AGENDA

OXFORD COUNTY LIBRARY BOARD
BOARD MEETING

Tuesday, February 20 2024, 1:00 PM
Woodstock, Room 222 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. January 16, 2023

5. DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF

6. CONSIDERATION OF CORRESPONDENCE

    6.1. Dina Stevens, Executive Director, Federation of Ontario Public Libraries

    January 23, 2024

    RE: FOPL Update

7. REPORTS

    7.1. 2024-06 Key Agenda Items and Policy Review Update (verbal report)

    RECOMMENDATION

    1. That the Library Board receives Verbal Report 2024-06, Key Agenda Items and Policy Review Update for information and discussion.

    7.2. 2024-07 Librarian's Report and Monthly Statistics

    RECOMMENDATION

    1. That the Library Board receive Report 2024-07, Librarian's Report and Monthly Statistics, for information and discussion.

    7.3. 2024-08 2023 Board Evaluation Results

    RECOMMENDATION

    1. That the Library Board receives Report 2024-08, 2023 Board Evaluation Results for information and discussion.

    7.4. 2024-09 Diversity and Inclusion Policy Review and Update

    RECOMMENDATION

1. That the Library Board receives Report 2023-09, Diversity and Inclusion Policy Review and Update, and approves amendments to the Diversity and Inclusion Policy as set out in Attachment 1.

7.5 2024-10 Advocacy Policy Review and Update

RECOMMENDATION

1. That the Library Board receives Report 2024-10, Advocacy Policy Review and Update, and approves amendments to the Advocacy Policy as set out in Attachment 1.

7.6 2024-11 Library Strategic Plan (verbal report)

RECOMMENDATION

1. That the Library Board receives Report 2024-11, Library Strategic Plan, and approves the Final Strategic Plan Document and At-a-Glance sheet as set out in Attachments 1 and 2.

8. UNFINISHED BUSINESS

9. MOTIONS

10. NOTICE OF MOTIONS

11. ENQUIRIES

12. ADJOURNMENT

OXFORD COUNTY LIBRARY BOARD MEETING MINUTES

Tuesday, January 16, 2024

Members Present:	Chair Julia Harris
	Vice-Chair Laura Langford
	Councillor David Mayberry
	Councillor Brian Petrie (arrives at 1:07 p.m.)
	Megan Blair
	Katherine Grieve
	Cynthia Lacroix
Members Absent:	None
Staff Present:	L.M. Williams, CEO/Chief Librarian
	L. Buchner, Director of Corporate Services (leaves at 2:44 p.m.)

1. CALL TO ORDER

Oxford County Library meets in regular session this the sixteenth day of January, 2024, in Room 222, Oxford County Admnistration Building, Woodstock, at 1:01 p.m. with Chair Julia Harris in the chair.

2. APPROVAL OF AGENDA

RESOLUTION 1

Moved By: David Mayberry
Seconded By: Katherine Grieve

Resolved that the Agenda be approved as amended to include a verbal report from the CEO/Chief Librarian under Item 11 regarding a memorandum of understanding with the TVDSB.

DISPOSITION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

NIL

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

   <u>RESOLUTION 2</u>

   Moved By: Megan Blair
   Seconded By: David Mayberry

   Resolved that the Library Board minutes of December 19, 2023 be adopted.

   <u>DISPOSITION</u>: Motion Carried

5. **DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF**
   NIL

6. **CONSIDERATION OF CORRESPONDENCE**
   NIL

7. **REPORTS**

   7.1. 2024-01 Key Agenda Items Update and Policy Review (verbal report)

   <u>RESOLUTON 3</u>

   Moved By: Laura Langford
   Seconded By: Megan Blair

   That the Library Board receives Verbal Report 2024-01, Key Agenda Items and Policy Review Update for information and discussion.

   <u>DISPOSITION</u>: Motion Carried

   7.2. 2024-02 Librarian's Report and Monthly Statistics

   <u>RESOLUTION 4</u>

   Moved By: Brian Petrie
   Seconded By: Katherine Grieve

   That the Library Board receives Report 2024-02, Librarian's Report and Monthly Statistics for information and discussion.

   <u>DISPOSITION</u>: Motion Carried

   7.3. 2024-03 2023 Board Evaluation

   <u>RESOLUTION 5</u>

   Moved By: Brian Petrie
   Seconded By: David Mayberry

   That the Library Board receives Report 2024-03, 2023 Board Evaluation for discussion and approval; and further, that Board Members complete the Board Evaluation Form prior to January 23, 2024.

DISPOSITION: Motion Carried

7.4.   2024-04 Oxford County Multi-Year Accessibility Plan Update

RESOLUTON 6

Moved By: Laura Langford
Seconded By: Megan Blair

Resolved that the Library Board receives Report 2024-04, Oxford County Mulit-Year Accessiblity Plan Update for information.

DISPOSITION: Motion Carried

7.5.   2024-05 2SLGBTQIA+ Programming (verbal report)

RESOLUTION 7

Moved By: Brian Petrie
Seconded By: David Mayberry

Resolved that the Library Board receives Verbal Report 2024-05, 2SLGBTQIA+ Programming, for information.

DISPOSITION: Motion Carried

8. UNFINISHED BUSINESS

NIL

9. MOTIONS

NIL

10. NOTICE OF MOTIONS

NIL

11. ENQUIRIES

11.1   Discussion around OCL's staffing resources to create video content.

11.2   Discussion around recent cybersecurity incidents at London Public Library and Toronto Public Library.

11.3   TVDSB MOU with Oxford County Library and County of Oxford. Staff brought forward a draft document.

RESOLUTION 8
Moved By: Brian Petrie
Seconded By: David Mayberry

Resolved that the Library Board gives direction to the Chair and CEO/Chief Librarian to sign the MOU as presented.

DISPOSITION: Motion Carried

12. ADJOURNMENT

RESOLUTION 9

Moved By: Katherine Grieve
Seconded By: Laura Langford

Resolved that the Board meeting of January 16, 2024 be adjourned until the next meeting scheduled for February 20, 2024 at 1:00 p.m.

DISPOSITION: Motion Carried at 2:56 p.m.

_____

Julia Harris, Chair

_____

Lisa Marie Williams, Secretary

Subject:	FOPL Updates
Date:	Tuesday, January 23, 2024 at 3:36:32 PM Eastern Standard Time
From:	Dina Stevens
Attachments:	Outlook-csjph4fw, FINAL - 2024 - Pre-Budget Submission - OLA & FOPL.pdf, FOPL 2pg Flyer_v3.pdf, Libraries are for Everyone Postcard.pdf

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or on clicking links from unknown senders.

Hello Members,

We have a lot to share with you this month! I look forward to seeing some of you at the OLA Conference later on this week. Drop by our booth at the tradeshow to chat and learn more about the advocacy work we're doing!

Advocacy

Library CEOs and representatives have been making deputations to the Standing Committee on Finance and Economic Affairs since December 12, 2023. Deputations are still ongoing, and the committee seems invested in hearing how the Ontario Digital Public Library and enhanced provincial funding will impact local public libraries and their communities. Thank you to everyone who applied to make a deputation! There have been nine presentations made to the Standing Committee to date with more coming in the next few weeks. If you're interested in learning more about the deputations made to the Standing Committee, you can read the transcripts for each of the deputation dates online and see some of the fantastic presentations made by our colleagues.

I also had the opportunity to make a presentation to the Minister of Finance on January 11th . With my brief 3-minute timeslot, I focused Minister Bethanfalvy's and other attending MPPs attention on the need for the province to fund the Ontario Digital Public Library. The official pre-budget submission to the Ministry of Finance was submitted on Friday of last week and forwarded to the Ministry of Tourism, Culture and Sport. This pre-budget submission is the official request for provincial funds and culminates the various deputations we have been engaged in these past weeks. I have attached a copy of the submission to this email, please feel free to distribute this document to your boards and council members to show them that we are actively engaged in advocating for our libraries.

At the same time, various library CEOs, library board members and FOPL board members have been meeting with their local PC Caucus MPPs. Thank you to everyone who has taken the time to reach out and meet with your MPPs, we're already starting to see some great inroads in pushing our provincial priorities forward. The only way we can achieve this goal is to work together! So far, we have 17 meetings confirmed with various PC caucus MPPs around the province. We've already heard back that we've had very positive and successful meetings with Minister Pirie (Mines), Minister Lecce (Education), MPP Rae and MPP Clark. Each were engaged and interested in the library sector and most importantly, said they would *support the ODPL*. They each said they would follow up with Minister Lumsden directly with either a meeting or a letter expressing their support for the Ontario Digital Public Library. That is already an AMAZING start to our outreach initiative! During our advocacy days in November, Minister Lumsden made it clear that he needs support from his PC Caucus members so that he can successfully bring our priorities to the table.

Earlier this week, I attended the Rural Ontario Municipalities Association Conference in Toronto. FOPL had a booth in the tradeshow and I was able to talk to municipal councillors, CAOs, library board chairs and mayors from all across the province about our provincial priorities. We always

promote the value of public libraries at these conferences and in 2024, we are introducing a new campaign called "Libraries are for Everyone". I have attached a digital copy of the postcard that we hand out so that you can share it with your boards and council members as well.

Resources

A recording of FOPL's info session "Understanding AI: A Guide for Libraries" is now available on the website.

FOPL's Research and Development Working Group has created a flyer promoting the provincial impact of public libraries. I've attached it this email for your reference and circulation.

All staff of member libraries have access to FOPL resources. Here is the login information for the FOPL website for general staff:

Login: ██████
Password: ██████

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Dina Stevens, MLIS
Executive Director

Federation of Ontario Public Libraries
P.O. Box 3285
Meaford Stn Main, ON
N4L 1A5
Phone: 416-873-8139
Email: dinastevens@fopl.ca
Website: www.fopl.ca

Outlook-csjph4fw

Supporting Ontario's Public Libraries to Empower Local Economic Growth and Student Success

Ontario Library Association & Federation of Ontario Public Libraries 2024-25 Pre-Budget Submission

Public and school libraries are the foundation for success for millions of Ontarians in communities of all sizes.

As part of the 2024-25 Pre-Budget consultation process, the Ontario Library Association (OLA) and the Federation of Ontario Public Libraries (FOPL) are bringing forward priority recommendations on behalf of both Ontario's public and school libraries. These will empower entrepreneurship and small businesses, newcomer integration and support from vulnerable communities, as well as give students the skills they need to succeed in every community across the province.

Priorities Overview

Public Libraries

- Provide critical e-learning support and fair access to modern, digital resources for all Ontario public libraries through **the creation of an Ontario Digital Public Library**, leveraging the province's significant purchasing power to give all Ontarians access to a universal set of high-quality e-learning & online resources through their local public library.

- Working alongside First Nations Public Library leaders, implement a sustainable funding model for public libraries on reserve to ensure that these important local hubs are fully-funded and viable. As an immediate first step, **enhance the existing direct provincial funding support for public libraries on reserve (the First Nations Salary Supplement)** to sustainably fund library operations and ensure a living income for frontline library staff in these communities.

- **Increase provincial operating funding for Ontario's public libraries** to address critical shared priorities and community needs.

School Libraries

- **Mandate that school boards must spend funding allocated by the Ministry of Education for school libraries, staffing and resources** on this critical component for student success. They should also be made to fully complete the corresponding accountability and planning measures now required under the Grants for Student Needs.

Public Libraries

Public libraries are critical to communities across Ontario and essential to thriving local economies and economic growth.

- Public libraries are **Ontario's farthest-reaching, most cost-effective** public resource. They are engines of innovation, entrepreneurship, and local economic development in communities of all sizes.

- Millions of Ontarians rely on local public libraries in their communities: to work, to learn, to connect to community and government services, and to find or train for a job.

- Despite this, many individuals and families across the province are unable to access the local public library resources they need. In urban centres, rural and Northern communities alike, public library budgets are overstretched – and the situation is getting worse.

- The combined impact of the pandemic, the pressure of inflation on public library and municipal budgets and growing social and economic challenges in communities across the province have brought public libraries to a critical point.

- The situation for public libraries located on First Nations Reserves in Ontario is even more challenging, as these libraries do not receive funding from a community tax base. This has overburdened a funding model that has left many public libraries on reserve closed or with severely reduced access.

Priorities

Provide critical e-learning support and equitable access to modern, digital resources for all Ontario public libraries through the creation of an Ontario Digital Public Library, leveraging the province's significant purchasing power to give all Ontarians access to a universal set of high-quality e-learning & online resources through their local public library.

- Ontario's public libraries are essential to equitable, reliable access to broadband internet and computers. They are especially vital for many First Nation, rural and Northern communities where at home connectivity is limited, and for hundreds of thousands of Ontarians that cannot afford in-home internet services.

- The Ontario Government has already recognized the crucial importance of public libraries to broadband connectivity and equity of access in *Building a Digital Ontario,* making a $4.8 million investment to install or upgrade broadband connectivity at more than 100 public libraries across the province.

- Building on that critical foundation, it is the right time to take the next step to empower Ontarians with the online resources they need to succeed – no matter where they live in Ontario.

- In particular, people rely on local public libraries for access to digital and online resources, which contribute to student success and life-long learning, as well as towards entrepreneurship and job readiness. These include:

    o in-depth job and career skills training;

    o language learning;

    o live tutoring and homework help;

    o health information; and

    o resources to support vulnerable residents, such as seniors and adults living with developmental disabilities.

A proposed Ontario Digital Public Library would provide a core suite of highly impactful digital resources accessible by every Ontarian through their local public library. While the specific resource set will depend on the outcome of competitive negotiations with vendors, potential resources could include:

- **Live Tutoring;** resources are available that provide a powerful suite of live tutoring, skills development and test preparation tools for learners of all ages, with a focus on K-12.

- **Job Skill Development and Training;** some libraries already subscribe to databases that include an ever-expanding catalogue of virtual courses and learning modules for career, creative, digital skills development and certifications.

- **Language Learning;** these apps have become increasingly popular, providing highly personalized and comprehensive language learning capabilities for dozens of global languages.

- However, these resources are expensive, especially when purchased on a patchwork, library-by-library basis – and a diverse set of the highest impact resources is well beyond the means of an individual or family to afford. Many public libraries in Ontario, particularly in smaller and First Nation communities, struggle to pay for or are unable to afford these high-quality resources. According to the 2022 Annual Survey of Public Libraries, only 147 of our 363 library systems are able to afford subscriptions to five (5) or more databases. Meanwhile, 67 public libraries reported having zero (0) database subscriptions; majority of which are public libraries on reserve.

- People living in communities of less than 5,000 have access to less than a third of the online resources as those living in Toronto – despite accessing them twice as often per capita as people in large urban communities.

Recommended Priority:

- By following the well-established approach used in Alberta and Saskatchewan and leveraging volume purchasing through an annual provincial investment, as well as existing public library infrastructure, the ODPL could provide a universal set of the highest-impact digital resources to every public library – and every Ontarian - **at an overall cost savings of up to 40%** when compared to library-by-library subscription.

- Addressing this digital divide – through both broadband connectivity and the high-impact resources to match – is how public libraries are at the forefront of fulfilling Ontario's vision of an economy where every individual and community and contribute and compete.

- *Projected cost:* $10 million - $20 million / annually.[1]

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1   See Appendix for provincial investment scenarios based on different funding levels.

How Would an Ontario Digital Public Library Work?

- Based on an annual provincial investment, Ontario's public library sector would work closely with the Ministry of Tourism, Culture and Sport and agency partners to determine the appropriate mix of resources to deliver the greatest impact across the province.

- The designated delivery partner - such as the Ontario Library Service or another identified entity - would negotiate to secure province-wide access to a universal set of resources.

- Access to these resources will ideally be connected directly through local public library websites, providing a seamless experience for local users.

- Ontarians will be able to access the complete resource set either in-person at their local library, from home, or through their personal devices wherever they are.

- For those public libraries without an online presence, the Ontario Digital Public Library will maintain a direct online portal to provide access.

Working alongside First Nations Public Library leaders, implement a sustainable funding model for public libraries on reserve to ensure that these important local hubs are fully-funded and viable.

As an immediate first step, enhance the existing direct provincial operating funding support for public libraries on reserve to sustainably fund library operations and ensure a living income for frontline library staff in these communities.

- Public libraries on reserve serve as an accessible gathering place and information sharing resource for First Nations communities. They are deeply important to maintaining a sense of community and to minimizing social isolation, many of which are remote or face systemic social and economic challenges.

- Furthermore, public libraries on reserve perform a unique role in the preservation of their communities' memory, archiving photos and historical information, and in revitalizing First Nations languages through cultural resources, language learning programming, storytelling events, and craft groups.

- Public libraries on reserve are chronically under-funded. The municipal tax revenue used to support most public libraries does not exist for public libraries in First Nation communities. Provincial funding through the First Nation Salary Supplement Grant (FNSS) accounts for most of the funding, providing on average $15,000/year to each of the existing public libraries on reserve. Band Councils must therefore allocate essential funding support such as rent, hydro, internet, fax, and telephone services.

- There is little to no funding available for collections, programming and technology resources. Librarians rely on one-time grants or donations to develop their collections, and many librarians contribute personally to purchase programming supplies and food.

- Many public libraries on reserve operate with only one staff person who is expected to perform many functions – librarian, archivist, community liaison, fundraiser, administrator, tech support, and more. Public libraries on reserve need additional funding to provide staff with a living wage and to increase staffing levels so that they can meet their communities' needs for library programs and services.

- Of the 133 First Nations communities in Ontario, only 39 have public libraries. The number has steadily dropped in recent years and the pandemic has only made this situation worse, with four public libraries on reserve closing their doors due to inadequate funding over the past 20 months.

