

## AGENDA

### OXFORD COUNTY LIBRARY BOARD BOARD MEETING

Monday, March 15, 2021, 1:00 p.m.  
Oxford County online via YouTube  
[oxfordcounty.ca/livestream](https://oxfordcounty.ca/livestream)

1. CALL TO ORDER
2. APPROVAL OF AGENDA
3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF
4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING
  - 4.1. January 18, 2021
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 two months ending February 28, 2021 be accepted.
  - 8.2. Financial Reports  
RECOMMENDATION
    1. That the Financial Reports for the two months ending February 28, 2021 be accepted.
  - 8.3. 2021-05 Librarian's Report  
RECOMMENDATION
    1. That the Board receive Report No. 2021-05 for information and discussion purposes.
  - 8.4. 2021-06 Oxford County Library Vision and Values Statement Review

RECOMMENDATION

1. That the Oxford County Library Board receive Report No. 2021-06 for discussion purposes.

8.5. 2021-07 Board Appointment to Ontario Library Service Board Assembly

RECOMMENDATION

1. That the Board appoint member \_\_\_\_\_ to represent Oxford County Library Board on an Ontario Library Service Board Assembly.

8.6. 2021-08 Approval of expenditure from General Reserve to fund Self-Serve Book Locker

RECOMMENDATION

1. That the Oxford County Library Board approve the expenditure of \$18,900 as the Library's portion of a Modernization Funding proposal for Self-Serve Book Locker RFID technology, to be funded from the Library General Reserve, subject to provincial funding approval.

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**

**January 18, 2021**

**Online via YouTube**

**[www.ocl.net/livestream](http://www.ocl.net/livestream)**

Members Present            Chair Marcus Ryan  
                                 Vice-Chair David Mayberry  
                                 Warden Larry Martin  
                                 Councillor Don McKay  
                                 Julia Harris  
                                 Laura Langford  
                                 Regina Smith

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

**1. CALL TO ORDER**

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

**2. APPROVAL OF AGENDA**

RESOLUTION NO. 1

Moved By:    David Mayberry

Seconded By: Larry Martin

That the Agenda be approved.

DISPOSITION: Motion Carried

**3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**

NIL

**4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING**

4.1    November 16, 2020

RESOLUTION NO. 2

Moved By:    Don McKay

Seconded By: Julia Harris

Resolved that the Library Board minutes of November 16, 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: David Mayberry

Seconded by: Laura Langford

That the statistics for the twelve months ending December 31, 2020 be accepted.

DISPOSITION: Motion Carried

8.2 Financial Reports

RESOLUTION NO. 4

Moved By: Larry Martin

Seconded By: Regina Smith

That the COVID-19 December update be accepted.

DISPOSITION: Motion Carried

8.3 2021-01 Librarian's Report

RESOLUTION NO. 5

Moved By: David Mayberry

Seconded By: Laura Langford

That the Board receive Report No. 2021-01 for information and discussion purposes.

DISPOSITION: Motion Carried

8.4 2021-02 Library Board meeting schedule

RESOLUTION NO. 6

Moved By: David Mayberry  
 Seconded By: Larry Martin

That the Oxford County Library Board adopt a schedule for 2021 regular Library Board meetings as set out in Report No. 2021-02 with each regular meeting held at 1:00 p.m..

DISPOSITION: Motion Carried

8.5 2021-03 Schedule of Review of Board Policies

RESOLUTION NO. 7

Moved By: Larry Martin  
 Seconded By: Julia Harris

1. That the Oxford County Library Board adopt the schedule of policy review as set out in Report No. 2021-03.

DISPOSITION: Motion Carried

8.6 2021-04 Approval of fundraising revenue expenditure – Peg Caffyn Bequest

RESOLUTION NO. 8

Moved By: David Mayberry  
 Seconded By: Don McKay

1. That the Oxford County Library Board approve the expenditure of \$7,500 to finance the creation of Circulating Maker Kits, Read With Me bookpicks, and educational resources for the Tillsonburg Library Children's Area, to be funded from Donation Deferred Revenue.

DISPOSITION: Motion Carried

**9. UNFINISHED BUSINESS**

NIL

**10. NOTICE OF MOTIONS**

NIL

**11. NEW BUSINESS / ENQUIRIES / COMMENTS**

L. Buchner reminded Board members that all expense claim forms must be submitted by the year-end deadline. There will be a new expense claim form for 2021, which will be distributed to members.

**12. CLOSED SESSION**

NIL

**13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION**

NIL

**14. ADJOURNMENT**

Library Board adjourns at 1:47 p.m.

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CHAIR

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SECRETARY

OXFORD COUNTY LIBRARY MATERIALS CIRCULATION STATISTICS													TOTAL to Date	2020 TOTAL	
	JAN	FEB	MAR	APR	MAY	JUN	JUL	2021 AUG	SEP	OCT	NOV	DEC			
<b>BROWNSVILLE</b>	2020	295	220	146	66	0	15	16	20	23	21	78	151	515	1,051
	2021	246	103											349	
<b>BURGESSVILLE</b>	2020	1,622	1,635	767	23	19	44	529	709	646	809	88	719	3,257	7,610
	2021	1,177	948											2,125	
<b>EMBRO</b>	2020	573	590	190	6	28	71	138	160	485	495	595	545	1,163	3,876
	2021	630	687											1,317	
<b>HARRINGTON</b>	2020	289	244	189	11	1	19	172	168	186	208	304	241	533	2,032
	2021	303	384											687	
<b>INGERSOLL</b>	2020	9,652	8,752	4,932	82	606	2,648	3,221	3,012	4,058	5,036	5,050	5,388	18,404	52,437
	2021	2,941	3,114											6,055	
<b>INNERKIP</b>	2020	1,503	1,619	671	106	1	114	409	685	738	795	840	712	3,122	8,193
	2021	889	970											1,859	
<b>MOUNT ELGIN</b>	2020	912	467	443	72	37	114	247	306	331	535	624	473	1,379	4,561
	2021	661	667											1,328	
<b>NORWICH</b>	2020	5,791	5,120	2,596	12	27	2,312	2,191	1,980	2,140	2,566	3,010	2,631	10,911	30,376
	2021	2,749	2,432											5,181	
<b>OTTERVILLE</b>	2020	1,083	1,426	369	76	1	42	392	608	691	701	589	725	2,509	6,703
	2021	820	685											1,505	
<b>PLATTSVILLE</b>	2020	1,421	1,407	716	142	2	344	865	835	866	972	964	972	2,828	9,506
	2021	998	1,236											2,234	
<b>PRINCETON</b>	2020	696	756	388	45	0	91	458	541	703	474	487	588	1,452	5,227
	2021	551	548											1,099	
<b>TAVISTOCK</b>	2020	1,882	1,844	843	22	17	859	753	804	854	753	743	813	3,726	10,187
	2021	1,054	1,016											2,070	
<b>THAMESFORD</b>	2020	1,651	1,527	836	42	7	803	1,163	1,197	1,009	1,025	930	722	3,178	10,912
	2021	983	871											1,854	
<b>TILLSONBURG</b>	2020	8,861	8,507	4,349	325	732	2,890	4,102	3,926	4,372	5,581	5,517	5,390	17,368	54,552
	2021	4,542	3,833											8,375	
<b>TOTALS:</b>	2020	36,231	34,114	17,435	1,030	1,478	10,366	14,656	14,951	17,102	19,971	19,819	20,070	70,345	207,223
	2021	18,544	17,494	0	0	0	0	0	0	0	0	0	0	36,038	
Annual Change:		-48.8%	-48.7%											-48.8%	
<b>Digital TV &amp; Movies</b>	2020	258	272	491	649	518	387	402	410	322	375	321	297	530	4,702
	2021	407	429											836	
<b>Zinio (Magazines)</b>	2020	248	334	409	482	638	487	551	747	762	720	1,006	600	582	6,984
	2021	856	853											1,709	
<b>Tumble Books</b>	2020	910	548	891	1,422	703	364	373	394	592	802	467	329	1,458	7,795
	2021	667	282										329	1,278	
<b>Digital Music</b>	2020	2,472	2,049	2,916	2,876	2,622	2,748	2,606	3,297	1,934	2,338	2,263	1,552	4,521	29,673
	2021	2,534	2,447											4,981	
<b>Digital Audiobooks</b>	2020	4,300	4,209	4,649	5,457	5,816	5,362	5,302	5,311	5,100	5,313	4,648	5,012	8,509	60,479
	2021	5,983	5,412											11,395	
<b>Digital ebooks</b>	2020	5,383	5,150	6,154	7,873	8,014	6,885	7,055	7,075	6,508	6,512	5,974	6,263	10,533	78,846
	2021	7,448	6,630											14,078	
<b>TOTALS: Audio and ebooks</b>	2020	9,683	9,359	10,803	13,330	13,830	12,247	12,357	12,386	11,608	11,825	10,622	11,275	19,042	139,325
	2021	13,431	12,042	0	0	0	0	0	0	0	0	0	0	25,473	
Annual Change:		38.7%	28.7%											33.8%	

