for library cards and provide information on library programs and services. Further details on the events will be available at the March 21st meeting.

- Media: <https://www.heartfm.ca/news/local-news/series-of-free-skate-events-sponsored-by-oxford-county-library/>

Behind Our Industries, CES Oxford

On March 8th, Ingersoll branch was included in filming of the most recent “Behind Our Industries” video for CES Oxford’s Local Youth Employment series. The series features local business and industries across a variety of job sectors that have jobs or apprenticeship opportunities for youth in Oxford County. The library will be featured in an upcoming video that focusses on the municipal sector along with Waste Management & Education Centre, Woodstock Patrol Yard and Paramedic Services headquarters.

Radio Ads for the Library’s “Cool Stuff to Borrow”

Library and County Strategic Communications & Engagement staff are currently working on two radio ads to promote the Library’s “Cool Stuff to Borrow” collections. Two separate ads will be featured on Heart FM and Country 107.3 in late March and April. The ads will highlight collections such as our new CO2 Monitors, day passes to Provincial and local parks, kitchen library, and more.

Food Security

Tillsonburg branch staff and Outreach Services are looking to increase food security in our locations. Working with Food Forward Oxford, the team is currently working on a plan to increase the Library’s role in providing food security to those that we serve.

Rural Oxford Economic Development

The library continues to partner with Rural Oxford Economic Development to support this year’s Oxford Rural Entrepreneur Networking Events. Last year’s November event was held at the Ingersoll Library to highlight the new Maker Space and bring awareness to the offerings and services provided by the library. This year, library staff will be on hand at events to continue to provide information and card registration for those attending the events. More information about the events is available at: <https://ruraloxford.ca/initiatives/networking/>

Report No: 2023-06
CORPORATE SERVICES
Board Date: March 21, 2023

Support for Woodstock Hospital Regional Library

The library, in partnership with Woodstock Public Library, has provided Woodstock Hospital Regional Library's Patient Services with a small collection of deselected books, including larger print, adult fiction and adult non-fiction. Staff have also provided information to the WHRL to help get patients connected to the library's digital resources and eBooks.

Branches and Programming

Branch Updates

Closures due to weather / staff shortages

Library branches were closed on the following dates due to weather or staff shortages:

- Wednesday, January 25th branches closed at 3 PM
 - Ingersoll
 - Innerkip
 - Norwich
 - Princeton
 - Tavistock
 - Thamesford
 - Tillsonburg
- Friday, February 3rd Burgessville branch
- Monday, February 27th Ingersoll and Tillsonburg branch closed at 4 PM
- Friday, March 3rd branches closed between 3 and 4 PM
 - Burgessville
 - Ingersoll
 - Norwich
 - Tavistock
 - Thamesford
 - Tillsonburg
- Saturday, March 4th Princeton branch

iPad Stations

New Children's iPad stations have been installed at the Brownsville, Norwich, Otterville, Plattsville, Tavistock and Thamesford branches. The iPads provide access to children's early literacy apps and are replacing older PC units for children.

Tillsonburg Library Park

In 2021 the Library received a grant from Canada Healthy Communities Initiative to update a portion of the Park behind Tillsonburg Branch for a garden and learning space. The grant deadline was extended to June 2023 after a number setbacks and challenges. Library staff are pleased to report that the project is back on track for completion by the June deadline thanks to the work of Community Librarian, Heather Mathers; Literacy and Innovation Specialist, Holly Brown; and Director of Recreation, Culture and Parks with the Town of Tillsonburg, Julie Columbus. More information on the space, as well as an update on new playground equipment to be purchased by the Town of Tillsonburg will be provided as it becomes available.

Branch Programming Highlights

Oceans of Possibilities – March Break 2023

Oxford County Library branches hosted a variety of programs during the week of March Break around the theme *Oceans of Possibilities*. Details on the March Break offerings can be found at: <https://www.ocl.net/en/news/make-a-splash-this-march-break.aspx>

Neighborhood Forest Earth Day Initiative

In collaboration with Neighborhood Forest, the library registered over 200 children to receive a free tree to plant this upcoming Earth Day. While library staff do not yet know the species of tree that will be provided, Neighborhood Forest ensures that trees will be native to Ontario. Saplings will be delivered to library branches the week of April 22nd for families to pick up and plant during Earth Week.

Brightside Youth Hub Pop-Up Programs

The library is partnering with Brightside Youth Hub to offer pop-up programs throughout March and April at the Plattsville, Thamesford, Ingersoll and Norwich locations. The programs will feature pizza and games for teens while promoting the hub in Woodstock and the services Brightside offers youth in Oxford County.

Communities Building Youth Futures Pilot Program for Teens

Tillsonburg branch has been selected as the site for the Communities Building Youth Futures subcommittee's weekly teen program pilot. The programs will launch in April and run until December, with support provided by the Town of Tillsonburg. This joint pilot is a significant venture for all partners involved as it acknowledges the need for teen programming in Tillsonburg.

Tillsonburg Home School Hub

Tillsonburg branch launched their monthly program, Home School Hub, in early March with huge success. The program hosted 68 participants who participated in S.T.E.A.M. based learning in the library's program room, while parents and younger children socialized and played literacy games in the library's children's area.

Staff News

Staff Day – March 27th

Ingersoll and Tillsonburg branches will be closed Monday, March 27th for the first Staff Meeting and Development day of the year. The meeting will provide system wide updates on new and continuing initiatives, updated procedures, and provide staff a chance to discuss challenges and opportunities found within their locations. Big Brothers Big Sisters of Oxford County will also stop by to provide details of their Literacy Mentoring Program. Staff will also receive details regarding the County's Employee Engagement Survey results.

Recruitment

Library staff have been recruiting and interviewing for the following positions.

- Plattsville Page
- Ingersoll Public Service Clerk
- Library Summer Students (2)

Report No: 2023-06
CORPORATE SERVICES
Board Date: March 21, 2023

Successful candidates have been selected for these positions and staffing announcements will be made soon.

Library staff continue to recruit for the following positions:

- Outreach Services Specialist (Ox on the Run Pilot)
- Outreach Services Clerk (Ox on the Run Pilot)
- Associate Supervisors (3)

Anti-Human Trafficking Conference

Library staff attended a two-day conference on Human Trafficking in Oxford County on March 8th and 9th at the Elm Hurst Inn and Spa. The event was hosted by Woodstock Police Services, Domestic Abuse Services Oxford, Oxford D.A.R.T, United Way Oxford and Victims Assistance Services of Oxford County. Attendees learned about human trafficking and sexual exploitation and focused on a collaborative community response to help develop a plan for Oxford County.

Coldest Night of the Year

On February 25th six library staff members participated in the Woodstock Coldest Night of the Year event in support of Operation Sharing.

Upcoming Events in March

CMHA Wellness Social Group	Ingersoll	Mondays at 1:00 PM
Library Tech Help	Ingersoll	Mondays at 2:00 PM
Oxford EarlyON	Otterville / Princeton	Tuesdays at 9:30 AM / Wednesdays at 9:30 AM
Purposeful Play Prep for JK	Tavistock	Tuesdays at 10:00 AM
Yarn & Yack	Norwich	Tuesdays at 12:30 PM
Monthly Films for Adults: Black Adam	Tillsonburg	Tuesday, March 21 at 1:00 PM
Infant Massage w/ EarlyON	Norwich	Tuesdays at 1:30 PM
The Write Stuff Writing Club	Thamesford	Tuesday, March 21 at
Lego / K'nex Club	Brownsville	Tuesdays at 4:00 PM
Shake, Rattle & Read	Ingersoll / Tillsonburg	Wednesdays at 9:30 AM *final session 3/22
Storytime	Plattsville	Wednesdays at 9:30 AM
Tales for Tots	Tavistock / Thamesford	Wednesdays at 10:00 or 10:30 AM
SMART Exercise Classes	Norwich	Wednesdays at 1:00
Read with Me – Reading Buddies	Norwich	Thursdays after school

Report No: 2023-06
CORPORATE SERVICES
Board Date: March 21, 2023

Event Name	Branch	Dates
Homeschool Hub	Tillsonburg	Thursday, March 23 at 9:30 AM
Free Income Tax Clinic	Ingersoll	Thursday, March 23 & 30 at 10:00 AM
Spring Craft Drop-in	Brownsville	Thursday, March 23 at 10:30 AM
Sip n' Stitch	Tillsonburg	Thursdays at 1:00 PM
Squad Zone	Norwich	Thursdays at 3:45 PM
Heart Strings – Knitting and Crochet Group	Burgessville	Thursdays at 4:30 PM
Spanish Circle	Norwich	Thursdays at 5:00 PM
Thursday Night Trivia	Virtual	Thursdays at 6:00 PM
Tales for Tots	Norwich	Fridays at 9:30 AM
Knits 'n' Knots	Thamesford	Fridays at 10:00 AM
SMART Exercise Classes	Norwich	Fridays at 1:00 PM
Friday Films for Adults – The Banshees of Inisherin	Ingersoll	Friday, March 24 at 2:00 PM
Book Sale!	Tavistock	Saturday, March 25 at 10:00 AM
Paper Cricut Cards	Brownsville	Saturday, March 25 at 11:00 AM
Kanopy Film Discussion	Virtual	Monday, March 27 at 7:00 PM
Family Tree Nuts	Virtual	Tuesday, March 28 at 1:00 PM
Lunch & Listen: Adult Story Time	Ingersoll	Wednesday, March 29 at 12:00 PM
Heads Up for Healthier Brains	Thamesford	Wednesday, March 29 at 1:00 PM
Thamesford Book Club	Thamesford	Wednesday, March 29 at 3:00 PM
Otterville Book Club	Otterville	Wednesday, March 29 at 6:00 PM
Norwich Book Club	Norwich	Thursday, March 30 at 2:00 PM
Teen Advisory Group	Virtual	Thursday, March 30 at 4:00 PM
Make and Mingle Craft Night	Tillsonburg	Thursday, March 30 at 6:00 PM

Report No: 2023-06
CORPORATE SERVICES
Board Date: March 21, 2023

To view our Program Calendar, go to:

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

SIGNATURES

Departmental Approval:

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – Library Statistics 2022 Year-end

Attachment 2 – Library Statistics February 2023

Attachment 3 – Library in the News – London Times – Zorra proposes building...