Recommended Priority:

- As an immediate first step, the First Nations Salary Supplement must be increased to ensure that all existing staff of public libraries on reserve are fairly compensated for the work they perform.

- *Projected cost:* $2 million / annually (First Nation Salary Supplement increase for existing public libraries on reserve).

Increase provincial funding for Ontario's public libraries to address critical shared priorities and community needs.

- Public libraries in Ontario have received no increase in provincial funding support (Provincial Libraries Operating Grant, or PLOG) in over 25 years, during which time the value of the province's investment in public libraries has decreased by over 60%.

- Although over 90% of public library funding is provided by the local municipal government, provincial operating funding provides critical stability to public library budgets.

- Libraries have adapted and maximized the impact of every dollar despite inflation, substantial changes in technology, and the increasing importance of libraries as a vital community hub and public resource.

- Across Ontario – in communities of all sizes – these **budget pressures are reaching a tipping point.**

- Public libraries are the focal point of municipalities across Ontario; critical to social cohesion and community building. As a result, they find themselves on the front lines of many of the most critical challenges facing our communities, including homelessness, addiction and mental health, newcomer integration, re-skilling in a changing economy and overcoming the digital divide.

- Ontario's public libraries are proposing a targeted investment in additional operating funding for public libraries to specifically address critical areas of shared community and provincial priority, including:

  o Supporting economic recovery through job training and skills development;

  o Addressing the community impacts of mental health and addictions;

  o Providing services and resources to assist with high-needs members of the community such as seniors, newcomers, working families and all vulnerable members; and

  o Supporting early literacy and K-12 success.

- This investment, which would be in addition to and separate from existing provincial operating funding under the PLOG, would be shared across hundreds of Ontario libraries to provide predictable, flexible funding for local public libraries to respond to these critical areas of focus based on the needs of the people and the local communities they serve.

- This funding could be utilized to support ongoing operations, programming, resources, or front-line staffing specifically targeted to the four identified priority areas based on community need.

- The proposed level of investment corresponds to a restoration of the present value of the Ontario Government's support for Ontario's public libraries, addressing the impact of inflation, rising costs and other pressures over more than two decades.

- In conjunction with this investment, the Ontario Government and Ontario's public libraries would work alongside municipalities to ensure that this critical investment builds upon and enhances existing municipal support for public library budgets.

- *Projected cost:* $25 million / annually.

School Libraries

Access to a properly staffed school library is a proven ingredient for student success and achieving Ontario's curriculum objectives for literacy, research and other critical skills.

- Schools with libraries and trained library staff see better outcomes on the Grade 3 and 6 EQAO assessments.

- School libraries, especially at the elementary level, foster students' love of reading, which has a positive impact on literacy scores, success in science and students' social and civic engagement.

- Moreover, teacher-librarians serve as literacy leaders and provide support and expertise to the entire school. Teacher-librarians gauge reading abilities, interests and capabilities of the student population and work in tandem with other stuff to advance literacy at their schools.

- The Ministry of Education recognizes the importance of school libraries, demonstrated in the greater emphasis of the role of the school library in the updated 2023 Language and English curricula, as well as the implementation of enhanced reporting requirements for school library funding through the Grant for Student Needs (GSN).

Priorities

Mandate that school boards must spend funding allocated by the Ministry of Education for school libraries, staffing and resources on this critical component for student success, and fully complete the corresponding accountability and planning measures now required under the Grants for Student Needs.

- Over the past two decades, hundreds of thousands of students across Ontario have lost access to school libraries – and the impact of the COVID-19 pandemic and its fallout has accelerated this alarming trend.

- 1 out of 3 of school boards reported spending less than the provincial per-student funding formula for school libraries and library staff in 2021-22.

- Since then, several of Ontario's largest school boards have made dramatic reductions to school libraries and library staff affecting hundreds of thousands of students.

- Every year, Ontario provides over $230 million to school boards for school libraries and library staff, in accordance with a per-student funding formula. Less than 10% of that funding is explicitly required to be used – or enveloped – for school libraries.

- Beginning last year, the Ministry of Education now requires school boards to report annually on how provincial funding is used to meet the provincial expectations for school library investments.

- For those boards underinvesting in school libraries and library staff, multi-year plans will be required to bring that level of investment up to provincial expectations.

- The Ontario School Library Association (OSLA), a division of OLA, is engaging with the Ministry of Education to improve these reporting requirements and to support the implementation of the multi-year plan requirements.

- OSLA continues to advocate that the Ministry of Education mandate that school boards must

spend this allocated funding on school libraries.

- This approach respects the independence of school boards by ensuring local flexibility on how best to use this funding in support of school library programs and staffing, as long as all such funds are invested consistently with the province's funding formula.

- This important step will protect and restore access for all Ontario students to this critical learning resource – no matter where they live in the province.

- *Projected cost:* No additional direct cost; requires greater accountability and transparency in the use of existing provincial funding.

Ontario Library Association / Federation of Ontario Public Libraries

The Ontario Library Association (OLA) is the oldest continually-operating non-profit library association in Canada, with over 3,500 members comprised of library staff and supporters from public, school, academic, and special libraries.

The Federation of Ontario Public Libraries (FOPL) represents 237 public library systems in Ontario, including 39 Public Libraries on Reserves.

Together, OLA & FOPL are committed to ensuring that libraries can continue to play a critical role in the social, education, cultural and economic success of our communities and schools.

Appendix

ODPL – Provincial Investment Scenarios

- Different funding levels listed below provide incremental increases for access to online databases and e-learning products, based on library sector understanding of preferred/high-use resources, current subscription costs, and required technical support and maintenance.

- Each funding level provides all 310 public library systems and First Nations public libraries in Ontario with:

  o A suite of online resources for a full subscription year with unlimited, 24/7 and simultaneous access, and

  o Annual operating costs for staff, support and supplies.

- At each funding level, the breadth of resources provided substantially increases, while operating costs remain stable.

- The ODPL would be delivered seamlessly through local public library websites, with centralized support to coordinate and manage resources and operations.
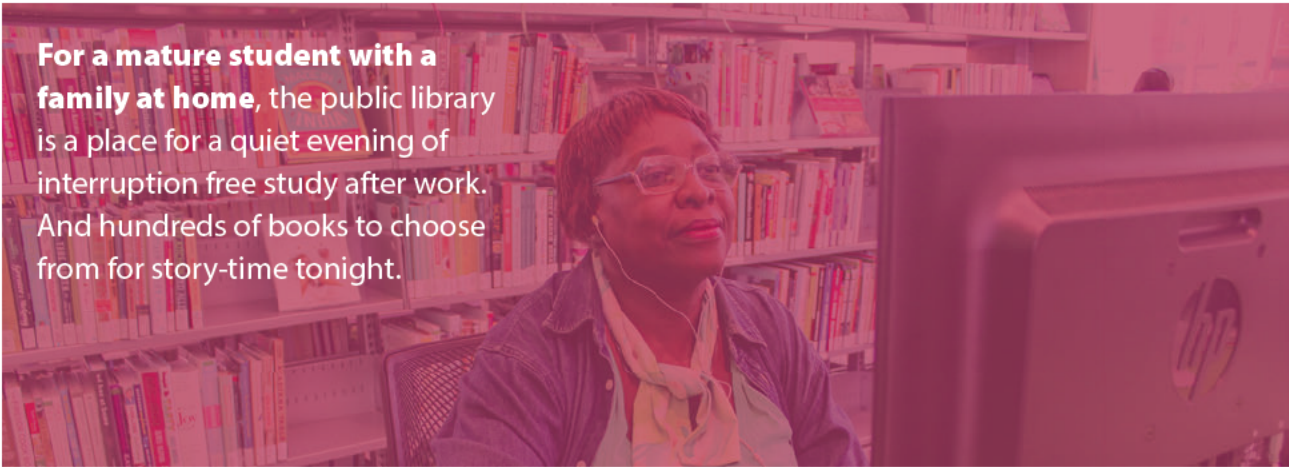
Funding Level*	Number of Databases	Database Examples**
$10 million	14	General: • *Health and Small Business reference* • *Language learning* • *Consumer Reports* • *Legal forms and templates* • *Magazines and News in 70 languages* • *French e-books* • *Auto Repair* • *Genealogy* • *Self Publishing*
$15 million (recommended)	18	General and Advanced – all content listed above and: • *K-12 e-content* • *Live Tutoring* • *Resume and Job coaching*
$20 million	22	General, Advanced and Specialized - all content listed above and: • *Online learning courses, including business essentials* • *Wellness and personal development*

* The three funding levels include funds for online databases as well as $780,000 for operational requirements including supplies, support materials and 5 full-time staff for training, technical support, outreach and digital content management for the ODPL.

** At the levels of investment outlined in the scenarios above, OLA/FOPL is not recommending that further investment in e-books be included in the ODPL due to borrowing limits/restrictions, and high purchasing costs. The funding would be more impactful and beneficial to a greater number of Ontarians when expended on online databases and e-learning resources.
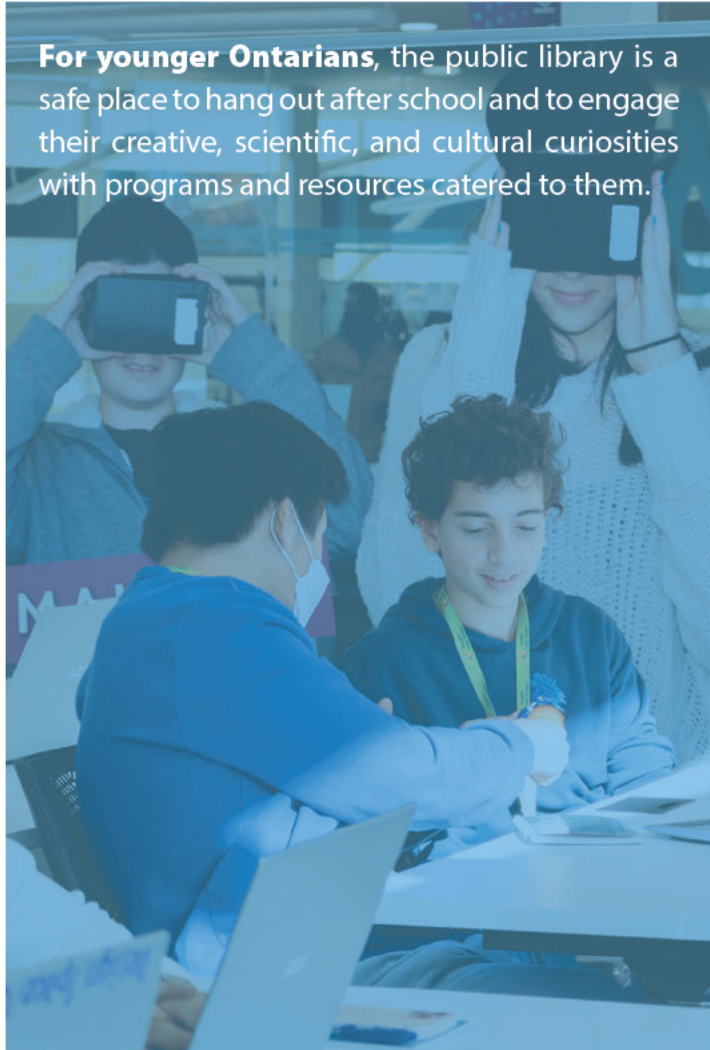
For a budding entrepreneur, the public library is a place to prototype a new product, develop branding, create marketing materials, and learn about the Ontario market before launching their small business.

For a mature student with a family at home, the public library is a place for a quiet evening of interruption free study after work. And hundreds of books to choose from for story-time tonight.

For a newcomer to Ontario, the public library is a helping hand and a first connection with their new home. Plus the resources, wi-fi and computers to find jobs and connect with culture and community.

Federation of
ONTARIO
PUBLIC
LIBRARIES

LIBRARIES ARE FOR
EVERYONE!

For younger Ontarians, the public library is a safe place to hang out after school and to engage their creative, scientific, and cultural curiosities with programs and resources catered to them.

For an unhoused person, the public library is a welcoming place to stay warm in the winter, cool in the summer, where they can connect to the resources they need.

ONTARIO PUBLIC LIBRARY ANNUAL USAGE

251 million Virtual visits

134 million Physical items borrowed

120 million In-person visits

52 million Digital items borrowed

19 million Wi-Fi sessions

18 million Database sessions

4.3 million Computer station sessions

6.1 million Questions answered

OUR COLLECTIONS ARE MADE UP OF:
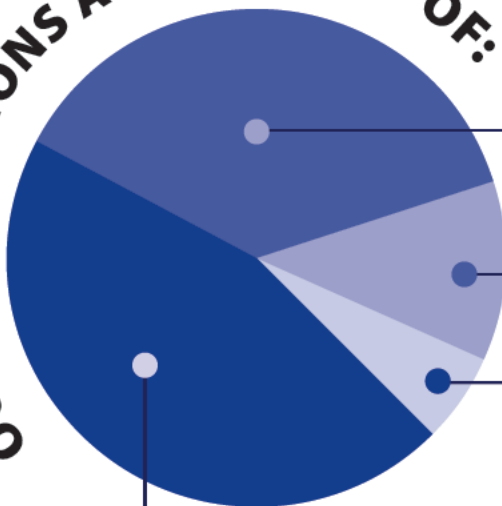
28 million Books

7.2 million E-audiobooks

3.6 million CDs & DVDs

23 million E-books

PLUS SO MUCH MORE!

- Snowshoes & fishing tackle
- Tools & kitchen appliances
- Sheet music & musical instruments
- Home wi-fi access & laptops
- Seed libraries & story walks
- Cricut machines & 3D printers
- Board games & video games

Federation of ONTARIO PUBLIC LIBRARIES

LIBRARIES
ARE FOR
EVERYONE

LIBRARIES

- have something for everyone – all ages, genders, sexual orientations, races, ethnicities, & abilities.
- are non-partisan.
- support marginalized communities.
- welcome everyone without judgement.

EVERY VOICE MATTERS

- Libraries ensure diverse perspectives & ideas remain accessible to everyone.
- Libraries foster understanding, compassion, & growth.
- In your library, you'll find a world of ideas, free from censorship.

DEDICATED TO SERVING EVERY COMMUNITY MEMBER

LIBRARY

Libraries can be accessed by anyone in the community, regardless of socio-economic status or cultural background.

Libraries curate collections & develop programs to serve the diverse needs of our communities.

2024

FREEDOM TO READ, LEARN AND EXPLORE

A BEACON OF INTELLECTUAL FREEDOM

- Every individual has the right to access information & to read books of their choice.
- Every individual deserves the freedom to read, learn, & explore.
- Libraries provide a space for intellectual exploration, free from censorship, & restriction.
- Libraries empower individuals to form their own opinions.

DIVERSE COLLECTIONS FOR DIVERSE COMMUNITIES

We strive to curate our collections
to reflect the diverse interests & needs of our community,
ensuring that everyone finds something that resonates with them.

Oxford County Library Board - Key Agenda Items 2024

Agenda items	Jan	Feb	Mar	Apr	May	Jun	Jul	Sep	Oct	Nov	Notes
2023 Board Evaluation	X										Yearly Agenda Item
2023 Year End Statistics			X								Yearly Agenda Item
Librarian's Report and Monthly Statistics	X	X	X	X	X	X		X	X		Regular Agenda Item
Quarterly Metrics		Q3 (23)	Q4 (23)		Q1			Q2		Q3	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
2025 Business Plan								X			2024 Planning
2025 Budget Plan									X		2024 Planning
Library Technology Review											Date TBD
Library Facilities Plan											Date TBD
Rural Customer Engagement Report			X								
CEO/Chief Librarian Performance Goals										X	Yearly Agenda Item
2025 Board Meeting Dates and Library Closures										X	Yearly Agenda Item

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Oxford County Library Board - Policy Review 2024

Operational Policy	Jan	Feb	Mar	Apr	May	Jun	Jul	Sep	Oct	Nov	Notes
Diversity and Inclusion Policy		X									
Internet and Technology Policy								X			
Meeting Room / Study Room Policies			X								
Programming and Outreach Policy					X						
Indigenous Awareness and Reconciliation Statement										X	
Governance Policies	Jan	Feb	Mar	Apr	May	Jun	Jul	Sep	Oct	Nov	Notes
Board Advocacy		X									
Annual Board Evaluation								X			
Board Code of Conduct				X							
Board Committees						X					
Board Training and Development							X				
CEO Performance Appraisal								X			
County Policies	Jan	Feb	Mar	Apr	May	Jun	Jul	Sep	Oct	Nov	Notes
Accessibility Standards for Customer Service & Multi-Year Accessibly Plan (County)	X										
County General Policy Manual - Section 7 - Health and Safety			X								

To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

Librarian Report and Statistics

RECOMMENDATION

1. That the Library Board receive Report 2024-07, Librarian Report and Statistics, for information and discussion.

DISCUSSION

CEO / Chief Librarian

- January 30 – Oxford County Development Charges Study
- February 6 – Oxford County Asset Management Discussion
- February 8 – w/ WPL RE: 2SLGBTQIA+ Programming
- February 13 – Training RE: Annual Survey
- February 14 – w/ Ox on the Run Team
- February 15 – Oxford County Library and Archives DEI Committee

Q3 2023 Statistics

New Card Holders by Branch

The Library continued to see growth in new card holders in Q3 2023. While numbers fluctuated up and down between branches, as seen in the chart below, there was a 3% growth overall in new cards issued in Q3 2023.

