

## AGENDA

### OXFORD COUNTY LIBRARY BOARD BOARD MEETING

Monday, September 20, 2021, 1:00 p.m.

Online via YouTube

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

1. CALL TO ORDER
2. APPROVAL OF AGENDA
3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF
4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING
  - 4.1. June 21, 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 eight months ending August 31, 2021 be accepted.
  - 8.2. 2021-19 Librarian's Report  
RECOMMENDATION
    1. That the Board receive Report No. 2021-19 for information and discussion purposes.
  - 8.3. 2021-20 2022 Library Business Plan Goals and Objectives  
RECOMMENDATION
    1. That the Oxford County Library Board approve the 2022 Business Plan goals and objectives as set forth in Report No. 2021-20.
9. UNFINISHED BUSINESS

**10. NOTICE OF MOTIONS**

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

11.1. Oxford County COVID-19 Workplace Vaccination Policy

**12. CLOSED SESSION**

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

**14. ADJOURNMENT**

**OXFORD COUNTY LIBRARY BOARD****MINUTES****June 21, 2021****Online via YouTube****[www.ocl.net/livestream](http://www.ocl.net/livestream)**

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

**1. CALL TO ORDER**

1:01 p.m. with Marcus Ryan in the chair.

**2. APPROVAL OF AGENDA****RESOLUTION NO. 1**

Moved By: Laura Langford

Seconded By: Julia Harris

That the Agenda be approved.

**DISPOSITION:** Motion Carried**3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**

NIL

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

4.1 May 17, 2021

**RESOLUTION NO. 2**

Moved By: Regina Smith

Seconded By: Larry Martin

Resolved that the Library Board minutes of May 17, 2021 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: Julia Harris

Resolved that the statistics for the four months ending May 31, 2021 be accepted.

DISPOSITION: Motion Carried

8.2 2021-15 Librarian's Report

RESOLUTION NO. 4

Moved By: Larry Martin

Seconded By: Julia Harris

Resolved that the Board receive Report No. 2021-15 for information and discussion purposes.

DISPOSITION: Motion Carried

8.3 2021-16 Approval of unbudgeted expenditure – personal safety alarms at rural branches

RESOLUTION NO. 5

Moved By: Larry Martin

Seconded By: Regina Smith

Resolved that the Oxford County Library Board approve an unbudgeted expenditure of up to \$20,000 to establish a new intrusion alarm and monitoring system at all branches, to be funded from the library general reserve.

DISPOSITION: Motion Carried

8.4 2021-17 Canada Healthy Communities Initiative application

RESOLUTION NO. 6

Moved By: Larry Martin

Seconded By: Regina Smith

Resolved that the Library Board authorize staff to prepare a grant application under the Canada Healthy Communities Initiative for the purposes of creating an Outdoor Learning Classroom in playground space behind the Tillsonburg branch.

DISPOSITION: Motion Carried

8.5 2021-18 Indigenous Awareness and Reconciliation Policy

RESOLUTION NO. 7

Moved By: Laura Langford

Seconded By: Julia Harris

Resolved that the Library Board approve the Indigenous Awareness and Reconciliation Policy as presented.

DISPOSITION: Motion Failed

RESOLUTION NO. 8

Moved By: Marcus Ryan

Seconded By: Larry Martin

Resolved that the Library Board approve in principle the Indigenous Awareness and Reconciliation Policy as presented.

DISPOSITION: Motion Carried

**9. UNFINISHED BUSINESS**

NIL

**10. NOTICE OF MOTIONS**

NIL

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

NIL

**12. CLOSED SESSION**

NIL

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

NIL

**14. ADJOURNMENT**

Library Board adjourns at 1:55 p.m.

