

AGENDA

OXFORD COUNTY LIBRARY BOARD BOARD MEETING

Monday, August 17, 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 July 20, 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 seven months ending July 31, 2020 be accepted.
 - 8.2 Financial Reports
RECOMMENDATION
 1. That the COVID-19 Monthly Financial update be accepted.
 - 8.3 2020-14 Librarian's Report
RECOMMENDATION
 1. That the Board receive Report No. 2020-14 for information and discussion purposes.
 - 8.4 2020-15 COVID-19 Pandemic Recovery Action Plan - Stage 3
RECOMMENDATION

1. That Report No. 2020-15 entitled "COVID-19 Pandemic Recovery Action Plan - Stage 3", be received for information.

8.5 2020-16 Wireless service improvement options

RECOMMENDATIONS

1. That the recently increased wireless access speeds at OCL branches be monitored and customer satisfaction levels gauged over the next two months;
2. And that staff be directed to report back to the Board at an upcoming meeting regarding customer feedback in order to inform the 2021 Budget discussions.

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

July 20, 2020

Council Chamber, Oxford County Administration Building, Woodstock

Members Present	Chair Marcus Ryan Regina Smith Warden Larry Martin Councillor Don McKay
Members Absent	Laura Langford Councillor David Mayberry
Staff Present	L. Miettinen, CEO/Chief Librarian L. Buchner, Director of Corporate Services S. McDonald, Systems Support 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: Larry Martin

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 June 15, 2020

RESOLUTION NO. 2

Moved By: Regina Smith

Seconded By: Larry Martin

Resolved that the Library Board minutes of June 15, 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: Don McKay

Seconded by: Larry Martin

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

DISPOSITION: Motion Carried

8.2 COVID-19 Monthly Financial Update

RESOLUTION NO. 4

Moved By: Regina Smith

Seconded By: Larry Martin

That the COVID-19 Monthly Financial Update be accepted.

DISPOSITION: Motion Carried

8.3 2020-10 Librarian's Report

RESOLUTION NO. 5

Moved By: Don McKay

Seconded By: Regina Smith

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

Staff were directed to bring a Report to the August meeting on options and costings for enhancements to wireless service at Oxford County Library branches.

DISPOSITION: Motion Carried

8.4 2020-11 2019 Oxford County Library Financial Statements

RESOLUTION NO. 6

Moved By: Larry Martin
Seconded By: Regina Smith

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

DISPOSITION: Motion Carried

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

RESOLUTION NO. 7

Moved By: Don McKay
Seconded By: Larry Martin

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

DISPOSITION: Motion Carried

8.6 2020-13 Modernization Funding Request – RFID technology project

RESOLUTION NO. 8

Moved By: Don McKay
Seconded By: Regina Smith

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

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 2:32 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	1,595	2,741
	2020	295	220	146	66	0	15	16						758	
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	11,376	19,243
	2020	1,622	1,635	767	23	19	44	529						4,639	
EMBRO	2019	664	566	605	623	611	577	614	640	510	628	542	470	4,260	7,050
	2020	573	590	190	6	28	71	138						1,596	
HARRINGTON	2019	204	119	241	145	172	214	383	247	197	182	257	286	1,478	2,647
	2020	289	244	189	11	1	19	172						925	
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	67,587	113,962
	2020	9,652	8,752	4,932	82	606	2,648	3,221						29,893	
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	10,905	17,893
	2020	1,503	1,619	671	106	1	114	409						4,423	
MOUNT ELGIN	2019	654	642	801	770	927	698	864	887	759	691	718	612	5,356	9,023
	2020	912	467	443	72	37	114	247						2,292	
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	33,666	57,449
	2020	5,791	5,120	2,596	12	27	2,312	2,191						18,049	
OTTERVILLE	2019	955	973	890	981	805	1,241	1,535	1,430	1,176	1,170	1,160	847	7,380	13,163
	2020	1,083	1,426	369	76	1	42	392						3,389	
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	9,299	15,596
	2020	1,421	1,407	716	142	2	344	865						4,897	
PRINCETON	2019	623	686	746	802	760	667	898	791	637	606	508	488	5,182	8,212
	2020	696	756	388	45	0	91	458						2,434	
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	753						6,220	
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	9,080	15,907
	2020	1,651	1,527	836	42	7	803	1,163						6,029	
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	62,050	101,883
	2020	8,861	8,507	4,349	325	732	2,890	4,102						29,766	
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	241,397	405,852
	2020	36,231	34,114	17,435	1,030	1,478	10,366	14,656	0	0	0	0	0	115,310	
Annual Change:		0.0%	9.7%	-51.1%	-96.9%	-95.3%	-67.5%	-64.9%						-52.2%	
Digital TV & Movies	2019	231	259	238	227	222	198	222	204	220	236	252	272	1,597	2,781
	2020	258	272	491	649	518	387	402						2,977	
Zinio (Magazines)	2019	282	294	357	270	280	281	203	298	299	93	406	255	1,967	3,318
	2020	248	334	409	482	638	487	551						3,149	
Tumble Books	2019	1,190	1,705	1,871	1,470	1,322	763	180	171	454	584	1,272	868	8,501	11,850
	2020	910	548	891	1,422	703	364	373						5,211	
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	19,899	33,188
	2020	2,472	2,049	2,916	2,876	2,622	2,748	2,606						18,289	
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	23,871	42,816
	2020	4,300	4,209	4,649	5,457	5,816	5,362	5,302						35,095	
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	33,997	58,343
	2020	5,383	5,150	6,154	7,873	8,014	6,885	7,055						46,514	
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	57,868	101,159
	2020	9,683	9,359	10,803	13,330	13,830	12,247	12,357	0	0	0	0	0	81,609	
Annual Change:		15.0%	18.3%	24.9%	64.1%	69.9%	55.8%	41.1%						41.0%	