NEW CARDS Q3 2023

(TOTAL 2023, TOTAL 2022)

BRO: 6, 2
BUR: 9, 16
EMB: 31, 17
HAR: 5, 6
ING: 326, 278
INN: 33, 29
MTE: 7, 6
NOR: 79, 94
OTT: 16, 18
PLA: 33, 39
PRI: 13, 30
TAV: 66, 70
THA: 63, 42
TIL: 304, 318
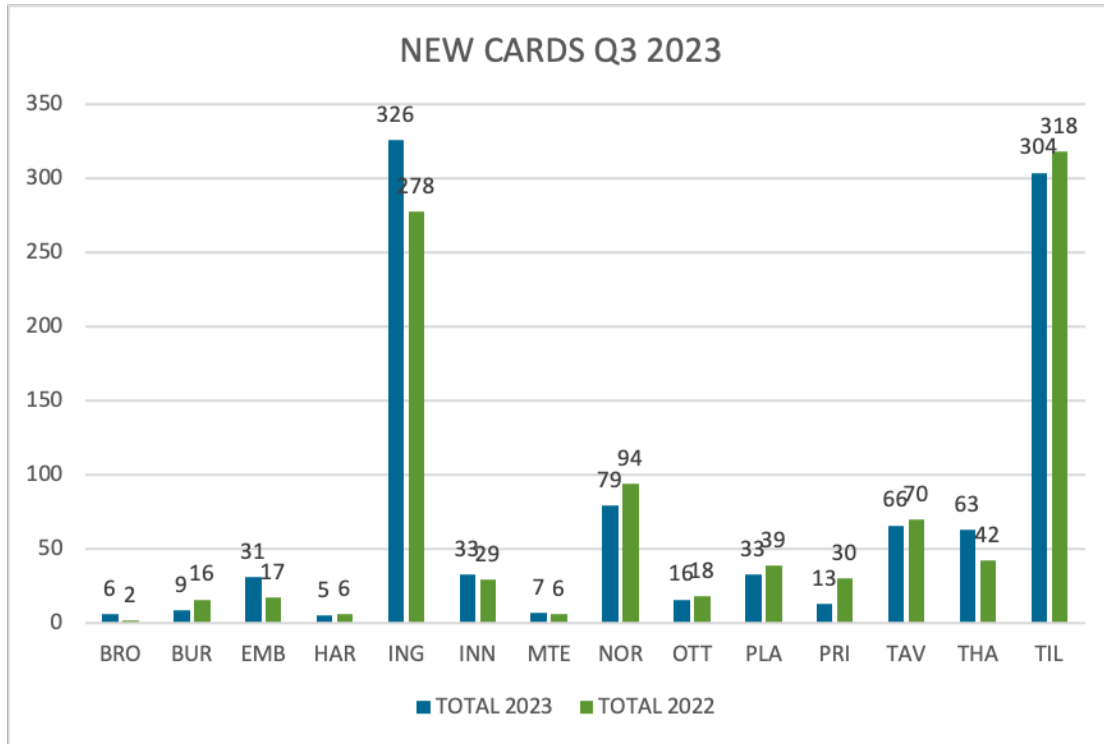
Branch Services

Staff teams at all branches offered quality library services during the third quarter of 2023.

Use of the Maker Space at Ingersoll showed strength and growth with 42 sessions in the space. Many of these sessions focused on use of the branch's 3D printer and the Cricut machine.

Local History requests, while strongest at the Ingersoll and Tillsonburg branches, saw questions coming from several of the Village and Regional branches as well.

Readers Advisory and Tech Help continue to be core services at OCL, with steady usage of both service across locations.

Home Delivery, a new reported statistic, is a continuing service focused on delivery of material for those that are unable to visit a branch location. While not available in all locations, this service provides support with the help of Library Volunteers.

Room Bookings, another newly reported statistic, provide free and paid spaces for individuals, community groups, and businesses to use library study space and meeting rooms.
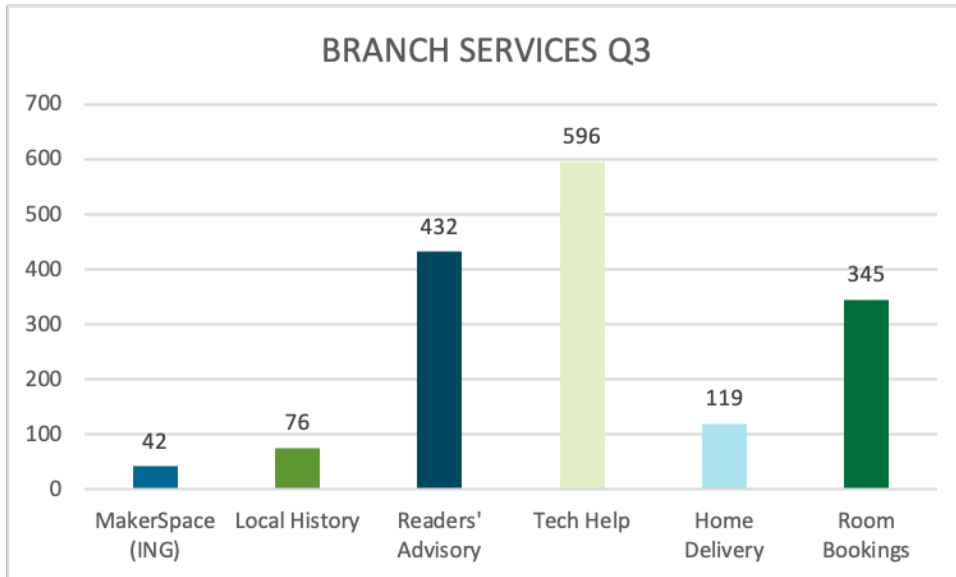
Programming and Outreach

Q3 is always the Library's strongest quarter for programs due to summer reading. Library staff provided programs and activities throughout the summer to over 10,000 attendees.
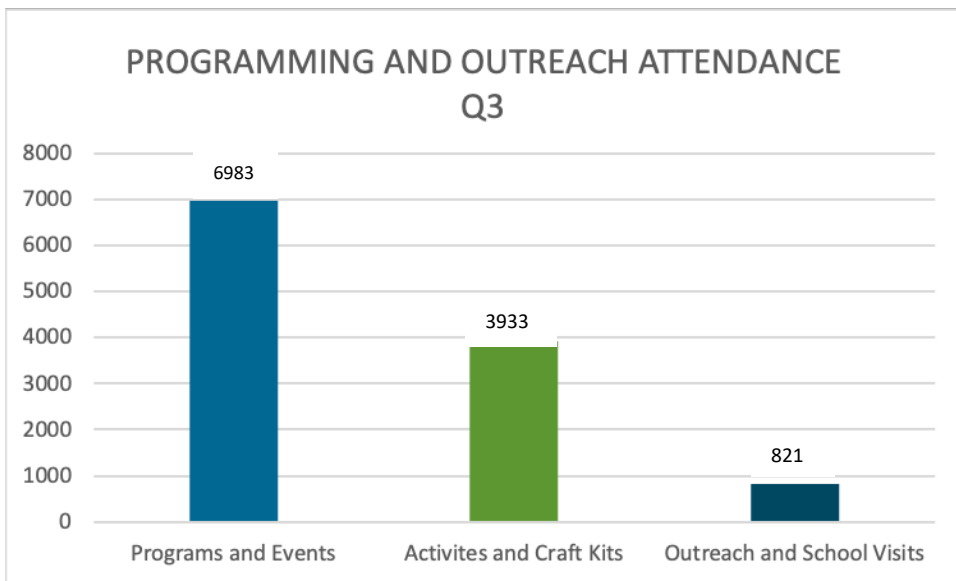
January 2024 Statistics

- **Branch Attendance**

  Attendance was strong in January 2024 up 9.6% over 2023.

  Branches of Note

Branch	January	Attendance / Hour
Brownsville	Up 79% over 2023	3.0

Plattsville	Up 24% over 2023	6.1
Princeton	Up 22% over 2023	5.0
Thamesford	Up 29% over 2023	5.5
Tillsonburg	Up 36% over 2023	29.0

% Total Change	January	Year to Date
2023 to 2024	9.6%	9.6%

- **Computer Use**

In January, IT staff provided updated hardware for the wireless network across all branches. Branch staff noted that this hardware change helped boost the wireless signal strength which may have helped boost the overall wireless numbers.
Computer usage also climbed significantly in January with more customers attending the branches to use a computer in house.

% Total Change	January	Year to Date
Total Computer Use	43%	43%
Total Wireless Use	3%	3%
Total Use Overall	17.8%	17.8%

- **Physical Circulation**

Physical circulations started the year down by nearly 7% overall, with only one branch, Princeton, providing a positive increase in usage.

% Total Change	January	Year to Date
2023 to 2024	-7%	-7%

- **Digital Circulation**

Digital circulation continued to see strong usage in January with an overall 8% increase over 2023.

% Total Change	January	Year to Date
2023 to 2024	8%	8%

Community Engagement

Ox on the Run

OOTH co-hosted a successful PA Day Camp with Beachville Museum in January where they interacted with 16 kids in attendance and registered three new cards.

They also hosted a sold out Make & Mingle event in Drumbo in January with 14 in attendance.

Looking ahead, the Ox is finalizing stops at five local businesses for March Break. All five stops are a never before visited locations, so staff are excited at these new partnerships and the new community members they may meet during their travels.

Rural Community Engagement

Staff have begun working with Strategic Communications on the Rural Community Engagement Plan. First up will be a survey to the public using the Speak Up Oxford platform. Communications is working on a release plan that includes publicity of the survey and a target release date of mid-March for a 5-week survey.

The Rural Community Librarians are also working on other areas to promote with potential features in Noteworthy Norwich and on the East Zorra Tavistock transit buses.

After receiving survey feedback, staff will look at branch hours across the rural library network. Village Branches will have their hours overhauled with the added hours passed as part of the 2024 budget.

Collections and Technology

Oxford Reads

The Oxford Reads Committee, made up of staff from OCL and WPL, have started planning for the 7th annual Oxford Reads program. They are currently accepting title nominations from staff at both systems for the Oxford Reads longlist. Committee members then review the list of nominated titles to create the shortlist of five Oxford Reads contenders that will be voted on by the Oxford County community for the 2024 title. New this year, the committee has opened the nomination period up to community members as well. Nominations are open until March 1st, with the shortlist released later in March.

Collections Updates

2024 Ontario Park Passes are now available at all branches. Grand River and Upper Thames passes will be arriving later this Spring and will be issued for branches within the conservation areas' catchment.

Two new Envoy Connect devices are now available for CELA (Centre for Equitable Library Access) registered customers. The devices allow access to downloadable audiobook content from CELA and replace the older Daisy Disc system used by CELA and CNIB.

OCL's Multi-Lingual Children's Collection has grown with more than 60 picture books in Ukrainian and Arabic. This collection was made possible due to the Peg Caffyn Fund.

Patron Point

Staff have met and had initial conversations with Patron Point for launch of the product. Next up is staff will be working with the Library's ILS vendor to create a connection between Patron Point and the customer database. Target launch for Patron Point is May for setup and testing with a go live target of June.

Branch and Programming

Branch Updates

OCL's 60 Anniversary – 2025
Library staff are working with Oxford County Archives for a year of anniversaries in 2025 including:
- 175 years for Oxford County
- 50 years since County restructuring
- 60 years for Oxford County Library
- 25 years of Oxford County Archives
More details will be available as planning throughout 2024 take shape.

Local Author Day w/ WPL
Ingersoll Branch will be hosting their first Local Author Day in partnership with Woodstock Public Library with applications due by Sunday, March 3. The event will run April 27th a with author reading spotlights happening throughout the day.

Family Literacy Day Celebrations
January 27 is Family Literacy Day each year. This year branches across the system celebrated with drop-in programs, storytimes and special activities for families.

Updated Branch Signage
As a continuation from 2023's branch signage update, 6 more branches will receive updated signage in 2024. This should leave only the Embro branch to have signage replaced. Embro's signage was put on hold while we determine what is needed.

Programming News

Ingersoll Branch – Cinderella Storytimes w/ Theatre Woodstock
The Ingersoll branch has hosted two hugely successful Cinderella Storytimes this winter with the help of Theatre Woodstock. Over 200 customers came to the library for these featured events.

Black History Month
Ingersoll branch hosted their very popular Early Black Settlers program with former OCL staff member and local historian Heather Rennalls on February 10.

Tillsonburg branch will be hosting a special installment of their Discover Your Past program that focuses on researching Canada's early black settlers on February 20.

Library staff also used the Discover Diverse Perspectives page on the OCL website to feature a book lists and other learnings to celebrate black excellence.

Innerkip Class Visits
Innerkip branch has been working on an ongoing partnership with Millpond Academy. The academy visits the branch every three weeks for "library time" where they enjoy interacting with staff, checking out materials, and discovering what more the library has to offer.

Tavistock's After School Hangout
Tavistock branch's after school program is growing with regular attendance of 6 to 12 kids each week. The program helps keep kids engaged after school with crafts, activities and a chance to make new friends and discover new books.

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

SIGNATURES

Departmental Approval:

Original signed by:

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1: Branch Attendance January 2024

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Branch Attendance January 2024

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	12	2023	86	86	88	86	94	135	177	156	153	195	170	155	86	1,581
	12	2024	154												154	154
	% Change		79%												79%	
BURGESSVILLE	15	2023	376	351	397	364	299	428	508	384	346	318	347	337	376	4,455
	15	2024	264												264	264
	% Change		-30%												-30%	
EMBRO	12	2023	149	122	151	140	132	126	186	280	145	143	118	106	149	1,798
	12	2024	154												154	154
	% Change		3%												3%	
HARRINGTON	9	2023	134	120	102	132	161	141	100	119	142	131	131	84	134	1,497
	9	2024	133												133	133
	% Change		-1%												-1%	
INGERSOLL	51.5	2023	5,370	4,574	5,817	4,378	4,270	5,336	5,190	5,682	4,138	4,803	4,647	3,749	5,370	57,954
	51.5	2024	4,634												4,634	4,634
	% Change		-14%												-14%	
INNERKIP	12	2023	385	343	385	412	449	414	537	495	378	377	367	326	385	4,868
	12	2024	327												327	327
	% Change		-15%												-15%	
MOUNT ELGIN	12	2023	140	109	127	119	125	122	186	218	114	122	177	129	140	1,688
	12	2024	126												126	126
	% Change		-10%												-10%	
NORWICH	35	2023	1,456	1,289	1,869	1,307	1,464	1,842	1,752	1,713	1,448	1,487	1,616	1,439	1,456	18,682
	35	2024	1,553												1,553	1,553
	% Change		7%												7%	
OTTERVILLE	12	2023	253	300	370	284	286	304	320	362	215	344	377	306	253	3,721
	12	2024	262												262	262
	% Change		4%												4%	
PLATTSVILLE	25	2023	555	583	700	700	615	724	590	878	668	783	815	633	555	8,244
	25	2024	689												689	689
	% Change		24%												24%	

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Branch Attendance January 2024

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
PRINCETON	15	2023	279	220	398	273	251	317	328	375	297	334	366	326	279	3,764
	15	2024	341												341	341
		% Change	22%												22%	
TAVISTOCK	35	2023	679	629	937	665	699	820	860	971	541	733	770	596	679	8900
	35	2024	721												721	721
		% Change	6%												6%	
THAMESFORD	35	2023	672	593	796	713	908	732	1,196	1,227	672	937	808	820	672	10,074
	35	2024	865												865	865
		% Change	29%												29%	
TILLSONBURG	54	2023	4,934	4,480	6,702	5,383	5,642	5,687	7,453	8,058	6,396	7,269	7,478	5,739	4,934	75,221
	54	2024	6,728												6,728	6,728
		% Change	36%												36%	
TOTAL	335	2023	15,468	6,495	9,307	9,658	9,619	12,141	13,879	15,565	11,596	12,044	13,788	9,535	15,468	139,095
	335	2024	16,951												16,951	16,951
TOTAL Change 2023 to 2024			9.6%												9.6%	

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Computer Use - January 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	Computers	2023	10	1	11	7	14	12	11	29	27	42	23	20	10	207
		2024	23												23	23
	% Change		130%												130%	-89%
	Wireless	2023	24	17	18	17	21	18	11	15	16	15	6	16	24	194
		2024	16												16	16
	% Change		-33%												-33%	-92%
	Totals 2023		34	18	29	24	35	30	22	44	43	57	29	36	34	401
	Totals 2024		39												39	39
	% Change		15%												15%	
BURGESSVILLE	Computers	2023	0	1	2	10	3	5	2	8	2	0	3	6	0	42
		2024	1												1	1
	% Change		100%												100%	-98%
	Wireless	2023	13	25	25	21	30	64	29	19	26	13	9	4	13	278
		2024	16												16	16
	% Change		23%												23%	-94%
	Totals 2023		13	26	27	31	33	69	31	27	28	13	12	10	13	320
	Totals 2024		17	0	0	0	0	0	0	0	0	0	0	0	17	17
	% Change		31%												31%	-95%
EMBRO	Computers	2023	1	1	0	0	0	0	1	1	4	0	3	2	1	13
		2024	0												0	0
	% Change		-100%												-100%	-100%
	Wireless	2023	30	31	49	39	68	59	318	39	107	129	176	48	30	1,093
		2024	31												31	31
	% Change		3%												3%	-97%
	Totals 2023		31	32	49	39	68	59	319	40	111	129	179	50	31	1,106
	Totals 2024		31											0	31	31
	% Change		0%												0%	-97%
HARRINGTON	Computers	2023	0	0	0	2	0	0	0	0	0	0	0	5	0	7
		2024	1												1	1
	% Change		100%												100%	-86%
	Wireless	2023	10	18	8	12	10	12	9	5	11	12	6	12	10	125
		2024	11												11	11
	% Change		10%												10%	-91%
	Totals 2023		10	18	8	14	10	12	9	5	11	12	6	17	10	132
	Totals 2024		12												12	12
	% Change		20%												20%	-91%

