Oxford County Library
connect. discover. share. become.

AGENDA

OXFORD COUNTY LIBRARY BOARD
BOARD MEETING

Tuesday, September 19, 2023, 1:00 p.m.
21 Reeve Street, Woodstock and online
www.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   August 15, 2023

    4.2   August 28, 2023

5. DELEGATIONS AND PRESENTATIONS

    5.1   S. Adam, System Support Librarian
            Oxford County Library Technology Presentation

6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS

7. CONSIDERATION OF CORRESPONDENCE

8. REPORTS

    8.1   2023-25 Key Agenda Items Update (Verbal Report)
            RECOMMENDATION:

            1.   That the Library Board receive the Key Agenda Items Update, Report No. 2023-25
                  for information and discussion.

    8.2   2023-26 Librarian's Report and Statistics
             RECOMMENDATION:

            1.   That the Board receive Report No. 2023-26 for information and discussion.

    8.3   2023-27 Technology Goals - 2023/2024

RECOMMENDATION:

1.   That the Library Board receive Report No. 2023-27, "2023/2024 Library Technology Goals", for information and discussion.

8.4   2023-28 2024 Library Business Plan

RECOMMENDATION:

1.   That the Library Board approve the 2024 Business Plan goals and objectives as set forth in Report No. 2023-28.

9.   UNFINISHED BUSINESS

9.1   Pending Item - Drag Storytime Report

10.   NOTICE OF MOTIONS

11.   NEW BUSINESS / ENQUIRIES / COMMENTS

12.   CLOSED SESSION

13.   CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

14.   ADJOURNMENT

OXFORD COUNTY LIBRARY BOARD

MINUTES

August 15, 2023

Member Present	Chair Julia Harris
	Vice-Chair Laura Langford (arrives at 1:20 p.m.)
	Councillor David Mayberry
	Councillor Brian Petrie
	Cynthia Lacroix (arrives at 1:20 p.m.)
	Katherine Grieve
Members Absent	Ellen Devlin
Staff Present	L. M. Williams, CEO/Chief Librarian
	L. Buchner, Director of Corporate Services
	C. McLaren, Deputy Chief Librarian Branch Services (arrives at 1:20 p.m.)

1. **CALL TO ORDER**

    Oxford County Library meets in regular session this fifteenth day of August, 2023, in Room 222, Oxford County Administration Building, Woodstock, at 1:00 p.m. with Chair Julia Harris in the chair.

2. **APPROVAL OF AGENDA**

    RESOLUTION NO. 1

    Moved By: David Mayberry
    Seconded By: Brian Petrie

    Resolved 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**

    RESOLUTION NO. 2

    Moved By: David Mayberry
    Seconded By: Brian Petrie

Resolved that the Minutes of the Library Board meeting held on July 18, 2023 be adopted as amended.

DISPOSITION: Motion Carried

5. DELEGATIONS AND PRESENTATIONS

5.1   Strategy Corp

RE: Library Strategic Plan

6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS

RESOLUTION NO. 3

Moved By: David Mayberry
Seconded By: Katherine Grieve

Resolved to keep Vision Statement as is: Connect, Discover, Share and Become.

DISPOSITION: Motion Carried

7. CONSIDERATION OF CORRESPONDENCE

NIL

8. REPORTS

8.1   2023-20 Key Agenda Items Update (Verbal Report)

RESOLUTION NO. 4

Moved By: David Mayberry
Seconded By: Katherine Grieve

1.   That the Library Board receive the Key Agenda Items Update, Report No. 2023-20 for information and discussion.

DISPOSITION: Motion Carried

8.2   2023-21 Librarian's Report

RESOLUTION NO. 5

Moved By: Katherine Grieve
Seconded By: Brian Petrie

1.   That the Library Board receive Report No. 2023-21, Librarian's Report and Statistics, for information and discussion.

DISPOSITION: Motion Carried

8.3   2023-22 Draft Service Delivery Model

RESOLUTION NO. 6

Moved By: Cynthia Lacroix
Seconded By: Brian Petrie

1. That the Library Board receive Report No. 2023-22, Draft Service Delivery Model, for information and discussion.

DISPOSITION: Motion carried with changes as discussed.

8.4   2023-23 2023 Q2 Business Plan and Budget Update

RESOLUTION NO. 7

Moved By: David Mayberry
Seconded By: Brian Petrie

1. That Report No. 2023-23 entitled "2023 Q2 Library Business Plan and Budget Update", be received for information.

DISPOSITION: Motion Carried

9.   UNFINISHED BUSINESS

9.1   Pending Item - Drag Storytime Report

10.   NOTICE OF MOTIONS

NIL

11.   NEW BUSINESS / ENQUIRIES / COMMENTS

August 29th at 12:00 p.m. – Financial discussion for those attending.

Comments – Ingersoll council was happy to have Cristina and Ellen come to discuss. SWOX had as well and both Councillors were happy with staff putting this together.

12.   CLOSED SESSION

NIL

13.   CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

NIL

14.   ADJOURNMENT

The Oxford County Library Board adjourns its proceedings at 3:55 p.m. until the next meeting scheduled for August 28, 2023.

Minutes adopted on _____ by Resolution No. __.

4

_____

CHAIR

_____

SECRETARY

OXFORD COUNTY LIBRARY BOARD

MINUTES

August 28, 2023

Member Present	Chair Julia Harris
	Vice-Chair Laura Langford
	Councillor Brian Petrie
	Cynthia Lacroix
	Katherine Grieve
Members Absent	Councillor David Mayberry
	Ellen Devlin
Staff Present	L.M. Williams, CEO/Chief Librarian
	L. Buchner, Director of Corporate Services

1. CALL TO ORDER

Oxford County Library meets in regular session this twenty-eighth day of August, 2023, in Room 222, Oxford County Administration Building, Woodstock, at 1:00 p.m. with Chair Julia Harris in the chair.

2. APPROVAL OF AGENDA

RESOLUTION NO. 1

Moved By: Cynthia Lacroix
Seconded By: Katherine Grieve

Resolved that the Agenda be approved.

DISPOSITION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

NIL

4. DELEGATIONS AND PRESENTATIONS

NIL

5. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS

NIL

6. CONSIDERATION OF CORRESPONDENCE

NIL

7. REPORTS

7.1 2023-23 Village Branch Hours 2024

RESOLUTION NO. 2

Moved By: Brian Petrie
Seconded By: Cynthia Lacroix

1. That the Library Board receive Report No. 2023-23, Village Branch Hours - 2024, for discussion;

2. And further, that the Library Board requests staff to bring forward, in the 2024 Draft Business Plan and Budget for the Board's consideration, adjustments to the Village Branch hours described in Report No. 2023-23 as Option **A.**

DISPOSITION: Motion Carried

8. UNFINISHED BUSINESS

NIL

9. NOTICE OF MOTIONS

NIL

10. NEW BUSINESS / ENQUIRIES / COMMENTS

NIL

11. CLOSED SESSION

RESOLUTION NO. 3

Moved By: Laura Langford
Seconded By: Katherine Grieve

Resolved that the Library Board go into a closed session to consider a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board.

DISPOSITION: Motion Carried at 1:32 p.m.

TIME OF COMPLETION OF CLOSED SESSION:

1:59 p.m.

RESOLUTION NO. 4

Moved By: Katherine Grieve
Seconded By: Laura Langford

Resolved that the Library Board reconvene in Open session.

DISPOSITION: Motion Carried at 1:59 p.m.

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

RESOLUTION NO. 5

Moved By: Cynthia Lacroix
Seconded By: Laura Langford

Resolved that the recommendations contained in Report No. (CS) 2023-24 be approved as amended.

DISPOSITION: Motion Carried

13. **ADJOURNMENT**

The Oxford County Library Board adjourns its proceedings at 2:00 p.m. until the next meeting scheduled for September 19, 2023.

Minutes adopted on _____ by Resolution No. ___.

_____

CHAIR

_____

SECRETARY

Overview of eResources and Technology at Oxford County Library

Oxford County Library Board Meeting

2023.09.19

Oxford County Library

connect. discover. share. become.

Outline

- Lendable Technology
- Technology Available in Branches
- Maker Technology
- eResources Available at OCL
  - How to Start
  - eBooks & eAudiobooks
  - Magazines & Newspapers
  - Lifelong Learning
  - Movies & Music
  - For Kids
  - Local History Databases

Lendable Technology

- Oxford County Library has a "Cool Stuff to Borrow" collection that includes both high and low-tech items available for patrons to borrow
  - **Carbon Dioxide & Electricity Monitors**
  - **Chromebooks** *(in-library use only)*
  - **Kitchen Library** *(donut maker, ice cream maker, airfryer, juicer, dehydrator, rice cooker, slow cooker and more)*
  - **Launchpads & Playaway Views** *(preloaded tablets that are easy to use and ad free)*
  - **Maker Kits**

Oxford County

Growing stronger together

Technology Available in Branches

- There are **60 public computer** stations in 14 branch locations around the County providing internet access to areas with low/no service and patrons without access

- There are **22 Chromebooks** available for both in-library patron use and library programs

- There are **8 teen iPad stations** in 6 branches

- There are **10 Early Literacy iPad stations** in 8 branches

- **Mobile printing** is offered at 6 branches (Ingersoll, Tillsonburg, Norwich, Plattsville, Tavistock and Thamesford)

- **Conversion Stations** are offered in 2 branches (Ingersoll and Plattsville)

- **Microfilm Reader and Printer** available in 2 branches

- **Wifi service** is available in all branches 24/7 with service reaching parking lots

- **Tech Help** for patrons is available through one-on-one appointments, scheduled programs, canned video tutorials and through our online tech help request form

