Oxford County Library
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AGENDA

OXFORD COUNTY LIBRARY BOARD
BOARD MEETING

Tuesday, September 17, 2024, 1:00 p.m.
Oxford County Administration Building Room 222

1. CALL TO ORDER

2. APPROVAL OF AGENDA

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

    4.1   August 21, 2024

5. DELEGATIONS AND PRESENTATIONS

6. CONSIDERATION OF CORRESPONDENCE

7. REPORTS

    7.1   2024-37 Key Agenda Items and Policy Review Update (verbal report)

    RECOMMENDATION

        1.   That the Library Board receives Verbal Report 2024-37, Key Agenda Items and Policy Review Update for information and discussion.

    7.2   2024-38 Librarian's Report

    RECOMMENDATION

        1.   That the Library Board receives Report 2024-38, Librarian's Report, for information and discussion.

    7.3   2024-39 2025 Library Business Plan

    RECOMMENDATION

        1.   That the Library Board approves the 2025 Library Business Plan Goals and Objectives, as set out in Attachment 1 to Report 2024-39

    7.4   2024-40 CEO/Chief Librarian Performance Appraisal Policy Review and Update

    RECOMMENDATION

1. That the Library Board receive Report 2024-40, CEO/Chief Librarian Performance Appraisal Policy Review and Update, and approves the changes made to the policy as set out in Attachment 1.

7.5   2024-41 Annual Board Evaluation Policy Review and Update

RECOMMENDATION

1. That the Library Board approves amendments to the Annual Board Evaluation Policy as set out in Attachment 1 to Report 2024-41.

8. **UNFINISHED BUSINESS**

9. **MOTIONS**

10. **NOTICE OF MOTIONS**

11. **NEW BUSINESS / ENQUIRIES / COMMENTS**

12. **ADJOURNMENT**

OXFORD COUNTY LIBRARY BOARD MEETING MINUTES

Wednesday, August 21 2024

Members Present:	Chair Julia Harris
	Vice-Chair Laura Langford
	Megan Blair
	Katherine Grieve

Members Absent:	Councillor David Mayberry
	Councillor Brian Petrie
	Cynthia Lacroix

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

1. CALL TO ORDER

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

2. APPROVAL OF AGENDA

RESOLUTION 1

Moved By: Katherine Grieve
Seconded By: Megan Blair

Resolved that the Agenda be approved as amended.

DISPOSTION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

NIL

4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

RESOLUTION 2

Moved By: Katherine Grieve
Seconded By: Laura Langford

Resolved that the Library Board minutes of June 18, 2024 be adopted.

DISPOSTION: Motion Carried

5. DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF

5.1 Stephanie Ellens-Clark and Bryan Smith – Social Planning Council Oxford / Reducing Povertiy Together Committee

RESOLUTION 3

Moved By: Laura Langford
Seconded By: Megan Blair

That the Library Board receives the Social Planning Council Oxford Presentation for information;

DISPOSITION: Motion Carried

6. CONSIDERATION OF CORRESPONDENCE

NIL

7. REPORTS

7.1. 2024-36 Library Tecnology Review (presentation)

RESOLUTION 4

Moved By: Laura Langford
Seconded By: Katherine Grieve

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

DISPOSITION: Motion Carried

7.2. 2024-31 Key Agenda Items and Policy Review Update (verbal report)

RESOLUTION 5

Moved By: Laura Langford
Seconded By: Megan Blair

That the Library Board receives Verbal Report 2024-31, Key Agenda Items and Policy Review Update for information and discussion.

DISPOSITION: Motion Carried

7.3. 2024-32 Librarian's Report

RESOLUTION 6

Moved By: Laura Langford
Seconded By: Megan Blair

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

DISPOSITION: Motion Carried

7.4 2024-33 Q2 Library Business Plan and Budget Update

RESOLUTION 7

Moved By: Laura Langford
Seconded By: Katherine Grieve

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

DISPOSITION: Motion Carried

7.5 2024-34 Annual Community Report Cards

RESOLUTION 8

Moved By: Katherine Grieve
Seconded By: Laura Langford

That the Library Board receives Report 2024-34, 2023 Annual Community Report Crds, for information and discussion

DISPOSITION: Motion Carried

7.6 2024-35 Ox on the Run Pilot Extension

RESOLUTION 9

Moved By: Laura Langford

Seconded By: Katherine Grieve

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

DISPOSITION: Motion Carried

8. **UNFINISHED BUSINESS**
   NIL

9. **MOTIONS**
   NIL

10. **NOTICE OF MOTIONS**
    NIL

11. **ENQUIRIES**
    Katherine Grieve noted that the paint at Harrington Branch looked good and that the colours were appropriate for the venue.

12. **ADJOURNMENT**

    RESOLUTION 10

    Moved By: Katherine Grieve
    Seconded By: Megan Blair

Resolved that the Board meeting of August 21, 2024 be adjourned until the next meeting scheduled for September 17, 2024 at 1:00 p.m. at the Oxford County Administrative Building.

DISPOSITION: Motion Carried at 3:03 p.m.

_____
Julia Harris, CHAIR

_____
Lisa Marie Williams, SECRETARY

Oxford County Library Board - Key Agenda Items 2024

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

Oxford County Library Board - Policy Review 2024

Operational Policy	Jan	Feb	Mar	Apr	May	Jun	Aug	Sep	Oct	Nov	Notes
Diversity and Inclusion Policy		X									
Internet and Technology Policy										X	adjustd to provide DEI Committee time for review.
Meeting Room / Study Room Policies			X								
Programming and Outreach Policy									X		adjusted to provide DEI Committee time for review.
Indigenous Awareness and Reconciliation Statement										X	
Governance Policies	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Aug**	**Sep**	**Oct**	**Nov**	**Notes**
Board Advocacy		X									
Annual Board Evaluation								X			
Board Code of Conduct					X						
Board Committees						X					
Board Training and Development										X	
CEO Performance Appraisal								X			
County Policies	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Aug**	**Sep**	**Oct**	**Nov**	**Notes**
Accessibility Standards for Customer Service & Multi-Year Accessibly Plan (County)	X										
County General Policy Manual - Section 7 - Health and Safety			X								

To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

Librarian's Report

RECOMMENDATION

1. That the Library Board receive Report 2024-38, Librarian's Report, for information and discussion.

DISCUSSION

CEO / Chief Librarian

- August 23 – Capital Planning Review (Budget Planning)
- August 27 – Markham Public Library Staff Conference Speaker (CEO Panel)
- August 27 – Media Interview – CBC London
- September 3 – Southwest Oxford Township Council
- September 4 – East Zorra Tavistock Township Council
- September 4 – Media Interview – Wilmot-Tavistock Gazette / Woodstock-Ingersoll Echo
- September 6 – AMPLO (Administrators of Medium Public Libraries of Ontario)
- September 9 – Library / IT Services Update
- September 9 – Library / Finance Budget Planning
- September 10 – Norwich Township Council
- September 11 – Library / Corporate Services Budget Review
- September 12 – Software Demo
- September 12 – Corporate Services Managers
- September 12 – Library DEI Committee
- September 17 – Local Immigration Partnership – Oxford
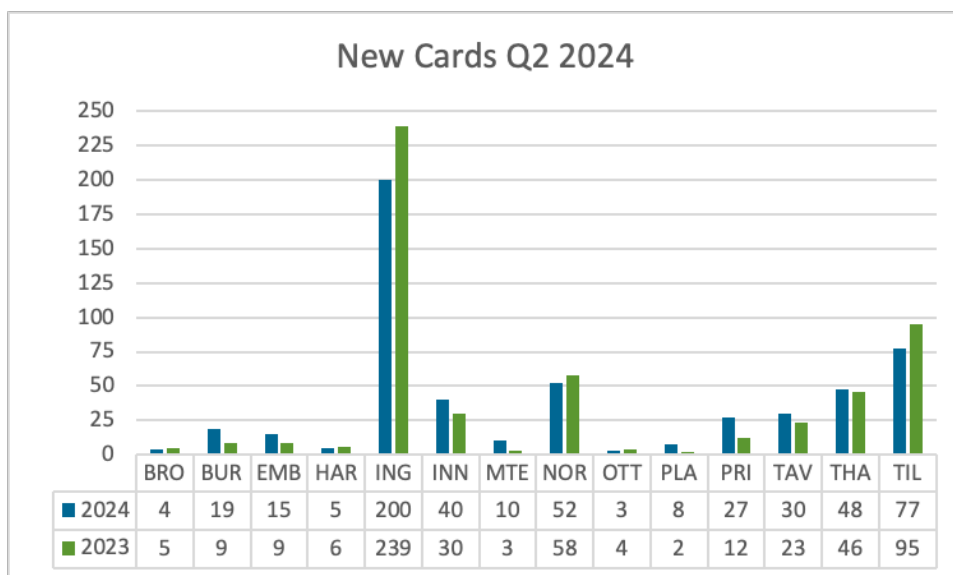- September 18 – Blanford Blenheim Township Council

Q2 2024 Statistics

New Card Holders

Staff saw a slight decline in new card registrations between Q2 2023 and Q2 2024. This change is statistically insignificant with a difference of three new card registrations between the two years.

Q2 Total New Card Holders		
2023	**2024**	**% Change**
541	538	-1%

New Cards Q2 2024

	BRO	BUR	EMB	HAR	ING	INN	MTE	NOR	OTT	PLA	PRI	TAV	THA	TIL
2024	4	19	15	5	200	40	10	52	3	8	27	30	48	77
2023	5	9	9	6	239	30	3	58	4	2	12	23	46	95

Branch Services

The second quarter of 2024 saw a continued significant increase in technology help (11%), along with steady usage for other branch services. This could be due to the ongoing promotion and expansion of technology help offerings being provided by the Ox on the Run team.

Ingersoll's Maker Space also saw a 44% increase in usage of the space. This usage, along with information from our Rural Community Engagement Survey, shows us that there may be need to look at small expansions of our maker offerings to other branches.
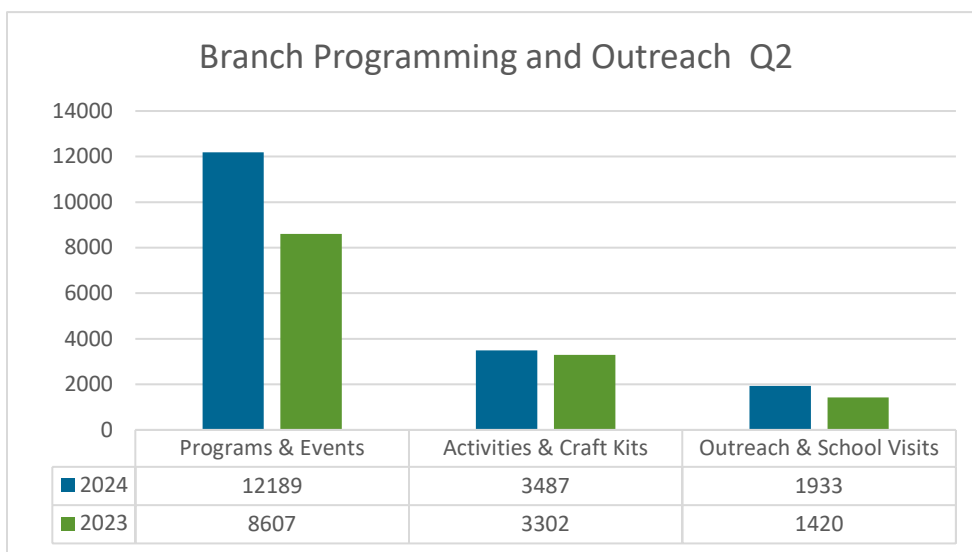
Q2 Total Branch Services		
2023	**2024**	**% Change**
1643	1682	2%

Branch Services Q2

	Maker Space - ING	Local History	Readers Advisory	Tech Help	Home Delivery	Room Bookings	Study Room Use - TIL
■ 2024	26	66	413	697	105	138	237
■ 2023	18	65	410	627	106	173	244
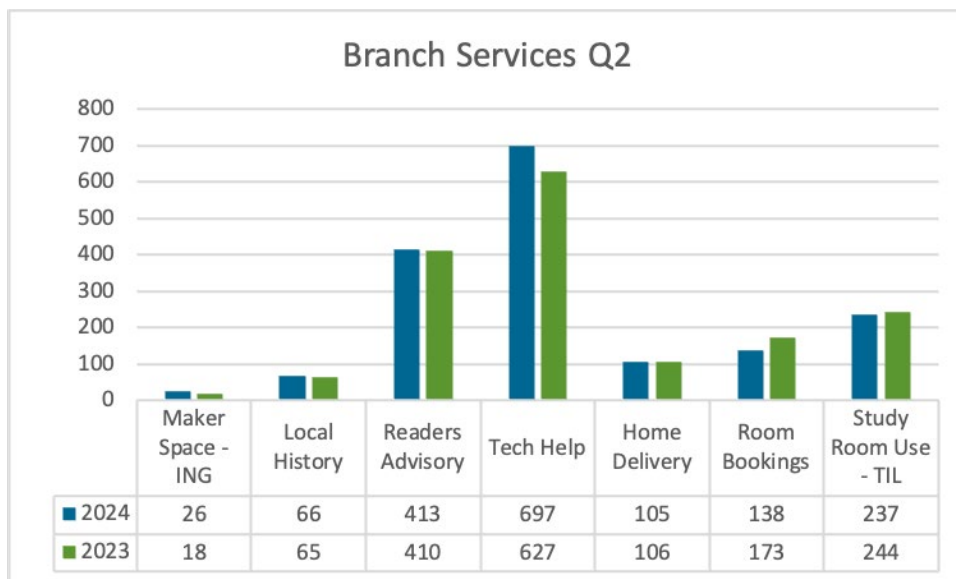
Programming and Outreach

The second quarter of 2024 continued to see significant increases in programming and outreach done by branch libraries. Up most significantly is the attendance at branch programs and events (42%), followed by outreach and school visits (36%).

Q2 Total Branch Programming and Outreach		
2023	**2024**	**% Change**
17,609	13,329	32%

Branch Programming and Outreach Q2

	Programs & Events	Activities & Craft Kits	Outreach & School Visits
■ 2024	12189	3487	1933
■ 2023	8607	3302	1420

Ox on the Run

Ox on the Run statistics are not compared to 2023 in Q2 because the project just started in May 2023 and did not have a vehicle in operation until Summer 2023.

Q2 Ox on the Run			
Stops	**Visitors**	**School Visits**	**School Attendance**
45	522	10	3391

Monthly Statistics for June, July and August 2024

Branch Attendance

Branches continued growth in attendance in June and July, with a slight dip in August. However, the overall attendance continues to perform well with 10% increase year-to-date. Branches of note are Tillsonburg with a year-to-date attendance of 18%; Plattsville with strong increases seen in June and July and a year-to-date attendance of 32%; Otterville with strong increases in usage seen all summer; and Brownsville with an amazing year-to-date attendance at 113% and outstanding growth through the three months of report.

% Total Change	June	July	August	Year to Date
2023 to 2024	0.5%	12.7%	-2.9%	10%

Computer Use

Wi-Fi and Computer usage continues to grow, though there are definite ups and downs by each branch location. Library and County IT services have met to discuss both Wi-Fi and Public Computers and are looking at plans to improve both services in the next year.

% Total Change	June	July	August	Year to Date
Total Computer Use	1%	23%	19%	11%
Total Wireless Use	39%	39%	83%	28%
Total Use Overall	**23.2%**	**32.8%**	**47.5%**	**21.1%**

Physical Circulation

Circulation has slowed at many branch locations with the exception of Norwich Branch who continues to see positive circulation numbers monthly and a year-to-date usage up 3%.

Ox on the Run also saw very strong numbers in July and August. This could have been thanks to the Drumbo Hold Pickup pilot that ran from the beginning of June to the end of August.

% Total Change	June	July	August	Year to Date
2023 to 2024	5%	-1%	0%	-1%

Digital Circulation

Digital circulation continues to see increases. Hoopla numbers are on a steadier growth pattern after implementing changes to the platform on the Library end to help with budget.

eBook growth has slowed with just a 2% increase year-to-date. Staff can look at allocating more budget to eBook purchasing in 2025 to determine if the slowdown is due to availability.

% Total Change	June	July	August	Year to Date
2023 to 2024	13%	10%	5%	13%

Community Engagement

Ox on the Run

The Ox team continues to provide programming in September 2024 with an amazing Summer behind them. The September schedule is attached to this report as Attachment 2.
Ox on the Run staff are currently planning their Fall and Winter sessions which will continue to include Park stops with EarlyON while the weather stays nice, then move indoors for some planned stops to offer regular service.

To further promote Ox on the Run stops, the team has worked with Strategic Communications on adds for the Village Voice this fall. They will also explore other potential print resources for ads to provide information further.

In September Ox on the Run staff attended several Township Council Meetings to provide Councillors with further details on Year One of the pilot.

Collections and Technology

New County IT / Library Staff Meeting Schedule

The Library Technology Review, presented at the August Board Meeting, highlighted the need for more regular communication and project management between IT and Library teams. To that end, the groups have committed to ongoing regular meetings to discuss help desk issues and ongoing projects.

Book Club Kit Application Issue.

In late August, Library staff became aware of an issue with a back-end application called KitKeeper that helped maintain the Book Club Kits offered to book clubs for loan.

Plymouth Rock, the makers of the KitKeeper application, neglected to inform the Library that they had a data breach in May of this year. Once Library staff discovered the breach, they requested further information from Plymouth Rock and informed affected library patrons that their names and email addresses may have been compromised. Overall, the number of patrons affected was

Library staff ended the contract with Plymouth Rock several days later and requested that all Library data be purged from the KitKeeper system.

At this time staff are investigating other potential applications that can manage this collection.

Branch and Programming

Summer Reading 2024
A big thanks to the branch, programming and outreach staff for an amazing summer. This year the Library broke our previously held records with:
- 490 Kids registered for Summer Reading Club
- 277,441 minutes read
- 5,278 badges earned on our Beanstack reading platform.

Library staff will provide a further breakdown of Summer Reading programming and statistics as part of the Q3 review.

Oxford Reads
This year's Oxford Reads Gala will be held on Friday, November 8 at the Market Centre Theatre with host Sarah Acchione joining author Emily Austin to discuss her novel *Everyone In This Room Will Someday Be Dead.*

Leading up to the gala, OCL and WPL staff have planned some great themed programs including:

Crafty Nights
- Tuesday, September 17, at 6:00 p.m. at the Ingersoll Branch
- Friday, October 25, at 6:00 p.m. at the Beachville District Museum
- Thursday, October 31, at 6:00 p.m. at the Woodstock Public Library

Paint Nights

- Monday, September 23, at 6:00 p.m. at the Woodstock Public Library
- Wednesday, September 25, at 6:00 p.m. at the Embro Branch
- Wednesday, October 23, at 6:00 p.m. at the Plattsville Branch
- Wednesday, October 30, at 1:00 p.m. at the Norwich Branch

Book Club
- Thursday, September 26, at 6:00 p.m. at The Evergreen Coffee Lounge, Ingersoll
- Friday, October 4, at 6:00 p.m. at the Indigo Lounge and Eatery, Tillsonburg
- Tuesday, October 15, at 6:30 p.m. at Beantown Coffee Co., Woodstock

Death Doula: Living Well, Dying Prepared
- Monday, October 7, at 6:00 p.m. at the Ingersoll Branch

Oxford Reads Murder Mystery Night
- Thursday, October 10, at 6:00 p.m. at the Plattsville Branch

To view our Program Calendar, go to:
https://engagedpatrons.org/EventsCalendar.cfm?SiteID=2048

Staff News
Staff Development Day
Library staff will gather on Monday, September 23 at the Tillsonburg Branch for a Staff Development Day. The day will feature a presentation by TVCC focused on Neurodiversity.

To view our Program Calendar, go to:
https://engagedpatrons.org/EventsCalendar.cfm?SiteID=2048

SIGNATURES

Departmental Approval:

Original signed by
_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – Monthly Statistics
Attachment 2 – Ox on the Run September Schedule

Branch Attendance 2024

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	12	2023	86	86	88	86	94	135	177	156	153	195	170	155	908	1,581
	12	2024	154	190	90	271	236	363	395	238					1,937	1,937
		% Change 23 to 24	79%	121%	2%	215%	151%	169%	123%	53%					113%	
BURGESSVILLE	15	2023	376	351	397	364	299	428	508	384	346	318	347	337	3,107	4,455
	15	2024	264	360	442	359	370	414	481	478					3,168	3,168
		% Change 23 to 24	-30%	3%	11%	-1%	24%	-3%	-5%	24%					2%	
EMBRO	12	2023	149	122	151	140	132	126	186	280	145	143	118	106	1,286	1,798
	12	2024	154	145	147	119	176	138	274	242					1,395	1,395
		% Change 23 to 24	3%	19%	-3%	-15%	33%	10%	47%	-14%					8%	
HARRINGTON	9	2023	134	120	102	132	161	141	100	119	142	131	131	84	1,009	1,497
	9	2024	133	136	113	164	174	94	121	105					1,040	1,040
		% Change 23 to 24	-1%	13%	11%	24%	8%	-33%	21%	-12%					3%	
INGERSOLL	51.5	2023	5,370	4,574	5,817	4,378	4,270	5,336	5,190	5,682	4,138	4,803	4,647	3,749	40,617	57,954
	51.5	2024	4,634	4,411	5,637	5,510	3,582	4,700	6,063	5,623					40,160	40,160
		% Change 23 to 24	-14%	-4%	-3%	26%	-16%	-12%	17%	-1%					-1%	
INNERKIP	12	2023	385	343	385	412	449	414	537	495	378	377	367	326	3,420	4,868
	12	2024	327	337	390	395	338	417	492	481					3,177	3,177
		% Change 23 to 24	-15%	-2%	1%	-4%	-25%	1%	-8%	-3%					-7%	
MOUNT ELGIN	12	2023	140	109	127	119	125	122	186	218	114	122	177	129	1,146	1,688
	12	2024	126	148	142	111	126	124	225	172					1,174	1,174
		% Change 23 to 24	-10%	36%	12%	-7%	1%	2%	21%	-21%					2%	
NORWICH	35	2023	1,456	1,289	1,869	1,307	1,464	1,842	1,752	1,713	1,448	1,487	1,616	1,439	12,692	18,682
	35	2024	1,553	1,586	1,650	1,657	1,621	1,645	1,990	1,713					13,415	13,415
		% Change 23 to 24	7%	23%	-12%	27%	11%	-11%	14%	0%					6%	
OTTERVILLE	12	2023	253	300	370	284	286	304	320	362	215	344	377	306	2,479	3,721
	12	2024	262	341	317	310	364	382	423	388					2,787	2,787
		% Change 23 to 24	4%	14%	-14%	9%	27%	26%	32%	7%					12%	
PLATTSVILLE	25	2023	555	583	700	700	615	724	590	878	668	783	815	633	5,345	8,244
	25	2024	689	900	965	940	892	841	980	871					7,078	7,078
		% Change 23 to 24	24%	54%	38%	34%	45%	16%	66%	-1%					32%	

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Branch Attendance 2024

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
PRINCETON	15	2023	279	220	398	273	251	317	328	375	297	334	366	326	2,441	3,764
	15	2024	408	439	524	464	367	314	467	332					3,315	3,315
	% Change 23 to 24		46%	100%	32%	70%	46%	-1%	42%	-11%					36%	
TAVISTOCK	35	2023	679	629	937	665	699	820	860	971	541	733	770	596	6,260	8900
	35	2024	721	721	744	775	885	778	953	1,041					6,618	6618
	% Change 23 to 24		6%	15%	-21%	17%	27%	-5%	11%	7%					6%	
THAMESFORD	35	2023	672	593	796	713	908	732	1,196	1,227	672	937	808	820	6,837	10,074
	35	2024	865	753	922	928	981	785	987	965					7,186	7,186
	% Change 23 to 24		29%	27%	16%	30%	8%	7%	-17%	-21%					5%	
TILLSONBURG	54	2023	4,934	4,480	6,702	5,383	5,642	5,687	7,453	8,058	6,396	7,269	7,478	5,739	48,339	75,221
	54	2024	6,728	7,219	7,104	7,387	6,690	6,213	7,996	7,660					56,997	56,997
	% Change 23 to 24		36%	61%	6%	37%	19%	9%	7%	-5%					18%	
TOTAL	335	2023	15,468	13,799	18,839	14,956	15,395	17,128	19,383	20,918	15,653	17,976	18,187	14,745	135,886	202,447
	335	2024	17,018	17,686	19,187	19,390	16,802	17,208	21,847	20,309					149,447	149,447
TOTAL Change 2023 to 2024			10.0%	28.2%	1.8%	29.6%	9.1%	0.5%	12.7%	-2.9%					10.0%	

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Computer Use 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	Computers	2023	10	1	11	7	14	12	11	29	27	42	23	20	95	207
		2024	23	23	16	30	18	25	56	37					228	228
	% Change		130%	2200%	45%	329%	29%	108%	409%	28%					140%	10%
	Wireless	2023	24	17	18	17	21	18	11	15	16	15	6	16	141	194
		2024	16	11	36	39	23	31	30	53					239	239
	% Change		-33%	-35%	100%	129%	3%	3%	3%	3%					70%	23%
	Totals 2023		34	18	29	24	35	30	22	44	43	57	29	36	236	401
	Totals 2024		39	34	52	69	41	56	86	90					467	467
	% Change		15%	89%	79%	188%	17%	87%	291%	105%					98%	
BURGESSVILLE	Computers	2023	0	1	2	10	3	5	2	8	2	0	3	6	31	42
		2024	1	2	10	10	14	5	10	10					62	62
	% Change		100%	100%	400%	0%	367%	0%	400%	25%					100%	48%
	Wireless	2023	13	25	25	21	30	64	29	19	26	13	9	4	226	278
		2024	16	24	30	28	25	31	25	29					208	208
	% Change		23%	-4%	20%	33%	-17%	-52%	-14%	53%					-8%	-25%
	Totals 2023		13	26	27	31	33	69	31	27	28	13	12	10	257	320
	Totals 2024		17	26	40	38	39	36	35	39					270	270
	% Change		31%	0%	48%	23%	18%	-48%	13%	44%					5%	-16%
EMBRO	Computers	2023	1	1	0	0	0	0	1	1	4	0	3	2	4	13
		2024	0	6	2	3	3	8	1	6					29	29
	% Change		-100%	500%	200%	200%	200%	200%	200%	200%					625%	123%
	Wireless	2023	30	31	49	39	68	59	318	39	107	129	176	48	633	1,093
		2024	31	85	197	46	43	88	183	25					698	698
	% Change		3%	174%	302%	18%	-37%	49%	-42%	-36%					10%	-36%
	Totals 2023		31	32	49	39	68	59	319	40	111	129	179	50	637	1,106
	Totals 2024		31	91	199	49	46	96	184	31				0	727	727
	% Change		0%	184%	306%	26%	-32%	63%	-42%	-23%					14%	-34%
HARRINGTON	Computers	2023	0	0	0	2	0	0	0	0	0	0	0	5	2	7
		2024	1	1	0	1	0	0	0	0					3	3
	% Change		100%	100%	0%	100%	0%	0%	0%	0					100%	-57%
	Wireless	2023	10	18	8	12	10	12	9	5	11	12	6	12	84	125
		2024	11	15	12	14	22	16	11	8					109	109
	% Change		10%	-17%	50%	17%	120%	33%	22%	60%					30%	-13%
	Totals 2023		10	18	8	14	10	12	9	5	11	12	6	17	86	132
	Totals 2024		12	16	12	15	22	16	11	8					112	112
	% Change		20%	-11%	50%	7%	120%	33%	22%	60%					30%	-15%

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Computer Use 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
INGERSOLL	Computers	2023	272	222	332	332	318	268	295	331	301	265	343	233	2,370	3,512
		2024	317	291	422	332	240	276	299	360					2,537	2,537
	% Change		17%	31%	27%	0%	-25%	3%	1%	9%					7%	-28%
	Wireless	2023	66	87	155	117	138	147	147	133	167	155	156	127	990	1,595
		2024	260	234	422	265	221	207	285	279					2,173	2,173
	% Change		294%	169%	172%	126%	60%	41%	94%	110%					119%	36%
	Totals 2023		338	309	487	449	456	415	442	464	468	420	499	360	3,360	5,107
	Totals 2024		577	525	844	597	461	483	584	639					4,710	4,710
	% Change		71%	70%	73%	33%	1%	16%	32%	38%					40%	-8%
INNERKIP	Computers	2023	17	8	12	8	0	0	19	16	7	6	2	0	80	95
		2024	6	12	29	14	9	12	9	26					117	117
	% Change		-65%	50%	142%	75%	100%	100%	-53%	63%					46%	23%
	Wireless	2023	10	11	22	14	54	53	6	11	23	15	77	12	181	308
		2024	29	16	29	26	36	53	47	31					267	267
	% Change		190%	45%	32%	86%	-33%	0%	683%	182%					48%	-13%
	Totals 2023		27	19	34	22	54	53	25	27	30	21	79	12	261	403
	Totals 2024		35	28	58	40	45	65	56	57					384	384
	% Change		30%	47%	71%	82%	-17%	23%	124%	111%					47%	-5%
MOUNT ELGIN	Computers	2023	0	0	0	2	3	0	0	0	0	1	0	0	5	6
		2024	3	4	0	1	0	1	0	0					9	9
	% Change		100%	100%	100%	-50%	-100%	100%	0%	0%					300%	50%
	Wireless	2023	34	28	46	18	54	25	24	23	35	56	61	31	252	435
		2024	17	0	0	0	0	0	0	0					17	17
	% Change		-50%	-100%	-100%	-100%	-100%	-100%	-100%	-100%					-93%	-96%
	Totals 2023		34	28	46	20	57	25	24	23	35	57	61	31	257	441
	Totals 2024		20	4	0	1	0	1	0	0					26	26
	% Change		-41%	-86%	-100%	-95%	-100%	-96%	-100%	-100%					-90%	-94%
NORWICH	Computers	2023	158	138	215	130	176	220	259	260	213	197	210	216	1,556	2,392
		2024	313	193	155	141	163	206	315	377					1,863	1,863
	% Change		98%	40%	-28%	8%	-7%	-6%	22%	45%					20%	-22%
	Wireless	2023	190	159	232	238	274	296	310	259	196	190	199	143	1,958	2,686
		2024	224	243	289	233	313	313	283	369					2,267	2,267
	% Change		18%	53%	25%	-2%	14%	6%	-9%	42%					16%	-16%
	Totals 2023		348	297	447	368	450	516	569	519	409	387	409	359	3,514	5,078
	Totals 2024		537	436	444	374	476	519	598	746					4,130	4,130
	% Change		54%	47%	-1%	2%	6%	1%	5%	44%					18%	-19%

Computer Use 2024

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BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
OTTERVILLE	Computers	2023	15	10	14	119	7	21	13	21	6	19	22	29	220	296
		2024	18	29	29	44	45	23	60	46					294	294
	% Change		20%	190%	107%	-63%	543%	10%	362%	119%					34%	-1%
	Wireless	2023	27	12	28	7	6	14	26	29	24	10	21	0	149	204
		2024	35	29	47	33	46	35	38	32					295	295
	% Change		30%	142%	68%	371%	667%	150%	46%	10%					98%	45%
	Totals 2023		42	22	42	126	13	35	39	50	30	29	43	29	369	500
	Totals 2024		53	58	76	77	91	58	98	78					589	589
	% Change		26%	164%	81%	-39%	600%	66%	151%	56%					60%	18%
PLATTSVILLE	Computers	2023	13	15	15	13	9	3	11	19	11	22	16	9	98	156
		2024	12	8	20	40	32	36	40	33					221	221
	% Change		-8%	-47%	33%	208%	256%	1100%	264%	74%					126%	42%
	Wireless	2023	220	223	251	260	354	272	10	17	176	208	226	141	1,607	2,358
		2024	159	190	164	141	124	140	33	24					975	975
	% Change		-28%	-15%	-35%	-46%	-65%	-49%	230%	41%					-39%	-59%
	Totals 2023		233	238	266	273	363	275	21	36	187	230	242	150	1,705	2,514
	Totals 2024		171	198	184	181	156	176	73	57					1,196	1,196
	% Change		-27%	-17%	-31%	-34%	-57%	-36%	248%	58%					-30%	-52%
PRINCETON	Computers	2023	9	14	10	7	13	2	3	3	9	9	3	1	61	83
		2024	4	11	2	1	5	0	4	8					35	35
	% Change		-56%	-21%	-80%	-86%	-62%	-100%	33%	167%					-43%	-58%
	Wireless	2023	8	15	23	22	40	44	38	32	23	20	29	24	222	318
		2024	37	63	88	62	72	96	71	86					575	575
	% Change		363%	320%	283%	182%	80%	118%	87%	169%					159%	81%
	Totals 2023		17	29	33	29	53	46	41	35	32	29	32	25	283	401
	Totals 2024		41	74	90	63	77	96	75	94					610	610
	% Change		141%	155%	173%	117%	45%	109%	83%	169%					116%	52%
TAVISTOCK	Computers	2023	16	21	25	15	20	16	20	45	12	46	34	27	178	297
		2024	11	0	0	0	0	10	43	21					85	85
	% Change		-31%	-100%	-100%	-100%	-100%	-38%	115%	-53%					-52%	-71%
	Wireless	2023	14	16	20	32	20	19	15	28	16	20	24	31	164	255
		2024	35	62	52	48	53	54	26	59					389	389
	% Change		150%	288%	160%	50%	165%	184%	73%	111%					137%	53%
	Totals 2023		30	37	45	47	40	35	35	73	28	66	58	58	342	552
	Totals 2024		46	62	52	48	53	64	69	80					474	474
	% Change		53%	68%	16%	2%	33%	83%	97%	10%					39%	-14%

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Computer Use 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
THAMESFORD	Computers	2023	13	17	18	26	24	22	16	13	8	19	29	21	149	226
		2024	21	13	15	21	13	6	17	12					118	118
	% Change		62%	-24%	-17%	-19%	-46%	-73%	6%	-8%					-21%	-48%
	Wireless	2023	47	92	65	57	59	43	49	49	49	38	49	166	461	763
		2024	55	46	56	66	74	61	77	68					503	503
	% Change		17%	-50%	-14%	16%	25%	42%	57%	39%					9%	-34%
	Totals 2023		60	109	83	83	83	65	65	62	57	57	78	187	610	989
	Totals 2024		76	59	71	87	87	67	94	80					621	621
	% Change		27%	-46%	-14%	5%	5%	3%	45%	29%					2%	-37%
TILLSONBURG	Computers	2023	331	338	476	372	447	388	387	430	402	431	516	412	3,169	4,930
		2024	490	444	368	422	369	356	425	459					3,333	3,333
	% Change		48%	31%	-23%	13%	-17%	-8%	10%	7%					5%	-32%
	Wireless	2023	770	676	1,156	352	357	325	391	394	387	473	483	363	4,421	6,127
		2024	586	629	765	754	775	804	825	830					5,968	5,968
	% Change		-24%	-7%	-34%	114%	117%	147%	111%	111%					35%	-3%
	Totals 2023		1,101	1,014	1,632	724	804	713	778	824	789	904	999	775	7,590	11,057
	Totals 2024		1,076	1,073	1,133	1,176	1,144	1,160	1,250	1,289					9,301	9,301
	% Change		-2%	6%	-31%	62%	42%	63%	61%	56%					23%	-16%
TOTAL COMPUTERS		2023	855	786	1130	1043	1034	957	1037	1176	1002	1057	1204	981	8018	12262
		2024	1220	1037	1068	1060	911	964	1279	1395					8934	8934
	% Change		43%	32%	-5%	2%	-12%	1%	23%	19%					11%	-27%
TOTAL WIRELESS		2023	1463	1410	2098	1206	1485	1391	1383	1053	1256	1354	1522	1118	11489	16739
		2024	1511	1647	2187	1755	1929	1929	1929	1929					14683	14683
	% Change		3%	17%	4%	46%	30%	39%	39%	83%					28%	-12%
TOTAL USAGE		2023	2,318	2,196	3,228	2,249	2,519	2,348	2,420	2,229	2,258	2,411	2,726	2,099	19,507	29,001
		2024	2,731	2,684	3,255	2,815	2,738	2,893	3,213	3,288					23,617	23,617
% Change 2023 to 2024			17.8%	22.2%	0.8%	25.2%	8.7%	23.2%	32.8%	47.5%					21.1%	-19%

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Physical Circulation 2024

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	2023	257	123	196	186	202	195	249	187	191	291	240	176	1,595	2,493
	2024	188	235	263	238	271	219	187	181					1,782	1,782
% CHANGE 2023 to 2024		-27%	91%	34%	28%	34%	12%	-25%	-3%					12%	
BURGESSVILLE	2023	2,176	1,958	2,185	1,918	1,626	2,414	2,809	2,423	1,887	1,708	1,898	1,588	17,509	24,590
	2024	1,652	1,795	2,129	2,003	2,189	1,966	2,621	2,861					17,216	17,216
% CHANGE 2023 to 2024		-24%	-8%	-3%	4%	35%	-19%	-7%	18%					-2%	
EMBRO	2023	710	707	760	650	730	665	913	921	820	573	672	697	6,056	8,818
	2024	731	679	885	782	584	604	865	781					5,911	5,911
% CHANGE 2023 to 2024		3%	-4%	16%	20%	-20%	-9%	-5%	-15%					-2%	
HARRINGTON	2023	648	571	584	588	689	703	617	449	625	477	593	346	4,849	6,890
	2024	479	518	468	552	477	426	586	585					4,091	4,091
% CHANGE 2023 to 2024		-26%	-9%	-20%	-6%	-31%	-39%	-5%	30%					-16%	
INGERSOLL	2023	10,191	8,887	10,956	10,355	10,394	10,529	12,343	12,607	10,579	10,596	10,138	8,636	86,262	126,211
	2024	10,724	9,553	10,152	10,835	9,734	12,638	12,638	12,210					88,484	88,484
% CHANGE 2023 to 2024		5%	7%	-7%	5%	-6%	20%	2%	-3%					3%	
INNERKIP	2023	1,420	1,227	1,356	1,350	1,455	1,295	1,387	1,481	1,242	1,128	1,057	890	10,971	15,288
	2024	1,008	917	1,000	1,305	1,148	1,243	1,478	1,357					9,456	9,456
% CHANGE 2023 to 2024		-29%	-25%	-26%	-3%	-21%	-4%	7%	-8%					-14%	
MOUNT ELGIN	2023	806	628	902	655	809	792	822	974	759	967	855	537	6,388	9,506
	2024	636	636	776	648	508	711	799	707					5,421	5,421
% CHANGE 2023 to 2024		-21%	1%	-14%	-1%	-37%	-10%	-3%	-27%					-15%	
NORWICH	2023	5,262	3,993	5,053	3,814	3,593	3,789	4,553	4,584	3,748	3,691	3,631	3,936	34,641	49,647
	2024	4,650	4,179	4,167	4,059	3,884	4,378	4,789	5,545					35,651	35,651
% CHANGE 2023 to 2024		-12%	5%	-18%	6%	8%	16%	5%	21%					3%	

Physical Circulation 2024

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
OTTERVILLE	2023	1,280	1,436	1,453	1,355	1,302	1,279	1,516	1,511	1,272	1,249	1,507	1,259	11,132	16,419
OTTERVILLE	2024	1,108	1,147	1,281	1,289	1,383	1,291	1,271	1,277					10,047	10,047
% Change 2023 to 2024		-13%	-20%	-12%	-5%	6%	1%	-16%	-15%					-10%	
Ox on the Run	2023						96	150	203	107	96	49	70	449	771
Ox on the Run	2024	64	115	144	77	188	72	277	478					1,415	1,415
% CHANGE 2023 to 2024							-25%	85%	135%					215%	84%
PLATTSVILLE	2023	2,049	1,914	2,114	1,877	1,863	1,769	2,146	2,515	1,926	1,774	1,583	1,500	16,247	23,030
PLATTSVILLE	2024	1,600	1,805	2,109	1,941	1,732	1,903	2,062	2,294					15,446	15,446
% CHANGE 2023 to 2024		-22%	-6%	0%	3%	-7%	8%	-4%	-9%					-5%	
PRINCETON	2023	1,205	1,121	1,434	1,336	1,270	1,244	1,251	1,353	1,265	1,272	1,235	1,145	10,214	15,131
PRINCETON	2024	1,334	1,627	1,923	1,486	1,185	999	1,342	1,129					11,025	11,025
% CHANGE 2023 to 2024		11%	45%	34%	11%	-7%	-20%	7%	-17%					8%	
TAVISTOCK	2023	2,570	2,152	3,010	2,335	2,145	2,381	2,602	3,025	2,107	2,192	2,113	1,783	20,220	28,415
TAVISTOCK	2024	2,486	2,257	2,480	2,299	2,145	2,344	2,607	2,687					19,305	19,305
% CHANGE 2023 to 2024		-3%	5%	-18%	-2%	0%	-2%	0%	-11%					-5%	
THAMESFORD	2023	1,980	1,587	1,779	1,850	1,820	1,765	2,523	2,354	1,909	1,793	1,799	1,563	15,658	22,722
THAMESFORD	2024	1,925	1,764	2,106	1,965	1,700	1,857	2,334	2,571					16,222	16,222
% CHANGE 2023 to 2024		-3%	11%	18%	6%	-7%	5%	-7%	9%					4%	
TILLSONBURG	2023	7,588	6,830	8,236	7,236	6,518	6,707	7,994	7,879	7,024	6,693	6,851	6,044	58,988	85,600
TILLSONBURG	2024	6,978	6,630	6,702	6,973	6,265	6,805	7,172	7,525					55,050	55,050
% CHANGE 2023 to 2024		-8%	-3%	-19%	-4%	-4%	1%	-10%	-4%					-7%	
TOTAL	2023	38,142	33,134	40,018	35,505	34,416	35,623	41,875	42,466	35,461	34,500	34,221	30,170	301,179	435,531
TOTAL	2024	35,627	33,972	36,729	36,529	33,581	37,528	41,305	42,666					297,937	297,937
% CHANGE 2023 to 2024		-7%	3%	-8%	3%	-2%	5%	-1%	0%					-1%	-32%

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Digital Circulation 2024

	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTALS
Digital TV & Movies	2023	792	706	673	655	643	658	680	758	843	901	907	723	**5,565**	**8,939**
	2024	740	703	764	696	744	704	769	726					**5,846**	**5,846**
% Change - Digital TV & Movies		-7%	0%	14%	6%	16%	7%	13%	-4%					5%	
Digital Magazines and Newspapers	2023	3,587	2,650	3,663	3,306	2,744	3,119	2,967	3,053	3,277	3,707	4,133	4,384	**25,089**	**40,590**
	2024	5,237	6,149	5,521	4,532	3,899	3,852	4,152	3,785					**37,127**	**37,127**
% Change - Digital Magazines & Newspapers		46%	132%	51%	37%	42%	24%	40%	24%					48%	
Tumble Books	2023	92	66	73	79	62	92	25	31	86	205	224	233	**520**	**1,268**
	2024	174	213	192	135	128	183	73	19					**1,117**	**1,117**
% Change - Tumble Books		89%	223%	163%	71%	106%	99%	192%	-39%					115%	
Digital Music	2023	2,769	2,346	1,418	1,455	1,389	1,366	1,573	1,465	1,573	1,686	2,696	1,871	**13,781**	**21,607**
	2024	1,527	1,323	1,357	1,219	1,310	1,393	1,121	1,235					**10,485**	**10,485**
% Change - Digital Music		-45%	-44%	-4%	-16%	-6%	2%	-29%	-16%					-24%	
Digital Audiobooks	2023	3,973	3,646	4,133	4,001	4,221	3,812	4,030	4,557	4,228	4,485	4,423	4,394	**32,373**	**49,903**
	2024	4,685	4,574	4,908	4,638	4,674	4,516	5,027	5,009					**38,031**	**38,031**
% Change - Digital Audiobooks		18%	25%	19%	16%	11%	18%	25%	10%					17%	
Digital ebooks	2023	6,885	6,489	6,865	6,489	6,437	6,318	7,065	7,181	6,648	7,000	6,390	7,555	**53,729**	**81,322**
	2024	7,180	6,431	7,148	6,915	6,562	6,720	6,894	7,153					**55,003**	**55,003**
% Change - eBooks		4%	-1%	4%	7%	2%	6%	-2%	0%					2%	
TOTAL Digital Circulation	2023	18,098	15,903	16,825	15,985	15,496	15,365	16,340	17,045	16,655	17,984	18,773	19,160	**131,057**	**203,629**
	2024	19,543	19,393	19,890	18,135	17,317	17,368	18,036	17,927	-	-	-		**147,609**	**147,609**
% Change - Digital Circulation		8%	22%	18%	13%	12%	13%	10%	5%					13%	

Definitions:

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

Digital Magazines and Newspapers include the following: Overdrive Magazines, Press Reader

Digital Music includes the following: Freegal, Hoopla Music
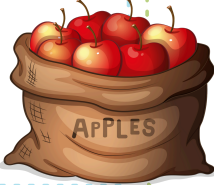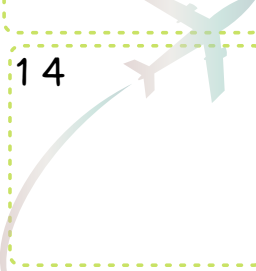
Digital Audiobooks includes the following: Hoopla Audiobooks, Overdrive Audiobooks

Digtal eBooks includes the following: Freading, Hoopla Comics, Hoopla eBooks, Overdrive eBooks

OX ON THE RUN

SEPTEMBER 2024

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OX on the RUN
Mobile Library Unit

SUN	MON	TUES	WED	THU	FRI	SAT
1	2	3	4	5 Drumbo Park 10am-12pm	6 Early ON Hilltop Park Mount Elgin 10am-11:30am	7 Wings and Wheels Tillsonburg Airport 9am-5pm
8 Tavistock Fall Fair 12pm-4pm	9	10	11 Early ON Wallace Park Embro 10am-11:30am	12	13 Bre's Fresh Market Ostrander 10-11:30	14
15 Embro Fall Fair 10am-4pm	16	17 Loweville Pond Beachville 10am-12pm	18	19	20 Early ON Queens Park Tavistock 10am-11:30am	21 Drumbo Fall Fair 9am-5pm
22 Drumbo Fall Fair 9am-4:30pm	23	24	25	26 Early ON Plattsville Park 10am-11:30am	27	28
29	30					

Please note that stops are subject to change, and may be cancelled due to inclement weather. Please check our social media pages for updates.

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

2025 Library Business Plan Goals and Objectives

RECOMMENDATION

1. **That the Library Board approves the 2025 Library Business Plan Goals and Objectives as set out in Attachment 1 to Report 2024-39.**

REPORT HIGHLIGHTS

- 2025 Goals have been created with impacts to budget in mind. Each goal addresses a specific area of the Library Strategic Plan, while also working within the County's Strategic framework.

- The 2025 Goals, outlined in this repor, focus on improvements to service delivery to meet the changing needs of our community by strategically positioning our staff to attract and engage community awareness and improve participation.

Implementation Points

Approval of the proposed goals and objectives for 2025, as well as any additionally identified goals and objectives put forward by the Board as a result of discussion, will guide the preparation of the draft 2025 budget, which will be presented to the Board for consideration at the October 15, 2024 regular meeting.

Financial Impact

Discussion of financial impacts will be considered as part of the 2025 Draft Budget to be presented to the Library Board at the October 15, 2024 regular meeting.

Communications

Pursuant to the Library Board's approval of both the 2025 Business Plan and the 2025 Budget, Library staff will work with County staff to prepare documentation for the 2025 Draft Business and Budget Package to be presented to County Council at their meeting on November 13, 2024.