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Computer Use - January 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
INGERSOLL	Computers	2023	272	222	332	332	318	268	295	331	301	265	343	233	272	3,512
		2024	317												317	317
	% Change		17%												17%	-91%
	Wireless	2023	66	87	155	117	138	147	147	133	167	155	156	127	66	1,595
		2024	260												260	260
	% Change		294%												294%	-84%
	Totals 2023		338	309	487	449	456	415	442	464	468	420	499	360	338	5,107
	Totals 2024		577												577	577
	% Change		71%												71%	-89%
INNERKIP	Computers	2023	17	8	12	8	0	0	19	16	7	6	2	0	17	95
		2024	6												6	6
	% Change		3%												-65%	-94%
	Wireless	2023	10	11	22	14	54	43	6	11	23	15	77	12	10	298
		2024	29												29	29
	% Change		190%												190%	-90%
	Totals 2023		27	19	34	22	54	43	25	27	30	21	79	12	27	393
	Totals 2024		35												35	35
	% Change		30%												30%	-91%
MOUNT ELGIN	Computers	2023	0	0	0	2	3	0	0	1	0	1	0	0	0	7
		2024	3												3	3
	% Change		100%												300%	-57%
	Wireless	2023	34	28	46	18	54	25	24	23	35	56	61	31	34	435
		2024	17												17	17
	% Change		-50%												-50%	-96%
	Totals 2023		34	28	46	20	57	25	24	24	35	57	61	31	34	442
	Totals 2024		20												20	20
	% Change		-41%												-41%	-95%
NORWICH	Computers	2023	158	138	215	130	176	220	259	260	213	197	210	216	158	2,392
		2024	313												313	313
	% Change		98%												98%	-87%
	Wireless	2023	190	159	232	238	274	296	310	259	196	190	199	143	190	2,686
		2024	224												224	224
	% Change		18%												18%	-92%
	Totals 2023		348	297	447	368	450	516	569	519	409	387	409	359	348	5,078
	Totals 2024		537												537	537
	% Change		54%												54%	-89%

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Computer Use - January 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
OTTERVILLE	Computers	2023	15	10	14	13	7	21	13	21	6	19	22	29	15	190
		2024	18												18	18
	% Change		20%												20%	-91%
	Wireless	2023	27	12	28	7	6	14	26	29	24	10	21	0	27	204
		2024	35												35	35
	% Change		30%												30%	-83%
	Totals 2023		42	22	42	20	13	35	39	50	30	29	43	29	42	394
	Totals 2024		53												53	53
	% Change		26%												26%	-87%
PLATTSVILLE	Computers	2023	13	15	15	13	9	3	11	19	11	22	16	9	13	156
		2024	12												12	12
	% Change		-8%												-8%	-92%
	Wireless	2023	220	223	251	260	354	272	10	17	176	208	226	141	220	2,358
		2024	159												159	159
	% Change		-28%												-28%	-93%
	Totals 2023		233	238	266	273	363	275	21	36	187	230	242	150	233	2,514
	Totals 2024		171												171	171
	% Change		-27%												-27%	-93%
PRINCETON	Computers	2023	9	14	10	7	13	2	3	3	9	9	3	1	9	83
		2024	4												4	4
	% Change		-56%												-56%	-95%
	Wireless	2023	8	15	23	22	40	44	38	32	23	20	29	24	8	318
		2024	37												37	37
	% Change		363%												363%	-88%
	Totals 2023		17	29	33	29	53	46	41	35	32	29	32	25	17	401
	Totals 2024		41												41	41
	% Change		141%												141%	-90%
TAVISTOCK	Computers	2023	16	21	25	15	20	16	20	45	12	46	34	27	16	297
		2024	11												11	11
	% Change		-31%												-31%	-96%
	Wireless	2023	14	16	20	32	20	19	15	28	16	20	24	31	14	255
		2024	35												35	35
	% Change		150%												150%	-86%
	Totals 2023		30	37	45	47	40	35	35	73	28	66	58	58	30	552
	Totals 2024		46												46	46
	% Change		53%												53%	-92%

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Computer Use - January 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
THAMESFORD	Computers	2023	13	17	18	26	24	22	16	13	8	19	29	21	13	226
		2024	21												21	21
	% Change		62%												62%	-91%
	Wireless	2023	47	92	65	57	59	43	49	49	49	38	49	166	47	763
		2024	55												55	55
	% Change		17%												17%	-93%
	Totals 2023		60	109	83	83	83	65	65	62	57	57	78	187	60	989
	Totals 2024		76												76	76
	% Change		27%												27%	-92%
TILLSONBURG	Computers	2023	331	338	476	372	447	388	387	430	402	431	516	412	331	4,930
		2024	490												490	490
	% Change		48%												48%	-90%
	Wireless	2023	770	676	1,156	352	357	325	391	394	387	473	483	363	770	6,127
		2024	586												586	586
	% Change		-24%												-24%	-90%
	Totals 2023		1,101	1,014	1,632	724	804	713	778	824	789	904	999	775	1,101	11,057
	Totals 2024		1,076												1,076	1,076
	% Change		-2%												-2%	-90%
TOTAL COMPUTERS		2023	855	786	1130	937	1034	957	1037	1177	1002	1057	1204	981	855	12157
		2024	1220												1220	1220
	% Change		43%												43%	-90%
TOTAL WIRELESS		2023	1463	1410	2098	1206	1485	1381	1383	1053	1256	1354	1522	1118	1463	16729
		2024	1511												1511	1511
	% Change		3%												3%	-91%
TOTAL USAGE		2023	2,318	2,196	3,228	2,143	2,519	2,338	2,420	2,230	2,258	2,411	2,726	2,099	2,318	28,886
		2024	2,731												2,731	2,731
% Change 2022 to 2023			17.8%												17.8%	-91%

Physical Circulation - January 2024

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	2023	257	123	196	186	202	195	249	187	191	291	240	176	257	2,493
	2024	188												188	188
% CHANGE 2023 to 2024		-27%												-27%	
BURGESSVILLE	2023	2,176	1,958	2,185	1,918	1,626	2,414	2,809	2,423	1,887	1,708	1,898	1,588	2,176	24,590
	2024	1,652												1,652	1,652
% CHANGE 2023 to 2024		-24%												-24%	
EMBRO	2023	710	707	760	650	730	665	913	921	820	573	672	697	710	8,818
	2024	731												731	731
% CHANGE 2023 to 2024		3%												3%	
HARRINGTON	2023	648	571	584	588	689	703	617	449	625	477	593	346	648	6,890
	2024	479												479	479
% CHANGE 2023 to 2024		-26%												-26%	
INGERSOLL	2023	10,191	8,887	10,956	10,355	10,394	10,529	12,343	12,607	10,579	10,596	10,138	8,636	10,191	126,211
	2024	10,724												10,724	10,724
% CHANGE 2023 to 2024		5%												5%	
INNERKIP	2023	1,420	1,227	1,356	1,350	1,455	1,295	1,387	1,481	1,242	1,128	1,057	890	1,420	15,288
	2024	1,008												1,008	1,008
% CHANGE 2023 to 2024		-29%												-29%	
MOUNT ELGIN	2023	806	628	902	655	809	792	822	974	759	967	855	537	806	9,506
	2024	636												636	636
% CHANGE 2023 to 2024		-21%												-21%	
NORWICH	2023	5,262	3,993	5,053	3,814	3,593	3,789	4,553	4,584	3,748	3,691	3,631	3,936	5,262	49,647
	2024	4,650												4,650	4,650
% CHANGE 2023 to 2024		-12%												-12%	

Oxford County Library
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Physical Circulation - January 2024

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
OTTERVILLE	2023	1,280	1,436	1,453	1,355	1,302	1,279	1,516	1,511	1,272	1,249	1,507	1,259	1,280	16,419
	2024	1,108												1,108	1,108
% Change 2022 to 2023		-13%												-13%	
Ox on the Run	2023						96	150	203	107	96	49	70	0	
	2024	64													
% CHANGE 2023 to 2024															
PLATTSVILLE	2023	2,049	1,914	2,114	1,877	1,863	1,769	2,146	2,515	1,926	1,774	1,583	1,500	2,049	23,030
	2024	1,600												1,600	1,600
% CHANGE 2023 to 2024		-22%												-22%	
PRINCETON	2023	1,205	1,121	1,434	1,336	1,270	1,244	1,251	1,353	1,265	1,272	1,235	1,145	1,205	15,131
	2024	1,334												1,334	1,334
% CHANGE 2023 to 2024		11%												11%	
TAVISTOCK	2023	2,570	2,152	3,010	2,335	2,145	2,381	2,602	3,025	2,107	2,192	2,113	1,783	2,570	28,415
	2024	2,486												2,486	2,486
% CHANGE 2023 to 2024		-3%												-3%	
THAMESFORD	2023	1,980	1,587	1,779	1,850	1,820	1,765	2,523	2,354	1,909	1,793	1,799	1,563	1,980	22,722
	2024	1,925												1,925	1,925
% CHANGE 2023 to 2024		-3%												-3%	
TILLSONBURG	2023	7,588	6,830	8,236	7,236	6,518	6,707	7,994	7,879	7,024	6,693	6,851	6,044	7,588	85,600
	2024	6,978												6,978	6,978
% CHANGE 2023 to 2024		-8%												-8%	
TOTAL	2023	38,142	33,134	40,018	35,505	34,416	35,623	41,875	42,466	35,461	34,500	34,221	30,170	38,142	434,760
	2024	35,563	0	0	0	0	0	0	0	0	0			35,563	35,563
% CHANGE 2023 to 2024		-7%												-7%	-92%

Digital Circulation - January 2024

	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTALS
Digital TV & Movies	2023	792	706	673	655	643	658	680	758	843	901	907	723	**792**	**8,939**
	2024	740												**740**	**740**
% Change - Digital TV & Movies		**-7%**												**-7%**	
Digital Magazines and Newspapers	2023	3,587	2,650	3,663	3,306	2,744	3,119	2,967	3,053	3,277	3,707	4,133	4,384	**3,587**	**40,590**
	2024	5,237												**5,237**	**5,237**
% Change - Digital Magazines & Newspapers		**46%**												**46%**	
Tumble Books	2023	92	66	73	79	62	92	25	31	86	205	224	233	**92**	**1,268**
	2024	174												**174**	**174**
% Change - Tumble Books		**89%**												**89%**	
Digital Music	2023	2,769	2,346	1,418	1,455	1,389	1,366	1,573	1,465	1,573	1,686	2,696	1,871	**2,769**	**21,607**
	2024	1,527												**1,527**	**1,527**
% Change - Digital Music		**-45%**												**-45%**	
Digital Audiobooks	2023	3,973	3,646	4,133	4,001	4,221	3,812	4,030	4,557	4,228	4,485	4,423	4,394	**3,973**	**49,903**
	2024	4,685												**4,685**	**4,685**
% Change - Digital Audiobooks		**18%**												**18%**	
Digital ebooks	2023	6,885	6,489	6,865	6,489	6,437	6,318	7,065	7,181	6,648	7,000	6,390	7,555	**6,885**	**81,322**
	2024	7,180												**7,180**	**7,180**
% Change - eBooks		**4%**												**4%**	
TOTAL Digital Circulation	2023	18,098	15,903	16,825	15,985	15,496	15,365	16,340	17,045	16,655	17,984	18,773	19,160	**18,098**	**203,629**
	2024	19,543	-	-	-	-	-	-	-	-	-	-		**19,543**	**19,543**
% Change - Digital Circulation		**8%**												**8%**	

Definitions:

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

Digital Magazines and Newspapers include the following: Overdrive Magazines, Press Reader

Digital Music includes the following: Freegal, Hoopla Music

Digital Audiobooks includes the following: Hoopla Audiobooks, Overdrive Audiobooks

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

To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

2023 Annual Board Self-Evaluation Results

RECOMMENDATION

1. **That the Library Board receive Report 2024-08, 2023 Annual Board Self-Evaluation Results, for information and discussion.**

REPORT HIGHLIGHTS

- This report presents the results of the Oxford County Library Board's 2023 Self-Evaluation.

IMPLEMENTATION POINTS

Library administration will look to strengthen training and development for the Library Board based on the results of the self-evaluation and discussion that arises from Report 2024-08.

Financial Impact

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

Communications

Key findings from the Board Self-Evaluation process are included in this report, which has been made publicly available as part of the meeting's agenda package.

STRATEGIC PLAN (2020-2022)

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

DISCUSSION

Background

In March 2022, the Library Board passed the Annual Board Evaluation Policy as part of a larger Governance Policy package. The policy sets out the procedures for a board self-evaluation process to be performed annually.

In 2022, the Library Board did not complete an annual Board Evaluation, focusing instead on finalizing the Board Legacy document and approving an update to the Board Terms of Reference for the incoming 2023 Board.

At the January 16, 2024 meeting, the Library Board provided direction to staff to implement the evaluation using the Board Evaluation Form provided as an attachment to Report 2024-03. Board members were required to complete the form and return it to staff no later than January 23, 2024.

Comments

The questionnaire response rate was 100% with all 7 responses received by January 23, 2024.

Section A of the questionnaire provided statements on "How well the Board has done its job?"

Below is a table that provides an average rating derived from all 7 responses. In the case where 0 or N/A was answered, the average did not weigh that response.

Section A: How Well has the Board done its job?	
Rating Scale: 5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree	
Statement	**Average**
Oxford County Library Board operates with a strategic plan and a set of measurable goals and priorities.	4.86
The Board's regular meeting agenda items reflect our priorities and plans.	4.86
The Board has created or reviewed in this period policies as part of the regular review cycle.	4.50
The Board collaborates with the Library CEO/Chief Librarian to set goals and revise policies when appropriate.	4.71
The Board has ensured that the Library's accomplishments and challenges have been communicated to key stakeholders.	4.17
The Board has understood and respected that our role is in governance and not operations.	3.83
TOTAL (out of 30)	**25.14**

Statement 1: Oxford County Library Board operates with a strategic plan and set of measurable goals and priorities.
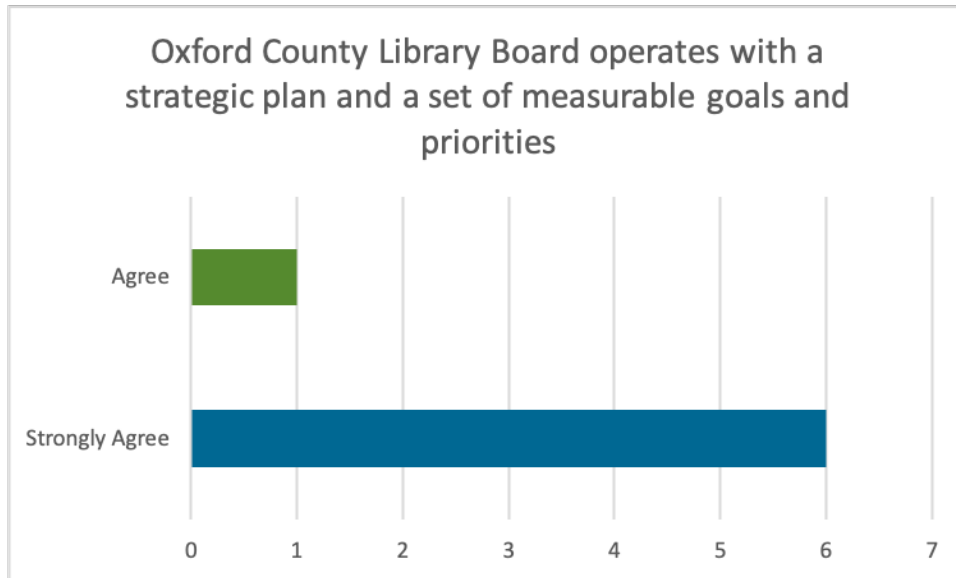
Six respondents rated this statement as 5, strongly agreed. One respondent rated this statement as 4, agreed. Overall, the average response rating for this statement is 4.86.

Statement 2: The Board's regular meeting agenda items reflect our priorities and plans.
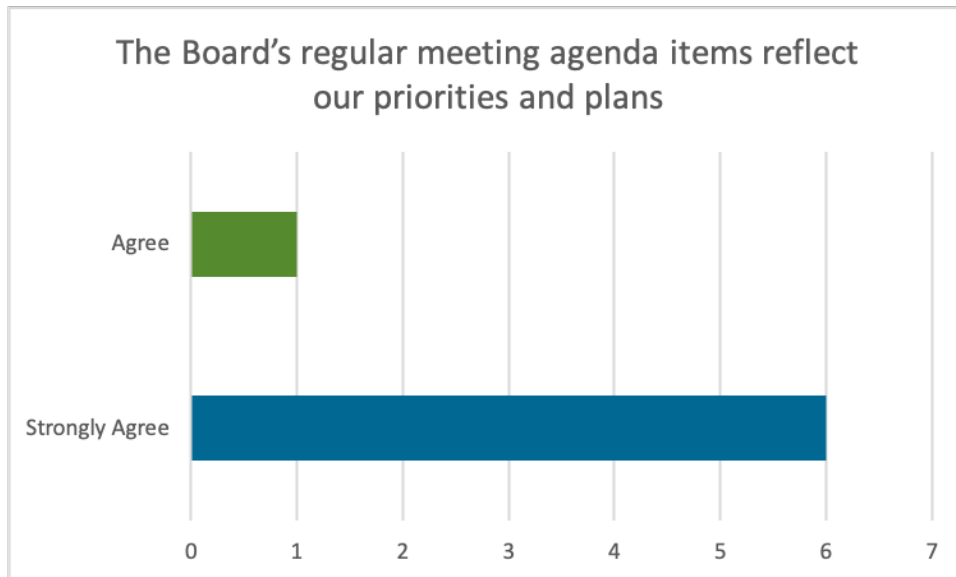
Six respondents rated this statement as 5, strongly agreed. One respondent rated this statement as 4, agreed. Overall, the average response rating for this statement is 4.86.