Oxford County

Growing stronger together

Maker Technology

- **Ingersoll's Maker Space**
  - Launched in Fall 2022
  - Maker Spaces are places where people can:
    - Connect with others to learn new skills, and create together
    - Discover new technologies and talents
    - Share their skills and knowledge
    - And become "Makers"!
  - **Tools available**: sewing machines, Cricut, button maker, 3D printer, laminator, bedazzler, Yeti microphone, ring light & stand, iMac, stamp making kit, Littlebits and more!
- **Robotic Tech Toys** available for all staff to provide in-branch or outreach programming
  - **Toys available**: Coding Critters, Cubelets, Cue, Dash & Dot, Edison Robots, green screen, Harry Potter Coding Kit, Ledo WeDo 2.0, LittleBits, Makeblock Neuron Inventor Kit, Osmo, Ozobots, Specdrums, Sphero and Star Wars the Force Coding Kit

Oxford County
Growing stronger together

eResources Available at OCL

- eBooks & eAudio
- Online Magazines & Newspapers
- Lifelong Learning
- Music & Movies
- For Kids

Oxford County
Growing stronger together

eResources: How to Start

- Get started at www.ocl.net with your **Oxford County Library card and PIN**
    - You can access specific online resources under the 'Borrow & Learn' tab.
    - Or, you can search our catalogue which links several of our eResources through an ERC connector (this is a partnership developed by Bibliocommons and the vendor)
- On some eResources, your login will always be your library card and PIN (i.e. Libby and Axis360)
- On some eResources, you create a login using your email address or create a username when you register (i.e. Hoopla, Creative Bug, Universal Class)

Oxford County

Growing stronger together

eResources: eBooks & eAudiobooks

- **Libby, by Overdrive**
  - Borrow ebooks, audiobooks, and magazines to read on your phone or tablet
  - Patron favourite!
  - Two collections on Overdrive:
    - Member of the Ontario Library Service access a shared collection of over 80,000 titles
    - In addition to our advantage collection (approx. 3,000 titles), purchase exclusively for OCL patrons
- **Hoopla:** borrow free digital movies, television shows, music and audiobooks with your library card. You may borrow up to four items per month. A new flex 'lucky day' collection is coming to Hoopla later this fall, which will mirror our print Quick Pick collection.

- **You can also find eBooks and eAudiobooks on Freading**

OxfordCounty

Growing stronger together

eResources: eBooks & eAudiobooks

- How is content purchased on eResources?
  - Various content licenses (metered, perpetual/subscription, pay-per-use) depending on the platform and publisher
  - Metered content can range from number of checkouts (26 or 52) or yearly (1, 2 or 5 years)
  - Pricing ranges drastically (for example, $5-150 for metered license titles purchased on Overdrive or anywhere from $0.99-5.99 for a single pay-per-use checkout on Hoopla)

Oxford County
Growing stronger together

eResources: Magazines & Newspapers

- **Libby:** You can find 3000+ eMagazines on Overdrive including The Economist, The New Yorker, HGTV Magazine, National Geographic and so much more! Magazines can be downloaded on your smart phone or tablet directly using the Libby app. Magazines are always available and are not included in your 10 title borrow limit.

- **Press Reader:** Access daily newspapers and magazines in Press Reader. All-you-can-read digital newsstand with thousands of the world's most popular newspapers and magazines.

OxfordCounty

Growing stronger together

eResources: Lifelong Learning

- **Ancestry Library Edition:** Discover your family history and access billions of genealogical records including census, vital, military and immigration documents. Ancestry can be accessed while visiting one of our 14 branches. Ancestry Library Edition is not accessible from home.

- **ArtistWorks:** Stream world-class instructional videos taught by music and artistic professionals from beginner to advanced. ArtistWorks is now available on your smart phone or tablet directly using the Libby app.

- **CreativeBug:** thousands of award-winning art & craft video classes taught by recognized design experts and artists.

- **Universal Class:** Learn a new hobby or skill. Take lessons, submit assignments and get instructor feedback throughout the course.

- Other eResources include **Chilton Auto Repair, Signing Savvy, Transparent Language, Consumer Reports**

eResources: Movies & Music

- **Hoopla:** borrow free digital movies, television shows, music and audiobooks with your library card. You may borrow up to four items per month.

- **IndieFlix:** watch shorts, features, documentaries, classic TV and web series from 85 countries. You have unlimited streaming access. IndieFlix is now available on the Libby App or directly on your desktop at www.libbyapp.com. Sign up for a 7-day unlimited pass with your Oxford County Library card.

- **Freegal:** Download or stream free music from popular artists and genres. You can download up to seven songs per week, which are yours to keep!

- **Kanopy:** Looking for something less mainstream? You can find arthouse films, classics, Criterion Collection, documentaries and more. You may stream up to ten titles per month.

- **Qello:** Sit front row at 100s of concerts on Qello. Stream full-length concerts and music documentaries with your library card. Qello is now available on the **Libby App** or directly on your desktop at www.libbyapp.com. Sign up for a 7-day unlimited pass with your Oxford County Library card.

eResources: For Kids

- **Specific content on CreativeBug, Hoopla, Kanopy, Libby for Kids**

- **Brainfuse:** provides online homework help for students in grades K-12 offered daily from 2:00 p.m. to 11:00 p.m. Also includes practice tests, support for adult learners, writing assistance, skills building and more.

- **Ontario ExamBank:** test your understanding by taking online practice tests from grades K-12. In branch use only. Ontario ExamBank can now be accessed from home! Login with username "oxfordcounty" and password "library".

- **Stem Village:** STEM Village is an online education solution designed to inspire, enable, and guide K-12 students to develop STEM skills and passions, and to pursue high-demand STEM careers. Students discover real-world application of STEM skills in fascinating topics like Robotics, 3D Printing, Artificial Intelligence, Space Exploration, Climate Change, and much more!

- **TumbleBooks:** an online collection of talking children's picture books that help to teach kids the joy of reading.

- **World Book Online:** a comprehensive suite of e-learning resources designed for all ages and abilities with articles, videos, educator tools, eBooks, research guides and more. Log in with your library card number.

Oxford County
Growing stronger together

eResources: Local History Databases

- Oxford County Library maintains a special collection in order to conserve local history and to provide access to unique materials that help researchers and the public better understand Oxford's past.

- We have over 30 interactive databases developed by our Local History Technicians

  - Digitized local newspaper collections
  - Cemetery records
  - Genealogy Index
  - Vital stats
  - Land Patents
  - Historic Plaques
  - Oxford Militia
  - Ingersoll Police Magistrate Records 1887-1920
  - And more!

- Patrons can access one-on-one assistance with one of our Local History Technicians to learn more about Oxford County's local history and learn how to get started researching their own family's history using our locally created index and Ancestry Library Edition

Technology Training and Coaching for Patrons

- Tech help is offered in all 14 branches
  - Patrons can submit a request for tech help on our website
- Ox on the Run will begin offering drop-in tech help hours this fall and winter as part of the one-year pilot project
- Lifelong Learning eResources

Thank you ☺

Questions or comments?

Contact me:

Sarah Adam

Systems Support Librarian

sadam@ocl.net

![Oxford County Library logo — connect. discover. share. become.]

Oxford County Library Board - Key Agenda Items 2023

Agenda items	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Notes
Board Orientation	X	X	X	X	X							2023 Goal
2022 Year End Statistics		X										Yearly Agenda Item
Monthly Statistics		X	X	X	X			X	X	X	X	Regular Agenda Item
Quarterly Metrics and Trends Report				Q1					Q2		Q3	Regular Agenda Item
Monthly Librarian Report	X	X	X	X	X			X	X	X	X	Regular Agenda Item
2023 Business Plan and Budget Update				Q1			Q2			Q3		Regular Agenda Item
2022 Annual Community Report					X							Yearly Agenda Item
2023 Financial Audit					X							Yearly Agenda Item
Technology Plan									**X**			2023 Goal
Service Delivery Model							X*		**X**			2023 Goal / *Draft Plan
2024 Business Plan								X				2024 Planning
2024 Budget Plan									X			2024 Planning
Strategic Planning							X*		**X**			*Draft Plan / Final Plan

Additional Agenda Items of Note will be added as anticipated.

Updated September 2023

![Oxford County Library logo — connect. discover. share. become.]

To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

Librarian's Report and Statistics

RECOMMENDATION

1. That the Board receive Report No: 2023-26 for information and discussion.

DISCUSSION

CEO / Chief Librarian

- August 8 – Homelessness Task Force – Tillsonburg
- August 11 – Heart FM
- August 16 – Zorra / TVDSB / OCL MOU
- August 17 – StrategyCorp Inc.
- August 28 – Special Library Board Meeting
- August 30 – Capital Planning Dept. – Asset Management
- August 31 – StrategyCorp Inc.
- August 31 – Library Budget Planning
- September 1 – ARUPLO Executive
- September 6 – Individual Board Training: Financial Information Session
- September 8 – AMPLO meeting
- September 11 – Library Budget Planning
- September 12 – LIP
- September 12 – Reducing Poverty Together Committee
- September 13 – StrategyCorp Inc

Statistics – July and August 2023

In Attachment 1 to this report, July and August statistics for:

- **Branch Attendance –** Branch attendance continues to grow in comparison to 2022, with the gap between 2019 numbers and 2023 numbers shrinking steadily.

