

AGENDA

**OXFORD COUNTY LIBRARY BOARD
BOARD MEETING**

Monday, April 20, 2020, 1:00 p.m.

Online via YouTube

www.ocl.net/livestream

- 1. CALL TO ORDER**
- 2. APPROVAL OF AGENDA**
- 3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**
- 4. NOMINATIONS FOR AND ELECTION OF CHAIR**
- 5. CHAIR PRESIDES OVER BALANCE OF MEETING**
- 6. NOMINATIONS FOR AND ELECTION OF VICE-CHAIR**
- 7. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING**
 - 7.1 December 16, 2019
- 8. DELEGATIONS AND PRESENTATIONS**
- 9. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS**
- 10. CONSIDERATION OF CORRESPONDENCE**
- 11. REPORTS**
 - 11.1 Statistics
RECOMMENDATION
 1. That the Statistics for the three months ending March 31, 2020 be accepted.
 - 11.2 Financial Reports
RECOMMENDATION
 1. That the Financial Report for the three months ending March 31, 2020 be accepted.
 - 11.3 Librarian's Report

RECOMMENDATION

1. That the Board receive Report No. 2020-01 for information and discussion purposes.

12. UNFINISHED BUSINESS

13. NOTICE OF MOTIONS

14. NEW BUSINESS / ENQUIRIES / COMMENTS

15. CLOSED SESSION

Proposed Resolution:

Resolved that the Oxford County Library Board rise and go into a Closed Session to consider Report No. (CS) 2020-02 regarding personal matters about an identifiable individual.

15.1 Closed Session Begins

Time_____

15.2 (CS) 2020-02

15.3 Closed Session Ends

Proposed Resolution:

Resolved that Oxford County Library Board rise and reconvene in Open Session.

Time_____

16. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

Proposed Resolution:

Resolved that the recommendation contained in Report No. (CS) 2020-02, be adopted.

17. ADJOURNMENT

OXFORD COUNTY LIBRARY BOARD

MINUTES

December 16, 2019

Oxford County Administration Building Room 222

Member Present Chair John Lessif
 Vice-Chair Cathy Hamel
 Julia Harris
 Councillor David Mayberry
 Warden Larry Martin
 Councillor Don McKay
 Councillor Marcus Ryan

Staff Present L. Buchner, Director of Corporate Services
 B. St. Clair, Recorder/Administrator Support Coordinator

1. CALL TO ORDER

12:58 p.m. with John Lessif in the chair.

2. APPROVAL OF AGENDA

RESOLUTION NO. 1

Moved By: Don McKay

Seconded By: Larry Martin

Resolved that the Agenda be approved as amended by changing the order of business by bringing forward the Closed Session section prior to Report No. 2019-28, titled CEO Performance Appraisal Goals and Objectives.

DISPOSITION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

4.1 November 18, 2019

RESOLUTION NO. 2

Moved By: David Mayberry

Seconded By: Marcus Ryan

Resolved that the Library Board minutes of November 18, 2019 be accepted.

DISPOSITION: Motion Carried

5. DELEGATIONS AND PRESENTATIONS

6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS

7. CONSIDERATION OF CORRESPONDENCE

8. REPORTS

8.1 Chair's Report

J. Lessif describes it as having been an honour to serve as Library Board Chair for the past year, and extends his thanks and appreciation to Library Board members and staff.

8.2 2019-26 Librarian's Report

RESOLUTION NO. 3

Moved By: Cathy Hamel

Seconded By: Marcus Ryan

Resolved that the Board receive Report No. 2019-26 for information and discussion purposes.

DISPOSITION: Motion Carried

8.3 2019-28 CEO Performance Appraisal Goals and Objectives

RESOLUTION NO. 6

Moved By: David Mayberry

Seconded By: Don McKay

Resolved that the Board approve the key objectives for the CEO to support the library's strategies and goals, as presented in Report No. 2019-28.

DISPOSITION: Motion Carried

8.4 2019-29 Terms of Reference - Stakeholder Engagement Committee

RESOLUTION NO. 7

Moved By: Larry Martin

Seconded By: Marcus Ryan

That the Board approve the Terms of Reference for the Stakeholder Engagement (Tactic#1) Committee as attached to Report No. 2019-29.