Statement 3: The Board has created or reviewed in this period policies as part of the regular review cycle.
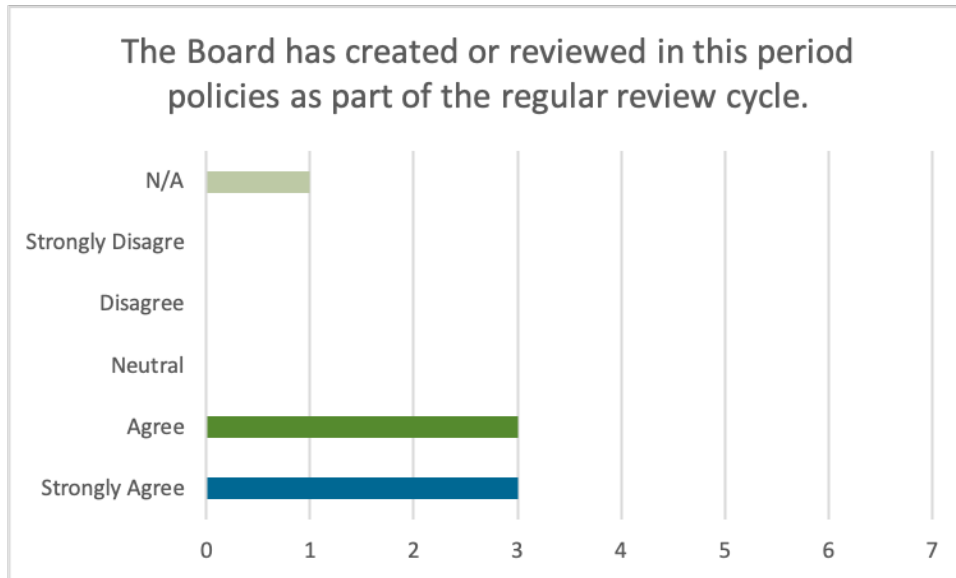
Three respondents rated this statement as 5, strongly agreed. Three other respondents rated this statement at 4, agreed. One respondent provided an n/a to the statement due to limited time on the Board. The overall rating for this statement is 4.50.

Statement 4: The Board collaborates with the Library CEO/Chief Librarian to set goals and revise policies when appropriate.
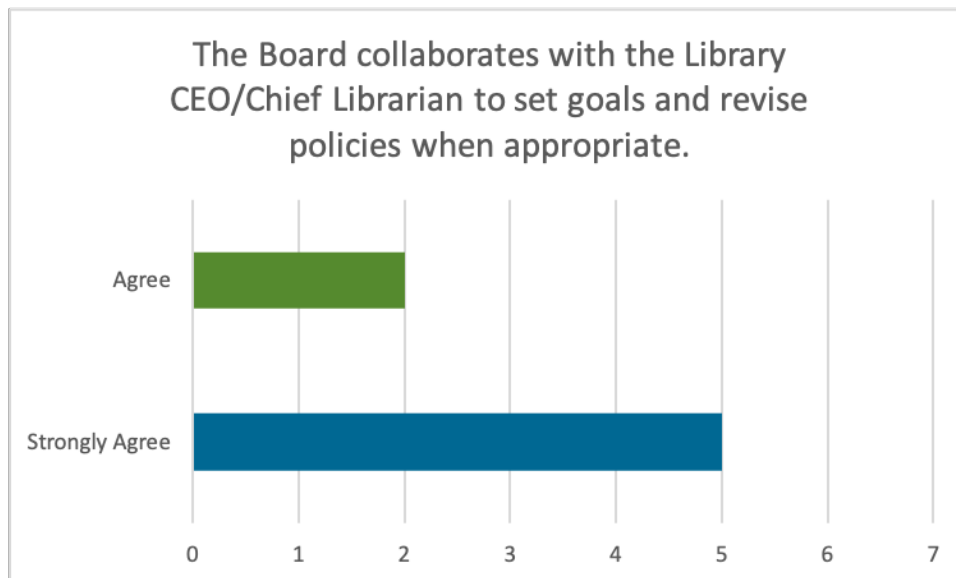
Five respondents rated this statement as 5, strongly agree. While two respondents rated the statement at 4, agree. The overall rating for this statement is 4.71.

Statement 5: The Board has ensured that the Library's accomplishments and challenges have been communicated to key stakeholders.
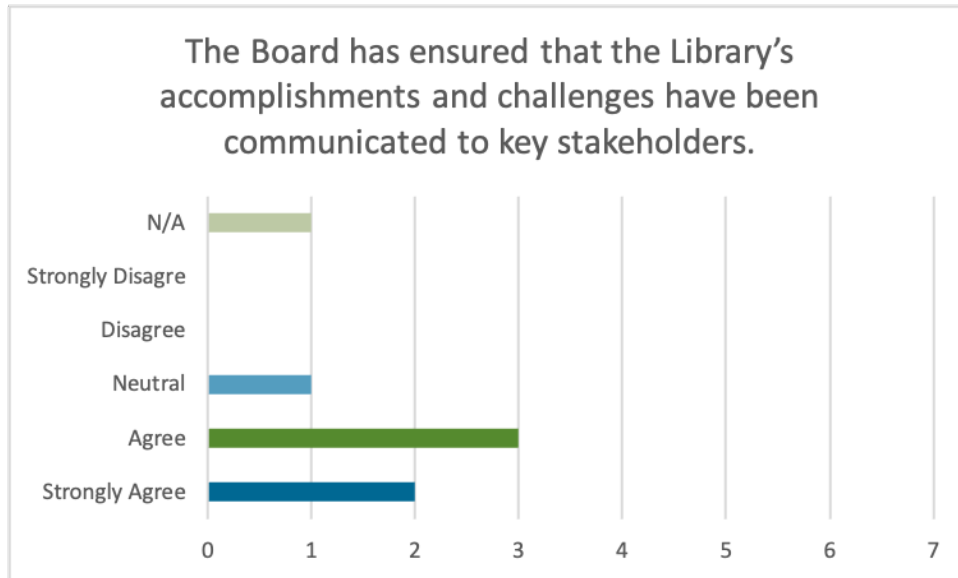
This statement had more diversity in responses. Two respondents rated the statement at 5, strongly agree; three respondents rated at 4, agree; and one respondent was neutral with a rating of 3. As with a previous question, one respondent rated the statement not applicable due to their recent appointment to the board. The overall rating for statement 5 was 4.17, still in the agree range. However, this lower rating may require the Board to discuss how to better work to communicate accomplishments and challenges with the Library's key stakeholders.

Statement 6: The Board has understood and respected that our role is in governance and not operations.
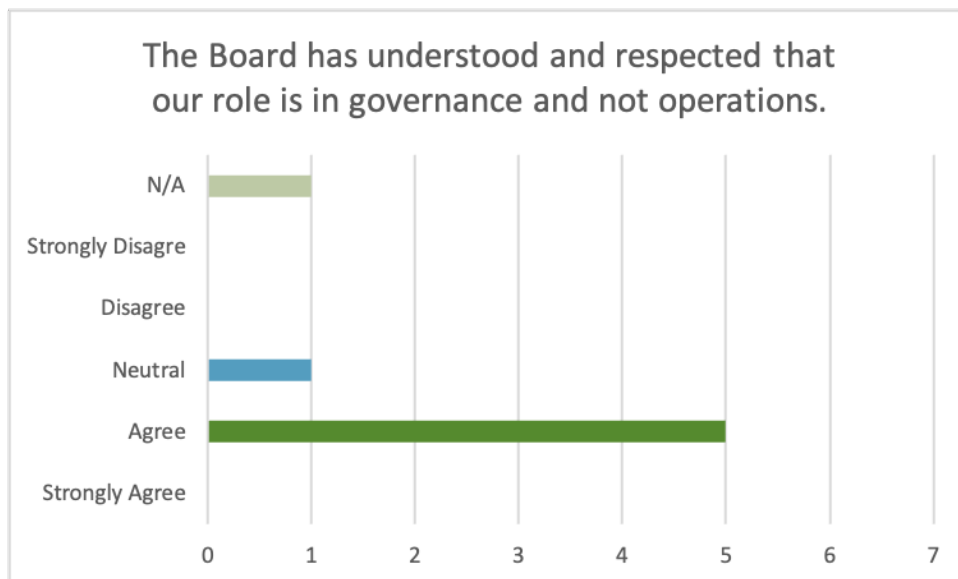
This statement received the lowest overall rating of Section A with an average of 3.83. Five respondents rated this statement at 4, agree; while one respondent rated at 3, neutral. One respondent provided an n/a to the statement due to limited time on the Board.

With this in mind, Library Administration will look to provide further training opportunities for the Board regarding the role of governance verses operations.

Comments from this section included:

- The Board has quickly matured and is now functioning quite well, from my perspective.
- Overall, I am satisfied with the board's performance.
- This has been a challenging and very productive year!
- Some policy reviews have been delayed for understandable reasons but are eventually covered.
- Always room to improve on communication to stakeholders

Several comments also discussed the difference between governance and operations. With one suggesting that further training may be helpful as the majority of the Board has now had one full year in their role.

Section B of the questionnaire provided statements on "How well has the Board conducted itself?"

Below is a table that provides an average rating derived from all 7 responses. In the case where 0 or N/A was answered, the average did not weigh that response.

Section B How well has the Board conducted itself?	
Rating Scale: 5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree	
Statement	**Average**
Board members are aware of what is expected of them.	4.00
The agenda of board meetings is well planned to address all necessary board business.	4.71
Board members come to meetings prepared.	4.86
Written reports are provided at least 72 hours in advance of board meetings as laid out in the Oxford County Procedural By-Law.	4.43
All members of the Board are provided the opportunity to participate in discussions.	4.71
The Board does a good job encouraging and dealing with different points of view.	4.71
All members of the Board support decisions made.	4.29
TOTAL (out of 35)	**31.71**

Statement 1: Board members are aware of what is expected of them.

Figure: Board members are aware of what is expected of them.
- Neutral: 1
- Agree: 5
- Strongly Agree: 1
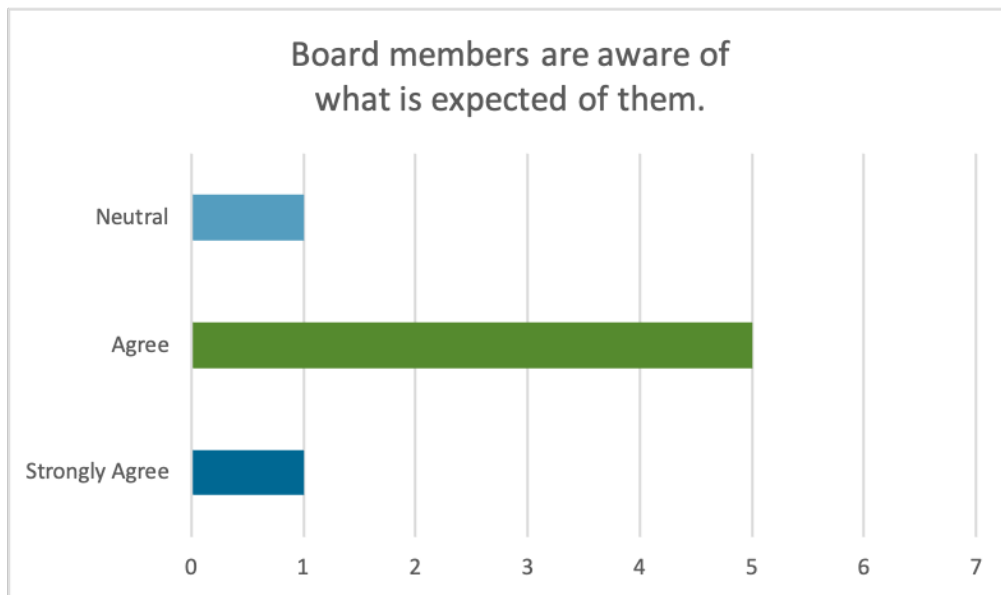
Five respondents rated this statement as 4, agreed. One respondent each responded to the statement as 5 and 3, strongly agreed and neutral. Overall, the average response rating for this statement is 4.00.

Like some statements in Section A, the average rating of this statement is low for the Agree rating. With this in mind Library Administration can continue to look for training opportunities. As a review of expectations, members can review the Terms of Reference in Attachment 1of this report.

Statement 2: The agenda of board meetings is well planned to address all necessary board business.

Figure: The agenda of board meetinigs is well planned to address all necessary board business.
- Agree: 2
- Strongly Agree: 5
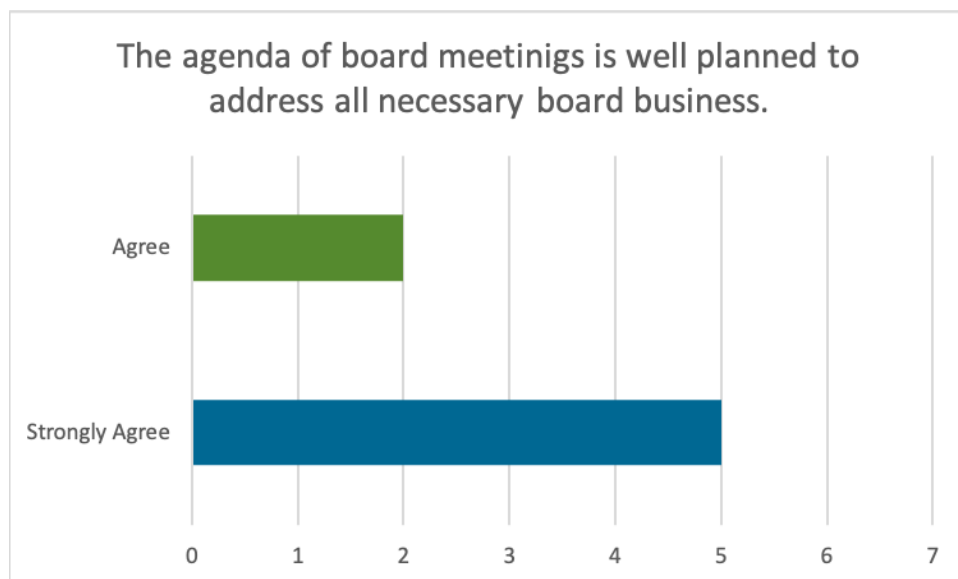
Five respondents rated this statement as 5, strongly agreed; while two respondents gave it a rating of 4, agreed. The overall average rating for this statement is 4.71 well within the agreed range.

Statement 3: Board members come to meetings prepared.
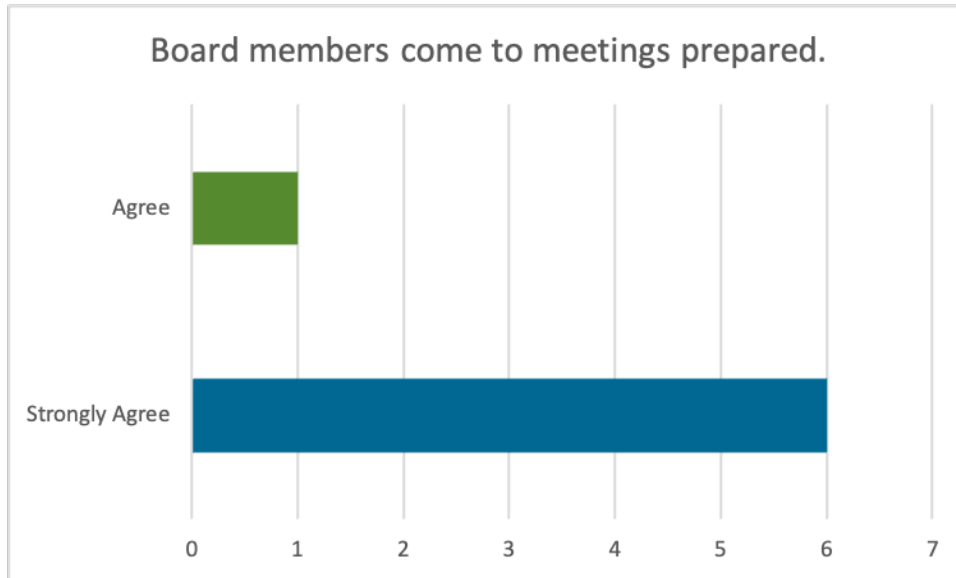
Six respondents rated this statement as 5, strongly agree; while one rated it at 4, agreed. The overall average rating for this statement is 4.86.

Statement 4: Written reports are provided at least 72 hours in advance of board meetings as laid out in the Oxford County Procedural By-Law.
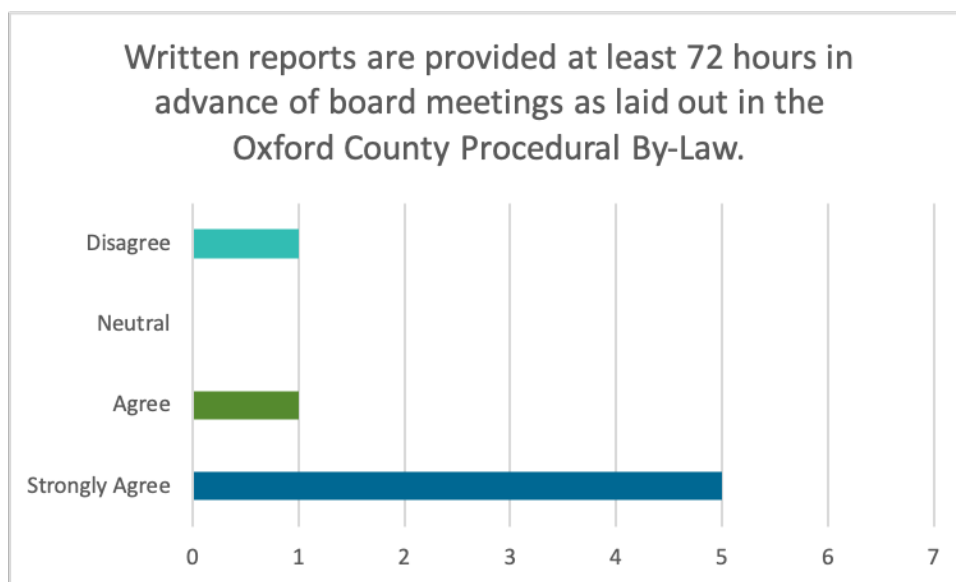
The overall average rating for this statement is 4.43, though this statement has the only rating of 2, disagree in the entire questionnaire. The strength of the average rating is due to the six other respondents who rated the statement at 4 and 5, agreed and strongly agreed.