Overall Branch of Note:

Branch	July	August	Attendance per Hour
Brownsville	6% over 2019	5% over 2019	July: 3.7

![Committed to 100% RE | Zero Waste | Zero Poverty logo]

Branch	July	August	Attendance per Hour
	11% over 2022	77% over 2022	August: 2.8

July Stats Branches of Note:

Branch	July	Attendance per Hour
Burgessville	9% over 2019 40% over 2022	8.5
Thamesford	0% over 2019 62% over 2022	8.5

August Stats Branches of Note:

Branch	August	Attendance per Hour
Embro	24% over 2019 35% over 2022	4.9
Mount Elgin	10% over 2019 53% over 2022	3.8
Tillsonburg	0% over 2019 53% over 2022	31.7

% Total Change	July	August	Year to Date
2019 to 2023	-23.1%	-11.1%	-25.3%
2022 to 2023	39.7%	34.4	65.9%

- **Computer Use** – Continued to see declines in both July and August as branches continue to see decline most affected by Wi-Fi usage. Library staff will continue to monitor Wi-Fi demand over the next year to determine if speed may be an issue.

  Declines in Wi-Fi usage were most seen at the following locations:
  o Brownsville
    ▪ -81% July
    ▪ -76% August
  o Innerkip
    ▪ -91% July

- -48% August
  - o Otterville
    - -64% July
    - -29% August
  - o Tillsonburg
    - -66% July
    - -64% August

% Total Change	July	August	Year to Date
2022 to 2023	-20.2%	-26.9%	10.9%

- **Physical Circulation** – Circulation dropped slightly in July to -0.2% over 2019 and -2% over 2022. August saw moderate gains over 2019 at an 8.2% increase, but dropped to -9% over 2022. Library staff believe these declines seen when comparing 2022 numbers is likely due to pent up demand in 2022.

  Branches of note:

Branch	July	August	Circulation per Hour
Burgessville	62% over 2019 10% over 2022	38% over 2019	July: 46.8 August: 35.6
Embro	49% over 2019 15% over 2022	44% over 2019 4% over 2022	July: 19.0 August: 16.2
Ingersoll	0% over 2019 7% over 2022	12% over 2019 0% over 2022	July: 59.9 August: 55.9
Plattsville	38% over 2019	80% over 2019	July: 20.6 August: 20.8
Princeton	39% over 2019 35% over 2022	71% over 2019 22% over 2022	July: 20.9 August: 19.1
Tavistock	9% over 2019 3% over 2022	26% over 2019 2% over 2022	July: 18.1 August: 18.3
Thamesford	63% over 2019 10% over 2022	57% over 2019	July: 18.0 August: 14.4

% Total Change	July	August	Year to Date
2019 to 2023	-0.2%	8.2%	7.2%

% Total Change	July	August	Year to Date
2022 to 2023	-2%	-9%	6%

- **Digital Circulation** – Digital Collections continued to perform well throughout the summer. Gains in Magazines and Newspapers continued to perform well with 79% and 88% increases over the last year in July and August. Audiobooks continued to be a strong collection with 13% and 19% increases. And TV and Movies continued to do well with 18% increase over last year in August.

% Total Change	July	August	Year to Date
2022 to 2023	18%	18%	7%

Community Engagement

Report Cards to Area Municipal Councils
Over August and early September, the Deputy Chief Librarian and Community Librarian Team presented the Oxford County 2022 Report Cards to Area Municipal Councils. The presentations were intended to update Councillors on the branches within their Municipalities, while also allowing the Library to educate them on OCL Services and Programs.

The teams were very well received. With this in mind, library administration will begin planning more ways OCL can reach out to the Area Municipal Councils in the future to continue to show the impact OCL makes within their communities.

Ox on the Run Update
The Ox on the Run team was busy this summer with two stops a week in each municipality. With the help of the OCL Summer Students, the Ox visited a number of community events including, Foldens Family Fun Day, Turtle Fest, Beachville District Museum Car Show, and Berrylicious Days.

Over the summer the team met with over 2200 people, registered 61 library cards, circulated hundreds of library items and made lots of crafts!

The team is now focused on shifting focus for fall by planning to offer tech help sessions for adults, visits to senior centres and residences, and offer more adult centred programming. They will also be joining Oxford EarlyON at regular monthly rural locations and continue to support CAS at housing co-ops for after school programming.

The team has faced one major challenge this summer – with a lack of Data/Wi-Fi connection in many of the communities they have visited. They are currently working with County IT to secure a more reliable connection throughout the County.
Going into the colder months, the team will be looking to use indoor spaces with the help of Area Municipal partners and other organizations.

8th Annual Teen Photography Contest

This summer, OCL hosted the Annual Teen Photography Contest. The program doubled in submissions with 113 photos entered in 6 different categories, along with a grand prize. Photo winners and their work were announced on social media after an online voting time period in August.

Category	Winner	Photo
Grand Prize	Adianna Van Leeuwen for 2 Goats in a Field	
Close Up	**Adianna Van Leeuwen** For Pink and Purple Sky near Water	
Campfire Stories	**Laura Hunger** for Campfire and White Flowers	

Motion	**Ben Newton** for Water Droplets	
Curiosity	**Sophia Ruitenbeek** for Sheep with Tilted Head	
Staff Pick Winner	**Shelby Sauder** for Dew Drop on White Flower	
Photographers' Choice	**Laura Hunger** for Close Up Photo of Sand	

Drumbo Fair
The Library will be partnering with the Drumbo Fair at this year's Drumbo Fall Fair (Sept 23rd and 24th). In past years, OCL has had a presence at the fair providing information about library services and offering activities for children. In 2023, we will continue to promote the Library but OCL will also be running the children's art tent with assistance in funding from the Drumbo Fair Board. Ox on the Run will also have a presence at the fair to highlight mobile library services including Wi-Fi, internet access, printing, tech toys and programming, and library collections.

Best First Day
This year OCL supported the TVDSB's Best First Day initiative by collecting backpacks and school supplies. This initiative supports kids in London, Middlesex, Elgin and Oxford with 3700 backpacks and supplies delivered to students and families facing financial challenges this school year.

Oxford Reads
Oxford Reads is off to an amazing start with tickets to the Oxford Read Gala going fast. The Gala will be hosted at The Market Centre on Friday, November 3rd at 7PM.

This year's title is *The Maid* by Nita Prose. Ms. Prose will be joining Oxford County Library and Woodstock Public Library at the Gala with host Sarah Acchione of daytime Oxford.

Collections and Technology

Changes to Libby
OCL Staff have been working hard to highlight changes to the Libby App. New Enhancements to the App involve access to the magazine collection. Changes include improved discover, easier ability to set "subscriptions" and a one tap to read feature.

System Outage – August 20 – 21
Over a two-day period in August, the Library's ILS was down for an extended period while undergoing maintenance. This maintenance should have been completed in a short, overnight window to cause minimal effects. Unfortunately, the work needed to be extended causing a disruption to services both in person and with digital collection resources such as Libby.

Changes to Hoopla / Axis 360 eBook Collection
Library staff have decided to cut the Axis 360 eBook Collection due to high costs and underutilization by the public. This collection contained the library's eBook Quick Pick collection – bestselling titles with no holds and a shorter loan period. Axis360 will cease on September 25.

In order to keep a Quick Pick eBook option, the Library will be moving the collection to Hoopla. This will mean that Hoopla will now host two types of collections for users; the regular 7 borrows per month collection (pay-per-use to the library); and now the Quick Pick collection. The new Quick Pick collection will continue to be non-holdable with a shortened loan period. Items in the new collection will not count toward the customer's 7 monthly borrow limit. The changes to Hoopla will come into effect in October.

Branch and Programming

Branch Updates

Otterville Branch Improvements
The Otterville Branch received new paint, flooring and a dropped ceiling in the first two weeks of September. The branch remained open during this work in an effort to avoid service disruption for the community. The walls are now a warm sandy white colour, the baseboards, window and door trim are refreshed with a new coat of white paint, and carpet tiles have been installed throughout the branch, which will be easier to clean or replace when they become worn or stained. The high, industrial ceiling has been covered with lower acoustic tiles and new lighting fixtures have also been added.

Make for a Cause
The Tillsonburg Branch is launching their "Make for a Cause" initiative as part of their popular Sip n' Stitch program participants. The group will be knitting, crocheting and sewing much needed items to be donated to DASO (Domestic Abuse Services Oxford). Members of the public are also encouraged to bring handmade items for donation.

Spice Library
In partnership with Coyles Country Story, Ingersoll Branch will be opening a Spice Library. This innovative collection resource will allow members to "borrow" spices to try new recipes without the worry of buying a jar of expensive spice when one only needs a teaspoon. This project was reviewed by Southwestern Public Health for guidelines on how to keep food safety in mind. Attachment 2 of this report contains the Spice Library brochure.

Outdoor Signage at Select Branch Locations
The 2023 Signage Project is almost complete with the installation of new signs to take place this fall. Branches receiving new outdoor signs include:
- Brownsville
- Innerkip
- Princeton
- Burgessville
- Norwich

The Mount Elgin branch was scheduled to receive a new sign. However, challenges with the current sign location and availability of space to move the sign presented an issue. As such, the library has opted to add window signage to the building to help customers and those attending the ball fields and playground notice the library. Below is a mock-up of the signage that will be installed this fall.

Branch Programming Highlights

Summer Reading Club 2023
This summer the Library hosted the TD Summer Reading Club through a mix of in person events and online participation via the Beanstack platform. This year throughout June, July and August 434 children registered for the Oxford County Summer Reading Challenge, representing a 12% increase in registration from 2022 (380). Using the Beanstack platform, children recorded their activities and minutes of reading to earn badges. This year readers earned 4203 badges and recorded 149,200 minutes of reading.

As part of the summer's fun programming, Ollie the Ox was paired with a "pen pal" named Dewey the Polar Bear from Cochrane Public Library in Northern Ontario. This pairing allowed each library to host letters on social media and ended with a photo op "meeting" of the two mascots. It was a great way to celebrate summer reading across Ontario.

