

DRAFT Agenda
Woodstock Public Library Board
February 11, 2020

Date: Tuesday, February 11, 2020

Place: Library Meeting Room

Time: 4:00 p.m.

- 1. Call to Order/Chairperson's Remarks**
- 2. Approval of the Agenda**
- 3. Declaration of Conflict of Interest**
- 4. Minutes of the Meeting of January 14, 2020**
- 5. Business Arising from the Minutes**
None
- 6. Board Education**
 - a) Ontario Library Association Super Conference 2020 Report – V. Vogwill**
- 7. Consideration of Correspondence**
 - a) Letter – United Way Oxford, dated January 8, 2020**
- 8. Administrative Reports**
For Information
 - a) Monthly Report**
 - i) Report of the Chief Executive Officer for January, 2020
 - ii) Report of the Manager of Public Services for January, 2020
 - b) Statistics**
Library Systems Activities for the month of January, 2020
 - c) Policy Review**
Proctoring Policy
- 9. Committee Reports**
 - a) Southern Ontario Library Service Trustee Council**
 - b) Health and Safety**
None

c) Grievance

None

10. Finance

a) Treasurer's Report

DRAFT Statement of Revenues and Expenditures for the period ending December 31, 2019;

DRAFT Summary of Trust Account for the period ending December 31, 2019; and

DRAFT Summary of the Jessie McDougall Trust Fund for the period ending December 31, 2019.

Suggested Resolution

"That the DRAFT Statement of Revenues and Expenditures for the period ending December 31, 2019; and

the DRAFT Summary of Trust Account for the period ending, December 31, 2019; and

the DRAFT Summary of the Jessie McDougall Trust Fund for the period ending December 31, 2019

be approved."

11. New Business

a) Self-check Station Replacement Report

b) Staff Training & Library Closures

c) Teen Space Project

d) Federation of Ontario Public Libraries – *Investing in the Modernization of Ontario's Public Libraries – 2020 Pre-Budget Submission*

e) Economic Benefits of the Woodstock Public Library 2018 Study

12. Attachments

None

13. Committee of the Whole In-camera

14. Next Meeting

Tuesday, March 10, 2020 at 4:00 pm

15. Adjournment

VISION

Your Destination for Discovery

MISSION

The Woodstock Public Library is a community based accessible centre that responds to changing needs by providing up-to-date resources in a welcoming environment.

Woodstock Public Library Board**DRAFT Meeting Minutes****January 14, 2020**

A regular meeting of the Woodstock Public Library Board was held on January 14, 2020 at 4:00 pm in the Meeting Room of the Woodstock Public Library.

a) The following Board members were present:

Ken Whiteford, Chair
Ross Gerrie, Vice-chair
Mary Anne Silverthorn, Trustee
Councillor Connie Lauder
Councillor Deb Tait
Mayor Trevor Birtch

b) The following Board members sent regrets:

Dr. Vanessa Vogwill, Trustee

c) The following persons were also present:

David Harvie, Chief Executive Officer
Lori Peixoto, Recorder

d) The following guests were present:

Lindsay Harris, Manager of Operations

1. Call to Order/Chairperson's Remarks

The Chair called the meeting to order at 3:55 pm.

2. Approval of the Agenda

Motion 20-01

The CEO noted that there were no financials from Treasury at the time of the meeting due to the year-end process, and would likely be available for the next meeting.

MOVED by Trustee Silverthorn and seconded by Councillor Lauder to approve the Agenda.

Motion carried.

3. Declaration of Conflict of Interest

None.

4. Approval of Minutes of the Meeting of December 10, 2019

Motion 20-02

MOVED by the Vice-chair and seconded by Councillor Lauder to approve the Minutes of the Meeting of December 10, 2019.

Motion carried.

5. Business Arising from the Minutes

None.

6. Board Education

Library Website Orientation

Manager of Operations, Lindsay Harris, offered a presentation on the Library's website. The presentation to the Board lasted approximately 15 minutes.