DISPOSITION: Motion Carried

Vice-Chair C. Hamel reads the draft minutes from the inaugural Tactic #1 Committee meeting held on Friday, December 6, 2019.

8.5 2019-30 2020 Library Board meeting schedule

RESOLUTION NO. 8

Moved By: David Mayberry

Seconded By: Larry Martin

Resolved that the Oxford County Library Board adopt a schedule for 2020 regular Library Board meetings as set out in Report No. 2019-30 with each regular meeting being held at __1__ p.m.

DISPOSITION: Motion Carried

9. UNFINISHED BUSINESS

10. NOTICE OF MOTIONS

11. NEW BUSINESS / ENQUIRIES / COMMENTS

12. CLOSED SESSION

RESOLUTION NO. 4

Moved By: Cathy Hamel

Seconded By: Marcus Ryan

Resolved that the Oxford County Library Board rise and go into a Closed Session to consider Report No. (CS) 2019-27 regarding personal matters about an identifiable individual.

DISPOSITION: Motion Carried (1:07 p.m.)

Closed Session Ends 3:17 p.m.

RESOLUTION NO. 5

Moved By: Don McKay

Seconded By: Larry Martin

Resolved that Oxford County Library Board rise and reconvene in Open Session.

DISPOSITION: Motion Carried (3:17 p.m.)

13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

RESOLUTIONS NO. 9

Moved By: Don McKay
Seconded By: Larry Martin

Resolved that the recommendation contained in Report No. (CS) 2019-27, be adopted.

And further that a meeting be scheduled to include the CEO/Chief Librarian and Board members J. Lessif, D. Mayberry, M. Ryan and J. Harris.

DISPOSITION: Motion Carried

14. ADJOURNMENT

Library Board adjourns at 3:40 p.m. until the next meeting scheduled for January 20, 2020 at 1 p.m. at the Tavistock Public Library.

CHAIR

SECRETARY

OXFORD COUNTY LIBRARY MATERIALS CIRCULATION STATISTICS													TOTAL to Date	2019 TOTAL	
	JAN	FEB	MAR	APR	MAY	JUN	JUL	2020 AUG	SEP	OCT	NOV	DEC			
BROWNSVILLE	2019	197	156	326	240	189	235	252	254	199	258	240	195	353	2,741
	2020	295	220											515	
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	3,309	19,243
	2020	1,622	1,635											3,257	
EMBRO	2019	664	566	605	623	611	577	614	640	510	628	542	470	1,230	7,050
	2020	573	590											1,163	
HARRINGTON	2019	204	119	241	145	172	214	383	247	197	182	257	286	323	2,647
	2020	289	244											533	
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	18,810	113,962
	2020	9,652	8,752											18,404	
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	2,901	17,893
	2020	1,503	1,619											3,122	
MOUNT ELGIN	2019	654	642	801	770	927	698	864	887	759	691	718	612	1,296	9,023
	2020	912	467											1,379	
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	10,037	57,449
	2020	5,791	5,120											10,911	
OTTERVILLE	2019	955	973	890	981	805	1,241	1,535	1,430	1,176	1,170	1,160	847	1,928	13,163
	2020	1,083	1,426											2,509	
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	2,457	15,596
	2020	1,421	1,407											2,828	
PRINCETON	2019	623	686	746	802	760	667	898	791	637	606	508	488	1,309	8,212
	2020	696	756											1,452	
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	2,856	21,083
	2020	1,882	1,844											3,726	
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	2,583	15,907
	2020	1,651	1,527											3,178	
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	17,958	101,883
	2020	8,861	8,507											17,368	
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	67,350	405,852
	2020	36,231	34,114	0	0	0	0	0	0	0	0	0	0	70,345	
Annual Change:		0.0%	9.7%											4.4%	
Digital TV & Movies	2019	231	259	238	227	222	198	222	204	220	236	252	272	728	2,781
	2020	258	272	491										1,021	
Zinio (Magazines)	2019	282	294	357	270	280	281	203	298	299	93	406	255	933	3,318
	2020	248	334	409										991	
Tumble Books	2019	1,190	1,705	1,871	1,470	1,322	763	180	171	454	584	1,272	868	2,895	11,850
	2020	910	548											1,458	
Digital Music	2019	2,890	2,157	2,748	3,531	2,598	2,824	3,151	3,277	2,859	2,300	2,100	2,753	7,795	33,188
	2020	2,472	2,049	2,916										7,437	
Digital Audiobooks	2019	3,336	3,185	3,570	3,382	3,403	3,337	3,658	3,921	3,763	3,805	3,796	3,660	10,091	42,816
	2020	4,300	4,209	4,649										13,158	
Digital ebooks	2019	5,086	4,728	5,082	4,740	4,738	4,522	5,101	5,151	4,862	4,801	4,736	4,796	14,896	58,343
	2020	5,383	5,150	6,154										16,687	
TOTALS: Audio and ebooks	2019	8,422	7,913	8,652	8,122	8,141	7,859	8,759	9,072	8,625	8,606	8,532	8,456	24,987	101,159
	2020	9,683	9,359	10,803	0	0	0	0	0	0	0	0	0	29,845	
Annual Change:		15.0%	18.3%	24.9%										19.4%	

