

AGENDA

OXFORD COUNTY LIBRARY BOARD BOARD MEETING

Monday, May 25, 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. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING
 - 4.1 April 20, 2020
5. DELEGATIONS AND PRESENTATIONS
6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS
7. CONSIDERATION OF CORRESPONDENCE
 - 7.1 David Harvie, Chief Executive Officer, Woodstock Public Library
Re: Woodstock Public Library Board - Request for Municipal Resolution Supporting Provincial Public Library Funding

RECOMMENDATION
 1. That the correspondence from David Harvie be received.
8. REPORTS
 - 8.1 Statistics
RECOMMENDATION
 1. That the Statistics for the four months ending April 30, 2020 be accepted.
 - 8.2 2020-03 Librarian's Report
RECOMMENDATION
 1. That the Board receive Report No. 2020-03 for information and discussion purposes.

8.3 2020-04 Board Member Appointment to SOLS Trustee Council

RECOMMENDATION

1. That the Board appoint member _____ to represent Oxford County Library Board on the Southern Ontario Library Service Trustee Council.

8.4 2020-05 COVID-19 Pandemic Recovery action plan

RECOMMENDATION

1. That Report No. 2020-05 entitled "COVID-19 Pandemic Recovery Action Plan", be received for information.

8.5 2020-06 COVID-19 Library Services Impacts - April 2020

RECOMMENDATION

1. That Report No. 2020-06 entitled "COVID-19 Library Services Impacts - April 2020", be received for information.

9. UNFINISHED BUSINESS
10. NOTICE OF MOTIONS
11. NEW BUSINESS / ENQUIRIES / COMMENTS
12. CLOSED SESSION
13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION
14. ADJOURNMENT

OXFORD COUNTY LIBRARY BOARD
MINUTES

April 20, 2020
Virtual Meeting via Webex

Members Present

Laura Langford
Regina Smith
Councillor David Mayberry
Warden Larry Martin
Councillor Don McKay
Councillor Marcus Ryan

Staff Present

L. Buchner, Director of Corporate Services
L. Miettinen, CEO/Chief Librarian

Members Absent

Julia Harris

1. CALL TO ORDER

1:06 p.m. with CEO/Chief Librarian, Lisa Miettinen in the chair.

2. APPROVAL OF AGENDA

RESOLUTION NO. 1

Moved By: David Mayberry

Seconded By: Larry Martin

Resolved that the Agenda be approved.

DISPOSITION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

4. NOMINATIONS FOR AND ELECTION OF CHAIR

The CEO/Chief Librarian calls for nominations for Chair.

RESOLUTION NO. 2

Moved By: Don McKay

Seconded By: Larry Martin

Resolved that Marcus Ryan be nominated for the position of Chair.

DISPOSITION: Motion Carried

The CEO/Chief Librarian, Lisa Miettinen, calls for further nominations. Being none, the CEO/Chief Librarian calls for a motion to close nominations.

RESOLUTION NO. 3

Moved By: Larry Martin

Seconded By: Don McKay

Resolved that nominations for the position of Board Chair be closed.

DISPOSITION: Motion Carried

Marcus Ryan declared Chair of Oxford County Library Board.

5. CHAIR PRESIDES OVER BALANCE OF MEETING

6. NOMINATIONS FOR AND ELECTION OF VICE-CHAIR

The Chair calls for nominations for the position of Vice Chair.

RESOLUTION NO. 4

Moved By: Don McKay

Seconded By: Larry Martin

Resolved that David Mayberry be nominated for the position of Vice Chair.

DISPOSITION: Motion Carried

The Chair, Marcus Ryan, calls for further nominations. Being none, the Chair calls for a motion to close nominations.

RESOLUTION NO. 5

Moved By: Larry Martin

Seconded By: Don McKay

Resolved that nominations for the position of Vice Chair be closed.

DISPOSITION: Motion Carried

David Mayberry declared Vice Chair of Oxford County Library Board.

7. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

7.1 December 16, 2019

RESOLUTION NO. 6

Moved By: David Mayberry

Seconded By: Don McKay

Resolved that the Library Board minutes of December 16, 2019 be accepted.

DISPOSITION: Motion Carried

8. DELEGATIONS AND PRESENTATIONS

9. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS

10. CONSIDERATION OF CORRESPONDENCE

11. REPORTS

11.1 Statistics

RESOLUTION NO. 7

Moved By: David Mayberry

Seconded By: Larry Martin

Resolved that the Statistics for the three months ending March 31, 2020 be accepted.

DISPOSITION: Motion Carried

11.2 Financial Reports

RESOLUTION NO. 8

Moved By: Don McKay

Seconded By: David Mayberry

That the Financial Report for the three months ending March 31, 2020 be accepted.

DISPOSITION: Motion Carried

11.3 2020-01 Librarian's Report

RESOLUTION NO. 9

Moved By: Larry Martin

Seconded By: David Mayberry

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

DISPOSITION: Motion Carried

12. UNFINISHED BUSINESS

13. NOTICE OF MOTIONS

14. NEW BUSINESS / ENQUIRIES / COMMENTS

The Chair asked staff to send a message thanking branch staff for the creative work they have been doing in their branch communities during this difficult time.

15. CLOSED SESSION

RESOLUTION NO. 10

Moved By: Don McKay
Seconded By: David Mayberry

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.

DISPOSITION: Motion Carried (2:06 p.m.)

Closed Session Ends 2:09 p.m.

RESOLUTION NO. 11

Moved By: Larry Martin
Seconded By: Laura Langford

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

DISPOSITION: Motion Carried (2:09 p.m.)

16. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

RESOLUTION NO. 12

Moved By: David Mayberry
Seconded By: Regina Smith

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

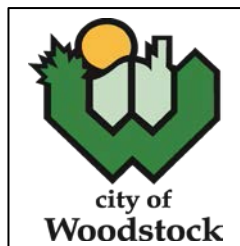
DISPOSITION: Motion Carried

14. ADJOURNMENT

Library Board adjourns at 2:10 p.m.

CHAIR

SECRETARY



Office of the City Clerk
Woodstock City Hall
P.O. Box 1539
500 Dundas Street
Woodstock, ON
N4S 0A7
Telephone (519) 539-1291

March 6, 2020

David Harvie, Chief Executive Officer
Woodstock Public Library
445 Hunter St,
Woodstock, ON N4S 4G7

Via e-mail: dharvie@mywpl.ca

Re: Woodstock Public Library Board – Request for Municipal Resolution Supporting
Provincial Public Library Funding

At the regular Council meeting held on March 5, 2020, the following resolution was passed:

“WHEREAS public libraries provide vibrant community hubs where residents of all ages and backgrounds are welcome to learn, work, train, innovate, explore, connect, and collaborate;

AND WHEREAS the Woodstock Public Library provides community members with equitable, reliable access to broadband internet;

AND WHEREAS the Woodstock Public Library uses technology to make resources more accessible and responsive to people’s changing needs;

AND WHEREAS the Woodstock Public Library works closely with local residents to deliver valued programs and services and shares knowledge and resources;

AND WHEREAS the Woodstock Public Library continues to be a catalyst for residents and organizations to reach their potential by connecting them with the expertise and resources they need, and transforms information into knowledge that positively impacts their lives and their families;

AND WHEREAS the Woodstock Public Library continues to judiciously manage public resources with the utmost care and is committed to the sustainability of its services;

NOW THEREFORE BE IT RESOLVED that Woodstock City Council encourages the Province of Ontario to recognize the contribution of local libraries within their communities;

AND FURTHER THAT City Council encourages the Province of Ontario to maintain existing funding for Ontario’s public libraries;

AND FURTHER THAT City Council encourages the Province of Ontario to make a new, ongoing, targeted annual investment to extend access to modern, cost-effective resources

and services through their local public libraries to all Ontarians in accordance with the Ontario Library Association and Federation of Ontario Public Libraries & 2020 Pre- Budget Recommendations;

AND FURTHER THAT a copy of this resolution be sent to the Ontario Minister of Heritage, Sport, Tourism, and Culture Industries, the Ontario Minister of Municipal Affairs, our local MPP, the Association of Municipalities Ontario, the Ontario Library Association, the Federation of Ontario Public Libraries, and Oxford County Council and local area municipalities for endorsement.”