7. Consideration of Correspondence

Email from K. Finnerty, Ministry of Heritage, Sport, Tourism and Cultural Industries

Re: Ontario passes changes to Public Library Act

Received for information.

8. Administrative Reports

a) Monthly Reports

i. Report of the Chief Executive Officer for December, 2019

The CEO noted that library usage typically trails off during the holidays.

The CEO stated that he was interviewed by the Woodstock Sentinel Review and Toronto Star. The articles were provided to the Board.

The CEO provided information on a new process being worked on with Oxford County Library system; making use of a courier system with local groups in an effort to keep costs low for everyone.

ii. Report of the Manager of Public Services for December, 2019

The CEO noted that the Library has hired new Public Services staff to fill current vacancies.

iii. Cyber Incident Report – Manager of Operations

No questions or comments from the Board.

b) Statistics

The CEO noted that due to the cyber incident, total Library uses were down. The Library's WiFi allowed us to carry on with circulation processes.

The Manager of Operations noted that data on Consumer Reports would not be supplied to the Library until January due to the way in which they are collecting statistics.

c) Policy Review

i. Library Board Code of Conduct (Revised Draft)

The CEO noted that minor changes were made with punctuation since reviewing at the previous meeting.

There were no further questions or revisions requested by the Board.

Motion 20-03

MOVED by Mayor Birtch and seconded by Councillor Tait to approve the revised draft of the Library Board Code of Conduct.

Motion carried.

ii. CEO Job Description (Revised Draft)

The CEO noted that revisions to the document included grammatical errors and punctuation.

Motion 20-04

MOVED by Trustee Silverthorn and seconded by Councillor Lauder to approve the revised draft of the CEO Job Description.

Motion carried.

iii. CEO Evaluation Policy (Revised Draft) & Library CEO Evaluation Form

The CEO noted that there were slight changes made to the evaluation form marking scheme to a more descriptive format. The Chair states that the version in front of the Board provides more meaning to the

categories, and the document is a good starting point as a tool for the Board to use in this process.

Motion 20-05

MOVED by Councillor Lauder and seconded by Councillor Tait to approve the CEO Evaluation Policy and Evaluation Form package.

Motion carried.

9. Committee Reports

a) Southern Ontario Library Service Trustee Council

No update.

b) Health and Safety

The CEO noted points of interest for the Board, and confirmed that since meetings are quarterly, there is a lag from when Minutes are approved by the Health & Safety committee, and when the Board receives those approved Minutes.

Motion 20-06

MOVED by Mayor Birtch and seconded by Councillor Tait to receive the Minutes of the Joint Health & Safety Committee as information.

Motion carried.

c) Grievance

No report.

10. Finance

a) Treasurer's Report (not received by Treasury at the time of the meeting)

11. New Business

a) Gender Reporting at the Library

The CEO remarked on the article about Newmarket Library that was included with the Board package. The trend is moving away from gender reporting, and since Woodstock Public Library does not use this information, the Library ceased to collect gender data in mid-December.

b) Meeting Dates for 2020

Recent changes to the Public Libraries Act only require Boards to meet a minimum of eight times per year. Currently, the Board is scheduled to meet ten times in 2020. The meetings are scheduled for the second Tuesday of each month, except July and August, when there are no meetings scheduled.

Motion 20-06

MOVED by Mayor Birtch and seconded by the Vice-chair to approve the suggested meeting dates for 2020.

Motion carried.

c) Other Business for Which Notice Has Not Been Given

None.

12. Attachments

- a) *"Newmarket Library stops collecting gender data after girl's gender challenged by employee"; Toronto Star; December 6, 2019*
- b) *"Library looks to further reach community"; Woodstock Sentinel Review; January 6, 2020*

13. Committee of the Whole In Camera

The Board did not move into the Committee of the Whole In-camera.

14. Next Meeting

Tuesday, February 11, 2020, at 4:00 pm in the Library Program Room.