OXFORD COUNTY LIBRARY - COMPUTER USE BY PUBLIC		2021												TOTAL to Date	2020 TOTAL	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC			
<b>BROWNSVILLE</b>		2020	51	70	25	0	0	0	0	0	0	0	0	0	121	146
		2021	0	0											0	
	Wireless	2020	12	10	13	2	14	19	12	12	17	0	7	2	22	120
		2021	1	1											2	
<b>BURGESSVILLE</b>		2020	5	4	3	0	0	0	0	0	0	0	0	0	9	12
		2021	0	0											0	
	Wireless	2020	270	160	200	156	163	150	197	126	213	142	102	96	430	1,975
		2021	78	911											989	
<b>EMBRO</b>		2020	21	29	10	0	0	0	0	0	0	0	0	0	50	60
		2021	0	0											0	
	Wireless	2020	42	47	32	24	24	13	17	11	24	15	45	24	89	318
		2021	32	33											65	
<b>HARRINGTON</b>		2020	4	5	4	0	0	0	0	0	0	0	0	0	9	13
		2021	0	0											0	
	Wireless	2020	11	11	12	2	8	7	16	8	12	8	9	2	22	106
		2021	10	7											17	
<b>INGERSOLL</b>		2020	950	875	0	0	0	0	0	67	163	171	157		1,825	2,383
		2021	0	0											0	
	Wireless	2020	595	634	337	98	96	70	107	109	103	153	129	79	1,229	2,510
		2021	77	81											158	
<b>INNERKIP</b>		2020	67	62	24	0	0	0	0	0	0	0	0	0	129	153
		2021	0	0											0	
	Wireless	2020	47	47	38	48	41	45	60	66	62	48	27	32	94	561
		2021	28	26											54	
<b>MOUNT ELGIN</b>		2020	9	6	4	0	0	0	0	0	0	0	0	0	15	19
		2021	0	0											0	
	Wireless	2020	22	22	12	0	0	1	5	6	12	17	16	22	44	135
		2021	3	7											10	
<b>NORWICH</b>		2020	234	301	129	0	0	0	0	0	0	0	0	0	535	664
		2021	0	0											0	
	Wireless	2020	424	411	511	483	606	634	605	588	580	479	467	477	835	6,265
		2021	414	316											730	
<b>OTTERVILLE</b>		2020	24	30	7	0	0	0	0	0	0	0	0	0	54	61
		2021	0	0											0	
	Wireless	2020	120	69	62	30	35	59	39	22	32	72	22	17	189	579
		2021	14	9											23	
<b>PLATTSVILLE</b>		2020	58	74	43	0	0	0	0	0	0	0	0	0	132	175
		2021	0	0											0	
	Wireless	2020	113	87	69	4	5	6	19	26	68	113	114	83	200	707
		2021	25	110											135	
<b>PRINCETON</b>		2020	57	34	13	0	0	0	0	0	0	0	0	0	91	104
		2021	0	0											0	
	Wireless	2020	48	79	30	17	12	26	25	13	29	21	16	15	127	331
		2021	12	6											18	
<b>TAVISTOCK</b>		2020	87	69	22	0	0	0	0	0	0	0	0	0	156	178
		2021	0	0											0	
	Wireless	2020	267	205	186	160	175	185	146	104	116	76	60	67	472	1,747
		2021	78	78											156	
<b>THAMESFORD</b>		2020	138	162	47	0	0	0	0	0	0	0	0	0	300	347
		2021	0	0											0	
	Wireless	2020	164	192	138	210	201	128	96	112	66	57	59	54	356	1,477
		2021	38	32											70	
<b>TILLSONBURG</b>		2020	1,086	962	460	0	0	0	95	163	205	261	240	181	2,048	3,653
		2021	0	0											0	
	Wireless	2020	1,435	1,264	806	209	255	292	452	455	509	488	472	484	2,699	7,121
		2021	350	277											627	
<b>TOTALS:</b>		2020	6,361	5,921	3,237	1,443	1,635	1,635	1,891	1,821	2,115	2,113	1,956	1,792	12,282	31,920
		2021	1,160	1,894	0	0	0	0	0	0	0	0	0	0	3,054	
Annual Change:			-81.8%	-68.0%											-75.1%	



OXFORD COUNTY LIBRARY ATTENDANCE STATISTICS													TOTAL to Date	2020 TOTAL	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	2021			DEC			
									AUG	SEP	OCT	NOV	DEC		
<b>BROWNSVILLE</b>	2020	107	132	50	0	0	0	0	0	0	0	9	12	239	310
	2021	16	13											29	
<b>BURGESSVILLE</b>	2020	499	421	205	0	0	0	67	105	107	144	124	97	920	1,769
	2021	147	137											284	
<b>EMBRO</b>	2020	187	176	83	0	0	0	0	11	60	60	73	65	363	715
	2021	72	80											152	
<b>HARRINGTON</b>	2020	107	100	31	0	0	0	49	31	42	37	38	34	207	469
	2021	38	41											79	
<b>INGERSOLL</b>	2020	6,680	6,365	2,966	0	126	671	1,038	1,084	944	1,915	1,700	1,675	13,045	25,164
	2021	771	851											1,622	
<b>INNERKIP</b>	2020	459	495	199	0	0	0	104	153	175	169	149	148	954	2,051
	2021	183	197											380	
<b>MOUNT ELGIN</b>	2020	157	153	68	0	0	285		55	63	62	69	54	310	966
	2021	68	59											127	
<b>NORWICH</b>	2020	1,953	1,880	898	0	0	0	305	308	324	290	282	237	3,833	6,477
	2021	280	253											533	
<b>OTTERVILLE</b>	2020	383	455	133	0	0	0	76	121	127	102	70	88	838	1,555
	2021	104	107											211	
<b>PLATTSVILLE</b>	2020	855	758	372	0	0	89	245	209	243	272	248	253	1,613	3,544
	2021	204	269											473	
<b>PRINCETON</b>	2020	412	375	182	0	0	0	57	88	100	74	91	81	787	1,460
	2021	76	83											159	
<b>TAVISTOCK</b>	2020	1062	1,040	508	0	0	148	195	185	221	197	184	165	2,102	3,905
	2021	229	222											451	
<b>THAMESFORD</b>	2020	1,138	1,044	461	0	0	204	204	173	193	229	191	175	2,182	4,012
	2021	140	164											304	
<b>TILLSONBURG</b>	2020	7,480	7,067	3,626	0	109	718	1,359	2,173	2,276	2,571	2,445	2,015	14,547	31,839
	2021	806	1,364											2,170	
<b>TOTALS:</b>	2020	21,479	20,461	9,782	0	235	2,115	3,699	4,696	4,875	6,122	5,673	5,099	41,940	84,236
	2021	3,134	3,840	0	0	0	0	0	0	0	0	0	0	6,974	
Annual Change:		-85.4%	-81.2%											-83.4%	

**LIBRARY**  
**February Variance Reporting**  
**For the Period Ending February 28, 2021**

	YTD ACTUAL	FORECAST	APPROVED BUDGET	FORECAST VARIANCE \$	FORECAST VARIANCE %
<b>LIBRARY ADMINISTRATION</b>					
<b>55070 OUTBREAK PREP</b>					
<b>EXPENSES</b>					
<b>OPERATING EXPENSES</b>	-	<b>35,000</b>	<b>35,000</b>	-	- %
<b>TOTAL EXPENSES</b>	-	<b>35,000</b>	<b>35,000</b>	-	- %
<b>TOTAL 55070 OUTBREAK PREP</b>	-	<b>35,000</b>	<b>35,000</b>	-	- %
<b>60000 LIBRARY ADMINISTRATION</b>					
<b>REVENUES</b>					
<b>GENERAL REVENUES</b>					
3200 REV - PROVINCIAL GOVT	-	(135,675)	(135,675)	-	- %
3203 REV - PROV-PAY EQUITY	-	(3,229)	(3,229)	-	- %
3325 REV - SERVICE RECOVERY FEES	-	(8,000)	(8,000)	-	- %
3332 REV - INTEREST	(117)	-	-	-	- %
3334 REV - DONATIONS	(3,431)	(996)	-	996	- %
<b>TOTAL GENERAL REVENUES</b>	(3,548)	(147,900)	(146,904)	996	(0.7%)
<b>TOTAL REVENUES</b>	(3,548)	(147,900)	(146,904)	996	(0.7%)
<b>EXPENSES</b>					
<b>SALARIES AND BENEFITS</b>					
4000 SALARIES	82,815	583,329	583,329	-	- %
4050 HONORARIUM	180	1,260	1,260	-	- %
4750 BENEFITS	22,973	171,802	171,802	-	- %
<b>TOTAL SALARIES AND BENEFITS</b>	105,968	756,391	756,391	-	- %
<b>OPERATING EXPENSES</b>					
5012 COMPUTER SOFTWARE & SUPPORT	-	20,000	20,000	-	- %
5015 ADVERTISING/MARKETING/PROMO	534	12,000	12,000	-	- %
5018 TELECOMMUNICATIONS	253	2,970	2,970	-	- %
5020 MEMBERSHIP/DUES/SUBSCRIPTIONS	17,627	20,000	20,000	-	- %
5021 TRAINING/SEMINARS/CONFERENCE	2,010	15,000	15,000	-	- %
5023 POSTAGE	848	10,000	10,000	-	- %
5025 TRAVEL-EXPENSES, MILEAGE	120	8,000	8,000	-	- %
5026 TOOLS/EQUIPMENT PURCHASE	46	5,000	5,000	-	- %
5029 R & M - EQUIPMENT	-	5,000	5,000	-	- %
5045 OFFICE SUPPLIES/EXPENSES	419	5,000	5,000	-	- %
5303 INSURANCE	-	11,160	11,160	-	- %
5308 PURCHASED SERVICES	-	20,000	20,000	-	- %



## LIBRARY

### February Variance Reporting

### For the Period Ending February 28, 2021

	YTD ACTUAL	FORECAST	APPROVED BUDGET	FORECAST VARIANCE \$	FORECAST VARIANCE %
6006 DONATION WITHDRAWAL	2,434	996	-	(996)	- %
6019 SUPPLIES/PROGRAM EXPENSES	674	12,000	12,000	-	- %
6020 BOOKS - HARD COPY	22,042	210,000	210,000	-	- %
6023 CULTURAL PROGRAMS	155	37,000	37,000	-	- %
6024 GUIDES & TOOLS	24,923	50,000	50,000	-	- %
6028 BOOKS - ELECTRONIC	31,421	126,702	126,702	-	- %
<b>TOTAL OPERATING EXPENSES</b>	<b>103,506</b>	<b>570,828</b>	<b>569,832</b>	<b>(996)</b>	<b>(0.2%)</b>
<b>CAPITAL EXPENSES</b>					
8020 CAPITAL - COMPUTER EQUIPMENT	-	10,000	10,000	-	- %
<b>TOTAL CAPITAL EXPENSES</b>	<b>-</b>	<b>10,000</b>	<b>10,000</b>	<b>-</b>	<b>- %</b>
<b>INTERDEPARTMENTAL CHARGES</b>	<b>97,883</b>	<b>600,964</b>	<b>600,964</b>	<b>-</b>	<b>- %</b>
<b>TOTAL EXPENSES</b>	<b>307,357</b>	<b>1,938,183</b>	<b>1,937,187</b>	<b>(996)</b>	<b>(0.1%)</b>
<b>TOTAL 60000 LIBRARY ADMINISTRATION</b>	<b>303,809</b>	<b>1,790,283</b>	<b>1,790,283</b>	<b>-</b>	<b>- %</b>
91600 DC - LIBRARY	422	(212,461)	(212,461)	-	- %
92600 R - LIBRARIES	-	(64,334)	(64,334)	-	- %
<b>TOTAL LIBRARY ADMINISTRATION</b>	<b>304,231</b>	<b>1,548,488</b>	<b>1,548,488</b>	<b>-</b>	<b>- %</b>
<b>BRANCH LIBRARIES</b>					
61000 BROWNSVILLE LIBRARY	8,191	29,036	29,036	-	- %
61001 BURGESSVILLE LIBRARY	5,579	53,991	53,991	-	- %
61002 EMBRO LIBRARY	7,022	37,355	37,355	-	- %
61003 HARRINGTON LIBRARY	6,465	27,206	27,206	-	- %
61004 INGERSOLL LIBRARY	56,814	923,430	923,430	-	- %
61005 INNERKIP LIBRARY	19,797	59,675	59,675	-	- %
61006 MT-ELGIN LIBRARY	6,670	40,217	40,217	-	- %
61007 NORWICH LIBRARY	27,160	266,171	266,171	-	- %
61008 OTTERVILLE LIBRARY	7,571	56,438	56,438	-	- %
61009 PLATTSVILLE LIBRARY	25,137	107,275	107,275	-	- %
61010 PRINCETON LIBRARY	9,086	64,505	64,505	-	- %
61011 TAVISTOCK LIBRARY	24,238	173,050	173,050	-	- %
61012 THAMESFORD LIBRARY	19,840	157,864	157,864	-	- %
61013 TILLSONBURG LIBRARY	72,917	673,657	673,657	-	- %
92605 R - OCL - FACILITIES	-	(246,000)	(246,000)	-	- %
<b>TOTAL BRANCH LIBRARIES</b>	<b>296,487</b>	<b>2,423,870</b>	<b>2,423,870</b>	<b>-</b>	<b>- %</b>
<b>SPECIAL PROGRAMS</b>	<b>-</b>	<b>21,650</b>	<b>21,650</b>	<b>-</b>	<b>- %</b>
<b>TOTAL 6 OCL</b>	<b>600,718</b>	<b>3,994,008</b>	<b>3,994,008</b>	<b>-</b>	<b>- %</b>

**To: Oxford County Library Board**

**From: CEO/Chief Librarian**

## **Librarian's Report – March 2021**

### **RECOMMENDATION**

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**1. That the Board receive Report No. 2021-05 for information and discussion purposes.**

#### **COVID-19 Pandemic Response**

On February 16, most public health regions of Ontario including Southwestern Public Health moved back into the province's colour-coded framework, moving out of the Stay at Home order. Curbside pick-up continued throughout as an effective means of getting library materials into patrons' hands in a safe, controlled manner.

Southwestern Public Health entered the Orange stage of the provincial recovery plan on Monday, March 1. Ingersoll and Tillsonburg branches opened up for collections browsing and computer use by appointment during the week of March 8. All other branches remain in curbside mode, with Princeton, Thamesford, Innerkip, and Embro allowing the public into the facility for contact-free Holds pick-up.

An updated recovery plan is attached to this Report as Attachment No. 1. It sets out a schedule of services based on the provincial colour framework, and contingent upon the branch service delivery tier and the branch facilities' capacity.

While computer demand at Ingersoll and Tillsonburg has been manageable, and in general, physical distancing guidelines are adhered to with little staff intervention required, staff are unfortunately having to deal with the improper use of face coverings by members of the public on a regular basis.

Medium branches are preparing to open for computer appointments, separate from curbside hours. We hope to begin this service in early April. The ability to open the Plattsville branch to the public remains uncertain, pending permission from the school board. In the meantime, branch staff report high levels of satisfaction with curbside service. Many patrons regularly express their preference for curbside, as it is safe, contact-free, and convenient, with staff handling all requests, curating hand-picked reading selections, and presenting checked-out materials at the door in a paper bag.

## Virtual programming

The Virtual Programming Committee continues to meet regularly. A full slate of programs had been developed for March Break, which has been postponed by the province until mid-April. March Break the Remix will proceed in April. In addition to standing programs, there will be online events throughout the week such as Family Trivia, a Zine-making workshop, Mad Science, and Maker Music (ukulele tutorials and craft instructions for making homemade instruments).

Our craft/activity bags being distributed at curbside have been a huge hit. Recognizing the need for something hands-on for children to do at home, and the fact that many families are experiencing “screen fatigue”, we are ramping up production of these handouts, under the leadership of Holly Brown and Shannon Van Herzele, our program staff at Tillsonburg and Ingersoll, who are supporting rural branches by sharing kit ideas and helping with kit assembly.

Ingersoll and Tillsonburg branches will be distributing County of Oxford Archives’ March Break kits. The Archives has created online programming on the theme of pioneers, and invited the library to create a handout on pioneer-themed titles in the collection to be included in the kits.

Many of our staff have ventured into video creation as a means of staying connected with their patrons online. In response to requests that staff be provided with some training on video creation, Tourism Oxford’s Gabby Bossy offered an excellent online coaching session that was recorded for future reference.

February was Black History Month, and was celebrated through a variety of library programs throughout the month. Staff member Heather Rennalls was the guest in a Discover Series session on Black History in Oxford County. The “Hoopla Hangout” bookclub title for February was Black Water Rising, by Attica Locke. Books for Babies and Thursday morning story times incorporated tie-in titles. A list of recommended children’s titles on Black History was promoted on social media.

## Non-traditional collections

A collection of lendable musical instruments has been considered for some time, but the popularity of our online ukulele tutorials (and anticipating the day when we can once again host Ukelele Jams in our branches) hastened those plans. Fifteen ukuleles and 2 acoustic guitars are being catalogued and will be ready in time for the “March Break” ukulele programs.

Ryan Van Leeuwen has created 34 “Binge Boxes” to date, each containing 5 dvds. The binge box dvd titles were selected based on themes and interests, such as “Teachers”, “Environmental films”, “World of Horses”, and “Books to Film”. Currently, they are on display in Ingersoll and Tillsonburg, and early response has been good.

There has been a huge amount of interest in the Ontario Parks day passes which public libraries will be able to lend this year. This program is part of Ontario Parks’ Healthy Parks Healthy People program, aimed at encouraging Ontarians to get outdoors and enjoy nature. We received 42 day-use Vehicle Permits – 3 per branch – which are being catalogued and packaged. They allow free entry to one vehicle at any provincial park where fees are usually

**Report No: 2021-05**  
**CORPORATE SERVICES**  
**Board Date: March 15, 2021**

charged. The loan period will be 1 week. We will promote our Hiking Kits alongside the Park Passes and may add additional Hiking Kits to the collection.

Grand River Conservation Authority has likewise provided two Grand River Parks membership cards providing complementary access to fee-for-use conservation areas. Lending of the passes is restricted to the Plattsville and Princeton branches.

The Circulating Maker Kits funded from the Peg Caffyn Bequest (as approved by the Board at its January 2021 meeting) are being assembled and should be ready to launch by the April school break.

### Technology Survey results

An overview of the findings of the Technology Survey will be presented to the Board at the meeting by Tillsonburg Community Librarian Merley Wheaton, who undertook the analysis of the survey results. An overall summary of the survey results is attached to this Report as Attachment No. 2. At the meeting, Merley will present highlights of the results of the open-ended survey questions, which provide feedback on specific software and services of interest to respondents.

The Technology Survey results will be used by staff in the formulation of the Technology Plan to be presented for Board consideration later this year.

Several OCL staff members will be attending the virtual [“Computers in Libraries”](#) conference held from March 22 through 25. The virtual environment for conferences during COVID has made it feasible for multiple staff to attend, whereas in-person conferences with their attendant travel and accommodation costs restricted participation in the past.

### Staffing news

Three OCL staff members returned from parental leaves this month: Luke McKee, Ingersoll Community Librarian, on March 1; Meagan Brennan, Teen/Outreach Librarian, on March 8; and Jessica Dertinger, Thamesford Branch Supervisor, on March 15. I would like to recognize Sydnie Lane and Gail Kavelman, who filled those roles very capably in Ingersoll and Thamesford respectively. It was not an easy year to assume responsibilities in new capacities, but both of them shone in their roles.

We will be saying goodbye to Heather Rennalls, who is retiring from her position as Public Service Clerk in Tillsonburg, a position she has filled for over 5 years. Heather will be missed, but we hope to continue to keep her engaged with OCL programming as a well-respected speaker on the Black History of Oxford County.

## **SIGNATURE**

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### **Departmental Approval:**

“Lisa Miettinen”

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Lisa Miettinen  
CEO/Chief Librarian

## **ATTACHMENT**

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Attachment 1 COVID-19 Phased Reopening Plan, February 2021.  
Attachment 2 Technology Needs Survey Overview, February 2021.

Service Area	Green Prevent	Yellow Protect	Orange Restrict	Red Control	Grey Lockdown
<b>Occupancy</b>	Based on physical distancing requirements	Based on physical distancing requirements	Based on physical distancing requirements. Request that visit be limited to one hour	Based on physical distancing requirements. Holds pick-up and computer appointments only.	No public access inside facilities
<b>Screening</b>	Self-screening upon entry	Self-screening upon entry	Self-screening upon entry	Active screening upon entry. No contact tracing required for holds pick-up or computer use	No public access. Contact tracing required for authorized uses of meeting space
<b>Circ Large</b>	Access to collections for browsing Non-traditional collections available to circulate	Access to collections for browsing Non-traditional collections available to circulate	Access to collections for browsing Non-traditional collections available to circulate	No access to collections for browsing	Contactless holds pick-up outside
<b>Circ Medium/Small</b>	Access to collections for browsing	Access to collections for browsing	Contactless holds pick-up indoors at select branches. Most branches offering outdoor curbside service option. Book displays placed nearby for patron selection	Contactless holds pick-up indoors at select branches. Most branches offering outdoor curbside service option. Book displays placed nearby for patron selection	Contactless holds pick-up outside
<b>Computers Large</b>	Normal time limits. Number of stations may be reduced for distancing requirements.	Normal time limits. Number of stations reduced for distancing requirements.	1 hour limit (staff discretion). Totals stations reduced for distancing requirements.	45 minute limit (staff discretion). Totals stations reduced for distancing requirements.	No computer access
<b>Computer Med/Small</b>	Normal time limits. Number of stations may be reduced for distancing requirements.	Normal time limits. Number of stations reduced for distancing requirements.	Computer access by appointment where space permits – 30 minute limit	Computer access by appointment where space permits – 30 minute limit	No computer access
<b>Technology Assistance/Coaching -- Large</b>	Computer centre assistance available, physically distanced. Coaching available by appointment and during scheduled drop-in hours. Table screens available. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>	Computer centre assistance available, physically distanced. Coaching available by appointment and during scheduled drop-in hours. Table screens available. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>	Computer centre assistance available, physically distanced. Coaching available by appointment. Table screens available. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>	Basic computer centre assistance available, physically distanced. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>	No assistance available at branch. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>
<b>Technology Assistance/Coaching – Med/Small</b>	Where public computers are made available, basic assistance provided, physically distanced. Virtual assistance available. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>	Where public computers are made available, basic assistance provided, physically distanced. Virtual assistance available. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>	Where public computers are made available, basic assistance provided, physically distanced. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>	No assistance available at branch. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>	No assistance available at branch. Virtual assistance available through <a href="https://www.ocl.net/Services/Tech-Help">https://www.ocl.net/Services/Tech-Help</a>



<b>Fax/Printing/Scanning</b>	Access to copying, faxing, scanning, printing services based on staff availability	Access to copying, faxing, scanning, printing services if available based on staff availability	Limited access, based on staff availability. Appointments recommended.	Limited access, based on staff availability. Appointments required to avoid unscheduled visits at curbside.	Contactless printing. Services at staff discretion based on urgency of need and availability of staff
<b>Programs</b>	In person and virtual programs	Virtual programs prioritized. Authorized in-person programs and pre-registration.	Virtual programs prioritized. Limited authorized in-person programs and pre-registration.	Virtual Programs only	Virtual Programs only
<b>Public Uses</b>	Use of study tables Use of Study Rooms Public washrooms available	Use of study tables Use of Study Rooms Public washrooms available	Use of study tables Use of Study Rooms Public washrooms available	No use of study tables No use of Study Rooms Public washrooms closed except in case of emergency, at staff discretion	No public access
<b>Room Rental</b>	Public and community partner uses. Room occupancy limits based on physical distancing requirements. Contact tracing if required.	Public and community partner uses. Reduced room occupancy limits. Contact tracing if required.	Community partners' use of Program Room allowed, subject to contact tracing and occupancy limitations	Limited to uses related to child care, mental health and addiction support, and provision of social services. Limit of 10 people. Subject to contact tracing and occupancy limitations.	Limited to uses related to child care, mental health and addiction support, and provision of social services. Limit of 10 people. Subject to contact tracing and occupancy limitations.
<b>Volunteers</b>	All volunteer roles allowed.	All volunteer roles allowed.	Limited use of volunteers, e.g. Home Delivery, Reading Buddies.	No volunteer roles allowed.	No volunteer roles allowed.

At all stages, all circulating library materials will be quarantined for a minimum of 72 hours after return.

At all stages, face coverings will be required inside the library facility.

OCL will reserve the right to limit the number of people allowed in the facility based on staff/public ratio, if required to ensure staff safety and security.

Basic technology assistance includes:

1. Public computers:
  - a. Printing services
  - b. eCommerce of library services (e.g. printing), where available
  - c. Troubleshooting problems (e.g. hardware, connection issues)
  - d. Software instruction (e.g. MS Office, standard programs or sites)
  - e. Online searches or "how to find \_\_\_\_" (e.g. government sites/ServiceON, job searches, local resources)
  - f. Connecting to library online resources & navigation
2. Patron-owned devices:
  - a. Printing services (if wireless printing is available at branch)
  - b. eCommerce of library services (e.g. printing), where available
  - c. Troubleshooting problems (e.g. wifi/connectivity)
  - d. Connecting to library online resources & navigation (e.g. apps vs. full website on mobile devices)
  - e. New devices; how to operate or get started

## Oxford County Library Technology Needs Survey

### Survey Overview:

Between December 7, 2020 and January 8, 2021, 523 people responded to a Technology Needs Survey distributed via email (396), social media (42), webpage (63) and community partners (22).

The survey sought to answer the following questions:

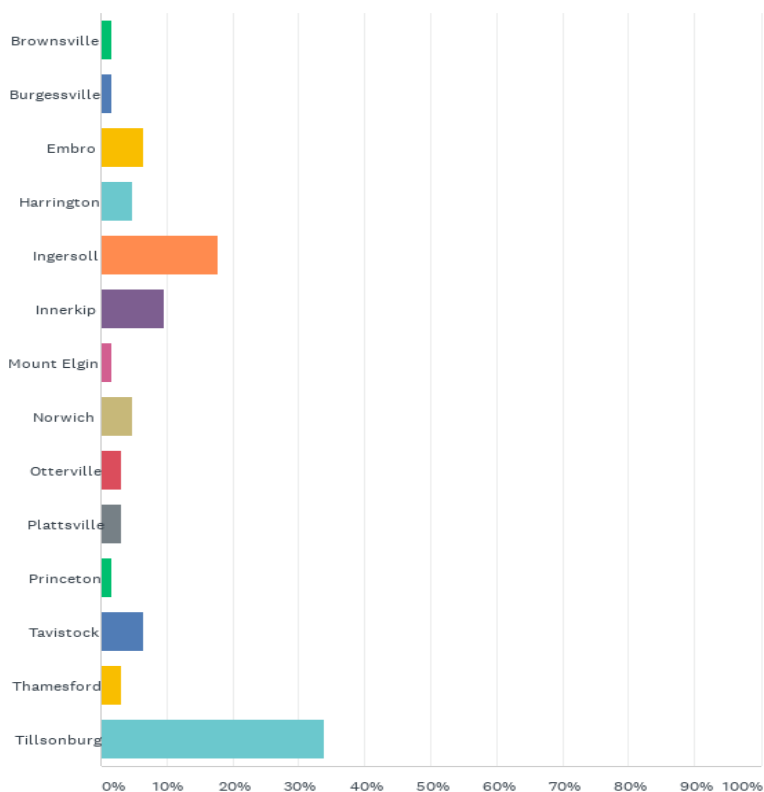
- To understand the technology needs of members in the community
- To understand the role of technology in people's lives
- To measure the importance of technology for life and work
- To measure people's comfort and experience with using technology

### Methodology:

A survey was developed using Survey Monkey and distributed electronically through library channels and community partners. The 3 qualitative questions were coded and then grouped into common themes.

### Participant Overview:

#### Q10 Which Oxford County Library branch do you use most often?



## Survey Summary:

The majority of respondents (523) were library users (92%) but only 2 out of 5 respondents have used a computer at the library. Overall, respondents indicated that they are satisfied (87%) that the library meets their technology needs.

Respondents are moderately comfortable using new technology (avg = 7/10) with most people (85%) comfortable using a laptop/computer and personal devices. While the majority of respondents (87%) have access to reliable high speed internet at home almost 60% felt that it was important to have access to reliable high speed internet outside of the home. 13% of respondents (approximately 13-15,000 residents) do not have reliable high speed internet which is required to participate fully in the digital world. The computer followed by the smart phone and tablet devices are the most common technologies owned and used on a regular basis. 75% of respondents value access to a printer.

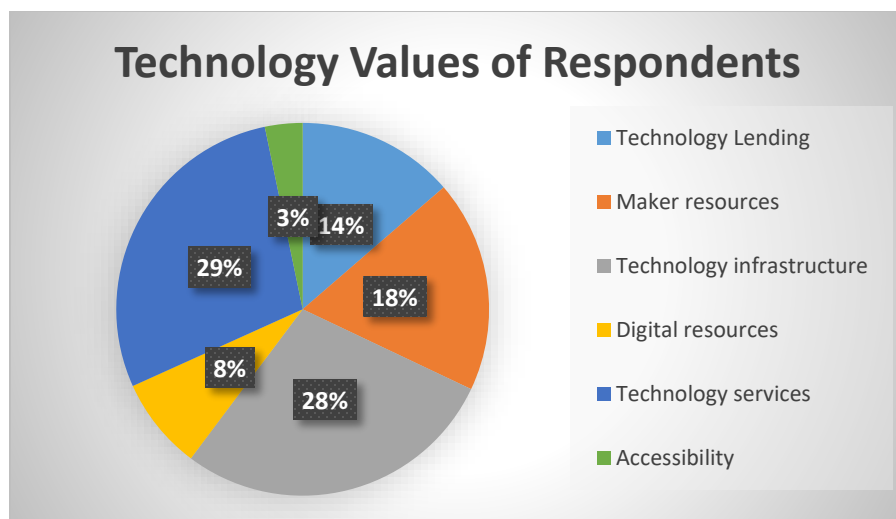
Of the 40% of respondents who have used library computers 45% used it for personal reasons, 23% used it for work related reasons and 9% for school related. 90% of these people still felt that the library met their technology needs.

When asked specific questions about device lending respondents indicated that 26% would borrow a Chromebook, 30% would borrow an iPad, and 48% would borrow a WiFi hotspot.

Three open ended questions invited respondents to provide comments and recommendations.

- Question 14, What type of software would it be useful for the library to have installed on our public computers?
- Question 18, What other tech services would you like to see offered at the Oxford County Library?
- Question 19, Do you have any further feedback about your technology needs, the library's technology services, or barriers that currently exist which impact your access to technology?

The responses to these questions were coded for frequency of ideas and suggestions. 6 common themes emerged in this process reflecting the key technology values of respondents.



### Technology Lending:

This theme identifies the value of access to technologies for personal and independent use. It focuses on the lending of digital and other maker culture related devices including wifi hotspots, laptops, tablets, gaming systems and games, digital conversion tools, Cricut, Raspberry Pi and Arduino.

### Maker Resources:

This theme relates to the importance of exploration and discovery in developing essential skills and self-expression through access to maker tools. Comments reflect diverse interests including specialized software for editing and creation in the areas of art, photography, music, textiles and video as well as 3D and virtual reality applications.

### Technology Infrastructure:

The comments that form this theme reflect a value and expectation of reliable and efficient technology infrastructure like printers, faxing and scanning as well as fast and strong internet and WiFi. Comments also identify expectations of standard applications like Microsoft Office and video conferencing.

### Digital Resources:

Respondents who identify digital resources in their comments frequently express those comments with value on more downloads and more content from existing platforms. Some comments recommended resources that the library already subscribes to or of digital resources that are similar in content or application to things the library subscribes to.

### Technology Services:

The frequency of comments expressing appreciation of tech help and training illustrates both the continuing need to support individuals to be successful in participating in the digital economy at both the social and civic levels and the impact of digital literacy services. In person opportunities for learning and support were the preferred means of delivery.

### Accessibility:

Tools that allow voice to text and translation are included among these comments as well as suggestions about potential partnerships with schools around device use and lending. Respondents also identify user experience issues as it pertains to ease of use and access to library physical and digital collections including things like user access to their reading history.

### Future Considerations:

- Develop a plan to exceed the basic technology expectations of users.
- Prioritize user access to technology and maker resources in a technology plan.
- Develop marketing goals for the promotion of digital collections and resources.
- Prioritize accessibility tools and digital literacy services that support all members of the community to access the digital world regardless of their ability or language.

**To: Oxford County Library Board**  
**From: CEO/Chief Librarian**

## Oxford County Library Vision and Values Statement Review

### RECOMMENDATION

1. That the Oxford County Library Board receive Report No. 2021-06 for discussion purposes.

### REPORT HIGHLIGHTS

- Opens discussion on the review of the Mission and Values Statements and provides details of the Diversity and Inclusion approach to policy review.







#### Financial Impact

The recommendation as found in this Report will have no financial impact beyond what has already been approved in the current year’s operating budget.

#### Communications

The purpose, structure, and methodology of Diversity and Inclusion efforts will be developed and communicated to partner agencies in order to ensure representation and engagement of target audiences.

#### Strategic Plan (2020-2022)

					
<b>WORKS WELL TOGETHER</b>	<b>WELL CONNECTED</b>	<b>SHAPES THE FUTURE</b>	<b>INFORMS &amp; ENGAGES</b>	<b>PERFORMS &amp; DELIVERS</b>	<b>POSITIVE IMPACT</b>
				5.i.	

## DISCUSSION

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### Background

Oxford County Library Values were first approved and adopted by the Library Board in 2010. At that time, an increasing number of public libraries were adding Values Statements to their Strategic Plans. The rationale for establishing Values is not only for the purposes of accountability to the public we serve, but as a base for identifying core competencies for staff. Established, enduring values are regarded as the underpinnings of work expectations for the present and future and are seen as clear characteristics of the organization's culture.

Library staff were extensively consulted in the creation of the Values Statement, and again in 2016 when the Values were last reviewed and revised by the Board.

The current Mission Statement has been in place since the 1990s, with minor changes made in the intervening years. It was revisited by the Board during facilitated Board Planning Workshops conducted in 2012. No changes were made at that time.

As part of the reaccreditation process, all Board Policies must be reviewed once each Board term.

#### **Oxford County Library Vision Statement:**

“Our libraries are a focal point of our communities with strong connections to community services, local business and residents. Our facilities are vibrant, welcoming and accessible meeting places where community members of all ages come together to learn, grow, exchange ideas, and enrich their lives. Our libraries offer multifaceted and relevant collections; innovative technologies; and, through skilled and committed staff members, actively engaged communities, governments and other partners, provide programs and services that “make a difference”. The library system contributes to the cultural, educational, social, and economic vitality of the County.”

#### **Oxford County Library Values Statement:**

1. We will provide excellent service in a welcoming environment.
2. We will be responsive to community needs.
3. We will encourage and support lifelong learning.
4. We will value individual needs, experiences, and differences in a non-partisan, non-judgmental manner.
5. We will value tradition and pursue innovation.
6. We will continuously build and foster a skilled and knowledgeable staff.
7. We value intellectual freedom in an atmosphere of tolerance and respect.

An annotated version of the [Values Statement](#) is found on the webpage under Board policies.

### Comments

**Report No: 2021-06**  
**CORPORATE SERVICES**  
**Board Date: March 15, 2021**

Increased attention is being paid by the international public library community to the need to address systemic inequalities, as brought forward in recent years by social movements such as Black Lives Matter and the LGBTQ+ community.

Recent responses by the Ontario Public Library Association and the Ontario Ministry of Heritage, Sport, Tourism and Culture Industries include the addition of a requirement on Indigenous Awareness in the 7<sup>th</sup> edition of the Ontario Public Library Guidelines (OPLG). It was recently brought to my attention that the 2021 edition of the OPLG will include a guideline on Diversity, as follows:

**14.11 - Diversity** - The public library recognizes and embraces the diverse nature of every Ontario community. The Library's governing body endorses a statement on diversity and includes:

- 1) The Library has assessed the barriers to accessing its services through an inclusion lens;
- 2) There is a collection development policy statement regarding the inclusion of diverse materials that enables a broad range of authors, content creators, and experiences to be included and highlighted;
- 3) The library actively promotes collections and services of a diverse nature.

*The above is recommended as a dedicated Diversity and Inclusion Policy. It can also be included in other policies.*

Many libraries are choosing to adopt Position Statements such as the Canadian Library Association's Statement on Diversity and Inclusion (2008), and the Federation of Ontario Public Library's Statement of Solidarity with Black Community against Systemic Racism (2020).

Work toward reaccreditation will include the creation of recommended policies, for Board consideration later this year. It is interesting that the OPLG guideline on Diversity closely reflects OCL's existing Business Plan goal of undertaking policy review through an inclusivity lens.

Librarians Cristina McLaren and Merley Wheaton will attend the Board meeting to speak to the branch staff feedback on the Values Statement received to date, and to inform the Board about the Equity, Diversity and Inclusion working committee that is being created to inform ongoing policy and procedure review.

## Conclusions

The Values Statement and Vision Statement should be revisited at a later date in order that the Board can consider recommendations brought forward by the Equity, Diversity and Inclusion working committee. While the current Mission and Values Statements may still resonate, there is work to be done to ensure that policies and procedures that directly impact public service adequately and specifically consider and represent diverse perspectives.

**Report No: 2021-06**  
**CORPORATE SERVICES**  
**Board Date: March 15, 2021**

## **SIGNATURE**

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### **Departmental Approval:**

“Lisa Miettinen”

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Lisa Miettinen  
CEO/Chief Librarian



**To:** Oxford County Library Board  
**From:** CEO/Chief Librarian

## Board Appointment to Ontario Library Service Board Assembly

### RECOMMENDATION

1. That the Board appoint member \_\_\_\_\_ to represent Oxford County Library Board on an Ontario Library Service Board Assembly.

### REPORT HIGHLIGHTS

- Appoints a Board member to attend the newly-formed Ontario Library Service’s Board Assembly based on population served, as the official representative of Oxford County Library Board.







#### Financial Impact

There is no financial impact beyond what has already been approved in the current year’s operating budget.

#### Communications

Once the Board Assembly appointment is made, Ontario Library Service staff will be notified and provided with the appointee’s contact information.

#### Strategic Plan (2020-2022)

					
<b>WORKS WELL TOGETHER</b>	<b>WELL CONNECTED</b>	<b>SHAPES THE FUTURE</b>	<b>INFORMS &amp; ENGAGES</b>	<b>PERFORMS &amp; DELIVERS</b>	<b>POSITIVE IMPACT</b>
			4.i.		

## **DISCUSSION**

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### **Background**

Southern Ontario Library Service (SOLS) and Ontario Library Service – North (OLS-N) are amalgamating to form the Ontario Library Service, effective April 1, 2021.

The SOLS Trustee Councils will be replaced by Ontario Library Service Board Assemblies. The purpose of the Assembly will remain the same as that of the Trustee Council -- information sharing and updates on various issues of concern to public library trustees.

Board Assemblies will meet twice yearly, spring and autumn. The spring 2021 meeting will be conducted virtually.

Board member Regina Smith was appointed as the Oxford County Library Board's representative to the SOLS Trustee Council at its May 2020 meeting.

### **Comments**

Whereas Trustee Council composition was based on geographic location, Board Assemblies will be composed of libraries serving similar population sizes, suggesting that the Assembly members will come from all areas of the province. This may indicate an intent to conduct all meetings virtually.

### **Conclusions**

Membership on the OLS Board Assembly will be a valuable experience for a Board member wishing to gain a greater understanding of library issues and practices in the wider public library community. The Library Board benefits from the information and insights brought back to the Board by the representative.

## **SIGNATURE**

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### **Departmental Approval:**

"Lisa Miettinen"

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Lisa Miettinen  
CEO/Chief Librarian

## **ATTACHMENT**

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**Report No: 2021-07**  
**CORPORATE SERVICES**  
**Board Date: March 15, 2021**

Attachment 1 SOLS and OLS-North correspondence, January 2021.



**Ontario Library Service – North**  
**Service des bibliothèques de l'Ontario – Nord**



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[www.olsn.ca](http://www.olsn.ca)

January 2021

Dear Board Chairperson,

As we work toward the Ontario Library Service amalgamation, we would like to take this opportunity to provide you with information regarding the Ontario Library Service Board.

On April 1, 2021, the first meeting of the Ontario Library Service Board will take place. It will be an interim Board made up of representatives from both the Southern Ontario Library Service and Ontario Library Service North Boards. At the June 2021 Annual General Meeting, the first elected Ontario Library Service Board will begin to serve its term from, June 2021 to June 2024. We are writing to give you a brief orientation to the election process and to ask your board to make its appointment to the appropriate Board Assembly.

About the Ontario Library Service Board:

- It is composed of 13 people: 9 elected Board Assembly representatives and 4 Ministerial Appointees.
- A full term for the Board is four years, beginning at least one full year after Ontario municipal elections.
- Representatives are elected from their corresponding population-based Board Assembly.

About Board Assemblies:

- There are 9 Board Assemblies based on population served, to represent Ontario public libraries (see chart below).
- All public libraries boards in Ontario are invited to appoint an official representative to their respective Board Assembly.

In addition to their role in the Ontario Library Service governance process, Board Assemblies provide library board members with opportunities to share information and hear how other boards deal with issues, like the ones you face, in governing a public library. They offer suggestions and support for board training and serve as a communication link between the Ontario Library Service and local boards.

Board Assemblies will meet virtually twice a year, once in the Fall and once in the Spring. The first round of meetings is scheduled for April 2021.



**Ontario Library Service – North**  
**Service des bibliothèques de l'Ontario – Nord**



**SOLS | SBOS**

**Southern Ontario Library Service**  
**Service des bibliothèques de l'Ontario-Sud**

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 P3C 4E2

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 Téléphone  
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Fax | Télécopieur  
 (705) 675-2285

Website | Site Web  
 www.olsn.ca

Category	Number of Board Assemblies per Category
Under 2,500	2
2,500 – 4,999	1
5,000 – 9,999	1
10,000 – 19,999	1
20,000 – 39,999	1
40,000 – 74,999	1
75,000 – 149,999	1
150,000 +	1

Once your library Board appoints its representative, please submit their name, address, telephone number, and e-mail address via <<https://www.surveymonkey.com/r/XRDT3YH>> or to Gisèle Montgomery (gmontgomery@olsn.ca), 705-675-6467/1-800-461-6348, extension 217. An introduction letter will follow. All meeting notices will be sent directly to them. We will also add their name to the Board Assembly listserv which is designed to facilitate communications among library board representatives.

Please make your appointment soon. We look forward to welcoming your representative at their respective Board Assembly this spring.

Yours truly,

Melissa D'Onofrio-Jones  
 CEO Ontario Library Service – North

Barbara Franchetto  
 CEO Southern Ontario Library service

**To: Oxford County Library Board**

**From: CEO/Chief Librarian**

## Approval of expenditure from General Reserve to fund Self-Serve Book Locker

### RECOMMENDATION

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1. That the Oxford County Library Board approve the expenditure of \$18,900 as the Library's portion of a Modernization Funding proposal for Self-Serve Book Locker RFID technology, to be funded from the Library General Reserve, subject to provincial funding approval.

### REPORT HIGHLIGHTS

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- Seeks Board approval of the expenditure of funds from the Library General Reserve as the library's funding portion of a Municipal Modernization Program proposal to allow for the implementation of a Self-Serve Book Locker unit, subject to provincial funding approval.

### Financial Impact

As approved in the 2021 Library Budget, a portion of the 2020 Library Surplus was placed in a stabilization reserve for future use, allowing the Board to respond to challenges and opportunities that arise.







The Implementation stream of the Municipal Modernization Program, Intake 2, is cost-shared with 35% being the municipality's portion. The Library's share of the project would be \$18,900, which, if paid from the Library General Reserve, would have no financial impact beyond what has been approved in the current year's budget. The Library General Reserve has a 2021 year-end projected balance of \$652,790, therefore has sufficient funds to commit to this project

Annual licensing and maintenance fees would represent an ongoing base budget cost of approximately \$7,000.

## Communications

There are no communication requirements under this funding program. However, if approved, the selection of location for the book locker system would involve consultation with area municipalities.

## Strategic Plan (2020-2022)

					
<i>WORKS WELL TOGETHER</i>	<i>WELL CONNECTED</i>	<i>SHAPES THE FUTURE</i>	<i>INFORMS &amp; ENGAGES</i>	<i>PERFORMS &amp; DELIVERS</i>	<i>POSITIVE IMPACT</i>
				5.ii.	

## DISCUSSION

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### Background

Departmental applications to the second intake of the Province's Municipal Modernization Program were vetted by the County's Senior Management Team and seven proposed projects are being presented to County Council for approval at its March 10 meeting (Report No. CS 2021-14). Library staff prepared a funding proposal for the installation of a self-serve book locker system.