Yours Truly,



Amelia Humphries, City Clerk

Cc: via e-mail

The Honourable Lisa MacLeod
Minister of Heritage, Sport, Tourism and
Culture Industries
Minister.MacLeod@ontario.ca

The Honourable Ernie Hardeman
Minister of Agriculture,
Food and Rural Affairs Constituency Office
minister.omafra@ontario.ca

The Honourable Steve Clark
Minister of Municipal Affairs & Housing
Minister.mah@ontario.ca

The Honourable Rod Phillips
Minister of Finance
Minister.fin@ontario.ca

Ms. Shelagh Paterson
Executive Director
Ontario Library Association
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Mr. Stephen Abram
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Federation of Ontario Public Libraries
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Ms. Lorna Ruder
Executive Director
Association of Municipalities of Ontario
lruder@amo.on.ca

Oxford County Council
c/o Chloe Senior, Clerk
cseior@oxfordcounty.ca

Township of Blandford Blenheim - rmordue@blandfordblenheim.ca

Township of East Zorra-Tavistock – wjaques@ezt.ca

Town of Ingersoll – mgraves@ingersoll.ca

Township of Norwich – kkruger@norwich.ca

Township of South-West Oxford - clerk@swox.org

Town of Tillsonburg – msmibert@tillsonburg.ca

Township of Zorra - kmartin@zorra.ca

OXFORD COUNTY LIBRARY MATERIALS CIRCULATION STATISTICS													2020	TOTAL to Date	2019 TOTAL
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC			
BROWNSVILLE	2019	197	156	326	240	189	235	252	254	199	258	240	195	919	2,741
	2020	295	220	146	66									727	
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	6,709	19,243
	2020	1,622	1,635	767	23									4,047	
EMBRO	2019	664	566	605	623	611	577	614	640	510	628	542	470	2,458	7,050
	2020	573	590	190	6									1,359	
HARRINGTON	2019	204	119	241	145	172	214	383	247	197	182	257	286	709	2,647
	2020	289	244	189	11									733	
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	37,945	113,962
	2020	9,652	8,752	4,932	82									23,418	
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	6,200	17,893
	2020	1,503	1,619	671	106									3,899	
MOUNT ELGIN	2019	654	642	801	770	927	698	864	887	759	691	718	612	2,867	9,023
	2020	912	467	443	72									1,894	
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	19,122	57,449
	2020	5,791	5,120	2,596	12									13,519	
OTTERVILLE	2019	955	973	890	981	805	1,241	1,535	1,430	1,176	1,170	1,160	847	3,799	13,163
	2020	1,083	1,426	369	76									2,954	
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	5,165	15,596
	2020	1,421	1,407	716	142									3,686	
PRINCETON	2019	623	686	746	802	760	667	898	791	637	606	508	488	2,857	8,212
	2020	696	756	388	45									1,885	
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	6,313	21,083
	2020	1,882	1,844	843	22									4,591	
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	5,224	15,907
	2020	1,651	1,527	836	42									4,056	
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	35,658	101,883
	2020	8,861	8,507	4,349	325									22,042	
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	135,945	405,852
	2020	36,231	34,114	17,435	1,030	0	0	0	0	0	0	0	0	88,810	
Annual Change:		0.0%	9.7%	-51.1%	-96.9%									-34.7%	
Digital TV & Movies	2019	231	259	238	227	222	198	222	204	220	236	252	272	955	2,781
	2020	258	272	491	649									1,670	
Zinio (Magazines)	2019	282	294	357	270	280	281	203	298	299	93	406	255	1,203	3,318
	2020	248	334	409	482									1,473	
Tumble Books	2019	1,190	1,705	1,871	1,470	1,322	763	180	171	454	584	1,272	868	6,236	11,850
	2020	910	548	891	1,422									3,771	
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	11,326	33,188
	2020	2,472	2,049	2,916	2,876									10,313	
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	13,473	42,816
	2020	4,300	4,209	4,649	5,457									18,615	
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	19,636	58,343
	2020	5,383	5,150	6,154	7,873									24,560	
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	33,109	101,159
	2020	9,683	9,359	10,803	13,330	0	0	0	0	0	0	0	0	43,175	
Annual Change:		15.0%	18.3%	24.9%	64.1%									30.4%	

OXFORD COUNTY LIBRARY - COMPUTER USE BY PUBLIC														TOTAL to Date	2019 TOTAL	
2020																
		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	19	320
		2020	51	70	25	0									146	
	Wireless	2019	68	15	65	33	79	54	54	67	44	47	42	34	181	602
		2020	12	10	13	2									37	
BURGESSVILLE		2019	14	17	8	28	12	6	3	12	8	7	9	2	67	126
		2020	5	4	3	0									12	
	Wireless	2019	251	110	182	124	193	219	221	235	310	242	253	190	667	2,530
		2020	270	160	200	156									786	
EMBRO		2019	34	51	33	46	62	49	45	43	53	47	20	10	164	493
		2020	21	29	10	0									60	
	Wireless	2019	39	22	54	32	56	69	348	66	83	100	126	39	147	1,034
		2020	42	47	32	24									145	
HARRINGTON		2019	2	1	2	4	1	2	0	10	2	5	0	9	9	38
		2020	4	5	4	0									13	
	Wireless	2019	20	9	24	7	14	25	25	35	13	10	40	13	60	235
		2020	11	11	12	2									36	
INGERSOLL		2019	1,165	806	987	946	803	699	1,018	983	746	823	906	763	3,904	10,645
		2020	950	875		0									1,825	
	Wireless	2019	899	313	856	461	634	722	934	846	752	747	699	537	2,529	8,400
		2020	595	634	337	98									1,664	
INNERKIP		2019	63	47	66	46	60	55	54	59	58	71	59	49	222	687
		2020	67	62	24	0									153	
	Wireless	2019	38	31	35	31	131	156	177	91	69	75	61	92	135	987
		2020	47	47	38	48									180	
MOUNT ELGIN		2019	9	10	12	8	7	7	4	5	12	10	9	5	39	98
		2020	9	6	4	0									19	
	Wireless	2019	42	28	29	12	15	45	16	16	48	34	31	63	111	379
		2020	22	22	12	0									56	
NORWICH		2019	492	337	345	256	270	426	611	578	452	378	335	267	1,430	4,747
		2020	234	301	129	0									664	
	Wireless	2019	689	238	620	339	678	630	621	659	636	581	588	439	1,886	6,718
		2020	424	411	511	483									1,829	
OTTERVILLE		2019	32	24	24	35	34	34	37	46	43	28	15	12	115	364
		2020	24	30	7	0									61	
	Wireless	2019	51	17	75	30	53	134	134	118	160	182	127	188	173	1,269
		2020	120	69	62	30									281	
PLATTSVILLE		2019	77	75	115	86	102	102	88	79	92	114	85	22	353	1,037
		2020	58	74	43	0									175	
	Wireless	2019	293	100	237	212	419	249	67	57	168	135	133	31	842	2,101
		2020	113	87	69	4									273	
PRINCETON		2019	25	49	59	34	46	55	34	33	45	49	38	34	167	501
		2020	57	34	13	0									104	
	Wireless	2019	41	14	50	31	55	146	164	170	80	74	57	40	136	922
		2020	48	79	30	17									174	
TAVISTOCK		2019	70	57	83	81	96	86	141	115	117	87	69	74	291	1,076
		2020	87	69	22	0									178	
	Wireless	2019	346	170	276	170	363	380	331	278	174	283	262	209	962	3,242
		2020	267	205	186	160									818	
THAMESFORD		2019	128	115	118	126	139	108	153	177	168	199	156	122	487	1,709
		2020	138	162	47	0									347	
	Wireless	2019	167	84	248	114	225	180	223	234	204	233	143	175	613	2,230
		2020	164	192	138	210									704	
TILLSONBURG		2019	1,067	847	1,158	1,086	1,128	994	1,033	1,112	986	1,090	986	762	4,158	12,249
		2020	1,086	962	460	0									2,508	
	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	5,384	17,270
		2020	1,435	1,264	806	209									3,714	
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	25,251	82,009	
	2020	6,361	5,921	3,237	1,443	0	0	0	0	0	0	0	0	16,962		
Annual Change:			-19.7%	40.9%	-57.7%	-73.6%									-32.8%	