OXFORD COUNTY LIBRARY - COMPUTER USE BY PUBLIC													2020	TOTAL to Date	2019 TOTAL	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC			
BROWNSVILLE		2019	4	4	6	5	3	12	71	49	40	59	43	24	8	320
		2020	51	70											121	
Wireless		2019	68	15	65	33	79	54	54	67	44	47	42	34	148	602
		2020	12	10	13										35	
BURGESSVILLE		2019	14	17	8	28	12	6	3	12	8	7	9	2	31	126
		2020	5	4											9	
Wireless		2019	251	110	182	124	193	219	221	235	310	242	253	190	543	2,530
		2020	270	160	200										630	
EMBRO		2019	34	51	33	46	62	49	45	43	53	47	20	10	85	493
		2020	21	29											50	
Wireless		2019	39	22	54	32	56	69	348	66	83	100	126	39	115	1,034
		2020	42	47	32										121	
HARRINGTON		2019	2	1	2	4	1	2	0	10	2	5	0	9	3	38
		2020	4	5											9	
Wireless		2019	20	9	24	7	14	25	25	35	13	10	40	13	53	235
		2020	11	11	12										34	
INGERSOLL		2019	1,165	806	987	946	803	699	1,018	983	746	823	906	763	1,971	10,645
		2020	950	875											1,825	
Wireless		2019	899	313	856	461	634	722	934	846	752	747	699	537	2,068	8,400
		2020	595	634	337										1,566	
INNERKIP		2019	63	47	66	46	60	55	54	59	58	71	59	49	110	687
		2020	67	62											129	
Wireless		2019	38	31	35	31	131	156	177	91	69	75	61	92	104	987
		2020	47	47	38										132	
MOUNT ELGIN		2019	9	10	12	8	7	7	4	5	12	10	9	5	19	98
		2020	9	6											15	
Wireless		2019	42	28	29	12	15	45	16	16	48	34	31	63	99	379
		2020	22	22	12										56	
NORWICH		2019	492	337	345	256	270	426	611	578	452	378	335	267	829	4,747
		2020	234	301											535	
Wireless		2019	689	238	620	339	678	630	621	659	636	581	588	439	1,547	6,718
		2020	424	411	511										1,346	
OTTERVILLE		2019	32	24	24	35	34	34	37	46	43	28	15	12	56	364
		2020	24	30											54	
Wireless		2019	51	17	75	30	53	134	134	118	160	182	127	188	143	1,269
		2020	120	69	62										251	
PLATTSVILLE		2019	77	75	115	86	102	102	88	79	92	114	85	22	152	1,037
		2020	58	74											132	
Wireless		2019	293	100	237	212	419	249	67	57	168	135	133	31	630	2,101
		2020	113	87	69										269	
PRINCETON		2019	25	49	59	34	46	55	34	33	45	49	38	34	74	501
		2020	57	34											91	
Wireless		2019	41	14	50	31	55	146	164	170	80	74	57	40	105	922
		2020	48	79	30										157	
TAVISTOCK		2019	70	57	83	81	96	86	141	115	117	87	69	74	127	1,076
		2020	87	69											156	
Wireless		2019	346	170	276	170	363	380	331	278	174	283	262	209	792	3,242
		2020	267	205	186										658	
THAMESFORD		2019	128	115	118	126	139	108	153	177	168	199	156	122	243	1,709
		2020	138	162											300	
Wireless		2019	167	84	248	114	225	180	223	234	204	233	143	175	499	2,230
		2020	164	192	138										494	
TILLSONBURG		2019	1,067	847	1,158	1,086	1,128	994	1,033	1,112	986	1,090	986	762	1,914	12,249
		2020	1,086	962											2,048	
Wireless		2019	1,799	611	1,885	1,089	1,591	1,536	1,622	1,534	1,366	1,645	1,473	1,119	4,295	17,270
		2020	1,435	1,264	806										3,505	
TOTALS:		2019	7,925	4,202	7,652	5,472	7,269	7,180	8,229	7,707	6,929	7,355	6,765	5,324	12,127	82,009
		2020	6,361	5,921	2,446	0	0	0	0	0	0	0	0	0	14,728	
Annual Change:			-19.7%	40.9%	-68.0%										21.4%	