15. Adjournment

MOVED by Mayor Birtch that the meeting adjourn at 4:42 pm.

Vision

Your Destination for Discovery

Mission

A welcoming place to create, connect and explore.



United Way
Oxford

447 Hunter St.
Woodstock, Ontario N4S 4G7
T: 519-539-3851
1-877-280-1391
F: 519-539-3209

January 8, 2020

7

David Harvie
CEO
Woodstock Public Library
445 Hunter St.
Woodstock, ON N4S 4G7

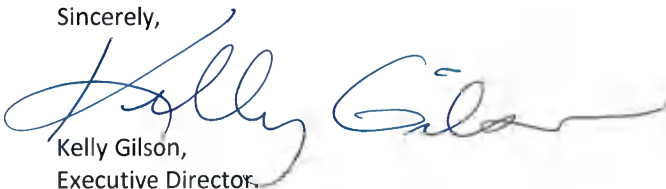
Dear David,

I am writing to follow up on the few conversations that we have had regarding the funding that United Way Oxford allocated to the Woodstock Public Library in March 2018. Based on the application that we received from your predecessor, we provided \$15,000 to be utilized in the creation of a new, 500 sq. ft. youth-focused space. The initiative was intended to create a unique, modern and appealing place for local teens. It was to be developed by them and for them to ensure that it would best met their specific needs. United Way Oxford has been very interested in supporting projects that provide safe and welcoming places and spaces for the youth in the Woodstock community as our conversations with students at the majority of local schools has clearly identified their belief that there is currently a lack of such accessible and affordable places.

There are a number of accountability expectations as part of our Community Initiative Fund agreement. One of which is that the monies be fully utilized as intended within 1 year or that they be returned to allow us to re-allocate them to another worthwhile initiative. Recognizing that the Library's changes in senior staff caused delays, we've twice verbally agreed to extend the time frame for the work to be completed. As we will shortly be approaching the 2 year mark since the Library received our funding, I would now like to request written confirmation of the Library Board's plans regarding the development of the new youth space and what the anticipated timeframe for that work is. If the project is still a priority for the Board and will be implemented this year, we are prepared to extend our agreement to the end of 2020 to see the project fully completed and our dollars utilized as intended. However, if this project is no longer a strategic focus that will come to fruition in 2020, we request that our grant dollars be returned. As you can appreciate, we have an obligation to our community and to our donors to ensure that we are making the most of the investments we make and we cannot justify having the dollars being held in limbo any longer. If circumstances are such that it is necessary for you to return the grant money, please know that the Library is welcome to re-apply for project funding at a future date.

Thank you in advance for providing clarity on what the next year will hold in the way of new youth space development at the Woodstock Public Library and your intentions with our funding. We know that your space, and your staff, have been identified by youth as warm and welcoming, making them feel comfortable. Your potential development of specialized youth space is the type of project that our Community Initiative Fund is for and we welcome the opportunity to support it and do hope that it will proceed. As your neighbor, we see the traffic in and out of your building every day and that reinforces the valuable role that your Library plays for all citizens of this community – it provides a warm, safe and comfortable space for folks, especially for some who have limited alternatives. We wish you, your Board and your staff all the best as you continue to serve our community.

Sincerely,



Kelly Gilson,
Executive Director.

cc Ken Whiteford, Chair, Woodstock Public Library Board



Subject:	CEO Report for February, 2020
Action:	For Information
Prepared By:	David I. Harvie
Meeting Of:	February 11, 2020

Contribute Vibrant Spaces

The Library restored public access to our Internet stations on January 21st. Public printing was also restored to all workstations. Patrons now have the option of printing in colour using our new Toshiba printer/copier received just prior to the cyber incident in September. Wireless printing was also restored.

Preliminary planning work for the proposed Teen Space was conducted. See the Teen Space Report for more details.

Strengthen Our Community

The Library CEO attended a meeting of area CEOs and Chief Librarians from area academic and public libraries at Fanshawe College in London on January 9th. Representatives from Middlesex County, London, Norfolk, St. Thomas, Oxford County, Western University, and Fanshawe College were in attendance. The group shared information and discussed ways of working together.

Reinforcing Our Capabilities

The Library CEO met with Ms. Karla Enns, Youth Engagement Facilitator, Wellkin Child & Youth Mental Wellness on January 21st. Ms. Enns agreed to assist the Library with the Teen Space Project by providing teens to participate in a focus group.

Library Staff attended the 2020 Ontario Library Association Super Conference at the Metro Toronto Convention Centre in late January. The Library CEO met with vendors, discussed issues with colleagues, and attended sessions on a wide variety of topics.

The Economic Benefits of the Woodstock Public Library Study has been completed and is now available for Board review and comment. Study findings are:

- 32% of Woodstock residents are active library users
- For every \$1.00 invested in the Library, the Woodstock Public Library generates a return of investment of \$7.20
- The value of a Library membership is \$1,508.42
- The Woodstock Public Library creates over \$19.3 million in total economic impact (which equates to \$1,113.73 per household and \$478.17 per capita)

Respectfully Submitted,

David I. Harvie
Chief Executive Officer



WOODSTOCK PUBLIC LIBRARY

Subject:	Public Services Report for January, 2020
Action:	For Information
Prepared By:	Darlene Pretty, Manager of Public Services
Meeting Of:	February 11, 2020

Contribute Vibrant Spaces

On January 25, the Library invited the community to join in on the celebration of Family Literacy Day with day-long activities. We started the day with a family story time and a visit from the Woodstock Fire Department. Afternoon activities included a magic show with Captain Corbin and a dance demonstration from Dance in Style. Throughout the day we had pop up activities in the Children's Department. This annual event was very well attended, and the book draw prizes were greatly appreciated.

Strengthen Our Community

In response to the requests for more adult craft programs, we launched the first of a monthly series of craft programs for adults. Given the fantastic attendance for our fall craft programs, it is obvious that the community is looking for the opportunity to participate and socialize with others while crafting. In January, participants created vision boards for 2020, and in February we will be turning discarded books into book-art bird houses.

Reinforcing Our Capabilities

In response to the increase in homelessness in Woodstock, all library staff is participating in Ryan Dowd's Librarian's Guide to Homelessness training. This three hour online training looks at the psychology of those who are homeless and how staff can better understand and communicate with difficult library users. It gives excellent training on how to deescalate potential violent situations and how encouraging staff to have positive and friendly interactions with the homeless can often prevent these situations from ever happening. Feedback from staff thus far has been very positive.

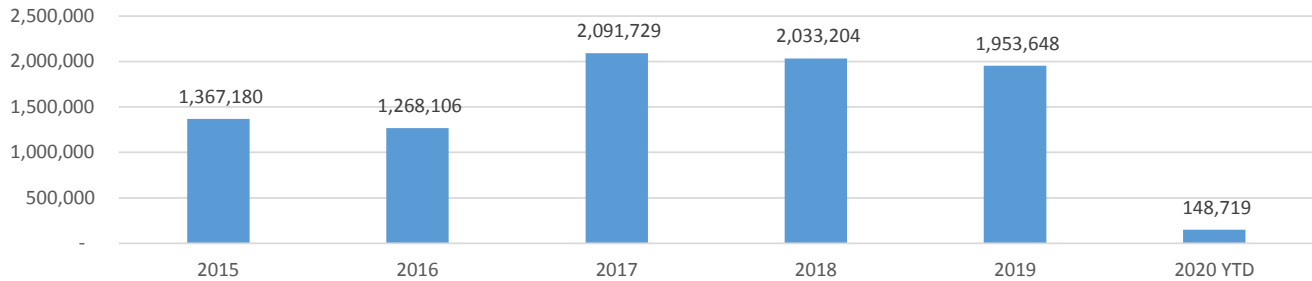
Darlene Pretty
Manager of Public Services



Woodstock Public Library

445 Hunter Street Woodstock, ON N4S 4G7 Tel: 519-539-4801

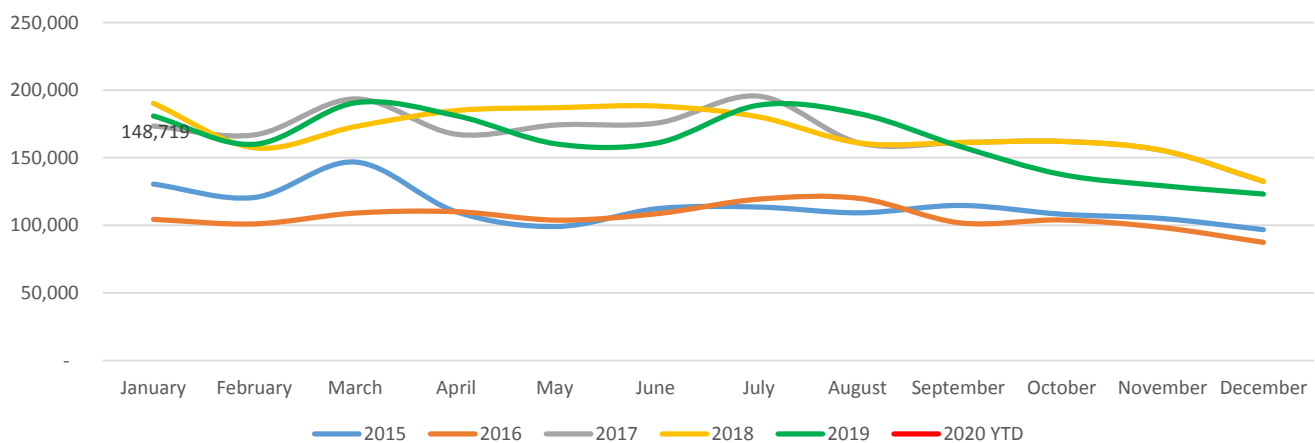
Total Library Uses 2015 - present



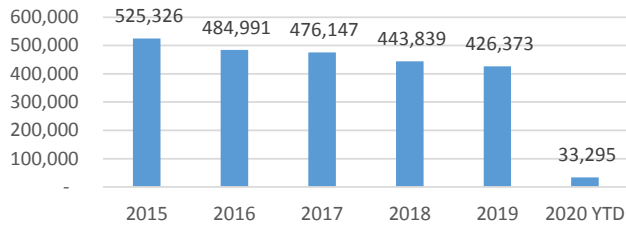
2020	Total Circulation	In Person Visits	Electronic Visits	Social Media Engagements	Program Attendance	Public Computer Use	WIFI Access	Database Searches	Total Library Uses
January	33,295	26,375	62,358	17,222	2,148	1,077	1,888	4,356	148,719
February									-
March									-
April									-
May									-
June									-
July									-
August									-
September									-
October									-
November									-
December									-
TOTAL	33,295	26,375	62,358	17,222	2,148	1,077	1,888	4,356	148,719

Public computer access restored January 21, 2020

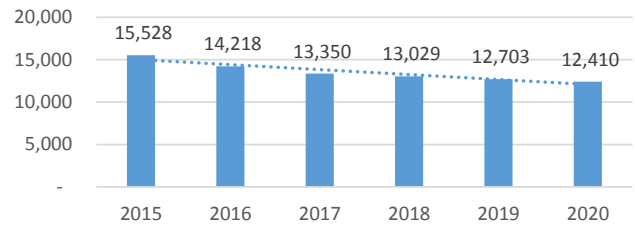
Total Library Uses by Month 2015 - present



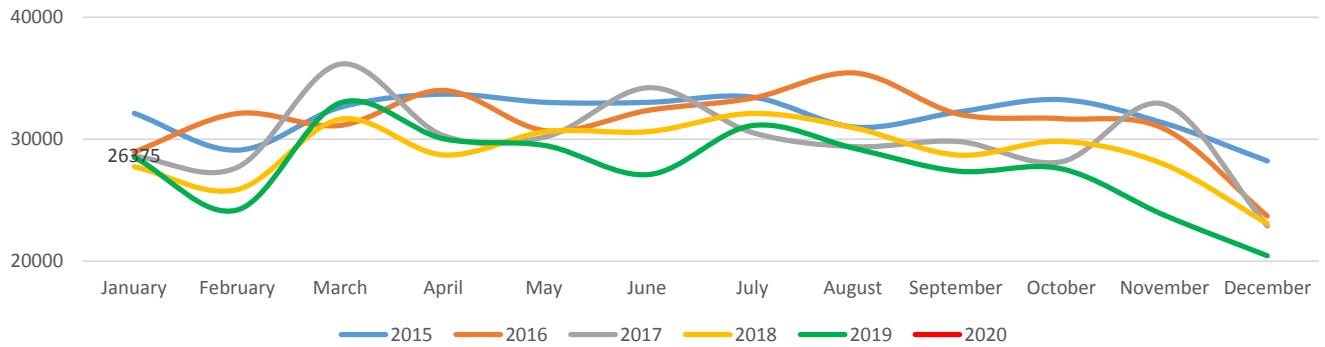
Annual Library Circulation Total 2015-2020



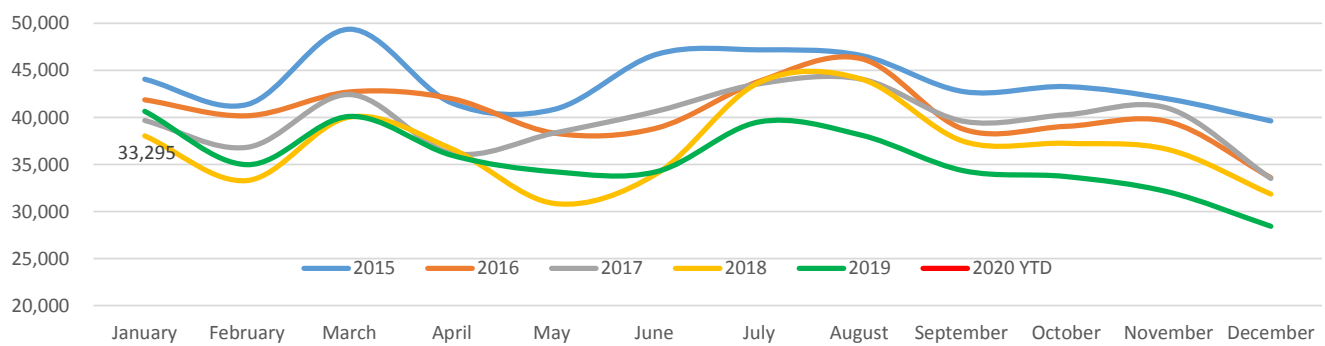
Monthly Average Active Users Count 2015-2020 YTD



In Person Visits - 2015-2020



Total Circulation by Month - 2015-present (Physical & Digital)





Subject:	Proctoring Policy
Action:	For the review and consideration of the Board
Prepared By:	David I. Harvie, Chief Executive Officer
Meeting Of:	February 11, 2020

Recommendation

That the draft policy on proctoring be approved by the Board.

Background

The Woodstock Public Library has traditionally supported lifelong learning, and has endeavored to support distance education students by proctoring the writing of examinations. The Library received 14 requests and proctored 11 examinations in 2019. Five requests for proctoring are currently pending so far this year.

Discussion

At present, the Library does not have a policy concerning proctoring. With the increase of online academic courses available, the Library is receiving more requests for examination proctoring. The proposed introduction of mandatory online courses in secondary education by the provincial government could increase the demand for proctoring in the Library.

The draft policy provides guidelines for the invigilation of examinations by Library Staff. It is recommended that proctoring be a free service, and that any out-of-pocket expenses be covered by the exam setting institution.

Respectfully Submitted,

David I. Harvie
Chief Executive Officer



Woodstock Public Library Policy

Policy Name: Proctoring

Category: Library Services

Version: 5 February 2020

POLICY STATEMENT AND RATIONALE:

The purpose of this policy is to provide a statement of philosophy and identify key objectives respecting the Library's commitment to the concept of lifelong learning through the provision of proctoring services.

SCOPE:

This policy shall apply to all members of the City of Woodstock Public Library.

DEFINITIONS:

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

"CEO" means the Chief Executive Officer of the Woodstock Public Library;

"City" means the Corporation of the City of Woodstock;

"Library" means the Woodstock Public Library;

"Library Board" means the Woodstock Public Library Board;

"Staff" means a staff person who works for the City of Woodstock Public Library.

POLICY, PROCEDURE AND IMPLEMENTATION:

1.0 Responsibility

- 1.1 The CEO is responsible for implementing the appropriate procedures in order to ensure that Library Staff understand and adhere to the intent of the policy.

- 1.2 Examination proctoring is subject to the availability of staff and resources and will be provided when the conditions set by the examining institution can be met without undue disruption to the Library's operations. It is the responsibility of the CEO, or designates, to make this determination.

2.0 Requirements

- 2.1 A minimum of two weeks' notice, in advance, is required before any test will be proctored.
- 2.2 All examinations must take place during the Library's regular operating hours.
- 2.3 All computer software and technical requirements concerning access for online testing must be provided two weeks in advance. The Library may decline requests for proctoring that require re-configuration of its network.

3.0 Charges

- 3.1 The Library accepts no responsibility for any charges involved in proctoring (e.g. postal charges or photocopying). Any costs must be borne by the exam writer or the exam setting institution.
- 3.2 The Library does not generally charge a fee for proctoring. However, when an educational institution offers to pay the Library a fee for the proctoring service, it will be accepted.

4.0 Liability

- 4.1 Students who wish to take examinations at the Library are responsible for ensuring that all of the examinations requirements imposed by their testing institution have been met.
- 4.2 The Library will take all reasonable steps to ensure that examinations are returned to the testing institutions. However, the Library does not assume any responsibility for completed exams that are lost or go astray.
- 4.3 While the Library will attempt to ensure a consistent and reliable Internet connectivity for online examinations, the Library cannot guarantee that it will be available at all times.

5.0 Privacy and Confidentiality

- 5.1 Any information obtained about an individual who uses the Library's proctoring service will be subject to the Municipal Freedom of Information and Protection of Privacy Act and the Library's privacy practices.

RELATED DOCUMENTS AND POLICIES:

Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1991,
Regulation 372/91 as Amended

DOCUMENT REVISION RECORD

Developed By:	D. Harvie, CEO	Date:	February 5, 2020
		Adoption Date:	
Resolution #:	20-??	Effective:	
Review Cycle:	Once per Term	Last Reviewed Date:	