To view our Program Calendar, go to:
https://engagedpatrons.org/EventsCalendar.cfm?SiteID=2048

Staff News

Staff Day – September 25
Ingersoll and Tillsonburg branches will be closed Monday, September 25. Staff day will take place at the Innerkip Branch. The day will include a variety of staffing updates and training opportunities and will end with a tour of several nearby branches.

Monthly Staff Tech Time
Administrative staff have started a Monthly Tech Time devoted to Library Staff. Each month the team will host a live training event focused on a different application or piece of hardware. Those unable to attend the live training will have access to the recording for viewing at a later date.
The September training event had 12 live participants and focused on the library's book club set application – Kit Keeper.

SIGNATURES

Departmental Approval:

Original signed by
_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – Library Statistics July & August 2023
Attachment 2 – Spice Library Brochure

Oxford County Library
connect. discover. share. become.

Branch Attendance Statistics - August 2023

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
	15	2019	90	69	120	107	90	124	167	148	121	149	128	97	915	1410
		2022	19	12	37	56	55	121	160	88	74	97	123	56	548	898
BROWNSVILLE	12	2023	86	86	88	86	94	135	177	156					908	908
	% Change 19 to 23		-4%	25%	-27%	-20%	4%	9%	6%	5%					-1%	
	% Change 22 to 23		353%	617%	138%	54%	71%	12%	11%	77%					66%	
	15	2019	443	414	452	432	367	466	467	524	412	532	459	279	3,565	5247
		2022	169	180	276	348	312	349	363	419	349	313	260	259	2,416	3,597
BURGESSVILLE	15	2023	376	351	397	364	299	428	508	384					3,107	3,107
	% Change 19 to 23		-15%	-15%	-12%	-16%	-19%	-8%	9%	-27%					-13%	
	% Change 22 to 23		122%	95%	44%	5%	-4%	23%	40%	-8%					29%	
	12	2019	197	192	211	203	214	188	346	225	233	308	168	117	1,776	2602
		2022	72	84	135	128	141	151	186	207	130	168	123	105	1,104	1,630
EMBRO	12	2023	149	122	151	140	132	126	186	280					1,286	1,286
	% Change 19 to 23		-24%	-36%	-28%	-31%	-38%	-33%	-46%	24%					-28%	
	% Change 22 to 23		107%	45%	12%	9%	-6%	-17%	0%	35%					16%	
	12	2019	60	46	66	55	78	54	132	159	66	69	160	84	650	1029
		2022	58	70	90	96	75	127	104	148	117	104	237	102	768	1,328
HARRINGTON	9	2023	134	120	102	132	161	141	100	119					1,009	1,009
	% Change 19 to 23		123%	161%	55%	140%	106%	161%	-24%	-25%					55%	
	% Change 22 to 23		131%	71%	13%	38%	115%	11%	-4%	-20%					31%	
	60	2019	8274	6908	8698	8430	7549	7333	7714	7205	6286	6644	6548	5313	62,111	86902
		2022	979	1,824	2,767	2,578	2,544	3,586	3,788	4,120	2,910	3,126	3,986	2,465	22,186	34,673
INGERSOLL	51.5	2023	5,370	4,574	5,817	4,378	4,270	5,336	5,190	5,682					40,617	40,617
	% Change 19 to 23		-35%	-34%	-33%	-48%	-43%	-27%	-33%	-21%					-35%	
	% Change 22 to 23		449%	151%	110%	70%	68%	49%	37%	38%					83%	

Branch Attendance Statistics - August 2023

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
	12	2019	466	408	515	489	510	438	551	557	445	662	465	379	3,934	5885
		2022	198	171	290	300	286	336	324	338	274	289	349	190	2,243	3,345
INNERKIP	12	2023	385	343	385	412	449	414	537	495					3,420	3,420
	% Change 19 to 23		-17%	-16%	-25%	-16%	-12%	-5%	-3%	-11%					-13%	
	% Change 22 to 23		94%	101%	33%	37%	57%	23%	66%	46%					52%	
	12	2019	185	156	182	170	212	160	259	198	166	171	175	144	1,522	2178
		2022	91	54	76	98	116	145	159	136	119	120	122	95	875	1,331
MOUNT ELGIN	12	2023	140	109	127	119	125	122	186	218					1,146	1,146
	% Change 19 to 23		-24%	-30%	-30%	-30%	-41%	-24%	-28%	10%					-25%	
	% Change 22 to 23		54%	102%	67%	21%	8%	-16%	17%	60%					31%	
	35	2019	1851	1674	1966	1687	1743	1762	2207	2137	2239	1939	2008	1431	15,027	22644
		2022	324	302	397	610	713	978	1,293	1,668	1,485	1,256	1,414	1,102	6,285	11,542
NORWICH	35	2023	1,456	1,289	1,869	1,307	1,464	1,842	1,752	1,713					12,692	12,692
	% Change 19 to 23		-21%	-23%	-5%	-23%	-16%	5%	-21%	-20%					-16%	
	% Change 22 to 23		349%	327%	371%	114%	105%	88%	35%	3%					102%	
	12	2019	336	314	364	337	342	369	473	545	400	404	326	276	3,080	4486
		2022	139	131	179	214	209	290	302	370	250	240	265	208	1,834	2,797
OTTERVILLE	12	2023	253	300	370	284	286	304	320	362					2,479	2,479
	% Change 19 to 23		-25%	-4%	2%	-16%	-16%	-18%	-32%	-34%					-20%	
	% Change 22 to 23		82%	129%	107%	33%	37%	5%	6%	-2%					35%	
	25	2019	660	611	797	923	860	802	1127	902	789	939	790	629	6,682	9829
		2022	294	283	485	416	552	711	734	763	584	474	602	407	4,238	6,305
PLATTSVILLE	25	2023	555	585	700	700	615	724	590	878					5,347	5,347
	% Change 19 to 23		-16%	-4%	-12%	-24%	-28%	-10%	-48%	-3%					-20%	
	% Change 22 to 23		89%	107%	44%	68%	11%	2%	-20%	15%					26%	

Branch Attendance Statistics - August 2023

Oxford County Library — connect. discover. share. become.

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
	15	2019	323	273	408	450	417	438	603	422	391	477	401	286	3,334	4889
		2022	88	113	94	172	228	240	402	212	219	245	252	164	1,549	2,429
PRINCETON	15	2023	279	220	398	273	251	317	328	375					2,441	2,441
		% Change 19 to 23	-14%	-19%	-2%	-39%	-40%	-28%	-46%	-11%					-27%	
		% Change 22 to 23	217%	95%	323%	59%	10%	32%	-18%	77%					58%	
	35	2019	1026	741	1083	940	1014	927	1300	1226	879	1079	918	757	8,257	11890
		2022	302	317	426	525	560	585	756	908	564	696	723	478	4,379	6840
TAVISTOCK	35	2023	679	629	937	665	699	820	860	971					6,260	6260
		% Change 19 to 23	-34%	-15%	-13%	-29%	-31%	-12%	-34%	-21%					-24%	
		% Change 22 to 23	125%	98%	120%	27%	25%	40%	14%	7%					43%	
	35	2019	882	717	913	902	993	750	1202	1246	814	1147	1041	787	7,605	11394
		2022	178	229	319	431	455	500	737	930	541	588	753	526	3,779	6,187
THAMESFORD	35	2023	672	593	796	713	908	732	1,196	1,227					6,837	6,837
		% Change 19 to 23	-24%	-17%	-13%	-21%	-9%	-2%	0%	-2%					-10%	
		% Change 22 to 23	278%	159%	150%	65%	100%	46%	62%	32%					81%	
	59	2019	7866	6408	9328	8104	7759	7329	8650	8037	7227	10209	7430	5991	63,481	94338
		2022	2,323	2,725	3,736	3,686	3,373	4,022	4,571	5,258	3,980	4,328	4,664	3,378	29,694	46,044
TILLSONBURG	54	2023	4,934	4,480	6,702	5,383	5,642	5,687	7,453	8,058					48,339	48,339
		% Change 19 to 23	-37%	-30%	-28%	-34%	-27%	-22%	-14%	0%					-24%	
		% Change 22 to 23	112%	64%	79%	46%	67%	41%	63%	53%					63%	
	366	2019	22,659	18,931	25,103	23,229	22,148	21,140	25,198	23,531	20,468	24,729	21,017	16,570	181,939	264,723
TOTALS		2022	5,234	6,495	9,307	9,658	9,619	12,141	13,879	15,565	11,596	12,044	13,788	9,535	81,898	128,861
	335	2023	15,468	13,801	18,839	14,956	15,395	17,128	19,383	20,918					135,888	135,888
TOTAL Change 2019 to 2023			-31.7%	-27.1%	-25.0%	-35.6%	-30.5%	-19.0%	-23.1%	-11.1%					-25.3%	
TOTAL Change 2022 to 2023			195.5%	112.5%	102.4%	54.9%	60.0%	41.1%	39.7%	34.4%					65.9%	

Computer Use - August 2023

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	Computers	2022	0	1	0	0	0	12	16	9	5	8	14	0	38	65
		2023	10	1	11	7	14	12	11	29					95	95
	Wireless	2022	12	7	10	19	25	20	59	63	47	39	29	58	215	388
		2023	24	17	18	17	21	18	11	15					141	141
	Totals 2022		12	8	10	19	25	32	75	72	52	47	43	58	253	453
	Totals 2023		34	18	29	24	35	30	22	44	0	0	0	0	236	236
	% Change		183%	125%	190%	26%	40%	-6%	-71%	-39%						
BURGESSVILLE	Computers	2022	0	0	0	0	2	3	1	13	11	1	2	0	19	33
		2023	0	1	2	10	3	5	2	8					31	31
	Wireless	2022	38	14	19	30	42	44	32	31	34	18	14	12	250	328
		2023	13	25	25	21	30	64	29	19					226	226
	Totals 2022		38	14	19	30	44	47	33	44	45	19	16	12	269	361
	Totals 2023		13	26	27	31	33	69	31	27	0	0	0	0	257	257
	% Change		-66%	86%	42%	3%	-25%	47%	-6%	-39%						
EMBRO	Computers	2022	0	0	0	0	2	3	4	1	1	2	0	1	10	14
		2023	1	1	0	0	0	0	1	1					4	4
	Wireless	2022	53	49	61	120	72	71	285	45	69	75	95	32	756	1,027
		2023	30	31	49	39	68	59	318	39					633	633
	Totals 2022		53	49	61	120	74	74	289	46	70	77	95	33	766	1,041
	Totals 2023		31	32	49	39	68	59	319	40	0	0	0	0	637	637
	% Change		-42%	-35%	-20%	-68%	-8%	-20%	10%	-13%						
HARRINGTON	Computers	2022	0	0	0	0	0	0	0	1	0	0	0	0	1	1
		2023	0	0	0	2	0	0	0	0					2	2
	Wireless	2022	7	12	10	14	6	6	6	7	17	17	23	11	68	136
		2023	10	18	8	12	10	12	9	5					84	84
	Totals 2022		7	12	10	14	6	6	6	8	17	17	23	11	69	137
	Totals 2023		10	18	8	14	10	12	9	5	0	0	0	0	86	86
	% Change		43%	50%	-20%	0%	67%	100%	50%	-38%						
INGERSOLL	Computers	2022	33	180	224	207	169	220	251	226	227	231	255	238	1,510	2,461
		2023	272	222	332	332	318	268	295	158					2,197	2,197
	Wireless	2022	53	54	135	103	102	110	146	137	121	87	103	59	840	1,210
		2023	66	87	155	117	138	147	147	133					990	990
	Totals 2022		86	234	359	310	271	330	397	363	348	318	358	297	2,350	3,671
	Totals 2023		338	309	487	449	456	415	442	291	0	0	0	0	3,187	3,187
	% Change		293%	32%	36%	45%	68%	26%	11%	-20%						

Oxford County Library
connect. discover. share. **become.**

Computer Use - August 2023

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
	Computers	2022	0	3	11	11	16	30	12	12	8	27	16	6	95	152
		2023	17	8	12	8	0	0	19	16					80	80
	Wireless	2022	37	32	19	22	56	41	68	21	8	23	30	31	296	388
INNERKIP		2023	10	11	22	14	54	43	6	11					171	171
	Totals 2022		37	35	30	33	72	71	80	33	16	50	46	37	391	540
	Totals 2023		27	19	34	22	54	43	25	27	0	0	0	0	251	251
	% Change		-27%	-46%	13%	-33%	-25%	-39%	-69%	-18%						
	Computers	2022	0	0	1	1	0	0	2	0	0	0	2	0	4	6
		2023	0	0	0	2	3	0	0	1					6	6
	Wireless	2022	11	0	33	45	81	85	36	22	40	53	48	53	313	507
MOUNT ELGIN		2023	34	28	46	18	54	25	24	23					252	252
	Totals 2022		11	0	34	46	81	85	38	22	40	53	50	53	317	513
	Totals 2023		34	28	46	20	57	25	24	24	0	0	0	0	258	258
	% Change		209%	2800%	35%	-57%	-30%	-71%	-37%	9%						
	Computers	2022	0	0	3	32	42	31	34	183	214	142	210	136	325	1,027
		2023	158	138	215	130	176	220	259	260					1,556	1,556
	Wireless	2022	345	267	277	363	191	213	237	265	217	233	240	194	2,158	3,042
NORWICH		2023	190	159	232	238	274	296	310	259					1,958	1,958
	Totals 2022		345	267	280	395	233	244	271	448	431	375	450	330	2,483	4,069
	Totals 2023		348	297	447	368	450	516	569	519	0	0	0	0	3,514	3,514
	% Change		1%	11%	60%	-7%	93%	111%	110%	16%						
	Computers	2022	0	6	10	6	9	6	12	19	15	10	11	9	68	113
		2023	15	10	14	13	7	21	13	21					114	114
	Wireless	2022	14	2	11	11	14	27	72	41	32	24	17	18	192	283
OTTERVILLE		2023	27	12	28	7	6	14	26	29					149	149
	Totals 2022		14	8	21	17	23	33	84	60	47	34	28	27	260	396
	Totals 2023		42	22	42	20	13	35	39	50	0	0	0	0	263	263
	% Change		200%	175%	100%	18%	-43%	6%	-54%	-17%						
	Computers	2022	1	9	15	10	10	4	13	4	3	7	6	7	66	89
		2023	13	15	15	13	9	3	11	19					98	98
	Wireless	2022	38	75	114	147	123	126	6	13	41	54	149	173	642	1,059
PLATTSVILLE		2023	220	223	251	260	354	272	10	17					1,607	1,607
	Totals 2022		39	84	129	157	133	130	19	17	44	61	155	180	708	1,148
	Totals 2023		233	238	266	273	363	275	21	36	0	0	0	0	1,705	1,705
	% Change		497%	183%	106%	74%	173%	112%	11%	112%						

Computer Use - August 2023

Oxford County Library
connect. discover. share. *become.*

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
PRINCETON	Computers	2022	0	2	0	13	7	17	16	10	7	9	7	3	65	91
		2023	9	14	10	7	13	2	3	3					61	61
	Wireless	2022	14	1	2	13	17	21	16	13	15	12	10	10	97	144
		2023	8	15	23	22	40	44	38	32					222	222
	Totals 2022		14	3	2	26	24	38	32	23	22	21	17	13	162	235
	Totals 2023		17	29	33	29	53	46	41	35	0	0	0	0	283	283
	% Change		21%	867%	1550%	12%	121%	21%	28%	52%						
TAVISTOCK	Computers	2022	0	1	5	5	8	5	8	16	21	13	16	9	48	107
		2023	16	21	25	15	20	16	20	45					178	178
	Wireless	2022	84	8	13	11	24	31	24	22	25	27	22	31	217	322
		2023	14	16	20	32	20	19	15	28					164	164
	Totals 2022		84	9	18	16	32	36	32	38	46	40	38	40	265	429
	Totals 2023		30	37	45	47	40	35	35	73	0	0	0	0	342	342
	% Change		-64%	311%	150%	194%	25%	-3%	9%	92%						
THAMESFORD	Computers	2022	1	7	11	10	14	14	11	17	15	19	17	18	85	154
		2023	13	17	18	26	24	22	16	13					149	149
	Wireless	2022	37	16	14	26	24	71	107	40	56	63	73	56	335	583
		2023	47	92	65	57	59	43	49	49					461	461
	Totals 2022		38	23	25	36	38	85	118	57	71	82	90	74	420	737
	Totals 2023		60	109	83	83	83	65	65	62	0	0	0	0	610	610
	% Change		58%	374%	232%	131%	118%	-24%	-45%	9%						
TILLSONBURG	Computers	2022	150	251	267	327	350	321	417	496	408	419	390	249	2,579	4,045
		2023	331	338	476	372	447	388	387	430					3,169	3,169
	Wireless	2022	338	126	652	1,010	863	913	1,143	1,087	895	707	900	550	6,132	9,184
		2023	770	676	1,156	352	357	325	391	394					4,421	4,421
	Totals 2022		488	377	919	1,337	1,213	1,234	1,560	1,583	1,303	1,126	1,290	799	8,711	13,229
	Totals 2023		1,101	1,014	1,632	724	804	713	778	824	0	0	0	0	7,590	7,590
	% Change		126%	169%	78%	-46%	-34%	-42%	-50%	-48%						
TOTAL COMPUTER USAGE		2022	1,266	1,123	1,917	2,556	2,269	2,445	3,034	2,814	2,552	2,320	2,699	1,964	17,424	26,959
		2023	2,318	2,196	3,228	2,143	2,519	2,338	2,420	2,057					19,219	19,219
% Change 2022 to 2023			83.1%	95.5%	68.4%	-16.2%	11.0%	-4.4%	-20.2%	-26.9%					10.3%	

Oxford County Library

connect. discover. share. become.

Physical Circulation - August 2023

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	2019	197	156	326	240	189	235	252	254	199	258	240	195	1,849	2,741
	2022	234	123	161	288	296	340	388	255	234	177	315	190	2,085	3,001
	2023	257	123	196	186	202	195	249	187					1,595	
% Change 2019 to 2023		30%	-21%	-40%	-23%	7%	-17%	-1%	-26%					-14%	
% Change 2022 to 2023		10%	0%	22%	-35%	-32%	-43%	-36%	-27%					-24%	
BURGESSVILLE	2019	1,805	1,504	1,715	1,685	1,482	1,454	1,731	1,759	1,666	1,755	1,657	1,030	13,135	19,243
	2022	2,070	1,658	2,665	2,746	2,101	2,212	2,551	3,105	2,484	2,213	2,068	1,585	19,108	27,458
	2023	2,176	1,958	2,185	1,918	1,626	2,414	2,809	2,423					17,509	
% Change 2019 to 2023		21%	30%	27%	14%	10%	66%	62%	38%					33%	
% Change 2022 to 2023		5%	18%	-18%	-30%	-23%	9%	10%	-22%					-8%	
EMBRO	2019	664	566	605	623	611	577	614	640	510	628	542	470	4,900	7,050
	2022	575	591	761	750	673	733	793	887	676	733	723	690	5,763	8,585
	2023	710	707	760	650	730	665	913	921					6,056	
% Change 2019 to 2023		7%	25%	26%	4%	19%	15%	49%	44%					24%	
% Change 2022 to 2023		23%	20%	0%	-13%	8%	-9%	15%	4%					5%	
HARRINGTON	2019	204	119	241	145	172	214	383	247	197	182	257	286	1,725	2,647
	2022	419	492	733	650	645	594	697	683	651	729	674	709	4,913	7,676
	2023	648	571	584	588	689	703	617	449					4,849	
% Change 2019 to 2023		218%	380%	142%	306%	301%	229%	61%	82%					181%	
% Change 2022 to 2023		55%	16%	-20%	-10%	7%	18%	-11%	-34%					-1%	
INGERSOLL	2019	10,247	8,563	10,320	8,815	8,713	8,591	12,338	11,258	9,006	9,265	8,936	7,910	78,845	113,962
	2022	6,167	6,963	9,840	8,982	8,262	9,227	11,559	12,616	9,370	9,109	9,557	7,748	73,616	109,400
	2023	10,191	8,887	10,956	10,355	10,394	10,529	12,343	12,607					86,262	
% Change 2019 to 2023		-1%	4%	6%	17%	19%	23%	0%	12%					9%	
% Change 2022 to 2023		65%	28%	11%	15%	26%	14%	7%	0%					17%	
INNERKIP	2019	1,632	1,269	1,600	1,699	1,443	1,613	1,649	1,576	1,222	1,618	1,407	1,165	12,481	17,893
	2022	1,164	1,293	1,804	1,546	1,485	1,206	1,392	1,477	1,310	1,210	1,306	966	11,367	16,159
	2023	1,420	1,227	1,356	1,350	1,455	1,295	1,387	1,481					10,971	
% Change 2019 to 2023		-13%	-3%	-15%	-21%	1%	-20%	-16%	-6%					-12%	
% Change 2022 to 2023		22%	-5%	-25%	-13%	-2%	7%	0%	0%					-3%	

Oxford County Library
connect. discover. share. *become.*

Physical Circulation - August 2023

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
MOUNT ELGIN	2019	654	642	801	770	927	698	864	887	759	691	718	612	6,243	9,023
	2022	785	873	768	839	676	823	815	929	823	721	820	398	6,508	9,270
	2023	806	628	902	655	809	792	822	974					6,388	
% Change 2019 to 2023		23%	-2%	13%	-15%	-13%	13%	-5%	10%					2%	
% Change 2022 to 2023		3%	-28%	17%	-22%	20%	-4%	1%	5%					-2%	
NORWICH	2019	5,380	4,657	4,906	4,179	4,387	4,508	5,649	5,421	4,237	4,970	5,132	4,023	39,087	57,449
	2022	3,418	2,812	2,924	3,719	4,057	4,382	6,034	6,594	4,984	5,130	4,713	3,842	33,940	52,609
	2023	5,262	3,993	5,053	3,814	3,593	3,789	4,553	4,584					34,641	
% Change 2019 to 2023		-2%	-14%	3%	-9%	-18%	-16%	-19%	-15%					-11%	
% Change 2022 to 2023		54%	42%	73%	3%	-11%	-14%	-25%	-30%					2%	
OTTERVILLE	2019	955	973	890	981	805	1,241	1,535	1,430	1,176	1,170	1,160	847	8,810	13,163
	2022	1,097	957	1,730	1,468	1,233	1,593	1,898	1,957	1,339	1,149	1,139	1,403	11,933	16,963
	2023	1,280	1,436	1,453	1,355	1,302	1,279	1,516	1,511					11,132	
% Change 2019 to 2023		34%	48%	63%	38%	62%	3%	-1%	6%					26%	
% Change 2022 to 2023		17%	50%	-16%	-8%	6%	-20%	-20%	-23%					-7%	
PLATTSVILLE	2019	1,293	1,164	1,210	1,498	1,366	1,213	1,555	1,399	1,266	1,381	1,260	991	10,698	15,596
	2022	1,466	1,392	2,028	1,978	1,910	1,952	2,562	2,718	1,987	1,981	1,967	1,562	16,006	23,503
	2023	2,049	1,914	2,114	1,877	1,863	1,769	2,146	2,515					16,247	
% Change 2019 to 2023		58%	64%	75%	25%	36%	46%	38%	80%					52%	
% Change 2022 to 2023		40%	38%	4%	-5%	-2%	-9%	-16%	-7%					2%	
PRINCETON	2019	623	686	746	802	760	667	898	791	637	606	508	488	5,973	8,212
	2022	742	872	1,125	1,204	1,034	886	926	1,107	1,134	1,040	1,182	1,219	7,896	12,471
	2023	1,205	1,121	1,434	1,336	1,270	1,244	1,251	1,353					10,214	
% Change 2019 to 2023		93%	63%	92%	67%	67%	87%	39%	71%					71%	
% Change 2022 to 2023		62%	29%	27%	11%	23%	40%	35%	22%					29%	
TAVISTOCK	2019	1,517	1,339	1,689	1,768	1,686	1,794	2,390	2,395	1,750	1,833	1,679	1,243	14,578	21,083
	2022	1,654	1,720	2,189	2,364	2,382	2,104	2,522	2,958	2,327	2,371	2,376	1,764	17,893	26,731
	2023	2,570	2,152	3,010	2,335	2,145	2,381	2,602	3,025					20,220	
% Change 2019 to 2023		69%	61%	78%	32%	27%	33%	9%	26%					39%	
% Change 2022 to 2023		55%	25%	38%	-1%	-10%	13%	3%	2%					13%	

Physical Circulation - August 2023

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
THAMESFORD	2019	1,393	1,190	1,363	1,278	1,159	1,146	1,551	1,498	1,239	1,511	1,622	957	10,578	15,907
	2022	963	1,257	1,540	1,646	1,706	1,705	2,296	2,527	2,199	1,869	1,802	1,734	13,640	21,244
	2023	1,980	1,587	1,779	1,850	1,820	1,765	2,523	2,354					15,658	
% Change 2019 to 2023		42%	33%	31%	45%	57%	54%	63%	57%					48%	
% Change 2022 to 2023		106%	26%	16%	12%	7%	4%	10%	-7%					15%	
TILLSONBURG	2019	9,678	8,280	9,222	8,478	8,068	7,931	10,393	9,503	7,474	8,248	7,717	6,891	71,553	101,883
	2022	6,263	6,371	7,713	7,836	7,143	7,188	8,147	8,836	7,094	7,578	7,201	6,262	59,497	87,632
	2023	7,588	6,830	8,236	7,236	6,518	6,707	7,994	7,879					58,988	
% Change 2019 to 2023		-22%	-18%	-11%	-15%	-19%	-15%	-23%	-17%					-18%	
% Change 2022 to 2023		21%	7%	7%	-8%	-9%	-7%	-2%	-11%					-1%	
TOTALS:	2019	36,242	31,108	35,634	32,961	31,768	31,882	41,802	39,058	31,338	34,116	32,835	27,108	280,455	405,852
	2022	27,017	27,374	35,981	36,016	33,603	34,945	42,580	46,649	36,612	36,010	35,843	30,072	284,165	422,702
	2023	38,142	33,134	40,018	35,505	34,416	35,527	41,725	42,263					300,730	
Change 2019 to 2023		5.2%	6.5%	12.3%	7.7%	8.3%	11.4%	-0.2%	8.2%					7.2%	
Change 2022 to 2023		41%	21%	11%	-1%	2%	2%	-2%	-9%					6%	

Oxford County Library
connect. discover. share. become.

Digital Circulation - August 2023

	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTALS
Digital TV & Movies	2022	726	644	669	636	561	575	655	641	513	619	766	817	5,107	7,822
Digital TV & Movies	2023	792	706	673	655	643	658	680	758					5,565	5,565
% Change - Digital TV & Movies		9%	10%	1%	3%	15%	14%	4%	18%					9%	
Digital Magazines and Newspapers	2022	2,253	1,325	1,448	1,369	1,692	1,477	1,662	1,627	1,822	2,239	3,051	3,080	12,853	23,045
Digital Magazines and Newspapers	2023	3,587	2,650	3,663	3,306	2,744	3,119	2,967	3,053					25,089	25,089
% Change - Digital Magazines & Newspapers		59%	100%	153%	141%	62%	111%	79%	88%					95%	
Tumble Books	2022	248	143	162	145	117	138	39	40	10	38	100	57	1,032	1,237
Tumble Books	2023	92	66	73	79	62	92	25	31					520	520
% Change - Tumble Books		-63%	-54%	-55%	-46%	-47%	-33%	-36%	-23%					-50%	
Digital Music	2022	1,564	1,724	2,837	1,596	2,291	2,430	1,239	1,460	1,605	1,236	1,498	1,965	15,141	21,445
Digital Music	2023	2,769	2,346	1,418	1,455	1,389	1,366	1,573	1,465					13,781	13,781
% Change - Digital Music		77%	36%	-50%	-9%	-39%	-44%	27%	0%					-9%	
Digital Audiobooks	2022	6,176	5,522	6,153	3,385	3,430	3,424	3,571	3,842	3,536	3,523	3,652	3,565	35,503	49,779
Digital Audiobooks	2023	3,973	3,646	4,133	4,001	4,221	3,812	4,030	4,557					32,373	32,373
% Change - Digital Audiobooks		-36%	-34%	-33%	18%	23%	11%	13%	19%					-9%	
Digital ebooks	2022	6,996	6,315	6,686	6,500	6,464	6,258	6,683	6,827	5,893	6,317	6,055	6,137	52,729	77,131
Digital ebooks	2023	6,885	6,489	6,865	6,489	6,437	6,318	7,065	7,181					53,729	53,729
% Change - eBooks		-2%	3%	3%	0%	0%	1%	6%	5%					2%	
TOTAL Digital Circulation	2022	17,963	15,673	17,955	13,631	14,555	14,302	13,849	14,437	13,379	13,972	15,122	15,621	122,365	180,459
TOTAL Digital Circulation	2023	18,098	15,903	16,825	15,985	15,496	15,365	16,340	17,045	-	-	-	-	131,057	131,057
% Change - Digital Circulation		1%	1%	-6%	17%	6%	7%	18%	18%					7%	

Definitions:

Digital Movies include the following: Hoopla Movies, Hoopla TV, Hoopla Binge Passes, Kanopy

Digital Magazines and Newspapers include the following: Overdrive Magazines, Zinio (Jan 2021 to April 2021), Press Reader

Digital Music includes the following: Freegal, Hoopla Music

Digital Audiobooks includes the following: Hoopla Audiobooks, Overdrive Audiobooks, Axis 360 Audiobooks

Digtal eBooks includes the following: Freading, Hoopla Comics, Hoopla eBooks, Overdrive eBooks, Axis 360 eBooks

Resources

(Available for holds now!)

SPICES

THE FLAVOUR PRINCIPLE

LUCY WAVERMAN
ENTICING YOUR SENSES WITH FOOD AND DRINK
BEPPI CROSARIOL
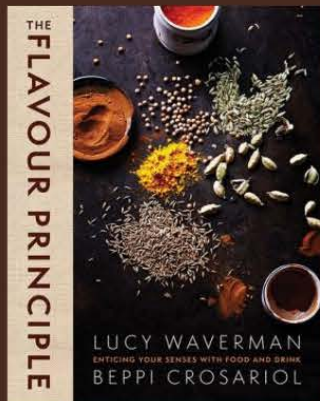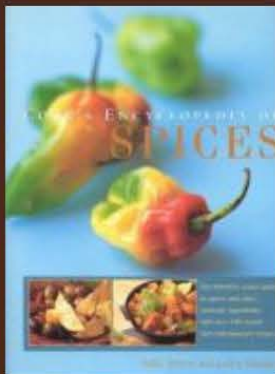
Coyle's

In Partnership with
Coyle's Country Store

Ingersoll Public Library

130 Oxford St
Ingersoll, On
N5C 2V5
519-485-2505
ingersolllibrary@ocl.net

www.ocl.net

Allergen Warning:
Please be advised that spice packs may
contain traces of other spices.

Oxford County Library
connect discover share become

Ingersoll Spice Library

Borrowing Spices

ABOUT BORROWING SPICES

Anyone can borrow spices as long as you have a library card.

LIMIT OF 3 PACKS OF SPICES PER PATRON

1. Select the spices you would like

2. Take them to the circulation desk to be scanned

3. Make some delicious food!

4. Share your creations with us! We would love to see pictures or videos what you make. Submissions are always accepted by email (address on back of pamphlet)

Three tips to keep in mind when using or storing any variety of dried spice or herb are:

1. Spices store best in cool, dark spaces. Avoid storing spices in direct sunlight or heat if possible. Herbs and spices will stay flavourful for longer this way.

2. Timing is everything! Some spices will be more flavourful if added early in the cooking process, while some herbs may lose their flavour if cooked for too long and should be added later in the cooking process. If you are unsure when you should add your chosen spice, consult the internet.

3. How long do spices last?
• Whole spices (unground, such as peppercorns, whole allspice, caraway seeds, and more): 3-4 years
• Ground spices (such as cumin, ginger, paprika and chili powder): 2-4 years
• Ground and whole leafy herbs such as basil, oregano, rosemary and most seasoning blends: 1-3 years

To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

2023 / 2024 Library Technology Goals

RECOMMENDATION

1. **That the Library Board receive Report No. 2023-27, "2023/2024 Library Technology Goals", for information and discussion.**

REPORT HIGHLIGHTS

- Goals that will be brought forward in the 2023/2024 Library Technology Plan are included in this report to be discussed prior to the draft plan.

Implementation Points

Library staff will take discussion points brought forward from the Library Board to conversations with County Information Technology for discussion on development and implementation of goals. With in-put from County IT, the Library team will further develop the goals before bringing forward the draft 2023/2024 Library Technology Plan to the October 17, 2023 Board Meeting.

Financial Impact

There is no financial impact beyond what has already been approved in the current year's operating budget. Any budget impacts for the 2024 budget year have been included in budget planning.

Communications

Library staff will look to implement the 2023/2024 Library Technology Plan and may include a shortened version of the plan on the Library website. All goals and objectives included in the plan will be considered and reviewed with County Information Technology prior to further consideration by the Library Board.

Strategic Plan (2020-2022)

WORKS WELL TOGETHER	WELL CONNECTED	SHAPES THE FUTURE	INFORMS & ENGAGES	PERFORMS & DELIVERS	POSITIVE IMPACT
				5.ii.	

DISCUSSION

Background

In 2021 and 2022, Oxford County Library participated in the Library Impact Ontario (formerly Bridge) project lead by Toronto Public Library. This project included the collection of data on library technology use, as well as availability of library technology and instruction.

Also in 2022, the Ingersoll Branch launched Oxford County Library's first Maker Space. The space included technology such as a 3D printer, podcasting equipment and editing software, and much more.

A Library Technology Plan was outlined as a 2023 goal as part of the Library Business Plan. Having completed two years of data collection through the Library Impact Ontario project, along with the creation of a new Maker Space at the Ingersoll Branch, provided the Library with a good opportunity to begin reviewing and planning technology initiatives.

Comments

Library staff continue to develop the Technology Plan for 2023/2024 with the assistance of County Information Technology staff. While this work is in its final review, staff sought to bring the goals and objectives included in the plan to the Library Board.

Goals and Objectives 2023 – 2024

- Plan and implement the expansion of alternative collection and service offerings to include more digital resources, access to technology and unique collections.
    - 2024 – Implement a Wi-Fi Hotspot Lending Program
    - 2024 – Review current alternative collections and provide suggestions for new collections
    - 2023 – Review current digital resources for potential cuts and/or changes in the 2024 budget (Done)
    - 2023 / 2024 – With the assistance of County IT, finalize the Local History Newspaper Database Project (In Process).

- Update existing technology within OCL branches to help standardize and expand services based on the Service Delivery Model
  - 2024 – Examine Wi-Fi speeds at all branch location to ensure the service is meeting 50 Mbps or higher as outlined by the CRTC
  - 2023/2024 – Deploy Deep Freeze, a privacy and security application, on all public access computers at all 14 branches (In Process)
  - 2024 – Search for funding opportunities to update existing public computer infrastructure and equipment.

- Promote digital literacy through educational programs and/or technology help to the community and staff
  - 2023/2024 – Develop a robust internal staff site to answer branch-level procedural questions; provide technology help and tools; and host other resources for staff (In Process)
  - 2024 – Provide branch staff will a minimum of 1 hour per month of technology training opportunities via in person or virtual session
  - 2023/2024 – Continue to develop technology-based programming at branches and through Ox on the Run outreach programming
  - Programs should focus on STEM learning through the use of robotics, coding and maker programs (In Process)
  - 2024 – Review staff job descriptions with an aim to add technology elements at all levels. Look for opportunities to develop new positions to take on digital learning and programming with Maker / STEM elements.

- Undertake a Library Technology Review with the help of a knowledgeable consultant who can bridge the gap between Library staff and the County's Information Services and Information Technology teams, while keeping community needs in mind. The review should examine current practices and tools, while also providing a roadmap that will guide library services and technology into 2029 (2024 – Business Plan Goal).

Conclusions

The goals and objectives of the 2023-2024 Library Technology Plan are a first step in updating Oxford County Library's services, spaces, and programs with the technology needed for a modern library system.

Library staff will take any feedback received from the discussion of this report for the inclusion in the draft Library Technology Plan.

SIGNATURE

Departmental Approval:

Original signed by

Lisa Marie Williams
CEO/Chief Librarian

To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

2024 Library Business Plan Goals and Objectives

RECOMMENDATION

1. That the Library Board approve the 2024 Business Plan goals and objectives as set forth in Report No. 2023-28

REPORT HIGHLIGHTS

- Three of the goals and objectives identified by staff have budget impacts that may require either adjustments or exclusion of the goal based on the 2024 Budget as passed by County Council.

Implementation Points

Approval of the proposed goals and objectives for 2024, as well as any additionally identified goals and objectives put forward by the Board as a result of discussion, will guide the preparation of the draft 2024 operating budget, which will be presented to the Board for consideration at the October 17, 2023 regular meeting.

Financial Impact

Discussion of financial impacts will be considered as part of the 2024 Draft Budget to be presented to the Library Board at the October 17, 2023 regular meeting.

Communications

Pursuant to the Library Board's approval of both the 2024 Business Plan and the 2024 Budget, Library staff will work with County staff to prepare documentation for the 2024 Draft Business and Budget Package to be presented to County Council at their meeting on November 8.

Report No: 2023-28
CORPORATE SERVICES
Board Date: September 19, 2023

Strategic Plan (2020-2022)

WORKS WELL TOGETHER	WELL CONNECTED	SHAPES THE FUTURE	INFORMS & ENGAGES	PERFORMS & DELIVERS	POSITIVE IMPACT
				5.ii.	

DISCUSSION

Background

As part of the 2023 Business Plan, Oxford County Library worked with StrategyCorp Inc. to develop a Library Strategic Plan to guide goals and decision making through 2028. Though the final plan has yet to be approved by the Library Board, staff have used the information provided by StrategyCorp at the August 15, 2023 Library Board meeting to plan the 2024 Library Business Plan, Attachment 1.