LIBRARY

March Variance Reporting

For the Three Months Ending March 31, 2020

	YTD ACTUAL	FORECAST	APPROVED BUDGET	VARIANCE \$	VARIANCE %
LIBRARY ADMINISTRATION					
LIBRARY ADMINISTRATION					
REVENUES					
REV - PROVINCIAL GOVT	-	(135,675)	(135,675)	-	- %
REV - PROV-PAY EQUITY	-	(3,229)	(3,229)	-	- %
REV - SERVICE RECOVERY FEES	(3,693)	(15,000)	(15,000)	-	- %
REV - INTEREST	(529)	(1,000)	-	1,000	- %
REV - DONATIONS	-	-	-	-	- %
TOTAL REVENUES	(4,222)	(154,904)	(153,904)	1,000	(0.6%)
SALARIES AND BENEFITS					
SALARIES	138,549	579,452	579,452	-	- %
HONORARIUM	-	2,000	2,000	-	- %
BENEFITS	39,709	164,987	164,987	-	- %
TOTAL SALARIES AND BENEFITS	178,258	746,439	746,439	-	- %
OPERATING AND PROGRAM EXPENSES					
COMPUTER SOFTWARE & SUPPORT	2,710	20,000	20,000	-	- %
ADVERTISING/MARKETING/PROMO	589	15,000	15,000	-	- %
TELECOMMUNICATIONS	514	3,000	3,000	-	- %
MEMBERSHIP/DUES/SUBSCRIPTIONS	17,871	20,000	20,000	-	- %
TRAINING/SEMINARS/CONFERENCE	1,695	23,000	23,000	-	- %
POSTAGE	1,042	6,000	6,000	-	- %
TRAVEL-EXPENSES, MILEAGE	409	10,000	10,000	-	- %
TOOLS/EQUIPMENT PURCHASE	239	5,000	5,000	-	- %
R & M - EQUIPMENT	1,016	5,000	5,000	-	- %
OFFICE SUPPLIES/EXPENSES	986	5,000	5,000	-	- %
INSURANCE	-	19,500	19,500	-	- %
PURCHASED SERVICES	2,446	20,000	20,000	-	- %
SUPPLIES/PROGRAM EXPENSES	2,192	15,000	15,000	-	- %
BOOKS - HARD COPY	52,425	214,000	214,000	-	- %
CULTURAL PROGRAMS	140	37,000	37,000	-	- %
GUIDES & TOOLS	16,716	47,000	47,000	-	- %
BOOKS - ELECTRONIC	33,684	95,000	95,000	-	- %
CHARGE FROM FINANCE	14,070	56,285	56,285	-	- %
CHARGE FROM CUSTOMER SERVICE	4,815	19,258	19,258	-	- %
CHARGE FROM IT (OPERATING)	88,011	352,048	352,048	-	- %