OXFORD COUNTY LIBRARY ATTENDANCE STATISTICS													TOTAL to Date	2019 TOTAL	
2020															
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC		
BROWNSVILLE	2019	90	69	120	107	90	124	167	148	121	149	128	97	386	1,410
	2020	107	132	50	0									289	
BURGESSVILLE	2019	443	414	452	432	367	466	467	524	412	532	459	279	1,741	5,247
	2020	499	421	205	0									1,125	
EMBRO	2019	197	192	211	203	214	188	346	225	233	308	168	117	803	2,602
	2020	187	176	83	0									446	
HARRINGTON	2019	60	46	66	55	78	54	132	159	66	69	160	84	227	1,029
	2020	107	100	31	0									238	
INGERSOLL	2019	8,274	6,908	8,698	8,430	7,549	7,333	7,714	7,205	6,286	6,644	6,548	5,313	32,310	86,902
	2020	6,680	6,365	2,966	0									16,011	
INNERKIP	2019	466	408	515	489	510	438	551	557	445	662	465	379	1,878	5,885
	2020	459	495	199	0									1,153	
MOUNT ELGIN	2019	185	156	182	170	212	160	259	198	166	171	175	144	693	2,178
	2020	157	153	68	0									378	
NORWICH	2019	1,851	1,674	1,966	1,687	1,743	1,762	2,207	2,137	2,239	1,939	2,008	1,431	7,178	22,644
	2020	1,953	1,880	898	0									4,731	
OTTERVILLE	2019	336	314	364	337	342	369	473	545	400	404	326	276	1,351	4,486
	2020	383	455	133	0									971	
PLATTSVILLE	2019	660	611	797	923	860	802	1,127	902	789	939	790	629	2,991	9,829
	2020	855	758	372	0									1,985	
PRINCETON	2019	323	273	408	450	417	438	603	422	391	477	401	286	1,454	4,889
	2020	412	375	182	0									969	
TAVISTOCK	2019	1026	741	1,083	940	1,014	927	1,300	1,226	879	1,079	918	757	3,790	11,890
	2020	1062	1,040	508	0									2,610	
THAMESFORD	2019	882	717	913	902	993	750	1,202	1,246	814	1,147	1,041	787	3,414	11,394
	2020	1,138	1,044	461	0									2,643	
TILLSONBURG	2019	7,866	6,408	9,328	8,104	7,759	7,329	8,650	8,037	7,227	10,209	7,430	5,991	31,706	94,338
	2020	7,480	7,067	3,626	0									18,173	
TOTALS:	2019	22,659	18,931	25,103	23,229	22,148	21,140	25,198	23,531	20,468	24,729	21,017	16,570	89,922	264,723
	2020	21,479	20,461	9,782	0	0	0	0	0	0	0	0	0	51,722	
Annual Change:		-5.2%	8.1%	-61.0%										-42.5%	

To: Oxford County Library Board

From: CEO/Chief Librarian

Librarian's Report – May 2020

RECOMMENDATION

- 1. That the Board receive Report No. 2020-03 for information and discussion purposes.**

COVID-19 – Impact on library services

We received word that the Ontario Public Library Guidelines Accreditation Council, in light of the Covid-19 pandemic and the resulting changes to the working status of libraries, will offer extensions of one year to any public library system whose accreditation is due this year. We will now have until December 2021 to complete the audit. Although we will continue to work on the process throughout 2020, realistically, given the current circumstances, the extension is much needed.

Earlier this month, the County entered a partnership with the Thames Valley District School Board, Middlesex County, and Elgin County, to help TVDSB students who are studying at home due to school closures and must download and submit assignments electronically. A connection to the TVDSB network was added to our pre-existing wifi service, allowing families with no or unreliable home Internet service to access the resources their children need using county libraries' wifi outside of any branch facility.

As part of the Curbside pickup process, branch staff are phoning their patrons to ask whether they want to have their Holds redirected to one of the Curbside locations, or wait until their branch library reopens. As part of that conversation, staff are asking whether there is anything that the library can do for them during this time. We hope to receive feedback on how the closure of libraries and the social isolation of the stay at home order has impacted our residents. What are the biggest needs and where and how might the library play a part in helping to address those needs?

The public library community is interested in whether the fact that there has been no choice but to access digital content and services during the closure will hasten the transition from traditional formats to electronic – that this may be a watershed moment for the adoption and acceptance of digital library resources. Certainly, we have seen strong growth in digital programming and an increase in usage of digital resources.

Cristina has compiled a spreadsheet tracking the reach and participation in our Facebook Live videos. It is appended to this Report. Facebook Live videos can be viewed “live” but also remain available on our Facebook page. Numbers reached

far exceed numbers we can reach with in-person programming. While the experiences of in-person vs. video are very different, it is clear that these virtual programs are filling a gap.

Another notable virtual program is Hoopla Hangout, a virtual book club. Using Hoopla, which allows spontaneous access so multiple people can be reading it at the same time – necessary for a book club -- two of our staff members, Luke McKee and Sarah McDonald, facilitate a book club discussion, allowing for chat comments throughout. During the Hoopla Hangout for the title Forest City Killer, the author, Vanessa Brown, joined the conversation during the last 45 minutes, and participants were able to interact with her. That video has had a total of 1.1K views, and 136 comments were submitted throughout the meeting.

Monday Tech Talks with Ryan and Vicki have been well received. Ryan’s talk this week, on accessing movies and music with our online resources, has been viewed 560 times so far.

Sydney Lane’s “Battle of the Books”, with library staff “defending” titles, has also generated many comments and strong response in online voting.

Since March 13, 238 new library cards have been registered by contacting staff through myaccount@ocl.net.

We continue to explore options and possibilities for virtual service, as a return to in-branch programming and full service is certainly a long way off.

Next steps

The rollout of curbside pickup at Ingersoll and Tillsonburg, the addition of additional branch locations for that service at Norwich, Thamesford, and Plattsville, and the rollout of Home Delivery Service will be closely monitored over the next few weeks. Because circumstances are evolving and new information is being received almost daily, many of our decisions right now are short-term. In the meantime, however, we continue to develop detailed plans based on possible scenarios for subsequent phases of the recovery process.

SIGNATURE

Departmental Approval:

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

ATTACHMENTS

Attachment No. 1 – Facebook Live statistics, March 18 – May 19

	A	B	C	D	E
1	Published (2020)	Post Caption	People Reached	Engagements	Clicks to Play
2			<i># of people who had post enter their screen.</i>	<i># of times people have engaged with post through likes, loves, shares, comments.</i>	<i># of times video started playing after a person clicked to play it.</i>
3	March 18 at 1:51 PM	Virtual Storytime in Ingersoll! (Luke)	1,735	757	475
4	March 19 at 2:38 PM	Top 5 Hoopla eBooks for your social distancing pleasure (Luke)	1216	315	129
5	March 23 at 10:54 AM	Storytime with Luke	2379	682	242
6	March 24 at 10:57 AM	Owl craft with Shannon and Leslie	2959	509	184
7	March 24 at 2:00 PM	Curious what our library staff is reading while we practice social distancing? Check out Gail's recommendation below! You can download Sister by Rosamund Lupton on Overdrive: https://bit.ly/2QG6ZiX Don't have an OCL library card? Don't worry! Email us at myaccount@ocl.net and we will get you set up!	321	46	14
8	March 25 at 10:01 AM	Take online courses for free with your Oxford County Library card on Universal Class! You can choose from over 500 online classes to learn about something new. Check out some of Merley's favourite courses to get some inspiration. Get started on Universal Class now: https://oxfordcountyon.universalclass.com/promo.htm?	931	135	12
9	March 25 at 10:51 AM	Storytime with Luke and Zorra Mayor Marcus Ryan	873	268	161
10	March 27 at 2:33 PM	Shelf Confessions (Merley)	1245	127	25

	A	B	C	D	E
1	Published (2020)	Post Caption	People Reached	Engagements	Clicks to Play
2			<i># of people who had post enter their screen.</i>	<i># of times people have engaged with post through likes, loves, shares, comments.</i>	<i># of times video started playing after a person clicked to play it.</i>
11	March 27 at 4:32 PM	Curious what we've been reading? Here is Danielle from the #Norwich Library giving you a chilling read for your isolation. You can download a copy of Misery on Overdrive: https://bit.ly/2Uqq3nD	948	125	13
12	March 30 at 10:53 AM	Live Storytime at Oxford County Library - Ada Twist, Scientist by Andrea Beaty (Luke)	1234	535	394
13	March 31 at 9:58 AM	Crafty Day In - Paper Spinners with Leslie & Shannon	1147	99	19
14	April 1 at 10:01 AM	Live Storytime with Shannon and Friends!	910	92	15
15	April 2 at 1:38 PM	Storytime with Gail	5073	565	113
16	April 3 at 2:27 PM	Shelf Confessions (Merley)	737	103	20
17	April 6 at 9:17 AM	Monday Morning Storytime with Oxford County Library	1497	154	35
18	April 8 at 10:26 AM	Join Dianne from the #Burgessville Library as she creates a cute and easy Easter craft! Supplies you'll need are: a piece of black construction paper, a piece of white paper, scissors, a pencil and colourful chalk or pastels! 🐰 Follow along here:	2431	222	17
19	April 9 at 1:55 PM	Storytime with Gail	2401	268	66
20	April 13 at 10:00 AM	Live Storytime - King Baby by Kate Beaton	896	111	34
21	April 14 at 10:00 AM	Crafty Day In with Leslie and Shannon	1227	210	74
22	April 16 at 2:00 PM	Storytime with Gail	2411	187	39
23	April 17 at 2:26 PM	Shelf Confessions (Merley)	1003	252	62
24	April 20 at 12:55 PM	Check out this cute, recycled Crayon DIY to make some easy to hold, multi-coloured crayons. Thanks for the idea, Danielle, from #Norwich branch!	689	101	8

	A	B	C	D	E
1	Published (2020)	Post Caption	People Reached	Engagements	Clicks to Play
2			<i># of people who had post enter their screen.</i>	<i># of times people have engaged with post through likes, loves, shares, comments.</i>	<i># of times video started playing after a person clicked to play it.</i>
25	April 21 at 10:00 AM	Crafty Day In - Birch Tree Painting with Leslie and Shannon	656	91	20
26	April 22 at 9:40 AM	Happy Earth Day everyone! Welcome to a story reading of The Lorax by Dr. Seuss...	540	114	31
27	April 23 at 1:33 PM	Storytime with Gail	783	139	30
28	April 23 at 6:59 PM	Hoopla Hangout - The Book Woman of Troublesome Creek	855	244	33
29	April 24 at 2:30 PM	Shelf Confessions (Merley)	753	146	41
30	April 27 at 9:37 AM	Monday Morning Live Storytime with Oxford County Library	643	114	30
31	April 27 at 2:00 PM	Learn about eReaders from Ryan, our Digital Literacy & Local History Library Technician.	840	177	28
32	April 28 at 10:01 AM	Crafty Day In with Leslie and Shannon	923	105	21
33	April 28 at 12:55 PM	Here's another fun, crafty idea to keep little hands busy from Danielle in #Norwich branch, Puffy Paint!	1362	61	6
34	April 29 at 9:42 AM	Shape storytime with Shannon!...	1396	145	28
35	April 30 at 1:56 PM	Storytime with Gail	3555	167	54
36	May 1 at 2:28 PM	Shelf Confessions (Merley)	716	130	38
37	May 4 at 10:46 AM	Battle of the Books (Merley)	1	15	15
38	May 4 at 2:03 PM	Learn about eBooks and eAudiobooks from Ryan, our Digital Literacy & Local History Library Technician.	284	74	22
39	May 5 at 10:01 AM	Crafty Day In with Leslie and Shannon	616	88	22
40	May 6 at 10:03 AM	Storytime with Shannon	498	88	15
41	May 6 at 7:01 PM	Staying Well in Times of Crisis	942	170	36
42	May 7 at 1:59 PM	Storytime with Gail	3757	125	45
43	May 7 at 7:00 PM	Hoopla Hangout - The Forest City Killer	2196	466	83
44	May 8 at 2:30 PM	Shelf Confessions (Merley)	425	71	15
45	May 11 at 2:02 PM	Tech Talk Episode 3: Lifelong Learning	1355	108	24

	A	B	C	D	E
1	Published (2020)	Post Caption	People Reached	Enagagements	Clicks to Play
2			<i># of people who had post enter their screen.</i>	<i># of times people have engaged with post through likes, loves, shares, comments.</i>	<i># of times video started playing after a person clicked to play it.</i>
46	May 12 at 10:00 AM	Crafty Day In: Recycled Turtles	660	75	13
47	May 13 at 10:00 AM	Storytime with Shannon	521	87	20
48	May 13 at 10:03 AM	Weekly Tip for Staying Well in Times of Crisis	605	71	18
49	May 14 at 1:59 PM	Storytime with Gail	2074	180	48
50	May 15 at 2:30 PM	Shelf Confessions (Merley)	489	72	10
51	May 18 at 2:01 PM	Tech Talk Episode 4: Movies & Music	1630	131	26
52	May 19 at 10:08 AM	Spend some time this morning with Dianne from the Burgessville Library while she reads us some stories and sings us songs on her ukulele.	740	204	14
53	Totals:	50 posts since March 18/2020	64,078	9,521	2,937

To: Oxford County Library Board

From: CEO/Chief Librarian

Board Member Appointment to SOLS Trustee Council

RECOMMENDATION

1. That the Board appoint member _____ to represent Oxford County Library Board on the Southern Ontario Library Service Trustee Council.

REPORT HIGHLIGHTS

- To appoint a Board member to attend SOLS Trustee Council meetings held twice yearly

Implementation Points

Upon appointing a Board member to the Trustee Council, their contact information will be supplied to SOLS staff. Trustee Council meeting invitations will be sent directly to the Council member.

Financial Impact

The recommendation contained in this report will have no financial impact beyond what has been approved in the current year's budget.

The Treasurer has reviewed this report and agrees with the financial impact statement.

Risks/Implications

Attendance at Trustee Council meetings exposes Board members to topical issues confronting public libraries and facilitates an exchange of ideas and information. The Trustee Council member reports back to the Library Board following the Council meetings, providing an opportunity for all Board members to gain a broader perspective on library issues and services.

Strategic Plan (2015--2018)

County Council adopted the County of Oxford Strategic Plan (2015-2018) at its regular meeting held May 27, 2015. The initiative contained within this report supports the Values and Strategic Directions as set out in the Strategic Plan as it pertains to the following Strategic Directions:

5. ii. **A County that performs and delivers results** – Deliver exceptional services by:
- *Identifying best practices and appropriate benchmarking*

DISCUSSION

Background

SOLS was established in 1989 and is mandated to deliver programs and services on behalf of the Ontario Ministry of Tourism, Culture and Sport by:

- Increasing cooperation and coordination among public library boards and other information providers in order to promote the provision of library service to the public; and
- Assisting public library boards by providing them with services and programs that reflect their needs, including consultation, training and development.

The SOLS Trustee Council meets on Saturdays twice a year (spring and fall) in eight locations across the province. The meetings are a combination of information sharing and updates on various issues of concern to public library trustees, including an update from a representative of the Ontario Library Boards Association (OLBA).

Due to COVID-19, Trustee Council meetings in 2020 are being held virtually.

Comments

In the past, the Trustee Council appointee has served for the entire four year Board term; however the Board might choose to appoint for a shorter period of time, allowing for more than one Board member to participate.

Conclusions

Membership on the SOLS Trustee Council is a valuable experience for Board members wishing to gain a greater understanding of library issues and practices in the wider public library community.

SIGNATURE

Departmental Approval:

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

To: Oxford County Library Board

From: CEO/Chief Librarian

COVID-19 Pandemic Recovery action plan

RECOMMENDATION

1. That Report No. 2020-05 entitled “COVID-19 Pandemic Recovery Action Plan”, be received for information.

REPORT HIGHLIGHTS

- To establish an incremental recovery plan for reinstating key library services.

Implementation Points

Curbside pickup would be offered initially at the Ingersoll and Tillsonburg branch locations. After two weeks, allowing time to evaluate the processes and make required adjustments, curbside pickup service would be extended to include Norwich, Thamesford, and Tavistock branch locations. The addition of Small branch pickup locations would be considered on a case-by-case basis.

The action plan must remain flexible, in order to be able to respond to developments in the Province’s phased approach, public health recommendations, and the capacity of library resources.

Financial Impact

Additional expenses incurred to mitigate exposure to COVID-19 as we implement the recovery action plan include signage; hand and material sanitation supplies; personal protective equipment; and physical distancing measures, will be managed within the current year’s approved budget due to savings in salaries and benefits resulting from branch closures.

The Treasurer has reviewed this report and agrees with the financial impact statement.

Risks/Implications

The paramount consideration of this plan is ensuring the safety of library staff and patrons throughout the gradual reinstatement of library services. Strict adherence to the County’s COVID-19 Operations Risk Analysis & Planning process is critical to meet the duty as employer to keep workers and work sites safe, and to maintain the trust

and confidence of our patrons and staff. Reopening of any level of service will not be undertaken until the necessary safety measures are in place, and staff trained.

Strategic Plan (2015--2018)

County Council adopted the County of Oxford Strategic Plan (2015-2018) at its regular meeting held May 27, 2015. The initiative contained within this report supports the Values and Strategic Directions as set out in the Strategic Plan as it pertains to the following Strategic Directions:

1. ii. **A County that works together** – Enhance the quality of life for all of our citizens by:
 - *Adapting programs, services and facilities to reflect evolving community needs*
 - *Working with community partners and organizations to maintain/strengthen public safety*

DISCUSSION

Background

On April 27, 2020, the Province released its Framework for Reopening our Province, a gradual approach to reopening businesses, services, and public spaces. Accordingly, plans to resume library services will be incremental. Timelines cannot be known, but are dependent on the Province's decisions to reduce restrictions based on the decline of new COVID-19 cases over a 2 to 4-week period. On May 14, the government released the list of Stage 1 Openings to take effect May 19. Public libraries are included, being permitted to offer "pick-up or delivery".

Knowing that curbside pickup was likely to be the first increment in the process of reopening, the OCL Librarian Team has been meeting regularly to develop an action plan for curbside pickup and Home Delivery (attached to this Report as Attachment 1). A Risk Assessment and Planning Tool is being completed in order to gain County approval prior to commencing the service.

In addition to the Planning Tool, a variety of resources have been used in the development of this Recovery Plan. Many of these have been consolidated in a resource page on the SOLS website at: <https://resources.learnhq.ca/covid-19/responses>

During the past two months, there have been numerous opportunities to attend webinars and virtual networking meetings offered through SOLS, the Ontario Library Association, the Public Libraries Association, and the Libraries Division of the Ministry of Heritage, Sport, Tourism, and Culture Industries. In addition, peer library networking has been invaluable.

Comments

At this time, detailed processes and procedures have been prepared for Phase 1: Curbside pickup. Work is underway, under the coordination of the County's Health & Safety Coordinator, identifying and sourcing (Large and Medium) branch alterations that would be required to mitigate risk as we prepare for subsequent phases involving the return of the public into our facilities-- such as plexiglass shields, traffic control measures, physical distancing signage, hand

sanitizer dispensers, reorganization of furnishings and fixtures, and enhanced cleaning and disinfecting protocols.

The Quick Reference Guide to a phased reopening plan (Attachment No. 2) provides a comprehensive, visual overview of permitted services at each phase. It remains subject to revision as new information is received regarding the government's easing of restrictions and public health directives.

Conclusions

This plan remains in development and will be revised on an ongoing basis as needed to address operational scenarios as new information is received.

SIGNATURE

Departmental Approval:

"Lisa Miettinen"

Lisa Miettinen
CEO/Chief Librarian

ATTACHMENTS

Attachment No. 1 – Pandemic Recovery Plan

Attachment No. 2 – Phased Reopening Plan for OCL as COVID-19 Restrictions are Lifted – Quick Reference Guide

PANDEMIC RECOVERY PLAN

PHASE 1: CURBSIDE PICK-UP AND DELIVERY SERVICES DURING COVID-19

Library buildings remain closed to the public throughout Phase 1.

MATERIALS DELIVERY PROCEDURES DURING PHASE 1

Other branch locations may lend themselves to this service as well, but it is recommended that until we know the demand on staff resources, we focus on Ingersoll and Tillsonburg to begin, and then roll it out to the Medium branch locations.

Option A: Curbside pick-up

Two methods of delivery need to be offered, as not everyone drives to the library. However, vehicular pick-up is preferred.

i. Vehicular pick-up

Library customer parks in designated area and remains in their vehicle.

Location: there needs to be flexibility with regard to the location of curbside service, as weather conditions and parking availability will vary. The use of sandwich boards and other signage will instruct customers to remain in their vehicle.

LARGE BRANCH:

Ingersoll: Side door near magazine shelving, opens onto sidewalk at side of building and parking lot. Staff can monitor arrivals from library windows.

Tillsonburg: Municipal parking lot behind library. Town has agreed to block off spots in the angled parking section. Signage to be affixed to the playground chain link fence. Signage will instruct people to remain in vehicle and will provide branch phone number.

MEDIUM BRANCH:

Norwich: semi-circular drive at front of building.

Tavistock: Parking lot. Landlord will be asked to refrain from installing concrete barriers blocking through-traffic between Woodstock Street and Hope Street. Vehicles will enter off Woodstock Street, pause near book drop, staff will deliver bags to car trunk, then vehicle will proceed to exit onto Hope Street. Pedestrian traffic will pick up bag from table stationed near wheelchair ramp at front of building.

Thamesford: Parking lot. Vehicles will enter off George Street, pause at west side of building where staff will deliver bags to vehicle trunk, then vehicle will proceed to exit onto Dundas Street.

HOLDS NOTIFICATION:

Medium and Small branches: Customers pre-arrange their items and pick-up time by phone or e-mail.

Large branches: Customers will receive automatic Holds notification or a phone call with available pick-up times. Holds will expire after 10 days. For customers wanting vehicular pick-up, they will phone staff inside the library to announce their arrival. Staff come out to the car and place paper bag(s) into the

trunk. Staff wash or sanitize hands before and after each delivery. Customer is expected to open trunk remotely if possible. If this is not possible and customer has to exit car to open trunk, physical distancing must be maintained. Otherwise, customers remain in their car at all times.

ii. Pedestrian pick-up

Tables will be set up near the designated curbside pick-up location. Customers will not be permitted to enter the building. Staff will be stationed within sight of the table, maintaining strict physical distancing.

In Medium branches, all items will be checked out in advance of the customer's arrival. The customer's name will be clearly marked on the bag. In Large branches, staff will check out items upon arrival using Mobile Circ technology.

Customers will be permitted to approach the table one at a time. If the customer is known to staff, presentation of a library card is not required. If customer is not known to staff, they will be asked to lay their library card down on sanitized table as indicated by sticker, then step back from the table. Staff will then retrieve that person's materials (in paper bag(s), and place the bag(s) on the indicated spot on the table. Staff will step back and customer can pick up bag(s). Staff will ensure that the customer follows directional signage exiting the area.

Customers will maintain physical distancing at all times.

Norwich: tables set up at rear entrance. Customers approach table from the west and exit the table area to the east.

Tavistock: Pedestrian traffic will pick up bag from station on wheelchair ramp at side (main) entrance door.

Thamesford: Pedestrian traffic will pick up bag from table stationed outside front door (or just inside the front vestibule, if raining). Pedestrians will enter from Dundas Street and exit towards George Street.

Hours of operation

Initial rollout will happen at Ingersoll and Tillsonburg branches.

Initial schedule (commencing May 27, 2020):

Wednesdays and Fridays, 3:00 p.m. to 6:00 p.m.

Thursdays and Saturdays, 10:00 a.m. to 1:00 p.m.

The schedule will be reviewed after one week and adjusted as required. After two weeks, roll-out of curbside pick-up will be implemented at Norwich, Thamesford, and Tavistock, and other branches as deemed appropriate.

Staffing Levels

A minimum of two staff members are to be on site during curbside service at Medium and Large branches.

The hours of operation for Ingersoll and Tillsonburg may need to be adjusted depending on demand and volume.

Individual staff members should remain working with the same co-worker(s) each shift to minimize exposure to multiple staff members. Physical distancing must be maintained at all times. If two shifts are scheduled on the same day, there will be no overlap of shifts.

Check-out procedures

For Large branches, items will be checked out to the customer upon arrival so that the customer may enjoy the full 4 week loan period and add new release/Quick Pick titles to their order on request, as available.

For Medium and Small branches, all holds will be checked out to the customer in advance of the pick-up time. The customer will be phoned, e-mailed, or texted when their order is ready to be picked up.

All loan periods will be extended by one week, from 3 weeks to 4 weeks, as delays are expected.

At this time, only Holds will be delivered through this service. For customers needing book recommendations or assistance in placing holds, the curbsidebooks@ocl.net and myaccount@ocl.net staff can follow up or can refer RA requests to members of the Readers Advisory Team, who will follow up with personalized RA service to the individual. In addition, customers can call select branches to speak to staff over the phone. In the Large branches, staff will be present each weekday between 10 and 4 to take calls. In the Medium branches, a schedule of availability will be advertised.

Pick-up by proxy

Some customers will not be able to attend the pick-up locations, and will need to send someone in their place, e.g. a family member or neighbour. This needs to be communicated to library staff at the time of arranging the pick-up. Staff will require the name of the individual and may require photo ID before dispensing the items.

Additional technology to be considered:

Hands-free headsets or walkie-talkies for staff who are searching for and retrieving items in stacks:

- To communicate with other staff in building
- To communicate by phone with customers wanting Readers Advisory service (personal shopping, since browsing and self-selection is not available)

All headsets and/or walkie-talkies will be clearly numbered and issued to specific staff at the beginning of the shift, to avoid shared use. Staff will be required to wipe down/disinfect the equipment when finished.

Required signage:

Reserved parking signs and directions for contacting the library

Physical distancing stickers

Directional signage, including sandwich boards

For walk-up stations: “This service is for pick-up of pre-ordered library materials only”.

Option B: Home Delivery

Available only for customers with transportation issues, people self-identifying as particularly vulnerable, and people with COVID-19 symptoms. In rural areas, most deliveries would be made by the Library Driver using the library delivery van. In Ingersoll and Tillsonburg, participating branch staff would make the deliveries at the end of their shift.

Before Home Delivery is offered, the customer will be asked if there is a relative/neighbor/friend who could pick up the materials by proxy. Home Delivery should be offered only if there is no reasonable alternative.

The need for this service and the staff capacity to be able to offer it will be assessed once Curbside Pick-up is established and running smoothly.

If the customer has multiple Holds, some delay may result in order to include as many of the available Holds in a delivery as possible to avoid additional trips.

Staff deliver paper bag(s) of library materials to customer’s home. Delivery time and location (front doorstep preferred) pre-arranged by phone or e-mail. Staff notifies customer of arrival by ringing bell, or knocking.

No in-person interactions that do not allow for physical distancing of at least 2 metres is allowed.

Staff uses hand sanitizer before and after each delivery.

Note: checked out items that are on hold will need to be returned after the 4-week loan period. The customer will be responsible for returning the items either themselves or by proxy to a branch drop box. Pre-arranged Home Pick-Up service would only be provided at the time of a subsequent Home Delivery of library materials.

MATERIALS RETURN PROCEDURES DURING PHASE 1

Three options for materials return will be available: select branch book drops; curbside pick-up at Ingersoll and Tillsonburg and other branches able to offer the service; and Home Delivery.

Option A: Book drops (preferred)

All branch book drops (with the exception of Plattsville until such time as access to the school facility is allowed) will remain open during Phase 1. Staff will empty book drops regularly. Items will be placed in plastic bins or on carts and immediately taken to the quarantine zone in the branch, to remain untouched for 72 hours* before being processed (i.e. Checked in and placed in transit). Staff may use PPEs as per local public health recommendations. Staff will wash their hands immediately after placing items in quarantine.

*Based on WHO fact sheet recommendations

Option B: Curbside Pick Up

At the time of arranging a subsequent curbside pick-up, customer notifies staff that they have checked out materials to return. Customer returns to the designated area (parking lot) at the pre-arranged time. Customer remains in their vehicle. Upon their arrival, if staff person is not present in doorway, customer phones staff inside the library to announce their arrival. Staff come out to the car and place paper bag(s) of newly checked-out materials into the trunk, and remove bag(s) of returning materials. Staff wash or sanitize hands before and after each delivery. Customer is expected to open trunk remotely if possible. If that is not possible and customer has to exit car to open trunk, physical distancing must be maintained. Otherwise, customers remain in their car at all times.

For pedestrian curbside pickup, customers will be instructed to place returns in a bin located at a remove from staff. The bin will be placed directly into the quarantine zone without handling of any individual items. Staff will not accept person-to-person returns.

Returned bag(s) are then placed in designated quarantine zone within branch.

Option C: Home Delivery

When a new order is placed, staff asks if the customer has checked-out materials to return to library. Delivery time is arranged, and customer is instructed to leave bag filled with returning items at the delivery location.

No in-person interactions that do not allow for physical distancing of at least 2 metres is allowed.

Staff uses hand sanitizer immediately before and after each delivery /pick-up. Returned bag(s) are placed in bin and returned to the designated quarantine zone at branch.

SUBSEQUENT RECOVERY PHASES

The phased reopening plan is outlined in the Quick Reference Chart based on an incremental increase in the size of permitted group gatherings. It is impossible to know if these increments will roll out in this manner. For example, the phase subsequent to Curbside Pick-up may transpire, as per Provincial order, to be groups under 10, thereby bypassing Phase Two. Unfortunately, there is the potential for reversion to earlier phases, if the rate of new infections increases and the government reinstates earlier restrictions.

The possibility and timing of the re-opening of Small branches during the recovery phases will depend upon acceptable occupancy rates and the ability to ensure physical distancing within the facility.

Phase 2: Groups under 5 (Ingersoll and Tillsonburg only)

Public permitted into branch by appointment. Physical distancing measures maintained. Limit to number of customers allowed in the building at a time. Extended stays or gatherings will be discouraged by such means as removing seating or cordoning off areas. Stacks closed to public.

PAC access by appointment – time limits in place. Technical assistance requiring proximity will not be provided. Remote support preferred.

Curbside pick-up remains in place for Holds pick-up, but may be relocated to building interior.

Specific hours for vulnerable customers will be provided.

Phase 3: Groups under 10 (Inclusion of Medium branches to be determined)

Limited number of the public permitted in the branch at a time. Physical distancing measures maintained.

Holds pick-up and check-out by self-check or by circulation staff through plexiglass barrier.

PAC access with physical distancing measures maintained. Time limits in place. Tech help by appointment, maintaining physical distancing. Technical assistance requiring proximity will not be provided. Remote support preferred.

Stacks closed to the public. On-demand item retrieval by staff.

Specific hours for vulnerable customers will be provided.

Informational programming, providing physical distancing measures can be maintained, may be offered by pre-registration.

Phase 4: Groups under 50

Limited number of the public permitted in the branch at a time. Physical distancing measures maintained.

Holds pick-up and check-out by self-check or by circulation staff through plexiglass barrier.

PAC access with physical distancing measures maintained. Time limit in place. Full technology support available, including group tutorials, providing physical distancing measures can be maintained. Remote support preferred.

Stacks closed to the public. On-demand item retrieval by staff.

Specific hours for vulnerable customers will be considered.

Most programming to resume, provided physical distancing measures can be maintained.

Phased Reopening Plan for OCL as COVID 19 Restrictions are Lifted – Quick Reference Chart

Service	Under Stay at Home Order	Phase 1 – Curbside Pick-up	Phase 2 – Groups under 5	Phase 3 – Groups under 10	Phase 4 – Groups under 50	No Distancing Limits
General						
Improved hygiene procedures for cleaning and disinfecting common areas	✓	✓	✓	✓	✓	✓
Staff to wear protective gear for certain tasks	✓	✓	✓	✓	✓	✓
Allow teleworking where it makes sense from an operational standpoint	✓	✓	✓	✓	✓	TBD
Encourage vulnerable people to stay home and/or allow service hours that accommodate their needs	✓	✓	✓	✓	✓	TBD
Entrance and Exit into the Building						
Staff permitted to gather supplies, perform essential duties	✓	✓	✓	✓		
Staff performing service related duties; physical distancing measures maintained		✓	✓	✓		
Limited number of staff permitted to resume desk duties; physical distancing measures maintained			✓	✓		
Public permitted by appointment; physical distancing measures maintained			✓	✓	✓	
Limited number of the public permitted; physical distancing measures maintained				✓	✓	
No restriction on Staff's entrance to the building					✓	✓
No restriction on entrance to the building						✓
Holds Pickup						
No holds pickup	✓					
Curbside pickup		✓	✓	✓		
Self-service pickup in the branch (using Self-Checkouts where available)				✓	✓	✓
No limitations on holds pickup					✓	✓

Phased Reopening Plan for OCL as COVID 19 Restrictions are Lifted – Quick Reference Chart

Service	Under Stay at Home Order	Phase 1 – Curbside Pick-up	Phase 2 – Groups under 5	Phase 3 – Groups under 10	Phase 4 – Groups under 50	No Distancing Limits
Materials Handling						
Book drops remain open; materials removed with protective gear then quarantined for 72 hours		✓	✓	✓	✓	
Materials returned through book drop only		✓	✓	✓	✓	
Book drop open; materials handled immediately without quarantine period						✓
Materials returned at the circulation desk; no quarantine period necessary						✓
Checkouts						
Digital services (OverDrive, Hoopla, Freegal, etc.)	✓	✓	✓	✓	✓	✓
Physical items (curbside pick-up)		✓	✓	✓		
Physical items (self-service or service desk)				✓	✓	✓
Physical items circulating as normal					✓	✓
Programs						
Virtual programs	✓	✓	✓	✓	✓	
In-person programming provided physical distancing measures could be maintained; patrons must pre-register				✓	✓	
Storytime programming resumes						✓
Outreach Visits						
No outreach visits	✓	✓	✓	✓		
Outreach to specific facilities that can ensure physical distancing measures				✓	✓	
Outreach visits and programs resume as normal					✓	✓

Phased Reopening Plan for OCL as COVID 19 Restrictions are Lifted – Quick Reference Chart

Service	Under Stay at Home Order	Phase 1 – Curbside Pick-up	Phase 2 – Groups under 5	Phase 3 – Groups under 10	Phase 4 – Groups under 50	No Distancing Limits
Home Delivery						
No home delivery	✓					
Home delivery on a case-by-case basis; contactless		✓	✓	✓	✓	
Home delivery for Outreach clients; contactless			✓	✓	✓	✓
Internet Access						
Internet access available at all branches (WiFi only)	✓	✓	✓	✓	✓	✓
PAC access by appointment only			✓	✓		
PAC access with physical distancing measures (every other workstation off or stations moved further apart)				✓	✓	
PAC access without limitations or physical distance						✓
Technology Help						
Help available over the phone, through email, webforms or chat	✓	✓	✓	✓	✓	✓
Help available by appointment and if physical distancing can be maintained			✓	✓	✓	
Full technology support with improved hygiene procedures						✓
Circulating Kits and Gear						
No kits/gear checked out; no kits/gear accepted for return	✓	✓	✓			
Select kits/gear can be loaned; no kits/gear accepted for return (no Kitchen Library circulating)				✓	✓	
Select kits/gear can be loaned; kits/gear may be returned but sanitized or quarantined upon its return					✓	✓
Kits/gear circulating as normal						✓

To: Oxford County Library Board

From: Director of Corporate Services

COVID-19 Library Services Impacts – April 2020

RECOMMENDATION

1. That Report No. 2020-06 entitled “COVID-19 Library Services Impacts – April 2020”, be received for information.

REPORT HIGHLIGHTS

- Update regarding impacts of the ongoing COVID-19 pandemic on library services
- Phasing in curbside pickup services Wednesday through Saturday - beginning May 27
- All loan periods extended by one week – up to four weeks

Implementation Points

Staff will continue to monitor the ongoing pandemic’s impact on library services, take appropriate action where required, and continue to update the Board on a monthly basis, or more frequent if deemed necessary.

Financial Impact

Attached to this report as Attachment 1 is the Library April 2020 Update including a Financial Forecast for the period ending April 30, 2020. The forecast figures suggest an estimated \$268,500 year end surplus, including approximately \$62,000 of reopening and facilities janitorial costs related to protecting staff and the public from contracting COVID-19.

The Treasurer has prepared this report and qualifies the financial estimates as they are based on information available at a point in time which, as we have experienced to date, can change significantly within a very short period of time due to the dynamic nature of the pandemic.

Risks/Implications

Staff have conducted a formal risk assessment in order to identify exposures to contracting the disease by staff and the public served, as described under Report No. 2020-05 entitled “COVID-19 Pandemic Recovery Action Plan”.

There are no risks or implications that may result by adopting the recommendation contained within this report.

Strategic Plan (2015-2018)

County Council adopted the County of Oxford Strategic Plan (2015-2018) at its regular meeting held May 27, 2015. The initiative contained within this report supports the Values and Strategic Directions as set out in the Strategic Plan as it pertains to the following Strategic Directions:

4. ii. **A County that Informs and Engages** - Inform the public about County programs, services and activities through planned communication that includes:
- *A County Report Card that engages and informs our community and celebrates our successes and our history*

DISCUSSION

Background

In an effort to contain the spread of COVID-19, the Ontario Government issued an Order under their declared emergency powers to impose mandatory closure of all non-essential workplaces effective March 24, 2020. Public libraries were not deemed to be essential services, therefore Oxford County Library services were closed to the public accordingly. The Provincial Order allow for businesses that were able, to continue operations with employees working remotely, or through other contingency measures.

Most of our library staff continued to work in the branches without public access for a period of time, however Library Pages were not allowed to work onsite due to inability to maintain physical distancing protocols established by Public Health officials. In addition, some branch staff had exhausted the meaningful work that could be done in the branches while closed to the public. This resulted in 18 staff members being issued a Declared Emergency Leave under provisions of the Employment Standards Act that allows them access to unemployment insurance benefits.

Subsequently, on May 14, 2020, the Premier announced that retailers, seasonal businesses and health and community services providers would be permitted to open or expand their services on May 19, 2020, provided that the health indicators generally continue to improve as part of the first stage of the government’s reopening framework. Public libraries were identified as a community service that could provide curbside pickup or delivery.

Comments

Attachment 1 to this report provides an overview of the impacts of COVID-19 on the County's library services including variances from budget and services approved in the 2020 business plan and budget, staff levels and mitigation efforts.

It is important to note that, due to the nature of the pandemic, the level of service we are permitted to deliver could change at any time, particularly if the trend of cases begins to steadily change. Therefore, staff will continue to apprise the Board of changes to the level of service and the potential budgetary impacts they may result on at least a monthly basis.

Conclusions

Staff will continue to monitor and be prepared to respond to Provincial directives related to library services as they arise, as we strive to deliver the best possible public library service to our community by employing innovative ideas. First and foremost, staff will ensure the health and safety of our staff and customers is protected by following public health guidelines.

SIGNATURES

Departmental Approval:

Original signed by

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

Approved for submission:

Original signed by

Lisa Miettinen
CEO/Chief Librarian

ATTACHMENT

Attachment 1 – Library Update – April 2020

Operations/Service Level Impacts

- Provincial Government issued Order closing public library services effective March 24th
- Delivery of virtual programming and technical support – refer to calendar of programs and events www.ocl.net/Programs-events/Calendar
- Provincial Government announces stage one of their Framework for Reopening our Province
 - Public libraries permitted to open or expand their services on May 19 for curbside pickup and delivery
- Oxford County Library Recovery Plan received by Board under Report No. CS 2020-05 entitled “COVID-19 Pandemic Recovery Action Plan”
 - Phasing in curbside pickup and delivery – Wednesday to Saturday
 - Large branches – beginning May 27
 - Medium branches to follow after a two week review period, others to follow at dates to be determined

Staffing

BUDGET FTE – 35.43 (Adjusted for seasonality)

Current Staffing Level	FTE	Comments
Active - Productive	16.0	Limited administrative staff working at HQ; others working from home; branch staff working alone in branches, staff team remotely monitoring social media and e-mail accounts, responding to patron queries and registering/renewing accounts; virtual programming (Facebook Live) done remotely; hours reduced for 10 staff members
Reployed	3.0	3 staff (2.0 FTE) to EMS depot; 2 staff to Woodingford (1.0)
Inactive - Unpaid Leave	10.6	Staff on DEL due to lack of work
Inactive - Paid Standby	0.0	
Vacant	0.0	

Key Performance Indicators

	2020 Forecast	2020 Budget	Impact
Number of active library cards	16,000	16,800	Increase in card requests in order to access online resources should mitigate any significant decline in accounts
% of collection purchase requests filled	80%	85.0%	Reduced purchasing of print material in 2020 is anticipated
Physical & electronic materials circulation	450,000	590,000	Electronic downloads will increase; physical circulation will decrease due to the closures, mitigated by curbside pick up and the anticipated reopening of at least some branches
Branch attendance	80,000	290,000	Branches closed as of March 13; expected that not all branches will reopen until physical distancing limits are lifted; reduced occupancy rates anticipated

	2020 Forecast	2020 Budget	Impact
Number of programs offered	500	2,900	Upon reopening, limitations on in-person in-branch events will impact our ability to provide programming; however, virtual programming will occur
Attendance at programs	5,000	34,000	Upon reopening, limitations on in-person in-branch events will impact our ability to provide programming
Attendance at Tech Coaching Sessions	500	1,500	Upon reopening, occupancy limitations will impact our ability to provide tech help

Financial Forecast - Period ending April 30,2020

	YTD ACTUAL	FORECAST	APPROVED BUDGET	FORECAST VARIANCE \$	FORECAST VARIANCE %	YTD %
REVENUES						
GENERAL REVENUES	(11,703)	(165,797)	(178,389)	(12,592)	7.1%	6.6%
OTHER REVENUES	(820)	(232,222)	(198,222)	34,000	(17.2)	0.4
TOTAL REVENUES	(12,523)	(398,019)	(376,611)	21,408	(5.7)	3.3
EXPENSES						
SALARIES AND BENEFITS	760,658	2,160,865	2,481,471	320,606	12.9%	30.7%
OPERATING EXPENSES	227,485	626,251	597,101	(29,150)	(4.9)	38.1
DEBT REPAYMENT	77,220	152,441	152,441	-	-	50.7
CAPITAL	-	104,000	70,000	(34,000)	(48.6)	-
OTHER	16,750	67,000	67,000	-	-	25.0
INTERDEPARTMENTAL CHARGES	327,811	1,012,936	1,002,606	(10,330)	(1.0)	32.7
TOTAL EXPENSES	1,409,924	4,123,493	4,370,619	247,126	5.7	32.3
TOTAL -	1,397,401	3,725,474	3,994,008	268,534	6.7	35.0

Comments

- Due to the closure of Libraries during the COVID-19 Pandemic
 - General revenues estimated reduction of \$10,000 in service recoveries and the remainder in bag tag sales
 - Salaries and benefits expenses have decreased by \$320,000
 - Operating expenses increase estimated \$50,000 for re-open costs
- Capital - Fire Alarm to be purchased for Ingersoll, funded from Reserves estimated \$34,000
- Interdepartmental charges increase of \$11,900 for additional janitorial cost from June to December

Note – estimates are based on information available at the time of this report and are subject to changes as COVID-19 ensues and provincial and local directives change to respond

Next Steps/Mitigation Efforts

- Staff will continue to monitor and respond to new provincial orders and directives as they arise
- Staff will continue to aspire in finding innovative ideas and solutions to deliver the best possible library services within permitted restrictions, while ensuring staff and the public we serve are well protected in accordance with public health protocols
- Staff will continue to provide the Board with at least monthly updates of the COVID-19 impact on service levels and the 2020 budget