Branch Attendance Report - 2022 Year-End

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
BROWNSVILLE	2019	90	69	120	107	90	124	167	148	121	149	128	97	1410
	2021	16	13	15	18	21	33	33	44	58	30	26	24	331
	2022	19	12	37	56	55	121	160	88	74	97	123	56	898
BURGESSVILLE	2019	443	414	452	432	367	466	467	524	412	532	459	279	5247
	2021	147	137	152	204	143	175	215	274	248	275	280	176	2,426
	2022	169	180	276	348	312	349	363	419	349	313	260	259	3,597
EMBRO	2019	197	192	211	203	214	188	346	225	233	308	168	117	2602
	2021	72	80	92	72	74	91	92	116	115	82	107	84	1,077
	2022	72	84	135	128	141	151	186	207	130	168	123	105	1,630
HARRINGTON	2019	60	46	66	55	78	54	132	159	66	69	160	84	1029
	2021	38	41	53	42	34	46	36	61	62	53	86	65	617
	2022	58	70	90	96	75	127	104	148	117	104	237	102	1,328
INGERSOLL	2019	8274	6908	8698	8430	7549	7333	7714	7205	6286	6644	6548	5313	86902
	2021	771	851	1,420	870	930	961	2,545	2,330	1,970	2,311	2,543	1,942	19,444
	2022	979	1,824	2,767	2,578	2,544	3,586	3,788	4,120	2,910	3,126	3,986	2,465	34,673
INNERKIP	2019	466	408	515	489	510	438	551	557	445	662	465	379	5885
	2021	183	197	242	232	204	300	279	318	254	276	260	189	2,934
	2022	198	171	290	300	286	336	324	338	274	289	349	190	3,345
MOUNT ELGIN	2019	185	156	182	170	212	160	259	198	166	171	175	144	2178
	2021	68	59	76	63	66	101	93	90	94	88	105	83	986
	2022	91	54	76	98	116	145	159	136	119	120	122	95	1,331
NORWICH	2019	1851	1674	1966	1687	1743	1762	2207	2137	2239	1939	2008	1431	22644
	2021	280	253	281	353	316	378	379	544	511	454	418	302	4,469
	2022	324	302	397	610	713	978	1,293	1,668	1,485	1,256	1,414	1,102	11,542



Branch Attendance Report - 2022 Year-End

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
OTTERVILLE	2019	336	314	364	337	342	369	473	545	400	404	326	276	4486
	2021	104	107	119	83	109	148	116	204	236	240	230	168	1,864
	2022	139	131	179	214	209	290	302	370	250	240	265	208	2,797
PLATTSVILLE	2019	660	611	797	923	860	802	1127	902	789	939	790	629	9829
	2021	204	269	274	279	287	367	323	410	329	391	319	287	3,739
	2022	294	283	485	416	552	711	734	763	584	474	602	407	6,305
PRINCETON	2019	323	273	408	450	417	438	603	422	391	477	401	286	4889
	2021	76	83	110	105	104	126	113	140	83	122	125	107	1,294
	2022	88	113	94	172	228	240	402	212	219	245	252	164	2,429
TAVISTOCK	2019	1026	741	1083	940	1014	927	1300	1226	879	1079	918	757	11890
	2021	229	222	228	232	210	243	270	448	428	398	414	376	3698
	2022	302	317	426	525	560	585	756	908	564	696	723	478	6840
THAMESFORD	2019	882	717	913	902	993	750	1202	1246	814	1147	1041	787	11394
	2021	140	164	152	180	171	202	203	278	251	278	287	210	2,516
	2022	178	229	319	431	455	500	737	930	541	588	753	526	6,187
TILLSONBURG	2019	7866	6408	9328	8104	7759	7329	8650	8037	7227	10209	7430	5991	94338
	2021	806	1,364	2,104	1,935	1,699	1,897	2,799	3,005	4,088	1,808	1,706	2,756	25,967
	2022	2,323	2,725	3,736	3,686	3,373	4,022	4,571	5,258	3,980	4,328	4,664	3,378	46,044
TOTALS:	2019	22,659	18,931	25,103	23,229	22,148	21,140	25,198	23,531	20,468	24,729	21,017	16,570	264,723
	2021	3,134	3,840	5,318	4,668	4,368	5,068	7,496	8,262	8,727	6,806	6,906	6,769	71,362
	2022	5,234	6,495	9,307	9,658	9,619	12,141	13,879	15,565	11,596	12,044	13,873	9,535	128,946
Change 2021 to 2022		67.0%	69.1%	75.0%	106.9%	120.2%	139.6%	85.2%	88.4%	32.9%	77.0%	100.9%	40.9%	80.7%
Change 2019 to 2022		-76.9%	-65.7%	-62.9%	-58.4%	-56.6%	-42.6%	-44.9%	-33.9%	-43.3%	-51.3%	-34.0%	-42.5%	-51.3%

Physical Circulation Statistics - 2022 Year-End

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
BROWNSVILLE	2019	197	156	326	240	189	235	252	254	199	258	240	195	2,741
	2021	246	103	130	220	170	148	151	176	117	81	56	126	1,724
	2022	234	123	161	288	296	340	388	255	234	177	315	190	3,001
BURGESSVILLE	2019	1,805	1,504	1,715	1,685	1,482	1,454	1,731	1,759	1,666	1,755	1,657	1,030	19,243
	2021	1,177	948	825	1,225	1,067	1,244	1,678	2,055	1,652	1,625	1,628	1,860	16,984
	2022	2,070	1,658	2,665	2,746	2,101	2,212	2,551	3,105	2,484	2,213	2,068	1,585	27,458
EMBRO	2019	664	566	605	623	611	577	614	640	510	628	542	470	7,050
	2021	630	687	682	566	496	699	600	672	624	479	615	625	7,375
	2022	575	591	761	750	673	733	793	887	676	733	723	690	8,585
HARRINGTON	2019	204	119	241	145	172	214	383	247	197	182	257	286	2,647
	2021	303	384	398	355	363	395	394	394	285	204	314	435	4,224
	2022	419	492	733	650	645	594	697	683	651	729	674	709	7,676
INGERSOLL	2019	10,247	8,563	10,320	8,815	8,713	8,591	12,338	11,258	9,006	9,265	8,936	7,910	113,962
	2021	2,941	3,114	4,404	3,556	3,313	2,993	6,905	6,652	5,516	6,075	6,129	7,765	59,363
	2022	6,167	6,963	9,840	8,982	8,262	9,227	11,559	12,616	9,370	9,109	9,557	7,748	109,400
INNERKIP	2019	1,632	1,269	1,600	1,699	1,443	1,613	1,649	1,576	1,222	1,618	1,407	1,165	17,893
	2021	889	970	1,211	986	1,043	1,050	1,160	1,282	975	1,020	933	1,069	12,588
	2022	1,164	1,293	1,804	1,546	1,485	1,206	1,392	1,477	1,310	1,210	1,306	966	16,159
MOUNT ELGIN	2019	654	642	801	770	927	698	864	887	759	691	718	612	9,023
	2021	661	667	742	466	682	585	456	611	714	735	729	755	7,803
	2022	785	873	768	839	676	823	815	929	823	721	820	398	9,270
NORWICH	2019	5,380	4,657	4,906	4,179	4,387	4,508	5,649	5,421	4,237	4,970	5,132	4,023	57,449
	2021	2,749	2,432	2,754	2,956	3,214	3,337	3,350	3,435	3,095	3,317	2,708	2,977	36,324
	2022	3,418	2,812	2,924	3,719	4,057	4,382	6,034	6,594	4,984	5,130	4,713	3,842	52,609
OTTERVILLE	2019	955	973	890	981	805	1,241	1,535	1,430	1,176	1,170	1,160	847	13,163
	2021	820	685	824	796	892	1,354	1,036	1,373	1,492	1,304	1,346	1,292	13,214
	2022	1,097	957	1,730	1,468	1,233	1,593	1,898	1,957	1,339	1,149	1,139	1,403	16,963