LIBRARY

March Variance Reporting

For the Three Months Ending March 31, 2020

	YTD ACTUAL	FORECAST	APPROVED BUDGET	VARIANCE \$	VARIANCE %
CHARGE FROM IT - V.O.I.P.	1,422	5,682	5,682	-	- %
CHARGE FROM IT - COPIER	2,688	10,755	10,755	-	- %
CHARGE FROM FACILITIES	12,075	48,300	48,300	-	- %
CHARGE FROM FLEET	2,630	26,472	26,472	-	- %
CHARGE FROM HUMAN RESOURCES	11,475	45,901	45,901	-	- %
CAPITAL - CHARGE FROM IS	6,177	24,713	24,713	-	- %
TOTAL OPERATING AND PROGRAM EXPENSES	278,037	1,148,914	1,148,914	-	- %
CAPITAL					
CAPITAL - COMPUTER EQUIPMENT	-	10,000	10,000	-	- %
TOTAL CAPITAL	-	10,000	10,000	-	- %
TOTAL LIBRARY ADMINISTRATION	452,073	1,750,449	1,751,449	1,000	0.1%
DC - LIBRARY	(5,740)	(153,222)	(153,222)	-	- %
TOTAL LIBRARY ADMINISTRATION	446,333	1,597,227	1,598,227	1,000	0.1%
BRANCH LIBRARIES					
BROWNSVILLE LIBRARY	9,690	32,471	32,471	-	- %
BURGESSVILLE LIBRARY	12,832	54,412	54,412	-	- %
EMBRO LIBRARY	8,051	41,149	41,149	-	- %
HARRINGTON LIBRARY	5,862	28,084	28,084	-	- %
INGERSOLL LIBRARY	116,601	673,430	673,430	-	- %
INNERKIP LIBRARY	18,866	59,330	59,330	-	- %
MT-ELGIN LIBRARY	8,140	43,071	43,071	-	- %
NORWICH LIBRARY	71,452	257,805	257,805	-	- %
OTTERVILLE LIBRARY	13,691	56,372	56,372	-	- %
PLATTSVILLE LIBRARY	33,637	105,077	105,077	-	- %
PRINCETON LIBRARY	16,293	64,773	64,773	-	- %
TAVISTOCK LIBRARY	37,594	154,595	154,595	-	- %
THAMESFORD LIBRARY	33,898	163,649	163,524	(125)	(0.1%)
TILLSONBURG LIBRARY	185,175	639,688	639,688	-	- %
R - OCL - FACILITIES	16,750	22,000	22,000	-	- %
TOTAL BRANCH LIBRARIES	588,532	2,395,906	2,395,781	(125)	- %
TOTAL LIBRARY	1,034,865	3,993,133	3,994,008	875	- %

To: Oxford County Library Board

From: CEO/Chief Librarian

Librarian's Report – April 2020

RECOMMENDATION

1. That the Board receive Report No. 2020-01 for information and discussion purposes.

I look forward to resuming regular Board meetings again, and welcome the opportunity to meet virtually on Monday to discuss the unprecedented situation public libraries find themselves in as a result of the COVID-19 pandemic. The recent amendment to the Public Libraries Act, allowing boards to meet virtually during this time, was a crucial step, as otherwise, Boards would be unable to properly exercise their due diligence.

COVID-19 – Impact on library services and our response

On March 16, all Ontario public libraries, being considered non-essential, were ordered closed by provincial order O. Reg. 51/20. The Order specifies when a business that is required to be closed may operate remotely and when staff may access their place of work. Temporary access is permitted for activities including compliance with applicable laws, to access materials, goods or supplies that may be necessary for the business to be operated remotely, and facility maintenance and repair. There was considered to be room for interpretation of what would be acceptable “for the business to be operated remotely”, and some libraries proceeded to carry on with many normal functions, albeit without the public accessing the buildings.

On March 26, Ministry staff advised library CEOs that limited staffing in branches to accomplish work deemed to be important or critical would not be against the spirit of the provincial mandate to close all branches to the public, as long as the risk to someone coming to work was the same or less than the risk of staying home. A few days later, the Ministry further stipulated that only one staff person should be present in a library facility at any one time. We are abiding by these requirements.

