

AGENDA

OXFORD COUNTY LIBRARY BOARD BOARD MEETING

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

Council Chamber, Oxford County Administration Building, Woodstock

1. CALL TO ORDER
2. APPROVAL OF AGENDA
3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF
4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING
 - 4.1 June 15, 2020
5. DELEGATIONS AND PRESENTATIONS
6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS
7. CONSIDERATION OF CORRESPONDENCE
8. REPORTS
 - 8.1 Statistics
RECOMMENDATION
 1. That the Statistics for the six months ending June 30, 2020 be accepted.
 - 8.2 Financial Reports
RECOMMENDATION
 1. That the COVID-19 Monthly Financial update be accepted.
 - 8.3 2020-10 Librarian's Report
RECOMMENDATION
 1. That the Board receive Report No. 2020-10 for information and discussion purposes.
 - 8.4 2020-11 2019 Oxford County Library Financial Statements
RECOMMENDATION

1. That the Oxford County Library Financial Statements for the year ended December 31, 2019 be accepted.

8.5 2020-12 COVID-19 Pandemic Recovery Action Plan - Phase 2 - Limited On-Site Services

RECOMMENDATION

1. That Report No. 2020-12 entitled "COVID-19 Pandemic Recovery Action Plan - Phase 2 - Limited On-Site Services", be received for information.

8.6 2020-13 Modernization Funding Request - RFID technology project

RECOMMENDATION

1. That the Board authorize staff to prepare a Modernization Funding Request for 2021 Budget consideration.

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

June 15, 2020

Online via YouTube, www.ocl.net/livestream

Members Present	Chair Marcus Ryan Regina Smith Warden Larry Martin Councillor Don McKay Laura Langford
Members Absent	Vice-Chair David Mayberry Julia Harris
Staff Present	L. Buchner, Director of Corporate Services L. Miettinen, CEO/Chief Librarian C. McLaren, Branch Services Librarian

1. CALL TO ORDER

1:00 p.m. with Marcus Ryan in the chair.

2. APPROVAL OF AGENDA

RESOLUTION NO. 1

Moved By: Don McKay

Seconded By: Laura Langford

That the Agenda be approved.

DISPOSITION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

NIL

4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

4.1 May 25, 2020

RESOLUTION NO. 2

Moved By: Larry Martin

Seconded By: Regina Smith

Resolved that the Library Board minutes of May 25, 2020 be accepted.

DISPOSITION: Motion Carried

5. DELEGATIONS AND PRESENTATIONS

NIL

6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS

NIL

7. CONSIDERATION OF CORRESPONDENCE

NIL

8. REPORTS

8.1 Statistics

RESOLUTION NO. 3

Moved by: Laura Langford

Seconded by: Don McKay

That the statistics for the four months ending April 30, 2020 be accepted.

DISPOSITION: Motion Carried

8.2 COVID-19 Monthly Financial Update

RESOLUTION NO. 4

Moved By: Larry Martin

Seconded By: Regina Smith

That the COVID-19 Monthly Financial Update be accepted.

DISPOSITION: Motion Carried

8.2.2 Variance Report

RESOLUTION NO. 5

Moved By: Laura Langford

Seconded By: Don McKay

That the Variance Report for the five months ending May 31, 2020 be accepted.

DISPOSITION: Motion Carried

8.3 Librarian's Report

RESOLUTION NO. 6

Moved By: Laura Langford

Seconded By: Larry Martin

That the Board receive Report No. 2020-09 for information and discussion purposes.

DISPOSITION: Motion Carried

8.4 2020-07 COVID-19 Pandemic Recovery Action Plan – Phase 2

RESOLUTION NO. 7

Moved By: Regina Smith

Seconded By: Larry Martin

That Report No. 2020-07 entitled “COVID-19 Pandemic Recover Action Plan – Phase 2”, be received for information.

DISPOSITION: Motion Carried

8.5 2020-08 Oxford Service Delivery Review – recommendations for library services

RESOLUTION NO. 8

Moved By: Don McKay

Seconded By: Laura Langford

That Report No. 2020-08 entitled “Oxford Service Delivery Review – recommendations for library services”, be received for discussion purposes.

DISPOSITION: Motion Carried

9. UNFINISHED BUSINESS

NIL

10. NOTICE OF MOTIONS

NIL

11. NEW BUSINESS / ENQUIRIES / COMMENTS

NIL

12. CLOSED SESSION

NIL

13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

NIL

14. ADJOURNMENT

Library Board adjourns at 1:59 p.m.

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	1,343	2,741
	2020	295	220	146	66	0	15							742	
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	9,645	19,243
	2020	1,622	1,635	767	23	19	44							4,110	
EMBRO	2019	664	566	605	623	611	577	614	640	510	628	542	470	3,646	7,050
	2020	573	590	190	6	28	71							1,458	
HARRINGTON	2019	204	119	241	145	172	214	383	247	197	182	257	286	1,095	2,647
	2020	289	244	189	11	1	19							753	
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	55,249	113,962
	2020	9,652	8,752	4,932	82	606	2,648							26,672	
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	9,256	17,893
	2020	1,503	1,619	671	106	1	114							4,014	
MOUNT ELGIN	2019	654	642	801	770	927	698	864	887	759	691	718	612	4,492	9,023
	2020	912	467	443	72	37	114							2,045	
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	28,017	57,449
	2020	5,791	5,120	2,596	12	27	2,312							15,858	
OTTERVILLE	2019	955	973	890	981	805	1,241	1,535	1,430	1,176	1,170	1,160	847	5,845	13,163
	2020	1,083	1,426	369	76	1	42							2,997	
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	7,744	15,596
	2020	1,421	1,407	716	142	2	344							4,032	
PRINCETON	2019	623	686	746	802	760	667	898	791	637	606	508	488	4,284	8,212
	2020	696	756	388	45	0	91							1,976	
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	9,793	21,083
	2020	1,882	1,844	843	22	17	859							5,467	
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	7,529	15,907
	2020	1,651	1,527	836	42	7	803							4,866	
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	51,657	101,883
	2020	8,861	8,507	4,349	325	732	2,890							25,664	
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	199,595	405,852
	2020	36,231	34,114	17,435	1,030	1,478	10,366	0	0	0	0	0	0	100,654	
Annual Change:		0.0%	9.7%	-51.1%	-96.9%	-95.3%	-67.5%							-49.6%	
Digital TV & Movies	2019	231	259	238	227	222	198	222	204	220	236	252	272	1,375	2,781
	2020	258	272	491	649	518	387							2,575	
Zinio (Magazines)	2019	282	294	357	270	280	281	203	298	299	93	406	255	1,764	3,318
	2020	248	334	409	482	638	487							2,598	
Tumble Books	2019	1,190	1,705	1,871	1,470	1,322	763	180	171	454	584	1,272	868	8,321	11,850
	2020	910	548	891	1,422	703	364							4,838	
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	16,748	33,188
	2020	2,472	2,049	2,916	2,876	2,622	2,748							15,683	
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	20,213	42,816
	2020	4,300	4,209	4,649	5,457	5,816	5,362							29,793	
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	28,896	58,343
	2020	5,383	5,150	6,154	7,873	8,014	6,885							39,459	
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	49,109	101,159
	2020	9,683	9,359	10,803	13,330	13,830	12,247	0	0	0	0	0	0	69,252	
Annual Change:		15.0%	18.3%	24.9%	64.1%	69.9%	55.8%							41.0%	

OXFORD COUNTY LIBRARY - COMPUTER USE BY PUBLIC													2020			
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL to Date	2019 TOTAL	
BROWNSVILLE		2019	4	4	6	5	3	12	71	49	40	59	43	24	34	320
		2020	51	70	25	0	0	0							146	
	Wireless	2019	68	15	65	33	79	54	54	67	44	47	42	34	314	602
		2020	12	10	13	2	14	19							70	
BURGESSVILLE		2019	14	17	8	28	12	6	3	12	8	7	9	2	85	126
		2020	5	4	3	0	0	0							12	
	Wireless	2019	251	110	182	124	193	219	221	235	310	242	253	190	1,079	2,530
		2020	270	160	200	156	163	150							1,099	
EMBRO		2019	34	51	33	46	62	49	45	43	53	47	20	10	275	493
		2020	21	29	10	0	0	0							60	
	Wireless	2019	39	22	54	32	56	69	348	66	83	100	126	39	272	1,034
		2020	42	47	32	24	24	13							182	
HARRINGTON		2019	2	1	2	4	1	2	0	10	2	5	0	9	12	38
		2020	4	5	4	0	0	0							13	
	Wireless	2019	20	9	24	7	14	25	25	35	13	10	40	13	99	235
		2020	11	11	12	2	8	7							51	
INGERSOLL		2019	1,165	806	987	946	803	699	1,018	983	746	823	906	763	5,406	10,645
		2020	950	875		0	0	0							1,825	
	Wireless	2019	899	313	856	461	634	722	934	846	752	747	699	537	3,885	8,400
		2020	595	634	337	98	96	70							1,830	
INNERKIP		2019	63	47	66	46	60	55	54	59	58	71	59	49	337	687
		2020	67	62	24	0	0	0							153	
	Wireless	2019	38	31	35	31	131	156	177	91	69	75	61	92	422	987
		2020	47	47	38	48	41	45							266	
MOUNT ELGIN		2019	9	10	12	8	7	7	4	5	12	10	9	5	53	98
		2020	9	6	4	0	0	0							19	
	Wireless	2019	42	28	29	12	15	45	16	16	48	34	31	63	171	379
		2020	22	22	12	0	0	1							57	
NORWICH		2019	492	337	345	256	270	426	611	578	452	378	335	267	2,126	4,747
		2020	234	301	129	0	0	0							664	
	Wireless	2019	689	238	620	339	678	630	621	659	636	581	588	439	3,194	6,718
		2020	424	411	511	483	606	634							3,069	
OTTERVILLE		2019	32	24	24	35	34	34	37	46	43	28	15	12	183	364
		2020	24	30	7	0	0	0							61	
	Wireless	2019	51	17	75	30	53	134	134	118	160	182	127	188	360	1,269
		2020	120	69	62	30	35	59							375	
PLATTSVILLE		2019	77	75	115	86	102	102	88	79	92	114	85	22	557	1,037
		2020	58	74	43	0	0	0							175	
	Wireless	2019	293	100	237	212	419	249	67	57	168	135	133	31	1,510	2,101
		2020	113	87	69	4	5	6							284	
PRINCETON		2019	25	49	59	34	46	55	34	33	45	49	38	34	268	501
		2020	57	34	13	0	0	0							104	
	Wireless	2019	41	14	50	31	55	146	164	170	80	74	57	40	337	922
		2020	48	79	30	17	12	26							212	
TAVISTOCK		2019	70	57	83	81	96	86	141	115	117	87	69	74	473	1,076
		2020	87	69	22	0	0	0							178	
	Wireless	2019	346	170	276	170	363	380	331	278	174	283	262	209	1,705	3,242
		2020	267	205	186	160	175	185							1,178	
THAMESFORD		2019	128	115	118	126	139	108	153	177	168	199	156	122	734	1,709
		2020	138	162	47	0	0	0							347	
	Wireless	2019	167	84	248	114	225	180	223	234	204	233	143	175	1,018	2,230
		2020	164	192	138	210	201	128							1,033	
TILLSONBURG		2019	1,067	847	1,158	1,086	1,128	994	1,033	1,112	986	1,090	986	762	6,280	12,249
		2020	1,086	962	460	0	0	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	8,511	17,270
		2020	1,435	1,264	806	209	255	292							4,261	
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	39,700	82,009
		2020	6,361	5,921	3,237	1,443	1,635	1,635	0	0	0	0	0	0	20,232	
Annual Change:			-19.7%	40.9%	-57.7%	-73.6%	-77.5%	-77.2%							-49.0%	

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	600	1,410
	2020	107	132	50	0	0	0							289	
BURGESSVILLE	2019	443	414	452	432	367	466	467	524	412	532	459	279	2,574	5,247
	2020	499	421	205	0	0	0							1,125	
EMBRO	2019	197	192	211	203	214	188	346	225	233	308	168	117	1,205	2,602
	2020	187	176	83	0	0	0							446	
HARRINGTON	2019	60	46	66	55	78	54	132	159	66	69	160	84	359	1,029
	2020	107	100	31	0	0	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	47,192	86,902
	2020	6,680	6,365	2,966	0	0	0							16,011	
INNERKIP	2019	466	408	515	489	510	438	551	557	445	662	465	379	2,826	5,885
	2020	459	495	199	0	0	0							1,153	
MOUNT ELGIN	2019	185	156	182	170	212	160	259	198	166	171	175	144	1,065	2,178
	2020	157	153	68	0	0	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	10,683	22,644
	2020	1,953	1,880	898	0	0	0							4,731	
OTTERVILLE	2019	336	314	364	337	342	369	473	545	400	404	326	276	2,062	4,486
	2020	383	455	133	0	0	0							971	
PLATTSVILLE	2019	660	611	797	923	860	802	1,127	902	789	939	790	629	4,653	9,829
	2020	855	758	372	0	0	89							2,074	
PRINCETON	2019	323	273	408	450	417	438	603	422	391	477	401	286	2,309	4,889
	2020	412	375	182	0	0	0							969	
TAVISTOCK	2019	1026	741	1,083	940	1,014	927	1,300	1,226	879	1,079	918	757	5,731	11,890
	2020	1062	1,040	508	0	0	148							2,758	
THAMESFORD	2019	882	717	913	902	993	750	1,202	1,246	814	1,147	1,041	787	5,157	11,394
	2020	1,138	1,044	461	0	0	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	46,794	94,338
	2020	7,480	7,067	3,626	0	109	718							19,000	
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	133,210	264,723
	2020	21,479	20,461	9,782	0	109	955	0	0	0	0	0	0	52,786	
Annual Change:		-5.2%	8.1%	-61.0%			-95.5%							-60.4%	

Operations/Service Level

- 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
 - Public libraries permitted to reopen with limited on-site services, such as computer access and contactless book pickup and drop-off – in adherence with public health guidelines
- Oxford County Library Recovery Plan
 - Phasing in curbside pickup and delivery – Wednesday to Saturday
 - Large branches – began May 27th
 - Medium branches – began June 9th
 - Small branches – to be implemented at all 8 small branches by mid-July
 - Planning underway for delivery of “limited on-site services”

Staffing

BUDGET FTE – 35.43 (Adjusted for seasonality)

Current Staffing Level	FTE	Comments
Active - Productive	22.36	Limited administrative staff working at HQ; others working from home; branch staff working alone or in controlled teams in branches, staff team remotely monitoring social media and e-mail accounts to support SCE, responding to patron queries and registering/renewing accounts; and virtual programming (Facebook Live) done remotely
Redeployed – Out	3.00	2.0 FTE to Paramedic Services PPE HUB; 1.0 FTE to Woodingford Lodge for screening at door
Inactive - Unpaid Leave	10.07	Staff on DEL due to lack of work and reduction in branch hours employees a result of closures

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	80.0%	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 pickup 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
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

	2020 Forecast	2020 Budget	Impact
Attendance at Tech Coaching Sessions	500	1,500	Upon reopening, occupancy limitations will impact our ability to provide tech help

Goals and Objectives

Description	June 2020 Update	2021	2022	Status Update
Undertake Community and Stakeholder Consultations Articulate the value and impacts of existing library services. Understand community needs and service gaps. Identify community-driven program and service opportunities.	●			Considering other options for gathering information – currently using Survey Monkey for feedback regarding wireless service with good response to date – will monitor to see if similar process could be used for broader library service consultation process
Comprehensive Review and Inventory of Technology Resources and Services Conduct a thorough IT inventory. Study best practices, new material formats (Including assistive devices), accessibility issues, and advances in information technology. Develop an IT Plan.	●			New services are being implemented to address service restrictions due to the pandemic – new initiatives using moderation funding may be considered
Technology Leadership – Develop Staff Expertise Establish technology core competencies. Identify staff training needs and opportunities. Develop staff training program.	●			Training took place during branch closures – will be developing a training module for staff based on individual competencies
Development and Implement a Communications and Awareness Plan based on the Library Brand: Connect. Discover. Share. Become. Will build upon the efforts of Goal #1 (community and stakeholder consultations). Patron stories and value statements gleaned through consultation process will form the basis of marketing efforts.	●	●	●	Progress will be slower than anticipated
Pursue Provincial Reaccreditation Ontario Public Library Guidelines 7 th ed. Deadline Q4 2020.	●			Extension approved to Dec 31, 2021
Policy Review Adopt the Turning Outward approach to policy review. Review policies through a variety of lenses. Engage with public and staff.	●	●	●	May be a longer period of time to complete

Description	June 2020 Update	2021	2022	Status Update
Identify and discuss policies, practices, serves and attitudes that inhibit inclusion.				

Financial Forecast

	YTD ACTUAL	FORECAST	APPROVED BUDGET	FORECAST VARIANCE \$	FORECAST VARIANCE %	YTD %
REVENUES						
GENERAL REVENUES	(11,823)	(165,897)	(178,389)	(12,492)	7.0%	6.6%
OTHER REVENUES	(35,612)	(232,222)	(198,222)	34,000	(17.2)	18.0
TOTAL REVENUES	(47,435)	(398,119)	(376,611)	21,508	(5.7)	12.6
EXPENSES						
SALARIES AND BENEFITS	961,010	2,049,908	2,481,471	431,563	17.4%	38.7%
OPERATING EXPENSES	271,185	627,022	597,101	(29,921)	(5.0)	45.4
DEBT REPAYMENT	77,220	152,441	152,441	-	-	50.7
CAPITAL	-	104,000	70,000	(34,000)	(48.6)	-
OTHER	33,500	67,000	67,000	-	-	50.0
INTERDEPARTMENTAL CHARGES	444,628	992,937	1,002,606	9,669	1.0	44.3
TOTAL EXPENSES	1,787,543	3,993,308	4,370,619	377,311	8.6	40.9
TOTAL LIBRARY	1,740,108	3,595,189	3,994,008	398,819	10.0	43.6

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 lower by \$431,000 due to extended branch closure and lay-offs
 - **Operating Expenses:** increase estimated \$50,000 for re-open costs
 - **Interdepartmental Charges:** reduction in utility costs
- **Capital:** Fire Alarm to be purchased for Ingersoll, funded from Reserves estimated \$34,000 – funded by Other Revenues – Facilities Reserve

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 to find 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 guidelines
- Staff will continue to provide the Board and Council with monthly updates of the COVID-19 impact on service levels and the 2020 budget

To: Oxford County Library Board

From: CEO/Chief Librarian

Librarian's Report – July 2020

RECOMMENDATION

1. That the Board receive Report No. 2020-10 for information and discussion purposes.

Wifi survey

At the June meeting, staff were instructed to gather public feedback on wifi service at branches, to determine if a more detailed analysis of upload/download speeds and bandwidth would be warranted. A Survey Monkey account was set up for OCL, and a link to the wifi survey sent out via e-blast to all OCL account holders with an email address on file, as well as posted on social media and the website. 81 people completed the survey. The results are attached to this Report.

While responses were largely positive, the sample size was small, and responses could be skewed given that 77 people rated the service but only 70 people indicated that they have ever used OCL wifi. The comments, however, yield more meaningful information, such as the various uses people make of wifi, and identifying locations where the user felt the service was not good.

