

AGENDA

**OXFORD COUNTY LIBRARY BOARD
BOARD MEETING**

Monday, September 21, 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 August 17, 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 eight months ending August 31, 2020 be accepted.
 - 8.2 **Financial Reports**
RECOMMENDATION
 1. That the COVID-19 monthly financial update be accepted.
 - 8.3 **2020-18 Librarian's Report**
RECOMMENDATION
 1. That the Board receive Report No. 2020-18 for information and discussion purposes.
 - 8.4 **2020-19 Programming Survey Comments**
RECOMMENDATION

1. That the Board receive Report No. 2020-19, entitled "Programming Survey Comments", for information and discussion purposes.

8.5 2020-20 2021 Library Business Plan Goals and Objectives

RECOMMENDATION

1. That the Oxford County Library Board approve the 2021 Business Plan goals and objectives as set forth in Report No. 2020-20.

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

August 17, 2020

Council Chamber, Oxford County Administration Building, Woodstock

Members Present	Chair Marcus Ryan Warden Larry Martin Laura Langford Regina Smith
Members Absent	Vice-Chair David Mayberry Councillor Don McKay
Staff Present	L. Miettinen, CEO/Chief Librarian L. Buchner, Director of Corporate Services M. McCuaig, Manager of Information Technology

1. CALL TO ORDER

1:33 p.m. with Marcus Ryan in the chair.

2. APPROVAL OF AGENDA

RESOLUTION NO. 1

Moved By: Larry Martin
Seconded By: Regina Smith

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 July 20, 2020

RESOLUTION NO. 2

Moved By: Laura Langford
Seconded By: Regina Smith

Resolved that the Library Board minutes of July 20, 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: Larry Martin

That the statistics for the seven months ending July 31, 2020 be accepted.

DISPOSITION: Motion Carried

8.2 Financial Reports

RESOLUTION NO. 4

Moved By: Regina Smith

Seconded By: Laura Langford

That the COVID-19 Monthly Financial Update be accepted.

DISPOSITION: Motion Carried

8.3 2020-14 Librarian's Report

RESOLUTION NO. 5

Moved By: Laura Langford

Seconded By: Regina Smith

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

DISPOSITION: Motion Carried

8.4 2020-15 COVID-19 Pandemic Recovery Action Plan – Stage 3

RESOLUTION NO. 6

Moved By: Larry Martin
Seconded By: Laura Langford

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

DISPOSITION: Motion Carried

8.5 2020-16 Wireless service improvement options

RESOLUTION NO. 7

Moved By: Laura Langford
Seconded By: Regina Smith

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.

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 2:31 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	1,849	2,741
	2020	295	220	146	66	0	15	16	20					778	
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	13,135	19,243
	2020	1,622	1,635	767	23	19	44	529	709					5,348	
EMBRO	2019	664	566	605	623	611	577	614	640	510	628	542	470	4,900	7,050
	2020	573	590	190	6	28	71	138	160					1,756	
HARRINGTON	2019	204	119	241	145	172	214	383	247	197	182	257	286	1,725	2,647
	2020	289	244	189	11	1	19	172	168					1,093	
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	78,845	113,962
	2020	9,652	8,752	4,932	82	606	2,648	3,221	3,012					32,905	
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	12,481	17,893
	2020	1,503	1,619	671	106	1	114	409	685					5,108	
MOUNT ELGIN	2019	654	642	801	770	927	698	864	887	759	691	718	612	6,243	9,023
	2020	912	467	443	72	37	114	247	306					2,598	
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	39,087	57,449
	2020	5,791	5,120	2,596	12	27	2,312	2,191	1,980					20,029	
OTTERVILLE	2019	955	973	890	981	805	1,241	1,535	1,430	1,176	1,170	1,160	847	8,810	13,163
	2020	1,083	1,426	369	76	1	42	392	608					3,997	
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	10,698	15,596
	2020	1,421	1,407	716	142	2	344	865	835					5,732	
PRINCETON	2019	623	686	746	802	760	667	898	791	637	606	508	488	5,973	8,212
	2020	696	756	388	45	0	91	458	541					2,975	
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	14,578	21,083
	2020	1,882	1,844	843	22	17	859	753	804					7,024	
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	10,578	15,907
	2020	1,651	1,527	836	42	7	803	1,163	1,197					7,226	
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	71,553	101,883
	2020	8,861	8,507	4,349	325	732	2,890	4,102	3,926					33,692	
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	280,455	405,852
	2020	36,231	34,114	17,435	1,030	1,478	10,366	14,656	14,951	0	0	0	0	130,261	
Annual Change:		0.0%	9.7%	-51.1%	-96.9%	-95.3%	-67.5%	-64.9%	-61.7%					-53.6%	
Digital TV & Movies	2019	231	259	238	227	222	198	222	204	220	236	252	272	1,801	2,781
	2020	258	272	491	649	518	387	402	410					3,387	
Zinio (Magazines)	2019	282	294	357	270	280	281	203	298	299	93	406	255	2,265	3,318
	2020	248	334	409	482	638	487	551	747					3,896	
Tumble Books	2019	1,190	1,705	1,871	1,470	1,322	763	180	171	454	584	1,272	868	8,672	11,850
	2020	910	548	891	1,422	703	364	373	394					5,605	
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	23,176	33,188
	2020	2,472	2,049	2,916	2,876	2,622	2,748	2,606	3,297					21,586	
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	27,792	42,816
	2020	4,300	4,209	4,649	5,457	5,816	5,362	5,302	5,311					40,406	
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	39,148	58,343
	2020	5,383	5,150	6,154	7,873	8,014	6,885	7,055	7,075					53,589	
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	66,940	101,159
	2020	9,683	9,359	10,803	13,330	13,830	12,247	12,357	12,386	0	0	0	0	93,995	
Annual Change:		15.0%	18.3%	24.9%	64.1%	69.9%	55.8%	41.1%	36.5%					40.4%	

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	154	320
		2020	51	70	25	0	0	0	0	0					146	
	Wireless	2019	68	15	65	33	79	54	54	67	44	47	42	34	435	602
		2020	12	10	13	2	14	19	12	12					94	
BURGESSVILLE		2019	14	17	8	28	12	6	3	12	8	7	9	2	100	126
		2020	5	4	3	0	0	0	0	0					12	
	Wireless	2019	251	110	182	124	193	219	221	235	310	242	253	190	1,535	2,530
		2020	270	160	200	156	163	150	197	126					1,422	
EMBRO		2019	34	51	33	46	62	49	45	43	53	47	20	10	363	493
		2020	21	29	10	0	0	0	0	0					60	
	Wireless	2019	39	22	54	32	56	69	348	66	83	100	126	39	686	1,034
		2020	42	47	32	24	24	13	17	11					210	
HARRINGTON		2019	2	1	2	4	1	2	0	10	2	5	0	9	22	38
		2020	4	5	4	0	0	0	0	0					13	
	Wireless	2019	20	9	24	7	14	25	25	35	13	10	40	13	159	235
		2020	11	11	12	2	8	7	16	8					75	
INGERSOLL		2019	1,165	806	987	946	803	699	1,018	983	746	823	906	763	7,407	10,645
		2020	950	875		0	0	0	0	0					1,825	
	Wireless	2019	899	313	856	461	634	722	934	846	752	747	699	537	5,665	8,400
		2020	595	634	337	98	96	70	107	109					2,046	
INNERKIP		2019	63	47	66	46	60	55	54	59	58	71	59	49	450	687
		2020	67	62	24	0	0	0	0	0					153	
	Wireless	2019	38	31	35	31	131	156	177	91	69	75	61	92	690	987
		2020	47	47	38	48	41	45	60	66					392	
MOUNT ELGIN		2019	9	10	12	8	7	7	4	5	12	10	9	5	62	98
		2020	9	6	4	0	0	0	0	0					19	
	Wireless	2019	42	28	29	12	15	45	16	16	48	34	31	63	203	379
		2020	22	22	12	0	0	1	5	6					68	
NORWICH		2019	492	337	345	256	270	426	611	578	452	378	335	267	3,315	4,747
		2020	234	301	129	0	0	0	0	0					664	
	Wireless	2019	689	238	620	339	678	630	621	659	636	581	588	439	4,474	6,718
		2020	424	411	511	483	606	634	605	588					4,262	
OTTERVILLE		2019	32	24	24	35	34	34	37	46	43	28	15	12	266	364
		2020	24	30	7	0	0	0	0	0					61	
	Wireless	2019	51	17	75	30	53	134	134	118	160	182	127	188	612	1,269
		2020	120	69	62	30	35	59	39	22					436	
PLATTSVILLE		2019	77	75	115	86	102	102	88	79	92	114	85	22	724	1,037
		2020	58	74	43	0	0	0	0	0					175	
	Wireless	2019	293	100	237	212	419	249	67	57	168	135	133	31	1,634	2,101
		2020	113	87	69	4	5	6	19	26					329	
PRINCETON		2019	25	49	59	34	46	55	34	33	45	49	38	34	335	501
		2020	57	34	13	0	0	0	0	0					104	
	Wireless	2019	41	14	50	31	55	146	164	170	80	74	57	40	671	922
		2020	48	79	30	17	12	26	25	13					250	
TAVISTOCK		2019	70	57	83	81	96	86	141	115	117	87	69	74	729	1,076
		2020	87	69	22	0	0	0	0	0					178	
	Wireless	2019	346	170	276	170	363	380	331	278	174	283	262	209	2,314	3,242
		2020	267	205	186	160	175	185	146	104					1,428	
THAMESFORD		2019	128	115	118	126	139	108	153	177	168	199	156	122	1,064	1,709
		2020	138	162	47	0	0	0	0	0					347	
	Wireless	2019	167	84	248	114	225	180	223	234	204	233	143	175	1,475	2,230
		2020	164	192	138	210	201	128	96	112					1,241	
TILLSONBURG		2019	1,067	847	1,158	1,086	1,128	994	1,033	1,112	986	1,090	986	762	8,425	12,249
		2020	1,086	962	460	0	0	0	95	163					2,766	
	Wireless	2019	1,799	611	1,885	1,089	1,591	1,536	1,622	1,534	1,366	1,645	1,473	1119	11,667	17,270
		2020	1,435	1,264	806	209	255	292	452	455					5,168	
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	55,636	82,009
		2020	6,361	5,921	3,237	1,443	1,635	1,635	1,891	1,821	0	0	0	0	23,944	
Annual Change:			-19.7%	40.9%	-57.7%	-73.6%	-77.5%	-77.2%	-77.0%	-76.4%					-57.0%	

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	915	1,410
	2020	107	132	50	0	0	0	0	0					289	
BURGESSVILLE	2019	443	414	452	432	367	466	467	524	412	532	459	279	3,565	5,247
	2020	499	421	205	0	0	0	67	105					1,297	
EMBRO	2019	197	192	211	203	214	188	346	225	233	308	168	117	1,776	2,602
	2020	187	176	83	0	0	0	0	11					457	
HARRINGTON	2019	60	46	66	55	78	54	132	159	66	69	160	84	650	1,029
	2020	107	100	31	0	0	0	49	31					318	
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	62,111	86,902
	2020	6,680	6,365	2,966	0	126	671	1,038	1,084					18,930	
INNERKIP	2019	466	408	515	489	510	438	551	557	445	662	465	379	3,934	5,885
	2020	459	495	199	0	0	0	104	153					1,410	
MOUNT ELGIN	2019	185	156	182	170	212	160	259	198	166	171	175	144	1,522	2,178
	2020	157	153	68	0	0	285		55					718	
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	15,027	22,644
	2020	1,953	1,880	898	0	0	0	305	308					5,344	
OTTERVILLE	2019	336	314	364	337	342	369	473	545	400	404	326	276	3,080	4,486
	2020	383	455	133	0	0	0	76	121					1,168	
PLATTSVILLE	2019	660	611	797	923	860	802	1,127	902	789	939	790	629	6,682	9,829
	2020	855	758	372	0	0	89	245	209					2,528	
PRINCETON	2019	323	273	408	450	417	438	603	422	391	477	401	286	3,334	4,889
	2020	412	375	182	0	0	0	57	88					1,114	
TAVISTOCK	2019	1026	741	1,083	940	1,014	927	1,300	1,226	879	1,079	918	757	8,257	11,890
	2020	1062	1,040	508	0	0	148	195	185					3,138	
THAMESFORD	2019	882	717	913	902	993	750	1,202	1,246	814	1,147	1,041	787	7,605	11,394
	2020	1,138	1,044	461	0	0	204	204	173					3,224	
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	63,481	94,338
	2020	7,480	7,067	3,626	0	109	718	1,359	2,173					22,532	
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	181,939	264,723
	2020	21,479	20,461	9,782	0	235	2,115	3,699	4,696	0	0	0	0	62,467	
Annual Change:		-5.2%	8.1%	-61.0%			-90.0%	-85.3%	-80.0%						-65.7%

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-September
 - Holds pick-up, browsing, computer use
 - Visits of no more than one hour encouraged
 - Limited use of meeting rooms by community partners to resume

Staffing

BUDGET FTE – 35.43 (Adjusted for seasonality)

Current Staffing Level	FTE	Comments
Active - Productive	29.43	Limited administrative staff working at HQ; others working from home; branch staff working alone or in controlled staff “bubbles” 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 establishment of curbside service at Embro in mid-August.
Redeployed – Out	0.80	Deployed to Paramedic Services PPE HUB
Inactive - Unpaid Leave	5.2	Staff on DEL due to lack of work, some part-time staff working reduced hours. Staff on DEL scheduled to return to work in early 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

	2020 Forecast	2020 Budget	Impact
% 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
Attendance at Tech Coaching Sessions	500	1,500	Upon reopening, occupancy limitations will impact our ability to provide tech help. Tech help is available virtually via Webex, by appointment. FAQ sheets available in branch to assist computer users with common issues.

Financial Forecast Period ending August 31, 2020

	YTD ACTUAL	FORECAST	APPROVED BUDGET	FORECAST VARIANCE \$	FORECAST VARIANCE %	YTD %
REVENUES						
GENERAL REVENUES	(14,394)	(152,812)	(178,389)	(25,577)	14.3%	8.1%
OTHER REVENUES	(34,964)	(210,222)	(198,222)	12,000	(6.1)	17.6
TOTAL REVENUES	(49,358)	(363,034)	(376,611)	(13,577)	3.6	13.1
EXPENSES						
SALARIES AND BENEFITS	1,240,817	2,090,283	2,481,471	391,188	15.8%	50.0%
OPERATING EXPENSES	355,168	600,032	597,101	(2,931)	(0.5)	59.5
DEBT REPAYMENT	77,220	152,441	152,441	-	-	50.7
CAPITAL	-	67,000	70,000	3,000	4.3	-
OTHER	33,500	79,165	67,000	(12,165)	(18.2)	50.0
INTERDEPARTMENTAL CHARGES	626,520	1,001,391	1,002,606	1,215	0.1	62.5
TOTAL EXPENSES	2,333,225	3,990,312	4,370,619	380,307	8.7	53.4
TOTAL LIBRARY	2,283,867	3,627,278	3,994,008	366,730	9.2	57.2

Comments

- Due to the closure of Libraries during the COVID-19 Pandemic
 - **General Revenues:** estimated reduction of \$10,000 in service recoveries
 - **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
- **Capital:** Fire Alarm to be purchased for Ingersoll, funded from Reserves – 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
- Training for all front-line staff on preventing COVID-related behavior issues
- Planning for re-opening Medium branches under controlled conditions
- 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 – September 2020

RECOMMENDATION

- 1. That the Board receive Report No. 2020-18 for information and discussion purposes.**

Virtual Staff Meeting

A Staff Day Meeting was held via Webex during the afternoon of Monday, September 14. It provided branch staff with an update on a number of system software developments, including a new Library Network Drive for the sharing of documents, and a new system for online calendar and program registrations.

Ingersoll staff members Luke McKee and Shannon Van Herzele provided an overview of the Virtual Summer Reading programs held throughout July and August. As anticipated, registration numbers were down given the absence of in-branch activities. 166 children registered with Beanstack, the online platform used for programming. 957 activity “badges” were awarded upon completion of literacy-based challenges. In total, 29,307 reading minutes were logged. Over the course of 8 weeks, staff offered 16 standing virtual programs and 8 Summer Reading Hour videos. Engagement rates for the videos were high, particularly those videos that included clips sent in by rural branch staff across the county, filmed on-site at their branch. It was clear that families enjoyed seeing the familiar faces of their local “librarians”.

There was extensive discussion of options under consideration for the phased reopening of library branch services. Ingersoll and Tillsonburg described the preparations that have been put in place for the resumption of full on-site services starting September 16.

Phased Reopenings – next steps

During the Staff Day, a number of rural branch staff members expressed feelings of anxiety at the prospect of opening branches for full on-site services. Among their chief concerns were: how to deal with incidents of mask non-compliance and failure to maintain physical distancing; the need to monitor use of collection items to ensure that items requiring quarantine be identified and isolated; cleaning and sanitization requirements; and inadequately supervised children. There will be a number of patrons, particularly among the older demographic, who will not be comfortable coming in to the branch and will want curbside service to remain an option.

Each branch will present unique challenges based on facility size and interior layout. Cristina McLaren and I will be visiting all 12 rural branches and meeting with staff throughout the month of October to assess how to mitigate concerns and ensure staff safety. Plexiglass shields have been installed at all Medium branch service desks. In some Small branches, shelving and furnishings may have to be removed to improve traffic flow and provide as much open space as possible. Reopening conditions and procedures will vary from branch to branch. In order to provide geographic coverage, plans for the next stage of reopening include Norwich, Tavistock, and Princeton branches. Princeton has been selected to fully reopen before Plattsville due to the need for time to work with TVDSB staff on establishing procedures. In the meantime, curbside service is working very well at Plattsville.

I met virtually with the ARUPLO group on September 16. It was interesting to hear about the various approaches county systems are taking towards reopening. Most systems are still operating in the curbside service model, gradually opening select branches for full on-site service.

On-site service resumption – Ingersoll and Tillsonburg branches

The Ingersoll and Tillsonburg branches reopened for on-site services on Wednesday, September 16. The following COVID-19 update is found on the website and provides an overview of the services offered:

In the on-site services phase, library users will be able to find and borrow materials, use the public access computers by appointment, sit at tables, and use the wireless service. Printing, copying, scanning, and faxing will be available, but access to the printer/copier is by staff only.

Upon arrival at the branch, patrons will be asked to self-screen. Staff will be there to explain the new procedures and safety protocols put in place to protect patrons and staff.

We will ask you to:

- *Wear a mask.*
- *Maintain physical distancing at all times.*
- *Use the hand sanitizer provided.*

Visits of no more than one hour are encouraged, as the number of people allowed in the building at one time will be limited.

In-person library programs will not resume until further notice. We are working hard to ensure that future programs are designed to be able to meet the needs of our communities and delivered in a safe manner. Virtual programming will continue.

We recognize that some people cannot wear a face mask due to a disability. While people not wearing a face covering will be able to enter the building, they will receive library service in an alternate manner for the protection and comfort of library staff and other members of the public in the branch. Individuals not wearing masks will be provided in-branch services through picking up reserved library materials at the service desk (no browsing allowed), and through access to a separate public access computer station. Branch staff are always happy to work with individuals to select reading and viewing materials of interest and will gladly pull together a selection of materials for pick-up.

Tillsonburg Community Librarian Merley Wheaton reported on the first two days of being open: *"The public were very appreciative that we were open and receptive to the expectations of use. No one was surprised by what was asked of them. The one person without a mask had simply forgotten it so I got him one. Except for an early pile-up - 2-3 people looking for holds plus 2-3 people in line at the desk - plus one staff person putting holds on the hold shelf it was smooth from a public perspective. We definitely needed the extra help with the printer/copier use that we had - time consuming activities.*

From a staff perspective:

There was a lot of nervousness and anxiety.

There were some adjustments that we needed to make in the first hour to help with the flow around the desk. Second day much smoother."

Ingersoll Community Librarian Luke McKee reported:

"I think everyone here would describe the first day as "uneventful." And that's a good thing! We had 120 people over six hours, so about 20/hour, but the most I ever counted at one time was 7 (and that included kids). Most were picking up books/browsing then leaving. Not very many computer uses but I expect that to change. A few unsure of the new software and operating system but we worked through that (from a distance). Almost everyone expressed happiness at being back in the building. A few minor process things, as Merley said, and adding a few signs here and there to clarify where things were. We basically rearranged the whole adult section, so holds, quick picks, new books were all in new spots that open up the area and give people more space. Looks way better actually. No mask issues! Most everyone I saw used the hand sanitizer machine and had a good long look at the self-screening poster. Feels good to be open again and we all enjoyed seeing some kids in the library, including a few elementary age after school."

Outreach Services

Outreach/Teen Librarian Sydnie Lane initiated contact with Oxford County Community Health Centre with regard to their Mobile Health Bus pilot project set to commence this fall. We are interested in participating to a limited extent as a community partner in this initiative. Mobile health services have been identified as an essential need for the county due to lack of transportation for many people. The Mobile Bus would run four days per week, making two stops each day, with three OCCHC staff on board. The bus itself is not outfitted as a clinic; it will primarily be used to transport equipment and supplies to locations where Nurses and Outreach Workers will meet with vulnerable individuals. The route is as yet to be determined, as permissions are being sought to park at locations for periods of time. A location near the Salvation Army in Ingersoll has been secured. Other areas of interest include Tillsonburg, Tavistock, and Otterville.

Ideas for possible OCL involvement include: the provision of free wifi on and around the bus using OCL's mifi unit; help with navigating online forms and instructions and orientation to online library resources; distribution of handouts on a variety of topical resources available through the library, including online learning; promotion of the Kitchen Library in partnership with an OCCHC dietitian; a small collection of library materials available for lending; and, potentially, library branch orientation tours led by Sydnie or others on the Librarian Team.

We have asked the OCCHC Nurse Practitioner and Outreach Workers to suggest ideas for circulating materials that might be of benefit to the target audiences, as we look to develop additional circulating activity and resource kits.

SIGNATURE

Departmental Approval:

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

To: Oxford County Library Board

From: CEO/Chief Librarian

Programming survey comments

RECOMMENDATION

1. That the Board receive Report No. 2020-19, entitled “Programming Survey Comments”, for information and discussion purposes.

REPORT HIGHLIGHTS

- To provide the Board with the 2020 Programming Survey responses specific to library services.

Implementation Points

The 2020 Programming Survey sought feedback relating to community demand for in-person and virtual library programming and to gauge user comfort levels with a return to in-branch activities.

Financial Impact

A focus on virtual programming in 2021 may require enhancements to web tools and learning platforms but can be accomplished within existing budget allocations.

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

Risks/Implications

Tailoring program services, in-person and virtually, to meet the needs and interests of the community will enhance customer satisfaction and provide direct focus for staff efforts.

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. **A County that informs and engages** – Harness the power of the community through conversation and dialogue by:
 - *Providing multiple opportunities for public participation and a meaningful voice in civic affairs.*

DISCUSSION

Background

The 2020 Programming Survey was open for public input from August 24 through September 11. Library patrons were provided access to this online survey through email, the Library's social media channels, and the OCL website. The intended purpose of the survey was to gauge community interest in virtual programming as well as to determine overall comfort levels with returning to in-branch programming.

Comments

The majority (99%) of survey respondents are OCL cardholders from all but two Oxford County communities where OCL provides physical access to library services. Survey respondents primarily represent program audiences of adults (67%) and older adults (39%). Children and families were the prime target audience of most online programming OCL has offered over the last six months, and specifically throughout July and August, so many of the survey respondents were not among the primary target audience of recent virtual programming. To illustrate this point, 86% of respondents did not attend any virtual programming at OCL during the last six months. When asked to rank program priorities in terms of interest, the following top three priorities emerged, in order of preference:

1. Health and Wellness (physical and/or mental)
2. Adult Literacy (book clubs, author talks, tech talks)
3. Community Building (lectures, crochet/knitting/ukulele groups, game night)

The total number of responses was 274, which represents 1.7% of OCL cardholders. While this survey group represents only a small portion of overall library cardholders, it does provide a sampling of those not served through recent online program offerings which may be representative of the broader membership of OCL cardholders. Given that 24% of survey respondents remain uncertain or uncomfortable with returning to branches in-person, and attendance numbers would be severely limited due to the need to maintain physical distancing, virtual programming will continue to be planned and developed.

A staff committee has been formed to plan for future digital programming.

Conclusions

The library's virtual programming provided a connection between branch staff and patrons that was clearly appreciated. Many comments indicated a level of "screen fatigue" among respondents. These comments, along with ongoing feedback received in-person at branches and through library social media about programming, will help to inform the decision for future program planning. A committee has been formed to plan next steps for virtual programs and assess the potential of available digital resources to assist in the delivery of this programming.

SIGNATURE

Departmental Approval:

“Cristina McLaren”

Cristina McLaren
Branch Services Librarian

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

ATTACHMENTS

Attachment No. 1 – 2020 Library Programming Survey Summary
Attachment No. 2 – 2020 Library Programming Survey Responses



*connect. discover. share. **become.***

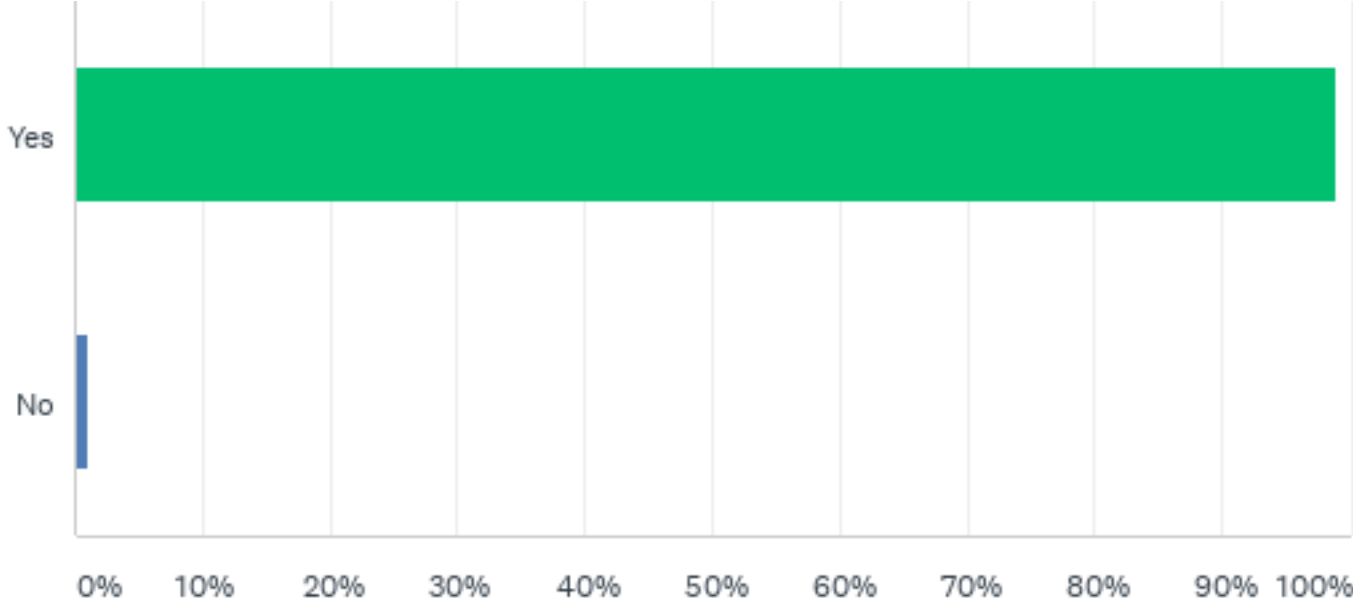
Programming Survey Summary

274 responses

August 24 - Sept 11, 2020

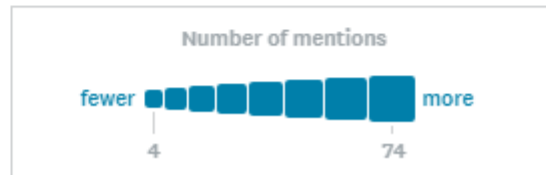
Q1: Do you have a library card with the Oxford County Library?

Answered: 274 Skipped: 0



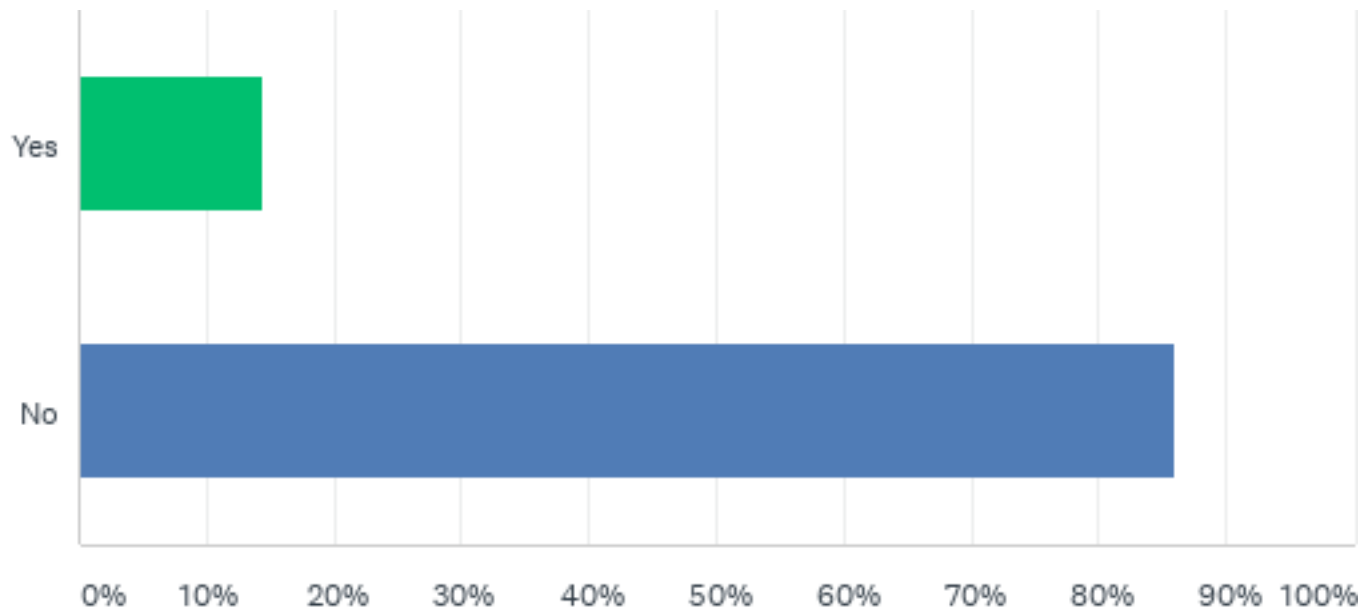
Home branch of respondents.

Plattsville Innerkip Norwich Embro Tillsonburg
Princeton Ingersoll Otterville Thamesford Brownsville
Burgessville Tavistock



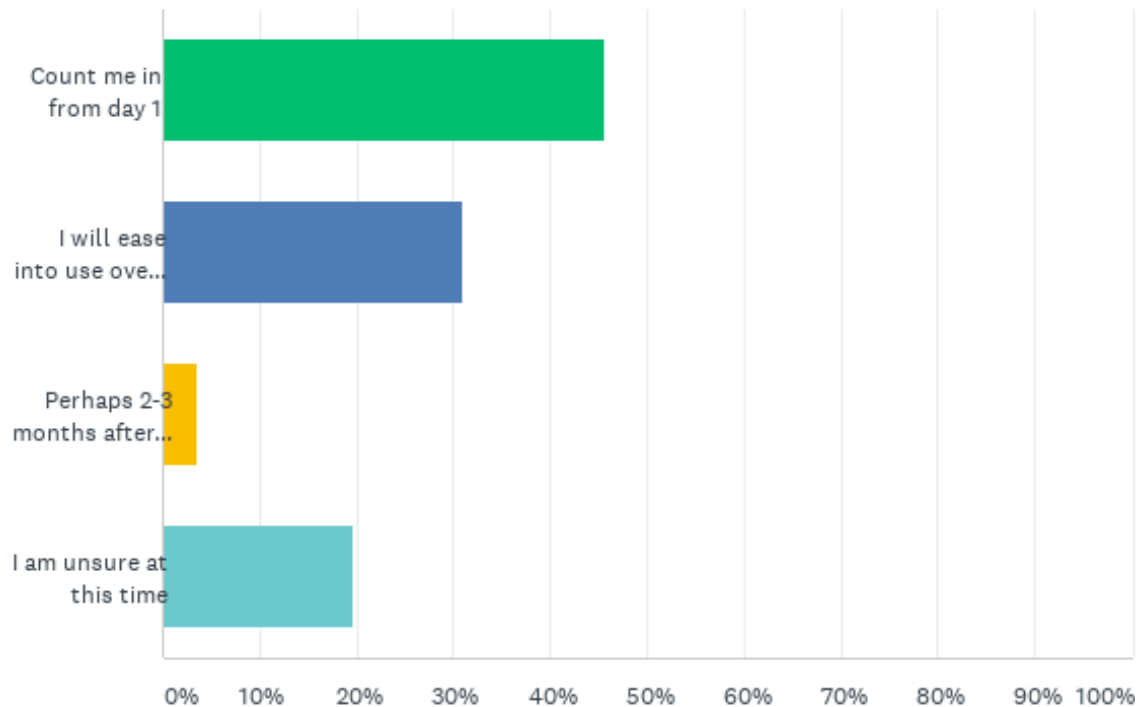
Q2: During the pandemic Oxford County Library has offered digital programs through social media channels like Facebook and Instagram. Have you participated in any of these digital programs?

Answered: 272 Skipped: 2



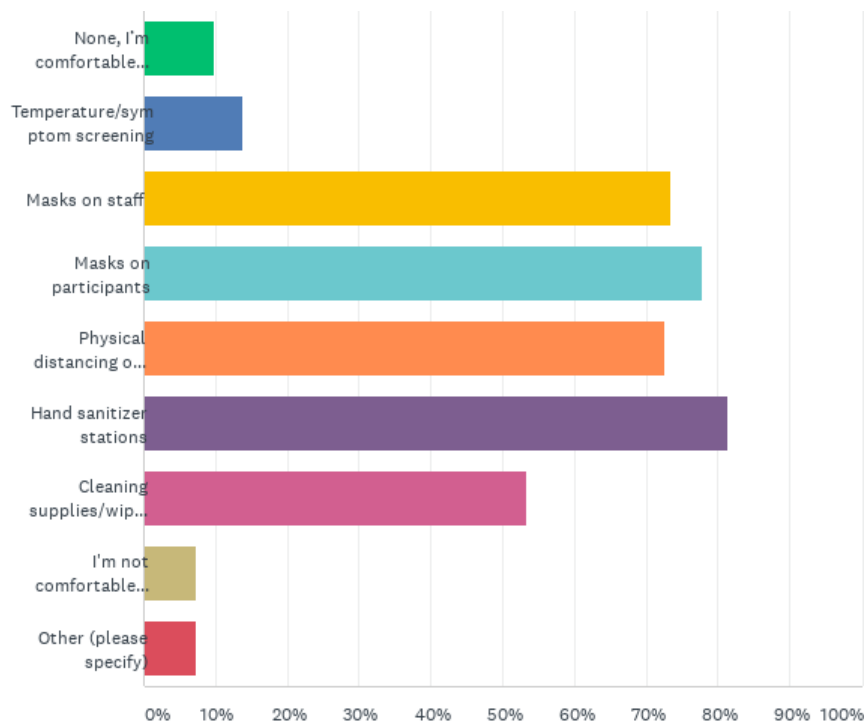
Q7: Where do you think your personal comfort level may fall when libraries reopen?

Answered: 274 Skipped: 0



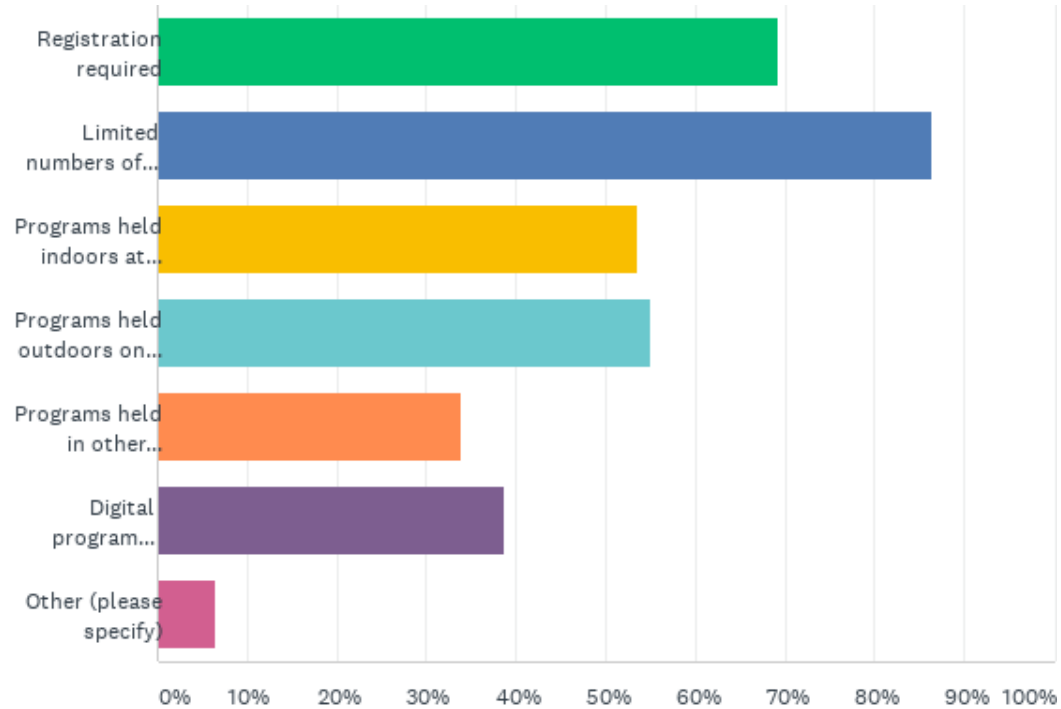
Q8: Which measures and/or precautions would you expect to be in place before you joined a library program (check all that apply)

Answered: 274 Skipped: 0



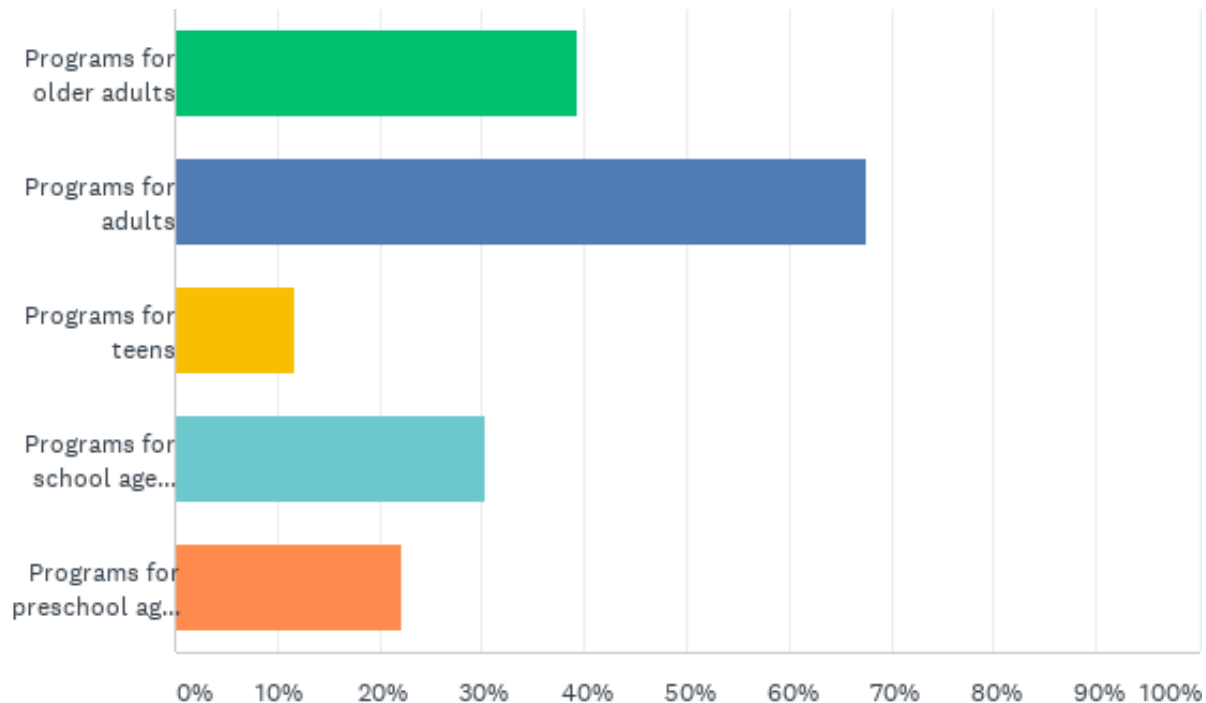
Q9: During a pandemic library programs may require things like registration, caps on numbers, and indoor/outdoor options. What kinds of changes are you open to? Check all that apply.

Answered: 274 Skipped: 0



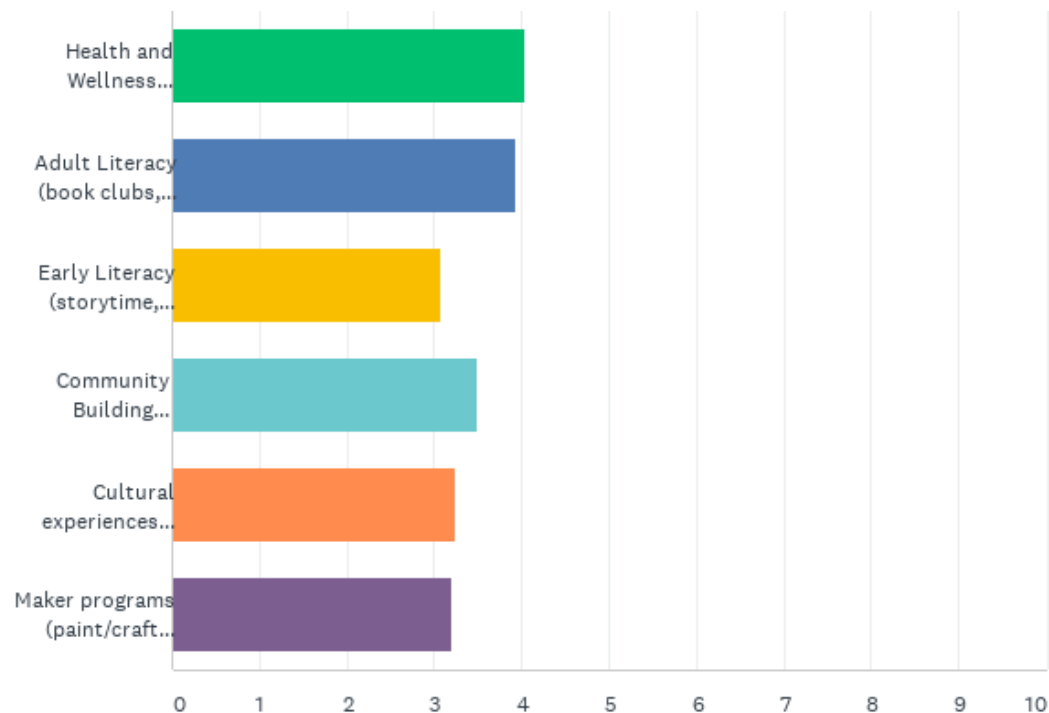
Q11: Which program audience(s) do you represent? You may select more than one.

Answered: 274 Skipped: 0



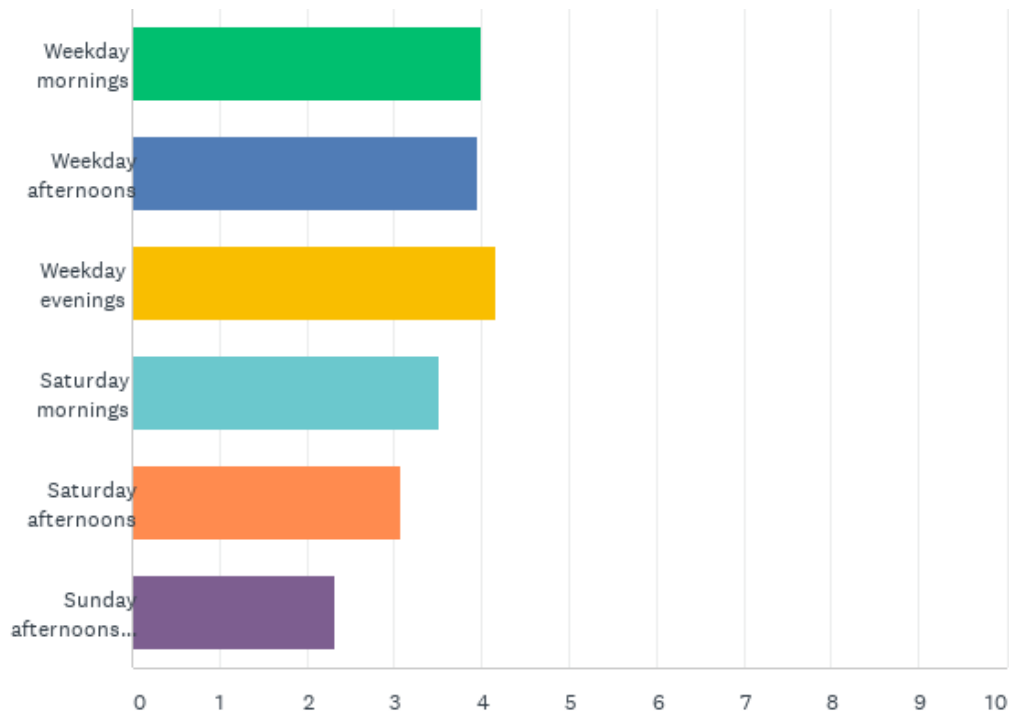
Q12: Which program priorities best reflect your interests? Rank your choices by moving your highest priorities to the top of the list.

Answered: 274 Skipped: 0



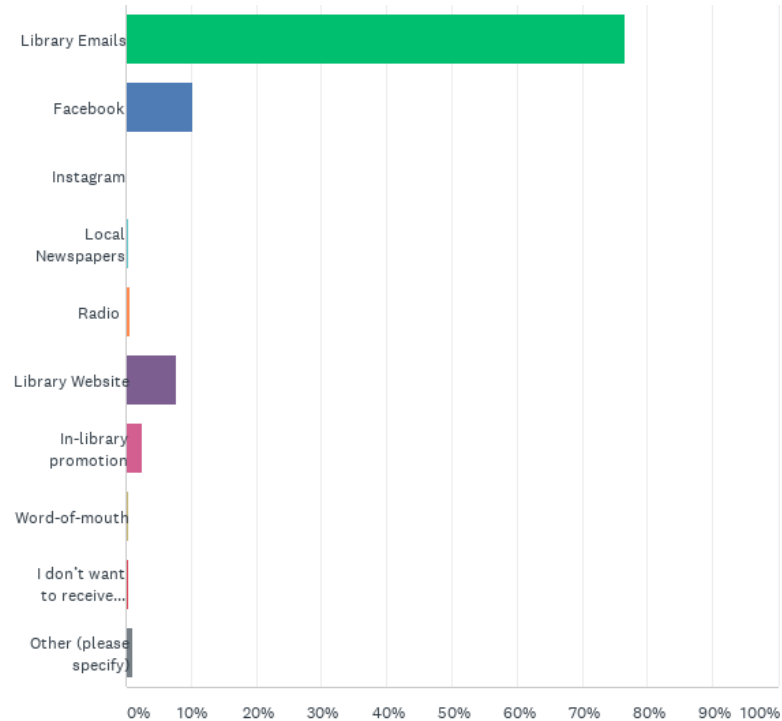
Q13: Which days and time periods would be most appealing for you to participate in a library program? Rank your top 3 choices by moving them to the top of the list.

Answered: 274 Skipped: 0



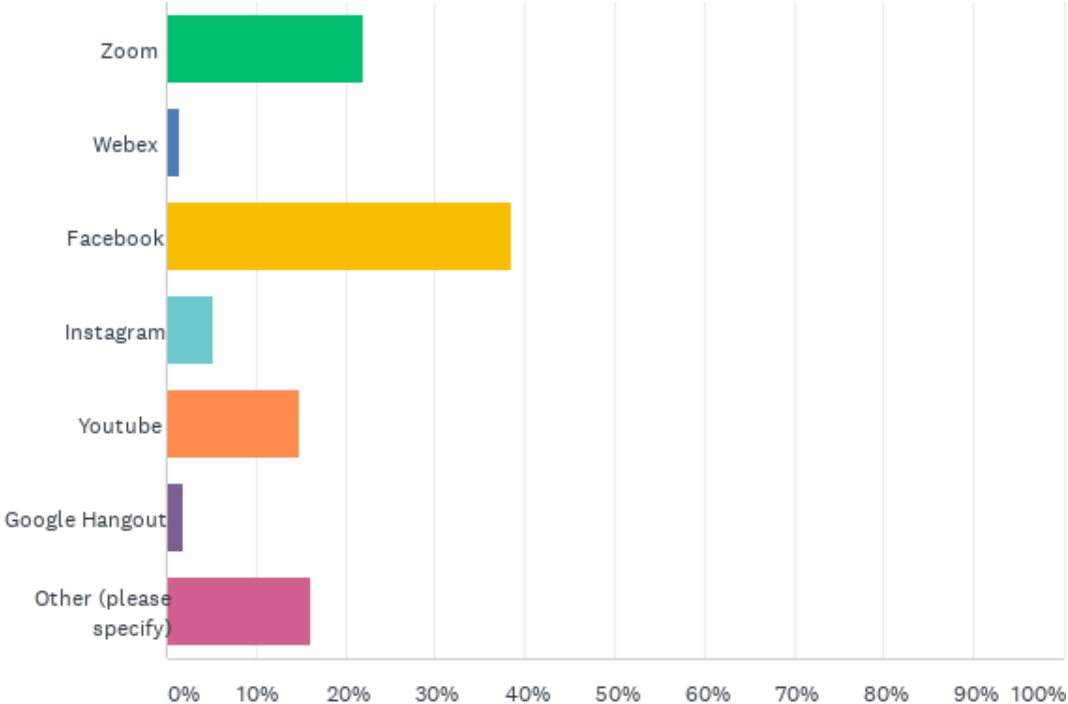
Q14: How do you prefer to find out what is happening at the library?

Answered: 274 Skipped: 0



Q15: What digital platform are you most comfortable using?

Answered: 268 Skipped: 6



Q3 If you answered yes to participating in online programs, what did you like about the online library program(s) you attended?

Answered: 72 Skipped: 202

#	RESPONSES	DATE
1	Na	9/8/2020 8:10 PM
2	creativity and energy. Good to see the faces of branch staff who we miss.	9/8/2020 11:03 AM
3	...	9/7/2020 3:32 PM
4	Easy to use, able to continue reading new books, can log in at anytime of the day/night to browse	9/1/2020 10:04 AM
5	I may have not used the online programs...my work was not shut down...I still love that our community has access to your programs, that you care enough to create them for our benefit. Thank you.	8/30/2020 8:27 PM
6	.	8/29/2020 6:09 PM
7	Watched all of the children's programing/storytimes that the staff created. Helped us feel connected to the library even when it was closed.	8/29/2020 12:12 PM
8	I liked that the facilitators presented their virtual programs with a personal touch which kept me interested	8/29/2020 7:50 AM
9	Fun and creative	8/28/2020 6:29 PM
10	Getting recommendations on new releases as well as the opportunity to hear what staff have to say about books they have read.	8/28/2020 6:22 PM
11	for the kids programs great entertainment.well appreciated	8/28/2020 4:00 PM
12	n/a	8/28/2020 2:17 PM
13	Fun for the kids	8/28/2020 1:36 PM
14	Easy to attend	8/25/2020 9:55 PM
15	I enjoyed that they were free and that I could do them on my time schedule	8/25/2020 9:22 PM
16	i didn't know about them	8/25/2020 6:20 PM
17	Not applicable	8/25/2020 6:06 PM
18	Having the ability to do something different with my kids	8/25/2020 4:55 PM
19	Children's program was an entertaining diversion for a short time.	8/25/2020 3:10 PM
20	X	8/25/2020 1:27 PM
21	Reading for my son	8/25/2020 1:21 PM
22	N/A - I would have attended but the programs didn't align with my schedule.	8/25/2020 1:08 PM
23	Did not participate	8/25/2020 12:09 PM
24	I Like everything about the Library I have used it since I was young.	8/25/2020 11:36 AM
25	Childs reading program	8/25/2020 10:39 AM
26	answered no	8/25/2020 10:26 AM
27	Staff were engaging and fun to watch. Storytimes have been as close to in person as we can get.	8/25/2020 10:24 AM
28	.	8/25/2020 8:55 AM
29	Connected to staff	8/25/2020 8:26 AM
30	I liked the kids programs. (But it was hard to see the children's book when it was being read. I realize that has to do with video recording.)	8/25/2020 7:53 AM
31	Easy access from the comfort of home	8/25/2020 3:33 AM
32	Didnt	8/25/2020 12:07 AM

33	Did not attend	8/24/2020 10:48 PM
34	Na	8/24/2020 10:33 PM
35	n/a	8/24/2020 10:18 PM
36	The Facebook activities and crafts for kids.	8/24/2020 10:01 PM
37	Trying to learn more	8/24/2020 9:23 PM
38	didn't participate	8/24/2020 9:02 PM
39	Na	8/24/2020 8:29 PM
40	Na	8/24/2020 8:13 PM
41	N/A	8/24/2020 7:44 PM
42	Attend through the comfort of my own home.	8/24/2020 7:33 PM
43	N/A	8/24/2020 5:42 PM
44	N/a	8/24/2020 5:41 PM
45	N/a	8/24/2020 5:39 PM
46	none other than accessing e-books	8/24/2020 4:59 PM
47	na	8/24/2020 4:53 PM
48	kids programs. especially hoopla	8/24/2020 4:50 PM
49	I liked that they had a good variety of activities for my kids	8/24/2020 4:47 PM
50	n/a	8/24/2020 4:46 PM
51	On_line book club, it was interesting and informative	8/24/2020 4:46 PM
52	Very informative, I liked that it was informal	8/24/2020 4:43 PM
53	Did not participate	8/24/2020 4:41 PM
54	ancestry online	8/24/2020 4:23 PM
55	Enjoyed reading e-books to grand kids and viewing movies	8/24/2020 4:15 PM
56	Ordering books online to be picked up	8/24/2020 3:56 PM
57	N/a	8/24/2020 3:52 PM
58	.	8/24/2020 3:50 PM
59	just the selection of books to be ordered	8/24/2020 3:48 PM
60	n/a	8/24/2020 3:47 PM
61	only did one and that was a book face-off.	8/24/2020 3:43 PM
62	easy to use	8/24/2020 3:39 PM
63	ease if use	8/24/2020 3:38 PM
64	No	8/24/2020 3:24 PM
65	They were engaging!	8/24/2020 3:23 PM
66	None	8/24/2020 3:21 PM
67	Great skill and enthusiasm from staff. Liked feeling connected while having to stay apart.	8/24/2020 3:16 PM
68	HR certification	8/24/2020 3:16 PM
69	The connection to others during this time.	8/24/2020 3:16 PM
70	did not participate. do not enjoy using the computer.	8/24/2020 3:15 PM

71	I read on line	8/24/2020 3:12 PM
72	Na	8/24/2020 3:09 PM

Q4 If you answered no to participating in online programs, why did you not participate in any online library programs?

Answered: 241 Skipped: 33

#	RESPONSES	DATE
1	No computer access, kids too busy to follow along	9/8/2020 8:10 PM
2	Too busy	9/8/2020 4:34 PM
3	Was not interested... already spending too much time online.	9/7/2020 3:32 PM
4	Didn't know about them.	9/5/2020 11:41 AM
5	not interested	9/3/2020 11:12 AM
6	Other commitments	9/3/2020 9:46 AM
7	Not interested	9/3/2020 8:53 AM
8	I wasn't aware of them, I probably would have had my son participate if I had of known	9/1/2020 3:45 PM
9	Not my thing	9/1/2020 2:17 PM
10	n/a	9/1/2020 10:04 AM
11	was not aware	8/31/2020 10:47 PM
12	I was unsure of them	8/31/2020 1:49 PM
13	I download ebooks through hoopla	8/30/2020 8:40 PM
14	I was not aware we had any,and I was working a full-time job. Still supportive of public community Library programs.	8/30/2020 8:27 PM
15	Nothing of interest	8/30/2020 4:04 PM
16	I simply don't use social media and don't have Facebook or Instagram accounts.	8/30/2020 11:00 AM
17	I didn't know about any.	8/30/2020 8:46 AM
18	Didn't realize they were available	8/30/2020 6:59 AM
19	Didnt know about them	8/29/2020 9:41 PM
20	I do not enough time in a day now for all that I need to get done.	8/29/2020 8:51 PM
21	More interested in reading alone	8/29/2020 6:50 PM
22	No time	8/29/2020 6:44 PM
23	.	8/29/2020 6:09 PM
24	Just waited until books became available	8/29/2020 4:38 PM
25	No time.	8/29/2020 3:04 PM
26	No time	8/29/2020 2:45 PM
27	We went into survival mode and were busy just trying to figure out all this new stuff. The library programs was the last thing I was trying to coordinate in my life at the time.	8/28/2020 2:17 PM
28	We participated live facebook	8/28/2020 1:36 PM
29	I like in person programming as I am not good with technology	8/28/2020 1:28 PM
30	I'm online with work exclusively and try not to spend much more time in front of screens after that	8/28/2020 1:18 PM
31	Other activities that were priority.	8/28/2020 1:12 PM
32	I only have Facebook. The programs I saw were geared to children.	8/28/2020 11:11 AM
33	Not highly connected with Library. Unaware of programs but then not looking for them either	8/28/2020 11:01 AM
34	No internet at home, too busy and not motivated to engage in programming. I did however check out facebook posts for library news and how to do curbside video. Staff was working on some great stuff!	8/27/2020 9:28 AM

35	prefer to go in for human interaction.	8/27/2020 7:47 AM
36	Not a techy	8/26/2020 9:21 PM
37	generally limit our online time. prefer hands-on material	8/26/2020 5:10 PM
38	Did not fit my need or schedule	8/26/2020 4:50 PM
39	They weren't of interest to me	8/26/2020 4:01 PM
40	I am not computer savvy!	8/26/2020 1:32 PM
41	No time. Played outside and curb side pick up books	8/26/2020 11:00 AM
42	Not aware of programs offered. I did use online book checkouts on my tablet.	8/26/2020 7:33 AM
43	Timing, being forgetful	8/26/2020 5:14 AM
44	Just didn't feel the need.	8/25/2020 10:44 PM
45	Some baby/toddler stuff was initially at nap time.	8/25/2020 9:44 PM
46	We like in person programs	8/25/2020 8:00 PM
47	I don't like online programs.	8/25/2020 7:28 PM
48	I try to avoid online - just my e:mail, business and current research.	8/25/2020 6:29 PM
49	i didn't know about them	8/25/2020 6:20 PM
50	I have logged in before and read some ebooks , but the last few months whenever I tried to look at or tried to download a book I got a message that I could not log in	8/25/2020 6:06 PM
51	Didn't realize that there were programs.	8/25/2020 5:52 PM
52	Not too good at on line activities	8/25/2020 5:07 PM
53	N/a	8/25/2020 4:55 PM
54	Because then i would rather borrow book from somebody else	8/25/2020 4:34 PM
55	Our internet was not good enough for online programs	8/25/2020 4:23 PM
56	The things that our children enjoyed in person at the library program cannot be experienced online. It allowed our children to have hands on with experienced when programs involved non-computer activities like science experiments, and crafts.	8/25/2020 4:10 PM
57	I just ordered books online for pick up. I do not use social media very often.	8/25/2020 4:04 PM
58	Not top-of-mind.	8/25/2020 3:40 PM
59	I don't use Facebook or instagram and do not intend to use them.	8/25/2020 3:32 PM
60	No specific reason	8/25/2020 3:30 PM
61	No time	8/25/2020 3:22 PM
62	I am not on Facebook or instagram	8/25/2020 3:02 PM
63	There wasn't one that I saw that I was interested in but I did follow the news feed of the library so I knew what was going on.	8/25/2020 3:01 PM
64	The only one that interested me enough was the book club, but I wasn't interested in the books they were reading.	8/25/2020 2:21 PM
65	None of interest or conflict of time	8/25/2020 2:20 PM
66	I have not had time since I've been helping look after my grandson so my daughter could go back to work. I have checked out ebooks.	8/25/2020 2:11 PM
67	I follow OCL on Twitter. I didn't know the library had Instagram. I think the programming I saw advertised through Twitter was mostly children's story times and I'm not a parent.	8/25/2020 1:27 PM
68	Na	8/25/2020 1:21 PM

69	Scheduling	8/25/2020 1:08 PM
70	Between working and schooling from home we already spent a lot of time in front of a computer.	8/25/2020 1:01 PM
71	We has enough resources available during our at home school learning and over the summer we have some books at home we've been reading.	8/25/2020 12:50 PM
72	I am not on Facebook	8/25/2020 12:09 PM
73	internet access is an issue - don't have unlimited internet	8/25/2020 11:55 AM
74	I just haven't had time	8/25/2020 11:36 AM
75	too busy outside in the garden :)	8/25/2020 11:20 AM
76	Didn't k now this was available	8/25/2020 11:07 AM
77	conflict with other commitments	8/25/2020 11:03 AM
78	Do not use social media.	8/25/2020 10:57 AM
79	Not interested to follow through	8/25/2020 10:26 AM
80	We participated.	8/25/2020 10:24 AM
81	Front line health care provider - would of loved to but did not have the time.	8/25/2020 10:21 AM
82	Working and didn't have time to pickup the materials	8/25/2020 10:10 AM
83	found out too late for the technology ones	8/25/2020 9:33 AM
84	Not interested	8/25/2020 9:19 AM
85	Don't like our boys to have so much screen time.	8/25/2020 8:57 AM
86	We try to keep screen time to tight healthy limits, especially in the summer.	8/25/2020 8:55 AM
87	I just wasn't interested	8/25/2020 8:51 AM
88	I don't use a lot of social media	8/25/2020 8:36 AM
89	I feel as though I am online all day - times are stressful and I want to unplug at the end of the day.	8/25/2020 8:23 AM
90	Do not use either Facebook or Instagram and am not interested in doing so.	8/25/2020 8:21 AM
91	I read online books From the library but didn't participate in other activities.	8/25/2020 8:08 AM
92	do not have/use social media	8/25/2020 8:02 AM
93	Don't like programs on computers I'm a Honda on person	8/25/2020 7:53 AM
94	My work changed during this time so my days were spent on the computer, I chose not to spend extra time online outside of work.	8/25/2020 5:47 AM
95	I enjoy the online audio books however. I'm already signed up for multiple online entertainment options I didn't need the options.	8/25/2020 1:00 AM
96	I want to see people in person	8/25/2020 12:07 AM
97	Didn't know about tnen	8/25/2020 12:03 AM
98	Did not have my library card number	8/24/2020 11:43 PM
99	otherwise busy	8/24/2020 11:29 PM
100	Don't have Facebook or Instagram	8/24/2020 10:51 PM
101	Nothing of interest, prefer face to face	8/24/2020 10:48 PM
102	Didn't know about them.	8/24/2020 10:38 PM
103	Because it wasn't the same thing as taking my daughter to the library to do the craft programs and such	8/24/2020 10:33 PM

104	I am not very tech savvy.	8/24/2020 10:32 PM
105	Not interested	8/24/2020 10:18 PM
106	I wasn't aware of any	8/24/2020 10:07 PM
107	I mostly read ebooks	8/24/2020 10:03 PM
108	N/A	8/24/2020 10:01 PM
109	I didn't know they were doing that	8/24/2020 9:49 PM
110	I am not a fan of social media	8/24/2020 9:45 PM
111	We have Netflix and I don't need additional programs.	8/24/2020 9:42 PM
112	I don't have Facebook or in stag ram accounts	8/24/2020 9:41 PM
113	I was doing schoolwork with my children when schools were closed and I didn't want them to be spending too much time viewing an iPad or computer anymore then they had too. When I started back to work, my children went to a daycare. Weekends are too crazy even if something was available.	8/24/2020 9:24 PM
114	Definitely I will participate	8/24/2020 9:23 PM
115	I wasn't aware they existed	8/24/2020 9:05 PM
116	reading downloaded books	8/24/2020 9:02 PM
117	had other interests	8/24/2020 8:39 PM
118	Ever since the library hosted the drag queen reading event I have lost faith and trust in the programs they provide.	8/24/2020 8:35 PM
119	slow internet, not aware, didn't like child in front of computer screen prefers to be actively engaged	8/24/2020 8:30 PM
120	We usually do the in person programs for kids. I didn't see any kids programs but I also probably wouldn't have attended a virtual kids program as we were rather done with screen time as a family	8/24/2020 8:29 PM
121	I didn't realize there were online programs. If I would have participated it would have depended on the program	8/24/2020 8:26 PM
122	Don't use many online programs	8/24/2020 8:25 PM
123	I have been very busy with some projects here at home so my time was well used getting some things done here	8/24/2020 8:19 PM
124	Screen fatigue,	8/24/2020 8:13 PM
125	wasn't interested	8/24/2020 8:13 PM
126	I had several new books that I was reading and was not looking for extra.	8/24/2020 8:11 PM
127	I don't have Facebook or instagram	8/24/2020 8:01 PM
128	I am already on the computer enough, let alone participate in online library programs.	8/24/2020 7:44 PM
129	I don't have a Facebook or Instagram account.	8/24/2020 7:43 PM
130	Not online literate	8/24/2020 7:41 PM
131	Na	8/24/2020 7:33 PM
132	prefer books/dvd's	8/24/2020 7:29 PM
133	I Didn't know they were available	8/24/2020 7:25 PM
134	Was working through entire pandemic situation and forgot about them.	8/24/2020 7:20 PM
135	I prefer to read a paper book.	8/24/2020 7:10 PM
136	Too busy working	8/24/2020 7:09 PM

137	not on Facebook or Instagram.	8/24/2020 7:07 PM
138	Didn't have time for them	8/24/2020 6:47 PM
139	Was not aware of it	8/24/2020 6:44 PM
140	Didn't know or wasn't interested in them	8/24/2020 6:43 PM
141	No use for them at this point	8/24/2020 6:41 PM
142	We saw them, I was just working full time so we weren't able to really participate.	8/24/2020 6:22 PM
143	Not sure	8/24/2020 6:21 PM
144	Wasn't aware they were available	8/24/2020 6:16 PM
145	I just use my library card for the audiobooks for work. Just disappointed that they do partial series of books rather than all of the books in the series	8/24/2020 6:03 PM
146	Wasn't aware of them	8/24/2020 5:58 PM
147	Didn't know about them	8/24/2020 5:54 PM
148	Busy with other commitments.	8/24/2020 5:44 PM
149	didn't know about them and don't partisipate with facebook etc	8/24/2020 5:43 PM
150	Didn't know about them	8/24/2020 5:42 PM
151	I use the library with my children who are too young for online stuff.	8/24/2020 5:41 PM
152	I just find any online video incredibly awkward. No matter who produces it. I did use Libby and hoopla a lot for ebooks	8/24/2020 5:39 PM
153	My toddler isn't great with FaceTime so I didn't think he'd get much out of it	8/24/2020 5:38 PM
154	Not much options	8/24/2020 5:36 PM
155	No wifi internet access at the time since I moved.	8/24/2020 5:31 PM
156	I like going to the library site itself. Everything seems to get too complicated when I have to use other programs, even though I do use Facebook a little bit.	8/24/2020 5:26 PM
157	Not interested	8/24/2020 5:18 PM
158	I was busy doing genealogy and used your references for BMD for the Ingersoll paper.	8/24/2020 5:17 PM
159	Not interested	8/24/2020 5:15 PM
160	Busy/unsure of times	8/24/2020 5:12 PM
161	I didn't know there was programs.	8/24/2020 5:06 PM
162	Didn't know they were there	8/24/2020 5:05 PM
163	I am not really into on-line programs technically challenged.	8/24/2020 5:05 PM
164	didn't know about them, or didn't have time; spring and summer are busy times so spent time at work or outside.	8/24/2020 4:59 PM
165	Was no need to	8/24/2020 4:58 PM
166	Generally not interested or comfortable in using online programs.	8/24/2020 4:57 PM
167	Not a fan of tech	8/24/2020 4:53 PM
168	i did	8/24/2020 4:50 PM
169	I dont currently follow Oxford County library on social media	8/24/2020 4:46 PM
170	NA	8/24/2020 4:43 PM
171	Too much other online	8/24/2020 4:41 PM
172	not comfortable	8/24/2020 4:36 PM

173	I have line of sight wifi	8/24/2020 4:34 PM
174	I like having a book in my hands.	8/24/2020 4:34 PM
175	Children too young to focus readily on online programs	8/24/2020 4:33 PM
176	Simply not interested	8/24/2020 4:29 PM
177	Don't participate in social media much.	8/24/2020 4:26 PM
178	Not interested.	8/24/2020 4:25 PM
179	Was not aware of them	8/24/2020 4:25 PM
180	N/A	8/24/2020 4:23 PM
181	Hard for me	8/24/2020 4:23 PM
182	Most interested in reading books	8/24/2020 4:22 PM
183	Just not interested plus dated computer hardware makes Zoom etc a no go	8/24/2020 4:21 PM
184	I was busy with work and stuff.	8/24/2020 4:21 PM
185	Didn't realize they were offered	8/24/2020 4:16 PM
186	I was busy with my child and summer yardwork	8/24/2020 4:16 PM
187	All I need are real books. Nothing offered was of current interest	8/24/2020 4:15 PM
188	I'm not a techie	8/24/2020 4:14 PM
189	Preferred to read a book instead	8/24/2020 4:10 PM
190	None were of interest to me or my kids	8/24/2020 4:05 PM
191	no time	8/24/2020 4:04 PM
192	Not interested	8/24/2020 4:04 PM
193	I was working. I read books online.	8/24/2020 4:04 PM
194	no time	8/24/2020 4:02 PM
195	Not on facebook or instagram	8/24/2020 4:02 PM
196	We were busy watching shows on Hoopla via the Library!	8/24/2020 4:00 PM
197	Not interested	8/24/2020 4:00 PM
198	Don't like online programs. I prefer person to person.	8/24/2020 3:57 PM
199	I was only interested in reading.	8/24/2020 3:55 PM
200	too busy	8/24/2020 3:52 PM
201	I like in person programs better	8/24/2020 3:52 PM
202	Did not interest me	8/24/2020 3:51 PM
203	Programs don't fit my interests or needs	8/24/2020 3:50 PM
204	Too busy with other things	8/24/2020 3:50 PM
205	I don't participate in social media sites like Facebook and I didn't know about the library's Instagram offering.	8/24/2020 3:50 PM
206	I was not aware of any pertaining to adults and I don't have young children	8/24/2020 3:48 PM
207	Too busy.	8/24/2020 3:48 PM
208	i am not so good at using facebook	8/24/2020 3:48 PM
209	The program was not of interest to me or my family.	8/24/2020 3:47 PM
210	My children don't get a lot of screen time.	8/24/2020 3:45 PM

211	na	8/24/2020 3:39 PM
212	none interested me at this time	8/24/2020 3:37 PM
213	not interested	8/24/2020 3:37 PM
214	I'm in my 70s and basically off-line. I couldn't care less about Facebook or Instagram or any of that stuff. I have a simple flip-phone, email, and the internet. And lots and lots of wonderful paper books.	8/24/2020 3:37 PM
215	No time	8/24/2020 3:36 PM
216	Had plenty of hard copy books to read. Not really into social media.	8/24/2020 3:26 PM
217	Timing was sometimes difficult; loved the online bookclub, but I didn't have time to read the book first.	8/24/2020 3:25 PM
218	Didn't know about them. Were there any specific to my community?	8/24/2020 3:24 PM
219	I don't like online participating	8/24/2020 3:24 PM
220	My children do better with in-person contact	8/24/2020 3:23 PM
221	Not applicable	8/24/2020 3:23 PM
222	I miss walking into the library with my kids. Being in person is what we love most at the library	8/24/2020 3:22 PM
223	I was inundated with other online programs and events, related largely to the health crisis and the dump fight.	8/24/2020 3:22 PM
224	I don't use social media	8/24/2020 3:21 PM
225	Those on offer virtually didn't appeal to me	8/24/2020 3:21 PM
226	I'm not computer smart	8/24/2020 3:20 PM
227	Because they are useless... I want to look, touch, investigate the books before I use them. That is the point of a library. Otherwise I may as well sign up for an online reading program.	8/24/2020 3:20 PM
228	Just can not get interested in it	8/24/2020 3:19 PM
229	I have enough of my own books to read.	8/24/2020 3:17 PM
230	My children are at an age where they do not use personal devices so a hands on approach is what we prefer.	8/24/2020 3:16 PM
231	I did	8/24/2020 3:16 PM
232	N/A	8/24/2020 3:16 PM
233	Kept busy with other projects at home.	8/24/2020 3:16 PM
234	not interested in online programs	8/24/2020 3:15 PM
235	There wasn't anything that appealed to me.	8/24/2020 3:14 PM
236	I wasn't aware of them	8/24/2020 3:14 PM
237	I wasn't aware of programs. I must not have noticed.	8/24/2020 3:12 PM
238	Kind of tired of all the online stuff	8/24/2020 3:12 PM
239	Other	8/24/2020 3:10 PM
240	I work fulltime	8/24/2020 3:09 PM
241	Reading instead	8/24/2020 3:09 PM

Q5 What other online library programs would interest you if they were available?

Answered: 193 Skipped: 81

#	RESPONSES	DATE
1	None	9/8/2020 8:10 PM
2	book club	9/8/2020 4:34 PM
3	more book clubs. Book talks on subjects such as cooking.	9/8/2020 11:03 AM
4	Writing workshop	9/7/2020 3:32 PM
5	Meditation, Mediumship, Phychic awareness learning	9/3/2020 9:46 AM
6	None	9/3/2020 8:53 AM
7	I'm not sure all that is available right now, but my son would be interested in some interactive STEM videos or possibly a childrens book club	9/1/2020 3:45 PM
8	tutorials	9/1/2020 10:04 AM
9	What I want is already available	8/31/2020 10:47 PM
10	Kids programs	8/31/2020 1:49 PM
11	ebooks	8/30/2020 8:40 PM
12	Not to sure....	8/30/2020 8:27 PM
13	I like accessing your e books.	8/30/2020 11:00 AM
14	I dont know	8/30/2020 8:46 AM
15	book clubs	8/29/2020 9:41 PM
16	More digital library resources	8/29/2020 6:50 PM
17	Meditation.	8/29/2020 6:09 PM
18	Access to books in my wish list	8/29/2020 2:45 PM
19	Readers advisory	8/29/2020 7:50 AM
20	Music lessons, art lessons, cooking lessons	8/28/2020 6:29 PM
21	Book clubs to discuss chapters as they are read.	8/28/2020 6:22 PM
22	Virtual paint nights Virtual kids programming like songs	8/28/2020 2:17 PM
23	Learning classes	8/28/2020 1:36 PM
24	None	8/28/2020 1:28 PM
25	None	8/28/2020 1:12 PM
26	One geared towards music: playing an instrument, musician(s) playing, etc.	8/28/2020 11:11 AM
27	A webinar on using the library to research local history or family history that is recorded to use any time would be helpful.	8/27/2020 9:28 AM
28	Don't know	8/26/2020 9:21 PM
29	homeschooling classes for kids, during regular school hours, connecting kids around the county - see 'outschool.com" for ideas	8/26/2020 5:10 PM
30	Not interested in online programs	8/26/2020 4:50 PM
31	none	8/26/2020 1:32 PM
32	going to work . can't do any. Interested in ipad games on kids tablet to play that were in interactive area. Names of games i mean.	8/26/2020 11:00 AM
33	My kids want to learn spanish, they like interactive games on line	8/26/2020 5:14 AM
34	Nothing that I can think of now.	8/25/2020 10:44 PM
35	Online book club for youth age 8-11	8/25/2020 9:55 PM

36	Baby / toddler reading programs.	8/25/2020 9:44 PM
37	I like having access to ancestry at home.	8/25/2020 9:22 PM
38	None	8/25/2020 8:00 PM
39	Regular programming again. (Kids stuff specifically).	8/25/2020 7:28 PM
40	i don't know	8/25/2020 6:20 PM
41	Don't know of any at this moment	8/25/2020 6:06 PM
42	Would like a learning class for photoshop. More classes for adults with cricut machines.	8/25/2020 5:52 PM
43	I'm not sure! There's a lot of fantastic resources available locally already in all honesty.	8/25/2020 4:55 PM
44	ones that are sent by email	8/25/2020 4:34 PM
45	We prefer the in person events	8/25/2020 4:23 PM
46	Not sure, I like going into the library.	8/25/2020 4:04 PM
47	classes/workshops	8/25/2020 3:40 PM
48	No ideas	8/25/2020 3:32 PM
49	Learning a language	8/25/2020 3:22 PM
50	I would like to see a program based on each section of the library, ie gardening, cooking, history, geography, etc. Maybe with a few books recommended.	8/25/2020 2:21 PM
51	A how to video of using all the resources offered	8/25/2020 2:20 PM
52	I am signed up for one of the universal learning programs through the library but have not had time to do that either. Hope to get back at it when school starts.	8/25/2020 2:11 PM
53	I like that the OCL did book clubs, although I didn't participate. I think it would also be cool to do a movie club where you have a week to watch something on Kanopy or Hoopla and then there's a discussion	8/25/2020 1:27 PM
54	Rental of books for online reading	8/25/2020 1:21 PM
55	More kids programs, back to school session with stories and crafts, etc.	8/25/2020 1:08 PM
56	Online craft corners for kids?	8/25/2020 12:50 PM
57	None	8/25/2020 12:09 PM
58	not sure	8/25/2020 11:55 AM
59	I have no idea as I'm not very computer literate	8/25/2020 11:36 AM
60	none	8/25/2020 11:20 AM
61	?	8/25/2020 11:07 AM
62	Perhaps local history, or genealogy.	8/25/2020 10:57 AM
63	Audio Books	8/25/2020 10:26 AM
64	Something specifically for babies	8/25/2020 10:24 AM
65	ancestry; bookclubs	8/25/2020 9:33 AM
66	None really	8/25/2020 9:19 AM
67	Online topical classes, such as photography.	8/25/2020 8:55 AM
68	I do like hoopla	8/25/2020 8:51 AM
69	I prefer to go into the branch with the children.	8/25/2020 8:36 AM
70	Crafts	8/25/2020 8:26 AM
71	More large print books.	8/25/2020 8:23 AM