Because this State of Emergency is unprecedented, there are no guidelines or action plans to guide the library community, and it seems that acceptable conditions of access and sanctioned activities are in a state of flux.

Early on in the closures, some public libraries were finding ways to deliver materials to patrons – limited to those materials that had been on Hold for the patron and were on branch shelves awaiting pick-up.

In the first two weeks following the closure, in branches where there was a number of items ready for pick-up by patrons who had placed them on Hold prior to the closure, our branch staff prepared the materials on Hold -- wiped down with a sanitizing cloth, bagged, and labelled. In some cases, prearranged pick up times saw people coming to the outside of the branch to pick up their bag, one at a time, with the library supervisor observing from inside the building. In other cases, branch staff or our Van Driver delivered items to patrons' homes, leaving the items at a prearranged spot, ringing the bell, and leaving promptly. Given that the items had been sitting on a shelf in the branch for a minimum of one week at that point, and staff exercised proper handling of the items, it was considered safe. While most people wanted their materials, there were some who preferred to wait until the branches reopen. In general, the process worked well and people were appreciative. No further Holds are being filled, however, given the increasing strictures imposed by the province, yet our staff who are fielding e-mails and phone calls from patrons are being asked regularly whether there is a way to receive books.

Questions have been posed on behalf of ARUPLO libraries to the Ministry hotline regarding the possibility of curbside service for delivery of library books, similar to the service being provided by other businesses. No specific information has been received in response to these questions, but it is anticipated that the answer will be that libraries are closed and non-essential people should remain off the roads. Regardless, in order to be prepared, the concept of curbside service is something that is being planned for as a "Phase 2" approach to an extended closure. We have a basic implementation plan prepared for how this might operate, in order to be able to react quickly if and when the Ministry condones such a service.

Although the ability to place online Holds has been deactivated since the closure, we are planning to reactivate the Holds function in the near future. This means that people would be able to be placed on the Holds list, but the Hold would not be made available or the patron notified of its availability until such time as we reopen or are able to offer a delivery service. Branch staff would be able to gather the requested items in preparation for making them available, thus alleviating backlog upon reopening. Reinstating the Holds function would have the additional benefit of guiding our materials selection and purchasing process moving forward, ensuring that we have adequate copies of in-demand items.

Since the closure, staff effort has been focused on enhancing and promoting electronic resources and collections, as our website is currently the only access point to library materials and services. Cristina and Sarah have remote (VPN) access to our library software, Workflows, on their laptops, and thus are able to do a full range of circulation and patron registration functions remotely. As well, our iPads with Mobile Circ installed (used for collections inventory work and Mobile Outreach) have been distributed to several other full-time librarians and Technicians. This team has established a six-day per week schedule, during which they are monitoring the myaccount@oclibnet email which is advertised on our website, social media, and on the postcard that was sent out through Canada Post household mass mailing in late March. All report that during their four hour shifts, they are kept busy responding to requests for a library account, requests for their PIN, technical assistance with accessing and downloading online resources, as well as good conversations with people eager to connect around book suggestions, library news, and to get information on community resources. Between March 13 and April 15, 165 new patron accounts have been created.

The staff team report that they are fielding a wide variety of calls beyond the scope of account set-up and information. Just as our library staff have been a strong source of community

information in person, staff continue to assist people with accessing community information over the phone and by email.

A patron emailed me with the following comment, which I feel is worth sharing:

Dear Lisa,

I was able to get in touch with Ryan about an Email that I wasn't sure was spam or not. His help was invaluable in sorting the issue out. Then he walked me through Kanopy which must have been a tedious process for him. He remained patient and polite throughout the exercise and I can now live stream! As an 82year old who resists this technology, a mentor like Ryan is invaluable. Thank you for the service OCL provides.