A Radio Frequency Identification (RFID) conversion project is being undertaken in 2021. RFID technology was among the recommendations coming out of the 2019 Service Delivery Review. RFID technology makes possible the provision of library services outside of branch facilities and in communities or neighbourhoods which do not have convenient access to a branch through self-serve kiosks.

Municipal Modernization Program funding approvals will be announced in May 2021. Projects must be completed by the fall of 2022.

### Comments

A description of the self-service locker system proposal is provided in Attachment 1: 2021 Budget – Modernization Funding Request 05 – RFID Technology Project – Self-Serve Locker System.

### Conclusions

Subject to the Board's approval of the recommendation contained in this Report, the opportunity to move forward with a self-serve book locker system would increase the library's reach and

**Report No: 2021-08**  
**CORPORATE SERVICES**  
**Board Date: March 15, 2021**

improve service delivery to residents. Self-serve kiosks or locker systems are emerging as a best practice in the modernization of public library service.

## **SIGNATURE**

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### **Departmental Approval:**

“Lisa Miettinen”

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Lisa Miettinen  
CEO/Chief Librarian

## **ATTACHMENT**

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Attachment 1 Modernization Funding Request 05 – RFID Technology Project – Self-Serve Locker System.



## 2021 BUDGET – MODERNIZATION FUNDING REQUEST 05

<b>New Initiative:</b>	<b>RFID Technology Project -- Self-Serve Locker System</b>
<b>Department/Division:</b>	<b>Corporate Services - Library</b>
<b>Strategic Plan Focus:</b>	<b>A County that Works Together</b>
<b>Strategic Plan Objective:</b>	<i>1. ii. Enhance the quality of life for all of our citizens by: Promoting community participation and life-long involvement in recreational and cultural activities</i>

### DESCRIPTION OF REQUEST

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Oxford County Library (OCL) wishes to place a Self-Serve Locker System in a community location which does not have easy access to a library branch. Remote Locker tower configurations dispense reserved items/Holds, receive Returned items, and provide browsing capabilities of best-seller/popular titles. A location in an easily-accessible community location allows for self-serve convenience outside of the library's limited open hours. This project is proposed as the first concrete step towards increasing self-serve access through RFID technology, moving beyond the library's walls.

### DISCUSSION

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#### Background

In 2021, the Oxford County Library collection is being converted to RFID technology, allowing for self-check service, reducing repetitive motion for staff, and opening the door to potential after-hours use of library spaces and collections.

The 2019 Service Delivery Review identified opportunities for modernizing library services, including:

- Explore opportunities to provide library services outside of dedicated facilities and to accommodate after-hours use of program rooms for community use.
- Explore cost-benefit of utilizing technology such as RFID or self-serve kiosks/non-staffed libraries.

Once the Oxford County Library collections have been RFID-enabled, additional self-serve technologies can be explored and implemented.

## Comments

RFID is a strategic investment in a public library's future, given that an increasing number of access technologies require it, such as kiosks that dispense books and other library materials and book lockers for Holds pickup in community spaces such as Community Centres, [Fire Halls](#) (Niagara-on-the-Lake) and Arenas. The Bibliotecha RFID system is the only self-serve technology compatible with the after-hours entry system, Open+, which is in use at a growing number of North American libraries, including [Hamilton Public Library](#).

In library systems that have implemented Self-Serve Lockers, the units are ideally placed in high-traffic indoor areas such as Community Centres and Arenas. They have also been placed in smaller rural communities which do not have a physical branch, often in municipally-owned facilities such as fire halls.

### Expanding the reach and use of library service

OCL has been investigating the potential uses of select branch locations as community spaces outside of library open hours, made available to community partners such as Rural Oxford Economic Development Corporation's Oxford Rural Entrepreneurs. Prior to the pandemic, the library had hosted networking events for rural entrepreneurs and was considering the possibility of using branches as "hot desk" locations to allow entrepreneurs a networking space and access to superior Internet service and printing capabilities. RFID technology allows for self-serve circulation of library materials thus extending the library's relevance and effectiveness. The limited hours that a branch can be open and staffed are not always convenient and our facilities are sitting empty and unused for much of the week.

The ongoing COVID-19 pandemic, and the possible impact of subsequent waves or future pandemics, has accelerated the need to introduce self-serve technologies at libraries and other places of business. Should subsequent waves materialize, necessitating further reductions in services, the availability of Self-Serve Lockers in readily accessible locations in our communities would accommodate an audience that for whatever reason is unable to access a branch facility.

### Opportunities for municipal partnerships

Self-Serve Lockers need not be restricted to the delivery of library materials alone. Documents and packages can also be delivered through the lockers. The Library could make use of the lockers available to municipal and community partners, allowing access beyond their business hours, and making documents and other resources more readily accessible to county residents who experience transportation issues. The security of the locker system could be a safer and more cost-effective alternative to mailing sensitive or bulky documents.

### Self-Serve Locker and Browse & Go components

Self-Serve Lockers are an easy-to-use and convenient way for patrons to access library materials outside of library hours (particularly during reduced hours necessitated by COVID-19) while also having the flexibility to readapt to community needs and interests as they evolve. Different mix-and-match component "towers" offer different functionality, and can be added to as needs evolve. The proposed Remote Locker unit would include:

23 Holds locker bins; 10 Browse and Borrow transparent bins stocked with best sellers; a return bin so that area residents could conveniently return their library materials, and the touch screen remoteLocker interface which is fully-integrated with the library Integrated Library Software. Each unit communicates directly with the Library ILS at the point of collection and return.

The image below is an example of a unit with both Holds lockers and Browse & Go lockers. The central tower is the Touchscreen interface. Units can be custom-wrapped with the library's branding.



### Possible locations

OCL would want to work with the local municipalities to determine optimal locations for a Self-Serve Locker system. For the initial foray into remote Lockers, we could choose to place a system in an Oxford community which does not have a library branch but has an expanding resident population, such as Drumbo. Alternatively, vulnerable neighbourhoods have been identified in both Ingersoll and Tillsonburg, where a higher concentration of low-income families reside, and where the library is not within a reasonable walking distance. Optimally, a municipally-run space such as a community centre, fire hall or arena would allow extended hours of access, but there may be alternative locations worthy of consideration, as each community is unique.

## Conclusion

A Self-Serve Locker system would provide OCL with the ability to service areas of Oxford County that experience challenges in accessing library service. It would provide a means of moving beyond the library walls and reaching underserved communities or neighbourhoods. It is a logical next step in the RFID/self-serve technology process.

## RISKS/IMPLICATIONS

The choice of location(s) for Self-Serve Lockers would require careful consideration so as to realize good usage and serve a neighbourhood or rural community which does not have easy access to an OCL branch. However, as a 3-or-more tower configuration does not need to be anchored to the floor, the units could be relocated if the initial placement proved ineffective.

The units are theft-proof, as the lockers open automatically when activated through full integration with the Library's Symphony Software, using the patron's library card and PIN.

## BUDGET REQUIREMENTS

	2021 One-time	2021 Base	Total
<b>Funding</b>			
Modernization Grant – Implementation Stream	\$35,100	\$-	\$35,100
Library General Reserve – Contribution from Reserves	18,900	7,000	25,900
<b>Total Funding</b>	<b>54,000</b>	<b>7,000</b>	<b>61,000</b>
<b>Expenses</b>			
4-Tower configuration	54,000	-	54,000
Staff Training	-	-	-
Annual support and maintenance	-	7,000	7,000
<b>Total Expenses</b>	<b>54,000</b>	<b>7,000</b>	<b>61,000</b>
<b>Library Levy</b>	<b>\$-</b>	<b>\$-</b>	<b>\$-</b>

Note: The annual base budget impact of \$7,000 will be incorporated into the 2022 budget. The selection of display items, gathering of Holds, and stocking of the Self-Serve Lockers would form part of the regular duties of existing library staff.