OXFORD COUNTY LIBRARY - COMPUTER USE BY PUBLIC														2020	TOTAL	2019
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	to Date	TOTAL	
BROWNSVILLE		2019	4	4	6	5	3	12	71	49	40	59	43	24	105	320
		2020	51	70	25	0	0	0	0						146	
	Wireless	2019	68	15	65	33	79	54	54	67	44	47	42	34	368	602
		2020	12	10	13	2	14	19	12						82	
BURGESSVILLE		2019	14	17	8	28	12	6	3	12	8	7	9	2	88	126
		2020	5	4	3	0	0	0	0						12	
	Wireless	2019	251	110	182	124	193	219	221	235	310	242	253	190	1,300	2,530
		2020	270	160	200	156	163	150	197						1,296	
EMBRO		2019	34	51	33	46	62	49	45	43	53	47	20	10	320	493
		2020	21	29	10	0	0	0	0						60	
	Wireless	2019	39	22	54	32	56	69	348	66	83	100	126	39	620	1,034
		2020	42	47	32	24	24	13	17						199	
HARRINGTON		2019	2	1	2	4	1	2	0	10	2	5	0	9	12	38
		2020	4	5	4	0	0	0	0						13	
	Wireless	2019	20	9	24	7	14	25	25	35	13	10	40	13	124	235
		2020	11	11	12	2	8	7	16						67	
INGERSOLL		2019	1,165	806	987	946	803	699	1,018	983	746	823	906	763	6,424	10,645
		2020	950	875		0	0	0	0						1,825	
	Wireless	2019	899	313	856	461	634	722	934	846	752	747	699	537	4,819	8,400
		2020	595	634	337	98	96	70	107						1,937	
INNERKIP		2019	63	47	66	46	60	55	54	59	58	71	59	49	391	687
		2020	67	62	24	0	0	0	0						153	
	Wireless	2019	38	31	35	31	131	156	177	91	69	75	61	92	599	987
		2020	47	47	38	48	41	45	60						326	
MOUNT ELGIN		2019	9	10	12	8	7	7	4	5	12	10	9	5	57	98
		2020	9	6	4	0	0	0	0						19	
	Wireless	2019	42	28	29	12	15	45	16	16	48	34	31	63	187	379
		2020	22	22	12	0	0	1	5						62	
NORWICH		2019	492	337	345	256	270	426	611	578	452	378	335	267	2,737	4,747
		2020	234	301	129	0	0	0	0						664	
	Wireless	2019	689	238	620	339	678	630	621	659	636	581	588	439	3,815	6,718
		2020	424	411	511	483	606	634	605						3,674	
OTTERVILLE		2019	32	24	24	35	34	34	37	46	43	28	15	12	220	364
		2020	24	30	7	0	0	0	0						61	
	Wireless	2019	51	17	75	30	53	134	134	118	160	182	127	188	494	1,269
		2020	120	69	62	30	35	59	39						414	
PLATTSVILLE		2019	77	75	115	86	102	102	88	79	92	114	85	22	645	1,037
		2020	58	74	43	0	0	0	0						175	
	Wireless	2019	293	100	237	212	419	249	67	57	168	135	133	31	1,577	2,101
		2020	113	87	69	4	5	6	19						303	
PRINCETON		2019	25	49	59	34	46	55	34	33	45	49	38	34	302	501
		2020	57	34	13	0	0	0	0						104	
	Wireless	2019	41	14	50	31	55	146	164	170	80	74	57	40	501	922
		2020	48	79	30	17	12	26	25						237	
TAVISTOCK		2019	70	57	83	81	96	86	141	115	117	87	69	74	614	1,076
		2020	87	69	22	0	0	0	0						178	
	Wireless	2019	346	170	276	170	363	380	331	278	174	283	262	209	2,036	3,242
		2020	267	205	186	160	175	185	146						1,324	
THAMESFORD		2019	128	115	118	126	139	108	153	177	168	199	156	122	887	1,709
		2020	138	162	47	0	0	0	0						347	
	Wireless	2019	167	84	248	114	225	180	223	234	204	233	143	175	1,241	2,230
		2020	164	192	138	210	201	128	96						1,129	
TILLSONBURG		2019	1,067	847	1,158	1,086	1,128	994	1,033	1,112	986	1,090	986	762	7,313	12,249
		2020	1,086	962	460	0	0	0	95						2,603	
	Wireless	2019	1,799	611	1,885	1,089	1,591	1,536	1,622	1,534	1,366	1,645	1,473	1119	10,133	17,270
		2020	1,435	1,264	806	209	255	292	452						4,713	
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	47,929	82,009
		2020	6,361	5,921	3,237	1,443	1,635	1,635	1,891	0	0	0	0	0	22,123	
Annual Change:			-19.7%	40.9%	-57.7%	-73.6%	-77.5%	-77.2%	-77.0%						-53.8%	

OXFORD COUNTY LIBRARY ATTENDANCE STATISTICS													TOTAL to Date	2019 TOTAL	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	2020						
									AUG	SEP	OCT	NOV	DEC		
BROWNSVILLE	2019	90	69	120	107	90	124	167	148	121	149	128	97	767	1,410
	2020	107	132	50	0	0	0	0						289	
BURGESSVILLE	2019	443	414	452	432	367	466	467	524	412	532	459	279	3,041	5,247
	2020	499	421	205	0	0	0	67						1,192	
EMBRO	2019	197	192	211	203	214	188	346	225	233	308	168	117	1,551	2,602
	2020	187	176	83	0	0	0	0						446	
HARRINGTON	2019	60	46	66	55	78	54	132	159	66	69	160	84	491	1,029
	2020	107	100	31	0	0	0	49						287	
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	54,906	86,902
	2020	6,680	6,365	2,966	0	126	671	1,038						17,846	
INNERKIP	2019	466	408	515	489	510	438	551	557	445	662	465	379	3,377	5,885
	2020	459	495	199	0	0	0	104						1,257	
MOUNT ELGIN	2019	185	156	182	170	212	160	259	198	166	171	175	144	1,324	2,178
	2020	157	153	68	0	0	285							663	
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	12,890	22,644
	2020	1,953	1,880	898	0	0	0	305						5,036	
OTTERVILLE	2019	336	314	364	337	342	369	473	545	400	404	326	276	2,535	4,486
	2020	383	455	133	0	0	0	76						1,047	
PLATTSVILLE	2019	660	611	797	923	860	802	1,127	902	789	939	790	629	5,780	9,829
	2020	855	758	372	0	0	89	245						2,319	
PRINCETON	2019	323	273	408	450	417	438	603	422	391	477	401	286	2,912	4,889
	2020	412	375	182	0	0	0	57						1,026	
TAVISTOCK	2019	1026	741	1,083	940	1,014	927	1,300	1,226	879	1,079	918	757	7,031	11,890
	2020	1062	1,040	508	0	0	148	195						2,953	
THAMESFORD	2019	882	717	913	902	993	750	1,202	1,246	814	1,147	1,041	787	6,359	11,394
	2020	1,138	1,044	461	0	0	204	204						3,051	
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	55,444	94,338
	2020	7,480	7,067	3,626	0	109	718	1,359						20,359	
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	158,408	264,723
	2020	21,479	20,461	9,782	0	235	2,115	3,699	0	0	0	0	0	57,771	
Annual Change:		-5.2%	8.1%	-61.0%			-90.0%	-85.3%						-63.5%	

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
 - In Stage 3, libraries may reopen for all on-site services, as long as materials that are circulated, returned or used for more than light browsing are disinfected or quarantined before being recirculated
- Oxford County Library Recovery Plan
 - Curbside pickup and delivery
 - Large branches – began May 27th
 - Medium branches – began June 10th
 - Small branches – began July 14
 - “limited on-site services” in place in Tillsonburg – began July 13
 - Stage 3 reopening in Ingersoll and Tillsonburg planned for mid-August