Sincerely, _____

In terms of enhancing our online offerings, we have been taking advantage of services and products being offered to public libraries free of charge during this crisis. OCL was one of the first libraries to implement home access to Ancestry Library Edition, the very popular genealogical research database. Similarly, Ontario Exam Bank is now able to be accessed at home through ocl.net. We are among a relatively few number of public libraries that subscribe to this product, but given the school closures, it has proven to be a draw for parents. We will continue to monitor usage stats of our various online products, in order to track the impact of COVID-19 isolation. Whereas average monthly usage of Exam Bank is often in the single digits, in March 2020, 149 Exam Bank practice tests were taken.

We have requested two months' free access to Press Reader, which provides access to a number of national and regional newspapers online.

On the advice of legal counsel, the Thames Valley District School Board has closed school facilities to all but a very small number of authorized individuals. Only specified Board representatives and the school principal are allowed access. Teachers were allowed one-time access in order to retrieve materials they would need in order to work from home. Daycare operations which are co-located in schools have been closed and staff denied access. As a result, we no longer have access to the Plattsville branch facility. Our staff person, Kathy Hofstetter, was granted access to remove any items she might need to be able to work remotely.

In terms of staff activity at home and in the branch, staff are notifying either Cristina or myself of the intended purpose of time spent in the branch in order to be authorized to do so. Staff activities taking place in the branches have included: collections maintenance such as weeding, and preparation of Holds for delivery (several of these activities have ceased in response to Ministry updates); preparation of community-based activities such as a Virtual Book Club, online Reading BINGO Challenge, Scavenger Hunts, Trivia contests (all of which respect physical distancing requirements); filming of Facebook Live virtual programs (now relocated to staff members' homes); and preparatory work for Summer Reading and Oxford Reads. An impressive amount of local history work is also being done, including over 6 years' worth of newspaper digitization and indexing. A loan of historical Ingersoll photographs from the Archives of Ontario has allowed our Technicians to add to the Historypin collection, a collaborative photograph site, linked to our website: <https://www.ocl.net/Services/Local-History>.

Staff have been encouraged to pursue online learning opportunities, from home whenever possible. A strong focus on sharpening technology skills has been particularly valuable.

For liability reasons, we are asking staff to visit the branch at least once a week to ensure that the facility and equipment are in a safe condition. In cases where the staff person does not live nearby, our Van Driver is making spot checks while on his courier route.

During such a difficult and stressful time, it is important that “good news stories” be communicated to the Board. There have been many such stories over the past few weeks. I have shared some with the Board by e-mail. By far our most impactful activity since the closure has been the virtual programming offered almost daily on Facebook. A regular schedule of story times, crafts, and boredom busters has garnered a large and faithful following, and the comments have been very encouraging and heartening. If you do not already follow OCL on Facebook, I would ask that you do so. I cannot do justice in words to the creativity of staff’s efforts. I do believe that these videos are helping to reduce feelings of social isolation, and it is clear that people, particularly children, are enjoying seeing familiar library faces. In addition to entertainment, instructional Facebook videos are being created. Vicki Wahl’s online tutorial on using Ancestry.ca was extremely well-received, based on hits and comments. Other such tutorials are being planned. Because it can be difficult to access previous Facebook content, we will be looking into including these Facebook videos on our YouTube channel, which will provide much easier search capabilities.

Board governance role

As a non-essential county service, the Library does not currently have a fully developed risk management framework in place as part of the County’s Business Continuity Plan. While current conditions may not allow for the development of a robust risk management plan in the short term, major risks should still be identified and tracked. This will be done for discussion at the May meeting.

Efforts are underway to ensure that adequate policies and procedures are in place for the safety and security of staff, volunteers, and clients. Because the current situation is so unprecedented, there must be the ability to create and adjust policies and procedures as required.

Communication will be critical during the pandemic. The Board needs to have timely information on a regular basis, between scheduled Board meetings. While Boards do not become involved in operational matters, these are exceptional circumstances, with new developments occurring on a regular basis. The Board needs to be kept informed in order to provide proper oversight and avoid liability. Regular communication between the CEO and Board Chair will be needed, and Board concerns should flow through the Chair. At Monday’s meeting, there can be discussion regarding what information the Board wants and in what manner and frequency.

SIGNATURE

Departmental Approval:

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian