

SEPTEMBER 2022

WOODSTOCK PUBLIC LIBRARY BOARD

LEGACY DOCUMENT



PREAMBLE

This legacy document is designed to detail the activities and achievements of the Woodstock Public Library Board during its 4-year tenure (2019-2022). It identifies major governance issues and challenges that the Board faced, and the challenges and opportunities awaiting the next Board.

A smooth board transition is important in any organization. While returning board members and staff will assist in this process, this legacy document will provide another tool for ensuring the continuity from one board to the next.

This document will also act to inform potential candidates wishing to serve on the Library Board about the Library and what they could expect if appointed.

FOREWORD BY THE LIBRARY BOARD CHAIR

This legacy document has been created by the current Board (2019 - 2022) to assist the incoming Library Board (2023-2026). It is a record of what has been accomplished over our term and our assessment of the challenges and tasks that will occupy our successors.

Our board's work was largely guided by the Library's Strategic Plan and shaped by the City of Woodstock's cyber incident, the COVID-19 pandemic, and the growing need to recognize and address issues surrounding diversity and inclusion in our community.

In 2021, we mourned the death of Ross Gerrie, the Board's Vice Chair, and the passing of Marlene Turkington, President of the Friends and a past library board Trustee and Chair.

Despite these challenges the Board was able to guide the Library through uncertain times, while laying a strong foundation for future Boards.

We wish the incoming Board all the best as they take up their responsibilities to provide a library service that best serves the unique needs of our community.



Ken Whiteford, Chair

Ken Whiteford
Chair
Woodstock Public Library Board



WOODSTOCK PUBLIC LIBRARY BOARD 2019-2022

LIBRARY BOARD TRUSTEES

Ken Whiteford, Chair (2019-2022)
Ross Gerrie, Vice Chair (2019-2021)
Mary Anne Silverthorn (2019-2021), Vice Chair (2021-2022)
Dr. Vanessa Vogwill (2019-2020)
Mayor Trevor Birtch (2019-2022)
Councillor Deb Tait (2019-2022)
Councillor Connie Lauder (2019-2022)
Gary Wade (2021-2022)
Brian Crockett (2021-2022)

EX-OFFICIO

David I. Harvie, Chief Executive Officer & Board Secretary
Patrice Hilderley, Board Treasurer (2019-2021)
Diane Campbell, Board Treasurer (2021-2022)
Lori Peixoto, Recording Secretary

IN MEMORIAM



Ross Gerrie

March 25, 1952 ~ March 16, 2021

Library Board Vice Chair (2019-2021)

Marlene Turkington

September 5, 1946 ~ November 14, 2021

Library Board Member (1992-1998)
Library Board Chair (1999-2003)
Chair of the Friends of the Woodstock
Public Library (2018-2021)



The Woodstock Public Library Board would like to thank Ross and Marlene for their dedicated service to the Woodstock Public Library and our community.

STRATEGIC DIRECTIONS

The Library Board was guided in its work by the Library's *Strategic Plan 2018-2023* as it sought to create “a welcoming place to create, connect and explore”.

The following strategic priorities directed the Board's work over the last 4 years:

- Contributing to Vibrant Spaces
- Strengthening our Community
- Reinforcing our Capabilities

2019-2022 LIBRARY BOARD ACHIEVEMENTS

2019

- Recruited a new Library Chief Executive Officer.
- Guided the Library through the cyber-incident at the City of Woodstock.
- Released an Economic Impact Study of Library Services that demonstrated a Return on Investment (ROI) of \$7.20 for every \$1 invested in the Library.

2020

- Oversaw the Library's response in providing library service to the community during the COVID-19 pandemic.
- Instituted an indigenous land acknowledgement statement at the beginning of all Board meetings.
- Created, reviewed, and updated a number of Library Board policies.

2021

- Implemented fine free library service through the elimination of overdue library fines.
- Created and approved a Diversity and Inclusion Policy for the Library.
- Conducted a Building Expansion Feasibility Study to determine the present and future space needs of the Library.
- Initiated a pay equity review of library employees.
- Held a Staff Appreciation Lunch Event with Todd's Dogs.