Having a Survey Monkey account allows us to conduct regular surveys. We plan to issue one survey per month, sent out by e-blast and posted on the website and social media. Staff are currently working on a survey on library programming: to measure programming needs and interests; to determine the most effective means of communicating with attendees; convenient days and times; and safety protocols people would expect us to have in place.

Summer Reading

Outreach/Teen Librarian Sydnie Lane has provided a description of the virtual Summer Reading platform in use this year:

Beanstack is a reading challenge software that helps to facilitate online reading programs, such as OCL's Summer Reading Club (SRC). The way it works is simple – patrons register for the SRC, read books, and record the number of minutes read, all through the Beanstack website or app. This year's goal is that each SRC participant receives 20 badges over the course of the summer. For every 30 minutes read, kids receive a different online badge that reflects their progression in the program. A number of "offline" activities are included in the program similar to what would traditionally be offered in-branch, as well, to encourage children to use their creativity, get outside, and engage with their local library

branch. Kids can receive badges for each of the activities in which they participate as well, helping them attain the goal of 20 badges by the end of August. Some of the activities include creating decorations for library windows, making a recipe inspired by a children's book, writing a letter to one's favourite book character, and designing new covers for their favourite books.

The Summer Reading Club is open to people under the age of 18, and there are currently approximately 100 children registered for the online program. While this number is lower than we are used to seeing, registration is open and available for the entire summer. We are confident that in conjunction with the Summer Reading Hour videos on OCL's Facebook page, the handouts going into children's materials at curbside pick-up, and postings on OCL's social media accounts that registration will increase.

We are excited that Beanstack can be configured for use in multiple reading programs throughout the year, and are looking forward to utilizing the software for this year's Oxford Reads program, as well.

Tillsonburg branch improvements

While the branches were closed due to COVID-19, Community Librarian Merley Wheaton took advantage of the opportunity and made several improvements to the branch interior. The "Hot Wall" (new releases/staff picks) was repainted. The curved shelving in the children's area was divided into two pieces, allowing for better traffic flow and better visibility of the collection. Collections were shifted in order to provide more face-out display. Merley installed a Lego Wall below the front window, and is in the process of installing a Magnetic Board.

In addition to interior improvements, Facilities has coordinated exterior work. The landscaping beds were cleaned up with some new plantings added to replace dead or overgrown items, new mulch, the removal of an overgrown shrub which was obscuring the signage at the front of the library, and the installation of lighting to illuminate signage on the building. As well, the wooden sign at the front of the building has been removed for repair and repainting. The appearance of the library is much improved as a result.

2019 Report Card

A graphic Report Card is produced annually, providing key performance indicators and highlighting accomplishments. The 2019 Report Card is attached to this Report for the Board's review. It will be posted to the website and social media and paper copies made available for distribution.

SIGNATURE

Departmental Approval:

"Lisa Miettinen"

Lisa Miettinen

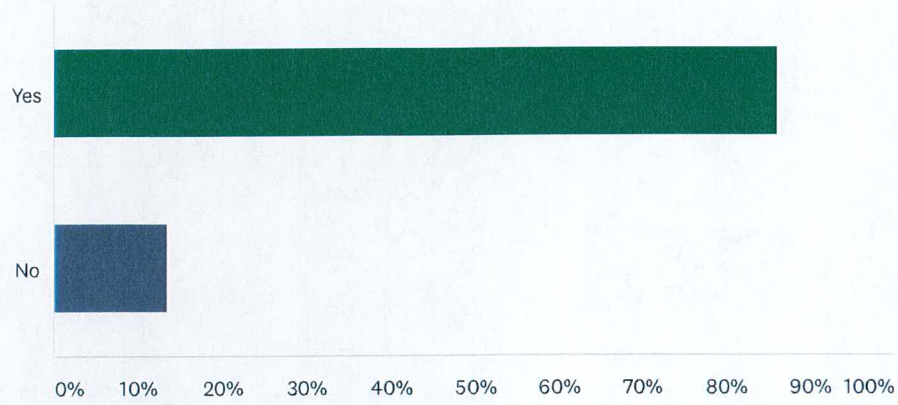
CEO/Chief Librarian

ATTACHMENTS

Attachment No. 1 – Oxford County Library Wifi Service – Survey results
Attachment No. 2 – 2019 Report Card

Q1 Have you ever used OCL wifi?

Answered: 81 Skipped: 0



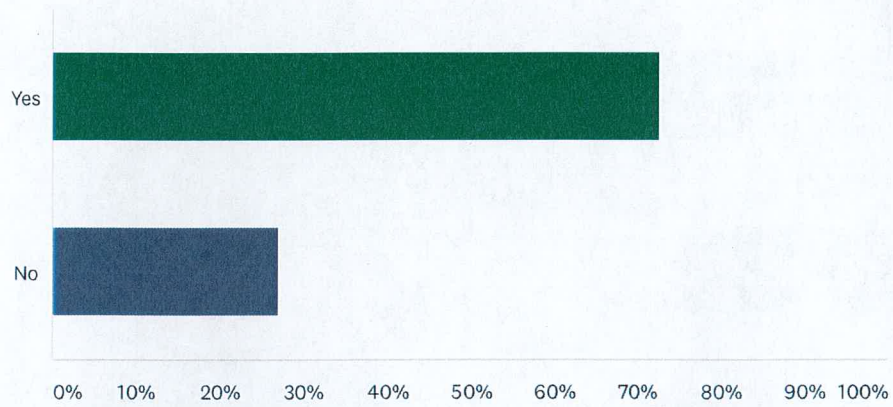
ANSWER CHOICES

RESPONSES

Yes	86.42%	70
No	13.58%	11
TOTAL		81

Q2 If yes, have you used it within the past year?

Answered: 81 Skipped: 0



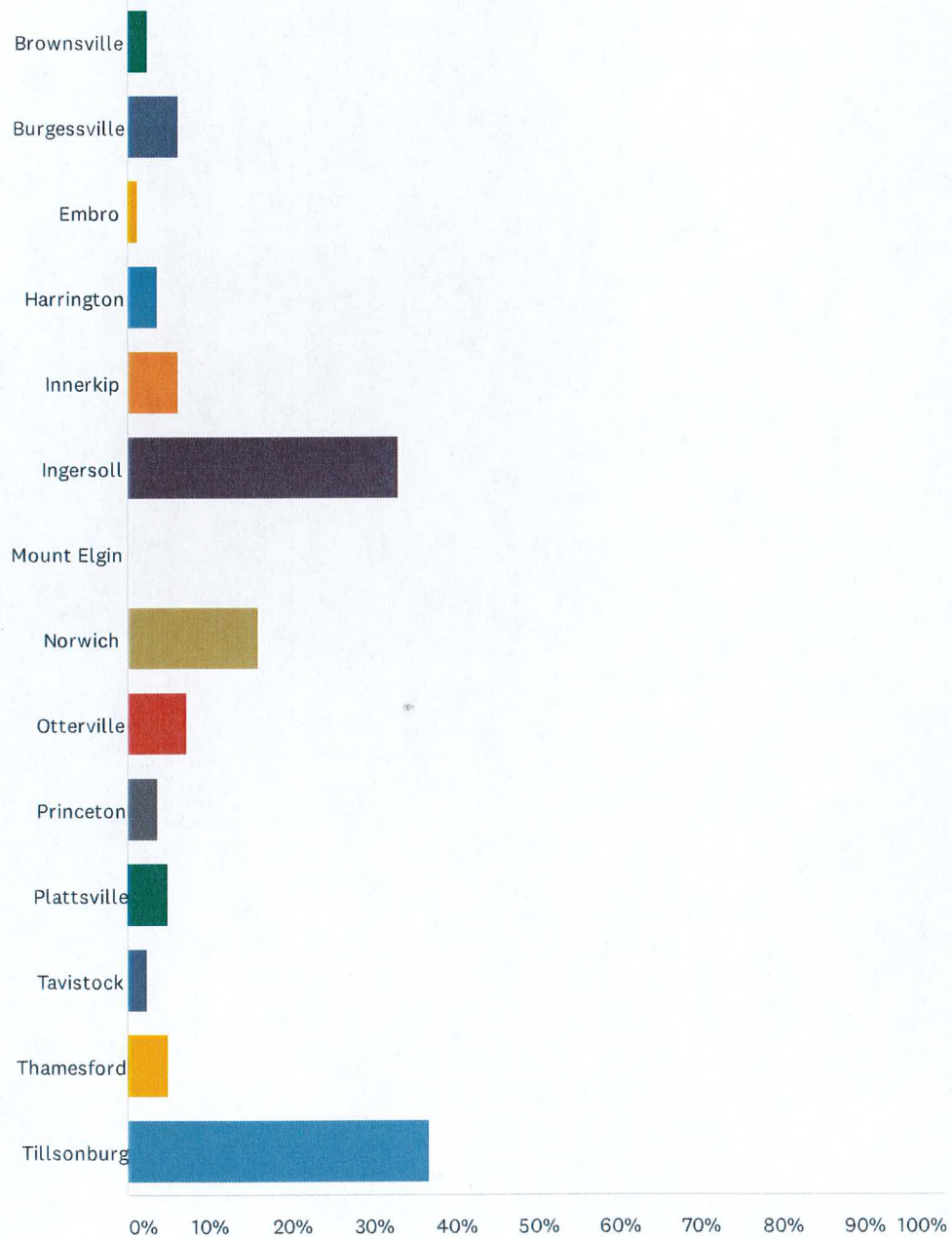
ANSWER CHOICES

RESPONSES

Yes	72.84%	59
No	27.16%	22
TOTAL		81

Q3 At what branch(es) do you use wifi?