Staffing

BUDGET FTE – 35.43 (Adjusted for seasonality)

Current Staffing Level	FTE	Comments
Active - Productive	26.43	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. Increased curbside pickups for certain locations and the re-opening of the Tillsonburg branch caused an increase in July.
Redeployed – Out	1.40	Deployed to Paramedic Services PPE HUB
Inactive - Unpaid Leave	7.60	Staff on DEL due to lack of work and reduction in branch hours as a result of closures. Forecasted to start the first week in September

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

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

Goals and Objectives

Description	2020	2021	2022	Status Update
<p>Undertake Community and Stakeholder Consultations</p> <p>Articulate the value and impacts of existing library services. Understand community needs and service gaps. Identify community-driven program and service opportunities.</p>	●			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
<p>Comprehensive Review and Inventory of Technology Resources and Services</p> <p>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.</p>	●			New services are being implemented to address service restrictions due to the pandemic – new initiatives using modernization funding may be considered
<p>Technology Leadership – Develop Staff Expertise</p> <p>Establish technology core competencies. Identify staff training needs and opportunities. Develop staff training program.</p>	●			Training took place during branch closures – will be developing a training module for staff based on individual competencies
<p>Development and Implement a Communications and Awareness Plan based on the Library Brand: Connect. Discover. Share. Become.</p> <p>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.</p>	●	●	●	Progress will be slower than anticipated
<p>Pursue Provincial Reaccreditation</p> <p>Ontario Public Library Guidelines 7th ed. Deadline Q4 2020.</p>	●			Extension approved to Dec 31, 2021

Description	2020	2021	2022	Status Update
Policy Review Adopt the Turning Outward approach to policy review. Review policies through a variety of lenses. Engage with public and staff. Identify and discuss policies, practices, serves and attitudes that inhibit inclusion.	●	●	●	May be a longer period of time to complete

Financial Forecast Period ending July 31, 2020

	YTD ACTUAL	FORECAST	APPROVED BUDGET	FORECAST VARIANCE \$	FORECAST VARIANCE %	YTD %
REVENUES						
GENERAL REVENUES	(11,888)	(165,897)	(178,389)	(12,492)	7.0%	6.7%
OTHER REVENUES	(14,728)	(232,222)	(198,222)	34,000	(17.2)	7.4
TOTAL REVENUES	(26,616)	(398,119)	(376,611)	21,508	(5.7)	7.1
EXPENSES						
SALARIES AND BENEFITS	1,092,323	2,089,983	2,481,471	391,488	15.8%	44.0%
OPERATING EXPENSES	307,560	627,023	597,101	(29,922)	(5.0)	51.5
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	521,404	1,018,287	1,002,606	(15,681)	(1.6)	52.0
TOTAL EXPENSES	2,032,007	4,058,734	4,370,619	311,885	7.1	46.5
TOTAL LIBRARY	2,005,391	3,660,615	3,994,008	333,393	8.3	50.2

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 \$391,500, which is an increase of \$40,000 from last month due to increasing the frequencies of curbside pickup at multiple branches and re-opening the Tillsonburg branch.
 - **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 – August 2020

RECOMMENDATION

1. That the Board receive Report No. 2020-14 for information and discussion purposes.

Curbside service – public feedback and questions asked

Branch Service Librarian Cristina McLaren has asked Medium Branch staff to record the questions asked by patrons and comments that they receive during curbside hours. These are attached to this Report.

Ontario Library Association Survey Results

The Ontario Library Association conducted an online survey during the month of April, early on in the pandemic closure of public libraries. 35% of Ontario public libraries completed the survey. Excerpts from the survey results are offered here. Overall, it indicates that public libraries were able to be nimble and creative in adapting functions in order to continue providing some level of library services during the pandemic.

Public libraries remained very active during this period of physical distancing, continuing to offer relevant programming and services to their communities. Libraries are:

- Offering digital resources to their communities, expanding digital collections where budgets allow, and increasing promotions of these e-resources and tutorials on how to access them.
 - Developing virtual programming for children and adults, including story-times, book clubs, technology training, and more.
 - Acting as a trusted source of information regarding COVID-19, amplifying public health messaging and sharing current, local information regarding the pandemic.
 - Placing care calls to seniors and vulnerable populations.
 - Providing virtual reference services.
 - Supporting COVID-19 community response by creating PPE.
 - Facilitating card-renewals and temporary/virtual card registration. At the same time, the closure has had a significant impact on the way that libraries work.
- Libraries saw a significant change in how their libraries have been staffed, with 70% of libraries in April reporting that they had a combination of some staff continuing to work, while other staff had stopped working.
 - 50% of libraries had laid off or furloughed some staff members.
 - For those staff still working, many transitioned to working from home. In April, 66% of libraries reported that all staff were working from home. An additional 26% reported that staff were both working at home and at the library.

- With this shift, libraries supported staff working from home, lending laptops or other devices and facilitating remote access to library systems. As public libraries move forward with phased reopening, we anticipate continued shifts in how libraries operate and serve their communities. The public library response to date demonstrates the incredible ingenuity of our sector.

What are staff working on? While physical library locations have been closed, library staff have remained hard at work to respond to community needs, adapting programming and services to reflect a distanced and virtual service model. When asked what library staff were working on during this time, the most common activities cited by respondents were:

Developing virtual programming (60%)
 Expanding or promoting e-collections (58%)
 Working on Professional Development (49%)

Care calls:

Many libraries also reported some new services put in place to continue serving patrons at a distance through Direct Patron Support (37%). This included care calls to seniors and vulnerable populations (8%), virtual reference (8%) and membership renewals (15%)

Care calls consist of proactive outreach by library staff to vulnerable members of their communities, including seniors, homebound members, and other vulnerable patrons. Staff members connect directly to help break social isolation and connect to other social services in the community as needed. Popular Virtual Programming Library respondents mentioned a wide variety of virtual programming options being delivered in their communities. Some of the most common examples included:

Virtual storytimes (53%)
 Book clubs (27%) and Author talks (8%)
 Crafts (14%) and Maker/STEAM activities (5%)
 Technology Literacy Programming and Supports (14%)

Expansion of Digital Resources:

With physical branches closed, public libraries across the province saw an increased demand for their e-collections. 95% of libraries surveyed noted changes made in their approach to the delivery of their e-collections. These changes have focused on:

Expanding collections (39%)
 Providing tutorials on how to access e-collections (27%)
 Increasing promotion of e-collections (20%)

The full survey results can be found [here](#).

Staff Training

Over the next few weeks, all front-line branch staff will be completing training through the Homeless Training Institute. I have referred to this organization in the past, as all staff completed Homeless Library Training in 2019.

A training module, "COVID: How to deal with problem behaviors related to COVID-19" is now available to subscribers. Tillsonburg staff have registered to complete the course, and initial feedback is very positive. Three of the issues dealt with in the course are:

- How to ask someone to wear a mask.
- How to get "social distance" when someone is standing too close
- How to handle someone showing symptoms (coughing, etc.)

Tillsonburg staff have had to deal with all three of these issues since opening under Phase 2: limited on-site services. There is no question that being faced with non-compliance with the face covering requirement and limited ability to enforce it is causing staff considerable anxiety, not to mention the many patrons who tell curbside staff that they have no interest in entering the building and want curbside to continue, due to anxieties around the behavior of other people.

The advice that the course provides should provide staff with practical tools and confidence. Upon completing the course, Tillsonburg Community Librarian Merley Wheaton wrote:

“I appreciated that at the very start of the webinar he said the only time we should call police is for the threat of violence. There may be some difficult interactions along the way but I think that there are some really simple tools to help us navigate them and achieve the outcome we want around masks.

The first one is that we start with empathy and that means we approach everyone with the assumption that they are in agreement with the rule around masks and just made a mistake. There are tools to help us have the conversation if they are ambivalent or not in agreement but they all start with an empathy based approach. If we can hear and understand what is motivating them then we can match our response and get the outcome we need which is simply to wear the mask.”

SIGNATURE

Departmental Approval:

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

ATTACHMENTS

Attachment No. 1 – Curbside FAQs, June 2020
Attachment No. 2 – Curbside FAQs, July 2020

Oxford County Library
Commonly asked questions

NOR, PLA, TAV & THA

June 2020

Branch	Holds <ul style="list-style-type: none"> • How do I place holds? • Can you place holds for me? 	Curbside <ul style="list-style-type: none"> • When / how can I pick up items? • I need to cancel my appointment. 	Returns <ul style="list-style-type: none"> • Where / how do I return materials? 	Readers' Advisory <ul style="list-style-type: none"> • Can you help me find a book or something to read? 	Tech Help <ul style="list-style-type: none"> • Troubleshoot access to online resources. 	Account <ul style="list-style-type: none"> • Cancel holds. • Renew items. • Items still show on my account. 	Other <ul style="list-style-type: none"> • Open hours. • Public computers. • Etc.
NOR	46	84	76	23	7	16	5
PLA	8	1	1	1	1	7	0
TAV	14	11	10	5	4	9	9
THA	10	15	12	11	7	18	17
Totals	78	111	99	40	19	50	31

Notable questions / topics asked, not captured within above subject areas:

NORWICH:

- Why is my card blocked X4
- Are Summer Reading programs cancelled
- Will you be wearing a mask X2
- Can you photocopy things for me
- Can I come into the library to use the computer X5
- I did not know you were offering this service I thought only ING and TIL
- Could the library let us in if we used gloves
- When will the library be open X6
- Thank you guys you are great
- Could you change my phone number
- Instructions for e-reading on android phone
- Why are their items still checked out on my account X3

- OCL has a greater selection of digital items than Pickering
- When will things be back to normal

PLATTSVILLE:

- Can you grab 10 board books to put with my holds
- Can I order an Air Fryer for curbside pick up
- 3 notes were handed to me when patrons were picking up for curbside. These notes were quarantined for 72 hours and hand sanitizer used

TAVISTOCK:

- Can I come in to print
- How many of my kids can come in building
- Can you look up info on internet and print for me
- How long is curbside going for
- Will backpack fit in book drop
- Can I come in building
- How many books can I order at once
- Can I get 10 dvds every thursday
- When are you opening
- When is my regular branch opening
- I am delivering for 3 regular seniors

THAMESFORD

- I need to come in to get my favourite books...when will you let me in? 1 person
- Photocopies 2 people
- Printing 2 people
- TPLAC meeting? 1 person asked
- Use of computers 3 people asked

Oxford County Library
Commonly asked questions

BUR, HAR, INN, MTE, NOR, OTT, PLA, PRI, TAV & THA

July 2020

Branch	Holds <ul style="list-style-type: none"> • How do I place holds? • Can you place holds for me? 	Curbside <ul style="list-style-type: none"> • When / how can I pick up items? • I need to cancel my appointment. 	Returns <ul style="list-style-type: none"> • Where / how do I return materials? 	Readers' Advisory <ul style="list-style-type: none"> • Can you help me find a book or something to read? 	Tech Help <ul style="list-style-type: none"> • Troubleshoot access to online resources. 	Account <ul style="list-style-type: none"> • Cancel holds. • Renew items. • Items still show on my account. 	Other <ul style="list-style-type: none"> • Open hours. • Public computers. • Etc.
BUR	9	3	3	4	1	4	2
HAR	2	2	0	4	0	3	2
INN	28	8	4	6	3	8	5
MTE							
NOR	43	17	12	28	13	19	9
OTT	3	0	2	4	0	5	4
PLA	15	4	4	3	1	3	4
PRI	0	1	1	6	1	1	1
TAV	22	18	15	5	8	10	11
THA	7	12	2	8	3	7	8
Totals	78	111	99	40	19	50	31

Notable questions / topics asked, not captured within above subject areas:

BURGESSVILLE:

- Can we browse soon?
- Why not Saturday hours?

HARRINGTON:

- I need help with my laptop getting onto the internet for Kijiji
- Driver going by asked "what's going on here?"

- Can I go in and use computers—I have a mask
- Email request to find books
- Can you pick out another 2 fiction books for me
- Can you find the books that are still on my account(x3)—told patrons about quarantine again
- Can you order me some Nicholas Sparks books
- Are you open?

INNERKIP:

- How summer reading works this year.
- Question re catalogue website where it shows 'not secure' (Sarah referred to Marc Seguin).

NORWICH:

- Will the library be open to the public over the summer?
- Can we go into the library?
- Why is TIL open? Can they browse X3
- Can I use the computers?
- Can you re-route my items to another branch X2
- Do you have Black Donnelly Books
- My card needs to be updated
- Are libraries part of stage 3 opening

OTTERVILLE:

- When can we ILLO
- Why are books still on my account when I returned them last week?

PLATTSVILLE:

- Can I send you something to print – this was 3 times (2 different people) – yes, I did print them and gave them their items . Money was quarantined.
- Grab 10 board books and add to the rest of my books

- **When do you think you will open to the public**

PRINCETON:

- **Can I pick up FOG cups?**

TAVISTOCK:

- **Patron wanting a book or print out of united states**
- **Cell phone help?**
- **Account suspending holds problem for 2021**
- **Do you know if bank is open**
- **Are any restaurants in town letting people in**
- **Did you find my list in book drop**
- **Did you find my mail in book drop**

THAMESFORD:

- **Why can I shop at Dollarama and not come in the library?**
- **How long is this Covid stuff going to last?**

To: Oxford County Library Board

From: CEO/Chief Librarian

COVID-19 Pandemic Recovery Action Plan – Stage 3

RECOMMENDATION

1. That Report No. 2020-15 entitled “COVID-19 Pandemic Recovery Action Plan – Stage 3”, 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

Entering Stage 3 may proceed once the required safety protocols and protective measures are fully in place at the Ingersoll and Tillsonburg branches. The COVID-19 Operations Risk Analysis & Planning Tool has been completed for Stage 3 (Tillsonburg and Ingersoll) in accordance with County health and safety and infection prevention protocols and will be submitted for approval. Pending approval, the target date for Stage 3 opening is late August.

Financial Impact

Additional expenses incurred to mitigate exposure to COVID-19 as we implement the recovery action plan include enhanced barrier shields; 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

The possibility of non-compliance with requirements around physical distancing and the wearing of face masks indoors poses a threat to the physical and psychological safety of staff working in open branches and members of the public visiting the branches. There is a balance to be navigated between keeping our staff safe and serving our communities. Ensuring that all necessary mitigations are in place and that safety protocols are effectively communicated will reduce risk.

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

Stage 3 reopening, announced by the Province effective July 17, allows public libraries to reopen to offer all services on-site, provided that physical distancing measures are in place and that materials that are returned or used in the branch are placed in quarantine before being reshelfed. Southwestern Public Health has enacted a face covering order indoors, although “good faith” enforcement prohibits us from denying access or services.

Currently we are offering curbside service at most of our branches. Curbside service at Embro is being introduced the week of August 24. Curbside service has been very successful and we have heard positive feedback from many customers who remain hesitant about entering public facilities. People have the option of walking up to the curbside station at the branch entrance, or having staff deliver items to their vehicle. For customers who cannot get to a branch, home delivery is available, although few requests for home delivery service have been received to date. Library leaders are suggesting that the curbside option will need to be maintained indefinitely.

At this time, only Ingersoll and Tillsonburg branches are being proposed for opening under Stage 3 conditions. Because the smaller size of many of our branches would severely limit the number of people allowed to enter under physical distancing rules, curbside service is considered to be effective and efficient during fair weather months.

Comments

In Stage 3, people are able to access the collections and browse the shelves. They will be able to use the library’s public access computers. Copying, printing, faxing and scanning services will be available, but access to the copier will be restricted to staff, with proper hand hygiene practiced before and after each transaction. People will be welcome to sit down, but because of reduced occupancy levels, they will be asked to limit their time spent in the library to one hour.

Understanding the reluctance to enter a public facility by those who consider themselves to be vulnerable, vehicular pickup will remain available at both Ingersoll and Tillsonburg. Any patron who does not wish to come into the library can park in one of the designated parking spots,

contact the library to announce their arrival, and staff will check out and deliver their materials to their vehicle. The continuation of curbside service once the facility is open is felt to be manageable and essential to those patrons who might otherwise feel forced to stay away from the library.

Curbside service can meet most of the needs of people who come to the library to borrow books and dvds. It does not, however, meet the needs of those who rely on the library for services such as: computer access; technology assistance; assistance with navigating online forms and government websites; copying, printing, scanning and faxing; study space; neutral spaces for small-group meetings and counselling; and provision of community information. Staff are making good headway with addressing some of these gaps in alternative ways. Technology assistance is available by appointment over the phone or online using Webex. Through screen sharing, staff can walk the person through the process. Currently in Ingersoll, patrons are able to phone the branch to request photocopying, faxing, scanning, and printing services, and pick up the print job during curbside hours. This service can be made available during curbside hours at other branches to address demand.

In exploring the potential for reopening our Medium branches and potentially some Small branches, we are focusing on two key values:

- The importance of shared space for community engagement and social connections.
- The need to prioritize our services in favour of providing what our communities cannot access elsewhere.

We will need to remain open to new ways of serving our customers. We will need to ensure that our operations and services can flex, to avoid the lengthy shutdowns and delays that resulted during the first wave of the COVID-19 pandemic.

Stage 3 will require an adjustment in customers' expectations, as staff will not be able to do everything that we did before. The message that the library is here to help persists, but we will have to ask people to understand that there are limitations on how we can deliver services.

Cristina and I are consulting with Medium and Small branch staff to discuss their ideas on reopening, the services their communities are missing and most need, and the mitigations that would need to be put in place in order to make it possible to open the branch safely to the public. We are also monitoring what other library systems are doing.

Overall, open hours will need to remain at a reduced level to avoid cross-contamination of staff groups. Staff bubbles are in place, ensuring that only one staff team/shift is working per day, and limiting the number of work locations per staff. This minimizes cross-contamination and also reduces the impact on our workforce should a staff member test positive for COVID-19. We are watching how other systems (e.g. Thunder Bay Public Library) are responding to a staff member testing positive and the resultant need to close down operations.

Conclusions

Staff will keep the Board apprised of new recommendations provided by the Ministry and the broader library community.

The priority continues to be a safe and gradual approach to reopening, to avoid the need to claw back reinstated services should the anticipated next wave materialize following the return to school.

SIGNATURE

Departmental Approval:

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

ATTACHMENT

Attachment No. 1 – Pandemic Recovery Plan – Stage 3 – Ingersoll and Tillsonburg (Draft)



COVID-19 Operations Risk Analysis & Planning Tool

Work Location:	Libraries – Large Branches -- Tillsonburg, Ingersoll Medium Branches – Norwich, Tavistock, Thamesford, Plattsville Small Branches – Brownsville, Burgessville, Embro, Harrington, Innerkip, Mt. Elgin, Otterville, Princeton	Department/Division:	Corporate Services - Library
Completed by:	Lisa Miettinen	Original Date Completed:	May 22, 2020
Revised by:	Lisa Miettinen	Revision Date:	August 13, 2020

COVID HAZARD IDENTIFICATION			CURRENT HAZARD CONTROLS	PROPOSED HAZARD CONTROLS			
Job Tasks or Scenario with Identified Risk	Hazard Description	Who is Exposed and how?	Current Controls: What is already in place to mitigate the risks of COVID-19?	Action Items: What further action is needed? Assure risks are reduced to an acceptable level. Compare what is being done with "best practice" documents i.e. provincial health & safety docs	Associated Costs (\$)	Who is Responsible?	Implementation Date
Curbside delivery – vehicular pickup	Physical distancing and shared library materials carrying virus	Patron (1) and staff (2 per shift)	Closed to public, limited staff working in branches for physical distancing	Province has authorized curbside delivery of service as part of first phase of reopening business – including libraries Library customer parks in designated area and remains in their vehicle. Location: The use of sandwich boards and other signage will instruct customers where to go. Books checked out to the customer at the time of pick-up - all loan periods will be extended by one week, as delays are expected Customer to phone staff inside the library to announce their arrival. Staff come out to the car and place paper bag(s) into the trunk or through the window. Staff wash or sanitize hands after each delivery. Customer is expected to open trunk remotely if possible. If this is not possible	Hands-free headsets or walkie-talkies for staff who are searching for and retrieving items in stacks: \$600 (2 units at \$300 each) To communicate with other staff in building. To communicate by phone with customers wanting reading recommendations. Reserved parking signs and	Branch Supervisors	Ingersoll: June 23 – Tues to Fri -- 11 a.m. – 5 p.m. Sat 10 a.m. – 1p.m. Medium branches: June 9 – Tues 11 a.m. – 2 p.m. and Thurs 1 p.m.-- 4 p.m. Plattsville to start June 23 – Tues 3 p.m. – 6 p.m. and

				<p>and customer has to exit car to open trunk, physical distancing must be maintained. Otherwise, customers remain in their car at all times.</p> <p>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</p> <p>Ingersoll: Side door near magazine shelving, opens onto sidewalk at side of building and parking lot. Staff can monitor arrivals from library windows.</p> <p>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.</p> <p>Norwich: semi-circular drive at front of building. Staff can monitor arrivals from glass doors.</p> <p>Tavistock: library parking lot. Drivers enter off Woodstock Street, stop by book drop. Exit onto Hope Street (one direction traffic)</p> <p>Thamesford: Vehicles will enter parking lot 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.</p> <p>Plattsville: Vehicles will park in library parking spots at west end of school parking lot.</p>	<p>directions for contacting the library.</p> <p>Physical distancing stickers.</p> <p>Directional signage, including sandwich boards: (\$2000 – 10 sandwich boards)</p>		<p>Thurs 9 a.m. – 12 p.m.</p> <p>Tillsonburg: will continue to offer vehicular pickup during limited opening hours – patron to phone branch when they arrive</p>
Curbside delivery – pedestrian pickup	Physical distancing and shared library materials carrying virus	Patron (1) and staff (2 per shift)	Closed to public, staff working in branches limited for physical distancing	Province has authorized curbside delivery of service as part of first phase of reopening business – including libraries	Physical distancing stickers.	Branch Supervisors	Ingersoll: June 23 – Tues to Fri -- 11 a.m. – 5 p.m.

				<p>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. Customers will be permitted to approach the desk one at a time, will 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. If the customer is known to staff, the requirement to present the library card will be waived. In most instances, materials are checked out prior to the visit, eliminating the need to present a card.</p>	<p>Directional signage, including sandwich boards: (\$800 – 4 sandwich boards) For walk-up stations: “This service is for pick-up of pre-ordered library materials only”.</p> <p>8 additional sandwich boards for Small branches : \$1600</p> <p>Lightweight folding tables -- \$4000</p>	<p>Sat 10a.m. – 1p.m.</p> <p>Medium branches: June 9 – Tues 11 a.m. – 2 p.m. and Thurs 1 p.m.—4 p.m.</p> <p>Plattsville to start June 23 – Tues 3 p.m. – 6 p.m. and Thurs 9 a.m. – 12 p.m.</p> <p>Small branch hours (first week): Innerkip Tues. 3 p.m. – 6 p.m. Mt. Elgin Tues. 11 a.m. – 2 p.m. Harrington, Otterville, and Princeton Wed 3 p.m. – 6 p.m. Burgessville Fri. 1 p.m. – 4 p.m.</p> <p>Hours to be increased as warranted</p> <p>Curbside service to begin at</p>
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							Embro in late August
Home delivery	Physical distancing	1 staff	All books are quarantined for 72 hours after return and before redistribution.	Available only for customers with transportation issues, people self-identifying as particularly vulnerable, and without someone else who could pick up materials on their behalf. In most cases, the deliveries would be made by the Library Driver using the library delivery van. 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 will place the bag of library materials on the prearranged spot, ring the doorbell or knock, and return to vehicle. If the person appears at the door, physical distancing will be maintained.		Branch Supervisors	Times may vary
Materials return	Shared library materials carrying virus	1 staff	Only one staff person is designated to handle returns each shift	At curbside location, bins will be in place for patrons to deposit returns. The bins will be located at a distance from staff. Bins will be wheeled into quarantine zone and left for 72 hours. Bins will be marked with the date. Items will not be checked in or handled prior to the end of the 72 hour quarantine.		Branch Supervisor	Is currently underway as book drops have been emptied. Ongoing
Reshelving of books	Shared library materials carrying virus	1 staff per shift	All books are quarantined for 72 hours after return and before reshelving.	After the quarantine period has passed, items are considered to be virus-free and can be handled.		Branch Supervisor	
Internet access (Ingersoll and Tillsonburg)	Physical distancing and common touch surfaces	Patrons and 1 staff	Only one staff person is designated to handle Chromebook station	Use of library Chromebook made available by appointment only. Table set up in shaded area outside the library building, physical distancing in place. Keyboard cover sanitized after each use. Chromebook sanitized after each use.		Branch Supervisor	Ingersoll curbside -- TBD

Wireless printing	Physical distancing; handling of money	Patrons and 1 staff	Only one staff person is designated to handle wireless print jobs	Print job placed in envelope and brought out to pedestrian pickup station. Left on table, staff steps back. Payment owing placed on patron account. Cash placed in a box or jar on table, or accepted in an envelope. Money to be left in quarantine for 72 hours before being handled. E-commerce solution is being implemented.	E-payment option to be explored	Branch Supervisor	Available during curbside hours and by appointment
Limited on-site Services – holds pick-up (Ingersoll & Tillsonburg only)	Physical distancing and shared library materials carrying virus	Patrons and staff – occupancy rates TBD	All books are quarantined for 72 hours after return and before reshelving.	Under Stage 2 of the Province’s staged approach to reopening, public libraries can reopen with limited on-site services, namely computer access and contactless book pickup and drop-off. No public access to collections on shelves. Lexan shields in place at service desks. Directional signage; one-way traffic entering and exiting lobby. Access to collections areas blocked. Staff person assigned to traffic/occupancy control. Stanchions in place to prevent members of the public from accessing collection areas. Staff person assigned as “runner” to retrieve display items for patrons will wear face covering and shield.	Lexan shields installed at service desks in Large and Medium branches to date Pylons/Stanchions used where required to restrict access and direct traffic 6 sets of stanchions, \$1800	Branch Supervisor	Ingersoll to continue with curbside model for a few weeks more. Tillsonburg to open facility July 13 Hours: Mon. & Wed. 2 p.m. – 8 p.m. Tues., Thurs., & Fri. 11 a.m. – 5 p.m. (11 a.m. to 12:00 p.m. reserved for use by seniors and people identifying as vulnerable) Sat. 10 a.m. – 4 p.m.
Limited on-site services – computer access	Physical distancing and common touch surfaces	5 PACs available at TIL, allowing for physical distancing –		By appointment only. Sessions limited to 30 minutes. 15 minute interval between sessions to allow for sanitizing of keyboard and mouse, table surface, plastic chair.	8 medical-grade keyboards, dishwasher safe \$760	Branch Supervisor	Tillsonburg – July 13

		<p>maximum 5 patrons</p> <p>Ingersoll – laptop or Chromebook at table outside of library, adjacent to curbside station. Washable keyboard cover.</p>		<p>Fewer computers available to allow for minimum 2 metres between workstations.</p> <p>By appointment only. Sessions limited to 30 minutes. 15 minute interval between sessions to allow for sanitizing of keyboard cover, table surface, plastic chair.</p>	Silicone keyboard covers.		Ingersoll – target date TBD
Limited on-site services – access to public washrooms	Common touch surfaces	Patrons who use the public washroom during visit. Staff who clean common touch surfaces.	Tillsonburg washrooms are locked – patron must ask staff for the key.	<p>Accessible washroom being outfitted with card swipe access – easier to clean.</p> <p>Cleaning protocol in place. One staff person per shift assigned to washroom cleaning.</p> <p>Ingersoll washrooms will remain closed to the public until on-site services commence – restricted to curbside until further notice</p>	Heightened janitorial service – full cleaning after each open shift	<p>Janitorial contract services – daily clean</p> <p>Branch Supervisor and designated staff – common-touch surfaces</p>	Tillsonburg – July 13
Limited on-site services – printing, copying, faxing	Common touch surfaces; shared paper materials	Patrons and staff	All books are quarantined for 72 hours after return and before reshelving.	<p>Public restricted from access to copier – no self-serve.</p> <p>Common touch surfaces sanitized twice daily.</p> <p>Staff to wash hands/use hand sanitizer after every exchange of documents/use of copier.</p>		Branch Supervisor	Tillsonburg – July 13
Stage 3 – all on-site services – open access to building	Physical distancing	Patrons and staff	Signage, floor stickers. Physical distancing, occupancy monitoring, masks required, self-	Larger shields to be installed at Ingersoll and Tillsonburg service desks to prevent public from leaning over desk and around shield to speak with staff.			Ingersoll and Tillsonburg – target date August 24

			<p>screening signage, hand sanitizer available</p> <p>Staff wearing face coverings and shields where not separated from the public by plexiglass barrier</p>	<p>Staff will greet people upon entry to explain safety protocols (at least for the first few weeks) and will monitor number of people in facility – if number approaches maximum occupancy, interior door will be closed and additional people asked to wait.</p> <p>People will be asked to limit the duration of their time in the library to one hour maximum.</p>			<p>*Stage 3 opening will not commence until larger shields are in place</p>
Stage 3 – all on-site services – access to collections	Shared library materials carrying virus	Patrons and staff	<p>All books are quarantined for 72 hours after return and before reshelving. In Stage 3, browsing is allowed and “lightly touched” items do not require quarantine. Items used or read in the library must be quarantined.</p> <p>Staff wearing face coverings and shields where not separated from the public by plexiglass barrier</p>	<p>Signage instructing public to return used library materials to designated carts/tables.</p> <p>Staff will do regular walk-arounds to monitor use of collections.</p> <p>Signage will ask patrons to try to limit the number of items touched.</p>	Touchless hand sanitizer dispensers available for the public: 2 in Ingersoll, 2 in Tillsonburg \$1200	<p>Janitorial contract services – daily clean</p> <p>Branch Supervisor and designated staff – common-touch surfaces; collection of used library materials</p>	Ingersoll and Tillsonburg – target date August 24
Stage 3 – all on-site services – printing, copying, scanning, faxing services	Common touch surfaces; shared paper materials	Patrons and staff	<p>Touchless hand sanitizer dispensers available for the public; hand sanitizer at service desk for staff use</p> <p>Staff wearing face coverings and shields where not separated from the public by plexiglass barrier</p>	<p>Public restricted from access to copier – no self-serve.</p> <p>Common touch surfaces sanitized twice daily.</p> <p>Staff to wash hands/use hand sanitizer after every exchange of documents/use of copier.</p> <p>No direct exchange of papers – papers to be placed on surface for retrieval</p>		<p>Janitorial contract services – daily clean</p> <p>Branch Supervisor and designated staff – common-touch surfaces</p>	Ingersoll and Tillsonburg – target date August 24

Stage 3 – all on-site services – computer access	Physical distancing and common touch surfaces	Patrons and staff	<p>Limited number of workstations available. Limited staff assistance available to avoid close proximity. Workstation and furniture sanitized between uses. Hand sanitizer dispensers available for public use.</p> <p>Staff wearing face coverings and shields where not separated from the public by plexiglass barrier</p>	5 workstations have been disabled to allow for a minimum of 2 metres between the remaining 5 available workstations. Laminated (washable) FAQ documents to be prepared for distribution as needed to walk patrons through common technical questions and to limit the need for staff to approach patrons to provide assistance. Additional washable keyboards have been ordered for Ingersoll but are on back-order until September. In the meantime, plastic wrap will be placed over keyboards and changed after each use.	12 medical-grade keyboards, dishwasher safe \$1140	<p>Janitorial contract services – daily clean</p> <p>Branch Supervisor and designated staff – common-touch surfaces</p>	Ingersoll and Tillsonburg – target date August 24
Stage 3 – all on-site services – access to public washrooms	Common touch surfaces	Patrons who use the public washroom during visit. Staff who clean common touch surfaces.	Tillsonburg washrooms are locked – patron must ask staff for the key.	<p>Tillsonburg’s accessible washroom being outfitted with card swipe access – easier to clean.</p> <p>Cleaning protocol in place. One staff person per shift assigned to clean common touch surfaces.</p>	Heightened janitorial service – full cleaning after each open shift	<p>Janitorial contract services – daily clean</p> <p>Branch Supervisor and designated staff – common-touch surfaces</p>	Ingersoll and Tillsonburg – target date August 24
Stage 3 – all on-site services – public interactions	Non-compliance with mask requirements; Failure to maintain distance	Interactions between patrons and staff; Difficult interactions between patrons (e.g. not wearing a mask; intruding into personal bubble)	<p>Signage asking people to wear a mask. Signage asking people to maintain physical distancing. In the initial few weeks, staff will greet public upon arrival and explain the new protocols. Signage outlining protocols. Staff wearing face coverings and shields where not separated from</p>	<p>Compliance with local Health Unit and municipal directions. Staff training being provided, including: <u>COVID: How to Deal with Problem Behaviors Related to COVID-19 (Homeless Training)</u></p> <p>The practice of requiring masks in “good faith” – educational, i.e. to avoid confrontation.</p>	Disposable masks will be available for people not bringing their own. (est. cost: \$0.50 each)	Branch Supervisors; all front line staff must be supported and equipped to handle interactions	Ingersoll and Tillsonburg – target date August 24

			the public by plexiglass barrier				
Stage 3 – all on-site services – use of Program Room and Study Rooms	Physical distancing and common touch surfaces	People who gather in meeting/study rooms. Staff who clean common touch surfaces.	Physical distancing, occupancy monitoring, masks required, self-screening signage, hand sanitizer available. Use of rooms by reservation only. COVID-19 waiver form in development. Attendees will be asked to clean common touch surfaces after use.	No in-person library programming is being offered in this Stage. Use of meeting rooms limited to community partners who rely on the library for neutral space. Strict occupancy limits enforced. Program Rooms – maximum 10 people including facilitator Study Rooms – maximum 2 people	N/A	Branch Supervisors–reservations and completion of waiver form Agency Lead -- Compliance with physical distancing and use of face coverings by attendees	Ingersoll and Tillsonburg – target date August 24

Items to be considered when assessing the risk of COVID-19 transmission in the workplace include but are not limited to: facility access including for visitors, vendors, contractors, public interactions, public payment access, high traffic areas including entry and exits, common areas, washrooms, breakrooms, use of shared equipment, facilities and documentation, travel requirements including multi person vehicles, existing cleaning and disinfecting routines, workstation spacing and set-up, meeting requirements, ongoing training needs, etc. This form is not intended for the development of individual employee plans i.e. employees with pre-existing health conditions or those that have been exposed or infected with COVID-19. Contact Human Resources for assistance with employee health matters and accommodations.

To: Oxford County Library Board

From: CEO/Chief Librarian

Wireless service improvement options

RECOMMENDATIONS

1. That the recently increased wireless access speeds at OCL branches be monitored and customer satisfaction levels gauged over the next two months;
2. And that staff be directed to report back to the Board at an upcoming meeting regarding customer feedback in order to inform the 2021 Budget discussions.

REPORT HIGHLIGHTS

- Enhancements to wireless service at Oxford County Library branches.

Implementation Points

At no additional cost, County IT staff have increased wireless access at all OCL branches from 1.5 Mb to 5 Mb per user. This is an immediate improvement to our wireless service and should address the concerns expressed by survey respondents. However, feedback from wireless customers will be actively sought to identify whether individual branch wireless service continues to fall short of reasonable customer expectations.

To assist our customers, optimal locations for signal strength at each branch will be identified and advertised, through such means as signage – e.g. Wireless Hot Spot HERE.

If customer feedback indicates that additional measures are necessary, such as PoE switches and/or the installation of external access points, these can be considered during the preparation of the 2021 Library Budget.

Financial Impact

If the recently accomplished increase to wireless access is sufficient to address customer needs, no additional costs will be incurred.

If the options detailed in this Report are pursued, the costs could be up to \$78,000.00.

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

Risks/Implications

Enhancing wireless service at all Oxford County Library branches will improve customer satisfaction. A potentially large number of simultaneous users within the service radius of external access points could create bandwidth issues, impacting library operations.

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

At its July meeting, the Board received the Oxford County Library Wifi Survey results, an attachment to Report No. 2020-10. As a result of discussion, the Board directed staff to bring a plan forward at the August meeting, outlining how wireless service at all branches could be improved in the short term and at what cost.

Michael McCuaig, Manager of Information Technology, and his team have assessed the wireless access available at each branch location and have procured pricing for Power over Ethernet switches and external access points. Michael will be in attendance at the August Board meeting to address the Board's technical questions.

Comments

Internal access points in branch facilities could be relocated closer to the exterior of the building where outside access is most likely to be in demand, however, moving the internal access point in order to provide better exterior coverage would likely result in poorer internal service, as the locations of access points have been chosen for optimal internal service.

The best way to provide consistent access at all branches is to use outdoor access points. Outdoor access would be more advantageous in certain locations, depending upon building construction type. Signals can pass through wood and brick construction (e.g. Burgessville) much more easily than metal stud and concrete block construction (e.g. Plattsville).

Without outdoor access points, wireless service will not be consistently strong, and customers will have to locate a spot where the signal is strong. These "hot spots" could be marked by signage, making it easier for customers to access strong signals.

Report No: 2020-16
CORPORATE SERVICES
Board Date: August 17, 2020

It is important to point out that there would be disadvantages to implementing outdoor access points at the branches. Wireless use consumes bandwidth available to all users inside and outside the branch, including staff workstations. Slowdowns of circulation functionality would create staff productivity issues and customer service issues for library patrons.

Pending confirmation from the Thames Valley District School Board, an external access point might not be permitted to be installed on the Plattsville facility.

Outdoor access units would provide a service radius of at least 100 metres. In some branch locations, this would result in neighbouring households being able to access library wireless service for personal use. This could be of concern not only because of the drain on bandwidth, slowing down service for library purposes, but also for potential liability issues.

In past years, staff at several branch locations were receiving complaints from neighbours (who were accessing library wireless because their homes fell within the service radius) when library wireless service went offline or was slowed down by multiple simultaneous users. To control the demand on bandwidth and avoid these complaints, wireless service speed and/or service radius (signal reach) at these locations was reduced. In Norwich, wireless speed was reduced due to loitering by groups of youth and a resultant increase in vandalism. In certain branch neighbourhoods, signal service radii were reduced due to concerns about parked cars near private residences at all hours. With a reduced radius, cars have to park close to the branch rather than in front of neighbours' homes.

Costing for external access points:

Qty.	Item	Price
14	Outdoor access point – Cisco 1542 @ \$561.82	\$7,865.48
14	Smartnet on above @ \$43.71	\$611.94
14	Wiring (costs will vary; average @\$1,000	\$14,000.00
3	License adder packs @ \$1,404.53	\$4,213.59
	TOTAL COST	\$26,691.01

Another option for improving speed would be installing PoE (Power over Ethernet) switches in the branches. PoE network switches power devices over the blue network cable. PoE switches are in place at Tillsonburg, Ingersoll, Norwich, and Embro.

Costing for 10 additional switches for the remaining branches:

Up to \$50,000, based on a cost range of \$3,000 to \$5,000 per site.

It is important to keep in mind that regardless of the wireless speed we provide, the quality of the customer's device is a determinant. As the device has to "talk" to the access point – messages moving back and forth between device and access unit -- a poorer quality device will remain slow.

Conclusions

Based on the analysis conducted to date, and careful consideration of the public's comments, the action taken as described is a prudent and responsible approach to enhancing public access to the library's wireless Internet service.

SIGNATURE

Departmental Approval:

"Lisa Miettinen"

Lisa Miettinen
CEO/Chief Librarian