DISCUSSION

Background

As part of the 2023 Business Plan, Oxford County Library worked with StrategyCorp Inc. to develop a Library Strategic Plan to guide goals and decision making through 2028. The 2024 Business Plan saw the development of a Library Technology Review, completed and presented to the Library Board in August 2024.

Comments

Library staff built the 2025 draft Business Plan with input from the Strategic Plan, the Library Technology Review and the Service Delivery Model in mind. After the 2024 budget increase and the extension of the Ox on the Run pilot, staff also worked to be fiscally responsible with the objectives brought forward for 2025.

Proposed Goals and Objectives for 2025:

1. Organizational Review and Onboarding Plan

    Oxford County Library is at a critical growth stage and intends to optimize staffing in order to meet future demands. The Library aims to achieve Strategy 1.3 in the Library Stragegic Plan by developing and implementing a "strategic approach ot attract, retain and develop employees and volunteers to enhance and sustain OCL service excellence." The review, undertaken by staff with the help of County Human Resources, will look at the current organizational structure and recommend changes to meet current and future needs. Goals of the review will be to: design an effective organzitional structure, develop and strengthen the onboarding and training processes, and develop processes to assist with change management. The review should be completed prior to July 2025 in order to assist Library Administration with changes that may influence the 2026 budget.

2. Branch Level Payment Solution

    With the help of County Corporate Services, Library staff will investigate and implement payment solutions that can be scaled for usage at all OCL branches. Staff will look at the current payment solution in place at Resource Branches and the needs of smaller Regional and Village branches to find a solution that provides expanded options for customer service.

3. Communication Strategy for Patron Management, Brand Awareness and Growth

    In order to increase community awareness of OCL's programs, services and collections, staff will work closely with County Strategic Communications and Engagement to create a communication strategy focused on deepening relationships with exisiting and new members and increasing usership and community engagement. Through this goal, the Library aims to achieve Strategies 2.1 and 2.2 in the Library Strategic Plan. Key Performance Indicators will be developed to show success of the strategcy over the short, mid and long term.

4. Oxford County Library 60 Year Anniversary

    Collaborate with Oxford County Archives and Strategic Communications and Engagment for the celebration of Oxford County Library's 60-year anniversary, along with

anniversaries for Oxford County (175) and Archives (25). Planning will include communcations plans and programming plans. Key Performance Indicators such as program attendnance, social media statistics, and other engagement KPIs will be reviewed for effectiveness.

Conclusions

Library staff believe the 2024 Draft Library Business Plan will build on the work started through the Library Strategic Plan and help move the library further to meeting the goals to *Sustain Service Excellence, Grow Engagment and Member Relationships,* and *Innovate Access to Services.*

SIGNATURES

Departmental Approval:

Original Signed by
_____

Lisa Marie Williams, MLIS
CEO/Chief Librarian

ATTACHMENT

Attachment 1 – 2025 Draft Library Business Plan

Oxford County Library
Library

2025 Budget

Services Overview

Full-Time Equivalents   FTE 40.51   →0.0 Base

Service	Service Description	2023 Service Level	Service Type
Library Collections	An external service offering loans of print, audiovisual and electronic materials to the public. Library collections also include non-traditional items such as kitchen equipment, maker kits and park passes.	**638,990** Items borrowed, downloaded, or streamed **437** home deliveries were made to offer access to collections to those unable to visit the library.	Information
Library Programming	An external service offering programming, outreach and special events that respond to the literacy, educational and recreational needs of the community.	**29,110** People attended **1,846** In-Person and Virtual Programs	Information
Library Information Services	An external service offering answers to information questions and readers' advisory in person or via other channels (email, web, phone).	**1,139** Research database uses **1,661** Readers' Advisory requests **290** Local History requests	Information
Library Public Space Access	An external service providing welcoming and accessible meeting places.	**511** Library room rentals for public use **925** bookings were made for study room spaces	Community
Library Technology Access and Coaching	An external service providing public access to technology and the internet.	**16,739** wireless internet sessions **12,263** in-branch public computer sessions **2,448** Technology Coaching Sessions were offered at library branches.	Community

- **.33 FTE Library Summer Student - Student -** To continue to support Summer Reading through Oxford County. Position is currently part of Ox on the Run project but would move to regular budget with this request. **Report #**

- **.53 FTE Various Positions Part-time -** To support planning and delivery of programming at various branches. **Report #**

- **1 FTE Makerspace Technician Full-time -** To increase makerspace and technology programming and planning at the Ingersoll branch and throughout OCL. **Report #**

Oxford County Library
Library

2025 Budget

Key Performance Indicators

	2021 Actual	2022 Actual	2023 Actual	2024 Forecast	2025 Budget	Target
Number of active library cards	16,551	17,691	18,841	19,250	19,750	↑
% of collection purchase requests filled	95%	96%	94%	95%	90%	90%
Physical & electronic materials circulation	459,003	656,010	638,990	630,000	635,000	↑
Branch attendance / Mobile Unit attendance	71,361	128,946	206,209	221,000	225,000	↑
Number of programs offered (Branch and Virtual)	270 (virtual only)	302	1,846	1,700	1,900	↑
Attendance at programs (Branch and Virtual)	5,961 (virtual only)	23,846	29,101	27,500	30,000	↑
Attendance at Tech Coaching Sessions (Branch and Mobile Unit)	141	729	2,448	2,450	2,500	↑

Report 2024-39
Attachment 1

Oxford County Library
Library

Page 31 of 50

2025 Budget

Goals and Objectives

Description	2025	2026	2027	Strategic Plan	Other Plan Alignment
Organizational Review and Onboarding Plan Oxford County Library is at a critical growth stage and intends to optimize staffing in order to meet future demands. The Library aims to achieve Strategy 1.3 in the Library Strategic Plan by developing and implementing "a strategic approach to attract, retain and develop employees and volunteers to enhance and sustain OCL service excellence." The review, undertaken by staff with the help of County Human Resources, will look at the current organizational structure and recommend changes to meet current and future needs. Goals of the review will be to: design an effective organizational structure, develop and strengthen the onboarding and training processes, and develop processes to assist with change management. The review should be completed prior to July 2025 in order to assist Library Administration with changes that may influence the 2026 budget.	●			*Goal 3.3: Attract, retain and engage staff* **LIBRARY STRATEGIC PLAN** *Goal 1: Sustain service excellence*	
Branch Level Payment Solution With the help of County Corporate Services, Library staff will investigate and implement payment solutions that can be scaled for usage at all OCL branches. Staff will look at current payment solution in place at Resource Branches and the needs of smaller Regional and Village branches to find a solution that is budget friendly, while also providing expanded options for customer service.	●			*Goal 3.1: Continuous improvement and results-driven solutions* **LIBRARY STRATEGIC PLAN** *Goal 3: Innovate access to service*	
Communication Strategy for Patron Management, Brand Awareness and Growth In order to increase community awareness of OCL's programs, services and collections, staff will work closely with Strategic Communications to create a communication strategy focused on deepening relationships with existing and new members and increasing usership and community engagement. Through this goal, the Library aims to achieve Strategies 2.1 and 2.2 in the Library Strategic Plan. Key Performance Indicators will be developed to show success of the strategy over the short, mid and long term.	●			*Goal 3.2: Collaborate with our partners and communities* **LIBRARY STRATEGIC PLAN**	

Description	2025	2026	2027	Strategic Plan	Other Plan Alignment
				Goal 2: Grow engagement and member relationships	
Oxford County Library 60 Year Anniversary Collaborate with Oxford County Archives and Strategic Communications and Engagement for the celebration of Oxford County Library's 60-year anniversary, along with the anniversaries of Oxford County (175) and Archives (25). Planning will include communications plan and programming plan. Key performance Indicators such as program attendance, social media statistics, and other engagement KPIs will be reviewed for effectiveness.	●			*Goal 3.2: Collaborate with our partners and communities* **LIBRARY STRATEGIC PLAN** *Goal 2: Grow engagement and member relationships*	

Oxford County
Oxford County Library
Library
Growing stronger together

Report 2024-39
Attachment 1

Page 33 of 50
2025 Budget

Budget

[Finance to add report during Finance Review]

* May include in-year approved transfer and/or account reclassifications in accordance with Purchasing Policy No. 6.07

Budget Impact Details

[Finance to add report during Finance Review]

Capital Budget

[Finance to add report during Finance Review]

** The 2025 Request represents the additional or new project budget requested and does not include the Carry Forward Budget for prior year's approved budget not spent.

To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

CEO/Chief Librarian Performance Appraisal Policy Review and Update

RECOMMENDATION

1. **That the Library Board receive Report 2024-40, CEO/Chief Librarian Performance Appraisal Policy Review and Update, and approves the changes made to the policy as set out in Attachment 1.**

REPORT HIGHLIGHTS

*   The updated CEO/Chief Librarian Performance Appraisal Policy, Attachment 1, has minor updates and housekeeping from the 2022 version. As such a tracked changes version is available as Attachment 2.

Implementation Points

The updated CEO/Chief Librarian Performance Appraisal Policy will be distributed to the Library Board and staff once approved. The update policy will be used for the upcoming performance appraisal of the CEO/Chief Librarian later this year.

Financial Impact

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

Communications

Pursuant to Board approval, the policy will be posted on the website for public information under the Governance Policy section.

DISCUSSION

Background

The current CEO Performance Appraisal policy, Attachment 3, was passed by the Library Board at the March 21, 2022 meeting as part of the Board Governance Policy Review, Report 2022-04.

The policy has been set for review in 2024 as part of the 4-year Policy Review framework. All library policies are required to be reviewed as part of a 4-year cycle for re-accreditation by the Ontario Public Library Guidelines Council.

Comments

The updated CEO/Chief Librarian Performance Appraisal policy, Attachment 1, has been reviewed and updated to include:

- Housekeeping changes to correct the title of the CEO/Chief Librarian throughout the document.
- Updated Purpose statement to provide a clear understanding to the purpose of the policy.
- Movement of former purpose language to the Procedures section of the policy.

Staff are awaiting an updated Performance Appraisal form from County Human Resources. Once this form has been updated it can be included as an appendix to the policy.

Conclusions

The updated CEO/Chief Librarian Performance Appraisal policy is intended to provide the Library Board, County staff and the CEO/Chief Librarian with clear guidelines and expectations. The updated policy will also allow the Board to meet their policy review schedule as required for re-accreditation by the Ontario Public Library Guidelines Council.

SIGNATURES

Departmental Approval:

Original signed by
_____

Lisa Marie Williams, MLIS
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – Updated CEO/Chief Librarian Performance Appraisal policy, 2024
Attachment 2 – Updated CEO/Chief Librarian Performance Appraisal policy, 2024 with tracked changes
Attachment 3 – Current CEO Performance Appraisal policy, 2022.

Oxford County Library	OXFORD COUNTY LIBRARY BOARD POLICY MANUAL - GOVERNANCE	
Board Motion Number:		Date of Review:	September 17, 2024
Date Approved:	March 21, 2022	Chairperson's signature:	

CEO/CHIEF LIBRARIAN PERFORMANCE APPRIASAL POLICY

BACKGROUND

The CEO/Chief Librarian Performance Appraisal is a written evaluation of the CEO/Chief Librarian's achievements and actions over the year. It provides an opportunity to review performance on a regular basis and to set objectives for the future. Since the Board is required to appoint a Chief Executive Officer who has general supervision over and direction of the operations of the public library and its staff, the CEO/Chief Librarian is entitled to know what is expected of him/her, how he/she is performing and what
resources are available.

An established framework for the evaluation process helps to ensure consistency, both through time, success in meeting objectives, communication between the Board and the CEO/Chief Librarian, success in meeting objectives and objective analysis of performance.

PURPOSE

1. The Board shall oversee a written evaluation of the CEO's performance conducted annually in November. The review shall be facilitated by the Director of Corporate Services for the County of Oxford.

This Policy outlines the responsibilities of the Library Board in the process of performance appraisal for the CEO/Chief Librarian. CEO Performance shall be assessed with reference to the previous year's objectives

and expectations, current job description and results achieved and shall be conducted pursuant to the County's Performance Management Policy No. 5.8 using the County's Performance Appraisal Form for non-union employees. These tools shall be used to rate the CEO on executive qualities such as leadership, communication, and administration.

2. Performance appraisal reports are treated as confidential; and made available only to the individual and the Board. A copy of the evaluation shall be kept in the CEO's personnel file.

PROCEDURES

1. The Library Board shall oversee a written evaluation of the CEO/Chief Librarian's performance conducted annually in November. The review shall be facilitated by the Director of Corporate Services for the County of Oxford along with a Performance Appraisal Committee acting on behalf of the Board.

   The CEO/Chief Librarian's performance shall be assessed with reference to the previous year's goals and objectives
   , current job description and results achieved; conducted

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Oxford County Library *connect. discover. share. become.*	**OXFORD COUNTY LIBRARY BOARD POLICY MANUAL - GOVERNANCE**	
Board Motion Number:	Date of Review:	September 17, 2024
Date Approved:	March 21, 2022	Chairperson's signature:	

pursuant to the County's Performance Management Policy No. 5.8 using the Performance Appraisal Form for non-union employees. These tools shall be used to rate the CEO on executive qualities such as leadership, communication, and administration.

1.2.   The Performance Appraisal Committee shall consist of the Chairperson or Vice-Chairperson, one other member of the Board and the County's Director of Corporate Services.

2.3.   Upon completion of the CEO/ Chief 'sLibrarian's annual performance appraisal, the Director of Corporate Services for the County of Oxford and the CEO/Chief Librarian will then submit a brief verbal report to the Board outlining the outcome of the process and a written report to the Board recommending library objectives and actions as well as developmental and career objectives for the CEO/Chief Librarian for the upcoming year.

3.4.   Following the evaluation, the CEO/Chief Librarian will beis informed of the performance rating.
   a. If job expectations are met, the CEO/Chief Librarian will receive a salary grid increase unless the top of the salary grid has previously been achieved.
   b. If the CEO/Chief Librarian's performance falls below the expected level, the Board shall inform the CEO/Chief Librarian. The Board shall specify how the performance has been judged to be unsatisfactory and advise the CEO/Chief Librarian that another performance review shall follow in three months' time.
   c. If no improvement is shown at the second performance review a third performance review shall be undertaken after another three monththree-month period.
   d. If, after the third appraisal, the CEO/Chief LibrarianO is still unable to improve his/hertheir performance to meet the requirements of the position, the Board shall consider further action.

OXFORD COUNTY LIBRARY BOARD GOVERNANCE POLICY MANUAL			
Board Motion Number:	2022-04	Date of Review:	2026
Date Approved:	March 21, 2022	Chairperson's signature:	

CEO PERFORMANCE APPRAISAL

BACKGROUND

The CEO Performance Appraisal is a written evaluation of the CEO's achievements and actions over the year. It provides an opportunity to review performance on a regular basis and to set objectives for the future. Since the Board is required to appoint a Chief Executive Officer who has general supervision over and direction of the operations of the public library and its staff, the CEO is entitled to know what is expected of him/her, how he/she is performing and what resources are available.

An established framework for the evaluation process helps to ensure consistency, both through time, success in meeting objectives, communication between the Board and the CEO, success in meeting objectives and objective analysis of performance.

PURPOSE

1. The Board shall oversee a written evaluation of the CEO's performance conducted annually in November. The review shall be facilitated by the Director of Corporate Services for the County of Oxford.

   CEO Performance shall be assessed with reference to the previous year's objectives and expectations, current job description and results achieved and shall be conducted pursuant to the County's Performance Management Policy No. 5.8 using the County's Performance Appraisal Form for non-union employees. These tools shall be used to rate the CEO on executive qualities such as leadership, communication, and administration.

2. Performance appraisal reports are treated as confidential; and made available only to the individual and the Board. A copy of the evaluation shall be kept in the CEO's personnel file.

PROCEDURES

1. The Performance Appraisal Committee shall consist of the Chairperson or Vice-Chairperson, one other member of the Board and the County's Director of Corporate Services.

2. Upon completion of the CEO's annual performance appraisal, the Director of Corporate Services for the County of Oxford and the CEO will then submit a brief verbal report to the Board outlining the outcome of the process and a written report to the Board

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Oxford County growing stronger...together		**OXFORD COUNTY LIBRARY BOARD GOVERNANCE POLICY MANUAL**	
Board Motion Number:	2022-04	Date of Review:	2026
Date Approved:	March 21, 2022	Chairperson's signature:	

recommending library objectives and actions as well as developmental and career objectives for the CEO for the upcoming year.

3. Following the evaluation, the CEO is informed of the performance rating.
    a. If job expectations are met, the CEO will receive a salary grid increase unless the top of the salary grid has previously been achieved.
    b. If the CEO's performance falls below the expected level, the Board shall inform the CEO. The Board shall specify how the performance has been judged to be unsatisfactory and advise the CEO that another performance review shall follow in three months' time.
    c. If no improvement is shown at the second performance review a third performance review shall be undertaken after another three month period.
    d. If, after the third appraisal, the CEO is still unable to improve his/her performance to meet the requirements of the position, the Board shall consider further action.

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To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

Annual Board Evaluation Policy Review and Update

RECOMMENDATION

1. **That the Library Board approves amendments to the Annual Board Evaluation Policy as set out in Attachment 1 to Report 2024-41.**

REPORT HIGHLIGHTS

- The updated Annual Board Evaluation Policy, Attachment 1, has been revised from the 2022 version with changes to the Background and Policy segments most notably. A tracked changes version of the updated policy is available as Attachment 2.

Implementation Points

The updated Annual Board Evaluation Policy will be distributed to the Library Board and staff once approved. The updated policy will be used for the upcoming Board Evaluation later this year.

Financial Impact

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

Communications

Pursuant to Board approval, the policy will be posted on the website for public information under the Governance Policy section.

Report 2024-41
CORPORATE SERVICES
Board Date: September 17, 2024

DISCUSSION

Background

The current Annual Board Evaluation policy, Attachment 3, was passed by the Library Board at the March 21, 2022 meeting as part of the Board Governance Policy Review, Report 2022-04.

The policy has been set for review in 2024 as part of the 4-year Policy Review framework. All library policies are required to be reviewed as part of a 4-year cycle for re-accreditation by the Ontario Public Library Guidelines Council.

Comments

The updated Annual Board Evaluation policy, Attachment 1, has been reviewed and updated to include the following changes:
- Housekeeping changes;
- Updated Background statement to provide further understanding of the Board's background documentation as a basis for the evaluation;
- Updated Purpose statement to provide a clear understanding of the purpose of the policy; and,
- Addition of the References and Related Documents section to provide a link to the Library Strategic Plan and reference to the Annual Business and Budget Plan.
- An appendix addition of the Annual Evaluation form .

Conclusions

The updated Annual Board Evaluation policy is intended to provide the Library Board and the CEO/Chief Librarian with clear guidelines and expectations for yearly evaluation. The updated policy will also allow the Board to meet their policy review schedule as required for re-accreditation by the Ontario Public Library Guidelines Council.