2022

- Secured funding to upgrade a part-time librarian to a full-time position.
- Agreed to terms of reference for a joint job evaluation committee with the Union.
- Successfully negotiated a 3-year collective bargaining agreement (2021-2023) with the Library's unionized employees (CUPE, Local 1146 – Library Unit).
- Developed and signed a pay equity review terms of reference with the Library's unionized staff.
- Held a Staff Appreciation Lunch Event with Todd's Dogs.



Todd's Dogs Staff Appreciation
Event 2021

LIBRARY ACTIVITY HIGHLIGHTS

DIVERSITY AND INCLUSION

- Hosted Drag Queens' & Kings' Story Times with Oxford Pride and Rainbow Optimists (2019-2022).
- Installed an adult change station in the family washroom (2020).
- Provided Ryan Dowd's Homelessness Training Course for Library Staff (2020).
- Provided Truth & Reconciliation Training for Library Staff (2020).
- Initiated Fine Free Library Service (2021).
- Added Decodable books purchased through a \$500 grant from the International Dyslexia Association (2021).
- Read Woke Reading Challenge Program (2022).
- Added an additional automatic opener to the front door (2022).
- Co-ordinated with the Oxford County Community Health Centre's Mobile Bus for marginalized people (2022).
- Initiated updates to the library catalogue to incorporate respectful subject headings (2022).

COLLECTIONS & PROGRAMS

- Provided curb-side pick-up service and online programming during the pandemic (2020-2022).
- Developed a Library Services Delivery Model (2021).
- Introduced the Beanstack Reading Club Software (2020).
- Migrated the Library's digital collections from the Overdrive digital platform to the cloudLibrary platform (2020).
- Introduced CreativeBug, a collection of online arts and crafts video classes (2021).
- Introduced Flipster e-magazine collection (2021).

- Implemented the BiblioCore Discovery Online Catalogue Interface (2022).
- Introduced Comics Plus, online graphic novel collection (2022).

BUILDING

- Installation of a new boiler by the City (2020).
- Installation of MERV-13 air filters to improve building air quality (2021).
- Brick & stone repair work on the Carnegie portion of the building by the City (2021-2022).

STAFF

- Recognized the retirement of Ms. Chris Losee after 32 years of service (2020).
- Recognized the retirement of Mrs. Barbara Waud after 27 years of service (2021).
- Added a full-time Community Outreach Librarian position (2022).

INFRASTRUCTURE

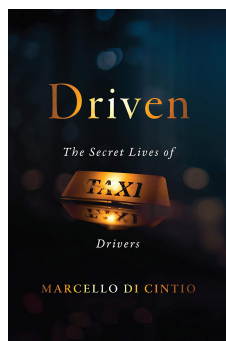
- Replaced two self-service check-out kiosks (2019).
- Introduced Microsoft Office 365 for Library staff (2021).
- Upgraded the Library's phone system to VOIP phones (2021).
- Migrated the Library's bibliographic records to the Ontario Library Consortium's union catalogue database (2021).
- Upgraded the video surveillance system with the addition of more cameras (2022).
- Replacement of library security gates (2022).

PARTNERSHIPS

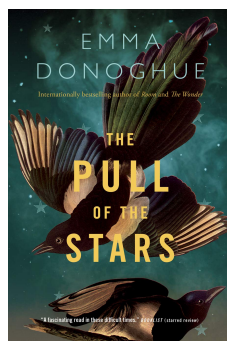
- Signed a Memorandum of Understanding for joint programming and collaboration with the Woodstock Art Galley (2019).

- Conducted outreach visits at City Parks and Recreation & YMCA Summer camps (2019,2021-2022).
- Hosted COVID-19 vaccination clinics in the Library with Southwestern Public Health (2022).
- Partnered with Fanshawe College for teen programming (2019).
- Conducted school visits and virtual visits with the Thames Valley District School Board (TVDSB) and London District Catholic School Board (LDCSB) (2019-2022).
- Held joint community events with Wellkin for teens (2019-2020).
- Ran Storywalks in partnership with Woodstock Business Improvement Association (BIA) (2021-2022).
- Partnered with Children's Aid Society (CAS) to conduct outreach programs at the James St. Community Centre (2019).
- Conducted Brain Boosters Programming with the Alzheimer Society (2019).
- Held "*Bringing Up Baby*" programs with Ontario Early Years (2019).
- Loaned park day passes in partnership with Ontario Parks (2021-2022).
- The Library hosted the Oxford Winds Community Concert Band on May 30th 2019 in the green space next to the building.
- The Friends of the Woodstock Public Library held their Annual Spring and Fall Books Sales at the Library (2019).
- Lit On Tour Woodstock was held in partnership with the Toronto International Festival of Authors, featuring Roselle Lim, Susan Swan and Drew Hayden Taylor as guest authors (2019).
- The Woodstock Art Gallery in conjunction with the Library's 2019 Lit On Tour event displayed an art exhibit featuring the works of John Hartman.
- The Library in partnership with the Oxford County Library presented the Oxford Reads: One Community One Book Event:
 - Oxford Reads 2019 – Moon of the Crusted Snow by Waubgeshig Rice at the Market Center Theatre with an author reading and Q&A Session.

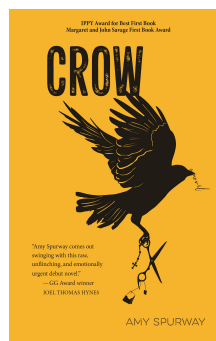
- Oxford Reads 2020 – Crow by Amy Spurway via ZOOM.
- Oxford Reads 2021 – The Pull of the Stars by Emma Donoghue via ZOOM.
- Oxford Reads 2022 – Driven: The Secret Lives of Taxi Drivers by Marcello Di Cintio.



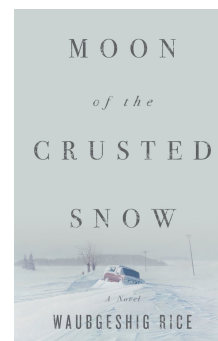
2022



2021



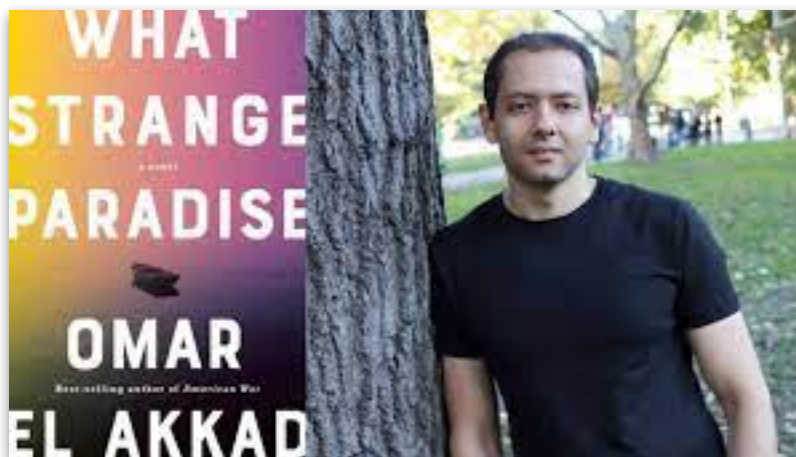
2020



2019

SPECIAL EVENTS

- The Library was used for filming of an episode of the Netflix Series Locke & Key Season 3 (2021).
- Author Omar El Akkad, Scotiabank Giller Prize winner, was the very special guest of the Library's Wednesday night Book Club on January 12th, 2021, and read passages from his book What Strange Paradise.



BOARD SELF ANALYSIS

OBSERVATIONS AND RECOMMENDATIONS FOR THE NEXT LIBRARY BOARD'S CONSIDERATION

We believe that our Board is a strong community leader because ...

- City Council has appointed 3 elected officials to sit on the Board.
- We are open to learning about and incorporating the principles of diversity, equity and inclusion in our policies and services to better serve our community.

We see that the Board could be even stronger in its leadership if ...

- Board membership better reflected the growing diversity of our community.

Major issues faced during the Board's four-year term were ...

- A Cyber Incident at the City of Woodstock in August 2019 which impacted the use of the Library's computer network, library automation software, and access to library digital collections and services.
- The COVID-19 pandemic that required the Library to close, lay-off staff, and to continue to provide library services to the community while protecting our patrons and staff.
- Responding to the findings of the Truth & Reconciliation Commission and becoming more aware of the need for diversity, equity and inclusion in our collections and services.
- The continuing issue of homelessness and opioid drug use in our community and the impact on the Library.

We were able to accomplish ...

- Recruited a new Chief Executive Officer in 2019 and 2022.
- Oversaw the Library's response and recovery to the cyber-incident at the City in 2019 and the COVID-19 pandemic.
- Implemented a Land Acknowledgement Statement at the beginning of all Library Board meetings.
- Created and reviewed a number of Library Board policies, including a Diversity and Inclusion policy.
- Implemented fine free library service.
- Conducted a Building Expansion Feasibility Study to determine present and future space needs of the Library.
- Successfully negotiated a three-year collective bargaining agreement with the Library's unionized employees.
- Recognized the Library Staff by holding a Library Staff Appreciation Lunch in 2021 & 2022.
- Creation of a Joint Job Evaluation Committee for Pay Equity Review.

We were NOT able to accomplish ...

- A completed pay equity review for library staff.
- Various interior library projects were left undone due to the COVID-19 pandemic, such as a dedicated Teen Area and carpeting of the Children's Area.
- Promote Library services and programs to the community through speaking engagements.
- Establish reciprocal borrowing agreements with neighbouring library boards.

We can foresee these opportunities to address issues that remain outstanding ...

- Identifying the space needs of the Library to support library services for a growing community.
- Continuing to build a more resilient and stronger staffing structure.
- Increasing outreach activities and marketing of library services to the community.

We see the following future trends for the library and the Board to be...

- A growing polarization of our society resulting in more challenges to intellectual freedom in terms of library materials and programs.
- More frequent collisions between intellectual freedom and the principles of diversity, equity and inclusion.
- A need to expand library outreach services to the community (e.g. retirement and nursing homes, self-service book pick-up lockers, pop-up story-times) to overcome building space limitations.
- Identify new trends due to the aftermaths of the COVID-19 pandemic.

We suggest that these issues are major challenges for the new board to tackle as a priority ...

- Continuing to be our community's flag bearer for intellectual freedom.
- Act as an example to other organizations in regard to diversity, inclusion and equity.
- Identifying and discussing the Library's building expansion needs with the community and City Council.
- Continuing to support a staffing structure that sustains library activities both within and outside the library's walls.
- Continuing to support both physical and digital library collections.
- The creation of a new strategic plan, mission and vision statement for the Library in 2024.
- CEO Succession Planning.

We recommend the following board development activities for the new board to be...

- A strong Board orientation program and Board education sessions.
- A tour of the Library building.
- Holding a Library Board Open House to meet Library staff and the community.
- Training in intellectual freedom and issues surrounding public libraries.
- Participating in provincial public library organizations that promote public libraries.

Our wishes for the new board's success are ...

- That the Woodstock Public Library continues to be a key component in the cultural and recreation landscape of the City.
- That the Library continues to act as a downtown anchor for local business and economic driver for the local economy.
- That the Library continues to provide outstanding programming.
- That the Library continues to be relevant to our community by investing in staffing, collections and infrastructure.



HOW TO BECOME A LIBRARY BOARD MEMBER

APPOINTMENT TO THE LIBRARY BOARD

Public libraries in Ontario operate under the authority of the *Ontario Public Libraries Act, R.S.O. 1990, c. P44*. Municipal governments create public library boards and municipal councils appoint board members for a 4-year term that is concurrent with Council's elected term of office. Applications are sought by the City Clerk's Department and appointments are made shortly after Council holds its first official meeting after the municipal election.

The Woodstock Public Library Board is a seven (7) member board composed of four (4) citizen representatives and three (3) members of Council.

Under the *Public Libraries Act*, a person is qualified to be appointed as a member of the board who is:

- At least 18 years old.
- A Canadian citizen or permanent resident of Canada.
- A resident of the City of Woodstock.
- Cannot be an employee of the Library or the Municipality.

COMPETENCIES FOR PROSPECTIVE BOARD MEMBERS ARE:

- Belief in the value of the library in the community.
- Commitment to the community.
- Community development and engagement.
- Community representation.
- Creativity.
- Ethics and integrity.
- Experience serving on volunteer boards or advisory committees.

- Good communication skills.
- Good decision-making skills.
- Interested in advocating on behalf of the library.
- Interpersonal skills.
- Knowledge of the community's social and economic conditions.
- Leadership abilities.
- Open to continuous learning.
- Organizational skills.
- Policy development.
- Strategic thinking and planning.
- Time and energy.
- Knowledge about or having experience with diversity and inclusion.

Additional skills and knowledge for prospective board members include:

- Business
- Education and literacy
- Financial planning and management
- Human resources
- Information technology
- Labour relations
- Legal expertise
- Management experience
- Marketing and public relations
- Risk management
- Stakeholder engagement
- Succession planning

LIBRARY BOARD MEMBER JOB DESCRIPTION

A board's duty is to provide comprehensive, effective and efficient public library service that reflects the community's needs and builds community capacity.

Today's libraries need strong leadership. Governance must include ongoing budget oversight and a focus on future thinking to plan for a library that delivers on its vision and mission for the community.

RESPONSIBILITIES

- To provide a comprehensive and effective public library service that reflects the community's needs.
- To make policies to govern library operations within the framework of government legislation and regulations and establish a regular review cycle.
- To define the Library's vision, mission and strategic direction and to secure adequate funding to achieve these goals.
- To hire and evaluate a competent and qualified Chief Executive Officer (CEO) who manages the daily operations of the library in accordance with library policy and established best practices.
- To work with the CEO to prepare a budget to meet the library's goals and objectives, and to present this budget to the municipal council.
- To delegate authority and resources to the staff to run the library.
- To practice due diligence.
- To be aware of local and other laws that affect library services.
- To be able to demonstrate the accountability and integrity of the board through its planning documents, budgets, policies and practices.
- To monitor and report regularly on the library's effectiveness to governing officials and the community.
- To act as a bridge between City Council, the library, and the community.
- To participate in professional development.

- To develop a succession plan and policy.
- To assess the board performance regularly.

Only the board has the authority to act or speak on behalf of the Library. Individual board members have no authority to act on their own.

DESIRABLE QUALIFICATIONS

- Commitment, belief in the community and in the public library as an essential community service.
- Knowledge of the community's social and economic conditions.
- Aptitude for planning, organizational skills and creativity.
- A commitment to diversity, equity, and inclusion.
- Good communication skills. Willingness to discuss issues fully, listen to opposing viewpoints, and make reasoned decisions.
- Willingness to seek and listen to input from community members and community organizations.
- Ability to advocate on behalf of the library.
- Willingness to build knowledge and understanding of the broader library community.
- Willingness to devote time and energy.
- Be open to continuous learning.
- Have Internet access for emails, reports and video conferencing.

RELEVANT EXPERIENCE

- Experience serving on volunteer boards or advisory committees.
- Demonstrated leadership abilities.

TIME COMMITMENT

- Members are appointed to the Board for a term of four (4) years by City Council.
- The positions of board chair and vice chair are elected at the board's first meeting.
- Members are expected to prepare for and attend regular and special meetings of the library board. The Board typically holds ten regular meetings a year: January to June and September to December. The time and date of board meetings are scheduled subject to trustee availability.
- The time commitment includes preparation time to read and carefully consider reports and other information in the meeting package and monthly meetings of approximately two (2) hours.
- Board members may be expected to participate on board committees which are established to deal with specific issues such as planning, policy review, or hiring of the CEO.
- Board members may be asked to represent the library at public meetings, library events, and community events.
- Board members may be expected to participate in professional development including workshops, webinars, and conferences which may be offered virtually, locally, or provincially.

COMPENSATION

- Library board members are volunteers and do not receive pay for their attendance at board meetings, training, or events.
- Library board members may be compensated for registration, mileage, accommodations, and meals while attending library conferences.

30 August 2022