Library Administration makes every attempt to provide the agenda package to board members by Thursday afternoon for a meeting the next Tuesday. To date, no package has been later than Friday late afternoon, early evening which is still within the 72 hours stipulated in the by-law.

Statement 5: All members of the Board are provided the opportunity to participate in discussions.
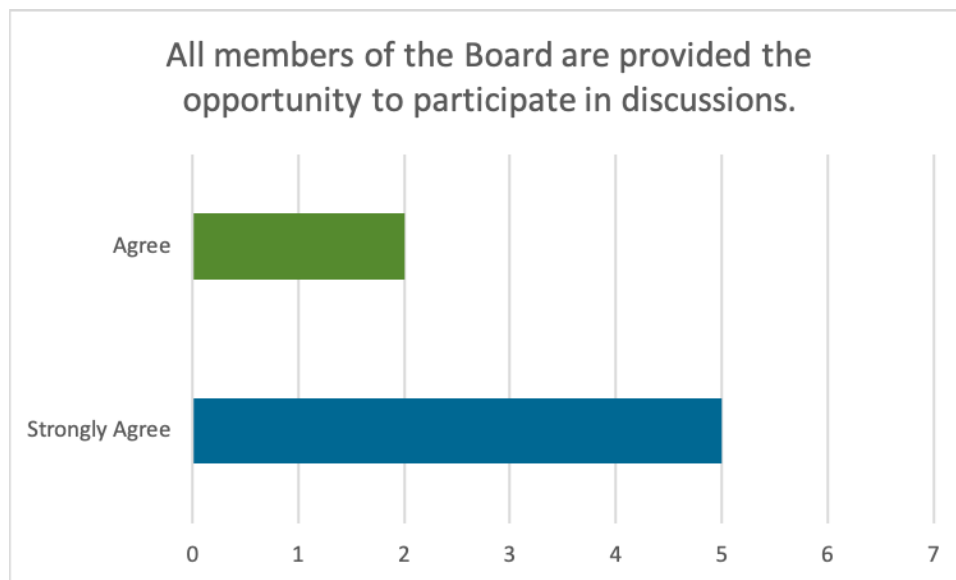
Five respondents rated this statement at 5, strongly agreed; while two respondents rated at 4, agreed. The overall average rating for this statement is at 4.71.

Statement 6: The Board does a good job encouraging and dealing with different points of view.
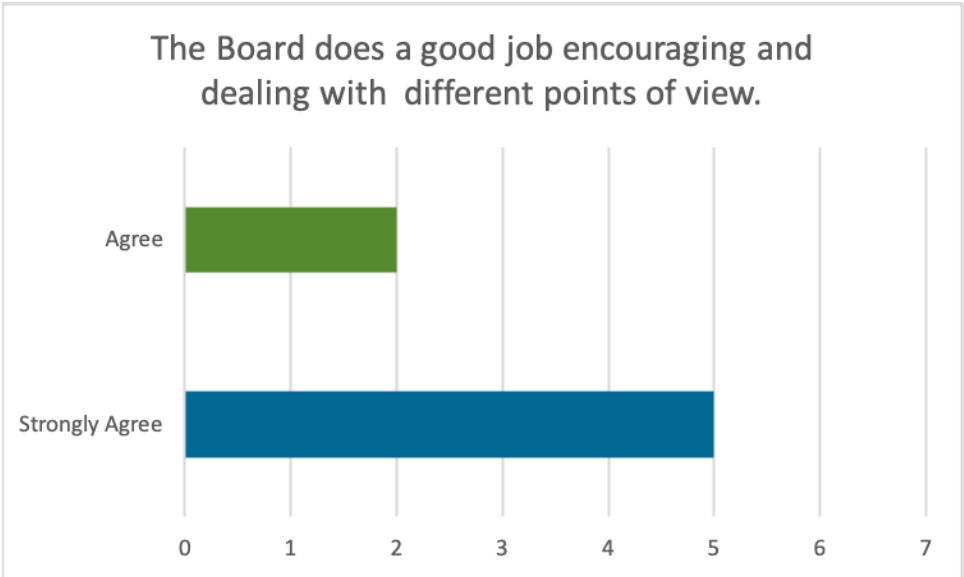
Similar to Statement 4, this statement has an average rating of 4.71 with five respondents rating it at 5, strongly agreed, and two respondents rating the statement at 4, agreed.

Statement 7: All members of the Board support decisions made.
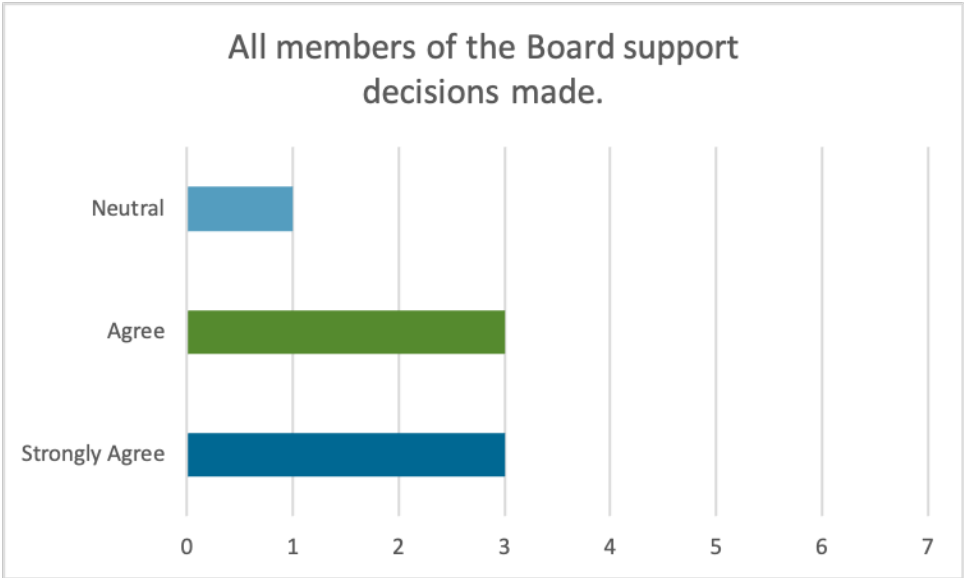
This statement had a more even split in responses and has an average rating of 4.29. Three respondents each rated the statement at 5 and 4, strongly agreed and agreed. One respondent rated the statement at 3 or neutral.

The lower overall average to this rating is likely due to issues that faced the Board early in 2023. This statement, however, should be reviewed again at the end of 2024 to ensure that the rating does not continue to fall.

Comments from this section included:

- The Board frequently receives the Board package late Friday afternoon, with the Board meeting on Tuesday afternoon at 1. This means the package is received with less than 48 business hours to review and adequately prepare. At a minimum, it would be helpful to receive the package Wednesday or, if necessary, Thursday, prior to the Board meeting.

- Staff support is very strong. I wonder whether more Board input into the agenda is desirable.

- Board members could do a better job of recognizing when their point of view has been shared and it's now time to listen to others.

- Board members are not necessarily aware of what is expected of them, as was demonstrated in the past year, leading to the loss of a Board member. This may require a more thorough review of key parts of expectations.

- If by 'support' this means Board members agree to abide by the decision, then the answer is 5. If 'support' means there is consensus, then the answer is 3.

- All current board members support decisions made.

The comments from this section show some differences in ideas and the culture of the Board that members may want to explore further.

Conclusion

The first annual Board Self-Evaluation has been a successful review. The board is doing well at the end of its first year of the term with an average rating of 4.51. Both ratings and comments have uncovered some areas for further development and consideration, as well. Library administration welcome further thoughts on continued improvements.

SIGNATURE

Departmental Approval:

Original signed by

_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENT

Attachment 1 – Oxford County Library Board Terms of Reference

Oxford County Library Board
Terms of Reference
June 2022

Background

The Oxford County Library (OCL) system operates 14 branch libraries within the County of Oxford. The Oxford County Library Board, hereafter referred to as the Board, was established by By-law #1781 as amended by By-law #5379-2012, in accordance with the *Public Libraries Act,* R.S.O. 1990, chapter P44.

Purpose / Mandate

The Board is responsible for overall governance of the Oxford County Library.

The Board's purpose is to set a strategic framework within which it can manage the provision of comprehensive and efficient public library services to participating municipalities that reflect Oxford County's unique needs.

The Board's approach to undertaking this purpose will be in accordance with the *Public Libraries Act* and as further defined by Oxford County By-laws / Resolutions, all applicable legislation and Board policies.

Responsibilities

The Board works within the *Public Libraries Act*, R.S.O. 1990, chapter P44. The Board establishes policies to direct the operations of the Oxford County Library, in accordance with its purpose. The Board employs a Chief Executive Officer/Chief Librarian, who in turn administers the library under the guidance of those policies.

It is the fiduciary responsibility of the Board to act honestly, in good faith and in the best interests of the library.

The following duties and responsibilities are as outlined in the *Oxford County Library Board Governance Policy Manual* (Motion #: 2022-04)*:*

- As the body that bears legal responsibilities for the Oxford County Library, the Board shall have the following governance responsibilities:
    1. Build and maintain a solid framework for the library's operations
    2. Define the overall direction and results to be accomplished by the system
    3. Delegate authority to the Chief Executive Officer in a clear and safe manner
    4. Serve as a bridge between the library and the Council and between the library and the community
    5. Evaluate the results achieved by the system
    6. Demonstrate accountability to key stakeholders
- Other Board responsibilities include:
    1. Determine and adopt written policies to govern the operation of the library;
    2. Understand the library-related needs of the community;
    3. Determine and adopt an annual Business Plan;
    4. Appoint a qualified Chief Executive Officer (CEO), Secretary and Treasurer;

5. Ensure a strong, stable framework is in place that clearly shows how authority is delegated to the CEO;

6. Provide for the annual evaluation of the CEO;

7. Measure whether the programs and activities used to achieve goals and objectives have achieved the intended results annually;

8. Ensure that the necessary resources are available to achieve intended results;

9. Evaluate the board regularly;

10. Ensure that the library is operated in accordance with the *Public Libraries Act,* R.S.O. 1990, chapter P44.

Membership

The Board shall consist of 7 persons appointed by Council of the County of Oxford of whom not more than 2 shall be members of the said Council and the remainder of whom shall be citizen appointees.

Membership Qualifications:

In accordance with the provisions of the *Public Libraries Act,* R.S.O. 1990, c. P.44, s. 10, "A person is qualified to be appointed as a member of a board who is a member of the appointing council or,

(a) is at least eighteen years old;

(b) is a Canadian citizen or a permanent resident of Canada within the meaning of the *Immigration and Refugee Protection Act* (Canada);

(c) is,

(i) … a resident of one of the participating municipalities in the case of a county library board…

(d) is not employed by the board or by the municipality or county … R.S.O. 1990, c. P.44, s. 10 (1); 2002, c. 18, Sched. F, s. 3 (9); 2019, c. 14, Sched. 12, s. 1."

Resignations/Vacancies:

"Where a vacancy arises in the membership of a board, the appointing council shall promptly appoint a person to fill the vacancy and to hold office for the unexpired term, except where the unexpired term is less than forty-five days." *Public Libraries Act*, R.S.O. 1990, c. P.44, s. 12.

Disqualification:

In accordance with the provisions of the *Public Libraries Act,* R.S.O. 1990, c. P.44, s. 13, a Board member may be disqualified if said member:

"(a) is convicted of an indictable offence;

(b) becomes incapacitated;

(c) is absent from the meetings of the board for three consecutive months without being authorized by a board resolution;

(d) ceases to be qualified for membership under clause 10 (1) (c); or

(e) otherwise forfeits his or her seat,

the member's seat becomes vacant and the remaining members shall forthwith declare the seat vacant and notify the appointing council accordingly."

Essential Competencies & Qualifications

- Commitment to equitable access, diversity and inclusiveness;

- Ability to seek and listen to input from all stakeholders and approach people and problems with an open mind;

- Ability to actively participate in discussion and deliberation and to attain positive outcomes;

- Leadership experience;

- Time and energy to devote to the work of the Board;

- Belief that the public library provides a unique and essential service to the residents of Oxford County;

- Aptitude for long- and short-range planning;

- Experience or interest in community development and engagement;

- Commitment to Intellectual Freedom;

- Skilled in one or more of the following would be considered an asset: media relations, advocacy, fundraising, business and financial management, strategic planning and policy development.

Term

A Library Board member shall hold office for a term concurrent with the term of the appointing council, or until a successor is appointed.

Time Commitment

The Board will meet a minimum of seven regular meetings each year, as described in section 16 of the *Public Libraries Act***.**

In accordance with the *County of Oxford Procedure By-law No. 6268-2020 s*ection 3.8.5, the Board shall provide members the option to meet both in person and virtually through a hybrid meeting system. Hybrid meetings allow the most flexibility to members and will be live streamed and recorded for access to the public.

Special Meetings

Special meetings of the Board may be required. Said meetings may be called by the Board Chair or any two members of the Board, with information on the specific purpose of the meeting and reasonable notice given to members in writing.

Attendance at Meetings

Regular attendance of all Board members to meetings is vital to the satisfactory conduct of Board business. In the event that a member must be absent from any meeting, said member shall notify the Board Chair and/or Secretary prior to the day of the meeting.

A Board member who is absent from three consecutive meetings without authorization by board resolution shall be removed / disqualified from the Board.

Rules of Procedure

The Board shall follow all rules and regulations found in the *County of Oxford Procedure By-law No. 6268-2020,* in accordance with section 2.2.

Inaugural Meeting of the Library Board

In accordance with the *Public Libraries Act,* s. 14(1) the Chief Executive Officer shall call the inaugural meeting of the Oxford County Library Board at the start of each new term upon receipt of the confirmation of appointments.

Meetings

In accordance with the *Public Libraries Act*, s. 16.1(2) all meetings of the Board are open to the public.

Closed Session

A meeting or part of a meeting may be closed to the public when dealing with information about an identifiable individual as specified in the *Municipal Freedom of Information and Protection of Privacy Act* **(**MFIPPA) or other subject matter as outlined in R.S.O. 1990, c. P.44, s. 16.1 (4). The Board shall follow all rules and procedures found in the *County of Oxford Procedure By-law No. 6268-2020***,** in accordance with section 12.2 to 12.8.

Officers of the Board:

Board Chair

1. In accordance with the *Public Libraries Act*, R.S.O. 1990, c. P44 s. 14(3), a board shall elect one if its members as chair at its first meeting in a new term.

2. The term of office for the chair of the Oxford County Library shall be for one year. The Chair may be reappointed.

3. In accordance with the *Public Libraries Act*, s. 14(4), the board, in the absence of the chair, may appoint an acting chair. See Section 2: Terms of Reference of the Vice Chair.

4. The chair leads the board, acts as an official representative of the library, ensures the proper functioning of the board and the proper conduct of board business, in accordance with appropriate legislation and prescribed rules of procedure adopted by the board.

5. The chair will:

    a) preside at regular and special meetings of the board

    b) set the agenda in consultation with the CEO

    c) ensure that business is dealt with expeditiously and help the board work as a team

    d) coordinate the board's evaluation process

e) represent the board, alone or with other members of the board, at any public or private meetings for the purpose of conducting, promoting or completing the business of the board

f) not commit the board to any course of action in the absence of the specific authority of the board.

Vice-Chair

1. The election of the vice-chair shall take place at the first meeting in each calendar year for the term of one year or the end of the term of the board, whichever comes first.

2. The vice-chair will be acting chair for the duration of the absence of the chair.

Secretary

1. The Chief Executive Officer serves as secretary of the board, as permitted by the *Public Libraries Act*, s. 15(5).

2. The secretary acts as the record-keeper to the board.

3. The Chief Executive Officer may delegate responsibilities of the position to the Deputy Clerk.

4. In accordance with the *Public Libraries Act*, s. 15(3), the secretary will:

   a) Conduct the board's official correspondence

   b) Keep minutes of every meeting of the board

5. In addition, the secretary will:

   a) prepare the agenda prior to each board meeting, in cooperation with the CEO and chair

   b) distribute the agenda, with all reports and enclosures, to all board members prior to the relevant board meeting

   c) distribute the minutes to all board members not less than 48 hours prior to the next board meeting.

Treasurer

1. The County Treasurer serves as treasurer to the board, as allowed by the *Public Libraries Act*, s. 15(4).

2. The treasurer shall monitor the financial activities of the library and shall ensure that complete and accurate records are kept in accordance with generally accepted accounting practices.

3. In accordance with the *Public Libraries Act*, s. 14(4), the treasurer will:

   a) Receive and account for all the board's money

   b) Open an account or accounts in the name of the board in a chartered bank, trust company or credit union approved by the board

   c) Deposit all money received on the board's behalf to the credit of that account or accounts

   d) Disburse the money as the board directs.