72	Not sure	8/25/2020 8:21 AM
73	none - ebooks and movies sufficient	8/25/2020 8:02 AM
74	None	8/25/2020 7:53 AM
75	Library staff sharing short book reviews, or recommended reads.	8/25/2020 3:33 AM
76	I do enjoy your online research / homework options.	8/25/2020 1:00 AM
77	Small group, outdoor,	8/25/2020 12:07 AM
78	Possibly book-club	8/24/2020 11:29 PM
79	Story time for kids, email with craft ideas to do at home	8/24/2020 10:51 PM
80	I prefer in person	8/24/2020 10:48 PM
81	Art lessons for kids.	8/24/2020 10:38 PM
82	Not sure	8/24/2020 10:33 PM
83	Not really interested in on line programs at this time	8/24/2020 10:18 PM
84	Technology talks	8/24/2020 10:03 PM
85	I'm not sure.	8/24/2020 10:01 PM
86	Online book club, but more than one at a time so that there's a choice of books	8/24/2020 9:49 PM
87	unsure	8/24/2020 9:45 PM
88	better support for ipad , ebooks, on-line learning	8/24/2020 9:42 PM
89	I honestly just like bringing the kids there. I can't wait till it's safe to do so again	8/24/2020 9:24 PM
90	Same as this library	8/24/2020 9:23 PM
91	I don't know what was offered so hard to say what else. I did participate in the adult summer reading challenge that London Public Library did.	8/24/2020 9:05 PM
92	not sure	8/24/2020 9:02 PM
93	?	8/24/2020 8:39 PM
94	Anything science related	8/24/2020 8:35 PM
95	none	8/24/2020 8:30 PM
96	Maybe a virtual reading program that was free and easy to access where progress could be tracked. Or a virtual reading contest similar to other reading contests done other uears	8/24/2020 8:29 PM
97	Possibly	8/24/2020 8:25 PM
98	I am interested in a variety of programs and can't wait until the library is up and running full time again	8/24/2020 8:19 PM
99	Probably none	8/24/2020 8:13 PM
100	none	8/24/2020 8:13 PM
101	Honestly, online programs are already very abundant. I am more interested in books, and in person classes.	8/24/2020 8:11 PM
102	Book clubs on skype	8/24/2020 8:01 PM
103	N/A	8/24/2020 7:44 PM
104	Movies to download and books to download	8/24/2020 7:43 PM
105	Documentaries	8/24/2020 7:41 PM
106	Anything	8/24/2020 7:33 PM
107	?	8/24/2020 7:29 PM

108	photography, cooking, gardening, crafts	8/24/2020 7:25 PM
109	Prefer programs offered in person.	8/24/2020 7:10 PM
110	Online educational videos	8/24/2020 7:09 PM
111	none	8/24/2020 7:07 PM
112	Not sure	8/24/2020 6:44 PM
113	Online is not really my thing.	8/24/2020 6:43 PM
114	Online research tools	8/24/2020 6:41 PM
115	Not sure	8/24/2020 6:21 PM
116	Art	8/24/2020 5:54 PM
117	The offered programs look great and I hope to be able to participate soon.	8/24/2020 5:44 PM
118	just what you already have	8/24/2020 5:43 PM
119	Not really sure	8/24/2020 5:42 PM
120	Not sure	8/24/2020 5:41 PM
121	N/a	8/24/2020 5:39 PM
122	Basic cyberattack online learning	8/24/2020 5:36 PM
123	borrowing books for e-readers	8/24/2020 5:26 PM
124	None	8/24/2020 5:18 PM
125	Gardening, DIY, home renovations, tutorials in general!	8/24/2020 5:06 PM
126	Art classes, decorating classes	8/24/2020 5:05 PM
127	How to do things on-line.	8/24/2020 5:05 PM
128	not sure	8/24/2020 4:59 PM
129	I'm not sure	8/24/2020 4:53 PM
130	not sure	8/24/2020 4:50 PM
131	art sessions or children's programs	8/24/2020 4:46 PM
132	Guest speakers	8/24/2020 4:46 PM
133	I liked the kids programs	8/24/2020 4:43 PM
134	Not sure	8/24/2020 4:41 PM
135	none	8/24/2020 4:36 PM
136	None	8/24/2020 4:34 PM
137	None that I can think of	8/24/2020 4:29 PM
138	I use some digital magazine and all the different e-books. Not sure what else I would use.	8/24/2020 4:26 PM
139	Sorry, no idea	8/24/2020 4:25 PM
140	Crafts, home Reno/design, money management/budgeting	8/24/2020 4:25 PM
141	continuation of ancestry online	8/24/2020 4:23 PM
142	I don't know what is available	8/24/2020 4:23 PM
143	None	8/24/2020 4:21 PM
144	Christian book clubs.	8/24/2020 4:21 PM
145	I just like the books. But I would enjoy some classes or book trivia.	8/24/2020 4:14 PM

146	Paint nite, gaming workshops	8/24/2020 4:05 PM
147	Na	8/24/2020 4:04 PM
148	Depends on what is offered.	8/24/2020 4:04 PM
149	I love the historical lectures done by locals.	8/24/2020 4:02 PM
150	Unsure	8/24/2020 4:00 PM
151	How to: crafts, baking etc	8/24/2020 4:00 PM
152	None	8/24/2020 3:57 PM
153	Videos of books being read by a librarian	8/24/2020 3:56 PM
154	E-book programs	8/24/2020 3:55 PM
155	Library TV show	8/24/2020 3:52 PM
156	N/a	8/24/2020 3:52 PM
157	.	8/24/2020 3:50 PM
158	Not sure	8/24/2020 3:50 PM
159	Not usually a big online participant	8/24/2020 3:48 PM
160	If you like this book, then you'll like _____. (CBC radio does this)	8/24/2020 3:48 PM
161	maybe articles about Canadian authors	8/24/2020 3:48 PM
162	n/a	8/24/2020 3:47 PM
163	Education videos. Real life animals/people like national geography. No animation	8/24/2020 3:45 PM
164	Not sure. Would depend on the times they would be.	8/24/2020 3:43 PM
165	kids cooking/crafts	8/24/2020 3:39 PM
166	book clubs for more than just the few chosen books, cooking classes for specific diets is gluten free	8/24/2020 3:38 PM
167	Audio books	8/24/2020 3:37 PM
168	none	8/24/2020 3:37 PM
169	I'm very happy now. The service is superb.	8/24/2020 3:37 PM
170	not sure	8/24/2020 3:36 PM
171	Online book club	8/24/2020 3:26 PM
172	A local book club either face to face or virtual - One in Tavistock area.	8/24/2020 3:24 PM
173	None	8/24/2020 3:24 PM
174	Book clubs (which I am aware of)	8/24/2020 3:23 PM
175	ASL	8/24/2020 3:23 PM
176	Ingersoll Nature Club events streamed online, live and interactive. Readings by authors of fiction, drama and poetry, streamed online, live and interactive. Sustainable entrepreneurs talking about their innovations, work-life balance, decision-making process, etc., and of course, live, interactive. Resource lists and updates about Library resources related to Future Oxford Initiatives in all three pillars - environmental, community and economic.	8/24/2020 3:22 PM
177	education webinar like gardening/nature/cooking etc	8/24/2020 3:21 PM
178	French virtual story time Book club	8/24/2020 3:21 PM
179	None	8/24/2020 3:20 PM
180	None.	8/24/2020 3:20 PM

181	None	8/24/2020 3:17 PM
182	More book clubs and watch along movies would be good.	8/24/2020 3:16 PM
183	Any and all	8/24/2020 3:16 PM
184	I'm opened.	8/24/2020 3:16 PM
185	Crafting	8/24/2020 3:16 PM
186	none	8/24/2020 3:15 PM
187	Not sure!	8/24/2020 3:14 PM
188	Support for parents homeschooling. Ideas, resources	8/24/2020 3:14 PM
189	I'm happy to read online	8/24/2020 3:12 PM
190	Plant foraging lessons/videos	8/24/2020 3:12 PM
191	None	8/24/2020 3:10 PM
192	n/a	8/24/2020 3:09 PM
193	Not interested	8/24/2020 3:09 PM

Q6 What are you most excited or eager to do upon returning to the library?

Answered: 274 Skipped: 0

#	RESPONSES	DATE
1	Kids programs, look at the books before taking them out	9/8/2020 8:10 PM
2	browse the stacks	9/8/2020 4:34 PM
3	being able to talk to people and staff. To feel connected -- to find out what's going on.	9/8/2020 11:03 AM
4	browse for books	9/7/2020 3:32 PM
5	Doing research into new dvds, But now often scroll on line to see what is available.	9/6/2020 4:36 PM
6	Get books	9/5/2020 11:41 AM
7	getting books	9/3/2020 11:12 AM
8	Browse	9/3/2020 9:46 AM
9	Looking for new books to read	9/3/2020 8:53 AM
10	At this point in time, just borrow books.	9/1/2020 3:45 PM
11	See physical books and check them out	9/1/2020 2:17 PM
12	I am really enjoying the online books, however, I miss going to just look at books on the shelf and something just jump out at me	9/1/2020 10:04 AM
13	Ancestry research	8/31/2020 10:47 PM
14	Order books that have to be obtained outside of Oxford County	8/31/2020 4:26 PM
15	Find books to borrow to help me with homeschooling my children	8/31/2020 1:49 PM
16	kids programs	8/30/2020 8:40 PM
17	As an English major I value and support literature. The public needs to keep connected to the thoughts, and meanings behind fiction and non-fiction novels and articles. Old literature can still have great meaning to today's society, and even give a different perspective on ongoing issues in the world today. The library gives that knowledge and accessibility to the public.	8/30/2020 8:27 PM
18	Browsing shelves for books and magazines. Movies!	8/30/2020 4:04 PM
19	Coming to the library to search the shelves - I like taking the time to select a book this way before checking it out.	8/30/2020 11:00 AM
20	get a book	8/30/2020 8:46 AM
21	Being able to browse the books and pick out whatever i see. Able to join activities for kids and socialize with other moms	8/30/2020 6:59 AM
22	get a book club set	8/29/2020 9:41 PM
23	browsing and picking out movies and books	8/29/2020 8:51 PM
24	I enjoy working in the library, so I'm very excited to get back to that once I'm able to do so	8/29/2020 6:50 PM
25	Look at books	8/29/2020 6:44 PM
26	Pick out movies.	8/29/2020 6:09 PM
27	pick up books at normal times browse the shelves to select books	8/29/2020 4:38 PM
28	Take out books.	8/29/2020 3:04 PM
29	Get books	8/29/2020 2:45 PM
30	Curbside pickup allowed me to keep my library visit that same as usual.	8/29/2020 12:57 PM
31	I miss being able to look through the children's books in person. And my kids love playing in the space and using the LEGO wall, the tablets and the puppets etc. We also rent out the community room from time to time for our group and will love when we can do that again.	8/29/2020 12:12 PM
32	Browsing for books to read and visiting with the librarians and other patrons	8/29/2020 7:50 AM

33	Kids activities	8/28/2020 6:54 PM
34	Browse books	8/28/2020 6:29 PM
35	The chance to see staff and look for new arrivals.	8/28/2020 6:22 PM
36	returning and picking up books and seeing our librarian (innerkip branch) in a more normal way	8/28/2020 4:00 PM
37	I really miss visiting the library and browsing the books with my kids and most of all the kids programming like story time.	8/28/2020 2:17 PM
38	Look at the chapter books in person	8/28/2020 1:36 PM
39	Programming	8/28/2020 1:28 PM
40	Physically looking for books :)	8/28/2020 1:18 PM
41	Socializing!	8/28/2020 1:12 PM
42	Browsing the print collections.	8/28/2020 11:11 AM
43	Enjoy the comfort of the library and the exposure to books.	8/28/2020 11:01 AM
44	Browsing shelves to discover something new and I'm really looking forward to our book club group when it gets going again.	8/27/2020 9:28 AM
45	Be inside the library and browse books in person.	8/27/2020 7:47 AM
46	Getting a book from time on a topic that interests me	8/26/2020 9:21 PM
47	take out some books for bedtime reading. look into DVD resources for education kids content	8/26/2020 5:10 PM
48	The library being open more hours to pick up books. When I work full time, I can't get there between 11-2 or 1-4.	8/26/2020 4:50 PM
49	Have access to periodicals and a quiet space for reading/studying/working	8/26/2020 4:01 PM
50	Search the stacks for new reads.	8/26/2020 1:32 PM
51	look at books . will prob stay with curbside if option available	8/26/2020 11:00 AM
52	Check out hard copies of book after browsing selections	8/26/2020 7:33 AM
53	The ability to come relax, go through different books, play on ipads but as a family	8/26/2020 5:14 AM
54	Just hanging out in the library, reading magazines or newspapers.	8/25/2020 10:44 PM
55	Expanded pickup times	8/25/2020 9:55 PM
56	Baby / toddler story & song time. We miss Sue at the Tillsonburg library. She's great!	8/25/2020 9:44 PM
57	not sure	8/25/2020 9:22 PM
58	Just seeing the great staff that works at the library	8/25/2020 8:00 PM
59	Browse shelves, let the kids attend craft time, and let the kids use the computers.	8/25/2020 7:28 PM
60	Browse the stacks!	8/25/2020 6:29 PM
61	just browsing through stuff	8/25/2020 6:20 PM
62	Just look and browse	8/25/2020 6:06 PM
63	The convenience of picking up books close up home	8/25/2020 5:58 PM
64	Monthly Cricut classes with the Tillsonburg Cricut Club.	8/25/2020 5:52 PM
65	We are new to Tillsonburg and looking forward to exploring Tillsonburg Library	8/25/2020 5:07 PM
66	Actually getting to browse the books again	8/25/2020 4:55 PM
67	Read some donald ducks	8/25/2020 4:34 PM
68	Pick out our own books off the shelf and find a book you may not have seen before when it's on display.	8/25/2020 4:23 PM

69	Enjoy reading random books around the library with my small child. It gives them a hands on in-person menu of things they can have me read to them, and learn about.	8/25/2020 4:10 PM
70	Browsing for books	8/25/2020 4:04 PM
71	Be able to take a look at book content to decide if it meets my needs.	8/25/2020 3:40 PM
72	Wandering the aisles	8/25/2020 3:32 PM
73	physically browse the books	8/25/2020 3:30 PM
74	Looking for a book	8/25/2020 3:22 PM
75	browse	8/25/2020 3:10 PM
76	Check out books and take my grandson to Tales for Tots if it is available. Movies at the Ingersoll library	8/25/2020 3:02 PM
77	Pick up my own books again. I'd prefer to walk in the library and take a book off the shelf. And to peruse the shelves.	8/25/2020 3:01 PM
78	For my preschool son to pick out books	8/25/2020 2:24 PM
79	Being able to withdraw books.	8/25/2020 2:21 PM
80	Looking for a new series of books I just heard about.	8/25/2020 2:20 PM
81	For a couple years now, I have been using hoopla and overdrive to check out books. So have not actually been to the library very often.	8/25/2020 2:11 PM
82	Say hi to the nice librarians :)	8/25/2020 1:27 PM
83	Borrow books	8/25/2020 1:21 PM
84	Attend more programming for children	8/25/2020 1:08 PM
85	Browse through the book stacks	8/25/2020 1:01 PM
86	For the kids to be able to pick out their own books to read.	8/25/2020 12:50 PM
87	I look forward to going into our library and browsing the shelves, interacting with others.	8/25/2020 12:09 PM
88	actually get some books, magazines	8/25/2020 11:55 AM
89	Every thing	8/25/2020 11:36 AM
90	Picking books of the shelves !	8/25/2020 11:20 AM
91	Stay healthy	8/25/2020 11:07 AM
92	browse the shelves	8/25/2020 11:03 AM
93	Browsing, and access to magazines and local history reference books.	8/25/2020 10:57 AM
94	Browsing in person	8/25/2020 10:39 AM
95	Just get there	8/25/2020 10:26 AM
96	Seeing the library staff again and browsing for books. We've been placing holds online, but nothing beats doing it in person.	8/25/2020 10:24 AM
97	Hard copy books again, kitchen sharing program	8/25/2020 10:21 AM
98	Get holiday themed books	8/25/2020 10:10 AM
99	browse books, learn more computer technology and help	8/25/2020 9:33 AM
100	Browse shelves	8/25/2020 9:19 AM
101	Take out books for our boys.	8/25/2020 8:57 AM
102	Browse shelves that are not digital, lol. See familiar faces that have been so faithful with our curbside pickups--Oxford County, you have been OUTSTANDING in providing access to books throughout this summer!!!	8/25/2020 8:55 AM

103	I frequently use the printer to print quilting projects	8/25/2020 8:51 AM
104	Look at books, participate in activities.	8/25/2020 8:36 AM
105	See people	8/25/2020 8:26 AM
106	Large print books	8/25/2020 8:23 AM
107	Being able to actually get and read a physical book	8/25/2020 8:21 AM
108	Access to the PC's / printers	8/25/2020 8:21 AM
109	Pick out real books!	8/25/2020 8:08 AM
110	getting physical books	8/25/2020 8:02 AM
111	Look for my own books	8/25/2020 7:53 AM
112	I probably will continue with curbside pickup for awhile. In addition I will probably choose books off the shelves. We used to participate in the children's programs on a weekly basis.	8/25/2020 7:53 AM
113	Print stuff, and look up and down aisles.	8/25/2020 5:47 AM
114	Browsing reading material	8/25/2020 3:33 AM
115	Picking a good book, maybe a movie, playing a game or doing a puzzle.	8/25/2020 1:00 AM
116	Selecting books in person	8/25/2020 12:07 AM
117	Having kids pick out books	8/25/2020 12:03 AM
118	Check out an actual book	8/24/2020 11:43 PM
119	n/a - most of my interaction is via on-line programs	8/24/2020 11:29 PM
120	Play area for children	8/24/2020 10:51 PM
121	Browsing books and reading. Online is not the same	8/24/2020 10:48 PM
122	Browse the shelves, look at new acquisitions or Staff Picks	8/24/2020 10:48 PM
123	Browse the physical book selection with my kids.	8/24/2020 10:38 PM
124	All the craft programs and games	8/24/2020 10:33 PM
125	Adult exercise programs. Use of computers for printing documents	8/24/2020 10:32 PM
126	Just check out books	8/24/2020 10:18 PM
127	Have my kids pick out books	8/24/2020 10:07 PM
128	Use computer and printer	8/24/2020 10:03 PM
129	Browse for books.	8/24/2020 10:01 PM
130	I don't go into the branch very often, I use the online catalogs and take out e-books	8/24/2020 9:49 PM
131	opportunity to browse books to select one of interest	8/24/2020 9:45 PM
132	See kids in the library and chat with the staff!	8/24/2020 9:42 PM
133	Crochet or exercise classes	8/24/2020 9:41 PM
134	The kids love to pick a book or 2. My grade 2 likes the computer learning with the headphones when the 2 youngest are searching for books and playing in that tunnel thing (if that's still there	8/24/2020 9:24 PM
135	Reading books	8/24/2020 9:23 PM
136	browse the shelves!!	8/24/2020 9:05 PM
137	being able to see and touch books	8/24/2020 9:02 PM
138	borrow books	8/24/2020 8:39 PM
139	Not really all that eager.	8/24/2020 8:35 PM