SIGNATURES

Departmental Approval:

Original signed by

Lisa Marie Williams, MLIS
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – Updated Annual Board Evaluation policy, 2024
Attachment 2 – Updated Annual Board Evaluation policy, 2024 with tracked changes
Attachment 3 – Current Annual Board Evaluation policy, 2022.

Oxford County Library connect. discover. share. become.	**OXFORD COUNTY LIBRARY BOARD POLICY MANUAL**	
Board Motion Number:	Date of Review:	September 17, 2024
Date Approved:	March 21, 2022	Chairperson's signature:

ANNUAL BOARD EVALUATION

BACKGROUND

The Oxford County Library Board works within the *Public Libraries Act,* R.S.O. 1990, c. P44. The Board. The Board is responsible for the overall governance of the Oxford County Library. In order to accomplish its' mandate, the Board passes an annual Business and Budget Plan that sets the yearly strategic framework.

The Library's Strategic Plan outlines the goals and objectives approved by the Library Board. This plan creates accountability for the strategic goals and objects the Board has highlighted for achievement during their term.

Evaluation is the process by which the board determines if the organization is achieving what it should. It is an essential task of governing. Unless the Board can assess its own skills, it will not have the credibility to judge the skills and performance of others.

PURPOSE

Oxford County Library Board is committed to continuously improving its performance, as well as the overall governance of the Oxford County Library.

To achieve this goal, the Board will evaluate itself, through a Board Self-Evaluation process.

The Board will monitor its own effectiveness in fulfilling its major responsibilities and achieving strategic goals through this self-evaluation process. The process will identify key areas for board improvement and requisite follow-up action or further training.

PROCEDURES

1. Under the leadership of the Board Chair, the Board will conduct a self-evaluation annually in conjunction with the CEO/Chief Librarian Performance Review.

2. The Board may request senior management (through the CEO/Chief Librarian) and/or an external party to act as a resource in making this self-evaluation.

3. The annual evaluation will focus on the Board's responsibilities with particular emphasis on those areas outlined in Board Duties and Responsibilities policy.

4. Areas of focus for the evaluation will include both what was accomplished in the previous year and what the Board plans for the upcoming year.

5. A report to the Board will be provided at the next meeting outlining the results of this assessment.

Oxford County Library connect. discover. share. become.		**OXFORD COUNTY LIBRARY BOARD POLICY MANUAL**	
Board Motion Number:		Date of Review:	September 17, 2024
Date Approved:	March 21, 2022	Chairperson's signature:	

References and Related Documents:

Oxford County Library

Oxford County Library. (2024, February). Library Strategic Plan (2024-2028). https://www.oxfordcounty.ca/en/library/resources/Your-OCL/OCL-Strat-Plan-FINAL20240415-AC.pdf

Oxford County Library. Annual Business and Budget Plan.

Oxford County Library Board. (2022, June). Terms of Reference. https://www.ocl.net/en/library/resources/Your-OCL/Policies/Library-Board-Terms-of-Reference-Council-Approval-20220608.pdf

Legislation

Public Libraries Act, R.S.O. 1990, c. P. 44.

Appendix A

![Oxford County Library logo]
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Oxford County Library Board Self-Evaluation Form

Rating Scale: 5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree
Please use 0 if you are unable to assess due to insufficient data or feel the item is not applicable.

Section A: How well has the Board done its job?

Statement	Rating					
	5	4	3	2	1	0
Oxford County Library Board operates with a strategic plan and a set of measurable goals and priorities						
The Board's regular meeting agenda items reflect our priorities and plans						
The Board has created or reviewed in this period policies as part of the regular review cycle.						
The Board collaborates with the Library CEO/Chief Librarian to set goals and revise policies when appropriate.						
The Board has ensured that the Library's accomplishments and challenges have been communicated to key stakeholders.						
The Board has understood and respected that our role is in governance and not operations.						
Comments / Suggestions:						

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Section B: How well has the Board conducted itself?

Statement	Rating					
	5	4	3	2	1	0
Board members are aware of what is expected of them.						
The agenda of board meetings is well planned to address all necessary board business.						
Board members come to meetings prepared.						
Written reports are provided at least 72 hours in advance of board meetings as laid out in the Oxford County Procedural By-Law.						
All members of the Board are provided the opportunity to participate in discussions.						
The Board does a good job encouraging and dealing with different points of view.						
All members of the Board support decisions made.						
Comments / Suggestions:						

Section C: How well have I done my job as a member of the Board?
(This section is for your own personal reflection and does not need to be shared with the Board as a whole)

Statement	Agree	Disagree	Comments
I rarely miss a scheduled board meeting.			
I am prepared for all meetings.			
I read all documents and reports prior to voting on issues.			
I respect and support all Board decisions even if I do not agree with those decisions.			
I use my individual abilities and skills to enhance the Board's overall performance.			
I understand that I have an obligation to act in the best interests of the library at all time.			
I freely offer my opinions during any deliberations.			
I welcome and consider the opinions and perspectives of others.			
I do not attempt to exert individual authority and/or influence over the CEO or staff.			
I respect the confidential nature of items discussed closed session.			
I feel comfortable with my understanding of the **Public Libraries Act**.			

I support the Board chair in promoting effective meetings.			
I have a clear understanding of my role.			
I am careful to focus on only board issues and leave the running of the library to the CEO / Chief Librarian.			
I can provide feedback in discussion in a constructive manner.			
I am a strong advocate for the best possible library system in Oxford County.			
I am committed to the library's new mission and vision.			
I support the library in a variety of ways (e.g., attend events, etc.)			
I understand the library's financial reporting and budgeting.			
I am aware of the programs, services and events of our communities' libraries.			

OXFORD COUNTY LIBRARY BOARD POLICY MANUAL			
Board Motion Number:		Date of Review:	September 17, 2024
Date Approved:	March 21, 2022	Chairperson's signature:	

ANNUAL BOARD EVALUATION

BACKGROUND

~~taxpayers~~The Oxford County Library Board works within the *Public Libraries Act,* R.S.O. 1990, c. P44. The Board. The Board is responsible for the overall governance of the Oxford County Library. In order to accomplish its' mandate, the Board passes an annual Business and Budget Plan that sets the yearly strategic framework.

The Library's Strategic Plan outlines the goals and objectives approved by the Library Board. This plan creates accountability for the strategic goals and objects the Board has highlighted for achievement during their term.

Evaluation is the process by which the board determines if the organization is achieving what it should. It is an essential task of governing. Unless the Bboard can assess its own skills, it will not have the credibility to judge the skills and performance of others.

PURPOSE

Oxford County Library Board is committed to continuously improving its performance, as well as the overall governance of the Oxford County Library.

~~Since the board is accountable to the municipality and to the public for the performance of the library, the board shall demonstrate its accountability through the annual Business Plan.~~To achieve this goal, the Board will evaluate itself, through a Board Self-Evaluation process.

~~Since the performance of the board as a unit is dependent upon the performance of all its members, the Board shall ensure its ability to govern the library by assessing the achievements, abilities and strengths and limitations of current Board members.~~The Board will monitor its own effectiveness in fulfilling its major responsibilities and achieving strategic goals through this self-evaluation process. The process will identify key areas for board improvement and requisite follow-up action or further training.

PROCEDURES

1. Under the leadership of the Board Chair~~chairperson~~, the Bboard will conduct a ~~board~~ self-evaluation annually in conjunction with the CEO/Chief Librarian Pperformance Rreview.

2. The Bboard may request senior management (through the CEO/Chief Librarian) and/or an external party to act as a resource in making this self-evaluation.

3. The annual evaluation will focus on the Bboard's responsibilities with particular emphasis on those areas outlined in Board Duties and Responsibilities policy.

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4. Areas of focus for the evaluation will include both what was ~~the board~~ accomplished in the previous year and what the ~~B~~board plans for the upcoming year.

5. A ~~The chairperson will distribute a~~ report to the ~~B~~board ~~prior to the next~~will be provided at the next meeting outlining the results of this assessment.

References and Related Documents:

Oxford County Library

Oxford County Library. (2024, February). Library Strategic Plan (2024-2028). https://www.oxfordcounty.ca/en/library/resources/Your-OCL/OCL-Strat-Plan-FINAL20240415-AC.pdf

Oxford County Library. Annual Business and Budget Plan.

Oxford County Library Board. (2022, June). Terms of Reference. https://www.ocl.net/en/library/resources/Your-OCL/Policies/Library-Board-Terms-of-Reference-Council-Approval-20220608.pdf

Legislation

Public Libraries Act, R.S.O. 1990, c. P. 44.

5.

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	OXFORD COUNTY LIBRARY BOARD GOVERNANCE POLICY MANUAL		
Board Motion Number:	2022-04	Date of Review:	2026
Date Approved:	March 21, 2022	Chairperson's signature:	

ANNUAL BOARD EVALUATION

BACKGROUND

Evaluation is the process by which the board determines if the organization is achieving what it should. It is an essential task of governing. Unless the board can assess its own skills, it will not have the credibility to judge the skills and performance of others.

PURPOSE

Since the board is accountable to the municipality and to the public for the performance of the library, the board shall demonstrate its accountability through the annual Business Plan.

Since the performance of the board as a unit is dependent upon the performance of all its members, the Board shall ensure its ability to govern the library by assessing the achievements, abilities and strengths and limitations of current Board members.

PROCEDURES

1. Under the leadership of the chairperson, the board will conduct a board self-evaluation annually in conjunction with the CEO performance review.

2. The board may request senior management (through the CEO) and/or an external party to act as a resource in making this self-evaluation.

3. The annual evaluation will focus on the board's responsibilities with particular emphasis on those areas outlined in Board Duties and Responsibilities policy.

4. Areas of focus for the evaluation will include both what the board accomplished in the previous year and what the board plans for the upcoming year.

5. The chairperson will distribute a report to the board prior to the next meeting outlining the results of this assessment.