4. The treasurer will provide the board with a report of the financial position of the library, monthly or as otherwise required.

Chief Executive Officer (CEO)

1. In accordance with the *Public Libraries Act*, s. 15(2), the Oxford County Library Board appoints the CEO, who shall attend all board meetings and meetings of any committees of the board.

2. The board delegates the authority for management and operations of services to the CEO.

3. As an officer of the board, the CEO:

    a) does not vote on board business

    b) identifies community needs and concerns

    c) identifies, supports and facilitates strategic planning and future direction of the library

    d) supports and facilitates planning and delivery of services

    e) recommends policies

    f) provides general supervision over the direction of the operations of the library and its staff.

Compensation and Expenses (under review)

Committee members will receive remuneration as per the policies of the County of Oxford, as amended from time to time and shall be reimbursed by the County for County business related expenses incurred, payable in accordance with Employee Expense Policy No. 6.02.

Committee/Board	Compensation for Layperson Appointees
Land Division Committee	$100 per diem
Accessibility Advisory Committee	60% of Land Division Committee per diem rate
Agricultural and Planning Advisory Committee	60% of Land Division Committee per diem rate
Library Board	60% of Land Division Committee per diem rate
Compensation shall be set and remain in effect for the term of County Council – commencing December 9, 2014	

Education

Board orientation, training, development and evaluation are covered under the *Oxford County Library Board Governance Policy Manual* (Motion #*: 2022-04*)

Further training opportunities by the *Ontario Library Boards' Association* and the *Ontario Library Service* will be made available.

Achievements / Accomplishments 2018-2022

At the end of each term, the Board drafts a Library Board Legacy Document that is included in the Oxford County Library Board Orientation Manual for incoming Library Board members.

While the Legacy document will not be finalized until the end of the Board term, below are some highlights of the 2019-2022 Library Board accomplishments:

- Adoption of a COVID-19 Pandemic Recovery Plan

- 2019 Mobile Outreach Pilot Project and ongoing funding for the **Ox on the Run** outreach service.

- Implementation of Library RFID Technology

- Receipt of a Canada Healthy Communities Grant for the Tillsonburg Outdoor Learning Classroom project.

- Recruitment of a new CEO/Chief Librarian in 2022

Additional Information

Oxford County Library Board Governance Policy Manual (Motion #: 2022-04) includes information on the following areas of board governance:

- Planning

- Delegation of Authority to the CEO/Chief Librarian

- Advocacy

- Policy Development

- Succession Planning

- Code of Conduct

- Board Orientation

- Advisory Committees / Friends of the Library

- Board Training and Development

- Annual Board Evaluation

- Board Duties and Responsibilities

- CEO Performance Appraisal

- Board Committees

- Municipal Freedom of Information and Protection of Privacy Act

To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

Diversity and Inclusion Policy Review and Update

RECOMMENDATION

1. **That the Library Board receives Report 2024-09, Diversity and Inclusion Policy Review and Update, and approves amendments to the Diversity and Inclusion Policy as set out in Attachment 1.**

REPORT HIGHLIGHTS

- The updated Diversity and Inclusion Policy, Attachment 1, has been updated from the 2022 Diversity and Inclusion Policy, Attachment 2, that was approved at the October 17, 2022 meeting.

- Updates to the policy were informed by the work of the Library Diversity, Equity and Inclusion committee.

- A tracked changes version of the policy has been included as Attachment 3.

Implementation Points

The updated Diversity and Inclusion Policy will be distributed to staff once approved. Library Leadership will also review the policy highlights with staff at the upcoming Staff Development Day in March.

Financial Impact

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

Communications

Pursuant to Board approval, the policy will be posted on the website for public information.

Strategic Plan (2020-2022)

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

DISCUSSION

Background

The current Diversity and Inclusion Policy, Attachment 2, was passed by the Library Board at the October 17, 2022 in Report 2022-33.

The policy has been set for review every year in the Policy Review Schedule in order to continue to focus the Library's efforts on furthering the ideals of diversity and inclusion.

All Library policies are required to be reviewed as part of a 4-year cycle for re-accreditation by the Ontario Public Library Guidelines Council.

Comments

The updated Diversity and Inclusion Policy, Attachment 1, has been significantly updated thanks to the ongoing work of the Library's Diversity, Equity and Inclusion (DEI) Committee. The Committee reviewed the previous policy and determined that the update should include sections to mirror the Service Delivery Model, thus adding sections for technology, programs and staff.

The DEI Committee also requested the inclusion of the language around "cultural humility" after being inspired by the Hamilton Public Library's policy.

Below is a summary of the changes made. Attachment 3 also provides a tracked change view of the document.

Changes:

- General:
  - Added language for commitments to fundamental rights as outlined in the 2nd paragraph of the section.
  - Added language describing the conflict that can occur as values change found in the 3rd paragraph of the section.
- Procedures:
  - Definitions
    - Added Cultural Humility to the definition section.

- ▪ Added "income" to the list of differences listed under the definition of Diversity.
    - o Spaces
        - ▪ Changed language to the Service Delivery Model that replaced the Library's Service Delivery Policy.
        - ▪ Added language around working with partners to address accessibility.
    - o Technology
        - ▪ New Section
    - o Programs
        - ▪ New Section
    - o Staff
        - ▪ New Section
- References and Related Documents:
    - o Updated Library related policy references and links.

Conclusions

Library Administration and the DEI Committee continue to work together to create policies that provide forward facing and achievable policies, plans and procedures. The Diversity and Inclusion Policy update provides the administration, staff and the Library Board with positive and achievable objectives to show a commitment to the ideals of diversity and inclusion.

SIGNATURE

Departmental Approval:

Original signed by
_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1: Updated Diversity and Inclusion Policy, 2024
Attachment 2: Current Diversity and Inclusion Policy, 2022
Attachment 3: Updated Diversity and Inclusion Policy with Tracked Changes

OXFORD COUNTY LIBRARY BOARD POLICY MANUAL			
Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

Diversity and Inclusion Policy

BACKGROUND

Oxford County Library values diversity and social inclusion in a respectful and welcoming environment for all staff, volunteers and customers.

The Library aims to provide services and spaces that are respectful, inclusive and accessible; and is committed to the fundamental rights of intellectual freedom, the promotion of cultural humility, and the promotion of universal access to information and ideas.

With this in mind, Oxford County Library understands that an acceptance of differences can sometimes place individual and collective values in conflict.

The Oxford County Library Board endorses the Canadian Federation of Library Association's *Position Statement of Diversity of Inclusion* (2008) as well as the *Communiqué on Anti-Black Racism* published on June 9, 2020.

PURPOSE

This policy outlines how the library will work to become a diverse and inclusive environment for library staff, volunteers and customers.

PROCEDURES

Definitions

Cultural Humility is the practice of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust.

Diversity is the range of human differences, including but not limited to race, ancestry, place of origin, citizenship, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, mental ability, education, income and political beliefs.

Equity is the delivery of services in a manner that is just and fair, recognizing that services that are delivered equally do not ensure equity. This delivery must consider the unique needs and histories of those served.

Inclusion is the act of creating environments or spaces in which any individual or group feels welcomed, valued, respected, supported and can fully participate. An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people.

Collections

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

Oxford County Library recognizes its responsibility to provide access to material created by diverse authors and creators. With an aim to creating diverse and inclusive collections the Library will:

   a. Seek content created by, and representative of, underrepresented and systemically oppressed groups and those protected by *The Canadian Charter of Rights and Freedoms* (1982).

   b. Apply an inclusive approach on how materials and resources are catalogued, labeled, displayed, promoted, and withdrawn.

   c. Advocate for inclusive and anti-oppressive cataloguing standards and strive to eliminate systems oppression found in library classification.

Services

The Library aims to provide services, materials, information, and programs that reflect diverse views and experiences. The Library encourages feedback from its members to suggest programs and services of interest to the community including those that reflect diversity and support social inclusion.

Spaces

OCL aims to provide welcoming and safe spaces that embrace a diversity of abilities, perspectives, and interests in accordance with the Library's Service Delivery Model. The Library will continue to work with our County and Area Municipal partners to address accessibility concerns.

Technology

The Library reviews practices and works to minimize barriers to access for users. Focus will be placed on equitable access to technology to bridge the digital divide and advance the goal of digital inclusion. The Library will explore options for assistive technology and translation services for all ages and abilities. The library website will meet AODA and WCAG 2.0 accessibility standards and be mobile friendly.

Programs

The Library reaches out to underserviced and/or vulnerable communities and individuals across the County through library branches, outreach services, and collaborative efforts with community partner groups. Library staff consider cultural perspectives when offering programs within any format or platform, looking at ways to offer learning and awareness of diverse groups and individuals. Library programs aim to be inclusive and ensure equitable access.

Staff

OXFORD COUNTY LIBRARY BOARD POLICY MANUAL			
Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

The Library's values shape the culture, decision-making and accountability of the Oxford County Library staff team. To further those values, the Library will provide ongoing training and support for staff. The Library will make diversity and inclusion a priority in planning and decision making for staffing.

Library administration will work with the staff Diversity, Equity and Inclusion committee and the County Diversity, Equity and Inclusion Officer to review policies and procedures.

Library administration will work with the County Human Resources department to develop recruitment and hiring practices that attracts talented workforce that is broadly reflective of the community.

Commitment

The Library reviews its inclusion, diversity, equity, accessibility, and anti-racism practices regularly to consider the addition of other library activities, programs, services, collections, and spaces as well as to remove any barriers to access that may exist. The Library offers staff training opportunities when available to help strengthen understanding and build support for equitable and inclusive services.

References and Related Documents:

Oxford County Library Policies

Oxford County Library. (2023, May). *Library Code of Conduct*.

https://www.ocl.net/en/library/resources/Your-OCL/Policies/Code-of-Conduct---2023-Update-Final.pdf

Oxford County Library. (2024, XXX). *Strategic Plan (2024-2028).*

Link to Follow.

Oxford County Library. (2022, June). *Collection Development Policy.* https://www.ocl.net/en/library/resources/Your-OCL/Policies/Collection-Development-Policy_2022.pdf

Oxford County Library. (2022, September). *Information and Readers' Advisory Services Policy*. https://www.ocl.net/en/library/resources/Your-OCL/Policies/Information-and-Readers'-Advisory-Policy-2022.pdf

Oxford County Library. (2022, October). *Programming and Outreach Policy.* *https://www.ocl.net/en/library/resources/Your-OCL/Policies/Programming-and-Outreach-Policy-2022.pdf*

Oxford County Library. (2023, October). *Service Delivery Model.*

Legislation

Canadian Charter of Rights and Freedoms, Part 1 of the *Constitution Act,* 1982, being Schedule B to the *Canada Act 1982* (UK), 1982, c.11, s. 2(b) and s. 7.

Human Rights Code, R.S.O. 1990, c. H. 19.

Public Libraries Act, R.S.O. 1990, c. P. 44.

Position Statements

Canadian Federation of Library Associations. (2008). *Position Statement on Diversity and Inclusion. http://cfla-fcab.ca/en/guidelines-and-position-papers/position-statement-on-diversity-and-inclusion/*

Canadian Federation of Library Associations. (2020, June). *Communiqué on Anti-Black Racism.* http://cfla-fcab.ca/en/uncategorized/communique-on-anti-black-racism/

	OXFORD COUNTY LIBRARY BOARD POLICY MANUAL		
Board Motion Number:	2022-33	**Date of Review:**	2023
Date Approved:	October 17, 2022	**Chairperson's signature:**	Original signed by: Chair, Marcus Ryan

Diversity and Inclusion Policy

BACKGROUND

Oxford County Library values diversity and social inclusion in a respectful and welcoming environment for all staff, volunteers and customers. The library aims to create services and spaces that diverse communities recognize as respectful, inclusive, relevant, and accessible.

The Oxford County Library Board endorses the Canadian Federation of Library Association's *Position Statement of Diversity of Inclusion* (2008) as well as the *Communiqué on Anti-Black Racism* published on June 9, 2020.

PURPOSE

This policy outlines how the library will work to become a diverse and inclusive environment for library staff, volunteers and customers.

PROCEDURES

Definitions

Diversity is the range of human differences, including but not limited to race, ancestry, place of origin, citizenship, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, mental ability, education, and political beliefs.

Equity is the delivery of services in a manner that is just and fair, recognizing that services that are delivered equally do not ensure equity. This delivery must consider the unique needs and histories of those served.

Inclusion is the act of creating environments or spaces in which any individual or group feels welcomed, valued, respected, supported and can fully participate. An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people.

Collections

Oxford County Library recognizes its responsibility to provide access to material created by diverse authors and creators. With an aim to creating diverse and inclusive collections the library will:

a. Seek content created by, and representative of, underrepresented and systemically oppressed groups and those protected by *The Canadian Charter of Rights and Freedoms* (1982).

b. Apply an inclusive approach on how materials and resources are catalogued, labeled, displayed, promoted, and withdrawn.

c. Advocate for inclusive and anti-oppressive cataloguing standards and strive to eliminate systems oppression found in library classification.

Services

The library aims to provide services, materials, information, and programs that reflect diverse views and experiences. The library encourages feedback from its members to suggest programs and services of interest to the community including those that reflect diversity and support social inclusion.

Spaces

OCL aims to provide welcoming and safe spaces that embrace a diversity of abilities, perspectives, and interests in accordance with the Library's Service Delivery Policy.

Commitment

The library reviews its inclusion, diversity, equity, accessibility, and anti-racism practices regularly to consider the addition of other library activities, programs, services, collections, and spaces as well as to remove any barriers to access that may exist. The library offers staff training opportunities when available to help strengthen understanding and build support for equitable and inclusive services.

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Oxford County Library. (2022, October). *Library Mission, Vision and Values statement*.

Oxford County Library. (2022, June). *Collection Development Policy.* https://www.ocl.net/en/library/resources/Your-OCL/Policies/Collection-Development-Policy_2022.pdf

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Oxford County Library. (2022, October). *Programming and Outreach Policy.*

Oxford County Library. (2017, May). *Service Delivery Policy. https://www.ocl.net/en/library/resources/Your-OCL/Policies/Service-Delivery-Policy-2017.pdf*

Board Motion Number:	2022-33	Date of Review:	2023
Date Approved:	October 17, 2022	Chairperson's signature:	Original signed by: Chair, Marcus Ryan

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OxfordCounty Library connect. discover. share. **become.**	**OXFORD COUNTY LIBRARY BOARD POLICY MANUAL**	
Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

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PURPOSE

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Date Approved:		Chairperson's signature:	

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Library administration will work with the staff Diversity, Equity and Inclusion committee and the County Diversity, Equity and Inclusion Officer to review policies and procedures.

Library administration will work with the County Human Resources department to develop recruitment and hiring practices that attracts talented workforce that is broadly reflective of the community.

Commitment

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Oxford County Library. (~~2022, June~~2023, May). *Library Code of Conduct*. ~~https://www.ocl.net/en/library/resources/Your-OCL/Policies/Code-of-Conduct_2022.pdf~~

https://www.ocl.net/en/library/resources/Your-OCL/Policies/Code-of-Conduct---2023-Update-Final.pdf

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OXFORD COUNTY LIBRARY BOARD POLICY MANUAL			
Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

Oxford County Library. (2023, October). *Service Delivery Model.* (2017, May). *Service Delivery Policy. https://www.ocl.net/en/library/resources/Your-OCL/Policies/Service-Delivery-Policy-2017.pdf*

Legislation

Canadian Charter of Rights and Freedoms, Part 1 of the *Constitution Act,* 1982, being Schedule B to the *Canada Act 1982* (UK), 1982, c.11, s. 2(b) and s. 7.

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Position Statements

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Canadian Federation of Library Associations. (2020, June). *Communiqué on Anti-Black Racism.* http://cfla-fcab.ca/en/uncategorized/communique-on-anti-black-racism/

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

Advocacy Policy Review and Update

RECOMMENDATION

1. **That the Library Board receives Report 2024-10, Advocacy Policy Review and Update, and approves amendments to the Advocacy Policy as set out in Attachment 1.**

REPORT HIGHLIGHTS

- The updated Advocacy Policy, Attachment 1, has been significantly updated from the 2022 Advocacy Policy, Attachment 2, that was approved as part of a larger Governance Policy Manual update in early 2022.

- A tracked changes version of the policy has been included as Attachment 3.

Implementation Points

The updated Advocacy Policy will be distributed to the Library Board and staff once approved. Library Leadership will also review the policy highlights with staff at the upcoming Staff Development Day in March.

Financial Impact

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

Communications

Pursuant to Board approval, the policy will be posted on the website for public information.

Strategic Plan (2020-2022)

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

DISCUSSION

Background

The current Advocacy Policy, Attachment 2, was passed by the Library Board at the March 21, 2022 meeting as part of the Board Governance Policy Review, Report 2022-04.

The policy has been set for review in 2024 as part of the 4-year Policy Review framework. All Library policies are required to be reviewed as part of a 4-year cycle for re-accreditation by the Ontario Public Library Guidelines Council.

Comments

The updated Advocacy Policy, Attachment 1, has been significantly updated. Below is a summary of the changes made. Attachment 3 also provides a tracked change view.

Changes:

- Background – Significant change to language to reflect the background of advocacy for public libraries. Language found in the original Background section has been updated and moved to the Procedure section, under Guidelines: Advocacy Targets.

- Purpose – This section has been decreased to include information on the purpose of the policy alone. Original language has been updated and moved to the Procedure section, under Guidelines: Advocacy Role.

- Procedure

  - General – New Language. This section includes general information on Advocacy for a Public Library and specific information for Oxford County Library Board and authorized staff.

  - Guidelines: Advocacy Role – Includes updated language originally found in the Purpose section of the policy. This section also includes more information on how individual board members and staff can advocate and support the library.