140	baby programs	8/24/2020 8:30 PM
141	Kid's time with Michael	8/24/2020 8:29 PM
142	Reading	8/24/2020 8:26 PM
143	Borrowing books and seeing what programs are Available	8/24/2020 8:25 PM
144	I can't wait to browse the stacks and pick out books that interest me. Its not the same to look at the books online and try to decide if its something I would like to read.	8/24/2020 8:19 PM
145	Weekly library visits, research topics, getting to visit with the librarian again:)	8/24/2020 8:13 PM
146	getting books. I work during the day so I haven't been able to get books. And to pick up items the branch was only open during the daytime. I ended up driving to the Tillsonburg branch to get some books I was interested in reading. A big thank you to Merley Wheaton for helping me with this matter. She was very accomadating with assisting me.	8/24/2020 8:13 PM
147	Browsing for new books	8/24/2020 8:11 PM
148	Just visit.	8/24/2020 8:06 PM
149	Use in building services like computers	8/24/2020 8:01 PM
150	Browse and anxious for the No Name Bookclub to restart.	8/24/2020 7:44 PM
151	Take out books	8/24/2020 7:43 PM
152	To go to the library	8/24/2020 7:41 PM
153	Browse the book titles	8/24/2020 7:33 PM
154	getting new-release movies, some best seller books	8/24/2020 7:29 PM
155	attend the adult classes for recipes/cooking and crafts	8/24/2020 7:25 PM
156	Having solitude and browsing the new selections.	8/24/2020 7:20 PM
157	A program to take my granddaughter to.	8/24/2020 7:10 PM
158	Get new books	8/24/2020 7:09 PM
159	browsing the book shelves and attending in person programs	8/24/2020 7:07 PM
160	Regular operating hours	8/24/2020 6:47 PM
161	Getting books, reading online is eye tiring	8/24/2020 6:44 PM
162	the feel of a real book/ being able to wander the stacks and pick out books by reading the dust jacket or happening upon an interesting title. The catalogue is just not the same.	8/24/2020 6:43 PM
163	Saying hello to my librarians :)	8/24/2020 6:41 PM
164	Really missing baby group classes and singing.	8/24/2020 6:22 PM
165	Take out books	8/24/2020 6:21 PM
166	Browse in person	8/24/2020 6:16 PM
167	I do not really go to library just use online for audiobooks	8/24/2020 6:03 PM
168	Browse the book shelves	8/24/2020 5:58 PM
169	Being able to sign out books if I want to	8/24/2020 5:54 PM
170	Kid and adult crafts.	8/24/2020 5:44 PM
171	look at available books	8/24/2020 5:43 PM
172	Drop off donated books, sign out new books	8/24/2020 5:42 PM
173	My son loves the preschool literacy computers	8/24/2020 5:41 PM
174	Browse the stacks when it's finally safe to do so	8/24/2020 5:39 PM

175	We can't wait for story time on Wednesdays to come back (when it's safe of course)	8/24/2020 5:38 PM
176	Educational Video games for my child;	8/24/2020 5:36 PM
177	Monthly Book club meetings, being able to browse library material (possibly with wearing gloves or sanitizing ahead as you walk in?).	8/24/2020 5:31 PM
178	BROWSE NEW RELEASES	8/24/2020 5:26 PM
179	Getting books off the shelf	8/24/2020 5:18 PM
180	Researching	8/24/2020 5:17 PM
181	Browse the fiction collection	8/24/2020 5:15 PM
182	Bring my toddler	8/24/2020 5:12 PM
183	I miss borrowing books, but am not ready to enter buildings yet.	8/24/2020 5:06 PM
184	Looking for new decor books	8/24/2020 5:05 PM
185	See your tech person for help.	8/24/2020 5:05 PM
186	I prefer using e-books, but it is nice to have the chance to take out books or movies, especially as fall and winter arrive.	8/24/2020 4:59 PM
187	Absolutely when precautions are put in place , especially with the books	8/24/2020 4:58 PM
188	Browse the book shelves and use the private study rooms.	8/24/2020 4:57 PM
189	bringing my girls! We miss kids programs and books!	8/24/2020 4:53 PM
190	browse books...taking the kids	8/24/2020 4:50 PM
191	Borrow books with my children. Attend our weekly play group	8/24/2020 4:47 PM
192	join classes and presentations	8/24/2020 4:46 PM
193	Say hello to staff	8/24/2020 4:46 PM
194	Kids programs	8/24/2020 4:43 PM
195	Browse books	8/24/2020 4:41 PM
196	Books to read.	8/24/2020 4:41 PM
197	Look for my own books.	8/24/2020 4:36 PM
198	Browse for books	8/24/2020 4:34 PM
199	Get books safely.	8/24/2020 4:34 PM
200	Our children greatly enjoyed the kids area of the library.	8/24/2020 4:33 PM
201	Checking out the new 7 day "check out " books	8/24/2020 4:29 PM
202	Books in hand.	8/24/2020 4:26 PM
203	Pick up that DVD that I've been waiting months for. I was #4 and after 3 or 4 months, I'm 2 in the que.	8/24/2020 4:25 PM
204	Browse through different materials	8/24/2020 4:25 PM
205	local history research	8/24/2020 4:23 PM
206	Look at books before I take them out	8/24/2020 4:23 PM
207	Read hardcopy	8/24/2020 4:22 PM
208	Browse the shelves for book selection	8/24/2020 4:21 PM
209	Get physical library books out again!	8/24/2020 4:21 PM
210	Getting books and seeing people at a distance	8/24/2020 4:16 PM
211	Taking out books with my child	8/24/2020 4:16 PM

212	Read magazines	8/24/2020 4:15 PM
213	Check out a stack of books. Browse the aisles.	8/24/2020 4:15 PM
214	I am excited to be able to browse and smell the books, and possibly volunteer:)	8/24/2020 4:14 PM
215	To browse the book titles again	8/24/2020 4:10 PM
216	Swap puzzles. I have lots to share	8/24/2020 4:05 PM
217	getting books	8/24/2020 4:04 PM
218	In person book browsing	8/24/2020 4:04 PM
219	Yes I enjoy reading and miss being able to get items from the library.	8/24/2020 4:04 PM
220	s	8/24/2020 4:02 PM
221	Browse and check out books.	8/24/2020 4:02 PM
222	Check the new DVDs	8/24/2020 4:00 PM
223	Magazines	8/24/2020 4:00 PM
224	Person interaction. Browse for books.	8/24/2020 3:57 PM
225	Allow my children to browse the books in their 6-8 age category	8/24/2020 3:56 PM
226	Inter-library loans, so that I may read books not available at my local branch	8/24/2020 3:55 PM
227	hopefully visit some small classes in person	8/24/2020 3:52 PM
228	Talk to Dianne and get lots of magazines and books to take home	8/24/2020 3:52 PM
229	Get some new books to read	8/24/2020 3:51 PM
230	I tend to use the e-books , in library programs are generally too far away to participate	8/24/2020 3:50 PM
231	Letting the kids browse for books	8/24/2020 3:50 PM
232	Picking out books for my grandchildren in the children's section. I am also hoping they can go to the library again for programs.	8/24/2020 3:50 PM
233	Browse through the books in person	8/24/2020 3:48 PM
234	Browsing books.	8/24/2020 3:48 PM
235	read magazines in the library	8/24/2020 3:48 PM
236	Browse the shelves to find my next read.	8/24/2020 3:47 PM
237	Pickup books, kids love to come along and play/browse	8/24/2020 3:45 PM
238	Meet the people I haven't seen since March. That is book club, craft & gab and the library staff, except all the library staff have moved on.	8/24/2020 3:43 PM
239	Browse for books	8/24/2020 3:40 PM
240	movie days	8/24/2020 3:39 PM
241	smell the books lol	8/24/2020 3:38 PM
242	see what board games they may have	8/24/2020 3:37 PM
243	Love to browse books and see people!	8/24/2020 3:37 PM
244	Reading all the titles I've found during the shut down. I have a little spread sheet of gotta reads.	8/24/2020 3:37 PM
245	taking books out	8/24/2020 3:36 PM
246	Open regular hours again	8/24/2020 3:32 PM
247	More hard copy books.	8/24/2020 3:26 PM

248	getting book club started again	8/24/2020 3:25 PM
249	Nothing specific	8/24/2020 3:24 PM
250	Pick up books	8/24/2020 3:24 PM
251	Children's programming	8/24/2020 3:23 PM
252	Being out of the house	8/24/2020 3:23 PM
253	Browsing books. I find it so hard to pick put books online without knowing exactly what I want	8/24/2020 3:22 PM
254	See the friendly (though masked) faces of the very helpful and genuinely interested staff.	8/24/2020 3:22 PM
255	browsing the books	8/24/2020 3:21 PM
256	Browse! And take out hard copies of books.	8/24/2020 3:21 PM
257	Getting books and knitting	8/24/2020 3:20 PM
258	Look at the actual books that I want to pick out.	8/24/2020 3:20 PM
259	get a hand on a real book that I want to read	8/24/2020 3:19 PM
260	Book club	8/24/2020 3:17 PM
261	Reading new books from my favourite authors.	8/24/2020 3:17 PM
262	Seeing staff. Borrowing paper books.	8/24/2020 3:16 PM
263	Children's programs and adult paint nights.	8/24/2020 3:16 PM
264	History research	8/24/2020 3:16 PM
265	My children keep asking to go, it would be nice to have them see other children.	8/24/2020 3:16 PM
266	To take out books and dvds	8/24/2020 3:16 PM
267	using the facilities in person	8/24/2020 3:15 PM
268	Looking and browsing for books at my leisure.	8/24/2020 3:14 PM
269	Check out books!	8/24/2020 3:14 PM
270	I don't go to the library	8/24/2020 3:12 PM
271	Have kids programming like the bike rodeo (Princeton), and Trash Theatre.	8/24/2020 3:12 PM
272	Go in to look for new books myself	8/24/2020 3:10 PM
273	Actually seeing the books to decide what I want to check out. I get children's books because I read to my son every night. However, it is really hard to know if the books are appropriate simply by looking at the summary and book cover online.	8/24/2020 3:09 PM
274	Browse new releases	8/24/2020 3:09 PM

Q10 Please share any additional concerns you may have about returning to the library.

Answered: 153 Skipped: 121

#	RESPONSES	DATE
1	None	9/8/2020 8:10 PM
2	People not wearing masks.	9/8/2020 11:03 AM
3	Just the unknown, same as any place you go these days	9/1/2020 10:04 AM
4	None	8/31/2020 10:47 PM
5	None	8/31/2020 1:49 PM
6	That the books and other devices will become infected and attendees will not respect the sanitary needs for others safety.	8/30/2020 8:27 PM
7	I am not concerned for myself. With regards to my answer above re: registration for programs, I would hate to see someone turned away if they showed up and hadn't registered - perhaps reserving a few extra spaces available for people that might arrive without knowing that they need to or are able to register ahead of time.	8/30/2020 11:00 AM
8	I dont know	8/30/2020 8:46 AM
9	My only other concern would be how musty and dusty will the library smell.	8/29/2020 8:51 PM
10	What if the books carry the virus when they are returned/put back on the shelf	8/29/2020 6:50 PM
11	.	8/29/2020 6:09 PM
12	Safety first mindset please, for patrons and staff	8/29/2020 2:45 PM
13	I hope that the children's area remains as is... i.e. not having tablets, computers, toys and legos taken away from the space. We can all use hand sanitizer after use.	8/29/2020 12:12 PM
14	how long it takes to sanitize paper between uses and while browsing.	8/29/2020 7:50 AM
15	People who refuse to wear masks!	8/28/2020 6:29 PM
16	we will be excited to come back , we have missed our library times, eventhough we also appreciated the possibility to do curbside pickup to continue our love of reading.	8/28/2020 4:00 PM
17	How often the books are being cleaned. When kids browse and touch books but don't take them out who is casually cleaning the books on the shelves?	8/28/2020 2:17 PM
18	None	8/28/2020 1:36 PM
19	Ensuring cleaning is occurring more often than before	8/27/2020 7:47 AM
20	Probably good idea to wash hands after handling a book	8/26/2020 9:21 PM
21	looking forward to it as long as there aren't a bunch of 'fear-based' protocols in place! (mask wearing, physical distancing, mandatory sanitizing, etc.) Humans need to build up healthy immune systems through daily exchange, negating that fact will really create a weak population.	8/26/2020 5:10 PM
22	None	8/26/2020 4:50 PM
23	I would encourage quick turnover of attendees and guaranteeing of library material ie books, dvds etc for 3 days.	8/26/2020 1:32 PM
24	no concerns. Well ok kids area take away toys and iPad for germs	8/26/2020 11:00 AM
25	None	8/26/2020 7:33 AM
26	I have no concerns	8/26/2020 5:14 AM
27	questions answered them	8/25/2020 9:22 PM
28	No other concerns	8/25/2020 8:00 PM
29	None	8/25/2020 7:28 PM
30	No worries re: staff! but maybe an unobservant patron?	8/25/2020 6:29 PM
31	na	8/25/2020 6:20 PM

32	None	8/25/2020 6:06 PM
33	No not at this time. Thank you	8/25/2020 5:52 PM
34	N/A	8/25/2020 4:55 PM
35	No concerns	8/25/2020 4:04 PM
36	no additional concerns at this time	8/25/2020 3:30 PM
37	touch surfaces / washroom use	8/25/2020 3:10 PM
38	No	8/25/2020 3:01 PM
39	Just the main 3, masks, distancing and cleanliness.	8/25/2020 2:21 PM
40	None	8/25/2020 2:20 PM
41	One thought I have about outdoor programming is that the libraries I visit (Thamesford and Ingersoll) don't have a lot of outdoor space. Maybe a park is a good option?	8/25/2020 1:27 PM
42	I think you will do a good job	8/25/2020 1:21 PM
43	None.	8/25/2020 1:08 PM
44	No concerns	8/25/2020 12:09 PM
45	glad that you are asking folks what would make them comfortable	8/25/2020 11:55 AM
46	I don't have any	8/25/2020 11:36 AM
47	none , looking forward to the reopening	8/25/2020 11:20 AM
48	None at this time	8/25/2020 11:07 AM
49	None at all	8/25/2020 10:26 AM
50	I am personally excited to be able to go back into the library, but I won't be bringing my baby inside for the foreseeable future. I hope curbside pickup will still be available.	8/25/2020 10:24 AM
51	Worried if computers with internet are limited to public if this will poorly effect people's ability to cope with isolation d/t pandemic	8/25/2020 10:21 AM
52	.	8/25/2020 8:55 AM
53	None	8/25/2020 8:51 AM
54	I have no concerns about the virus however if my children need to be masked while there I will likely not attend library events.	8/25/2020 8:36 AM
55	None at this time	8/25/2020 8:21 AM
56	None	8/25/2020 8:21 AM
57	none if precautions taken	8/25/2020 8:02 AM
58	None	8/25/2020 7:53 AM
59	Are all books held for 48 hours after use before being reshelved? Will there be a limit of people in the library at one time and can that be updated real-time on your library site? Just so you don't show up and no admittance?	8/25/2020 1:00 AM
60	I am looking forward to the library opening	8/25/2020 12:07 AM
61	N/a	8/24/2020 10:51 PM
62	Ingersoll library is already well spread out.	8/24/2020 10:48 PM
63	Not a concern, just a couple of suggestions. Limiting the length of a visit to minimize contact time. Capping the number of people based on the size of the branch.	8/24/2020 10:48 PM
64	Not available	8/24/2020 10:33 PM
65	None that I can think of at this time	8/24/2020 10:18 PM

66	No concerns	8/24/2020 10:01 PM
67	None	8/24/2020 9:49 PM
68	If craft days are still going to be held they would still be nice to do. Outside would be better if possible. But at least distancing between children with a parent being able to be with them. I don't know. This is all so sad. :(8/24/2020 9:24 PM
69	Very excited	8/24/2020 9:23 PM
70	# of people in the library at a time and keeping people out of my personal space	8/24/2020 9:05 PM
71	no additional concerns	8/24/2020 9:02 PM
72	I have no concerns regarding the virus. My concerns are regarding the types of programs the library believe are good and safe for children	8/24/2020 8:35 PM
73	none	8/24/2020 8:29 PM
74	Na	8/24/2020 8:13 PM
75	I am considering going to the Tillsonburg branch even though I live in Norwich. It may be out of the way for me but I think the selection is better and the hours too.	8/24/2020 8:13 PM
76	None	8/24/2020 8:11 PM
77	None	8/24/2020 8:06 PM
78	No other concerns	8/24/2020 8:01 PM
79	I have no concerns returning to the library at all. I am sure all safety protocols will be in place when the doors open.	8/24/2020 7:44 PM
80	Limit how many people come inside and limit the time	8/24/2020 7:43 PM
81	None	8/24/2020 7:41 PM
82	Nothing	8/24/2020 7:33 PM
83	library staff are always friendly and helpful	8/24/2020 7:29 PM
84	I don't really have any	8/24/2020 7:25 PM
85	None at this time	8/24/2020 7:10 PM
86	I like the fact you are taking in the feedback of patrons to plan	8/24/2020 7:09 PM
87	I don't do Library programs. I just do books and a few minutes for jigsaw puzzle or using the table to write my postcards. Do that many people show up for "Programs" Most times the teen ones are cancelled for lack of people. I think I have only ever gone to one exercise class and it was for next to disabled people. I never went back.	8/24/2020 6:43 PM
88	None at this point.	8/24/2020 6:41 PM
89	None	8/24/2020 6:21 PM
90	Limit of number of people in library	8/24/2020 5:54 PM
91	None at all.	8/24/2020 5:44 PM
92	none	8/24/2020 5:43 PM
93	None	8/24/2020 5:42 PM
94	None	8/24/2020 5:41 PM
95	Often children are running around "loose" with little to no supervision. This isn't safe for many obvious reasons. Also I am tired by the warnings people are getting. We're months into the new normal! Stop coddling people.	8/24/2020 5:39 PM
96	Everything was covered as I am basing my answers on attending otterville library only, as I feel very comfortable with the large space and know that number The people who entered that library wasn't overly heavyso my concerns are very minimal with the precautions noted above to enter the library.	8/24/2020 5:31 PM

97	I'm still not comfortable with the science behind the spreading of germs from items (like books) that have been touched, coughed, or sneezed on by COVID positive people.	8/24/2020 5:26 PM
98	Children's programs would be nice	8/24/2020 5:18 PM
99	Books are high touch surfaces. Paper can't be sanitized.	8/24/2020 5:06 PM
100	None	8/24/2020 5:05 PM
101	As long as the library is following all Covid requirements I will trust the library.	8/24/2020 5:05 PM
102	none	8/24/2020 4:53 PM
103	I have been reading e-books and really enjoy them as an at risk senior. I realize that the library is an essential resource for many people. I am fortunate to have computer access at home	8/24/2020 4:46 PM
104	I'm worried about kids in the kids programs. They are too little to wear masks, and don't know how to socially distance.	8/24/2020 4:43 PM
105	None	8/24/2020 4:41 PM
106	My only concern is that it will coincide with reopening of schools so I may wait a month to see what happens with that. In my personal experience, kids are germ spreaders even if they do not get super sick....	8/24/2020 4:34 PM
107	Full marks to your organization in the manner in which you have dealt with the virus up to this point. I have been picking up books while parking at curb side in Thamesford. Very effective and safe for everyone	8/24/2020 4:29 PM
108	None	8/24/2020 4:26 PM
109	None	8/24/2020 4:25 PM
110	Clean and sanitation of items	8/24/2020 4:25 PM
111	I am a vulnerable person and am not ready to visit the library just yet	8/24/2020 4:23 PM
112	None	8/24/2020 4:23 PM
113	I hope that the set up will be very similar to how our local grocery stores have handled the Covid protocols.	8/24/2020 4:21 PM
114	I'm excited for it to reopen!	8/24/2020 4:21 PM
115	Understanding book handling cleaning procedures	8/24/2020 4:15 PM
116	I would like to have a no contact pickup much like it is now where one can place a hold on a book online, then pick it up at the library with safety measures in place.	8/24/2020 4:14 PM
117	Hope that items are sanitized prior to their availability to the public	8/24/2020 4:05 PM
118	None	8/24/2020 4:04 PM
119	Are borrowed materials disinfected before being returned to the shelf	8/24/2020 4:02 PM
120	None.	8/24/2020 4:00 PM
121	Cleanliness of computers and touch screens	8/24/2020 3:56 PM
122	Space out any programs over a period of time, so even in the event of limited number of attendees everyone has a chance to attend	8/24/2020 3:55 PM
123	Keeping resources, space, air virus free. Transfer of virus from children, and adults who don't follow the rules	8/24/2020 3:50 PM
124	Sanitizing touch points	8/24/2020 3:50 PM
125	No concerns	8/24/2020 3:48 PM
126	N/A	8/24/2020 3:48 PM
127	witing in line	8/24/2020 3:48 PM
128	n/a	8/24/2020 3:47 PM

129	.	8/24/2020 3:43 PM
130	n/a	8/24/2020 3:39 PM
131	ensuring its sanitized, which is harder to do where books are concerned	8/24/2020 3:38 PM
132	as long as mandatory precautions are adhered to by all. No exceptions. If on has a medical condition that they can't wear a mask then they shouldn't attend	8/24/2020 3:37 PM
133	Masks for all, social distancing - ! actually enforced ! - increased emphasis on using holds to cut down physical member traffic, gloves for staff and then, as we said in the 1960s, let's rock on.	8/24/2020 3:37 PM
134	that everyone is willing to participate in staying safe	8/24/2020 3:25 PM
135	No concerns	8/24/2020 3:24 PM
136	N/A	8/24/2020 3:23 PM
137	What precautions will be taken if someone on staff tests positive?	8/24/2020 3:23 PM
138	I worry about the second, third and fourth waves' impact on your staff, public and services. Note: the second wave is more COVID like we are seeing in Europe; the third wave is the people who have postponed medical treatments voluntarily or because ordered to do so as a response to COVID ; the fourth wave is the PTSD or similar demonstrated by care-givers, the waves of grief by friends and family of those lost to COVID (Though this is already present and will persist through the second and third waves, and be aggravated by them, no doubt).	8/24/2020 3:22 PM
139	None	8/24/2020 3:21 PM
140	If everyone does what they should there should not be a problem.	8/24/2020 3:20 PM
141	If there is any registration, masks or any other nonsense- I will not be coming. Not interested in any nonsense.	8/24/2020 3:20 PM
142	cant wait!	8/24/2020 3:19 PM
143	No concerns. We just have continue current practices.	8/24/2020 3:17 PM
144	None	8/24/2020 3:16 PM
145	N/A	8/24/2020 3:16 PM
146	1. Too many people at once. 2. Having to wait long periods outside if too many people are in the library	8/24/2020 3:16 PM
147	None.	8/24/2020 3:14 PM
148	Opportunities for kids to participate in a safe way with parents to encourage social distancing	8/24/2020 3:14 PM
149	I have no other concerns.	8/24/2020 3:12 PM
150	None if basic measures are taken (ie: masks and sanitizing).	8/24/2020 3:12 PM
151	None	8/24/2020 3:10 PM
152	none	8/24/2020 3:09 PM
153	None	8/24/2020 3:09 PM

Q16 Do you have any additional comments that you have not included above?

Answered: 131 Skipped: 143

#	RESPONSES	DATE
1	No	9/8/2020 8:10 PM
2	No	9/3/2020 9:46 AM
3	no	9/3/2020 8:53 AM
4	not at this time	9/1/2020 10:04 AM
5	no	8/31/2020 10:47 PM
6	no	8/31/2020 4:26 PM
7	No	8/31/2020 1:49 PM
8	n	8/30/2020 8:40 PM
9	None	8/30/2020 8:27 PM
10	You offer great programs - thank you!	8/30/2020 11:00 AM
11	No	8/30/2020 8:46 AM
12	I'm just a traditional library user, who likes to borrow magazines, books, and movies.	8/29/2020 8:51 PM
13	.	8/29/2020 6:09 PM
14	Miss the library!	8/28/2020 2:17 PM
15	Excited for the library to reopen!	8/28/2020 1:36 PM
16	No	8/26/2020 9:21 PM
17	Gail has been amazing at helping me get the books I've checked out and I appreciate all the staff at the Thamesford library for what they have been doing to make books available to my family. I don't use any other programming so can't answer questions related to that.	8/26/2020 4:50 PM
18	no	8/26/2020 11:00 AM
19	No	8/26/2020 7:33 AM
20	No	8/26/2020 5:14 AM
21	No	8/25/2020 9:44 PM
22	none	8/25/2020 9:22 PM
23	No	8/25/2020 7:28 PM
24	no	8/25/2020 6:20 PM
25	Don't know of any	8/25/2020 6:06 PM
26	no	8/25/2020 5:52 PM
27	No	8/25/2020 4:55 PM
28	Would be nice to have our Saturday mornings back in Harrington.	8/25/2020 4:23 PM
29	No	8/25/2020 4:04 PM
30	notices on the Post Office bulletin board would also be appreciated.	8/25/2020 3:40 PM
31	no additional comments	8/25/2020 3:30 PM
32	No.	8/25/2020 3:01 PM
33	Welcome back!	8/25/2020 2:21 PM
34	No	8/25/2020 2:20 PM
35	I think that the OCL has done a great job maintaining its relationship with the community during the pandemic! You did a great job facilitating distance programs for all age levels. I am also a member of the Brantford Public Library, and when I compare OCL against BPL, I can say that	8/25/2020 1:27 PM

OCL made a lot of effort to continue to be a community hub in a state of crisis whereas Brantford completely shut down and stopped its engagement with patrons. Thanks for being there for Oxford!

36	No	8/25/2020 1:21 PM
37	None.	8/25/2020 1:08 PM
38	Can't wait for your doors to open.	8/25/2020 12:09 PM
39	no	8/25/2020 11:55 AM
40	No	8/25/2020 11:36 AM
41	no	8/25/2020 11:20 AM
42	No	8/25/2020 11:07 AM
43	No.	8/25/2020 10:57 AM
44	no	8/25/2020 10:26 AM
45	Looking forward to using our branch again although we may not come for programs for awhile.	8/25/2020 10:24 AM
46	looking forward to opening. Have really appreciated the curbside pick up over the summer. Great job!!	8/25/2020 9:33 AM
47	Thank you, Ingersoll branch, for giving our family access to so many books. during this summer! We appreciate you!!!	8/25/2020 8:55 AM
48	No	8/25/2020 8:51 AM
49	None at this time	8/25/2020 8:21 AM
50	None	8/25/2020 8:21 AM
51	The sooner the better!	8/25/2020 8:08 AM
52	I still love ordering some books through the online program and coming in and picking them up	8/25/2020 7:53 AM
53	Good luck coming back! Hope things work out.	8/25/2020 1:00 AM
54	No	8/25/2020 12:07 AM
55	No	8/24/2020 10:51 PM
56	Nope	8/24/2020 10:48 PM
57	No	8/24/2020 10:33 PM
58	no	8/24/2020 10:32 PM
59	no	8/24/2020 10:18 PM
60	No	8/24/2020 10:01 PM
61	Why could I only give one answer for the last two questions?	8/24/2020 9:42 PM
62	Looking forward to bringing my children back.	8/24/2020 9:24 PM
63	No	8/24/2020 9:23 PM
64	no	8/24/2020 9:02 PM
65	Other than poor programming choices for Children I'm good	8/24/2020 8:35 PM
66	No	8/24/2020 8:13 PM
67	I haven't found any programs interesting at Norwich Branch. I have attended a couple at Tillsonburg. I like the hours there, they are more accommodating for working adults.	8/24/2020 8:13 PM
68	Nope	8/24/2020 8:11 PM
69	N/A	8/24/2020 7:44 PM

70	No	8/24/2020 7:41 PM
71	Na	8/24/2020 7:33 PM
72	no	8/24/2020 7:29 PM
73	No	8/24/2020 7:09 PM
74	No	8/24/2020 6:44 PM
75	I don't do programs so this survey is useless to you. I didn't fill in questions 12 and 13 the survey wouldn't let me end unless I said something. I'm not interested in anything except maybe one film a month. Most I have seen before.	8/24/2020 6:43 PM
76	No thank you	8/24/2020 6:41 PM
77	No	8/24/2020 6:21 PM
78	No	8/24/2020 5:54 PM
79	If libraries are reopening on a restricted or modified schedule, please ensure there are open times that fall outside of school hours. Our branch currently has pickup from 1-4 on Fridays so we would be very appreciative if there were another option available after 4 or on weekend once school begins. Thanks so much for the wonderful programming and pickup program! It's been such an important part of our summer.	8/24/2020 5:44 PM
80	looking forward to reopening	8/24/2020 5:43 PM
81	None	8/24/2020 5:42 PM
82	No	8/24/2020 5:41 PM
83	N/a	8/24/2020 5:39 PM
84	No	8/24/2020 5:31 PM
85	None	8/24/2020 5:18 PM
86	My eyes are not good so I don't do a lot of reading.	8/24/2020 5:17 PM
87	No	8/24/2020 5:05 PM
88	No	8/24/2020 4:57 PM
89	No	8/24/2020 4:53 PM
90	Safety is the highest priority.	8/24/2020 4:46 PM
91	Decrease wait time for handling returned books.	8/24/2020 4:41 PM
92	I have enjoyed Ancestry over the months. This was/is very useful. Please keep it!	8/24/2020 4:41 PM
93	no thx	8/24/2020 4:36 PM
94	Just happy you are back in whatever capacity.	8/24/2020 4:26 PM
95	Would have chosen 4 of the offerings in question 15 if allowed.	8/24/2020 4:25 PM
96	N/A	8/24/2020 4:23 PM
97	No	8/24/2020 4:23 PM
98	I appreciate how helpful the staff have been once the library opened for material borrowing. This has added to their work load considerably but all aspects have been handled cheerfully and very professionally.	8/24/2020 4:21 PM
99	Nope	8/24/2020 4:14 PM
100	No	8/24/2020 4:05 PM
101	Do not use social media much at all	8/24/2020 4:04 PM
102	None	8/24/2020 4:00 PM
103	More learn to draw books please.	8/24/2020 3:56 PM

104	N/a	8/24/2020 3:52 PM
105	No.	8/24/2020 3:48 PM
106	the library is more than a day shopping, it is like being with a friend.	8/24/2020 3:48 PM
107	I am most interested in the return of being able to borrow items from the facility. i appreciated the ability to for scheduled pick ups from the facilities during lockdown, but found it difficult to find time to spend time online selecting novels. i prefer the hands-on approach!	8/24/2020 3:47 PM
108	.	8/24/2020 3:43 PM
109	na	8/24/2020 3:39 PM
110	Did not get a chance to highlight more than one digital platform!!	8/24/2020 3:37 PM
111	We moved to Ingersoll from Toronto 4 years ago. I never expected in a little town to have such a marvelous library staffed by such lovely people.	8/24/2020 3:37 PM
112	Thank you for all you do for our community!!	8/24/2020 3:25 PM
113	No	8/24/2020 3:24 PM
114	We've missed the library and it's programs and are excited to see it open again!	8/24/2020 3:23 PM
115	Thank you for bring back our literary community!	8/24/2020 3:23 PM
116	In the next months some will argue for austerity and the need to cut government services to feed the economy. They are wrong. I'll tell me so, but you can help frame the discussion by making lots of resources around how the community is lifted by popular and formal education.	8/24/2020 3:22 PM
117	No	8/24/2020 3:21 PM
118	No	8/24/2020 3:20 PM
119	no	8/24/2020 3:20 PM
120	maybe a few computer hands on lessons	8/24/2020 3:19 PM
121	It's too soon for programming or allowing people inside branches. Very confused about why it would be permitted when the local and provincial numbers of infections are higher than when things were closed mid March	8/24/2020 3:16 PM
122	No	8/24/2020 3:16 PM
123	N/A	8/24/2020 3:16 PM
124	No	8/24/2020 3:16 PM
125	I have very little knowledge about computers at this time and would enjoy getting more comfortable using the computer and finding out more about what it can do.	8/24/2020 3:15 PM
126	No	8/24/2020 3:14 PM
127	Homeschooling learning opportunities would be amazing!	8/24/2020 3:14 PM
128	I have no other comments	8/24/2020 3:12 PM
129	no.	8/24/2020 3:12 PM
130	No	8/24/2020 3:10 PM
131	none	8/24/2020 3:09 PM

To: Oxford County Library Board

From: CEO/Chief Librarian

2021 Library Business Plan Goals and Objectives

RECOMMENDATION

- 1. That the Oxford County Library Board approve the 2021 Business Plan goals and objectives as set forth in Report No. 2020-20.**

REPORT HIGHLIGHTS

- Ongoing value of the goals and objectives that were established for 2020 but unable to be fully realized due to the shutdown of library services due to COVID-19 and the ongoing staged recovery of branch services
- Opportunities for the library to respond to community needs and adapt services accordingly.

Implementation Points

Approval of the proposed goals and objectives for 2021, and the addition of goals and objectives put forward and approved by the Board as a result of discussion, will guide the preparation of the draft 2021 operating budget, which will be presented to the Board for consideration at its October 19, 2020 regular meeting.

Financial Impact

Discussion of financial impacts will occur at the October meeting, following Board direction regarding 2021 Business Plan goals.

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

Risks/Implications

At this time, it is not possible to know the extent to which library operations will be impacted by the ongoing pandemic over the course of the next year. While meaningful goals can be set for 2021, the means and methods by which they can be accomplished will need to remain flexible in order to adapt to evolving circumstances and to take advantage of opportunities as they arise. This is particularly relevant to community and stakeholder consultation methodology.

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. i. A County that informs and engages – Harness the power of the community through conversation and dialogue by:

- *Providing multiple opportunities for public participation and a meaningful voice in civic affairs*
- *Fostering greater involvement in County and community events and/or program/project implementation*
- *Understanding and addressing public aspirations for a more livable community.*

DISCUSSION

Background

Progress toward the accomplishment of 2020 Goals and Objectives was profoundly impacted by the closure of library branch operations in March due to COVID-19. In-person community conversations which had been scheduled for spring and summer could not be conducted.

In the six months since public library services were closed, libraries have been working through the phases of reaction and recovery. Within a very short time frame, OCL staff established virtual programming to maintain engagement and provide literacy-based activities and programs for children during school closures. Branches set up community-based activities. Staff pursued a range of online learning opportunities, with a focus on building technology proficiency. Through webinars and virtual conferences, staff learned of best practices and trends in areas such as virtual communities of practice, social purpose spaces, self-serve technologies, phased reopenings, social media as a consulting tool, and the impact of pandemics on library building design and technologies. Local History Technicians undertook an impressive amount of digitization and indexing, adding substantially to online local history and genealogy resources. Staff sourced and implemented a number of online tools in order to better enable patrons to access services and to improve our ability to communicate and consult.

Ingersoll and Tillsonburg branches reopened for full on-site services on September 16, and while no in-person library programming is planned at this time, the Program Rooms as well as one of Tillsonburg's Study Rooms will once again be made available to community agencies and non-profit groups which have relied on the free use of library space for small-group social service counselling sessions.

Staff have maintained contact with community partners and agencies throughout the pandemic. Social isolation as a public health threat has been exacerbated by the COVID-19 pandemic. Library staff have attended virtual meetings and webinars on this topic with agencies such as United Way Oxford, Oxford County Community Health Centre, Tillsonburg Resource Network, Harwood Institute, Pillar Non-Profit, and Community Foundations of Canada. Planning for service delivery during a pandemic requires identifying the groups and segments of the community most deeply affected and most in need of library services, and the most effective and efficient modes of service delivery to those groups.

As we proceed through the gradual recovery process, there will be opportunities for the library to respond – to the opportunities and challenges presented by COVID-19 – and to rebuild. While some service delivery changes may prove to be short-term, there may be opportunities to

critically analyze the ways we have been delivering service and develop innovative approaches that reinforce the library's potential as social purpose space.

Comments

A Board Tactical Planning exercise undertaken in July and August, 2019 resulted in the establishment of three strategic tactics to be used as the cornerstones of Library Business Plans for the years 2020-2022:

- 1) **Define what we are, and what we are aiming to be;**
- 2) **Communication and Awareness: living the Oxford County Library Brand; and**
- 3) **Technology Leadership.**

The Board established Tactical Committees in 2019, to explore each strategic tactic and recommend action items to the Board as a whole. The Board may wish to consider whether to reconvene Tactical Committees or include these as standing items on regular Board meeting agendas to provide all Board members and staff the opportunity to bring forward suggestions and/or questions as they arise over the course of the year.

The approved goals and objectives in the 2020 Library Business Plan are repeated as proposed goals and objectives for 2021. They remain strong goals, responsive to the strategic tactics established by the Board. The timeline for the accomplishment of the goals must be extended, however, as library priorities continue to be focused on pandemic response and recovery.

Report No. 2019-16 entitled "2020 Library Business Plan Goals and Objectives" is attached to this Report as background information as it describes in detail the purpose of each goal.

Proposed Goals and Objectives for 2021:

1. Undertake community and stakeholder consultations to identify and articulate needs and opportunities

During the COVID-19 pandemic, online surveys have proven to be a safe means of gathering feedback from our customers. In-person community conversations that were scheduled for spring and summer 2020, facilitated by OCL staff trained in Harwood Institute "Turning Outward" principles, could not be conducted during the lockdown. When conditions improve and in-person meetings can comfortably resume, we will again approach United Way for their assistance in facilitating the first few community conversations. Additional methods of consultation will be pursued, including Webex "breakout rooms".

In preparation for the consultation process, several questions will be considered: What if anything has changed with regard to the questions we wish to pose during consultations? What are we hoping to learn? Has the impact of the pandemic been significant enough on our communities that the library should participate in a broader consultation process – to learn about the role the library can play in a community-wide response and recovery effort?

2. Comprehensive review and inventory of technology resources and services (present and future)

The establishment of virtual programming in the early weeks of the shutdown necessitated the acquisition and set-up of several online tools for video recording, sound editing, and a fully virtual Summer Reading program.

With the assistance of County Information technology staff, some branch Public Access computers have been removed to allow for physical distancing and are being replaced with Chromebooks. Additional iPads are being ordered to allow for in-branch reading of newspapers and magazines, as print newspapers are not viable when quarantining is required after each use. Whether the shutdown will prove to be a catalyst for a broader acceptance of electronic versions of reading materials remains to be seen. iPads have proven to be useful for remote technology assistance. Using Webex, library staff are able to provide one-on-one tech help by appointment and can use the Share Screen feature to assist the patron.

An RFID Conversion project has been proposed as a New Initiative for 2021. In addition to the remote service opportunities which could be pursued in future with RFID, it is an effective response to the need for self-service options and to reduce materials handling.

A comprehensive review and inventory of technology resources and services is particularly timely during a pandemic response state as we look for ways to improve access to our virtual services and explore options and possibilities for additional virtual services.

3. Technology Leadership – develop staff expertise

As mentioned previously, Library Technicians are able to provide one-on-one technical help remotely using Webex. Recognizing that in-branch technology assistance will be limited due to the need to maintain physical distancing, staff are preparing FAQ documents that will address common issues. A staff training program will require new communication channels and learning platforms as remote learning and virtual staff support may be the practical option for some time to come. Technicians have created pre-recorded tutorials on several website features and these could be expanded for use by staff as well as the public.

4. Undertake the development of a Communication and Awareness Plan based on the Library Brand: connect. discover. share. become.

This work will be informed by what is learned through community and stakeholder consultation.

5. Pursue Provincial Reaccreditation

All Ontario public libraries seeking accreditation or re-accreditation in 2020 were granted a one-year extension. The deadline for reaccreditation is now December 31, 2021.

6. Policy Review – Turning Outward

All policies are to be reviewed during the term of a Library Board. Policy review is a critical part of the reaccreditation process. The “turning outward” approach to policy review is intended to reduce barriers and increase inclusivity.

Conclusions

COVID-19 may prove to be a catalyst for new ways of thinking that bring about improved service delivery. Responsiveness to the needs of the community, ensuring a robust technology infrastructure and staff talent pool, and a demonstrated commitment to the library brand supports the Board’s and the County’s tactical and strategic priorities.

SIGNATURE

Departmental Approval:

“Lisa Miettinen”

Lisa Miettinen
CEO/Chief Librarian

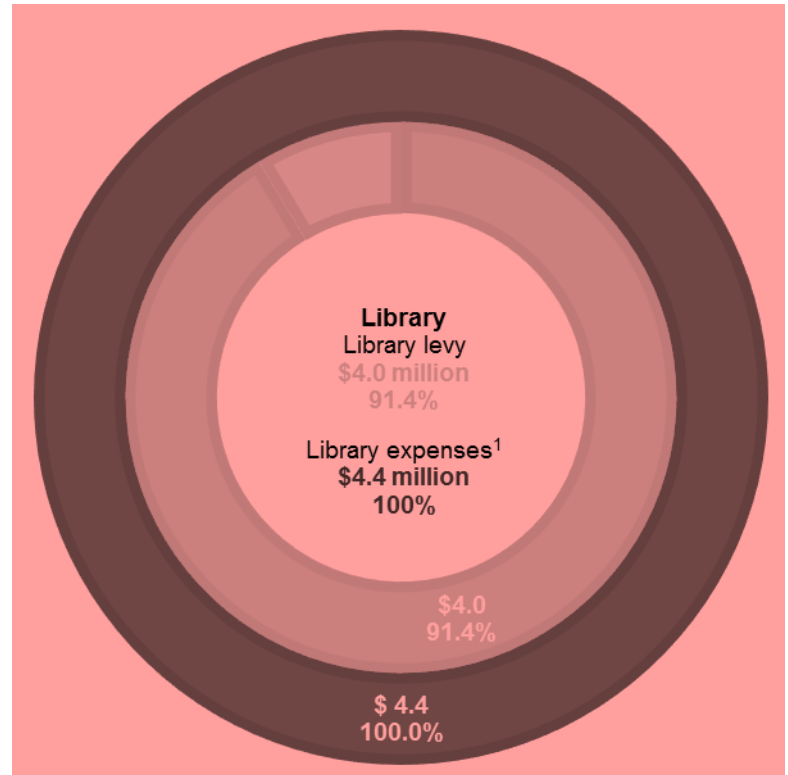
ATTACHMENTS

Attachment No. 1 – Draft 2021 Library Business Plan

Attachment No. 2 – Report No. 2019-16 – 2020 Library Business Plan Goals and Objectives

Department Overview

Provide comfortable, welcoming community hubs in 14 branch locations; Lending of a wide variety of materials; supporting the public’s informational, recreational, and employment-based needs; offering a wide range of recreational and educational programs for all ages; providing access to electronic resources; coaching and training on the use of technology; home delivery services to nursing homes and homebound clients; mobile outreach service at community events and locations.

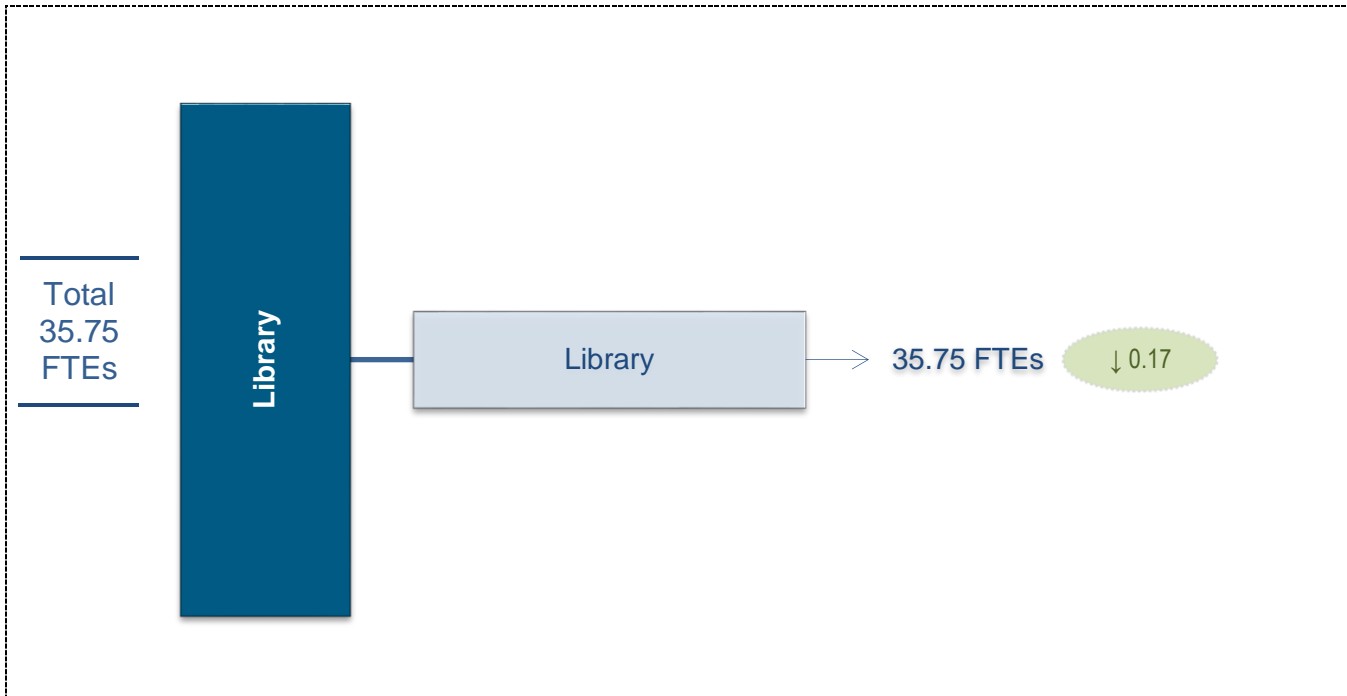


¹ Includes salaries & benefits, operating & program expenses, debt repayment, capital

Services we provide

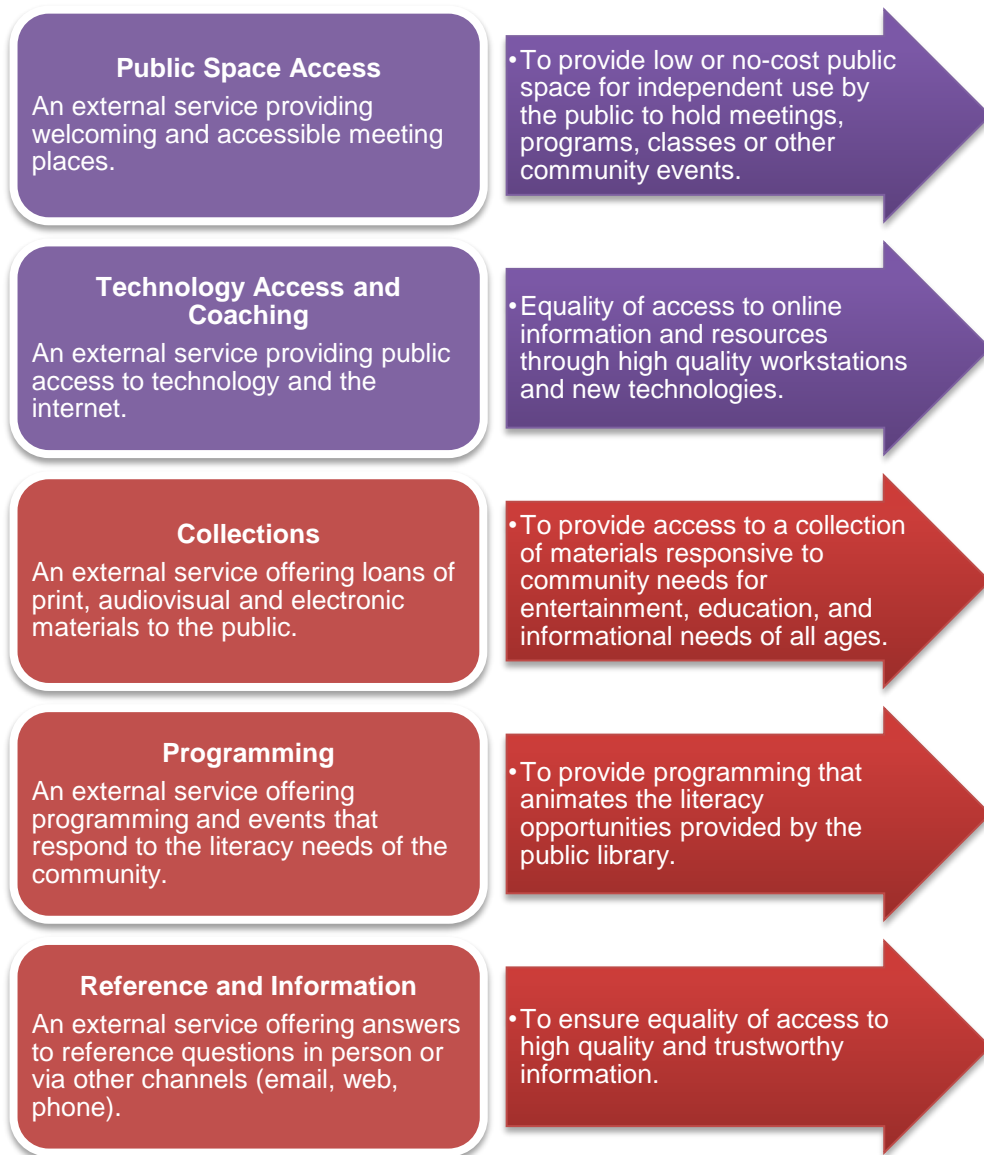
Services Provided	2019 Service Level Output	
Library		
- Library Collections	→ 507,011	Items borrowed
- Library Programming	→ 36,177	People attended 3,744 programs
- Library Reference and Information	→ 148,347	Research database uses
- Library Public Space Access	→ 1,314	Library room rentals for public use
- Library Technology Access and Coaching	→ 82,935	Wired or wireless computer session and coaching sessions

How are we Organized?

*Reason for change**Library:*

- **A reduction of 0.17 FTE** resulting primarily from small decreases in the allotment of part-time Page hours in several branches, more accurately reflecting demonstrated need.

Services Overview



Key Performance Indicators

	2017 Actual	2018 Actual	2019 Actual	2020 Forecast	2021 Budget	2022 Budget	Target
Number of active library cards	16,302	16,535	16,351	16,000	16,500	16,800	↑
% of collection purchase requests filled	92.6%	88.0%	88.0%	85%	85%	85%	85%
Physical & electronic materials circulation	562,354	569,316	507,011	335,000	450,000	500,000	↑
Branch attendance	310,019	288,745	264,723	88,000	175,000	250,000	↑
Number of programs offered	2,890	2,844	3,744	500	1,000	2,000	↑
Attendance at programs	30,084	33,600	36,177	5,000	7,500	15,000	↑
Attendance at Tech Coaching Sessions	823	1,313	1,088	500	500	1,000	↑

Goals and Objectives

Description	2021	2022	2023	Strategic Plan	Other Plan Alignment
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.	●	●		A County that Informs and Engages	Future Oxford Community Sustainability Plan
Comprehensive review and inventory of technology resources and services Conduct a thorough IT inventory. Study best practices, new material formats, accessibility issues, and advances in information technology. Develop an IT Plan.	●	●		A County that is Well Connected	
Technology Leadership – develop staff expertise Establish technology core competencies. Identify staff training needs and opportunities. Develop staff training program.	●	●		A County that Employs People Who Make a Positive Difference	
Development of a Communications and Awareness Plan based on the Library Brand: connect. discover. share. become. Will build on the efforts of Goal #1 (community and stakeholder consultations). Patron stories and value statements will form the basis of marketing efforts.	●	●		A County that Informs and Engages	Future Oxford Community Sustainability Plan
Pursue Provincial Reaccreditation Ontario Public Library Guidelines 7 th ed. Deadline Q4 2021	●			A County that Performs and Delivers Results	
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, services and attitudes that inhibit inclusion.	●	●		A County that Performs and Delivers Results	Zero Poverty Plan

To: Oxford County Library Board

From: CEO/Chief Librarian

2020 Library Business Plan Goals and Objectives

RECOMMENDATION

- 1. That the Oxford County Library Board approve the 2020 Business Plan goals and objectives as set forth in Report No. 2019-16.**

REPORT HIGHLIGHTS

- The Board's commitment to the challenging work of essential planning, to ensure that the library's efforts and resources are purposefully allocated to address community needs and align with County strategic priorities
- Extensive community and stakeholder consultations to articulate value based on impact. Impact stories and value statements will form the basis of a robust communications plan, to dramatically improve public awareness of library products and services
- Setting goals that commit to Service Excellence in the area of technology leadership.

Implementation Points

Approval of the proposed goals and objectives for 2020, and the addition of goals and objectives put forward and approved by the Board as a result of discussion, will guide the preparation of the draft 2020 operating budget, which will be presented to the Board for consideration at its October 21, 2019 regular meeting.

Financial Impact

Discussion of financial impacts will occur at the October meeting, following Board direction regarding 2020 Business Plan goals.

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

Risks/Implications

Oxford County Library's performance indicators in several areas, including number of programs offered, program attendance, in-person visits, and electronic usage far exceed regional and provincial averages, as documented in the Canadian Index of Wellbeing's "A Profile of Wellbeing in Oxford County". However, in spite of OCL's strong rankings, in-branch attendance and materials circulation rates are declining overall. This is a common trend, particularly among rural library systems.

Pervasive lack of awareness of programs and services remains a barrier to the library's reach and relevance. Providing relevant library services requires understanding community needs. A public consultation process will generate ideas of how the library can best serve its community and aid evidence-based decision making moving forward. An effective communications plan will increase awareness of the services and impacts of the public library within its communities, thereby reducing barriers and increasing reach.

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. i. A County that informs and engages – Harness the power of the community through conversation and dialogue by:

- *Providing multiple opportunities for public participation and a meaningful voice in civic affairs*
- *Fostering greater involvement in County and community events and/or program/project implementation*
- *Understanding and addressing public aspirations for a more livable community.*

DISCUSSION

Background

At its regular meeting of June 17, 2019, the Board resolved to undertake a Tactical Planning exercise, and appointed members Marcus Ryan, John Lessif, and Julia Harris to an Ad Hoc Tactical Planning Committee. Facilitated workshops were held after regular Board meetings in July and August.

At the August meeting, the Board endorsed the following three strategic tactics, to be used as cornerstones of Library Business Plans for the years 2020-2022:

- 1) **Define what we are, and what we are aiming to be;**
- 2) **Communication and Awareness: living the Oxford County Library Brand; and**
- 3) **Technology Leadership.**

Comments

The following new Goals and Objectives are proposed for 2020:

1. **Undertake community and stakeholder consultations to identify and articulate needs and opportunities**

A principal power and duty of a Library Board is to provide a comprehensive and efficient public library service that reflects the community's unique needs (Public Libraries Act, s.20(a)). Ontario Public Library Guidelines require that library users be consulted regularly concerning library service, through means such as surveys, focus groups, formal and informal interviews, open houses, and website and social media. Over the years, this has been accomplished to a limited extent, focusing largely on branch hours of operation, collection development needs, and program satisfaction surveys.

In order to increase library reach and relevance, however, it is necessary to move beyond a consultation of existing customers and attempt to communicate with non-users as well, to determine what barriers to access or gaps in library services exist. Additionally, consultation with community stakeholders may reveal collaborative opportunities to address community needs. Learning more about the communities we are mandated to serve will help us evaluate our existing services and make informed decisions about future facility and service planning.

2. Comprehensive review and inventory of technology resources and services (present and future)

The Board has committed to the goal that library branches should be centres of excellence for: bandwidth and accessibility; technology coaching and assistance to members of the public (in accordance with tiered branch service levels); access to new technologies and educational resources. The library website should be a leader in information provision, including community information, and access to e-resources that support literacy and lifelong learning.

Following a thorough inventory of IT resources (hardware, software, peripherals, tech gadgets/makerspace equipment), and a review of best practices and emerging trends, a proposed IT Plan will be developed. Community consultations and survey tools will help to identify technologies to serve the demonstrated needs of our key stakeholders.

3. Technology Leadership – staff expertise

If library branches are to demonstrate leadership in the area of technology, library staff should be capable of providing assistance in the use of technology. The degree of complexity of a request must be taken into account, as the ability to offer services will vary between the Small, Medium, and Large branch tiers. Complex or time-consuming requests for assistance should be referred to the Large branches which have specialized staff available.

Technology is in a constant state of evolution, and it is challenging to maintain currency in new products and formats. There must be support for staff to invest time in the development and honing of their skills. Technology core competencies already exist but will be reviewed, refined and expanded. A staff training program will be created in-house, including one-on-one and group instruction as well as resources for self-directed, continuous learning.

4. Undertake the development of a Communication and Awareness Plan based on the Library Brand: connect. discover. share. become.

This goal will build on and be informed by the community consultations and surveys of Tactic #1. Patron stories demonstrating the impact of library services will be gathered throughout the community and stakeholder consultations, and will form the basis of marketing efforts. The four action words of the library brand – connect, discover, share, and become – will be the backbone of marketing efforts, and impact stories will be tied to these brand elements.

5. Pursue Provincial Reaccreditation

OCL achieved Provincial Accreditation in 2015. Accreditation demands that public libraries meet all mandatory requirements as well as most discretionary requirements of the Ontario Public Library Guidelines, which are currently in their 7th edition.

A principal reason to seek accreditation is to achieve Provincial recognition of a publicly funded library system's demonstrated excellence in the areas of governance and operations. Additionally, while it has not been confirmed, there has been speculation around whether the province may at some point tie levels of annual public library operating grant funding to accreditation status, similar to the system in place for museums.

The initial accreditation process of 2014 and 2015 accomplished much in the way of foundational work including policy development, planning and evaluation, and prioritizing important but easily overlooked aspects of library management, such as community analysis and consultation, technology planning, and branch improvements vis-à-vis accessibility standards.

OCL was accredited in 2015 as were all of its fourteen branches. Reaccreditation will be a less strenuous process, as many of the upgrades and policies required for accreditation remain in place. Many of the mandatory and discretionary requirements are activities that would prove to be essential components of the tactical goals established by this Library Board at its August meeting. These include:

- The Board's role in planning
- Advocacy
- Community analysis and user consultation
- Assessment of public need with regard to library open hours; library programming; collections
- A formal evaluation process for library services
- A Technology Plan – existing and potential technology, and the impact of future trends on library services
- Development of a Community Information policy.

The fact that this Board has committed to these activities in 2020 as tactical priorities means that staff resources would already be committed to the work required for reaccreditation, making the timing ideal.

6. Policy Review – Turning Outward

Policy review is a fundamental responsibility of the Board, with all policies needing to be reviewed once per Board term. Being an ongoing responsibility and not a new initiative, policy review has not been articulated in past years' Business Plans. However, insights gained as a result of the 2019 Mobile Outreach pilot project and staff feedback have brought to light the potentially negative impacts of some of our policies, particularly on the socially excluded individuals we are trying most to engage, and therefore, a new approach is being proposed.

In recent years, the library has purposefully aligned its goals with those of the County's, particularly with regard to community sustainability and working towards zero poverty. In 2018, after a one-year trial, overdue fines for all age groups were permanently eliminated. In 2019, the pilot Mobile Outreach project, "Ox on the Run", moved services beyond the library's walls and out into communities, with a particular focus on vulnerable neighbourhoods in Ingersoll and Tillsonburg. In 2020, it is proposed that library policies be critically reviewed through a variety of lenses, in order to identify and discuss the ways in which our policies, practices, and attitudes

may (however unintentionally) inhibit inclusion. For the first time, the public consultation process, as well as increased branch staff engagement, would be included as part of the review and development of policy.

“Turning outward” is a practice espoused by the [Harwood Institute](#), which has provided training to some individual OCL staff members. It counters a trend of organizations to be turned inward – focusing, often unintentionally, “on themselves and their organizations at the expense of their communities”. By making a commitment to adopting a more inclusive, outward-turning approach in the conduct of its regular policy review, the Board would advance the positive work already being done to reduce barriers. As with the elimination of fines and mobile outreach services, such an approach to policy review would further Oxford County Library’s reputation for innovation.

Conclusions

The proposed 2020 goals address the tactical priorities adopted by the Board, and effectively commit the Board and staff to accountability, inclusivity, and excellence.

SIGNATURE

Departmental Approval:

Lisa Miettinen
CEO/Chief Librarian

ATTACHMENTS

Attachment No. 1 – Draft 2020 Library Business Plan
Attachment No. 2 – Draft Workplan