



- b) Report on Sessions Attended – 2021 OLA SuperConference - Trustee G. Wade

**8. Consideration of Correspondence**

- a) Letter – OLA/FOPL - 2021 Provincial Pre-Budget Submission

**9. Administrative Reports**

**a) Monthly Report**

- i) Report of the Chief Executive Officer for February, 2021
- ii) Report of the Manager of Public Services for February, 2021

**b) Statistics**

- i) Library Systems Activities for the month of February, 2021

**c) Policy Review**

- i) Report – Health & Safety Policy
- ii) Health & Safety Policy

**10. Committee Reports**

**a) Southern Ontario Library Service Trustee Council**

None

**b) Health and Safety**

None

**c) Grievance**

None

**11. Finance**

**a) Treasurer's Report**

Draft Statement of Revenue and Expenditures as provided by Treasury

**b) 2021 Budget Presentation to City Council (attached)**

**12. New Business**

a) Fines Free Movement in Public Libraries

i) Board Report - A Fine Free Library Model for WPL

**13. Notices of Motion**

**14. Attachments**

a) Woodstock Public Library – 2021 Budget Request Presentation to City Council - March 4<sup>th</sup>, 2021

b) “Woodstock library reopens Tuesday with 10-person limit.” Sentinel-Review, as viewed on website on February 23, 2021.

**15. Committee of the Whole In-camera**

In accordance with Public Libraries Act, s. 16(4)

**16. Next Meeting**

Tuesday, April 13, 2021, 4:00 p.m.

**17. Adjournment**

# **Woodstock Public Library Board**

## **DRAFT Meeting Minutes**

**February 9, 2021**

A regular meeting of the Woodstock Public Library Board was held on February 9, 2021 at 4:00 pm, virtually via Zoom technology (link provided publicly).

The following Board members were present:

Ken Whiteford, Chair  
Mary Anne Silverthorn, Trustee  
Gary Wade, Trustee  
Councillor Connie Lauder, Trustee  
Mayor Trevor Birtch, Trustee

The following Board members sent regrets:

Councillor Deb Tait, Trustee  
Ross Gerrie, Vice Chair

The following persons were also present:

David Harvie, CEO (recorder)  
Jim Seale, Librarian (Presenter – Board Education)

### **1. Call to Order/Chairperson's Remarks**

The Chair called the meeting to order at 3:57 p.m.

### **2. Indigenous Acknowledgement**

The Chair read the Indigenous Acknowledgement statement.

### **3. Approval of the Agenda**

#### **Motion 21-014**

MOVED by Mayor Birtch and seconded by Trustee Silverthorn to approve the Agenda.

**Motion carried.**

#### **4. Declaration of Conflict of Interest**

None.

#### **5. Minutes of the Meeting of January 12<sup>th</sup>, 2021**

##### **Motion 21-015**

MOVED by Councillor Lauder and seconded by Trustee Silverthorn to approve the Minutes of the Meeting of January 12<sup>th</sup>, 2021.

**Motion carried.**

#### **6. Business Arising from the Minutes**

None.

#### **7. Board Education**

##### **a) Presentation – Intellectual Freedom – J. Seale, Information Services Librarian**

Mr. Seale made a presentation on the topic of intellectual freedom and censorship. He provided examples of book challenges, and answered questions from Board members. The Board was reminded that they are the final arbitrators on complaints concerning items in the collection.

#### **8. Consideration of Correspondence**

##### **a) Letter – OLS-N/SOLS Re: Appointment of OLS Assembly Representatives**

Correspondence from the Ontario Library Service North (OLSN) and the Southern Ontario Library Service (SOLS) requesting the appointment of a Board Trustee to the new Ontario Library Service (OLS) Trustee Assembly was reviewed. Trustee Wade volunteered to take on the position as a representative of the Board.

##### **Motion 21-016**

Moved by Mayor Birtch and seconded by Councillor Lauder that Trustee Gary Wade be appointed as the Library Board's representative on the OLS Assembly.

**Motion carried.**

#### **9. Administrative Reports**

## **a) Monthly Reports**

### **i) Report of the Chief Executive Officer for January, 2021**

The CEO commented on recent updates from the Province concerning the move back to the pandemic colour coded restrictions framework on February 16<sup>th</sup>, 2021. While further details are still pending from the government and local health unit, the Library may be in a position to re-open the building to the public and re-institute its “browse, borrow and go” service model.

### **ii) Report of the Manager of Public Services for January, 2021**

The CEO made additional comments based on the report. He noted that local schools were contacting the Library for information concerning the Library’s digital resources, such as our virtual I Spy and virtual Escape Room. The CEO also noted that all library staff have been offered training on burn-out and stress. The Ryan Dowd webinar entitled “Burn-out and Stress: Just in Case 2021 is as Bad as 2020” is very timely, as staff continue to work in a challenging COVID-19 environment.

## **b) Statistics: Library Systems Activities**

The CEO conveyed a number of insights made by Ms. Lindsay Harris, Manager of Operations, concerning the January 2021 statistics:

The overall use of the library in January 2021 (149,632) surpassed the overall use of the library in January 2020 (148,719) by almost 1,000 uses. The usage has clearly swung to online engagement, as last January the library was fully open. It is clear that the Library is reaching and engaging with patrons just as much as before, but in different ways.

January 2021 posted the highest circulation of physical materials during a curbside service month, with 12,430 items borrowed. Clearly patrons are capitalizing on their ability to get materials from the library during the stay-at-home order.

Database use was also up in January 2021, once again reflecting an increase in student use of library resources during the school closures.

The new statistic report also includes a breakdown of circulation between physical and digital items.

**c) Policy Review**

- i) Report – Use of Library Resources during an Election Policy**
- ii) Policy – Use of Library Resources during an Election (Draft)**

The CEO reviewed key points of his report concerning the need to implement a policy on the use of library resources during an election. He recognized and thanked Ms. Amy Humphries, City Clerk, City of Woodstock for reviewing the draft policy and providing comments.

**Motion 21-017**

MOVED by Councillor Lauder and seconded by Trustee Wade that the policy on the Use of Library Resources during an Election be approved by the Board.

**Motion carried.**

**10. Committee Reports**

**a) Southern Ontario Library Service Trustee Council**

None.

**b) Health and Safety**

None.

**c) Grievance**

None.

**11. Finance**

**a) Treasurer's Report**

The CEO noted that this was a draft statement for December 2020, and that Treasury is still making final adjustments, as there are still invoices pending. The unpredictability of the year due to COVID-19 made it difficult to budget. Total Revenues came in at 99.66% with the shortfall attributed to losses in fines, fees and rental revenue due to the pandemic. Line items in expenditures could be underspent or overspent due to the impact of the COVID-19. The expenditures demonstrate the Library's move from physical to digital

programming, cost of personal protective equipment, safety precautions, and enhanced cleaning procedures.

**Motion 21-018**

MOVED by Mayor Birtch and seconded by Trustee Silverthorn

that the DRAFT Statement of Revenues and Expenditures for the period ending December 31, 2020, and

the DRAFT Summary of Trust Account for the period ending December 31, 2020, and

the DRAFT Summary of the Jessie McDougall Trust Fund for the period ending December 31, 2020, be approved as information received.

**Motion carried.**

**12. New Business**

**a) Motion to Approve the Absence of Trustee R. Gerrie**

**Motion 21-019**

Moved by Trustee Silverthorn and seconded by Mayor Birtch that the absence of Trustee R. Gerrie from the last three Board meetings be approved.

**Motion carried.**

**b) Appointment of Acting-Vice Chair**

The Board discussed the need to appoint an acting Vice Chair while the current Vice Chair is unavailable. Trustee Silverthorn agreed to be nominated for the position.

**Motion 21-020**

Moved by Mayor Birtch and seconded by Council Lauder that Mary Anne Silverthorn be appointed as Acting Vice Chair in the absence of Vice Chair Ross Gerrie.

**Motion carried.**

**13. Notices of Motion**

None.

**14. Attachments**

None.

**15. Committee of the Whole In Camera**

The Board did not move into closed session.

**16. Next Meeting**

Tuesday, March 9, 2021, 4:00 pm.

**17. Adjournment**

**MOVED** by Councillor Lauder that the meeting adjourn at 4:54 p.m.

***Vision***

Your Destination for Discovery

***Mission***

A welcoming place to create, connect and explore.



## WOODSTOCK PUBLIC LIBRARY

<b>Subject:</b>	Diversity and Inclusion Task Force Report
<b>Action:</b>	For information
<b>Prepared by:</b>	Darlene Pretty, Manager of Public Services
<b>Meeting of:</b>	March 9, 2021

### **Introduction**

In June of 2020, the Diversity and Inclusion Task Force was formed as a result of the Library Board's endorsement of the FOPL *Statement of Solidarity with the Black Community Against Systemic Racism* (Motion 20-34). The task force is chaired by the Darlene Pretty, Manager of Public Services and includes Heather Mathers, Children and Teen Librarian, and Information Services Librarians Jim Seale, Tasha Longtin and Laura Bere.

### **Definitions**

*Diversity* means the range of human differences including but not limited to heritage, education, race income, religion, gender, age, sexual orientation, gender identity, physical, or mental capabilities.

*Inclusion* means the act of creating environments in which any individual or group can feel welcomed, valued, respected, supported and can fully participate. An inclusive and welcoming culture embraces differences and show respect in words and actions for all people.

*Systemic racism or institutional racism*, means a form of racism that is embedded in normal practice within our society or organization. It can lead to discrimination in criminal justice, employment, health care, education, among other issues. Systemic racism is less perceptible and much more subtle than overt racism. Ultimately, it can result in the failure of an organization to provide professional service to people because of their race, religion, culture, or ethnic origin.

## **Discussion**

Our mission was to identify systemic racism and inequality within the Library and to develop actionable steps to include greater equality, diversity and inclusion within our collections, programs and activities.

The Task Force were tasked with the following outcomes:

- A staff educated and committed to social justice in the service of our patrons.
- Policies and procedures free of structural racism and discrimination.
- Collections and programs that speak to all residents within our community.
- Greater connections with minorities within our community.
- Partnerships with other local organizations committed to equality and social justice.

As a result, we have identified the following Key Actions.

### **1) Develop New Programs that Aim to Amplify Ignored Voices Within Our Community**

The Library has already made great strides towards removing racial and social inequities in our programs and practices. For example:

- Fees were removed for all children's programming in 2019, making our exceptional programs available equitably to all, regardless of economic standing.
- The introduction of more drop in programs for all ages to allow our programs to be more accessible to everyone. We no longer charge any fees for our children's programs.
- The Library has participated for several years in the Toronto International Festival of Authors (TIFA) that highlights the work of both Canadian and international authors and has introduced our community to a rich and diverse number of authors.
- 2019 Oxford Reads program featuring the book, Moon of the Crusted Snow, by Waubgeshig Rice, a renowned Canadian indigenous author. The Woodstock Public Library partnered with the Oxford County Library for this community read program. Throughout the fall of 2019 the Library offered engaging indigenous programming which culminated in the Gala Author event in Woodstock attended by the author with a reading and question and answer segment.

- We are currently offering the Read Woke Reading Club for teens that highlights diverse themes in young adult literature.
- Pride Month activities such as Drag Queen story times, community Pride picnics and celebrations.
- 2019 and 2020 Health and Wellness series featuring community partners CMHA and Oxford County Community Health Centre.

Moving forward, the Task Force has identified the need to continue to provide cultural and ethnic programming that not only targets the diversity in our community but also enlightens the community as to the diversity in our city.

Possible programming could be:

- English as a Second Language (ESL) conversation circles where participants can practice their new language in a non-threatening environment.
- Visiting lending service to community groups such as senior residences, long term care facilities, Domestic Abuse Services (DASO), Operation Sharing Inn Out of the Cold, etc.
- A Cookbook Club that highlights cultural diversity in a sharing and fun environment.
- Family cultural story times.
- Kahoot trivia challenge to encourage community cultural knowledge.
- Newcomer programs for recent immigrants to Canada in our community.
- Newcomer computer basics workshops for recent immigrants to Canada in our community.
- Indigenous-led programs.
- LGBTQ programs for youth.
- Trim the Tree party for homeless youth and adults to assist staff in decorating the Christmas trees in the adult and children's departments.

## **2) Identify and Seek Partnerships with Other Local Community Groups Concerned with Structural Inequity and Racism**

Over the years, the Library has made many community partnerships that has increased our reach into the community. Library staff continue to identify and reach out to organizations in the community that will extend our reach into the community and the ability to offer diverse programming. We have been actively involved in the following community partnerships, although COVID-19 has impacted some of these partnerships in the last year. Many of these partnerships have continued virtually, and others are expected to resume when restrictions are lessened. These partnerships include:

- Alzheimer's Society of Oxford.
- Beginnings Family Services (parenting and family support services).
- Blossom Park Education Centre (adult continuing education).
- Children's Aid Society (CAS) and Open Door (James St. drop-in centre).
- City of Woodstock Parks and Recreation (summer camps, PA day camps).
- CMHA Oxford (workshops, mental health drop-in).
- Early ON Centres (outreach visits).
- Fanshawe College (workshops, teen programming).
- Ingamo Homes, second stage housing services (outreach visits).
- London District Catholic School Board (school visits, Ready for Kindergarten programs).
- Operation Sharing (Inn out of the Cold).
- Oxford County, Human Services (Pride month celebrations, Doors Open, Oxford Children's Services Network).
- Oxford County Community Health Centre (workshops).
- Oxford County Library (Oxford Reads).
- Oxford County Pride Committee (community partner, Pride month activities).
- Oxford Gardens Retirement Residence (intergenerational storytimes, adult book club).
- Oxford Local Immigration Partnership (community partner).
- Rainbow Coalition (community partner)
- Social Planning Council Oxford (community partner).
- Southwestern Public Health (Turn off the Screens programs, Safe and Active Routes to School (ASRTS) committee).

- Thames Valley District School Board (school visits, Ready for Kindergarten programs).
- United Way (community partner).
- Wellkin Child and Youth Mental Health (youth group engagement, community picnics, The Hub).
- Women's Employment Resource Centre (workshops).
- Woodstock Art Gallery (shared programming, library exhibits).

The Task Force recognizes we have made many partnerships, but we must continue to reach out into the community to identify additional organizations. Many new cultural groups are forming in the community that we need to reach out to. This is a high priority as we move forward in implementing outcomes of the report.

### **3) Engaging Minorities and Community Outreach**

The Task Force recognizes that for our programs to continue to be effective we cannot expect everyone to walk through our doors but must make a concerted effort to reach into the community to offer programs and services.

Whenever possible, the Library attends community events to promote our services and collections. We also seek opportunities to offer our programs within the community. This includes such events as:

- Pride Month celebrations in the library and Museum Square.
- International Women's Day event held annually.
- Art in the Park, City of Woodstock.
- Intergenerational family story time at Oxford Gardens Retirement Residence (currently on hold due to COVID-19).
- Monthly book club at Oxford Gardens Retirement Residence (currently on hold due to COVID-19).
- Alzheimer's Society of Oxford Brain Booster event held annually in late October.
- Wellkin Community picnic.
- CAS neighbourhood barbecue held at the Open Door.
- Beginnings Family Service's monthly Baby Brunch.
- CAS's Open Door drop in for children and families.

The Task Force has recognized that as Woodstock continues to grow in population and diversity, the Library needs to reach out to these communities to offer programming and to promote our services.

#### **4) Review Collection Development Policies, Procedures and Practices to Ensure Inclusivity and Diversity**

The Task Force has researched the trend towards more inclusive subject headings in our library catalogue. It is also possible to review our subject headings to ensure they are diverse. We feel both of these initiatives are essential in assuring that our collections and catalogue continue to reflect the diversity in our community.

Through research, the Task Force has discovered it is possible to audit for diversity in our collections and we feel this is a key objective. This will help to ensure that our collection continues to be diverse and eliminate titles that are discriminate. Staff are currently encouraged to create and maintain diverse collections through selection and our Automatic Release Programs set up with our collection vendors, Whitehots and Library Services Centre (LSC).

The Task Force has identified the need to improve our French materials for children and youth to meet the demands of the French speaking members of our community. We would like to actively begin selection in 2022 with the addition of a French language line in our budget.

Public Services staff have recognized the success of highlighting our diverse collections with topical and seasonal book displays and will continue this practice both in-library and virtually.

We would also like to investigate adding additional collections in the languages that reflect our community. Our collection vendors offer such services including the selection and cataloguing of multilingual materials.

The Library can make a better effort to advertise the multilingual books that are available through interlibrary loan both on our website and during outreach. We also recommend that staff better advertise the multilingual books available on Hoopla and TumbleBooks.

## 5) Identify and Recommend Steps to Remove Racial and Social Inequity Barriers in Library Policies

The Task Force recommends that policies be audited for cultural and social inequity when they are reviewed or created.

The Task Force has identified inequity in some of our circulation policies that need to be addressed:

- Overdue Fines – many libraries in our region no longer charge fines as they see this as creating barriers for those who are economically under privileged and causes a socio-economic barrier. Studies have shown that charging fines is not effective in having overdue materials returned.

Here is a link to an article about Kitchener Public Library going fine free: <https://kitchener.ctvnews.ca/kitchener-public-library-does-away-with-overdue-fees-for-good-1.5273182>

Here is a link to an article about Oxford County Library going fine free: <http://www.heartfm.ca/news/local-news/no-more-library-fines-in-oxford-county/>

- Personal information requirements for obtaining a library card – we currently require an address for people to obtain a library card. Many libraries have created policies that will allow people experiencing homelessness and those living in shelters to acquire a library card with certain conditions. Other libraries have made partnerships with shelters for book deposits of library materials. The Task Force recommends more research and the development of lending policies for these initiatives.

## 6) Identify and Develop Training Opportunities for all Library Staff on Issues of Structural Racism, Inequity and Diversity

All library staff have attended Ryan Dowd's Librarian's Guide to Homelessness training which has provided staff awareness on the plight of people experiencing homelessness, and how to better serve them in the library. We currently subscribe to Ryan's monthly webinars and staff are strongly encouraged to watch them. This is an excellent source of staff

training for issues related to libraries and providing better, more inclusive, service.

Task Force members attended the Bridges Out of Poverty workshop in November 2020 which gave great insight into the challenges faced by those living in poverty, how to better serve them, and how our policies can adversely affect them.

The Task Force has identified many staff training resources to pursue as follows:

- **Call It Out: Racism, Racial Discrimination and Human Rights by The Human Rights Commission \*FREE**  
<http://www.ohrc.on.ca/en/learning/elearning/call-it-out>
- **Lambton College’s “Exploring Diversity and Equity” Mini-Courses \*FREE**
  - Acknowledging Unconscious Bias
  - Mental Health
  - Intercultural Awareness
  - Ageism
  - LGBTQ Identities
  - feminism
  - disability justice
- **Canadian Human Rights Commission Webinars \*FREE**
  - Building Bridges Between Cultures
  - Gender Identity & Gender Expression: Building Awareness
  - What is Systemic Discrimination?
- **Harmony @ Work – Diversity and Inclusion Training**  
<http://harmonyatwork.ca/>
  - Inclusive Customer Service: Overcoming Unconscious Bias and Building Intercultural Competence
  - Building a Positive Space: Tools for LGBTQ+ Inclusion
  - Culturally Intelligent and Inclusive Communication for Professionals

- **The Canadian Diversity Initiative** <https://candiversity.com/>
  - Respect and Inclusion in the Workplace
  - LGBTQ+ Diversity and Inclusion Training for the Workplace
  - Canadian Indigenous Culture Training
  - Unconscious Bias

## **Recommendations**

The Diversity and Inclusion Task Force recommends the following:

- 1) That a Diversity and Inclusion Policy be created and approved by the Library Board.
- 2) That the addition of a Community Outreach Librarian position be considered for the 2022 Operations budget to initiate many of the recommendations outlined in this report.
- 3) That the Board consider the elimination of overdue fines.
- 4) That the Board recommend to City Council that they consider diversity and inclusion when appointing members to the Library Board.
- 5) That Library Management consider the creation of a staff committee to move forward with many of the initiatives that have been identified. Representation from Public Services, Technical Services and Circulation would be ideal.

# **OLA Super Conference**

## **2021**

Notes by Gary Wade, Trustee, Woodstock Public Library Board

I have set out below my Notes and Observations with respect to the various sessions I attended at the Super Conference, which was held virtually from February 2 – 6, 2021. The sessions which I attended were all video presentations and generally were slides with small thumbnails of the speakers to the side.

This year the conference had 6,000 attendees from across Canada and was themed as Clever Minds & Human Hearts.

All registrants will have access to the conference material until August 31, 2021. This access will include everything in the Platform including handouts, slides, and presentation videos.

### **General Observations**

On the whole the conference was well done. I primarily attempted to attend sessions which were focused on how the Library integrates with the community, how the Library transitions in the digital world, and aspects of marketing or promoting the Library and its services. Discussions in most of the sessions were comprehensive around the topic and also could be quite granular for a Library rookie. Presenters were all very knowledgeable and well acquainted with their material. Some of the presentations turned out to be quite operationally oriented – which gave me an opportunity to see

some of the considerations that David & his staff negotiate on a daily basis. There was much digital topic content, discussions on COVID impact, and also aspects of Indigenous content in the program.

**Session - The Accidental Marketer: Ten Things You Need to Promote Your Library When the World Keeps Changing - Feb 02 - 10:00 - 10:45**

Apply social media, stay on top of marketing trends, be flexible in promoting library, tell library story.

Tip 1 – Tie marketing to overall Library strategy – strategic plan and goals are the focal point – share with staff and get buy-in.

Tip 2 – Set measurable goals – write it down and be specific as to what the audience is responding to – such as increase downloads of on-line magazines by 25%.

Tip 3 – Mind the marketing “rule of 7” – people need exposure to a message 7 times to respond – raise awareness of what library provides and keep it top of mind.

Tip 4 – Repurpose messages for mileage – recycle a press release & use in a Podcast, post on Facebook and upload to Instagram – use a variety of vehicles to get mileage out of the same message.

Tip 5 – Promote all your collection – digital & physical – budget & spend more on marketing so audience does not take collection for granted – promote new books, readalikes, next

reads, age specific items, streaming videos, market non-book collection – Flipster.

Tip 6 – Send more emails – talking constantly to cardholders - segment the audience via surveys.

Tip 7 – Follow best practices for Social Media – e.g., post on Facebook at 11:00AM – avoid evenings on Instagram, experiment with Linked-In postings but during business hours.

Tip 8 – Make time for data analysis – document each promotion and analyze – ex. - Videos by demographics, watch time, or Emails by type – holds, checkouts, open and click through rate, etc.

Tip 9 – Experiment.

Tip 10 – Use tools – social media websites, Library Aware etc.

### **Session - Next Generation of Hoopla Digital – Feb 02 – 11:00 – 11:45**

Sponsor presentation – digital media service vendor

Permits patrons to borrow movies, music, audiobooks, eBooks, comics, TV shows on all digital devices

All about digital tools, collection development, and collection management software, utilize to interface with library patrons and their experience.

Availability for streaming or downloading.

Aspects such as selecting metered content – expiry after time, or so many uses by patrons.

Build a digital branch – Patron Ease.

Digital App for patrons on mobile device.

**Session – Extend Library Services with Kiosks – Feb 02 – 3:30 – 4:00**

Exhibitor session – NovelBranch mini library.

Alternative technology-based options for extending browse and borrow, holds & pick-up services with self-service alternatives.

Utilize kiosks to reach “Outreach” goals.

Kiosks good for Curbside Pickup, Seniors Centers and extending footprint in community.

Supplement library service hours and promote the library – bring users back & enhance knowledge of resources.

Can install with advanced technology – Smart shelves with RFID.

Instant check-in, scanning, self-check-out.

**Session – Keynote Speaker – Anna Maria Tremonti – Feb 03 – 10:00 – 11:00**

Radio personality/interviewer/storyteller – stories about personal journeys, traumas and human spirit.

Postings overseas in places like Bosnia, Israel, London, Berlin.

Now doing Podcasts.

Motivational type speaker – really no specifics with respect to libraries – feel good type stuff.

**Session – Recognizing Library Value – Supporting Community & Economic Recovery – Feb 03 – 2:30 – 3:15**

TagTeam presentation with Librarian – County of Huron and Director of Economic development – County of Huron.

Context was the tale of how Huron County library services newly positioned itself to be a partner in the Huron County Municipal Recovery Plan – formulated in reaction to COVID downturn.

Direct partnership & collaboration with Economic Development – understanding of what EcDev was doing and reciprocity.

Specific eye on assisting entrepreneurs in Community – created special directory of services, assembled local community knowledge base utilizing information gathering skills, flexibility skills, abilities to deal with geographic spread

– to enable the Economic Recovery Team to have greater impact.

Library had a unique role - was key part of social infrastructure and embedded in the community – a trusted institution and partner that was “safe”.

Library provided data, research & information management, engaged community leaders to promote further citizen engagement, provided social media expertise, boots on the ground knowledge with respect to the pulse on the community.

Benefited the community as library people are passionate about the community and added leverage to the project - as EcDev did not have to re-invent the wheel to begin achieving goals for community recovery.

**Session - What's Your Data - Choosing, Analyzing, and using Library Data for Advocacy & Decision Making - Feb 03 - 3:30 - 4:15**

Make data useful - physical data and virtual data – emphasis on pandemic related data situations.

Use data for decision making and advocating for the community.

More of an “operational oriented session” – what data is collected, how and why – (undoubtedly all things that Woodstock Library currently employs - based on statistics presented at Board meetings that I have attended).

Use of dashboards, survey results, data analysis techniques, how to make “text” information collected useful and what insights are gained.

Data and data analysis permits decisions with respect to allocation of limited resources – such as what funding for children’s resources – or such as allocation of limited shelf space.

Data collected is the Community showing the Library what they want and need – utilize gate counters, circulation statistics – etc. etc. to collect the data.

Library can then be in a position to tell community how it has responded to their needs.

For advocacy in the community the Library can use tools such “Library Aware” – “Year in Review” communications.

Can calculate the Social Return on Investment – how much value has been created – (interesting concept but the presentation was short on details on how to perform the calculation and how to present it in a way that folks would believe).

**Session – Keynote Speaker – Ryan McMahon – Feb 04 – 10:00 – 11:00**

One of Canada’s most decorated Indigenous standup comedians, writers/media makers.

Speaks about good, bad & ugly between Indigenous Country and mainstream communities.

Theme was about what stories we tell each other – what is the narrative/story of where the community came from and what does the future look like – the “Colonial project” has taken Indigenous stories from them – but they are still there in the background.

Believes that libraries are a “Colonial Space” in need of innovation.

Libraries are evolving - we are in a period of Decolonialization where Institutions are supporting Indigenous people in a more vigorous way.

Reconciliation is a problem for all of us to solve – and Libraries perhaps should have a “Town Square” to deal with this.

Libraries and other Institutions have to imagine whose backyard they are in and what do the previous occupants think.

Recommended a book called “The Secret”.

**Session – Podcasting in the Learning Commons – Feb 04  
11:15 – 12:00**

Focused on student library services and use of technology in Podcasts.

School library context rather than Public Library – both presenters were Teacher Librarians in York Region – however it seemed that concepts could apply to Woodstock – perhaps in collaboration with local teacher librarians.

Both presenters were outstanding and full of initiative and personality – would be good hires.

Their thesis was that students learn better using technology – (using something called SAMR – maybe some sort of Podcast app???).

Demonstrated how to add music and video and other effects to Podcasts and the extended use of Google tools (did not know that Google had so much free stuff available) – really interesting – (demonstrated to me that I personally would be of no use if I had a student in the house that wanted help with Podcast “homework” – completely useless).

Students using Podcasts get better integration in a subject area, demonstrate their learning, learn collaboration, take the stage and be creative, get their message across.

Probably the same goes for everyone and not just students – (I have no idea on where to start to put a Podcast together) – perhaps a service area or line of business that libraries can consider for the public or local entrepreneurs in the community – and also use as a standard form of communication with the community.

**Session – Don’t Stand so Close to Me; The Lasting Effects of COVID-19 – Feb 04 – 2:30 – 3:15**

Focused on effects on the industry and children in particular, their caregivers, and educators – one of presenters was child psychologist.

COVID has caused lack of social connection – no mingling and children are behind in academic assessment.

On-line learning means parents are more involved and have better understanding of where children are academically.

Various protective factors in children's lives – church, other institutions such as libraries, grandparents, parents, economic security – children & parents subject to Resilience Theory – can bounce back.

Institutions can offer a sense of routine & normalcy.

This session was less about libraries than other sessions - but can probably inform library institutions of the effects of COVID on children and their modified needs as patrons - when considering the Library's future programs for children's line of business.

### **Session – How Will I Know it is Working – Evaluating Marketing & Promotion Efforts in Special Libraries – Feb 05**

Focused on an evidence-based approach – capture the metrics – measurement is key – have to measure it to manage it.

Evaluate based on the outcome – increased use – bums in seats – surveys – testimonials (qualitative assessment).

Once again very focused on technology and how it impacts marketing, communication, promotion.

Use and focus on Web Based communication channels – direct email, blogs, Twitter, MailChimp, Twitter.

Look at all available channels of communication, determine how to measure each channel and review monthly.

**Session – From Accessibility to Inclusion: Improving & Expanding Library Accessibility Services - Feb 05 – 12:15 – 1:00**

As it turned out, this was a session focused on academic libraries primarily and how the librarians in “accessibility roles” evolved their libraries accessibility services for students with disabilities.

Related to the Ontario Disability Act – AODA.

Discussed design of products, devices, services and environments for folks who experience disability.

Patrons get service based on self-disclosure and self-advocacy.

Libraries have to deal with issues with respect to visual disability versus invisible disability (such as mental health, ADHD, learning disability issues).

Inclusion – affects design of spaces to deal with full range of human diversity with respect to ability, language, culture, gender, age and other differences, including disabilities.

Advised a review of Web Page AccesibilityCanada.ca.

All of these issues would also be important considerations for public library institutions and their management and Boards.

**Session – OLBA Boot Camp: Leaving No One Behind:  
Ensuring Representation and Accessibility on Your Board  
– Feb 06 – 2:30 – 3:15**

This was presented by representatives of OLBA’s Inclusion, Diversity, Equity, and Accessibility (IDEA) Committee.

(Leave no one behind – like the US Marines)

Discussion with respect to integrating anti-discrimination and anti-oppression aspects into Board policies, along with possibly recruiting members of marginalized communities - to ensure the Library Board is representative of the community.

Folks are left behind because of five main factors – discrimination (race, gender), geography (access to service), economic status (access to education), governance (members of the community affected by library policies), shocks (health emergencies and economic tragedy).

What should a Board do? Examine root causes, empower those who are being left behind, enact policies to confront the reasons why people are being left behind.

There was a discussion on “micro aggressions” that people face on a daily basis.

One of the presenters was Jewish and felt like an outsider at her library at some time in the past. Her library was advertising only Christian Fiction titles constantly. She felt the

dominant culture was making her feel uneasy and unimportant. She complained and Library was unaware but “fixed it”.

Participants felt the Board should actively address “Representation” on the Board and reflect a diverse range of patrons & voices.

Ensure that Libraries answer the question – “to whom does the library belong”? Are public libraries open to all? Do policies exclude certain portions of the community in any way? Do policies have an adverse impact on certain sections of the community? For whom are the policies for, and what is the intention behind them?

An example was the “Behavior Policy” in the Thunder Bay library. The policy was “no intoxication in the library”. The intention was staff and patron safety. The impact of this was the exclusion of certain Indigenous patrons who would attend at the library when they were intoxicated. The old policy focused on intoxication. They created a new policy that focused on behavior. So, if you were intoxicated but had good behavior – you did not get the boot.

All of this is admirable, and forces everyone to think, however it seemed that in a way was espousing some sort of nirvana - where no one in the community could possibly be offended (perhaps inadvertently) and each and every sub-group in the community would be represented at the Institution.

(At the risk of being politically incorrect, it reminds me of that old saying – “you can please some of the people all of the time, you can please all of the people some of the time, but you can’t please all of the people all of the time.”)

Certainly, this is a tall order to achieve in day-to-day activities however it would appear the trend is to make efforts to be aware of the issues and perhaps it may be important for the Library to demonstrate this awareness.

**Session – OLBA Boot Camp: Municipal Boards for Libraries: Making Them Work Effectively Feb 06 – 11:15 – 12:00**

Panel Discussion – the importance of municipalities and how municipalities and library boards can work together to improve service for patrons.

Discussion of Governance options open to municipalities. Several types of Boards and Governance models discussed.

Options are Independent Boards (separate Board appointed by council), or simply all councilors on the Board with no community members, or at the third level, Library services offered directly by the municipality as a line of business.

Benefits of Public Library Boards is that they are unlinked from politics. They independently advocate for the Library.

If a model is employed where there is no independent Board – then Library services are just one of many lines of business provided by the municipality – just one of many areas to deal with at the municipal level and the library has no real advocate - and there would not be a dedicated focus.

All agreed the Independent Board with a dedicated group of individuals was best for focusing on the separate organization.

Discussion on Board Chair/CEO relationship. Challenge is to draw lines on Governance and Operations. (This is no different from any organization.) Emphasized that communication is critical and essential.

Discussion of councilors on the Independent Board. Very important that councilors acknowledge that they serve with the intention of having the best interests of the Library as a priority when acting in a Board role. Just as any Director in the business community has a fiduciary obligation to their company, they have a fiduciary obligation to the Library & Board when they have their Library hat on. Also acknowledged that they have separate hats to wear. One participant was a councilor in London and also on the Library Board. He acknowledged that he had voted one way on an issue as a Library Board member but also that he had voted the other way when he had his councilors hat on (budget and spending issues).

Discussion with respect to the importance of the reciprocal “Education” of the Board and Council/councilors and how it is key to Library success. There are key pieces of information to communicate and key understandings to resolve between the two bodies. Both Board members and councilors have to be “educated” and understand the role of each body and how they interact. The role and needs of each organization must also be fully understood by councilors - in order to appoint the best Trustees. The CEO has a responsibility to educate councilors as to the job description of the Library Trustee in order to ensure a quality Board with the right skill sets. These understandings are important as the Board & Trustees make policy decisions that impact the whole community - that the Council represents.

# Supporting the Recovery of Ontario's Public Libraries & Communities from COVID-19

## 2021 Pre-Budget Submission February 2021

### **COVID-19 has demonstrated the critical importance of public & school libraries to their communities across Ontario**

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

Throughout the COVID-19 pandemic, Ontario's public libraries have worked tirelessly to meet the evolving and rapidly changing needs of the people they serve, and in strict accordance with Ontario's emergency public health guidelines.

School libraries have likewise demonstrated their critical importance to successful online learning, helping to ensure students achieve curriculum objectives, and curating the digital and print resources students need to succeed. During the early months of the pandemic, teacher-librarians and school library professionals assumed a key role in providing leadership to help students, teachers and parents adapt to distance learning.

The Ontario Government has recognized the important local role of libraries and their continuing importance in bridging the digital divide. On February 4<sup>th</sup>, the province announced a \$4.8 million investment to upgrade broadband in up to 50 public libraries in unserved and underserved communities. This game-changing investment recognizes the essential role of public libraries as community digital hubs, and offers a tremendous foundation to ensure that all Ontarians in communities across the province can access the high-speed broadband they need to succeed.

### **Libraries are an essential part of Ontario's COVID-19 recovery – but many who depend on libraries are still falling through the gaps**

Almost a year after the outbreak of the pandemic, public and school libraries continue to balance their commitment to meeting the needs of the people and students they serve while maintaining health and safety.

Unfortunately, many people and students across Ontario are falling through the gaps amidst the challenges of the pandemic. Individuals and families across the province are struggling and unable to access the public library resources they need. Many of these gaps existed prior to the pandemic, but the ongoing health emergency has brought them to a critical point. These pressures, especially the demand for limited e-resources and other barriers to fair access, are most acute in small, rural, Northern and First Nations communities, as well as for low-income residents across Ontario.

The pandemic has also been particularly difficult for students, and devastating for the school libraries they depend on. As part of their back-to-school plans, many school boards across Ontario eliminated the role of teacher-librarians and school library professionals board-wide at either the elementary and/or secondary level, and with them access to school library programming and in-person school library resources. Although some access to virtual library resources may still be available, without the support of teacher-librarians and school library professionals, it is extremely difficult for teachers and students to use these resources effectively.

Most concerning is the experience of the past two decades in Ontario, which has shown that when school libraries are closed and school library professionals eliminated, libraries do not come back and students pay the price.

### **Addressing these priority issues will deliver rapid benefits and support the COVID-19 recovery efforts across the province**

Through carefully targeted investments, the Ontario Government can make sure that all Ontarians – no matter where they live or learn – will continue to have access to much-needed modern, cost-effective resources and services through their local public and school libraries, during and beyond the pandemic emergency.

- **A targeted enhancement of provincial funding through the Public Libraries Operating Grant (PLOG)** to offset lost revenues from implementing fines-free policies and help public libraries make these policies permanent. This investment would help to break down barriers to access for low-income Ontarians.
- **Subject to the above increase, maintain provincial funding for Ontario’s public libraries at current levels** and work with municipalities to prevent unsustainable cuts to public library funding.
- Provide critical e-learning support and fair access to modern, digital resources for all Ontario public libraries through **a \$4.7 million annual investment to support the establishment of an Ontario Digital Public Library**, thereby leveraging the province’s significant purchasing power to give all Ontarians access to a common set of high-quality e-learning & online resources and more e-books.
- In consultation with school boards and library professionals, **update the implementation of Ontario’s education funding formula to ensure that funding for school libraries is protected**. This funding is crucial to ensuring that school libraries continue to be a foundational part of the government’s vision for student success.
- **In consultation with the sector, work together to establish a working group to develop a provincial strategy for school library e-resources** to ensure that all students in Ontario benefit from a level playing field for success.

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### **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 5,000 members comprised of library staff and supporters from public, school, academic, and special libraries.

The **Federation of Ontario Public Libraries (FOPL)** represents 246 public library systems in Ontario, including 45 First Nations public libraries, in communities throughout the Province.

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.



## **WOODSTOCK PUBLIC LIBRARY**

Subject:	CEO Report for February 2021
Action:	For Information
Prepared By:	David I. Harvie
Meeting Of:	March 9, 2021

### **Contribute Vibrant Spaces**

The Library's Diversity and Inclusion Taskforce has completed a report, which makes various practical recommendations on how the library can be more inclusive. This report will be presented at the March 9<sup>th</sup> meeting of the Library Board.

### **Strengthen Our Community**

The Library's Building Feasibility Study continues to proceed. Several stakeholder interviews have been conducted by the consultants with the various members of the community and library management staff in February.

### **Reinforcing Our Capabilities**

The Library reopened under the Red level provincial pandemic framework on February 23<sup>rd</sup>. Under these restrictions the library was only allowed a building capacity of 10 patrons at a time. While there were a few complaints about waiting in line, the majority of our patrons were pleased to be able to once again to enter the building and access our collections directly.

On Friday February 26<sup>th</sup>, the Province announced that our health district area would move into the Orange level under the pandemic protection framework as of Monday March 1<sup>st</sup>.

Under this level, the building capacity restriction will be increased from 10 to 50 patrons. This should reduce any long line-ups to enter the building. As under the previous level, face coverings and social distancing are required while on library property. Health screening will be conducted at the entrance of the library to ensure the safety of our patrons and staff. Returned library materials will continue to be quarantined for a period of 6 days.

Four Internet workstations and one microfilm computer will also be available for public use.

Respectfully Submitted,

David I. Harvie

Chief Executive Officer



## **WOODSTOCK PUBLIC LIBRARY**

<b>Subject:</b>	Public Services Report for February 2021
<b>Action:</b>	For information
<b>Prepared by:</b>	Darlene Pretty, Manager of Public Services
<b>Meeting of:</b>	March 9, 2021

### **Contribute Vibrant Spaces**

Winter has seen the return of our Armchair Travelogue series, now offered virtually through Zoom. In January, participants traveled to the British Columbia to hike the Pacific Northwest Trail with Troy Rathborn. February's destination was a walking tour of Copenhagen with Jackie Thompson. On March 18, Glenn Green and Carol VandenEngel return to complete their Canoe for Change adventure canoeing across Canada. To complete the series on April 15, Amy Burke and Larry Lamb will tour Sydney, Australia and the Blue Mountains. Always a popular program series, Armchair Travel has made an excellent transition to virtual programming with great attendance beginning with 25 participants in January and 18 participants in February.

All Public Services staff are now posting biweekly Shelf Talks, a reader's advisory YouTube posting that features great book suggestions for children, teens and adults. This program has been extremely popular and staff are excited to have the opportunity to connect people with great books.

### **Reinforce Our Capabilities**

Information Services Librarian, Amanda Paupst, and Cataloguers, Marina Surette and Katrina Campbell, wrote a report to me recommending that the children's fiction and paperback collections be combined as one collection to make it easier for children and parents to find the books they are looking for. Using the Strategic Plan, they presented a compelling argument, and now Amanda is working on a plan to combine the two collections. Children's series will remain

as a separate collection for browsability, but hardcover series will be added to what was previously just a paperback collection. Amanda will be working with Information Services Librarian, Ellen Altpeter, to also address the need for more space for children's graphic novels.

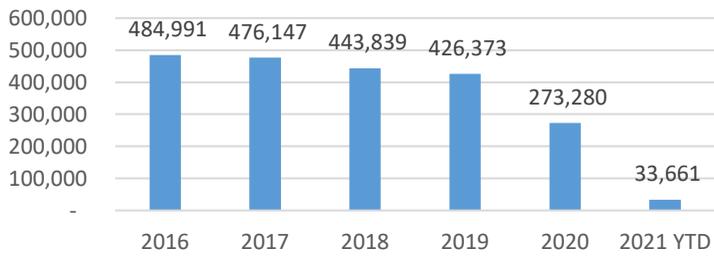
The Library welcomes back Information Services Librarian, Amy Coles, as the successful candidate for the permanent part-time position. Amy will be dividing her time and talent between the children's and adult departments.

Respectfully Submitted,

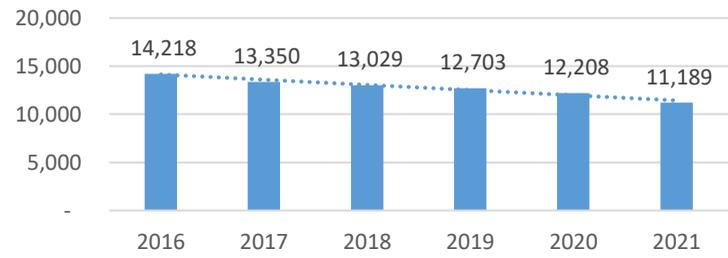
Darlene Pretty  
Manager of Public Services



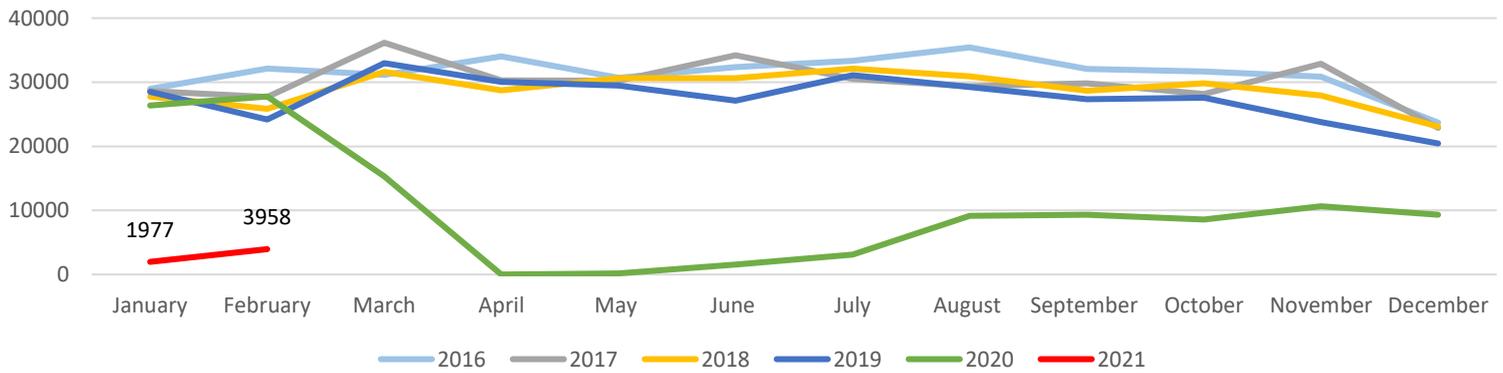
**Annual Library Circulation Total 2016-2021**



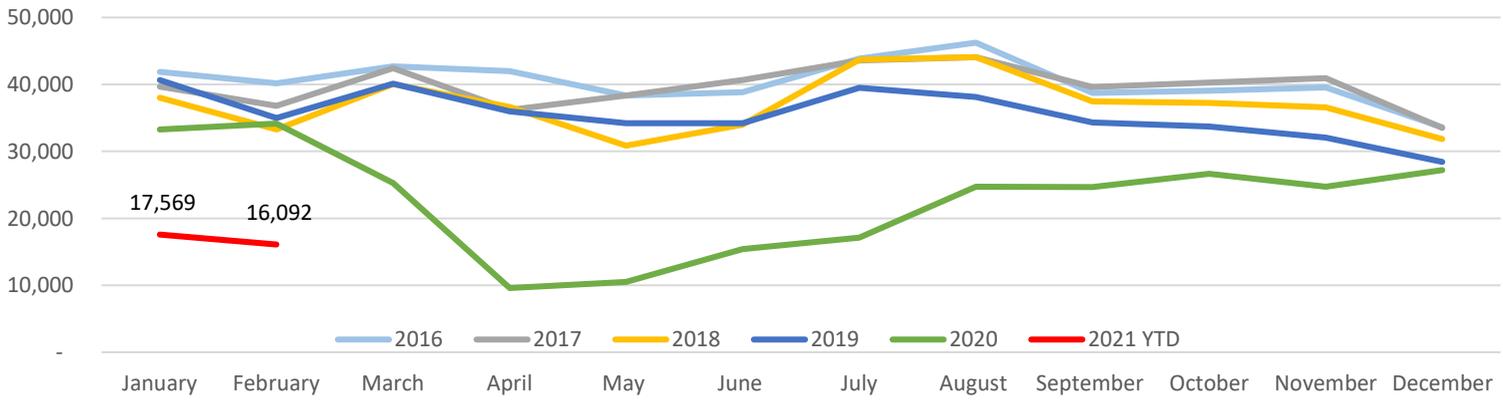
**Monthly Average Active Users Count 2016-2021 YTD**



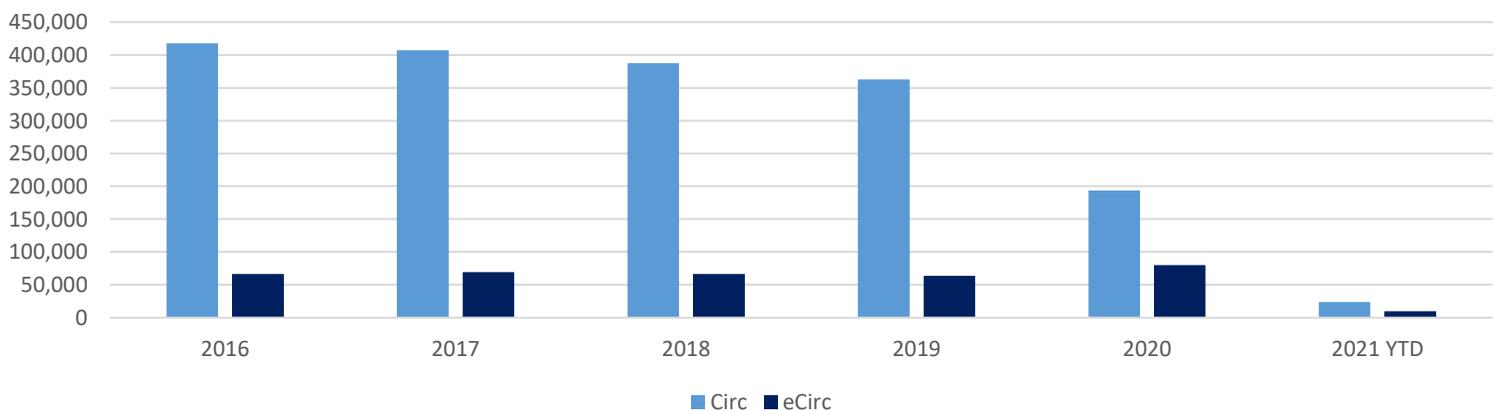
**In Person Visits - 2016-2021**



**Total Circulation by Month - 2016-Present (Physical & Digital)**



**Annual Circulation by Type 2016-Present**





**WOODSTOCK PUBLIC  
LIBRARY**

Subject:	Policy Review – Health and Safety
Action:	For the Review and Approval of the Board
Prepared By:	David I. Harvie, Chief Executive Officer
Meeting Of:	March 9, 2021

**Recommendation**

That the Library Board approve the Health & Safety Policy as presented.

**Introduction**

The Woodstock Public Library Board is committed to provide and promote a safe working environment for its employees. As such, the Board annually reviews its Health and Safety Policy.

**Discussion**

There are no recommendations to make any changes to the existing policy.

Respectfully submitted,

David I. Harvie  
Chief Executive Officer



# Woodstock Public Library Policy

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**Policy Name:** Health & Safety

**Category:** Personnel

**Version:** 14 April 2020

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## **POLICY STATEMENT AND RATIONALE**

The Woodstock Public Library Board is vitally interested in the health and safety of its workers. The protection of all workers from injury or occupational disease is a major continuing objective. The Woodstock Public Library Board makes every effort to provide and maintain a safe and healthy work environment by abiding by all applicable legal requirements. All supervisors and workers must be dedicated to the continuing objective of reducing injury and risk to health.

## **SCOPE**

This policy shall apply to all library staff, including but not limited to, workers, contractors, volunteers and Board members of the Woodstock Public Library Board.

## **DEFINITIONS**

In reading and interpreting this policy, the following definitions shall apply:

*“Employer”* means a person who employs one or more workers or contracts for the services of one or more workers, and includes a contractor or subcontractor who performs work or supplies services, and a contractor or subcontractor who undertakes with an owner, constructor, contractor, or subcontractor to perform work or supply services.

*“Library”* means the Woodstock Public Library.

*“Library Board”* means the Woodstock Public Library Board.

*“Worker”* means any of the following: a person who performs work or supplies services for monetary compensation; a secondary school student who performs work or supplies services for no monetary compensation under a work

experience program authorized by the school board that operates that school in which the student is enrolled; a person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university, private career college or other post-secondary institution; or such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation.

“*Workplace*” means any land, premises, location or thing at, upon, in or near which a worker works. For the purpose of this policy, this includes all library facilities, sponsored events and meetings, travel while on Library business, and any other location where Library business is being conducted.

## **POLICY, PROCEDURE AND IMPLEMENTATION**

### **1.0 Responsibility**

- 1.1 The *Ontario Occupational Health and Safety Act (25(2)(J))* requires employers to prepare and review at least annually a written occupational health and safety policy, and to develop and maintain a program to implement the policy.
- 1.2 The Woodstock Public Library Board, as an Employer, is ultimately responsible for worker health and safety. The Library Board and its management will take all reasonable steps to prevent injury and create a safe and healthy workplace.
- 1.3 To achieve this, the Library will include health and safety concerns in our organizational activities through ongoing consultation and interaction with the Joint Health and Safety Committees and Health and Safety Representatives. The Board is dedicated to this through ongoing assessments and annual review of the Library’s health and safety program.
- 1.4 Supervisors must be accountable for the health and safety of workers under their direct supervision. Supervisors are responsible to ensure that workers are aware of potential or actual workplace hazard and follow established safe work practices and procedures. Workers are to receive training in their work tasks to protect their health and safety before commencement of the job.
- 1.5 Every Worker is to protect, and is responsible for his or her own health and safety, by working in compliance with the legislative requirements, safe work practices, procedures, standards, safety rules, and rules of conduct as established by the Library.

- 1.6 It is in the best interest of all levels of the Library to consider health and safety in every activity. Commitment to Health and Safety is an integral part of this organization from workers to senior management.

**RELATED DOCUMENTS AND POLICIES**

*Ontario Occupational Health and Safety Act*

**DOCUMENT REVISION RECORD**

Developed By:	D. Harvie, CEO	Date:	14 April 2020
		Adoption Date:	12 May 2020
Resolution #:	20-26	Effective:	12 May 2020
Review Cycle:	Annually	Last Reviewed Date:	12 May 2020

**WOODSTOCK PUBLIC LIBRARY  
STATEMENT OF REVENUE AND EXPENDITURES  
DECEMBER 2020 - DRAFT #2**

<b>REVENUES</b>	<b>2020 BUDGET</b>	<b>PREVIOUS PERIOD YTD</b>	<b>DECEMBER</b>	<b>YEAR TO DATE</b>	<b>BALANCE TO BE RAISED</b>	<b>% RAISED</b>
1000-63076-0000 Service Ontario Funding	\$ -	-	-	-	-	#DIV/0!
1000-63082-0000 Province of Ontario	\$ 54,860.00	54,860.00	-	54,860.00	-	100.00%
1000-63090-0000 Community Employment Centre	\$ 1,000.00	-	-	-	1,000.00	0.00%
1000-69701-0000 Donations	\$ 16,000.00	411.80	13,311.15	13,722.95	2,277.05	85.77%
1000-69702-0000 Photocopying	\$ 3,500.00	829.40	71.45	900.85	2,599.15	25.74%
1000-69703-0000 Fines, Fees	\$ 20,000.00	5,570.83	476.45	6,047.28	13,952.72	30.24%
1000-69704-0000 Record/Book Sales	\$ -	1,012.03	-	1,012.03	(1,012.03)	
1000-69705-0000 Gift Shop Sales	\$ 500.00	100.50	-	100.50	399.50	20.10%
1000-69706-0000 Interest Earned	\$ 1,000.00	480.24	(409.77)	70.47	929.53	
1000-69707-0000 Non-resident fee	\$ 7,000.00	4,036.45	870.00	4,906.45	2,093.55	70.09%
1000-69708-0000 Miscellaneous	\$ 1,000.00	0.09	-	0.09	999.91	0.01%
1000-69709-0000 Programmes	\$ 1,000.00	120.00	-	120.00	880.00	12.00%
1000-69710-0000 Room Rental	\$ 500.00	627.00	-	627.00	(127.00)	125.40%
1000-69715-0000 Ontario-Pay Equity	\$ 5,310.00	5,308.00	-	5,308.00	2.00	99.96%
1000-69717-0000 Lost/Damaged Items	\$ 4,000.00	1,283.30	471.16	1,754.46	2,245.54	43.86%
1000-69718-0000 Prior Year Surplus	\$ -	-	-	-	-	
1000-69720-0000 Transfer from Dev Charges	\$ 63,280.00	-	63,280.00	63,280.00	-	100.00%
1000-69721-0000 Grants - Miscellaneous	\$ -	2,828.00	-	2,828.00	(2,828.00)	
1000-69723-0000 Tfr from Consultants Services Reserve	\$ -	55,000.00	-	55,000.00	(55,000.00)	
1000-69724-0000 Tfr from Automation Reserve	\$ 28,800.00	-	-	-	28,800.00	0.00%
1000-69725-0000 Revenue Wireless HotSpot	\$ -	-	-	-	-	#DIV/0!
Levy	\$ 2,531,340.00	-	2,531,340.00	2,531,340.00	-	100.00%
<b>TOTAL REVENUES</b>	<b>\$2,739,090.00</b>	<b>\$ 132,467.64</b>	<b>\$ 2,609,410.44</b>	<b>\$ 2,741,878.08</b>	<b>\$ (2,788.08)</b>	<b>100.10%</b>

<b>EXPENDITURES</b>	<b>BUDGET</b>	<b>PREVIOUS PERIOD YTD</b>	<b>DECEMBER</b>	<b>YEAR TO DATE</b>	<b>BALANCE TO BE SPENT</b>	<b>% SPENT</b>
1000-83610-0101 Salaries & Wages, Regular	\$ 988,810.00	\$ 800,161.89	\$ 101,318.10	\$ 901,479.99	\$ 87,330.01	91.17%
1000-83610-0102 Salaries & Wages, Overtime	\$ 1,900.00	225.98	-	225.98	1,674.02	11.89%
1000-83610-0103 Salaries & Wages, Part Time	\$ 610,000.00	497,040.81	70,789.34	567,830.15	42,169.85	93.09%
1000-83610-0104 Salaries & Wages, Shift Premium	\$ 10,200.00	5,959.88	994.70	6,954.58	3,245.42	68.18%
1000-83610-0105 Vacation Pay	\$ 70,000.00	57,942.37	14,564.03	72,506.40	(2,506.40)	103.58%
1000-83610-0108 Lieu Pay	\$ 2,400.00	-	-	-	2,400.00	0.00%
1000-83610-0121 Other Wages	\$ -	-	-	-	-	#DIV/0!
1000-83610-0150 O.M.E.R.S.	\$ 142,370.00	105,842.65	9,281.84	115,124.49	27,245.51	80.86%
1000-83610-0151 C.P.P.	\$ 64,840.00	58,643.43	2,304.35	60,947.78	3,892.22	94.00%
1000-83610-0152 E.I.	\$ 26,760.00	24,740.63	1,146.08	25,886.71	873.29	96.74%
1000-83610-0154 Employers Health Tax	\$ 33,020.00	28,042.17	2,383.83	30,426.00	2,594.00	92.14%
1000-83610-0158 Insurance, EHC, LTD	\$ 112,500.00	105,134.75	9,772.44	114,907.19	(2,407.19)	102.14%
1000-83610-0171 Workers' Compensation Insurance	\$ 7,000.00	3,957.95	297.32	4,255.27	2,744.73	60.79%
1000-83610-0172 Travel & Mileage	\$ 2,500.00	1,032.79	-	1,032.79	1,467.21	41.31%
1000-83610-0198 Pay in Lieu of Benefits	\$ 15,430.00	21,117.23	2,606.36	23,723.59	(8,293.59)	153.75%
1000-83610-0301 Audit Fees	\$ 1,500.00	-	1,500.00	1,500.00	-	100.00%
1000-83610-0306 Union Negotiation	\$ 4,000.00	-	-	-	4,000.00	0.00%
1000-83610-0308 Repairs & Mtce. - Buildings	\$ 35,000.00	20,650.09	4,457.16	25,107.25	9,892.75	71.74%
1000-83610-0309 Caretaking Supplies	\$ 5,500.00	30,411.92	845.48	31,257.40	(25,757.40)	568.32%
1000-83610-0310 New Equipment	\$ 5,500.00	992.37	778.45	1,770.82	3,729.18	32.20%
1000-83610-0311 Equipment Repairs & Service	\$ 4,000.00	373.97	-	373.97	3,626.03	9.35%
1000-83610-0312 Printing & Office Supplies	\$ 10,000.00	6,044.93	1,039.35	7,084.28	2,915.72	70.84%
1000-83610-0313 Subscriptions & Memberships	\$ 3,000.00	8,778.80	-	8,778.80	(5,778.80)	292.63%
1000-83610-0314 Postage and Express	\$ 4,500.00	1,755.83	526.20	2,282.03	2,217.97	50.71%
1000-83610-0315 Advertising	\$ 21,450.00	12,871.56	55.00	12,926.56	8,523.44	60.26%
1000-83610-0318 Board Development	\$ 2,000.00	380.05	178.08	558.13	1,441.87	27.91%
1000-83610-0321 Cost of Photocopying	\$ 6,500.00	3,630.12	321.41	3,951.53	2,548.47	60.79%
1000-83610-0322 Unallocated Visa	\$ -	-	-	-	-	#DIV/0!
1000-83610-0331 Staff Development	\$ 15,000.00	6,979.06	5,151.65	12,130.71	2,869.29	80.87%
1000-83610-0350 Telephone	\$ 8,000.00	6,128.09	1,168.19	7,296.28	703.72	91.20%
1000-83610-0351 Electricity	\$ 38,000.00	18,513.83	5,809.81	24,323.64	13,676.36	64.01%
1000-83610-0352 Heat	\$ 12,500.00	9,967.99	(810.00)	9,157.99	3,342.01	73.26%
1000-83610-0353 Water	\$ 2,000.00	2,225.39	235.31	2,460.70	(460.70)	123.04%
1000-83610-0370 Software & Liscensing	\$ 92,950.00	63,958.83	7,341.19	71,300.02	21,649.98	76.71%
1000-83610-0383 Consultant Services	\$ -	6,091.24	5,933.62	12,024.86	(12,024.86)	#DIV/0!
1000-83610-0393 Purchased Services	\$ 3,000.00	1,007.68	-	1,007.68	1,992.32	33.59%
1000-83610-0399 Miscellaneous	\$ 1,000.00	1,416.31	4.06	1,420.37	(420.37)	142.04%
1000-83610-0429 Computer Maintenance & Supplies	\$ 78,900.00	42,653.70	12,043.87	54,697.57	24,202.43	69.33%
1000-83610-0613 Library Materials	\$ 206,700.00	181,329.82	29,077.32	210,407.14	(3,707.14)	101.79%
1000-83610-0620 Professional Aids	\$ 1,000.00	-	-	-	1,000.00	0.00%
1000-83610-0621 Periodicals	\$ 10,500.00	14,098.04	-	14,098.04	(3,598.04)	134.27%
1000-83610-0625 Covers and Repairs	\$ 14,820.00	2,695.31	2,907.69	5,603.00	9,217.00	37.81%
1000-83610-0626 Cataloguing/Processing	\$ 35,040.00	27,422.63	4,470.83	31,893.46	3,146.54	91.02%
1000-83610-0627 Programmes	\$ 12,000.00	2,753.23	(338.87)	2,414.36	9,585.64	20.12%
1000-83610-0634 Standing Orders	\$ 10,000.00	7,708.76	1,038.27	8,747.03	1,252.97	87.47%
1000-83610-0635 Inter-Library Loans	\$ 7,000.00	1,453.23	309.18	1,762.41	5,237.59	25.18%
1000-83610-0363 Carnegie Centary Programs	\$ -	-	-	-	-	#DIV/0!
1000-83610-0723 Prov. For Consulting Reserve	\$ -	-	-	-	-	#DIV/0!
1000-83610-0728 Prov. For Automation Reserve	\$ -	-	-	-	-	#DIV/0!
1000-83610-0783 Prov. For Salaries	\$ -	-	-	-	-	#DIV/0!
<b>TOTAL EXPENDITURES</b>	<b>\$ 2,739,090.00</b>	<b>\$ 2,192,135.31</b>	<b>\$ 299,501.64</b>	<b>\$ 2,491,636.95</b>	<b>\$ 247,453.05</b>	<b>90.97%</b>

**WOODSTOCK PUBLIC LIBRARY**  
**SUMMARY OF TRUST ACCOUNT - # 0180-53012-0000**  
**DECEMBER 31, 2020**

Balance - December 1, 2020 (\$2,059,667.67)

Add: Revenue \$2,609,410.44

Less: Expenses (\$93,815.69)

    Payroll (\$205,685.95)

Balance - December 31, 2020 \$250,241.13

Levy to be applied \$0.00

Levy Adjusted Balance \$250,241.13

**SUMMARY OF JESSIE MCDUGALL**  
**TRUST FUND - # 0180-53014-0000**  
**Year to Date**  
**DECEMBER 31, 2020**

Balance - December 1, 2020 \$12,519.17

Add: Bank Interest \$8.51

Balance - December 31, 2020 \$12,527.68



## WOODSTOCK PUBLIC LIBRARY

Subject:	A Fine Free Library Model for WPL
Action:	For the Review and Approval of the Board
Prepared By:	David I. Harvie, Chief Executive Officer
Meeting Of:	April 12, 2021

### **Recommendation**

That the Woodstock Public Library implements a Material Recovery Model, thereby eliminating overdue fines on all library materials for all patrons, and directs the CEO to prepare a revised Circulation Policy for the Board's approval.

### **Purpose**

The purpose of this report is to secure Board approval to shift from an overdue fines model to a material recovery model, which eliminates overdue fines, but retains the replacement fee structure for lost and damaged items.

### **Background**

The COVID-19 pandemic has made the existing inequalities in our society more evident. As many civic leaders want better ways to engage and support the physical and mental health of their communities, access to library resources has increasingly become a priority. Local leaders have encouraged residents to explore e-books and digital e-audiobooks during this time of social distancing. However, many individuals are fearful or unable to utilize the resources of their public library simply because they have unpaid overdue fines and fees.

### **Fine Free Movement**

An increasing number of public libraries in North America have implemented a fine free model of library service. At the end of 2020, there were approximately 270 libraries in the United States and Canada that have eliminated overdue fines. The following are neighboring libraries that are now fine free:

- Oxford County Library - 2018

- Brant County Library – 2020
- St. Thomas Public Library – 2020
- London Public Library – 2020
- Stratford Public Library - 2021
- Kitchener Public Library – 2021

## **Current Situation - Library's Circulation Policy**

The Library Board has authority under Section 23(4) of the *Public Libraries Act, R.S.O. 1990, c. P44* to establish rules and regulations pertaining to the use of library services, impose fines, suspend library privileges, and the power to regulate all other matters connected with the management of the library and library property.

Typically, the Library charges overdue fines of \$.20 per day for adult materials and \$.10 per day for children's materials. Formats in high demand, such as DVDs and video games are rated at \$1.00 per day. All overdue fines are capped at a maximum of \$2 or \$10 based on the audience and media type. (Note: The Library's current Circulation Fines and Fees Schedule appears as Attachment A.)

Borrowing privileges are blocked when fines and fees reach \$10.00 on a patron's card.

As a library cardholder, it is the patron's responsibility to return checked out materials by its assigned due date. A date due notification is generated following each check-out, which serves as the official notification of when materials are due back. Patrons have the option of receiving a printed date due slip, or an email version at the time of check-out.

Patrons also have the option of signing up to receive pre-overdue courtesy notices sent via email. Two (2) reminder emails will be sent: the first will be sent three (3) days before the item is due, and the second will be sent on the due date. This service is provided as a courtesy, and the patron is responsible to ensure that they provide a valid email address, and check their email spam filters.

Patrons have the ability to renew items via the Library's online catalogue or by phoning the Library. Renewals can typically be placed on any item, except when there is a hold, or the item is from the Express Collection.

Once an item is overdue, the Library will send two (2) notifications by email or by mail. The first notification will be sent after 14 days, with the second notice after 21 days. After 36 days the item is declared lost and a final notice is mailed to the patron. This notice includes a bill for the replacement of the missing item(s), a \$5.00 processing fee for each item, and any accrued overdue fines.

If items remain unreturned for more than 60 days, the Library reserves the right to refer patrons to an outside collection agency to assist in recouping materials and fines. A \$15.00 referral fee is also added.

## Woodstock Public Library Fine and Fee Revenue 2015-2019

Year	Overdue Fines	Lost/Damaged Fees	Total
2015	\$31,200.78	\$3,156.25	\$34,357.03
2016	\$28,620.96	\$4,395.96	\$33,016.92
2017	\$22,828.10	\$4,814.28	\$27,642.38
2018	\$22,246.53	\$4,341.37	\$26,587.90
2019	\$17,321.19	\$5,129.63	\$22,450.63

Overdue fines represented 0.006% of the overall Library Budget in 2019.

Overdue fines revenues have decreased by 44% from 2015 to 2019, while lost and damaged fees have remained relatively consistent during the same period.

The decline in overdue fines is expected to continue due to the increased use of digital resources, which do not generate overdue fines and fees.

### Patron Statistics

As of 20 January 2021, there are a total of 12,244 active patrons using the Woodstock Public Library. There are a total of 556 active patron accounts that are presently blocked due to fines and fees of \$10 or more. Of this number of blocked accounts, 120 are children who are prevented from checking out library materials or accessing our digital collections.

### Discussion

Public libraries have held a long-standing practice of charging fines for materials not returned. Overdue fines have traditionally been charged for a variety of reasons, such as to encourage returns (ensuring materials are available for other customers), and to teach patrons civil responsibility.

A review of professional literature concerning the effectiveness of overdue fines reveals few definitive studies based on hard data or large sample sizes. The majority of studies are anecdotal based papers that demonstrated the advantages of eliminating overdue fines.

The following benefits were identified as reasons to institute fine free policies:

#### 1. Overdue fines multiply existing inequities

Overdue fines impede the Library's core value of providing equitable library service, especially as fines have a disproportionate impact on families with children, visible minorities, low-income earners, and new Canadians.

Research clearly shows that early literacy and school readiness are closely linked to children's earliest experiences with books and stories, yet we know that overdue fines are a barrier for many caregivers and families.

The Ottawa Public Library reported that *"people with low incomes avoid checking out materials to prevent fines. OPL staff found that the majority of users whose accounts had been blocked (suspended due to fees owing of more than \$50) were located in low-income neighborhoods, and 43% of library users with accounts in collections, were identified as members of visible minorities."* In addition, they found that 34% of all accounts with fines were held by children and teens, and 3,500 children and teens had accounts that had been blocked due to fines.

A move to fine free library service would demonstrate the Library's commitment to social equity and inclusiveness in our community.

## **2. Overdue fines are not a sustainable revenue model for public libraries.**

WPL has seen a decline in overdue fines over the past 5 years. The reduction in revenues can be attributed, in part, to the Library's increased use of email pre-overdue notices, and ease of online renewals. Also, as digital circulation grows, library fines revenue will continue to decline. Returning e-books is an entirely automated and virtual process, meaning that no fines are ever incurred on an increasingly larger percentage of library circulation. During the pandemic, use of the Library's digital collections rose 26% in 2020 over the previous year. It would not be unreasonable to assume that this trend will continue post pandemic, as more patrons have become familiar with the technology.

## **3. Overdue fines do not motivate patrons to return materials.**

While there may be a public perception that fines motivate patrons to use the library responsibly, and return their items on time, research does not support this view. According to a recent survey of nine public library systems in North America that eliminated overdue fines, none have experienced increases in late returns, longer hold times, or gaps in the collection. In fact, Salt Lake City Public Library saw its late-return rate drop 5% following fine elimination.

## **4. Increase in Circulation and Active Patrons**

Fine-free public libraries have experienced increases in circulation, active library patrons, and goodwill towards the Library.

## **5. Improved Public Image and Relations**

The elimination of overdue fines can greatly improve relationships with patrons, when a greater focus on the customer replaces the disciplinarian role of punitive fines collection.

Mr. Bookman, the Library Cop in the Seinfeld television sitcom, is a lingering reminder of past transgressions for many lapsed library users. The character is memorable because it touches a core truth about public libraries: overdue fines are punitive, and do not serve the library's greater mandate of equal access to information.

While the elimination of fines for just children's items may be a good first step, it's important to remember that if overdue fines represent a barrier to children using the library, those fines are also a barrier to their parents using the library. Overdue fines on adult materials can still determine whether or not a child is permitted to use the library based on the experience of their parents.

### **Options for Consideration**

1. Discontinue the collection of overdue fines for all Woodstock Public Library patrons, and institute a materials recovery model.
2. Discontinue the collection of overdue fines for all children.
3. Reduce overdue fines on all materials.
4. Status Quo

### **Recommendation**

The mission of the Woodstock Public Library is to become "a welcoming place to create, connect and explore", which promotes access to information, a love of reading, and lifelong learning.

Yet the Library's own circulation policy in regards to overdue fines is preventing the Library in achieving its own stated objectives.

The adoption of a materials recovery model and the elimination of overdue fines would allow Woodstock Public Library to take concrete action to remove systemic barriers, and move forward in its commitment toward achieving inclusiveness and social equity.

Given the small and projected continuing decline of overdue fines collected annually, the introduction of fine free service will have a negligible impact on the overall finances of the Library.

The implementation of fine free service for all patrons is recommended. Fees would still be imposed for lost and damaged library items.

This act would be in keeping with the Library's own strategic goals, and demonstrates its continuing ability to provide responsive, innovative and creative services, and signal's the Library Board's intention to become a leader of social equity in the community.

## **Implementation**

### Materials Recovery Model

In keeping with WPL's strategic goals, staff recommends the adoption of a Materials Recovery Model.

This model eliminates the use of late fines as the leading method to encourage timely returns, replacing it with a modified approach that uses a variety of tactics to encourage the recovery of materials. The predominant tactic is moral suasion, relying on email reminders and grace periods.

A move to a Materials Recovery Model is expected to result in:

- An increase in active cardholders.
- An increase in the circulation.
- A reduction in the number of blocked accounts.

The Library's current timeline for managing and notifying patrons of overdue materials would be used with the new model. Patrons would enjoy a grace period of 35 days during which reminders would be sent by email or mail. At the end of the grace period, the materials would be declared lost and the patron account would be blocked. If the customer returns the item(s) or pays the replacement costs, the block on their account will be lifted.

If the materials are not returned after 65 days overdue, the patron's card continues to be blocked and their account will be transferred to the library's collection agency for action.

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**Woodstock Public Library - Loan Periods & Fines/Fees Schedule**

Approved: 13 April 2017

<b>Adult Materials</b>			
<b>Material Type</b>	<b>Loan Period</b>	<b>Overdue Fine</b>	<b>Max Fine / Item</b>
<b>Books, Books on CD</b>	4 weeks	\$.20 per day	\$5.00
<b>Music CD, Software</b>	2 weeks	\$.20 per day	\$5.00
<b>Magazines</b>	2 weeks	\$.20 per day	\$5.00
<b>Video Games</b>	1 week	\$1 per day	\$10.00
<b>DVDs</b>	1 week	\$1 per day	\$10.00
<b>DVDs TV Series</b>	2 weeks	\$1 per day	\$10.00
<b>Express Books</b>	1 week	\$1 per day	\$10.00
<b>Express DVDs</b>	3 days	\$1 per day	\$10.00

<b>Children Materials</b>			
<b>Material Type</b>	<b>Loan Period</b>	<b>Overdue Fine</b>	<b>Max Fine / Item</b>
<b>Books, Books on CD</b>	4 weeks	\$0.10 per day	\$2.00
<b>Music CD, Software</b>	2 weeks	\$0.10 per day	\$2.00
<b>Magazines</b>	2 weeks	\$0.10 per day	\$2.00
<b>DVDs</b>	1 week	\$1.00 per day	\$10.00
<b>Video Games</b>	1 week	\$1.00 per day	\$10.00

Borrowing privileges are blocked when fines and fee reach \$10.00 on a patron's card.

**Other Fees**

Replacement cost for lost library card:      Adult \$2.00, Child \$1.00

**Replacement cost for lost or damaged materials**

A borrower will be billed for an item that is lost or damaged beyond repair. The amount billed will include a replacement fee and a processing charge. The replacement fee will be the cost of the item as recorded in the Library catalogue except where, in the opinion of the Library staff, this cost varies substantially from the current estimated replacement cost of the items. In such cases, Library staff may exercise their discretion in determining the replacement fee.

Processing charge for lost or damaged materials: \$5.00 per item

**Annual Non-Woodstock Resident Borrower Fee**

Adults: \$50.00 per person      Students: \$5.00 per person (Must attend school in Woodstock).

# Woodstock library reopens Tuesday with 10-person limit

*The Woodstock Public Library is officially open to patrons for browsing and borrowing as of Tuesday, albeit with a few pandemic restrictions.*

Author of the article: **Kathleen Saylor**s

Publishing date: Feb 23, 2021 • 3 days ago • 1 minute read •  [Join the conversation](#)



The Woodstock Public Library is officially open to patrons for browsing and borrowing as of Tuesday, albeit with a few pandemic restrictions.

The library reopened Tuesday for in-person borrowing, though – per public health requirements – only 10 patrons are allowed in the Hunter Street building at a time. Patrons will be screened by staff upon entry, and face coverings and social distancing are required.

The Woodstock Public Library is officially open to patrons for browsing and borrowing as of Tuesday, albeit with a few pandemic restrictions.

The library reopened Tuesday for in-person borrowing, though – per public health requirements – only 10 patrons are allowed in the Hunter Street building at a time. Patrons will be screened by staff upon entry, and face coverings and social distancing are required.

“As a courtesy to others, we ask patrons to limit the length of their visits”, said David Harvie, library CEO. “We strongly recommend that patrons use our online catalogue to reserve items and schedule their visit once they have received notification for quick and efficient service.”

Patrons can return materials via the book drop while returned materials will continue to be quarantined for six days, Harvie said. The library will continue to offer curbside pickup during library hours with an appointment.

Despite the library’s reopening, microfilm, public computers and study spaces are still off limits until provincial pandemic restrictions ease.

Oxford County libraries opened for similar service last week, and patrons can now visit Oxford County library branches for contactless pickup of books on hold.

The Ingersoll and Tillsonburg branches have also opened limited computer appointments of 30 minutes each while curbside service is continuing for patrons who do not want to enter the library. Contact the local library branch for more details.

For more information, contact the Woodstock Public Library at 519-539-4801.

Source: Woodstock Sentinel-Review website  
(<https://www.woodstocksentinelreview.com/news/local-news/woodstock-library-reopens-tuesday-with-10-person-limit>)