  - Guidelines: Library Spokesperson – This section updates the language found in the original policy's Procedure - Section 1.

   o Guidelines: Advocacy Targets – Includes updated language originally found in the Background section of the policy.

What has not been included from the previous policy, is the specific call for a yearly advocacy plan. This information was removed because no plans have been put in place by previous Library Boards. Should the Board wish to explore the creation of an Advocacy Plan, Library Administration can assist with further information and a draft plan for review at a subsequent meeting.

Conclusions

The new Advocacy Policy will provide the Library Board, CEO / Chief Librarian and Library Staff with clear guidelines and expectations for library advocacy activities. The update of this policy will also allow the board to meet their policy review schedule as required for re-accreditation by the Ontario Public Library Guidelines Council.

SIGNATURE

Departmental Approval:

Original signed by

_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1: Updated Advocacy Policy, 2024
Attachment 2: Current Advocacy Policy, 2022
Attachment 3: Updated Advocacy Policy with Tracked Changes

Oxford County Library — connect. discover. share. *become.*		**OXFORD COUNTY LIBRARY BOARD POLICY MANUAL**	
Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

ADVOCACY

BACKGROUND

Public libraries provide incredible value and play an essential role in promoting all forms of literacy. As such, promotion and advocacy for the Library is a critical role for staff and Board members.

The Oxford County Library Board ensures that the vision, mission and values of the Library are understood, supported and fulfilled within the community.

Through its advocacy work, the Board seeks to promote the profile of the Library and enhance its importance to the community.

PURPOSE

This policy provides guidance for Oxford County Library Board and staff in regards to advocacy activities on the Library's behalf.

PROCEDURES

General

Advocacy is an ongoing activity, which lays the foundation for specific lobbying campaigns, should they become necessary. Lobbying may be necessary as a means of working to persuade the government to resolve a decision, policy or law in favour of the Library.

Oxford County Library Board and authorized staff, shall be effective advocates for the provision of good library service by ensuring that the community is aware of the importance of the Library and, that government decision-makers at all levels fully understand the pivotal role played by the Library in the community.

Guidelines

Advocacy Role

The Oxford County Library Board believes that it has a responsibility to advocate for the best possible public library service for the community. In view of the fact that *The Public Libraries Act, R.S.O. 1990* provides that municipal council shall have the power to appoint members to the library board, the Board, therefore, is responsible to promote the interests and aims of the Oxford County Public Library. In pursuing its advocacy activities, the Library Board shall:

- Respect Federal legislation governing advocacy and lobbying, the Public Libraries Act and any applicable municipal by-laws governing local boards.

Oxford County **Library** connect. discover. share. **become.**	**OXFORD COUNTY LIBRARY BOARD POLICY MANUAL**		
Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

- Seek to ensure that the community is aware of the importance of the Library, and that the municipal council and administration fully understand the important role played by the library in the community.
- Share stories and relevant information about library programs, services and impacts.
- Respect the confidentiality appropriate to issues of a sensitive nature and understand the Board Chair's role to represent and speak on behalf of the Board.
- Coordinate with the Board Chair and CEO / Chief Librarian to ensure appropriate information is shared when contacted by the media.

Individual Board Members and/or Library Staff shall not initiate advocacy activities without the support and consent of the Board and/or CEO. However, all Board Members and Library Staff are encouraged to:

- Inform family, friends and acquaintances that they are a member of the Board or staff and what that entails;
- Encourage people to use the Library;
- Promote the vision, mission and values of the Library;
- Participate in activities that build relationships with individuals and organizations that share interests with those of the Library; and,
- Welcome feedback and suggestions from Library customers and share this with the CEO / Chief Librarian and the Board in a timely and appropriate manner.

Library Spokesperson

- The Board Chair and CEO / Chief Librarian, or their designates, shall be the official spokesperson(s) for the Library on advocacy issues, depending upon the availability and nature of the issue.

- The CEO will speak on behalf of the Library in matters related to the operation and procedures of the Library and may speak on behalf of the Board in cooperation with the Board Chair.

Advocacy Targets

- Community: The Library Board will work collaboratively with the CEO and staff to build and maintain good relationships with individuals and community organizations to ensure continued support for the Library.

- Municipal Councils: The Board and CEO / Chief Librarian shall work collaboratively with County and Area Councils on a continuous and consistent basis to ensure support for the Library.

- Provincial and Federal Governments: The Board and CEO / Chief Librarian shall work collaboratively to bring forward issues relating to public libraries at the provincial and federal levels of government and ensure support for public libraries.

	OXFORD COUNTY LIBRARY BOARD GOVERNANCE POLICY MANUAL		
Board Motion Number:	2022-04	Date of Review:	2026
Date Approved:	March 21, 2022	Chairperson's signature:	

ADVOCACY

BACKGROUND

1. Community: The board shall endeavour to build and maintain good relationships with clients and community organizations which use library services to ensure their continued support.

2. Municipal councils: The board shall endeavour to represent the community's needs for public library service to municipal councils on a continuous and consistent basis.

3. Other levels of government: Identify and respond to issues, concerns and government policies that may directly or indirectly affect Oxford County Public Library.

PURPOSE

The Oxford County Library Board believes that it has a responsibility to advocate for the best possible public library service for the community. In view of the fact that **The Public Libraries Act, R.S.O. 1990** provides that municipal council shall have the power to appoint members to the library board, the Board, therefore, is responsible to promote the interests and aims of the Oxford County Public Library. In pursuing its advocacy activities, the committee shall:

a) Respect Federal legislation governing advocacy and lobbying, the Public Libraries Act and any applicable municipal by-laws governing local boards;
b) Comply with the Library's current mission and goals;
c) Seek to ensure that the community is aware of the importance of the library, and that the municipal council and administration fully understand the important role played by the library in the community.

PROCEDURES

1) The Library Board Chairperson (or delegate) or the Chief Executive Officer (or delegate) shall be the official spokesperson for the Oxford County Public Library on advocacy issues, depending upon availability and the nature of the issue.

2) The Board shall prepare an advocacy plan each year, based on the goals and objectives set forth in the approved annual Business Plan. The advocacy plan shall include
    a) Coordination with stakeholder organizations
    b) Relations with the municipality
    c) Relations with other organizations
    d) Community awareness

3) Board members should be encouraged to attend a Library Advocacy Workshop.

	OXFORD COUNTY LIBRARY BOARD POLICY MANUAL GOVERNANCE POLICY

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

ADVOCACY

BACKGROUND

Public libraries provide incredible value and play an essential role in promoting all forms of literacy. As such, promotion and advocacy for the Library is a critical role for staff and Board members.

The Oxford County Library Board ensures that the vision, mission and values of the Library are understood, supported and fulfilled within the community.

Through its advocacy work, the Board seeks to promote the profile of the Library and enhance its importance to the community.

1. ~~Community: The board shall endeavour to build and maintain good relationships with clients and community organizations which use library services to ensure their continued support.~~

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PURPOSE

This policy provides guidance for Oxford County Library Board and staff in regards to advocacy activities on the Library's behalf.

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Library Spokesperson

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- Other levels of governmentProvincial and Federal Governments: The Board and CEO / Chief Librarian shall work collaboratively to bring forward issues relating to public libraries at the provincial and federal levels of government and ensure support for public libraries. : Identify and respond to issues, concerns and government policies that may directly or indirectly affect Oxford County Public Library.

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   c) Relations with other organizations
   d) Community awareness

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3

Oxford County Library

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

STRATEGIC PLAN

2024-2028

Our new Strategic Plan

A message from the Board Chair and CEO/Chief Librarian

"OCL's Strategic Plan is not just a vision for the future; it is a call to action."

Oxford County Library (OCL) recognizes that community needs are constantly changing in response to new technology, new desires and new ways of life. Libraries must adapt by embracing change through new and dynamic programming and collections, along with reimagined library spaces.

This Strategic Plan has been collaboratively built with input from the community, library partners, staff and board members. The plan is a blueprint for adapting to the changing needs and expectations of library customers. In putting this plan together, we dedicated hours of time with our partner organizations, library staff and community members from around the County. We would like to extend our thanks to everyone who took the time to share their ideas with us.

Oxford County Library's Strategic Plan is not just a vision for the future; it is a call to action. It is an invitation for **YOU** to join us on this exciting journey. Together, we can explore new ways of providing services to ensure that OCL empowers, educates and inspires generations to come.

With excitement,

Julia Harris
Chair,
Oxford County Library
Board

Lisa Marie Williams
CEO / Chief Librarian
Oxford County Library

OCL's commitment to Truth and Reconciliation

Oxford County Library seeks to provide welcoming and inclusive spaces, services and collections to Indigenous Peoples. The Library will be mindful of the needs of Indigenous communities and individuals with respect to the goal of reconciliation when writing policies, developing procedures and planning programs and services.

The Library recognizes the unique knowledge, teachings, languages and cultures that have always existed on Turtle Island and the debt that Canadian settlers have to Indigenous Peoples. We express our gratitude to Indigenous Peoples as fellow knowledge keepers and storytellers; and we commit to do the work involved in reconciliation.

Oxford County Library will seek to implement practices and policies that lead to understanding and inclusion. By doing so, the Library aims to show respect to Indigenous Peoples and their cultural protocols. The Library strives to decolonize library collections and services and to further the goal of reconciliation as outlined in the Truth and Reconciliation Commission's Calls to Action.

The Library reviews the Indigenous Awareness and Reconciliation Statement, including the Land Acknowledgment each year. For more information, please visit our Library's Discover Diverse Perspectives webpage.

We are Oxford County Library

Oxford County Library serves seven of the area municipalities that make up Oxford County by providing access to reading, culture, technology, trusted information and creative learning opportunities. A welcoming space at the heart of our communities, OCL Branches encourage connection, support wellbeing and foster a love for reading.

As a community-focused 14-branch library system, Oxford County Library caters to the diverse needs and interests of the County's residents by offering a wide range of services and programs.

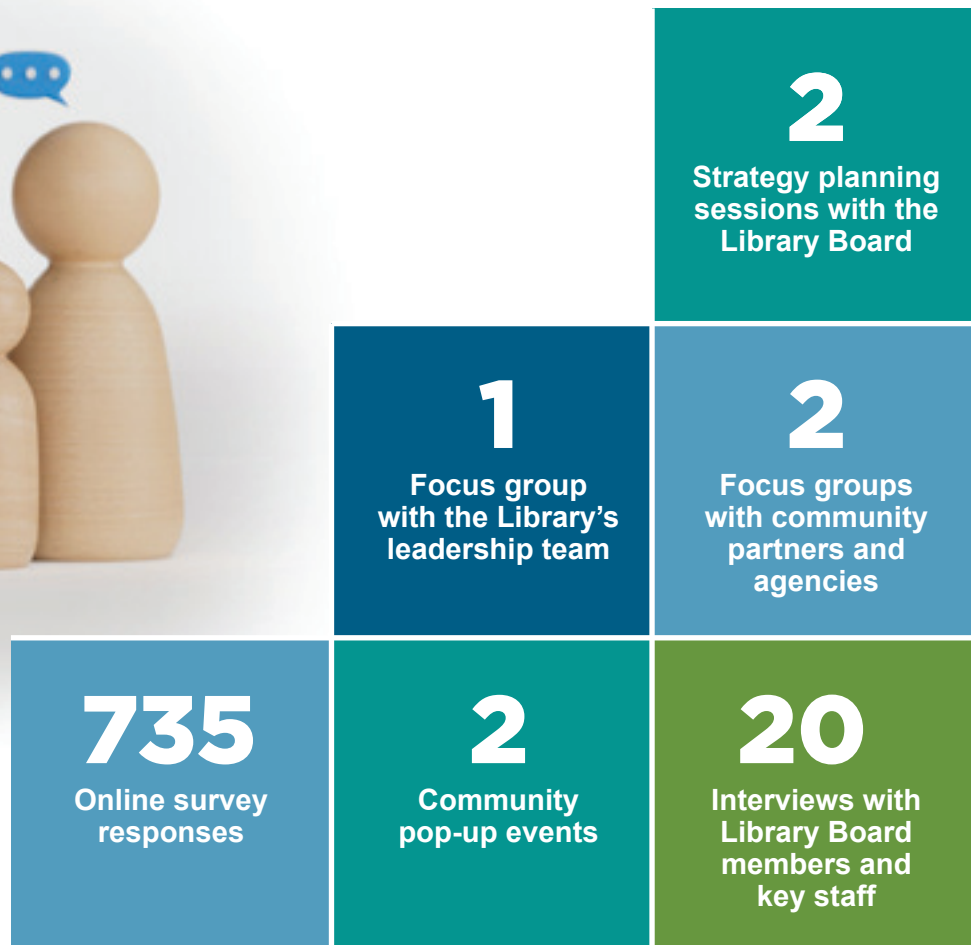connect.   discover.   share.   become.

Our strategy reflects broad perspectives

This Strategic Plan has been informed by a comprehensive process of research, collaboration, and staff and stakeholder engagement. A literature review, a scan of policy and context, independent deliberative research with users and non-users, and a series of staff and stakeholder workshops have helped to shape the aims and identify the key priorities that will see Oxford County Library thrive over the next four years.

Mapping the strategy against local priorities allows Oxford County Library's service to create and deliver innovative library service plans that are responsive to local needs.

Our Vision establishes our long-term direction. Our Mission and Values outline what we believe and why we exist. The Strategic Plan identifies our areas of focus for the next five years, aligning with community needs and areas where we can deliver value.

2
Strategy planning sessions with the Library Board

1
Focus group with the Library's leadership team

2
Focus groups with community partners and agencies

735
Online survey responses

2
Community pop-up events

20
Interviews with Library Board members and key staff

MISSION

Promote and provide the community with universal access to information, ideas and engaging experiences in welcoming spaces.

VISION

Connect, discover, share and become.

VALUES

We Believe In:

Integrity
We take pride in our stewardship of resources, acting with professionalism and contributing to the greater good of our communities and residents.

Intellectual Freedom
We actively support each person's freedom of expression and pursuit of their own interests through access to trusted, high-quality information and resources.

Universal Access
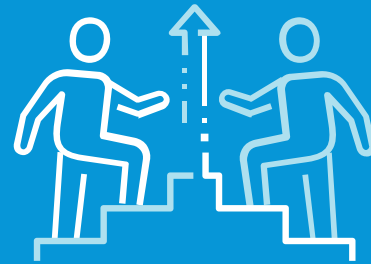We foster inclusive and equitable access to library services, programs and resources.

Belonging
We provide a welcoming, friendly and inclusive environment where customers feel they belong.

Responsiveness
We care about what we do and who we serve by listening and tailoring each library branch to local needs.

Sustain service excellence

Enable an empowering and collaborative work environment for our staff and enhance our facilities to continue to deliver outstanding working and visiting experiences.

Strategies:

1.1 **Develop and implement a long-term facilities plan to meet changing demands and create enjoyable and dynamic spaces for our communities.**

1.2 **Develop and implement a referral framework to ensure that customers with diverse needs are referred to program and service supports provided by the most appropriate community organizations.**

1.3 **Develop and implement a strategic approach to attract, retain and develop employees and volunteers to enhance and sustain OCL service excellence.**

Grow engagement and member relationships

Increase resident awareness of OCL's programs and services and deepen relationships with existing and new members.

Strategies:

2.1   **Create and implement a Communications Strategy to build OCL's brand awareness and service offerings in the community.**

2.2   **Develop and implement a Patron Management and Growth Plan to increase usership and community engagement with library programs, services and spaces.**

2.3   **Plan and implement the expansion of non-traditional services to include more digital resources, access to technology and unique collections.**

Innovate access to service

Purposefully innovate programs and services to enhance access, drive engagement, and improve members' experiences.

Strategies:

3.1 Plan, design, and implement a Programs and Services Accessibility Strategy to make OCL inclusive and accessible to all residents.

3.2 Expand the availability of self-service options and introduce more technology to increase access.

3.3 Expand the Ox on the Run program to increase library access in communities without branches and to meet residents where they are to drive engagement.

The Path Forward

Oxford County Library's 2024-2028 Strategic Plan is designed to ignite a sense of excitement and inspiration within our community.

In order to ensure the success of the plan, library staff will align the yearly Business and Budget Plan with a Strategic Initiatives Report that outlines the projects to be undertaken in the year, as well as the outcomes and timelines for completion of the projects. Strategic performance will be monitored by the Library Board through regular staff reports, including quarterly and annual reporting of key performance indicators.

As we look to the future of Oxford County Library, we are committed to collaboration with our customers, partners and communities. Together we will connect, discover, share, and become a vibrant hub of knowledge, creativity, and growth for all.

Oxford County Library

connect. discover. share. become.

Updated: February 2024

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

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OXFORD COUNTY LIBRARY
STRATEGIC PLAN
at a Glance

MISSION

Promote and provide the community with universal access to information, ideas and engaging experiences in welcoming spaces.

VISION

Connect, discover, share and become.

VALUES

→ Integrity
→ Intellectual Freedom
→ Universal Access
→ Belonging
→ Responsiveness

TAVISTOCK
HARRINGTON
PLATTSVILLE
INNERKIP
EMBRO
PRINCETON
THAMESFORD
INGERSOLL
BURGESSVILLE
MOUNT ELGIN
NORWICH
OTTERVILLE
BROWNSVILLE
TILLSONBURG

GOALS

Sustain service excellence

Enable an empowering and collaborative work environment for our staff and enhance our facilities to continue to deliver outstanding working and visiting experiences.

Grow engagement and member relationships

Increase resident awareness of OCL's programs and services and deepen relationships with existing and new members.

Innovate access to service

Purposefully innovate programs and services to enhance access, drive engagement, and improve members' experiences.

Oxford County Library

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www.ocl.net/strategicplan