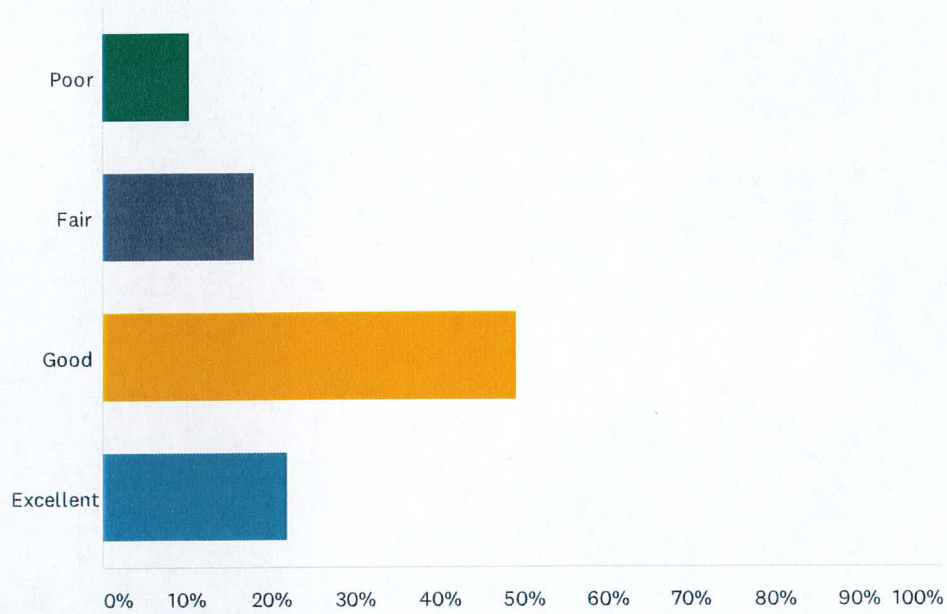
Answered: 81 Skipped: 0



ANSWER CHOICES	RESPONSES	
Brownsville	2.47%	2
Burgessville	6.17%	5
Embro	1.23%	1
Harrington	3.70%	3
Innerkip	6.17%	5
Ingersoll	33.33%	27
Mount Elgin	0.00%	0
Norwich	16.05%	13
Oterville	7.41%	6
Princeton	3.70%	3
Plattsville	4.94%	4
Tavistock	2.47%	2
Thamesford	4.94%	4
Tillsonburg	37.04%	30
Total Respondents: 81		

Q4 How would you rate the signal strength?

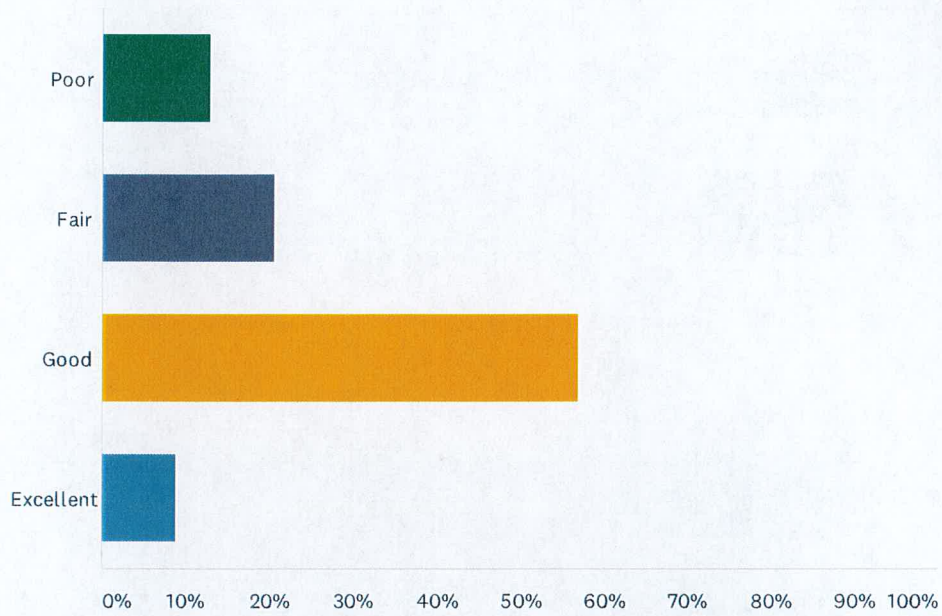
Answered: 77 Skipped: 4



ANSWER CHOICES	RESPONSES	
Poor	10.39%	8
Fair	18.18%	14
Good	49.35%	38
Excellent	22.08%	17
TOTAL		77

Q5 How would you rate the upload/download speed?

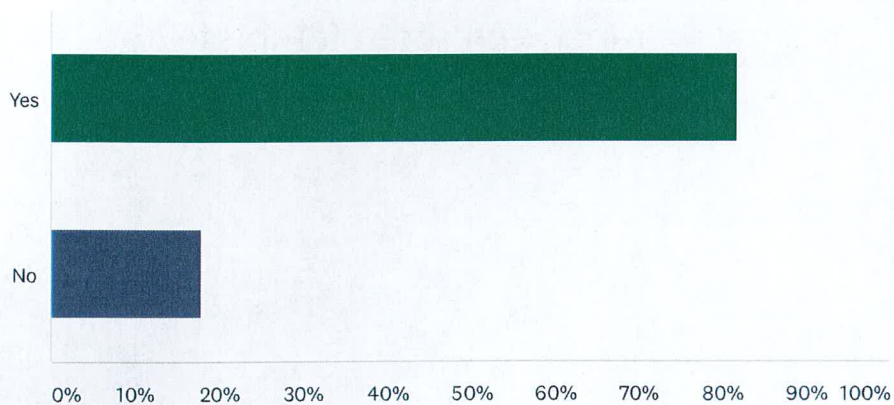
Answered: 77 Skipped: 4



ANSWER CHOICES	RESPONSES	
Poor	12.99%	10
Fair	20.78%	16
Good	57.14%	44
Excellent	9.09%	7
TOTAL		77

Q6 If wifi service was excellent, would you be more inclined to use it?

Answered: 78 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	82.05%	64
No	17.95%	14
TOTAL		78

Q7 Please tell us about your needs regarding wifi service at the library, and any further details you can share about your technology needs, e.g. what activities do you use the wifi for? Please make sure to tell us which branch you are referring to.

Answered: 81 Skipped: 0

Oxford County Library Wifi Service

SurveyMonkey

#	RESPONSES	DATE
1	In Ingersoll I used it while browsing for books, to check email, check my OCL account, check social media, play Pokemon Go - it's an incentive to stay at the branch for a bit, not just grab my books and go.	7/10/2020 6:30 AM
2	Otterville branch often has issues with not being able to sign on to the wifi, or once on getting dropped and having to sign back in. This is frustrating and usually no one else is on so it's seems not to be a capacity issue. Thank you for providing wifi in our community.	7/9/2020 11:05 AM
3	I have used wifi at the Plattsville branch on my laptop. I used it to log into an online school program. I have been able to complete and submit assignments and participate in a Skype call while on the Plattsville wifi. I had no troubles with it.	7/9/2020 6:46 AM
4	Wifi for mapping , flyers & recipes	7/9/2020 6:41 AM
5	I check my email often I find if I am not continually using it I get disconnected.	7/7/2020 3:08 PM
6	None	7/7/2020 1:15 PM
7	school projects with the kids while they are doing research	7/7/2020 11:48 AM
8	I used it sometimes daily for ancestry access	7/7/2020 9:17 AM
9	I just sign out ebooks	7/6/2020 7:18 AM
10	Nothing can be said about the WiFi service at any OCL branch because I've never used the service, but your survey can't seem to recognize that fact.	7/6/2020 1:34 AM
11	Don't use too often. Mostly to print off forms. Tillsonburg	7/5/2020 9:29 PM
12	Dont have reception in area and enjoy the use when coming into town	7/5/2020 6:24 PM
13	I use it for mainly printing off emails or resumes because my printer is not working properly	7/5/2020 11:43 AM
14	Princeton, Innerkip and Plattsville - have used wifi to access ebooks and audio books and download some video. My home internet doesn't support streaming (and is very expensive), so it's sometimes better to save up tasks to do with wifi	7/4/2020 7:34 PM
15	Tillsonburg: Search books that I plan to read, etc.	7/4/2020 11:20 AM
16	I just browse the internet while kids are doing programs at the Norwich library.	7/4/2020 7:49 AM
17	Ingersoll.....teaching, videos, training, enjoyment. Games, reading video, looking up books research	7/4/2020 4:47 AM
18	Check email and messages. Sometimes search for info about a book.	7/3/2020 6:49 PM
19	Norwich & Tillsonburg most of the time Use wifi to look at several websites regularly , send email occasionally , a few times set up an ad on kijiji, afew rare occasions actually bought items online , look at news and weather at locations in Europe , look up info on operators manuals, general nosing around as interest is piqued by links	7/3/2020 10:56 AM
20	Norwich.	7/3/2020 10:17 AM
21	Tillsonburg branch and I don't use your wifi very often only when I attend the odd function at the library .	7/3/2020 9:28 AM
22	Looking up information or sharing information on my phone. Plattsville.	7/3/2020 9:26 AM
23	Movies, Utube videos on paint pouring	7/3/2020 9:15 AM
24	i do not use it very much as i have internet at home	7/3/2020 9:02 AM
25	I used to use it to download audio stories but it was so slow I gave up. We have wifi at home now so it's not an issue for me.	7/3/2020 8:43 AM
26	My first response was no i have not used ICL wifi. These next answers are only here because there is no option to continue with NO as a responses	7/3/2020 8:38 AM
27	Ingersoll	7/3/2020 7:13 AM
28	None	7/3/2020 6:47 AM

Oxford County Library Wifi Service

SurveyMonkey

29	Ingersoll branch. It's great to have access when my home connection isn't working or unavailable. It's a lifeline for me to pay bills and chat with friends and download music and books. Thank you for making the internet more available to people who don't have consistent access.	7/3/2020 5:22 AM
30	A person has to be right up to the door or window in order for it to connect. If the signal was stronger I could sit in my car.	7/2/2020 10:28 PM
31	I used WiFi to download books on my ereader	7/2/2020 10:25 PM
32	No wifi at home so I use the library wifi in tillsonburg. It just needs to be stronger and faster. I used bank wifi and it takes me 10 minutes to upload my game and the library takes 1 hour to upload the same amount of data.	7/2/2020 10:16 PM
33	I've only used it to print documents, resumes etc.	7/2/2020 10:05 PM
34	I use the wifi just for reading news or social media while I'm waiting for my kids at a program. I use it to download audiobooks and other media that takes longer on my rural internet at home.	7/2/2020 9:58 PM
35	Due to covid and the library being closed it has made homeschooling near impossible as the kids could not access any wifi strong enough without the actual building available	7/2/2020 9:49 PM
36	I am a member of the Tillsonburg Cricut Club and we meet at the library for our meetings once a month. The design program requires a great wifi connection to complete our projects.	7/2/2020 9:25 PM
37	It is good to be able to access the wifi outside of the building when the library is closed	7/2/2020 9:08 PM
38	Na	7/2/2020 9:03 PM
39	I have a reciprocal Oxford County card that enhances my Norfolk County Card. The email checking capability enhances my travels in and amongst the counties and enables me to use email without incurring cellphone charges for same.	7/2/2020 8:50 PM
40	We cannot afford internet beyond our basic package, so sometimes we sit in the back parking lot of the Princeton library if we have a lot to do online. The signal is okay, but the internet can be very slow during the evenings which is when we usually use it from our car.	7/2/2020 8:41 PM
41	No additional needs once full service is restored.	7/2/2020 8:37 PM
42	Tillsonburg branch - used wifi since March/20 for movies	7/2/2020 8:34 PM
43	Not sure if it's Wifi. I tried to download books to read and I never was able to move from page to page.	7/2/2020 8:33 PM
44	using my tablet or phone within / near the library	7/2/2020 8:03 PM
45	I mostly use the Ancestry site but also have used the internet when tutoring a literacy student @ the Tillsonburg branch	7/2/2020 7:46 PM
46	I have no need of it	7/2/2020 7:40 PM
47	I was downloading information at Innerkip Library	7/2/2020 7:36 PM
48	don't use wifi at library	7/2/2020 7:32 PM
49	None at this time	7/2/2020 7:31 PM
50	I used my own Wi Fi to access the library for books and have been very pleased with the service (libby).(my wife also) the only negative was I had hoped to get an email advising when a hold was put in my account. I lost one hold as a result if me not checking my account mire often. I just completed a form in the last couple of days which I hope will fix this. In summary my wife and I have always been extremely happy with the Ingersoll Library. [REDACTED]	7/2/2020 7:20 PM
51	open the library	7/2/2020 7:14 PM
52	checking email and printing documents	7/2/2020 7:12 PM
53	I have only used it once when we first moved to Tillsonburg 2 years ago.	7/2/2020 7:01 PM
54	Ingersoll branch. Sometimes looking for an article I had read in order to searchfor a book	7/2/2020 6:56 PM

Oxford County Library Wifi Service

SurveyMonkey

55	Social gaming	7/2/2020 6:18 PM
56	Newer books on line would be great.....nice to have a chance to read while libraries were closed.	7/2/2020 6:15 PM
57	I am very impressed with the wifi speed. The replies to books on hold and the good communication.	7/2/2020 6:11 PM
58	Currently separated and renting without having Wi-Fi access. Before Covid I was in the otterville library accessing the Wi-Fi for my phone to check various things. Since the library's closure due to covid 19, I have been driving and sitting in the Norwich parking lot (since the Otterville Wi-Fi isn't strong enough to reach to a vehicle on the road).	7/2/2020 6:11 PM
59	I find it difficult to find books I want to order. The death program needs to be made easier. The service is good.	7/2/2020 6:02 PM
60	No need. I have my own internet	7/2/2020 5:59 PM
61	Downloading and email retrieval	7/2/2020 5:58 PM
62	While waiting for my child who was in a library program in Thamesford I used the library's wifi service to catch up on world's news by browsing magazines via RB.	7/2/2020 5:54 PM
63	I don't have WiFi at home so I use it at the Harrington Library when it works. It often doesn't work too slow to be useful.	7/2/2020 5:52 PM
64	I use for ancestry searches	7/2/2020 5:48 PM
65	Local history research. Family history research. Searching for grant possibilities for various community organizations. Helping show other people how to do things (people who know less about using the Internet than I). Possibly, via a community group, holding training sessions or classes for local folk.	7/2/2020 5:48 PM
66	I use it for school work and online assignments	7/2/2020 5:44 PM
67	Use my phone	7/2/2020 5:43 PM
68	I have terrible internet connection at my residence so it takes about 40 min to 1 hour to download an audio book. If I go to Tillsonburg and download it to my tablet I can do it in about 15 minutes. When I try to download in Brownsville I can't always get connected or it disconnects before the download is complete. All this is done for my vehicle in the parking lot. I have not tried to download a video as I'm not sure how long it will take or if I even can.	7/2/2020 5:37 PM
69	Harrington also has no cellular signals, so it's chances of improving anything is slim. We usually just end up going to Thorndale to use MPL wifi there. Usually the kids play games, and I download videos and materials for homeschooling my kids, since our home internet is also slow and frequently loses the signal.	7/2/2020 5:37 PM
70	First of all I cannot be at the library during Covid and so I use my tablet at home in Tillsonburg and just download the books from the OCL that I really want. Could be longer than 14 days as that is a "push" for some long books and then the next time I want it, it is on the unavailable list.	7/2/2020 5:37 PM
71	Download and search books	7/2/2020 5:33 PM
72	The branch I go to get wifi is the Norwich branch. When I am using the ocl wifi, I use it mostly for receiving messages and downloading course material for schoolwork. So far, it has been good!	7/2/2020 5:32 PM
73	I have wifi at my home. Tillsonburg when I visit	7/2/2020 5:32 PM
74	Wifi is good in tillsonburg	7/2/2020 5:30 PM
75	Norwich- I enjoyed the teaching sessions given about use of computer and I use the Ancestry website there.	7/2/2020 5:20 PM
76	Research	7/2/2020 4:38 PM
77	Social media. Video uploads/downloads. Article research and download. Google Drive. Microsoft suite. Ingersoll Branch	7/2/2020 4:28 PM
78	I'm glad it's available	7/2/2020 4:26 PM

Oxford County Library Wifi Service

SurveyMonkey

79	I use it for mobile browsing when at the library,	7/2/2020 4:19 PM
80	I use the internet for web browsing and social media	7/2/2020 4:18 PM
81	My modem was broken and ISP couldn't replace for 3 days. Needed OCL wifi for work reasons	7/2/2020 4:18 PM

OXFORD COUNTY LIBRARY 2019

A year at your library

connect. discover. share. become.


16,351 active library card holders 

Population served
67,124

264,723 in person visits
36,177 people attended 3744 programs

405,852 items borrowed

4,532 items delivered to home delivery and long term care customers

101,159 digital eBook and eAudiobook downloads 

226 infants at hearing tests at the Ingersoll Library

1,260 uses of the branch program rooms by community groups. free of charge

61 children attended JK readiness programs at the Ingersoll Library

347 VON SMART Exercise for Seniors sessions in Ingersoll, Tillsonburg, and Norwich with **3,315** attendees overall.



LEARNING

846 uses of the Tillsonburg study rooms

926 one-on-one computer coaching sessions



Staff made **54** visits to school classrooms interacting with **1,985** students.

24 Coding Club sessions with **162** attendees

41 adult learning events with **710** attendees



280,600 Facebook impressions

117,402 Twitter impressions

2,755 Instagram likes

2019 HIGHLIGHTS

- Our pilot mobile outreach project, “Ox on the Run”, operated from June through October offering pop-up library services at a variety of locations, including splash pads, festivals, ball parks, and Housing Cooperatives. Staff connected with 2,562 people during a total of 70 stops across the County.
- 2019’s Oxford Reads welcomed Woodstock Public Library as a partner, with Moon of the Crusted Snow as our featured title. Author Waubgeshig Rice joined us at a Gala event held at the Woodstock Market Theatre.

To: Oxford County Library Board

From: Director of Corporate Services

2019 Oxford County Library Financial Statements

RECOMMENDATION

1. That the Oxford County Library Financial Statements for the year ended December 31, 2019 be accepted.

REPORT HIGHLIGHTS

- Long Term Financial Sustainability Plan sustainability measures for 2015 to 2019
- 2019 year end budget surplus is \$224,137

Implementation Points

Staff will post the Audited Financial Statements on the County's website for public information.

Financial Impact

The 2019 year end budget surplus of \$224,137 (\$238,052 – 2018) was allocated to the library facilities reserve in accordance with Reserve Policy No. 6.20., and is explained in detail in Table 4 in this report.

The Treasurer has prepared this report based on the audited 2019 Oxford County Consolidated Financial Statements.

Risks/Implications

There are no risks or implications that could result by adopting the recommendations 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

As a regional municipality established under the *Municipal Act, 2001*, the Treasurer is required to prepare consolidated financial statements of the County of Oxford that reflect the assets, liabilities, revenues, expenses and changes in investment in tangible capital assets of the County and enterprises accountable to the County and which are owned or controlled by the County. The consolidated financial statements of the County have been prepared in accordance with Canadian public sector accounting standards established by the Public Sector Accounting Board ("PSAB") of the Chartered Professional Accountants of Canada ("CPA Canada"). The 2019 consolidated financial statements of the County of Oxford have been audited by Scrimgeour & Company, Chartered Accountant, as appointed by County Council in accordance with the *Municipal Act, 2001*.

Attachment 1 to this report is the Oxford County Library Financial Statements for the year ended December 31, 2019, as consolidated in the County of Oxford Financial Statements for the year ended December 31, 2019.

Comments

In September 2011, County Council adopted a Long Term Financial Sustainability Plan that sets out sustainability measures based on "Indicators of Government Financial Condition", defined and approved by the Public Sector Accounting Board. They include a core set of indicators for assessing financial condition of the government entity based on financial statements prepared on the full accrual basis of accounting. Financial condition is measured in terms of ability to meet obligations in respect of service commitments and financial commitments, using elements of sustainability, flexibility and vulnerability and provides an overall assessment of the municipality's financial condition.

Performance regarding 2019 achievements with respect to projects and advancement of the County's strategic plan will form part of the 2019 Annual Report which will be available later in the year.

Report No: 2020-11
CORPORATE SERVICES
Board Date: July 20, 2020

Additionally, Library staff are preparing a 2019 report card of key system performance indicators that, once received by the Board, will be posted on the library website and circulated at all branch locations.

Sustainability measures the degree to which a government can maintain its existing service and financial commitment. Table 1 provides a list of sustainability measures based on the County's 2015 - 2019 financial statements.

Table 1 – Sustainability Indicators

	2015	2016	2017	2018	2019	Trend
Financial assets to liabilities	0.72	0.92	1.08	1.03	1.51	
Total cash and temporary investments to operating expenses	0.08	0.05	0.03	0.09	0.17	
Net working capital to operating expenses	0.18	0.21	0.23	0.17	0.27	
Net debt to total operating revenue	0.30	0.24	0.19	0.15	0.10	
Accumulated surplus to taxable assessment	0.0005	0.0005	0.0005	0.0004	0.0004	
Net debt to taxable assessment	0.000	0.000	0.000	0.000	0.000	
Total debt per household	\$39	\$32	\$26	\$21	\$16	
Current ratio ¹	2.08	2.09	2.05	1.82	2.43	
Taxation rates coverage ²	0.96	0.94	0.95	0.92	0.95	
Interest coverage ³	4.73	4.97	5.55	0.85	20.01	
Sustainability ratio ⁴	0.62	0.66	0.72	1.19	0.47	

Notes:

- ¹ current assets/current liabilities - ability to meet short term debt obligations
- ² total tax revenue/total expenses - ability to cover its costs through tax revenue
- ³ earnings before interest/borrowing costs - ability to pay interest on outstanding debt
- ⁴ capital expenditures/amortization - net increase or decrease in the asset base

Report No: 2020-11
CORPORATE SERVICES
Board Date: July 20, 2020

Flexibility Indicators measure the degree to which a municipality can change its debt or tax burden to meet its existing service and financial commitments. Table 2 presents flexibility indicators based on the County's 2015 - 2019 financial statements.

Table 2 – Flexibility Indicators

	2015	2016	2017	2018	2019	Trend
Debt charges to total revenues	0.01	0.01	0.01	0.01	0.00	
Total reserves to operating expenses	0.15	0.15	0.10	0.16	0.26	
Total revenue to taxable assessment	0.00	0.00	0.00	0.00	0.00	
Net book value of capital assets to cost of capital assets	0.5789	0.5610	0.5423	0.5309	0.5084	

Vulnerability indicators measure the degree to which a government is dependent on sources of funding from outside its control or influence or the extent to which it is exposed to risks that could impair its existing ability to meet service and financial obligations. Table 3 exhibits a vulnerability indicator based on the County's 2015 - 2019 financial statements.

Table 3 – Vulnerability Indicators

	2015	2016	2017	2018	2019	Trend
Government transfers to total revenues	0.05	0.05	0.04	0.04	0.03	

Budget Surplus

The Financial Statements include a Statement of Financial Position which identifies the assets, liabilities and accumulated surplus as of December 31, 2019. Note 3 to the Financial Statements provides a breakdown of the components of the accumulated surplus which includes invested in tangible capital assets, the Library surplus (budget to actual) discretionary reserves and special purpose reserves.

The accumulated surplus at December 31, 2019 totaled \$224,137 (\$238,052– 2018). The surplus was allocated to the library facilities reserve in accordance with Reserve Policy No. 6.20. The 2019 Library budget operating surplus is explained in Table 4.

Table 4 – Operating Budget Surplus

Description		2019 \$
Rev – Donations	Estate bequest	\$75,562
Rev – Service Recovery	Mobile outreach community sponsorship	-26,322
Salaries and benefits	Staff vacancies	164,135
Operating and program expenses	Computer software and support, training, insurance, books, cultural programs and advertising	32,609

Report No: 2020-11
CORPORATE SERVICES
Board Date: July 20, 2020

Description		2019 \$
Operating and program expenses	Estate bequest deferred	-75,562
Capital	Ingersoll branch projects deferred by Town	56,173
Interdepartmentals	Savings in fleet and facilities costs	42,923
Other	Reserves not required to fund deferred capital projects	-52,117
Other	Other expenses/revenues	6,736
Library Levy Budget Surplus		\$224,137

Conclusions

The five years of financial indicator comparatives as illustrated in this report suggest that the Library is well positioned in the short and mid- term to meet its service levels and financial obligations.

Overall the 2019 Oxford County Library Financial Statements, consolidated with the County of Oxford's 2019 audited financial statements, are supported by an unqualified Auditor's Report dated July 8, 2020.

SIGNATURES

Departmental Approval:

"Lynn Buchner"

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

Approved for submission:

"Lisa Miettinen"

Lisa Miettinen
 CEO/Chief Librarian

ATTACHMENT

Attachment 1 – Oxford County Library Board Financial Statements – December 31, 2019



Oxford County Library Board Financial Statements
December 31, 2019

Oxford County Library Board

Statement of Financial Position

As at December 31, 2019 (comparative balances as at December 31, 2018)

	2019	2018
Financial assets		
Cash	\$ 708,446	\$ 366,287
Accounts receivable	16,634	13,071
Due from the County of Oxford	1,166,417	1,059,294
	<u>1,891,497</u>	<u>1,438,652</u>
Liabilities		
Accounts payable and accrued liabilities	139,960	163,249
Deferred revenue (Note 1)	641,806	625,714
Net long term liabilities (Note 2)	468,895	606,352
	<u>1,250,661</u>	<u>1,395,315</u>
Net financial assets	<u>640,836</u>	<u>43,337</u>
Non financial assets		
Tangible capital assets (Schedule 1)	4,791,753	5,028,215
Capital work in progress	6,207	-
Prepaid and deferred charges	4,549	-
Inventory	6,454	-
	<u>4,808,963</u>	<u>5,028,215</u>
Accumulated surplus (Note 3)	<u>\$ 5,449,799</u>	<u>\$ 5,071,552</u>

The summary of significant accounting policies and notes to the financial statement are an integral part of this financial statement.

Oxford County Library Board

Statement of Operations and Accumulated Surplus

For the year ended December 31, 2019 (comparative figures for year ended December 31, 2018)

	Budget 2019	Actual 2019	Actual 2018
	(Note 4)		
Revenues			
Property taxes	\$ 3,906,935	\$ 3,906,935	\$ 3,604,321
User fees and charges	81,289	63,092	47,686
Government transfers - Provincial	138,904	138,904	161,654
Investment income	3,566	14,948	1,667
Development charges	78,200	280,148	78,200
Donations	5,000	83,320	20,880
	4,213,894	4,487,347	3,914,408
Expenses			
Salaries, wages and benefits	2,460,065	2,295,929	2,244,023
Materials and supplies	339,211	412,597	375,623
Contracted services	19,392	21,743	23,390
Interfunctional transfers	956,634	913,712	807,579
Interest on long term debt	20,134	20,134	25,332
Amortization	438,460	440,439	442,283
	4,233,896	4,104,554	3,918,230
Excess revenues over expenses (expenses over revenues) before other	(20,002)	382,793	(3,822)
Other expenses			
Loss on disposal of capital assets	-	(4,546)	(129,213)
Excess revenues over expenses (expenses over revenues)	(20,002)	378,247	(133,035)
Accumulated surplus, beginning of year	5,071,552	5,071,552	5,204,587
Accumulated surplus, end of year	\$ 5,051,550	\$ 5,449,799	\$ 5,071,552

The summary of significant accounting policies and notes to the financial statement are an integral part of this financial statement.

Oxford County Library Board

Statement of Change in Net Financial Assets (Liabilities)

For the year ended December 31, 2019 (comparative figures for year ended December 31, 2018)

	2019	2018
Excess revenues over expenses (expenses over revenues)	\$ 378,247	\$ (133,035)
Acquisition of tangible capital assets	(208,523)	(527,706)
Amortization of tangible capital assets	440,439	442,283
Loss on sale of tangible capital assets	4,546	129,213
Decrease (increase) in prepaid expenses	(4,549)	5,786
(Increase) in inventory	(6,454)	-
(Increase) in capital work in progress	(6,207)	-
	<hr/>	<hr/>
Increase in net financial assets (liabilities)	597,499	(83,459)
Net financial assets, beginning of year	43,337	126,796
	<hr/>	<hr/>
Net financial assets, end of year	\$ 640,836	\$ 43,337
	<hr/>	<hr/>

The summary of significant accounting policies and notes to the financial statement are an integral part of this financial statement.

Oxford County Library Board

Statement of Cash Flows

For the year ended December 31, 2019 (comparative figures for year ended December 31, 2018)

	2019	2018
Operating activities		
Excess revenues over expenses (expenses over revenues)	\$ 378,247	\$ (133,035)
Non-cash changes to operations		
Amortization of tangible capital assets	440,439	442,283
Loss on disposal of capital assets	4,546	129,213
Changes in non-cash operating balances		
Accounts receivable	(3,563)	6,887
Due from Oxford County	(107,123)	529,019
Accounts payable and accrued liabilities	(23,289)	(96,883)
Deferred revenue	16,092	49,882
Prepaid expenses	(4,549)	5,786
Inventory	(6,454)	-
Net change in cash from operating	<u>694,346</u>	<u>933,152</u>
Capital activities		
Acquisition of tangible capital assets	(208,523)	(527,706)
(Increase) in capital work in progress	(6,207)	-
Net change in cash from capital	<u>(214,730)</u>	<u>(527,706)</u>
Financing activities		
Long term debt principal repayments	<u>(137,457)</u>	<u>(137,458)</u>
Net change in cash from financing	<u>(137,457)</u>	<u>(137,458)</u>
Increase in cash	342,159	267,988
Cash, beginning of year	<u>366,287</u>	<u>98,299</u>
Cash, end of year	<u>\$ 708,446</u>	<u>\$ 366,287</u>

The summary of significant accounting policies and notes to the financial statement are an integral part of this financial statement.

Oxford County Library Board

Summary of Significant Accounting Policies

December 31, 2019

Management's Responsibility for the Financial Statements

The financial statements of the Oxford County Library Board are the representation of management in accordance with accounting policies as recommended by the Public Sector Accounting Board. The preparation of financial statements in conformity with Canadian public sector accounting standards established by the Public Sector Accounting Board "PSAB" of the Chartered Professional Accountants "CPA" Canada requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the period. Actual results could differ from management's best estimates as additional information becomes available in the future.

Accrual Basis of Accounting

The financial statements are prepared using the accrual basis of accounting. The accrual basis of accounting records revenue as it is earned and measurable. Expenses are recognized as they are incurred and measurable based upon receipt of goods or services and/or the creation of a legal obligation to pay.

Tangible Capital Assets

Tangible capital assets are recorded at cost less accumulated amortization. Cost includes all costs directly attributable to acquisition or construction of the tangible capital asset including transportation costs, installation costs, design and engineering fees, legal fees, and site preparation costs. Contributed tangible capital assets are recorded at fair value at the time of the donation, with a corresponding amount recorded as revenue. Amortization is recorded on a straight-line basis over the estimated life of the tangible capital asset commencing once the asset is available for productive use as follows:

Land Improvements	30 to 40 years
Buildings	35 years
Furnishings and fixtures	10 years
Library books	7 years
Machinery and equipment	10 years

Assets under construction are not amortized until the asset is available for use.

Tangible capital assets received as contributions are recorded at their fair value at the date of receipt.

Government Transfer

Government transfers from the province or federal government are recognized in the financial statements in the period in which events giving rise to the transfers occur, providing the transfers are authorized, any eligibility criteria have been met, and reasonable estimates of the amount can be made.

Oxford County Library Board

Summary of Significant Accounting Policies

December 31, 2019

Deferred Revenue

In accordance with PSAB requirements, obligatory reserve funds are reported as a component of deferred revenue. Development charge collections have been segregated, as required by the Development Charges Act, to finance a portion of the cost of growth-related capital projects. Revenue recognition occurs when the library has incurred the expenditure for which the development charges were collected.

Revenues received for specific purposes which are externally restricted by legislation, regulation or agreement and are not available for general library purposes are accounted for as deferred revenue. The revenue is recognized in the year in which it is used for the specified purpose.

Revenue Recognition

Taxation revenues are recognized when the tax is authorized and the taxable event has occurred.

Non-Financial Assets

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations. The change in non-financial assets during the year, together with the excess of revenues over expenses, determines the change in net financial liabilities for the year.

Oxford County Library Board
Notes to the Financial Statements
December 31, 2019

1. Deferred Revenue

The deferred revenue balance is comprised of the following:

	<u>2019</u>	<u>2018</u>
Development charges	\$ 444,755	\$ 516,944
Donations	197,051	108,770
	<u>\$ 641,806</u>	<u>\$ 625,714</u>

2. Net Long Term Liabilities

(a) The balance of long term liabilities reported on the Statement of Financial Position is made up of the following:

	<u>2019</u>	<u>2018</u>
Total long term liabilities incurred on behalf of the Oxford County Library at various rates of interest ranging from 3.22% to 4.65% (2018 - 3.22% to 4.65%) with maturity dates ranging from March 2022 to September 2023	<u>\$ 468,895</u>	<u>\$ 606,352</u>

(b) Of the net long term liabilities reported in (a) of this note, the minimum principal repayments required are estimated as follows:

2020	\$ 137,458
2021	137,458
2022	110,479
2023	83,500
2024	-
	<u>\$ 468,895</u>

(c) The net interest expense for the year ended December 31, 2019 was \$20,134 (2018 - \$25,332).

Oxford County Library Board
Notes to the Financial Statements
December 31, 2019

3. Accumulated Surplus

Accumulated surplus consists of individual fund surpluses and reserves as follows:

	<u>2019</u>	<u>2018</u>
Surpluses		
Operating fund	\$ 46,652	\$ 27,382
Invested in tangible capital assets	4,329,065	4,421,863
	<u>4,375,717</u>	<u>4,449,245</u>
Reserves		
Library	<u>1,074,082</u>	<u>622,307</u>
	<u>\$ 5,449,799</u>	<u>\$ 5,071,552</u>

4. Budget

The Financial Plan (Budget) By-Law adopted by Council on January 09, 2019 was prepared on a modified accrual basis consistent with the requirements of Section 289 of the Ontario Municipal Act, 2001. The 2019 actuals are reported on a full accrual basis which includes; amortization of, gains and losses on disposal of and certain revenues related to, capital assets, but excludes debt repayment, capital asset costs and transfers of accumulated surplus. This is consistent with the Public Sector Accounting Standard. As a result, the budget figures presented in the Statement of Operations and Accumulated Surplus represent the Financial Plan adopted by Council on January 09, 2019 with adjustments as follows:

	<u>2019</u>
Financial Plan (Budget) By-Law surplus for the year	\$ -
Add:	
Tangible capital assets	297,000
Debt principal repayment	137,458
Less:	
Amortization	438,460
Transfers from accumulated surplus	16,000
	<u>\$ (20,002)</u>

Oxford County Library Board
Notes to the Financial Statements
December 31, 2019

5. Subsequent Event

Subsequent to December 31, 2019, a coronavirus outbreak was declared a pandemic by the World Health Organization which prompted the Government of Ontario to declare a state of emergency on March 17, 2020. As a result of these declarations, significant economic and social impacts are being experienced world-wide. As the full extent of impacts from the ongoing pandemic are yet to be determined, estimates contained in these statements, including those based on actuarial assumptions, are subject to change.

Oxford County Library Board
Schedule of Tangible Capital Assets
As at December 31, 2019

Schedule 1

	Cost Dec 31, 2018	Additions	Disposals	Cost Dec 31, 2019	Accumulated Amortization Dec 31, 2018	Amortization	Disposals	Accumulated Amortization Dec 31, 2019	Net Book Value Dec 31, 2019
General									
Land improvements	499,329	16,091	6,819	508,601	156,605	14,420	2,273	168,752	339,849
Buildings	5,124,946	-	-	5,124,946	1,543,216	151,050	-	1,694,266	3,430,680
Furniture and fixtures	2,180,386	-	-	2,180,386	2,004,870	38,307	-	2,043,177	137,209
Machinery and equipment	15,002	-	-	15,002	8,943	638	-	9,581	5,421
Library books	1,652,169	192,432	248,288	1,596,313	729,983	236,024	248,288	717,719	878,594
Total Tangible Capital Assets	\$9,471,832	\$208,523	\$255,107	\$9,425,248	\$4,443,617	\$440,439	\$250,561	\$4,633,495	\$4,791,753

To: Oxford County Library Board

From: CEO/Chief Librarian

COVID-19 Pandemic Recovery Action Plan - Phase 2 – Limited On-Site Services

RECOMMENDATION

1. That Report No. 2020-12 entitled “COVID-19 Pandemic Recovery Action Plan – Phase 2 – Limited On-Site Services”, be received for information.

REPORT HIGHLIGHTS

- To establish that safe practices must be in place to address health and safety concerns before service levels are increased as part of a phased re-opening.

Implementation Points

Gradual increases in library services as part of a pandemic recovery action plan continue to be implemented. Curbside service at Ingersoll continues with expanded hours. Curbside service at Medium branches continues at 6 hours per week at each location. Curbside service at Burgessville, Harrington, Innerkip, Mt. Elgin, Otterville, and Princeton begins the week of July 13, starting with 3 hours per week at each branch.

Limited on-site services begin at Tillsonburg on July 13. Vehicular curbside service will continue to be offered. Once staff capacity is available, curbside service will be put in place at Embro and Brownsville.

No immediate action will be taken with regard to the Provincial announcement of July 13 relating to Stage 3 Reopening until further guidance is provided from the Ministry and the broader public library community.

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 temporary branch closures.

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

Risks/Implications

Allowing the public into the library increases risk and introduces a new level of complexity, however, the mitigations that have been put in place adequately address health and safety concerns during Limited On-Site Services. Branch staff will be vigilant in monitoring compliance and reporting any issues.

Stage 3 as announced by the Province on July 13 allows for the public to access all on-site services, however, the ongoing requirement to disinfect or quarantine all library materials “accessed” on site make unlimited access to the stacks unrealistic.

The ongoing requirement to maintain physical distancing and ensure proper cleaning and sanitization of common-touch surfaces would affect the library’s ability to resume all regular programs or activities.

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

Report No. 2020-07, titled “COVID-19 Pandemic Recovery Action Plan – Phase 2”, was presented to the Board at its June meeting. The Report outlined the services able to be provided during Phase 2 and appended health and safety guidelines for library employees. Curbside service is operating successfully, providing patrons with access to library collections through Holds pick-up.

Both the Large and the Medium branch curbside services began with an appointment-based system to control numbers. Appointments are no longer being required, as numbers have been manageable. Now, patrons are notified that their Holds are ready, and given the scheduled hours for curbside that week.

Most of our patrons are experienced with placing on-line holds, but for those patrons who had no previous experience with on-line holds and, as a result of the closures, must now access library materials through holds as opposed to browsing, the curbsideservice@ocl.net e-mail has been well-used and appreciated. In addition, patrons can complete a Readers Advisory Form and deposit it in any branch book drop or submit their requests by e-mail, and staff will gather

together reading suggestions for them and follow through with gathering all requested materials and preparing them for curbside pickup.

Safety measures for facility access were put in place at Tillsonburg, including stanchioning, floor stickers, and PPE for staff. Washable keyboards at all available Public Access Computers allow for quick sanitization between uses. Signage explaining safety protocols and an instructional video on social media and displayed on monitors in the building foyer prepare visitors for modifications to service.

On Monday, July 13, the Province announced that Stage 3 of the Reopening Plan would commence effective July 17. Southwestern Public Health is among the regions permitted to advance into Stage 3.

Specific to public libraries:

- Libraries were permitted to resume limited on-site services in Stage 2.
- In addition to the services resumed on Stage 2, libraries may reopen for all on-site services, as long as materials that are circulated, returned or accessed within the library are disinfected or quarantined before being recirculated.

Maintaining physical distancing of at least two metres and proper cleaning and sanitization practices continue to be required.

Comments

The requirement that all materials “accessed” within the library be disinfected or quarantined would be essentially impossible to enforce if the public were allowed open access to the facility and collections.

Within the scientific community, concerns over the transmission of the virus on surfaces are lessening, as reported in a [recent article](#). However, our patrons and staff regularly express their appreciation for the quarantine measures we are taking. On July 14, a representative from the Ministry provided the following comment when asked for clarification: “The library sector will be able to develop guidance material to reflect the legislation including how materials that are returned are treated vs. those that are accessed within libraries.”

Even if alterations to branch spaces could be made to increase the amount of floor space available for public congregation, the size limitations of many of our facilities would still result in low occupancy and would limit what activities could occur indoors. Much planning and thought needs to be given to the services that our communities most want and need, the benefits of opening the facilities versus maintaining curbside service (at least as long as the weather is conducive to doing so), and whether there are ways of delivering services outside of our facilities if difficult to provide inside.

After the Provincial announcement, Medium and Small Branch Supervisors were asked for their honest feedback on the prospect of reopening the branches at this time. Several responses have been received already at the time of the writing of this Report. In almost all cases, the preference was to continue with curbside service and not reopen their facility. Please keep in mind that in many of our facilities, there is only one staff member on duty. While I will be able to

provide a more detailed verbal report at the meeting as more responses are received, here are some recurring concerns of staff:

- Cleaning and sterilizing requirements, particularly with families and children being allowed back into the library
- Ability to monitor the number of people
- Ability to monitor the activities of people within the branch
- Personal comfort/personal health issues
- Fear of second wave – patrons, particularly seniors, are nervous of entering public spaces
- Patrons are comfortable with curbside model – they feel safe
- Patrons do not always behave well
- Curbside is working well – maintain it until fear of a second wave is lessened – avoid what is happening in jurisdictions that reopened too soon
- Energy levels/stress levels of staff.

There were staff members who supported allowing public computer usage by appointment during curbside hours, provided that these patrons would not access other areas of the library.

As we consider how best to move forward, there are several factors to consider, including:

- Safety – of the public and of staff
- Public expectations of library service
- Cost vs. benefit
- Capacity issues.

Conclusions

Planning for Phase 3: On-Site Services will be undertaken once further details are provided by the Ministry.

SIGNATURE

Departmental Approval:

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

To: Oxford County Library Board

From: CEO/Chief Librarian

Modernization Funding Request – RFID technology project

RECOMMENDATION

1. That the Board authorize staff to prepare a Modernization Funding Request for 2021 Budget consideration.

REPORT HIGHLIGHTS

- Describes the potential of RFID technology as a means of modernizing service delivery as well as addressing issues and needs that have been exacerbated by the COVID-19 pandemic.

Implementation Points

Deadline for submission of Modernization Funding Requests is August 31, 2020. Submissions will be finalized with the assistance of Finance staff and submitted to the Senior Management Team for review and approval. Approved submissions would be considered during the annual Business Plan and Budget process.

Financial Impact

If the Board authorizes staff to prepare a project plan and funding application, a project budget will be prepared. At this time, the financial impact is not known. Budget costs would depend upon the scope of the project.

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

Risks/Implications

There is no risk associated with researching and preparing a project proposal and funding request. The staff time required to prepare the request would be a good investment as it would forward the completion of an IT Plan.

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 performs and delivers results** – Deliver exceptional services by:
 - *Regularly reviewing service level standards to assess potential for improved access to services/amenities*

DISCUSSION

Background

In March 2019, the Ministry of Municipal Affairs and Housing circulated a one-time unconditional grant for small and rural municipalities intended to help modernize service delivery and reduce future costs by investing in projects such as: service delivery reviews, development of shared services agreements, and capital. The investment is to support small and rural municipalities' efforts to be more efficient and reduce expenditure growth in the long term.

The County's allocation was \$725,000. A portion of this allocation funded the 2019 service delivery review. The analysis of library services and the recommendations prepared by the nine municipal CAOs within Oxford County were presented for discussion purposes in Report No. 2020-08 at the June 15 meeting of the Board.

The remaining balance of the County's allocation was reserved pending the results of the Service Delivery Review for use in implementing identified opportunities for modernizing service delivery.

Specific recommendations for library services:

- Explore opportunities to provide library services outside of dedicated facilities and to accommodate after-hours use of program rooms for community use (the increased need for library space as community gathering and programming space and the success of branch locations housed in multi-use facilities)
- Explore cost-benefit of utilizing technology such as RFID or self-serve kiosks/non-staffed libraries after-hours (the opportunities that RFID and other technologies offer, both for staff productivity and for expanding the library's presence and the use of our facilities).

Comments

The COVID-19 pandemic has heightened concerns around the need to reduce physical interactions with common touch surfaces. This pandemic, not to mention the impact of subsequent waves or future pandemics, has accelerated the need to introduce self-serve technologies and e-commerce solutions at libraries and other places of business.

RFID (Radio Frequency Identification) is a technology that uses electromagnetic tags to identify library materials. Key benefits of RFID in libraries are efficiency, improved customer service, and improved management and security of library materials. RFID tags enable improved

inventory and retrieval processes. A 10-second scan of a shelf of books produces an inventory of contents and identifies mis-shelved items, reducing staff time spent searching for items and speeding up retrieval. RFID allows for multiple items to be checked out and checked in simultaneously, eliminating repetitive motion. Circulation transactions can be done by staff or self-check-out by patrons. RFID provides improved security when used in conjunction with RFID gates, alerting staff when materials that have not been checked in or out pass through the gates.

RFID is a strategic investment in a library's future, as an increasing number of new technologies require it, such as kiosks that dispense books and other library materials, book lockers for Holds pickup in community spaces, and mobile checkout apps, whereby patrons can check out items anywhere in the library using their own device.

A newer RFID-based technology that has been discussed at Board meetings in the past is Open+, now in use at a growing number of North American and European libraries, including two branches of Hamilton Public Library. Essex County Library recently completed an RFID tagging project and is planning to implement Open+. This technology allows authorized cardholders to access facilities after-hours for such purposes as community gathering space, computer use, use of meeting rooms, access to kiosks and book lockers, and self-check for borrowing of library materials. Access can be to a section of the library or the entire space. While the Open+ product specifically might not prove to be a viable option for most existing Oxford County Library branches, after-hours access by whatever means leads the way towards enhanced community use and increased service. RFID technology and hardware at every branch location would give every branch location self-checkout capabilities, including after-hours self-check for community groups using the space.

If you are interested in learning more about the Open+ application at Hamilton Public Library, view the following YouTube video: <https://www.youtube.com/watch?v=ks2Q8QmlEm4>

Prior to the pandemic, OCL was developing a partnership with Oxford's Rural Economic Development Corporation (ROEDC), hosting networking events for rural entrepreneurs and discussing possibilities around making rural branches available after-hours for networking space and as entrepreneurial working hubs with access to workstations and wifi. Discussions at Board meetings have touched on the possibility of using technology to extend access to library facilities and collections.

In branches with a high volume of circulation transactions (both check-outs and returns), employees spend large amounts of time on repetitive tasks, which can result in health and safety issues. (In the past three years, five OCL employees have suffered repetitive strain/carpal tunnel injuries, one requiring surgery.) Aside from the health and safety considerations, reducing materials handling by staff frees them up to do more value-added tasks and one-on-one service delivery.

Conclusions

Modernization funding would provide the required capital infrastructure to enable the library to implement RFID functionality. After the initial capital outlay, the ongoing consumable costs (RFID tags) would be included in the annual operating budget (cataloguing supplies and processing). Moving forward, RFID capabilities would enable us to increase services without increasing operational costs.

SIGNATURE

Departmental Approval:

"Lisa Miettinen"

Lisa Miettinen
CEO/Chief Librarian