Physical Circulation Statistics - 2022 Year-End

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
PLATTSVILLE	2019	1,293	1,164	1,210	1,498	1,366	1,213	1,555	1,399	1,266	1,381	1,260	991	15,596
	2021	998	1,236	1,184	1,108	1,094	1,323	1,111	1,457	1,167	1,182	1,066	1,193	14,119
	2022	1,466	1,392	2,028	1,978	1,910	1,952	2,562	2,718	1,987	1,981	1,967	1,562	23,503
PRINCETON	2019	623	686	746	802	760	667	898	791	637	606	508	488	8,212
	2021	551	548	710	565	446	654	742	659	534	503	708	773	7,393
	2022	742	872	1,125	1,204	1,034	886	926	1,107	1,134	1,040	1,182	1,219	12,471
TAVISTOCK	2019	1,517	1,339	1,689	1,768	1,686	1,794	2,390	2,395	1,750	1,833	1,679	1,243	21,083
	2021	1,054	1,016	994	984	931	1,321	1,208	1,637	1,349	1,350	1,232	1,408	14,484
	2022	1,654	1,720	2,189	2,364	2,382	2,104	2,522	2,958	2,327	2,371	2,376	1,764	26,731
THAMESFORD	2019	1,393	1,190	1,363	1,278	1,159	1,146	1,551	1,498	1,239	1,511	1,622	957	15,907
	2021	983	871	694	1,021	773	879	1,065	949	894	1,175	1,036	1,128	11,468
	2022	963	1,257	1,540	1,646	1,706	1,705	2,296	2,527	2,199	1,869	1,802	1,734	21,244
TILLSONBURG	2019	9,678	8,280	9,222	8,478	8,068	7,931	10,393	9,503	7,474	8,248	7,717	6,891	101,883
	2021	4,542	3,833	4,951	4,252	4,076	4,281	6,201	5,791	5,066	5,599	5,632	7,632	61,856
	2022	6,263	6,371	7,713	7,836	7,143	7,188	8,147	8,836	7,094	7,578	7,201	6,262	87,632
TOTALS:	2019	36,242	31,108	35,634	32,961	31,768	31,882	41,802	39,058	31,338	34,116	32,835	27,108	405,852
	2021	18,544	17,494	20,503	19,056	18,560	20,263	26,057	27,143	23,480	24,649	24,132	29,038	268,919
	2022	27,017	27,374	35,981	36,016	33,603	34,945	42,580	46,649	36,612	36,010	35,843	30,072	422,702
Change 2021 to 2022		45.7%	56.5%	75.5%	89.0%	81.1%	72.5%	63.4%	71.9%	55.9%	46.1%	48.5%	3.6%	57.2%
Change 2019 to 2022		-25%	-12%	1%	9%	6%	10%	2%	19%	17%	6%	9%	11%	4%

Digital Circulation Statistics - 2022 Year-End

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
Digital TV & Movies	2021	852	764	545	807	768	592	575	607	801	676	637	558	8,182
	2022	726	644	669	636	561	575	655	641	513	619	766	817	7,822
% Change	Digital TV & Movies	-15%	-16%	23%	-21%	-27%	-3%	14%	6%	-36%	-8%	20%	46%	-4%
Digital Magazines and Newspapers	2021	1,511	1,189	1,324	615	1,647	1,101	1,015	872	843	1,357	1,367	2,196	15,037
	2022	2,253	1,325	1,448	1,369	1,692	1,477	1,662	1,627	1,822	2,239	3,051	3,080	23,045
% Change	Digital Magazines & Newspapers	49%	11%	9%	123%	3%	34%	64%	87%	116%	65%	123%	40%	53%
Tumble Books	2021	667	282	364	402	380	266	168	146	125	288	271	329	3,688
	2022	248	143	162	145	117	138	39	40	10	38	100	57	1,237
% Change	Tumble Books	-63%	-49%	-55%	-64%	-69%	-48%	-77%	-73%	-92%	-87%	-63%	-83%	-66%
Digital Music	2021	2,534	2,447	2,409	2,826	2,479	1,944	1,592	1,456	1,754	1,656	1,777	1,567	24,441
	2022	1,564	1,724	2,837	1,596	2,291	2,430	1,239	1,460	1,605	1,236	1,498	1,965	21,445
% Change	Digital Music	-38%	-30%	18%	-44%	-8%	25%	-22%	0%	-8%	-25%	-16%	25%	-12%
Digital Audiobooks	2021	5,983	5,412	5,827	5,730	5,844	5,567	5,835	5,989	5,360	5,937	5,604	5,267	68,355
	2022	6,176	5,522	6,153	3,385	3,430	3,424	3,571	3,842	3,536	3,523	3,652	3,565	49,779
% Change	Digital Audiobooks	3%	2%	6%	-41%	-41%	-38%	-39%	-36%	-34%	-41%	-35%	-32%	-27%
Digital ebooks	2021	7,448	6,630	6,851	6,863	7,225	6,953	7,353	7,262	6,228	6,494	6,099	5,967	81,373
	2022	6,996	6,315	6,686	6,500	6,464	6,258	6,683	6,827	5,893	6,317	6,055	6,137	77,131
% Change	eBooks	-6%	-5%	-2%	-5%	-11%	-10%	-9%	-6%	-5%	-3%	-1%	3%	-5%
TOTAL Digital Circulation	2021	18,995	16,724	17,320	17,243	18,343	16,423	16,538	16,332	15,111	16,408	15,755	15,884	201,076
	2022	17,963	15,673	17,955	13,631	14,555	14,302	13,849	14,437	13,379	13,972	15,122	15,621	180,459
% Change	Digital Circulation	-5%	-6%	4%	-21%	-21%	-13%	-16%	-12%	-11%	-15%	-4%	-2%	-10%

Definitions:

Digital Movies include the following: Hoopla Movies, Hoopla TV, Hoopla Binge Passes, Kanopy

Digital Magazines and Newspapers include the following: Overdrive Magazines, Zinio (Jan 2021 to April 2021), Press Reader

Digital Music includes the following: Freegal, Hoopla Music

Digital Audiobooks includes the following: Hoopla Audiobooks, Overdrive Audiobooks, Axis 360 Audiobooks

Digital eBooks includes the following: Freading, Hoopla Comics, Hoopla eBooks, Overdrive eBooks, Axis 360 eBooks

Computer Use Statistics - 2022 Year-End

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	
BROWNSVILLE	Public Computer	2021	0	0	0	0	0	0	0	1	0	0	0	1	
		2022	0	1	0	0	0	12	16	9	5	8	14	0	65
	Wireless	2021	1	1	2	4	7	5	2	12	27	17	13	15	106
		2022	12	7	10	19	25	20	59	63	47	39	29	58	388
BURGESSVILLE	Public Computer	2021	0	0	0	0	0	0	0	0	0	2	0	2	
		2022	0	0	0	0	2	3	1	13	11	1	2	0	33
	Wireless	2021	78	42	25	43	42	51	31	31	48	42	39	22	494
		2022	38	14	19	30	42	44	32	31	34	18	14	12	328
EMBRO	Public Computer	2021	0	0	0	0	0	0	0	0	0	0	0	0	
		2022	0	0	0	0	2	3	4	1	1	2	0	1	14
	Wireless	2021	32	33	42	45	36	40	52	35	87	109	91	75	677
		2022	53	49	61	120	72	71	285	45	69	75	95	32	1,027
HARRINGTON	Public Computer	2021	0	0	0	0	0	0	0	0	0	0	0	0	
		2022	0	0	0	0	0	0	0	1	0	0	0	0	1
	Wireless	2021	10	7	6	9	8	11	9	10	16	11	18	16	131
		2022	7	12	10	14	6	6	6	7	17	17	23	11	136
INGERSOLL	Public Computer	2021	0	0	118	0	0	0	121	197	156	194	233	226	1,245
		2022	33	180	224	207	169	220	251	226	227	231	255		2,223
	Wireless	2021	77	81	123	123	111	243	343	304	229	244	220	157	2,255
		2022	53	54	135	103	102	110	146	137	121	87	103	59	1,210
INNERKIP	Public Computer	2021	0	0	0	0	0	2	7	8	9	10	5	41	
		2022	0	3	11	11	16	30	12	12	8	27	16	6	152
	Wireless	2021	28	26	51	34	51	58	57	39	40	55	63	48	550
		2022	37	32	19	22	56	41	68	21	8	23	30	31	388
MOUNT ELGIN	Public Computer	2021	0	0	0	0	0	0	0	2	0	0	1	3	
		2022	0	0	1	1	0	0	2	0	0	0	2	0	6
	Wireless	2021	3	7	8	2	10	1	7	20	17	23	10	3	111
		2022	11	0	33	45	81	85	36	22	40	53	48	53	507
NORWICH	Public Computer	2021	0	0	0	0	0	7	13	13	14	9	0	56	
		2022	0	0	3	32	42	31	34	183	214	142	210	136	1,027
	Wireless	2021	414	316	311	427	475	453	390	376	378	442	442	377	4,801
		2022	345	267	277	363	191	213	237	265	217	233	240	194	3,042

Computer Use Statistics - 2022 Year-End

			JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
OTTERVILLE	Public Computer	2021	0	0	37	0	0	0	2	2	0	6	11	8	66
		2022	0	6	10	6	9	6	12	19	15	10	11	9	113
	Wireless	2021	14	9	14	88	28	52	55	55	40	17	36	27	435
		2022	14	2	11	11	14	27	72	41	32	24	17	18	283
PLATTSVILLE	Public Computer	2021	0	0	0	0	0	0	0	2	6	5	4	1	18
		2022	1	9	15	10	10	4	13	4	3	7	6	7	89
	Wireless	2021	25	110	90	37	38	27	21	19	107	159	154	85	872
		2022	38	75	114	147	123	126	6	13	41	54	149	173	1,059
PRINCETON	Public Computer	2021	0	0	0	0	0	0	0	0	0	2	3	2	7
		2022	0	2	0	13	7	17	16	10	7	9	7	3	91
	Wireless	2021	12	6	7	17	31	41	13	16	13	21	15	12	204
		2022	14	1	2	13	17	21	16	13	15	12	10	10	144
TAVISTOCK	Public Computer	2021	0	0	0	0	0	0	4	9	10	5	4	0	32
		2022	0	1	5	5	8	5	8	16	21	13	16	9	107
	Wireless	2021	78	78	71	85	63	39	11	19	89	147	144	144	968
		2022	84	8	13	11	24	31	24	22	25	27	22	31	322
THAMESFORD	Public Computer	2021	0	0	0	0	0	0	1	17	12	3	4	9	46
		2022	1	7	11	10	14	14	11	17	15	19	17	18	154
	Wireless	2021	38	32	71	58	37	46	46	75	86	92	60	44	685
		2022	37	16	14	26	24	71	107	40	56	63	73	56	583
TILLSONBURG	Public Computer	2021	0	0	187	0	0	0	159	172	271	247	287	301	1,624
		2022	150	251	267	327	350	321	417	496	408	419	390		3,796
	Wireless	2021	350	277	373	427	429	537	740	935	664	778	719	584	6,813
		2022	338	126	652	1,010	863	913	1,143	1,087	895	707	900	550	9,184
TOTAL COMPUTER USAGE		2021	1,160	1,025	1,536	1,399	1,366	1,604	2,073	2,365	2,320	2,642	2,591	2,162	22,243
		2022	1,266	1,123	1,917	2,556	2,269	2,445	3,034	2,814	2,552	2,320	2,699	1,477	26,472
% Change 2021 to 2022			9.1%	9.6%	24.8%	82.7%	66.1%	52.4%	46.4%	19.0%	10.0%	-12.2%	4.2%	-31.7%	19.0%

Attachment 2 to Report 2023-06



Branch Attendance Statistics - February 2023

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	15	2019	90	69	120	107	90	124	167	148	121	149	128	97	159	1410
		2022	19	12	37	56	55	121	160	88	74	97	123	56	31	898
	12	2023	86	86											172	172
BURGESSVILLE	15	2019	443	414	452	432	367	466	467	524	412	532	459	279	857	5247
		2022	169	180	276	348	312	349	363	419	349	313	260	259	349	3,597
	15	2023	376	351											727	727
EMBRO	12	2019	197	192	211	203	214	188	346	225	233	308	168	117	389	2602
		2022	72	84	135	128	141	151	186	207	130	168	123	105	156	1,630
	12	2023	149	122											271	271
HARRINGTON	12	2019	60	46	66	55	78	54	132	159	66	69	160	84	106	1029
		2022	58	70	90	96	75	127	104	148	117	104	237	102	128	1,243
	9	2023	134	120											254	254
INGERSOLL	60	2019	8274	6908	8698	8430	7549	7333	7714	7205	6286	6644	6548	5313	15,182	86902
		2022	979	1,824	2,767	2,578	2,544	3,586	3,788	4,120	2,910	3,126	3,986	2,465	2,803	34,673
	51.5	2023	5,370	4,574											9,944	9,944
INNERKIP	12	2019	466	408	515	489	510	438	551	557	445	662	465	379	874	5885
		2022	198	171	290	300	286	336	324	338	274	289	349	190	369	3,345
	12	2023	385	343											728	728
MOUNT ELGIN	12	2019	185	156	182	170	212	160	259	198	166	171	175	144	341	2178
		2022	91	54	76	98	116	145	159	136	119	120	122	95	145	1,331
	12	2023	140	109											249	249
NORWICH	35	2019	1851	1674	1966	1687	1743	1762	2207	2137	2239	1939	2008	1431	3,525	22644
		2022	324	302	397	610	713	978	1,293	1,668	1,485	1,256	1,414	1,102	626	11,542
	35	2023	1,456	1,289											2,745	2,745
OTTERVILLE	12	2019	336	314	364	337	342	369	473	545	400	404	326	276	650	4486
		2022	139	131	179	214	209	290	302	370	250	240	265	208	270	2,797
	12	2023	253	300											553	553

Branch Attendance Statistics - February 2023

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
PLATTSVILLE	25	2019	660	611	797	923	860	802	1127	902	789	939	790	629	1,271	9829
		2022	294	283	485	416	552	711	734	763	584	474	602	407	577	6,305
	25	2023	555	585											1,140	1,140
PRINCETON	15	2019	323	273	408	450	417	438	603	422	391	477	401	286	596	4889
		2022	88	113	94	172	228	240	402	212	219	245	252	164	201	2,429
	15	2023	279	220											499	499
TAVISTOCK	35	2019	1026	741	1083	940	1014	927	1300	1226	879	1079	918	757	1,767	11890
		2022	302	317	426	525	560	585	756	908	564	696	723	478	619	6840
	35	2023	679	629											1,308	1308
THAMESFORD	35	2019	882	717	913	902	993	750	1202	1246	814	1147	1041	787	1,599	11394
		2022	178	229	319	431	455	500	737	930	541	588	753	526	407	6,187
	35	2023	672	593											1,265	1,265
TILLSONBURG	59	2019	7866	6408	9328	8104	7759	7329	8650	8037	7227	10209	7430	5991	14,274	94338
		2022	2,323	2,725	3,736	3,686	3,373	4,022	4,571	5,258	3,980	4,328	4,664	3,378	5,048	46,044
	54	2023	4,934	4,480											9,414	9,414
TOTALS	366	2019	22,659	18,931	25,103	23,229	22,148	21,140	25,198	23,531	20,468	24,729	21,017	16,570	41,590	264,723
		2022	5,234	6,495	9,307	9,658	9,619	12,141	13,879	15,565	11,596	12,044	13,788	9,535	11,729	128,861
	335	2023	15,468	13,801											29,269	29,269
Change 2022 to 2023			195.5%	112.5%											149.5%	
Change 2019 to 2023	-8.6%		-31.7%	-27.1%											-29.6%	

Digital Circulation - February 2023

	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTALS
Digital TV & Movies	2022	726	644	669	636	561	575	655	641	513	619	766	817	1,370	7,822
	2023	792	706											1,498	1,498
% Change Digital TV & Movies		9%	10%											9%	
Digital Magazines and Newspapers *platform change 4/21	2022	2,253	1,325	1,448	1,369	1,692	1,477	1,662	1,627	1,822	2,239	3,051	3,080	3,578	23,045
	2023	3,587	2,650											6,237	6,237
% Change Digital Magazines & Newspapers		59%	100%											74%	
Tumble Books	2022	248	143	162	145	117	138	39	40	10	38	100	57	391	1,237
	2023	92	66											158	158
% Change Tumble Books		63%	54%											60%	
Digital Music	2022	1,564	1,724	2,837	1,596	2,291	2,430	1,239	1,460	1,605	1,236	1,498	1,965	3,288	21,445
	2023	2,769	2,346											5,115	5,115
% Change Digital Music		77%	36%											56%	
Digital Audiobooks	2022	6,176	5,522	6,153	3,385	3,430	3,424	3,571	3,842	3,536	3,523	3,652	3,565	11,698	49,779
	2023	3,973	3,646											7,619	7,619
% Change Digital Audiobooks		36%	34%											35%	
Digital ebooks	2022	6,996	6,315	6,686	6,500	6,464	6,258	6,683	6,827	5,893	6,317	6,055	6,137	13,311	77,131
	2023	6,885	6,489											13,374	13,374
% Change eBooks		2%	3%											0%	
TOTAL Digital Circulation	2022	17,963	15,673	17,955	13,631	14,555	14,302	13,849	14,437	13,379	13,972	15,122	15,621	33,636	180,459
	2023	18,098	15,903	-	-	-	-	-	-	-	-	-	-	34,001	34,001
% Change Digital Circulation		1%	1%											1%	

Definitions:

Digital Movies include the following: Hoopla Movies, Hoopla TV, Hoopla Binge Passes, Kanopy

Digital Magazines and Newspapers include the following: Overdrive Magazines, Zinio (Jan 2021 to April 2021), Press Reader

Digital Music includes the following: Freegal, Hoopla Music

Digital Audiobooks includes the following: Hoopla Audiobooks, Overdrive Audiobooks, Axis 360 Audiobooks

Digital eBooks includes the following: Freading, Hoopla Comics, Hoopla eBooks, Overdrive eBooks, Axis 360 eBooks

Computer Use - February 2023

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	2022	0	1	0	0	0	12	16	9	5	8	14	0	1	65
	2023	10	1											11	11
	Wireless 2022	12	7	10	19	25	20	59	63	47	39	29	58	19	388
	Wireless 2023	24	17											41	41
BURGESSVILLE	2022	0	0	0	0	2	3	1	13	11	1	2	0	0	33
	2023	0	1											1	1
	Wireless 2022	38	14	19	30	42	44	32	31	34	18	14	12	52	328
	Wireless 2023	13	25											38	38
EMBRO	2022	0	0	0	0	2	3	4	1	1	2	0	1	0	14
	2023	1	1											2	2
	Wireless 2022	53	49	61	120	72	71	285	45	69	75	95	32	102	1,027
	Wireless 2023	30	31											61	61
HARRINGTON	2022	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	2023	0	0											0	0
	Wireless 2022	7	12	10	14	6	6	6	7	17	17	23	11	19	136
	Wireless 2023	10	18											28	28
INGERSOLL	2022	33	180	224	207	169	220	251	226	227	231	255	238	213	2,223
	2023	272	222											494	494
	Wireless 2022	53	54	135	103	102	110	146	137	121	87	103	59	107	1,210
	Wireless 2023	66	87											153	153
INNERKIP	2022	0	3	11	11	16	30	12	12	8	27	16	6	3	152
	2023	17	8											25	25
	Wireless 2022	37	32	19	22	56	41	68	21	8	23	30	31	69	388
	Wireless 2023	10	11											21	21
MOUNT ELGIN	2022	0	0	1	1	0	0	2	0	0	0	2	0	0	6
	2023	0	0											0	0
	Wireless 2022	11	0	33	45	81	85	36	22	40	53	48	53	11	507
	Wireless 2023	34	28											62	62
NORWICH	2022	0	0	3	32	42	31	34	183	214	142	210	136	0	1,027
	2023	158	138											296	296
	Wireless 2022	345	267	277	363	191	213	237	265	217	233	240	194	612	3,042
	Wireless 2023	190	159											349	349

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Local News

Zorra proposes building co-operation between library, school board, municipality

A far reaching joint plan to explore building several large construction projects including a school and recreation complex in Zorra Township will have to overcome several significant hurdles before it gets approval.

Heather Rivers

Published Mar 14, 2023 • Last updated 20 hours ago • 3 minute read



Marcus Ryan, mayor of Zorra Township PHOTO BY POSTMEDIA NETWORK FILE PHOTO

A far-reaching plan to build several large construction projects including a school and recreation complex in Zorra Township will have to overcome several significant hurdles before it gets approval.

But Zorra Mayor Marcus Ryan, also warden of Oxford County, said “unprecedented growth in our region has put pressure on organizations to consider different ways of working and that is the intention of this.

“In Oxford, the biggest constraint to workforce development is housing. When we attract those people we need schools for their kids to go to,” he said. “The reality is, 10 years ago there were empty pupil places in two out of the three schools. Within the next year, all three of those schools will probably have portables.”

Earlier this month, Zorra Township passed a resolution to work in partnership with the Thames Valley District school board, Oxford County and Oxford County Library to investigate several multi-service joint projects.

The intention, Ryan said, is to make sure they have an agreement “that before any us decides to build we can all talk with each other and develop more services at a lower cost to residents.”

“I think Zorra has a good track record of trying to get things done that are so-called unachievable,” Ryan said. “I think Oxford County is pretty progressive – zero waste, stopping landfills – I think we have the ability to do this.”

Potential projects and commitments include:

- A new joint Thamesford District recreation complex including a junior kindergarten to Grade 8 school and a public library.
- A new joint community space or public library and classroom addition to the A.J. Baker elementary school.
- A possible multi-service joint project before closing, expansion, or consolidation of Zorra Highland Park elementary school is considered.
- All multi-service joint projects permit public access to all community spaces in the school buildings, and school access to all municipal facilities and community spaces.

” Co-builds like this happen all across the province,” Ryan said, adding they usually take place when there is an alignment that brings them together.

“Let’s plan to uncover those opportunities instead of waiting one day for the stars to align. Let’s try to align and make these things happen,” he said.

A spokesperson for the Thames Valley board said this in an email: “We are open to collaborating with the township to ensure that we are meeting the needs of all municipalities and the school board.”

But the board, it said, is required to submit capital projects to the Ministry of Education for funding approval.

Zorra deputy mayor Katie Grigg says inflation has pushed municipalities to find efficiencies.

“Whether it’s libraries, recreation spaces or schools, we need to maximize the community use of the facilities our communities pay for,” she said.

The resolution will go before the Oxford library board next week, then onto Oxford County council on April 5 and the school board later in the month.

“If we can all agree on a document, we will come back to council to see it happens,” Ryan said. “In my opinion, we should have been working like this all along.

“We all get in our silos in our business-as-usual kind of a way. But when pressures like this are applied, it is an opportunity for to do better because we have to do better.”

Ryan said he knows critics of the project would say pulling together a massive project like this “is going to be really hard to get all these organization to agree.

“And they are not wrong. That’s why it hasn’t happened before,” he said. “Hard things are hard, but don’t think that is a reason not to do a thing.”

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To: Oxford County Library Board

From: CEO/Chief Librarian

Ox on the Run Pilot Project Update

RECOMMENDATION

1. That the Library Board receive Report No. 2023-07, Ox on the Run Pilot Project Update, for information.

REPORT HIGHLIGHTS

- Provide background on the Ox on the Run project.
- Provide an update on current work underway and an expected launch timeline.

Implementation Points

Ox on the Run expects to begin spring/summer outreach events by late May/ early June. The project will move to new piloted year-round service in September/October.

Financial Impact

There is no financial impact beyond what has already been approved in the current year’s operating budget.

Communications

Updates on the Ox on the Run project will be provided to members of the public via social media channels, traditional news outlets, and via the library’s website as details are available.

A full communication plan will be prepared in advance of launch to provide the public with further information on the Ox on the Run summer schedule and the full-service schedule for fall 2023. Said plan will also include planning for KPIs and public feedback.

Strategic Plan (2020-2022)



Report No: 2023-07
CORPORATE SERVICES
Board Date: March 21, 2023

<i>WORKS WELL TOGETHER</i>	<i>WELL CONNECTED</i>	<i>SHAPES THE FUTURE</i>	<i>INFORMS & ENGAGES</i>	<i>PERFORMS & DELIVERS</i>	<i>POSITIVE IMPACT</i>
				5.ii.	

DISCUSSION

Background

Ox on the Run first launched as a 5-month pilot project in 2019 to offer “pop-up” library services across the county, with a key focus on accessing vulnerable neighbourhoods. During the first-year staff used a county-owned pickup truck to bring a tent, table, and equipment to locations where the team offered storytimes, crafts, a small collection of books to borrow, Wi-Fi, tech help, library cards, and information about library services. The pilot was deemed a success, especially with children and families. In order to better measure Ox on the Run’s impact, staff requested the extension of the pilot into a second year in 2020. Due to the Covid-19 pandemic, the 2020 pilot extension was unable to be implemented.

In 2021 staff continued Ox on the Run on a smaller scale, and partnered with Oxford EarlyON to offer storytimes and activities for families in parks over the summer months. These events required careful coordination with Southwestern Public Health, and families had to be kept in small groups where they pre-registered to attend. Unlike the first year the team brought minimal equipment, and valued the connections made with families.

In 2022 OCL was finally able to return to a full-summer Ox on the Run program. It was the perfect opportunity to welcome families back to the library branches and reintroduce library services. Two summer students were hired and quickly became the “faces” of the program. During the summer they worked hard to make important community connections. A rental van was used to haul equipment to parks, splash pads, and neighbourhoods around the County. Staff met many families new to the area, while also connecting with past Ox on the run customers and learned that the OCL Ox on the Run brand was becoming a staple in the communities visited.

Comments

A decommissioned ambulance was recently purchased from Oxford County Paramedic Services to convert into a multi-use bookmobile and programming outlet for Ox on the Run. Work is underway to retrofit the vehicle for library use. The vehicle has passed an Annual Safety Inspection, received a GPS system, and received some general maintenance. Staff are working with Communications on a wrap for the vehicle for branding purposes to maximize exposure in our communities.

Hiring is underway for two temporary full-time positions. The Outreach Services Specialist and Outreach Services Clerk will primarily work on the pilot project until the end of 2024. It is expected the successful candidates will start in April. Two summer students have recently been hired for the summer months (May to Sept), and will be assisting with Ox on the Run during occasional evenings and weekends.

Staff recently presented to Social Planning Council’s Reducing Poverty Together committee to discuss ways Ox on the Run might assist with the committee’s priority areas of access to

Report No: 2023-07
CORPORATE SERVICES
Board Date: March 21, 2023

information and food security. Food Forward Oxford has since offered to partner with Ox on the Run to provide healthy snacks and food that staff can distribute at stops. The Oxford County Community Health Centre is also eager to join Ox on the Run during some stops in smaller communities as they are looking to expand their route and service offerings. Brightside Youth Hub, Wellkin, CAS Oxford, United Way, Communities Building Youth Futures (CBYF) Oxford have all expressed interest in joining staff at stops to help expand community access to resources.

Staff is also working on coordinating a schedule of stops for Ox on the Run including parks, senior centres, housing co-ops, and community events, and collaborating with County IT to secure technology needed for the vehicle so staff can circulate material, in addition to offering Wi-Fi, access to devices and quick printing services.

Conclusions

Library staff will continue to provide ongoing updates to the Library Board as Ox on the Run is expected to launch late-May with hopes of visiting schools before the end of June. Staff are currently planning “Touch a Truck” events to introduce the new vehicle, and are coordinating these around the launch of Summer Reading Club.

SIGNATURE

Report Author:

Original signed by

Meagan Brennan
Outreach / Teen Librarian

Departmental Approval:

Original signed by

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENT

Attachment 1: Ox on the Run 2022 Report

OXFORD THE RURAL REPORT

2022



Overview

Following a successful return to outdoor programming in 2021, OCL staff were eager for a full return of the Ox on the Run program this summer. It was the perfect opportunity to welcome families back to our branches, and meet county residents that were new to the area. With a rental vehicle, and the aid of two summer students, we visited communities across the county and joined in community events to promote our services.



"THE LIBRARY HAS BEEN A LIFELINE FOR US SINCE WE MOVED HERE DURING THE PANDEMIC. THEY'RE SO IMPORTANT TO OUR FAMILY." - PARENT

Background

Oxford County Library first piloted the mobile outreach project in 2019 with the hopes of reaching non-library users particularly in vulnerable neighbourhoods. The summer project was a resounding success, and we intended to extend the pilot into 2020 to gather more information about our community reach. Due to the Covid-19 pandemic, staff were unable to launch the second year of the pilot, and put efforts into online programming. 2021 saw our first year back to outdoor programs and a scaled down version of Ox on the Run. We were eager to partner with Oxford EarlyON to offer registered programs in parks across the county while strictly following health and safety guidelines. It was a successful season, but there were limitations to our reach and brand recognition. It did, however, excite our staff about the possibilities for Ox on the Run for the future.

Partnerships

After several months of partnered programs with Oxford EarlyON in 2021, we felt this was an important partnership to continue not only with Ox on the Run, but with other children's programs and family events. Over the last year we've worked together on craft and connect kits, March Break programs, and story strolls among others. Having two county departments working together to reach Oxford families gives a strong, united message to the public, and also helps cross promote programs.



Oxford EarlyON had been renovating their new permanent building in Woodstock, Ontario, so continued outdoor programs were essential for them to reach families over the summer months. They invited us to attend as many of their morning programs as we had the time and staff to allow throughout July and August, and we were excited to be able to attend 15 of them.

Moving away from the structured programs of last summer that required pre-registration, Playful Park Adventures gave us 1.5 hours of time to interact with families that dropped-in or were already in the park. We promoted library services, and participated in songs and stories with the children. Our summer students remarked that it was one of their favourite events to attend over the summer, and they felt that they made great connections with families who would look for them when visiting a library branch.

We were also able to reconnect with staff from other area agencies, such as Children's Aid Society of Oxford, and with them we attended a series of community BBQs at housing co-ops in Ingersoll, Tillsonburg, and Woodstock. We also returned to community events that we had joined previously such as the Sollgood Social Market in Ingersoll, Foldens Family Fun Day, Norwich Nostalgia Days, and Quiet Earth Book Festival among others.

Getting Started

For the 2022 season, we hired two summer students to help with staffing for the project, and this was our first year hiring dedicated staff for the project. Melyssa and Lauren, two university students, worked full-time from May to September, and split their time between Ox on the Run, and assisting with Summer Reading Club at the Tillsonburg and Ingersoll branches. To prepare for the summer ahead, they spent several weeks learning library services, preparing program material, and gathering supplies. They also spent time “positively graffitiing” playgrounds and splash pads around the county to advertise the program. These chalk designs were a successful marketing campaign which led to several families visiting our branches after seeing the designs. One notable family came to the Ingersoll branch, and told us they came right from the park after seeing our artwork to renew library cards for the whole family since they hadn’t visited in two years.



"AT ONE MEMORABLE STOP WE TALKED TO A MOM WHO IS NEW TO OXFORD AND PRACTICALLY PLANNED HER WHOLE SUMMER BASED OFF OF OUR SCHEDULE!" - LAUREN

In response to requests from families the year before, an attractive calendar, both paper and digital, was made available for families showing all our planned stops for the summer months. Parents found it easier to find us, and planned their days around nearby Ox on the Run stops. Staff also commented that they heard all summer long that families kept our calendar on their fridge. Calendars were also made available at Oxford EarlyON programs, and were sent to partner agencies to share with clients. An update to our Ox on the Run webpage, a fun social media campaign, and staff promotion rounded out our marketing campaign.

The Program

We launched Ox on the Run at the beginning of June 2022 with several stops targeting families during the evenings at playgrounds and splash pads. With children still in school that month we didn't make as many stops, but focused on marketing the program and promoting the Summer Reading Club. In July and August we had stops nearly every day of the week including Art in the Park programs, and community events. We also spent some mornings with Oxford EarlyON followed by offering an Ox on the Run program in the same location. We knew from previous success that Ox on the Run was ideal for children and families, so we targeted playgrounds in Ingersoll, Tillsonburg, and the townships of Norwich, South-West Oxford, Blandford-Blenheim, and East Zorra-Tavistock.

On a typical stop staff would set up a booth, computer and mobile wifi, and toys and games. We would walk through the park introducing ourselves to families and the program, and offer OCL branded tattoos to kids. Families would be invited over for a storytime on the lawn near our booth followed by a craft. This was a great time for staff to connect with children and promote the Summer Reading Club. Stops at parks and splash pads typically ran for 2-3 hours, and we would sometimes offer more than one storytime as families came and went. Staff would also offer other library services including card registration or renewal, tech help, and assistance with e-resources and databases.

"MY FAVOURITE PART OF OX ON THE RUN WAS WAKING UP EACH DAY AND NOT KNOWING WHAT WE'D BE DOING AT THE PARKS. EACH DAY WAS SOMETHING DIFFERENT AND BEING ABLE TO JUST GO WITH THE FLOW, MAKE CRAFTS, READ STORIES, AND TALK TO FAMILIES WAS AN EXPERIENCE I WOULDN'T TRADE FOR ANYTHING. WE MADE A LOT OF GENUINE CONNECTIONS OVER THE SUMMER AND PUT SMILES ON A LOT OF FACES!" - MELYSSA

Some of our Ox on the Run stops included attending Art in the Park hosted by programming staff at our two largest branches. These were great events to combine with Ox on the Run so that we could meet families that we might not usually find at our park stops. We also had a lot of success setting up booths at community events. The Sollgood Social Market runs monthly during the summer, and our staff were able to talk to hundreds of visitors to our booth each month. We were also invited to set up at housing co-ops for a series of BBQs held by Children's Aid Society of Oxford. We had established regular programming in these locations prior to the pandemic, so it was great for staff to meet new residents and see familiar faces. Regular programming in these locations is planned for fall 2022.

Observations

Though our attendance numbers for 2022 were lower than our first summer of Ox on the Run, staff were thrilled with the reach and success of the program this summer. Countless times we were told by families that we reminded them that the libraries have reopened, and many had not used our services in person since before the Covid-19 pandemic. Staff were excited to report that our brand is beginning to be recognized, and children remembered Ox on the Run from previous years. Our mascot "Ollie the Ox" is popular with children, and makes regular appearances in OCL's social media. We did observe some hesitancy from families to approach or engage with us, but we suspect this was an effect of the pandemic, and we hope this will improve over time.

During the course of the summer we created 40 library cards, but we also renewed dozens of library cards and updated user information. One memorable moment for a staff member was that she was thrilled she could make a gender-affirming name change for a patron who was apprehensive to visit a branch for this reason.

A highlight for OCL staff was a family that came to Ox on the Run week after week in different locations around the county. The family had moved to Oxford during the pandemic, and decided their summer project would be to visit all 14 branches of OCL, and come to as many Ox on the Run stops as they could to get to know their new community. The family became close with our staff, and were avid users of our branches and advocates for their library.



In 2021 we launched 1000 Books Before Kindergarten, and focused on its promotion during the summer months of Ox on the Run. We continued focusing on the promotion of this program in 2022 in order to monitor the patron engagement with the program, and we're happy to report that 48 children registered for the program after meeting staff at an Ox on the Run event.

This summer was our first year back to "normalcy" after the Covid-19 pandemic, and the Ox on the Run program this summer reflected our need to re-engage families, and bring library users back to our branches. We also focused our time and energy on reaching families in parks during the daytime, which was successful, but limited our ability to reach families that don't have daytime availability. Staff also feel that it would be beneficial for us to try to reach other demographics again since there is a demonstrated need for us to re-engage library users of all ages.

Other noted observations from staff were that the 6 month rental van used for the project was very useful for staff to attend other community events, and the key to our success this summer was having two summer students whose main focus was on Ox on the Run. They quickly became "OCL experts", and showed the families that they loved their work by showing care and attention to the children during their programs. Having dedicated staff working on the program helps ease existing staff workload, and allows for more brand recognition.

Outlook for 2023-2024

From its inception, OCL staff felt that Ox on the Run needed additional infrastructure in order to appeal to more potential library users. Our hope was that the initial pilot project would lead to obtaining a dedicated outreach vehicle that was branded and recognizable to the public. After hiring two summer students to assist with the program this summer we also see the benefits to having dedicated staff on the project who make community connections and “become the faces of OCL”. Our 2022 season showed staff that there are many county residents we’d like to reach with the program, and our hope is to expand the project.



Included in the 2023 Library Business Plan is a new initiative to extend the Ox on the Run program to a year-round service. This would include purchasing a permanent vehicle wrapped with library branding, and hiring full-time staff dedicated to delivering a range of library services throughout the County. We would once again focus on serving underserved communities and vulnerable neighbourhoods which supports the County’s Zero Poverty Plan. Our hope is that this new pilot will make a positive impact on our rural communities, and help grow our customer base.

**"FAMILIES WERE AT THE PARK
WAITING FOR US TO SET UP. WE
HAVE REGULARS NOW!" - STAFF**

The Numbers

- 6 staff regularly worked Ox on the Run
- Made 55 stops and visited 15 communities
- 15 partnered programs with Oxford EarlyON
- Connected with over 1200 visitors
 - 750 children and 456 adults
- Created 40 library cards
- Renewed & updated over 35 cards
- 48 children registered for 1000 Books Before Kindergarten



To: Oxford County Library Board

From: CEO/Chief Librarian

2023 Library Strategic Planning Project

RECOMMENDATIONS

1. That the Library Board receive Report No. 2023-08, 2023 Library Strategic Planning Project, for information and discussion;
2. And further, that the Library Board authorize staff to proceed with engaging StrategyCorp Inc. to facilitate the Library's 2023 strategic plan project, subject to Council approving StrategyCorp Inc. to facilitate the 2023 County strategic plan project.

REPORT HIGHLIGHTS

- This report represents an overview of a strategic plan project as proposed by StrategyCorp Inc. through a competitive purchasing process conducted in accordance with the County's Purchasing Policy.

Implementation Points

Upon approval of the recommendations contained in this report; and after authorization for the County to proceed with a separate, but simultaneous project; library staff will proceed to engage StrategyCorp Inc. and begin the Strategic Planning process.

According to the proposed work plan, a project launch meeting will be scheduled with the Library Board in mid-April with a goal for project completion by July 31, 2023, in time to inform the 2024 Library Business Plan and Budget process.

Financial Impact







StrategyCorp's proposal for this project is within the provision approved in the 2023 Business Plan and Budget.

Communications

Pursuant to approval by the Library Board and County Council, communications regarding the strategic planning process will commence and will continue for the duration of the project.

Regular communication with the public will be required throughout the engagement process and will be conducted by the consultants, in collaboration with Library staff and the County's Strategic Communications team.

Strategic Plan (2020-2022)

					
<i>WORKS WELL TOGETHER</i>	<i>WELL CONNECTED</i>	<i>SHAPES THE FUTURE</i>	<i>INFORMS & ENGAGES</i>	<i>PERFORMS & DELIVERS</i>	<i>POSITIVE IMPACT</i>
1.ii		3.iii	4.i	5.i 5.ii	

DISCUSSION

Background

The Oxford County Library Board and staff last undertook a strategic planning process in 2012.

The Library Board began to align with the County's Strategic Plan when that plan was released in 2013. Since that time the library has continued to align with the County's 2020 refresh of their Strategic Plan.

Considering the laps of time since the library has had its own strategic goals and objectives, and the considerable changes in technology and services offered in public libraries; as well as the newly appointed Library Board that hosts more community voices, it is timely for the library to create a Strategic Plan that focuses on library specific goals and objectives.

Funding for a library specific Strategic Plan was allocated in the 2023 Business plan and Budget to engage the services of a consultant to lead the library through a strategic planning process.

Comments

The Request for Quotation (RFQ) was created in collaboration with the County of Oxford, with the hope that by coordinating efforts and combining the proposal process, staff could gain efficiencies and ensure that the two plans have aligning priorities. A total of six consultants were invited to submit proposals through a competitive RFQ process. Proponents were asked to submit their proposals, considering the following tasks:

- Evaluate the Library's existing vision, mission and values as they relate to a modern Oxford County Library.
- Communicate and collaborate with Library staff and Board members, designated County staff, the community and other stakeholders through the planning process.
- Implement strategies for soliciting community input that intentionally reaches and meaningfully engages a diverse spectrum of people from across the municipalities served by the library. This includes equity-deserving individuals, children, youth and the community partners serving those groups.
- Review of current plans, policies, reports and performance measures.
- Facilitate the strategic planning process using a methodology effective for public libraries.
- Prepare a public consultation and engagement plan to determine the future direction of the Oxford County Library over the next several years. The approach to community/stakeholder engagement to be reviewed and agreed to in advance of the engagement.

Report No: 2023-08
CORPORATE SERVICES
Board Date: March 21, 2023

- Conduct meetings and/or engagement sessions with the Library Board and staff, County staff, the community residents, business owners and other stakeholders.
- Provide a current and projected assessment of the community's needs.
- Identify service priorities, gaps, objectives.
- Compare data collected from libraries in Ontario serving similar size and types of populations to identify gaps and needs.
- Perform a public library environmental scan to identify trends and issues impacting public libraries now and in the future.
- Review internal SWOT analysis results and assist in identifying trends of the local profile data that will guide the Library Board and staff in determining key roles the library can play within the community.
- Prepare a library specific analysis of the consultation results and priorities.
- Align goals and objectives with the County's Strategic Plan.
- Lead and facilitate, with the assistance of the Library Board and staff, the development of a strategic plan, complete with milestones, timelines, objectives and priorities that are realistic, achievable, and measurable.
- Prepare the draft plan for the Library Board, staff, community and stakeholder review.
- Review and amend the draft plan to incorporate the Library Board, staff and stakeholder feedback.
- Prepare the final Strategic Plan document and presentation on the new Strategic Plan to be presented at a regularly scheduled Library Board meeting.

In response, staff evaluated all project submissions based on the proponents' qualifications, related experience and how their approach to, and understanding of, the project satisfied projects goals and objectives. Based on those evaluations, library staff recommend the bid received from StrategyCorp Inc.

StrategyCorp's experience in strategic planning has helped them to enshrine the following core believes in their process:

- Strategic Plan development is iterative, and elements must be considered holistically as the Plan evolves.
- Decisions need to be based on facts and cannot be created in a vacuum.
- Those responsible for leading implementation should play an active role in the plan's development.
- Accountability and ownership should be enshrined in the plan.
- Execution should be front-of-mind throughout development.

StrategyCorp has recommended a four-phase approach, aspects of which will run concurrently with the County's process. The four phases are as follows:

Phase 1: Project Imitation

- Kick-off meeting
- Draft a Community Engagement Plan
- Issue Data Request
- Project launch meeting with Library Board

Report No: 2023-08
CORPORATE SERVICES
Board Date: March 21, 2023

Phase 2: Research & Consultation

- Review data and documents to identify key trends and issues, potential priorities and gaps.
- Interviews with Library Board members and key library staff
- Facilitate the community engagement process
- Develop a Consultation Summary Report

Phase 3: Strategy Development

- Conduct 1st Board Workshop to share findings, identify priority areas and reassess the vision, mission and values
- Develop a draft Strategic Framework and refreshed Vision, Mission and Values
- Identify performance measures and timelines to support the plan
- Conduct 2nd Board Workshop

Phase 4: Finalization

- Revise draft framework based on feedback received in Phase 3
- Develop public facing document
- Complete final revisions
- Present final plan to the Library Board

Conclusions

Library staff believe that StrategyCorp Inc.'s proposed work plan and approach for the Library's 2023 strategic planning process will produce a living document that is specific enough to provide direction that informs operations, planning and budget processes; while providing needed integration for aligned priorities with the County's Strategic Plan.

SIGNATURE

Departmental Approval:

Original signed by

Lisa Marie Williams
CEO/Chief Librarian



US news

Why US libraries are on the frontlines of the homelessness crisis

Homeless people are relying on public libraries as a safe haven to stay warm and avoid harassment from law enforcement, advocates say

MacKenzie Ryan

Tue 24 Jan 2023 11:00 GMT

Libraries across the US are increasingly on the frontlines of America's homelessness crisis, especially during a winter marked by cold snaps and in the wake of the tailing off of the Covid-19 pandemic which has seen many public institutions reopen. This month two Denver-area libraries closed due to methamphetamine contamination, with library officials from Englewood, Colorado, reporting increased drug use this winter and citing an uptick in homeless people using the library since its pandemic reopening.

Homelessness advocates say there is a nationwide trend of homeless people relying on public libraries as a safe haven where they can stay warm, use public restrooms, and avoid harassment from law enforcement. As a result, libraries and library staff are often trapped between a rock and a hard place, said Ryan Dowd, of Homeless Training, a conflict resolution program for frontline workers.

While library staff must be committed to serving patrons regardless of socioeconomic status, many of them don't have training on how to deal with an unsheltered person suffering from untreated mental illness, drug addiction, or other problems.

Compared to homeless shelters, which are often loud, crowded and struggle to stay clean, "libraries are everything homelessness is not", Dowd explained. "It's a public space, for communal use. If the option is that or be outside all day in 15-degree weather, I know what I'd do.

"Homelessness is also incredibly boring," he said.

Ty Bellamey, of Black Lives of Humanity Movement, said Volunteers of America help unsheltered people, who often don't have permanent addresses, get a library card. Many of the homeless people she works with are avoiding the police, or other unsheltered

people who might steal their stuff, she said. They go to bed, wake up, walk to the library when they're cold, tired and hungry, and then do it again, even if they are handicapped or just got out of jail, she explained.

People who have access to shelter beds still will leave to read books and use library computers, Dowd said.

In recent years, libraries have also become the frontline for connecting unsheltered people with basic needs.