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CHAIR

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SECRETARY







OXFORD COUNTY LIBRARY ATTENDANCE STATISTICS													TOTAL to Date	2020 TOTAL	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	2021 AUG	SEP	OCT	NOV			DEC
<b>BROWNSVILLE</b>	2020	107	132	50	0	0	0	0	0	0	0	9	12	289	310
	2021	16	13	15	18	21	33	33	44					193	
<b>BURGESSVILLE</b>	2020	499	421	205	0	0	0	67	105	107	144	124	97	1,297	1,769
	2021	147	137	152	204	143	175	215	274					1,447	
<b>EMBRO</b>	2020	187	176	83	0	0	0	0	11	60	60	73	65	457	715
	2021	72	80	92	72	74	91	92	116					689	
<b>HARRINGTON</b>	2020	107	100	31	0	0	0	49	31	42	37	38	34	318	469
	2021	38	41	53	42	34	46	36	61					351	
<b>INGERSOLL</b>	2020	6,680	6,365	2,966	0	126	671	1,038	1,084	944	1,915	1,700	1,675	18,930	25,164
	2021	771	851	1,420	870	930	961	2,545	2,330					10,678	
<b>INNERKIP</b>	2020	459	495	199	0	0	0	104	153	175	169	149	148	1,410	2,051
	2021	183	197	242	232	204	300	279	318					1,955	
<b>MOUNT ELGIN</b>	2020	157	153	68	0	0	285	46	55	63	62	69	54	764	1,012
	2021	68	59	76	63	66	101	93	90					616	
<b>NORWICH</b>	2020	1,953	1,880	898	0	0	0	305	308	324	290	282	237	5,344	6,477
	2021	280	253	281	353	316	378	379	544					2,784	
<b>OTTERVILLE</b>	2020	383	455	133	0	0	0	76	121	127	102	70	88	1,168	1,555
	2021	104	107	119	83	109	148	116	204					990	
<b>PLATTSVILLE</b>	2020	855	758	372	0	0	89	245	209	243	272	248	253	2,528	3,544
	2021	204	269	274	279	287	367	323	410					2,413	
<b>PRINCETON</b>	2020	412	375	182	0	0	0	57	88	100	74	91	81	1,114	1,460
	2021	76	83	110	105	104	126	113	140					857	
<b>TAVISTOCK</b>	2020	1062	1,040	508	0	0	148	195	185	221	197	184	165	3,138	3,905
	2021	229	222	228	232	210	243	270	448					2,082	
<b>THAMESFORD</b>	2020	1,138	1,044	461	0	0	204	204	173	193	229	191	175	3,224	4,012
	2021	140	164	152	180	171	202	203	278					1,490	
<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	22,532	31,839
	2021	806	1,364	2,104	1,935	1,699	1,897	2,799	3,005					15,609	
<b>TOTALS:</b>	2020	21,479	20,461	9,782	0	235	2,115	3,745	4,696	4,875	6,122	5,673	5,099	62,513	84,282
	2021	3,134	3,840	5,318	4,668	4,368	5,068	7,496	8,262	0	0	0	0	42,154	
Annual Change:		-85.4%	-81.2%	-45.6%		1758.7%	139.6%	100.2%	75.9%					-32.6%	

**To: Oxford County Library Board**

**From: CEO/Chief Librarian**

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

### **RECOMMENDATION**

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**1. That the Board receive Report No. 2021-19 for information and discussion purposes.**

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

All branches are now open to the public at reduced hours. Access to computers and occupancy levels are dependent on the size of the facility. Curbside service continues to be offered to meet the demand, as there continue to be individuals who prefer not to have to enter the facility. Branch staff are being very accommodating to those patrons who cannot manage to visit the branch during open hours – arranging alternate pick-up times or arranging Home Delivery.

Mask non-compliance continues to be the greatest challenge facing branch staff. While some branches are experiencing very few issues, other branches are dealing with non-compliance and hostile behaviour on a frequent if not daily basis. This problem is greatest in communities where commercial establishments openly flaunt the rules.

We held a Staff Day on Monday, September 13, and facilitated a group discussion on these issues. We asked branch staff to tell us what we could provide to help them manage and address these situations. A consistent approach at all branches was felt to be most important, given that patrons often use more than one branch.

We continue to monitor the situation closely.

Effective September 22, the Government of Ontario has made proof of vaccination mandatory for entrance into higher risk indoor settings. Public libraries are not included in the list of higher-risk indoor settings. While access to traditional public library services will not be governed by this mandate, it remains unclear whether meeting rooms/program rooms within libraries will be subject to passports. Dependent upon local decision-making, some public libraries housed within municipal multipurpose facilities are being told that any person who must access common areas of the building will be required to provide proof of vaccination in order to enter the library.

The need for Home Delivery as an available option has increased as a result of COVID-19. Several branches were offering the service pre-pandemic, and already have systems in place. However, to ensure that patrons across the county can apply for and access the service, a coordinated approach is being developed by staff at the Ingersoll, Tillsonburg, and Thamesford branches. An online application form, procedures for staff and volunteers, and marketing

**Report No: 2021-19**  
**CORPORATE SERVICES**  
**Board Date: September 20, 2021**

materials are in development. The goal is to formally launch the improved service in early 2022.

Every year for the past several years, an Annual Report Card has been created, listing key performance indicators and highlighting special projects and services introduced during the year. Previous years' Report Cards can be found on the Library Board webpage. Because COVID-19 has so profoundly impacted the Key Performance Indicators traditionally included in an annual report, a different approach is being taken for the 2020/2021 Report Card. Instead of an infographic, this Report Card will be in video format. While the video will include usage statistics, staff and patron voices will be highlighted. Short interview soundbites will tell the story of what library service looked like during COVID and what impact library services had on the community throughout the pandemic. Systems Support Librarian Sarah McDonald is leading this project.

## Programming

The 2021 Virtual Summer Reading Program concluded in late August. In addition to programs and badges available on Beanstack, and online resources available through the TD Summer Reading website, children could watch the weekly OCL Library Olympics videos (available on-demand on YouTube and Facebook), pick up Craft & Connect kits and Family Activity kits at all branches, and participate in Story Walks throughout the county. Many of our branch staff created video content at their branches to be incorporated in the OCL videos, and feedback from families across the county was very positive, enjoying being able to see their local library staff featured in the videos.

As part of Summer Reading, OCL engaged in a pen pal program with our "sister library", the Newfoundland and Labrador Public Library System. This program is wrapping up this month, with many of the participating families sharing email and snail mail addresses in order to keep in touch with their pen pal connections.

This summer's Teen Photography Contest was centred on the theme "the pandemic through your eyes". Response was very good, and the stories and photos that were submitted have been given to the County of Oxford Archives.

Ox on the Run, in partnership with EarlyON, made scheduled, pre-registered stops throughout the county, and will continue into the fall. Participants had to pre-register (if there was space available, walk-ins were allowed), and hula hoops were used to delineate the physically-distanced spots for each family. Story Walks set up at Ox on the Run stops as well as outside branch libraries during the summer were well-received by families looking for passive outdoor programming. Ox on the Run and Story Walks will continue as long as weather permits into this fall. Although we were concerned that COVID would reduce the impact of the community visits, numbers were at their maximum particularly in the rural locations. Outreach Librarian Meagan Brennan was encouraged by the feedback and heard several parents at Ox on the Run stops commenting that these visits were the first time since the start of COVID that they had been able to enjoy programming like this and watch their very young children interact with other children and families. Ox on the Run proved to be an excellent venue to promote the new "1000 Books Before Kindergarten" program. To date, 86 children are registered. The first child to reach the milestone of 1000 books read was a Plattsville patron, who received a certificate and prize book.

**Report No: 2021-19**  
**CORPORATE SERVICES**  
**Board Date: September 20, 2021**

The Oxford Reads Staff Committee is currently very busy with plans for the October 16 Virtual Gala Event with Emma Donoghue, author of The Pull of the Stars. As lead-up to the author visit, a number of other virtual events are planned, including:

- Irish Roots genealogical research tech talk
- Paint Night
- Ireland travelogues
- Trivia Night
- Irish –inspired cooking demo with Kim Quigley
- Beanstack trivia challenge; and
- Book club.

October's Craft & Connect tie-in to the novel is a Thank-you postcard campaign. As the heroine of the novel was a hospital nurse in the Spanish Flu epidemic, community first responders will be selected as the recipients of thank-you postcards which will be distributed from and collected by library branches. Our branch staff's familiarity with local contacts will ensure that completed postcards will be delivered to the appropriate locations, e.g. volunteer firefighters, EMS stations, hospitals. Participants will be encouraged to share photos on library social media channels.

A number of planned programs and activities for various age groups are in development for this fall. They include:

- Mystery Book Club for school-aged children (subscription service similar to Teen Subscription Boxes)
- Family Fun Packs (subscription services designed to promote lesser-known parts of the collection, e.g. step counters, hiking kits, Kitchen Library, Vox books, flashcard sets)
- Upcoming Teen Subscription Boxes will include programming ideas and craft activities and participants will be given a link to a Zoom meeting for a virtual group activity.
- Meagan Brennan, the Outreach/Teen Librarian, is working to create a county-wide virtual Teen Advisory Group, and a comprehensive Teen webpage
- Maker Mondays will take place every Monday from 4:30 to 6:30 on Zoom. There will be space for 35 participants in each session, designed for ages 9 to 14.

## Indigenous Awareness

As discussed at the June meeting, Indigenous Awareness and Reconciliation will be a recurring discussion item in order to ensure that the Board's work toward establishing a Policy and Land Acknowledgement Statement is conducted in a thorough and thoughtful way, with appropriate consultation.

Community Librarian Merley Wheaton, who prepared the Indigenous Awareness and Reconciliation Policy that was approved in principle at the June meeting, continues to work on the Policy and Land Acknowledgement Statement. He has made several amendments with regard to the governing Treaties specified in the Policy and has submitted the amendments for review to an elder. However, the Indigenous community has been deluged with similar requests and as a result, the review has not yet been completed.

September 30 will be the first National Day of Truth and Reconciliation. Staff are preparing a Reading Guide to Indigenous works which will be highlighted in social media posts. Book

displays will be prepared in branches. Tillsonburg Library staff are preparing the picture book “You Hold Me Up” by Indigenous author Monique Grey Smith to be installed in the permanent Story Stroll in Participark in advance of September 30.

### **Staffing news**

In early summer, our Ingersoll Community Librarian Luke McKee left his position to relocate with his family to Barrie. Many thanks to Ingersoll staff, in particular Vicki Brenner, for managing day-to-day branch operations until Luke’s replacement could begin her position. Our new Community Librarian is Ellen Rabie (nee Altpeter), who first worked for Oxford County Library in 2018 as the Digital Literacy & Local History Technician at the Tillsonburg branch, and later, as an Associate Supervisor.

Deb Schurink, Tavistock Branch Supervisor, decided to step down from her role after 26 years but will continue with OCL as an Associate Supervisor, filling in as needed and working some shifts in Tavistock. Particularly in these difficult times, it will be good for the Tavistock community to continue to benefit from Deb’s excellent customer service and familiar, friendly face.

Louise Ross, our Innerkip Branch Supervisor, announced her intention to retire after Thanksgiving. Louise has been with OCL for over 30 years, and is undeniably the reason behind the great success of the Innerkip branch. We are in the process of hiring Louise’s replacement and hope to have someone in place by late October.

### **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

## 2022 Library Business Plan Goals and Objectives

### RECOMMENDATION

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1. That the Oxford County Library Board approve the 2022 Business Plan goals and objectives as set forth in Report No. 2021-20.

### REPORT HIGHLIGHTS

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- Timelines could continue to be affected depending on the duration and extent of pandemic response requirements. Priority will be given to time-sensitive goals such as reaccreditation.
- The Library regards its ongoing response to the pandemic as an opportunity to experiment, learn, grow and re-evaluate services.

### Implementation Points

Approval of the proposed goals and objectives for 2022, and the addition of goals and objectives put forward and approved by the Board as a result of discussion at the Board meeting, will guide the preparation of the draft 2022 operating budget, which will be presented to the Board for consideration at its October 18, 2021 regular meeting.

### Financial Impact

Discussion of financial impacts will occur at the October meeting, following Board direction regarding 2022 Business Plan goals.

### Strategic Plan (2020-2022)



**Report No: 2021-20**  
**CORPORATE SERVICES**  
**Board Date: September 20, 2021**

<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

The following paragraph is taken from Report No. 2020-20, dated September 21, 2020, titled “2021 Library Business Plan Goals and Objectives”:

*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.*

A full year has passed and public library operations continue to be impacted by the pandemic. As predicted in Report 2020-20, the library responded to challenges and opportunities by developing new ways to deliver services. The process of evolution and improvement continues as we work toward a gradual return to pre-pandemic open hours and a gradual reintroduction of in-person programming sometime in 2022.

There is discussion within the broader public library community with regard to whether library service will ever return to “normal”, or if instead the pandemic has permanently affected the way the public wants to access services. The pandemic forced library staff to become more proactive and experiment with new ways of providing customer service. Our staff responded with remarkable enthusiasm – in fact, Oxford County Library was one of the first libraries in the province to have virtual programming up and running within one week of the initial shut-down.

Through consultation with branch staff, we know that some of our new services are reaching people who were not being served previously. Public demand to date supports the continuation of these new services: most notably, curbside service; Readers’ Advisory Grab & Go book selections; enhanced e-resources; and the option to participate in library programs virtually. We will learn more about impacts through the Needs Survey (in progress) and the proposed Business Plan Goal #3.

Attached to this Report is the Library Services section of the 2022 County Budget Survey. The Budget Survey solicited feedback from taxpayers to inform the 2022 Budget process. A Report on the Survey results is going to County Council at its meeting this week.

### Comments

Proposed Goals and Objectives for 2022:

- 1. Achieve Provincial Reaccreditation**

**Report No: 2021-20**  
**CORPORATE SERVICES**  
**Board Date: September 20, 2021**

In recognition of the ongoing disruption of COVID-19, all Ontario public libraries seeking accreditation or reaccreditation have been granted a second one-year extension. The deadline for reaccreditation is now December 31, 2022.

## **2. Policy Review**

The additional time provided to meet all Ontario Public Library Guideline requirements for reaccreditation will allow us to do more robust and meaningful policy review and planning. Given the timing of the Bridge and Edge projects (public library technology) and the work of the Diversity, Equity and Inclusion committees, a review of service-related policies and plans in 2022 will be able to incorporate richer data and social inclusion practices.

## **3. Evaluate impacts of the pandemic on library services**

Articulate the lessons learned, successes achieved, and identify opportunities to adapt and improve services. Incorporate recommendations into Service Delivery Policy scheduled for review in 2022.

A Needs Survey is running until the end of this month, to ascertain the public's preferences for open hours, to assess the use of and need for services developed in response to the pandemic, and to solicit ideas for library services moving forward.

The ongoing process of pandemic recovery requires us to remain nimble in our approach to service delivery. As challenging as the past 18 months have been, they have encouraged a spirit of experimentation amongst staff. The following are examples of new services introduced since the onset of the pandemic:

- Curbside service
- Virtual programming (and recently, hybrid virtual/in-person programming)
- Craft & Connect activity kits (4,945 distributed to date)
- Teen subscription boxes
- Enhanced Home Delivery service – web registration form now enabled (765 deliveries to date during pandemic)
- Readers' Advisory Grab & Go bags
- Virtual tech help – one-on-one and group tutorials
- E-commerce (Shopify) – being tested at Ingersoll and Tillsonburg
- Remote printing – now available at Large and Medium branches
- Check-In Calls to reach shut-in seniors and others facing barriers to accessing branches
- Virtual Reading Buddies program.

The pandemic has exacerbated the problem of social isolation and has impacted many aspects of individual, family, and community life. The public library can serve as a social purpose space – through its physical facilities, its online presence, and its proactive efforts to connect by



**Report No: 2021-20**  
**CORPORATE SERVICES**  
**Board Date: September 20, 2021**

telephone, home delivery, and outreach service locations. The library can also partner with other organizations and member municipalities as part of a broader community recovery effort.

#### **4. Development of Technology Plan and Technology Leadership**

We are participating in Phase 3 of the Bridge and Edge projects, with an anticipated completion date of February 2022. Phase 3 of the project is designed to build public libraries' capacity and skill to collect, analyze and communicate data and to demonstrate libraries' role in advancing digital equity in their communities. OCL technology resources have been inventoried and assessed as part of the background work for the Bridge Project. Data will be used to measure performance levels and outcomes of OCL technology services. Gaps in our services will be identified this fall through project benchmarking exercises.

Work is underway to plan and establish Maker Labs in the large branches as well as a mobile Maker Lab for rural branch and outreach use. Fostering a "Maker Culture" is a big part of public library technology leadership. The online Technology Survey undertaken earlier this year as well as preliminary results of Bridge Project peer comparisons indicate that OCL currently falls short in this area. Recommendations regarding in-demand technologies such as Maker products, online resources, and software suites being more readily accessible to the public and staff at our branch locations will no doubt be a major focus of a Technology Plan.

Technology Leadership implies that the public library branches and public library staff are equipped to serve as go-to community resources for access to and assistance with leading technologies. Staff expertise is best developed, and investment in staff training is most effective, when staff have regular, ongoing opportunities to work hands-on with the technologies in question.

### **Conclusions**

Planning for 2022 library activities remains vulnerable given the unknowns of the continuing COVID-19 pandemic recovery process. Library management staff will continue to prioritize the safety and security of branch staff, operations, and our patrons. Assuming that the recovery process will extend into 2022, the proposed goals and objectives ensure that time-sensitive deadlines are met while still providing staff and the Board with direction and opportunity to pursue innovation and explore new opportunities.

### **SIGNATURE**

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#### **Departmental Approval:**

"Lisa Miettinen"

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Lisa Miettinen

**Report No: 2021-20**  
**CORPORATE SERVICES**  
**Board Date: September 20, 2021**

CEO/Chief Librarian

## **ATTACHMENT**

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Attachment No. 1 – Draft 2021 Library Business Plan

Attachment No. 2 – 2022 Budget Survey Results – Library Services

Services Overview

Full-Time Equivalents **37.47 FTE** → **1.95**



Service	Service Description	2020 Service Level	Service Type
Library Collections	An external service offering loans of print, audiovisual and electronic materials to the public	<b>278,878</b> Items borrowed, downloaded, or streamed	Information
Library Programming	An external service offering programming and events that respond to the literacy needs of the community.	<b>7,827</b> People attended 923 in-person programs (January through mid-March) <b>168</b> Virtual programs posted to Facebook (March -- December)	Information
Library Reference and Information	An external service offering answers to reference questions in person or via other channels (email, web, phone).	<b>99,560</b> Research database uses <b>2,499</b> Readers' Advisory calls to rural branches during COVID	Community
Library Public Space Access	An external service providing welcoming and accessible meeting places.	<b>269</b> Library room rentals for public use (January 1 to March 13)	Information
Library Technology Access and Coaching	An external service providing public access to technology and the internet.	<b>31,920</b> Wired or wireless computer sessions and <b>125</b> coaching sessions	Community


- **0.67 FTE Student** - Post-secondary summer students to assist with Summer Outreach and training on Maker technologies. **Will apply for student funding**
- **1.28 FTE Public Service Clerks**; Associate Supervisor **Part-time** - Overall increase in part-time hours to provide virtual and Maker Space programming, assistance with Home Delivery, check-in calls, and other services introduced in response to COVID-19

Key Performance Indicators

	2018 Actual	2019 Actual	2020 Actual	2021 Forecast	2022 Budget	Target
Number of active library cards	16,535	16,351	13,710	13,000	14,000	↑
% of collection purchase requests filled	88.0%	88.0%	91.0%	90.0%	85.0%	85%
Physical & electronic materials circulation	569,316	507,011	278,878	425,000	500,000	↑
Branch attendance	288,745	264,723	84,663	76,000	150,000	↑
Number of programs offered	2,844	3,744	923 (in-person)	0	600	↑
Attendance at programs	33,600	36,177	7,827 (in-person)	0	10,000	↑
Attendance at Tech Coaching Sessions	1,313	1,088	125	325	500	↑

Goals and Objectives

Description	2022	2023	2024	Strategic Plan	Other Plan Alignment
<p><b>Achieve Provincial Reaccreditation</b>                      Fulfillment of all requirements under Ontario Public Library Guidelines 2022 Edition                      Deadline: 2022 Q4</p>	●			 Performs & Delivers Results 5.ii.	
<p><b>Policy Review</b>                      Utilize Social Inclusion practices to review service-related policies.                      Incorporate Diversity, Equity and Inclusion (DEI) framework.</p>	●			 Performs & Delivers Results 5.i.	Zero Poverty

Description	2022	2023	2024	Strategic Plan	Other Plan Alignment
<p><b>Evaluate impacts of the pandemic on library services</b>                      Using a SWOT framework, articulate the lessons learned, successes achieved, opportunities to adapt and improve services.                      Incorporate recommendations into Service Delivery Policy scheduled for review in 2022</p>	●			 Performs & Delivers Results 5.ii.	
<p><b>Development of Technology Plan and Technology Leadership</b>                      Data from Bridge and Edge Projects (anticipated completion March 2022) to measure performance and outcomes of OCL technology services. Develop plan to address gaps identified through benchmarking re: community value &amp; engagement; technology planning and management; and staff digital expertise.                       Actively engage branch staff in Maker Culture through the development of Maker Spaces and Maker programs.</p>	●	●		 Works Together 1.ii.	

## County Question 8: Oxford County Library

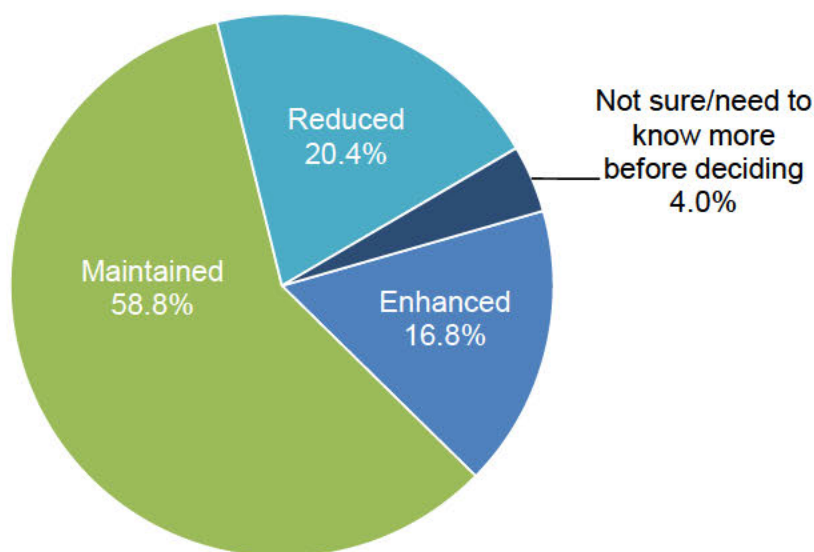
2021 taxes for a \$250,000 residential property would be **\$91**

### Quick facts

- Oxford County provides library services at 14 branch locations across the County, and offers electronic services and resources at [www.ocl.net](http://www.ocl.net)
- County libraries are exploring new ways to serve residents as “community hubs,” offering special programs, events and experiential learning.
- The pandemic impacted how library services could be delivered, including moving all library programs to a virtual format. 168 Facebook video programs were created by staff, reaching 220,097 viewers and generating 20,996 engagements (likes, shares, comments). Use of electronic resources went up by 38% in 2020. People turned to the library for lifelong learning opportunities throughout the pandemic with 13,415 Universal Class online courses taken – almost 3,000 more courses than were taken in 2019.

### Should this investment be:

Answer Options	Response Percent	Response Count
Enhanced	16.8%	76
Maintained	58.8%	266
Reduced	20.4%	92
Not sure/need to know more before deciding	4.0%	18
<i>answered question</i>		<b>452</b>
<i>Not applicable</i>		<b>63</b>
<i>skipped question</i>		<b>81</b>



## County Question 8: Oxford County Library

### Comments

#### Enhanced

Great library services in Tillsonburg - can not speak for other communities

I absolutely love my library card. I mainly use the Burgessville library and it's a fantastic resource. Not only have I saved a ton of money on buying books I also feel a bit more connected to the community. I've been only able to use curbside pickup lately but what a wonderful resource.

it is important to provide community-based places and spaces for people across the county.

Libraries can and should be integrated with all other county services to be places of support. More libraries, more hours, add services like food pantries, shelter and showers/washrooms. Extend services to be mobile and lend wifi hotspots.

More makerspaces please. [REDACTED] and team are doing a good job with this - continue to grow these programs at free or afford rates. Use community space such as libraries for community meeting places, especially in inclement times of the year.

More non-traditional library services and programs. Park passes, equipment rentals, partner with local community groups for education opportunities. Advertise these services. Libraries are very underutilized!

More outreach beyond computer walls, especially to assist people who have limited ability to use computer technology to improve their lives

Provide more municipal services from library branches. Make them community centers for youth, parents, seniors. A place where people can meet.

Slightly, again look at where to get the funds from other less needed areas

The libraries are new community centres and as such should continually be enhanced with new ideas, programs, etc. Never cut the funding to this service.

The library system has been awesome in this past year and has risen to the challenge of providing excellent and innovative service during covid lockdown

The library is our greatest asset and should be greatly supported.

Libraries as community hubs. Love the changes and the trends here. More please. Internet availability deficits in rural areas so need a suite of methods for delivery until we get that fixed.

Expanded library hours at Innerkip and more space for more materials

The Brownsville Library hours need to be clearly posted. The hours seem to change frequently. It should be opened more on a daily basis, except Sundays, at the same times like other libraries. Perhaps a brochure distributed to the area, outlining the services, times, and activities available there would help to increase usage.

I believe that with increased funding, additional services could be offered from the library, including mental health education sessions and family supports.

Can someone explain why the library is closed on Sundays? The one day that kids with jobs can access the services and people who are not retired could use the library. Ridiculous.

They provide many great services on a shoestring. Imagine what they could do with more

Our local library in Mount Elgin has hours of operation that do not work for the majority of families that work in the daytime. It would be better to have evening hours for better access. Not everyone is a stay at home parent and many families are 2 income and availability is limited to the evenings.

Our family are regular library users. The staff do a great job and I support growth of libraries as a community hub

Maybe then the Thamesford branch could go back to regular daily hours.

I have always had a soft spot for libraries and books, so I am predisposed to supporting almost any enhancement of library services in the county. But I don't know what the most pressing needs of the OCL might be, especially in an increasingly computerized world. Out of a personal interest in local history and genealogy, though, I would like to see the undertaking of a complete digitization of the historical issues of all current and former local newspapers in Oxford County, so that they can be freely accessed via the Internet, rather than having to resort to examining them on a microfilm reader inside an actual library branch.

my family has enjoyed all the services the library offers.

### Maintained

At least maintained, but should access to library materials have changed substantially and put pressure on electronic resources (as an example) it likely deserves an enhanced budget. Library services are vital in this and in all communities.

While the library is a fantastic leisure and learning space, I think for 2022 we need to focus on the most pressing issues that have befallen the city and maybe the following year(s) look at enhancements to the library. I hate saying that but there really are bigger priorities right now than the library and it's a beautiful, well stocked and progressive library so I think it can wait while the more serious issues are dealt with.

Would love for the library to purchase a Cricut cutting machine for people to borrow - similar to the kitchen appliances

Wonderful to have a library in town here. Thank you.

The library should partner with schools to encourage children to use the library facilities.

Love the library services.

We have a beautiful library that supports many activities.

We have a wonderful public library system.

Until they know better how to better meet the new needs they have discovered during COVID

The library staff have been innovative in redesigning programming. I think there is still a need for paper resources in a digital world...

I love how the library has evolved with the times and the technology and hope it continues to do so.

Our libraries have had a great need in our communities and have done a great job reinventing the libraries

Our libraries are great

I find it hard to believe that virtually costs are as much as in person costs so I would hope that over the past two years, we have been able to save some money from this area and not just spend it because we have it and don't want to lose it.

### Reduced

high staff costs vs usage by many residents. High demands by small % of clients. Should we consolidate some services.. do we really need to loan out bread makers and tools.

I am unsure why the library budget is so high. I would like to see more library services in Embro (ie enhanced hours) but at this price tag to the tax payer. I am unsure how that is justifiable.



I asked several of my friends if they use Oxford County Library and all of them said no, including myself. I think this is a high cost for something used so rarely. I wouldn't eliminate the service, but I'd lower its cost.

I don't see this being a priority moving forward.

Less and less relevant in the modern technological era. Only for those who rely on it currently, should not be promoted as a tool or asset to the community.

Most people don't use this resource.

My family does not use this.

Perhaps all the offerings could be centrally located. The empty buildings repurposed.

Should have a service fee for extras

start small fee for services for those who use If only fee is few dollars it would help increase funding to put back into library to increase, improve programs

Switch to a user fee same as City of Woodstock. Seldom visit the actual building. Typically borrow everything thru online service. Amount set aside via taxes seems incredibly high for my own personal use and the number of people actually using the service.

Taxes should be reduced. As everything is going virtual this service should be reduced at the physical location..

never used this service.

The Beachville library had been closed for many years, so I feel like we don't much benefit from this.

I enjoy online books, the pandemic has shown how little I miss the actual library.

Library's are obsolete. this is way too much compared to other places this money could be spent.

Eliminate this and charge a fee to use the library

Most things are online.

Waste of money

Paying for a library that couldn't be used to take out a physical book

I believe the use of library services have changed over the years and needs to be innovated - I believe the pandemic forced this change and it may be moving in a positive direction and could use less funding for the physical location.

#### **Not sure/need to know more before deciding**

But, it would be of interest that more promotional ideas are directed to youth and residents by Twitter, fact sheets etc

I love our library system. It is so necessary to support the community. Please make sure funding keeps pace with cost of inflation.

#### **Not Applicable**

I don't go to or use Woodstock Public Library as a result of all the homeless & junkies hanging out there. It's not a safe environment & I don't think the staff should be permitting such behavior to take place

Woodstock should be included, OCL delivers good services we need here.

When I lived in Tillsonburg the OCL system rocked. I can only imagine the hard work that has happened during these rough times to keep the system going and help the patrons. OCL rocks!!!

Do city of Woodstock residents pay \$91 a year or more for a library they can't use?