Comments

2024 will be the first budget year that planning will include the new Library Strategic Plan, along with the Service Delivery Model and Technology Plan. With this in mind, library staff have focused the proposed goals and objectives on areas of greatest need.
Proposed Goals and Objectives for 2024:

1. Library Facilities Plan
   Oxford County Library last completed a facilities study in 2007. Library spaces and the needs of the public have changed significantly since 2007. Since that time libraries have seen the rise of technology and maker spaces; the addition of alternative lending collections such as kitchen equipment, technology, and other non-traditional library items; more study and work spaces separated from public areas; and further demand for programming.

   The County has also seen significantly more growth since 2007 than the anticipated 2021 population of 69,300 served by Oxford County Library system in 2007 which did not include Tillsonburg.

   The 2023-2028 Library Strategic Plan outlines the needs for modern library spaces that are welcoming and accessible. Under the goal of *Sustain Service Excellence* the plan outlines the need to "Develop and implement a long-term facilities plan to meet changing demands and create enjoyable and dynamic spaces for our communities." Through the community feedback process, the consultants noted that there is "consensus amongst participants about the need to review facilities…."

An Oxford County Library facilities review will provide the Library Board with information that will allow it to shape and guide the appearance and functionality of Oxford County Library locations in the future.

Through the creation of a new Oxford County Library Facilities Plan, the library and its partners will have a better understanding of how much library space is required to meet community needs to the year 2034. In addition, the review will examine the type of spaces needed and future direction for existing and future library spaces.

2. Library Technology Review

Oxford County Library worked with the Toronto Public Library to compile data as part of the Bridge and Edge project in 2021 and 2022. The *Impact of Technology Services in Ontario Public Libraries: Bridge 2021/2022 Report* uses the compiled data of libraries across Ontario to provide key takeaways for public libraries. These key takeaways, as well as the data used for the report, should help both Library and County teams identify areas of needed improvement in the technology services and infrastructure needed to move the Oxford County Library forward.

In 2023, Oxford County Library undertook a strategic planning process that included a broad community consultation. Through that process a number of technology related goals and objective were identified as areas of great need. In particular, the Library Strategic Plan highlights the need to *Innovate Access to Services* through "self-service options and introduce more technology to increase access."

As of September, 2023, Library staff are continuing to work on a 2023/2024 Technology Plan that includes a number of small projects. Through the planning process, staff became aware that there is a current gap in knowledge and ability to plan for library technology on a longer-term basis. Staff also noted that more consultation with the County IT and IS teams is needed to get longer-term planning in place for larger projects.

Library staff consulted with colleagues at other Public Library systems in Southern Ontario on Technology Reviews completed over the last few years through the assistance of outside consultants. Noted by those other library systems, was the need to work with a consultant in areas where IT infrastructure and services were shared with their municipalities.

The development of the Library Technology Review will help align Library and County planning for the next several years in order to make significant improvements to technology services and offerings.

3. Rural Branch Customer Engagement

The Strategic Framework presented to the Library Board at the August 15, 2023 meeting recognized that *hours of operation*, *enhanced programming and additional materials and technology* should be considered for implementation to continue to grow engagement and sustain service excellence.

With the potential increased in branch hours at the Village Branch locations, library staff propose the development of a customer engagement strategy that includes surveys, mailings and focus groups focused on the rural branch network made up of Village and Regional branch locations.

While branch hours would be looked at for implementation in 2024, further information around programs, technology and collections would be used for development of the 2025 Library Business Plan where funding and/or staffing are not available for implementation in 2024.

4. Enriched Membership Engagement through Patron Point

    One of the key objectives found under *Grow Engagement and Member Relationships* in the Draft Library Strategic Plan was to "Develop and implement a Patron Management and Growth Plan to increase usership and community engagement with library programs, services, and spaces."

    Library staff currently use Library Aware to generate system wide email marketing messages that are sent out to roughly 12,000 customers regularly. This application is unable to pull email address directly from our membership database, making the upkeep and maintenance of the email lists a manual process. Having no link to the membership database, the application is also unable to provide segmentation of the 12,000 email addresses to do better directed marketing pushes based on individual customer interests.

    With the goal of implementing a more robust Patron Management and Growth Plan, Library staff recommend moving to Patron Point, a marketing automation platform that will help staff better onboard new members while informing and engaging all members with information tailored to their interests and needs.

    As a first step in growing engagement and building better relationships with our members, Library staff would be looking to provide regular membership satisfaction surveys to customers via the platform.

    The platform will also allow staff to streamline renewals and new card registration via an online portal. This can help the library retain members as we push renewal reminder emails with a direct link to this portal. The new card registration portal can allow the staff to push emails to non-members who have attended a program or visited Ox on the Run and provided an email address.

    Finally, through better segmentation, Library staff will also be able to send out better targeted emails to customers. For example, users who have not been in the library for a while could receive updates on new initiatives; or those involved with Summer Reading could receive information on Fall and Winter programming for children to bring them back after summer ends.

Conclusions

Library staff believe the 2024 Draft Library Business Plan will build on the work started through the strategic planning process and help move the library further in meeting the goals to *Sustain Service Excellence, Grow Engagement and Member Relationships,* and *Innovate Access to Services.*

SIGNATURE

Departmental Approval:

Original signed by

_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENT

Attachment 1 – Draft 2024 Library Business Plan

Oxford County Library
Library

2024 BUDGET

Services Overview

Full-Time Equivalents 37.7 FTE ↑1.2 Base +2.3 Temporary

Service	Service Description	2022 Service Level	Service Type
Library Collections	An external service offering loans of print, audiovisual and electronic materials to the public. Library collections also include non-traditional items such as kitchen equipment, maker kits and park passes.	**656,010** Items borrowed, downloaded, or streamed	Information
Library Programming	An external service offering programming, outreach and special events that respond to the literacy, educational and recreational needs of the community.	**23,846** People attended **302** In-Person and Virtual Programs	Information
Library Reference and Information	An external service offering answers to reference questions and readers' advisory in person or via other channels (email, web, phone).	**1220** Research database uses **2217** Questions, Calls and Emails were received **457** were requests for Readers' Advisory	Information
Library Public Space Access	An external service providing welcoming and accessible meeting places.	**357** Library room rentals for public use	Community
Library Technology Access and Coaching	An external service providing public access to technology and the internet.	**26,472** Wired or wireless computer sessions and **729** coaching sessions Rural Branches also assisted **115** Customers with technology questions	Community

- **1.2 FTE Various branch positions Part-time -** To increase hours to various positions in order to increase service delivery hours at Village Branches and increased capacity at Regional Branches. **FTE 2024-xx**

- **2.3 FTE Mobile Outreach Staff Full-time -** New outreach staff members **Outreach Specialist** to provide Programming, Library Services and supervision and **Public Service Clerk** to provide Library Services as part of 2-year pilot project **NI 2023-13**

Oxford County Library
Library

2024 BUDGET

Key Performance Indicators

	2020 Actual	2021 Actual	2022 Actual	2023 Forecast	2024 Budget	Target
Number of active library cards	13,710	16,551	17,691	16,000	16,500	↑
% of collection purchase requests filled	91%	95%	96%	95%	95%	90%
Physical & electronic materials circulation	278,878	459,003	656,010	638,500	665,000	↑
Branch attendance / Mobile Unit attendance	84,663	71,361	128,946	195,000	200,000	↑
Number of programs offered	923 (in-person)	270 (virtual only)	302 (in-person & virtual)	300 (in-person & virtual)	335 (in-person & virtual)	↑
Attendance at programs	7,827 (in-person)	5,961 (virtual only)	23,846 (in-person)	20,000 (in-person)	22,000 (in-person)	↑
Attendance at Tech Coaching Sessions	125	141	729	500	500	↑

Oxford County Library
Library

2024 BUDGET

Goals and Objectives

Description	2024	2025	2026	Library Strategic Plan	Other Plan Alignment
Library Facilities Plan Develop a Library Facilities Plan (LFP) to meet the changing demands and create enjoyable and dynamic spaces for our communities. The review should help inform Oxford County Library and its existing partners of how much library space is required to meet community needs to the year 2034. The LFP will look at existing spaces and partnerships to provide required actions, while also looking at potential opportunities to work with partners on potential shared facilities in future locations. Project would start in Q3 with expected finalized report in 2025.	●	●		Sustain Service Excellence	
Library Technology Review Engage a Technology Consultant to work with County IS & IT teams, as well as Library staff, to develop a future focused roadmap for library technology needs. The review should look at current state and recommend changes to both County and Library infrastructure to meet current and future needs of library staff and customers. Project should be completed by June for impacts on 2025 budget.	●			Sustain Service Excellence Innovate Access to Services	
Rural Branch Customer Engagement Engage residents in catchment areas of Village and Regional Branches through surveys, mailings and focus groups to better serve the communities through review of operating hours, programming opportunities, and collections.	●	●		Sustain Service Excellence Grow Engagement and Member Relationships Innovate Access to Services	
Enriched Membership Engagement Through Patron Point Develop and implement new enriched membership engagement strategy with the addition of Patron Point, a marketing automation platform to onboard, inform and engage library customers. The platform will provide segmented data on members to provide more targeted email information; streamlined processes of renewal and registration of memberships via an online portal; as well as regular survey opportunities of customers for better feedback. Implementation should be complete by end of Q2 with survey data on member satisfaction data available by Q3. KPI – Increase in membership renewals / Increased attendance at library programs and events.	●	●		Grow Engagement and Member Relationships	

Oxford County Library
Library

2024 BUDGET

Budget

[Finance to add report added during Finance Review]

* May include in-year approved transfer and/or account reclassifications in accordance with Purchasing Policy No. 6.07

Budget Impact Details

[Finance to add report added during Finance Review]

Capital Budget

[Finance to add report added during Finance Review]