The Las Vegas-Clark county library district provides hygiene kits; almost 30 of the greater Las Vegas area's libraries are designated Safe Place sites for homeless youth. Outreach staff in downtown Chicago host meetings to connect case managers and unsheltered people, helping the latter to get public benefits and fill out housing applications. A Salt Lake City library offers free clothing and for homeless people, many of whom reside in encampments along a nearby river.

"Many libraries have added social workers to their staff," said Lessa Kanani'opua Pelayo-Lozada, the American Library Association president, citing a trend that started in the past decade.

Public libraries are "the first point of contact in helping people with serious needs", she said, which includes referring homeless patrons to other community agencies. Pelayo-Lozada said library services and facilities are for everyone, the housed and unhoused, and staff addresses all patrons needs "without judgment to the best of their ability".

Despite the inclusivity of a public library's mission, conflicts between library staff, homeless people and communities have bubbled up this year. Last spring, in Anaheim, California, a homeless man punched a library employee and knocked them unconscious. He was later arrested.

In areas with higher socioeconomic status, the backlash towards the homeless is particularly vocal. This summer, some residents of San Francisco's Castro district asked for the public library's wireless internet to be shut off at night, citing the overwhelming number of homeless who camped outside the library.

In November, residents of Downers Grove, a Chicago suburb, raised safety concerns about indecent exposure, drunk and disorderly conduct, and physical assault stemming from the homeless population near the village's library.

When Dowd trains library staff on de-escalation tactics, he hears a lot of comments like, "They didn't teach me this stuff in library school," he said. He says he teaches library staff to focus on the behavior they're seeing. If someone is unhoused and caused a problem, then they have to deal with it. If a multimillionaire is in the library causing a problem, they also have to deal with it.

Bellamey said she hadn't heard of any homeless people getting kicked out of the library. The people she works with tell her: "We're just not allowed to fall asleep. And we're not allowed to eat food at the tables," she said.

Dowd stresses the importance of the pre-conflict in working with homeless people, many of whom may be suffering from mental illness or addiction. When a library employee greets and offers help, it generates what he calls sentiment override. People evaluate your actions based on how you acted in the past, he explained, and then when you ask them to do something, they give you the benefit of the doubt that you're just doing your job.

However, "many people are just so terrified of talking to someone who is homeless so the first time they are talking to someone is when they have a problem," he said.

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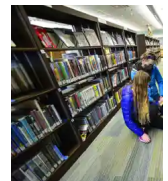
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“From the margin to the center” by Edgardo Civallero in the [Völkerrechtsblog](#) [link].



01. A place of enunciation

Because it is a systematic negation of the other person and a furious determination to deny the other person all attributes of humanity, colonialism forces the people it dominates to ask themselves the question constantly: "In reality, who am I?"

Frantz Fanon. In Wretched of the Earth, 1968.

Textbooks say that all research begins with a trigger, a spark that ignites the fuse of interest.

My spark came at a somewhat diffuse moment in the past, when I asked myself who I was and where I stood.

That happened the day I got fed up with being "the poor one", "the marginal", "the one from below", "the subaltern", "the different one", "the Other", and the myriad of other labels I have received throughout the years. And all those that I haven't received because I don't meet the requirements to have them attached to my back, but which are floating all around me.

I got fed up, moreover, with being called "rebel", "lefty", "revolutionary" or "misfit" every time I complained about some of those words above. Or against all of them. And I got fed up with the damned argumentative fallacy, so deceitful and harmful, stating that if I complain, if I resist and if I criticize — among many other nice activities that I have carried out since I have consciousness, especially *class consciousness* — it is because I am a resentful bastard who could not have the privileges that "those at the top" have, whoever are those placed in such a curious position.

If I complain, resist, and criticize, it is because the System — that group of individuals who are said to hold the handle of a certain pan or to play with the strings of a few million puppets — is sending to hell the world in which I try to live. And, at the same time, it kept me, for as long as I can remember, relegated to "the margins".

It was on those margins that I learned who I am.

I learned it through education (or the lack of it), exploitation, manipulation, discrimination, xenophobia and aporophobia, contempt for what is different, and all those small daily gestures and grimaces that allow one to become perfectly aware of where one stands.

With experience and over the years, I have discovered that “the margins” is a very wide space that extends far, far beyond this corner where I try to survive. The limits of that space are so, so distant that the people who live near them may seem invisible, inaudible, untraceable....

They may seem (or they may be) that to those who are not on the margins, to those who look in from the outside (or just look out). I know where they are, who they are, and what their struggles and their voices are, even if I am to be convinced that my margin is not as much of a margin as the one over there, and I am told about abyssal lines and shallow limits.

“The margins” is the answer that pops up when I ask myself where I am, when I ask myself from where I look at myself, and from where I see the rest of the world.

I find myself on the margins. Which is not the same as being “marginalized” or being “marginal”. I no longer want the labels that others put on me, nor am I going to “appropriate” any of them, a strategy used to get us to accept by hook or by crook what somebody else has foisted on us by force — especially when that “somebody else” neither carry nor appropriate any label at all.

If I am on the margins, it is because there is a “center”. Or an “up there” for those of us who are “down here”. And I get the feeling that this mental (or conceptual) image perpetuates and reproduces differences and hierarchies, and keeps us mentally far away, outside, and at the bottom of a bottomless pit.

That “center”, that “up there”, does not think of us except to “civilize” us or, to update the concept, to “develop” us. And to turn us into consumers, not only of their products but also of their ideas and values. We have been crushed so badly that nowadays we have an imperious need to imitate what is done in the “center” or “up there”, and an equally overwhelming need for approval. Are we worthy, are we “developed” enough,

are we doing well, or are we still the lousy, starving, ignorant, good-for-nothing beasts we were always told we were?

The asymmetry of such a “relationship” (if that word can be used, which I honestly doubt), the dependency, the undisguised (but eternally denied, and even ridiculed) colonialism, the oppression, the discrimination, and all the other systemic violence, both epistemic and otherwise, is more than evident. And no, no sociologist, anthropologist, analyst, or researcher needs to come and tell us that. We have been living it forever.

Is there a way to balance the equation? I don't know, I don't think I have an answer to such a big, vital, old question. What I do feel is that the first step, a necessary and urgent one, is to begin to identify, point out, mark, answer, debate, reject and eliminate those speeches of dependence, those words used to keep us there where they want us to stay, those unseemly arguments and strategies....

The game is rigged so that we are the eternal losers. However, it is not a Manichean, black-and-white situation. There are many grays, there is room for counterpunching, and for independence, there are trenches and shelters. There is a margin.

Margins, in fact.

And from here, from these margins, perhaps we can contribute elements to understand, appreciate, and (re)construct our spaces, whatever they are called, wherever they are located.

Including, obviously, those which we still call (and I assume we will continue to call) libraries, archives, and museums.

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GTA

Libraries ask for Ontario-wide digital system to ensure equal access to materials

 By **Allison Jones** The Canadian Press

Tue., March 14, 2023 | 2 min. read

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TORONTO - Ontario's libraries are asking the government to create a provincewide digital public library, to ensure residents in smaller municipalities have the same access to materials as people in large, urban centres.

Libraries are mostly funded by municipalities, so each library system has to purchase their own material, said Dina Stevens, executive director of the Federation of Ontario Public Libraries.

"Many Ontario public libraries, particularly in smaller and First Nation communities, struggle to afford and cannot provide those high-quality resources and ebooks that people in their communities need," she said.

"These e-resources are really expensive, especially when they're purchased on that patchwork, library-by-library basis. So we think something like the ODPL, the Ontario Digital Public Library would be hugely beneficial for smaller urban centres and our rural and northern municipalities, and, of course, our First Nations public libraries."

Ebooks cost three times as much as print books, Stevens said.

"E-resources are extremely expensive, per copy of ebook," she said.

"Since the pandemic we've had a huge increase in need from our communities and demand from our communities for e-resources, ebooks."

Those resources aren't just the latest bestseller novels, Stevens said, rather they include language-learning resources, audio books for kids, and skills training programs for people working on a mid-career change.

The former Liberal government promised to create an Ontario Digital Public Library — though that came mere days before the start of the 2018 election campaign that gutted the party — and similar systems exist in other provinces. Creating one for Ontario would cost the province \$9.4 million per year, Stevens estimates.

Jessica Horne, the assistant to the Cochrane Public Library's CEO, told a legislative pre-budget committee that smaller libraries such as hers are part of a consortium that allows for bulk purchasing, but that idea needs to be expanded.

"We then share all those books with all the libraries that are participating in the bulk purchase," she said.

“So 300 libraries only have access to one James Patterson ebook. They’re very expensive.”

Libraries are also asking that their provincial funding not be cut. The level of funding has been frozen for more than 25 years, but the libraries are not asking for an increase, just that the level be maintained.

The Public Library Operating Grant that comes from the province makes up a small portion of their budgets, but is critical to support operations, broadband connectivity and pay equity, Stevens said.

The Progressive Conservative government in 2019 cut funding to library services, though not the libraries themselves, affecting inter-library loan services.

A spokesperson for Tourism, Culture and Sport Minister Neil Lumsden said Ontario’s libraries are a key pillar in building strong, vibrant communities.

“The increase in digital technology and products has also transformed how Ontarians access information and services,” Alan Sakach wrote in a statement.

“The province is providing \$27 million to the public library sector through a range of programs including supports for modernization, including broadband upgrades, public internet access and digital services.”

This report by The Canadian Press was first published March 14, 2023.

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