WOODSTOCK PUBLIC LIBRARY
STATEMENT OF REVENUE AND EXPENDITURES
DECEMBER 2019 - DRAFT #1

10a

REVENUES	2019 BUDGET	PREVIOUS PERIOD YTD	DEC	YEAR TO DATE	BALANCE TO BE RAISED	% RAISED
1000-63076-0000 Service Ontario Funding	\$ 500.00	-	-	-	500.00	0.00%
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	\$ 3,000.00	18,881.02	7,651.93	26,532.95	(23,532.95)	884.43%
1000-69702-0000 Photocopying	\$ 3,500.00	2,836.65	109.20	2,945.85	554.15	84.17%
1000-69703-0000 Fines, Fees	\$ 37,500.00	16,213.14	1,098.05	17,311.19	20,188.81	46.16%
1000-69704-0000 Record/Book Sales	\$ -	-	-	-	-	
1000-69705-0000 Gift Shop Sales	\$ 1,000.00	347.50	10.00	357.50	642.50	35.75%
1000-69706-0000 Interest Earned	\$ 600.00	1,207.69	853.43	2,061.12	(1,461.12)	
1000-69707-0000 Non-resident fee	\$ 10,000.00	7,115.40	475.00	7,590.40	2,409.60	75.90%
1000-69708-0000 Miscellaneous	\$ 1,000.00	277.14	0.07	277.21	722.79	27.72%
1000-69709-0000 Programmes	\$ 2,000.00	2,341.00	30.00	2,371.00	(371.00)	118.55%
1000-69710-0000 Room Rental	\$ 1,000.00	593.85	35.00	628.85	371.15	62.89%
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	\$ 3,500.00	4,210.70	277.34	4,488.04	(988.04)	128.23%
1000-69718-0000 Prior Year Surplus	\$ -	-	-	-	-	
1000-69720-0000 Transfer from Dev Charges	\$ 63,280.00	-	63,280.00	63,280.00	-	100.00%
1000-69723-0000 Tfr from Consultants Services Reserve	\$ 97,060.00	-	-	-	97,060.00	0.00%
1000-69724-0000 Tfr from Automation Reserve	\$ 28,800.00	-	-	-	28,800.00	0.00%
1000-69725-0000 Revenue Wireless HotSpot	\$ 6,000.00	-	-	-	6,000.00	0.00%
Levy	\$ 2,459,400.00		2,459,400.00	2,459,400.00	-	100.00%
TOTAL REVENUES	\$2,779,310.00	\$ 54,024.09	\$ 2,593,388.02	\$ 2,647,412.11	\$ 131,897.89	95.25%

EXPENDITURES	BUDGET	PREVIOUS PERIOD YTD	DEC	YEAR TO DATE	BALANCE TO BE SPENT	% SPENT
1000-83610-0101 Salaries & Wages, Regular	\$ 976,660.00	\$ 785,709.62	\$ 95,208.51	\$ 880,918.13	\$ 95,741.87	90.20%
1000-83610-0102 Salaries & Wages, Overtime	\$ 1,400.00	8,406.23	119.85	8,526.08	(7,126.08)	609.01%
1000-83610-0103 Salaries & Wages, Part Time	\$ 587,500.00	501,648.81	62,086.49	563,735.30	23,764.70	95.95%
1000-83610-0104 Salaries & Wages, Shift Premium	\$ 10,200.00	9,634.14	1,259.03	10,893.17	(693.17)	106.80%
1000-83610-0105 Vacation Pay	\$ 75,000.00	61,718.71	14,318.87	76,037.58	(1,037.58)	101.38%
1000-83610-0121 Other Wages	\$ -	-	-	-	-	#DIV/0!
1000-83610-0150 O.M.E.R.S.	\$ 140,560.00	110,911.04	9,529.98	120,441.02	20,118.98	85.69%
1000-83610-0151 C.P.P.	\$ 60,500.00	61,166.87	2,914.76	64,081.63	(3,581.63)	105.92%
1000-83610-0152 E.I.	\$ 34,100.00	27,242.97	1,209.81	28,452.78	5,647.22	83.44%
1000-83610-0154 Employers Health Tax	\$ 31,670.00	27,940.79	2,356.37	30,297.16	1,372.84	95.67%
1000-83610-0158 Insurance, EHC, LTD	\$ 113,880.00	92,198.66	19,538.86	111,737.52	2,142.48	98.12%
1000-83610-0171 Workers' Compensation Insurance	\$ 7,000.00	4,112.40	329.65	4,442.05	2,557.95	63.46%
1000-83610-0172 Travel & Mileage	\$ 1,300.00	2,035.11	-	2,035.11	(735.11)	156.55%
1000-83610-0198 Pay in Lieu of Benefits	\$ 15,200.00	19,463.59	2,352.80	21,816.39	(6,616.39)	143.53%
1000-83610-0301 Audit Fees	\$ 1,500.00	-	-	-	1,500.00	0.00%
1000-83610-0306 Union Negotiation	\$ 4,000.00	311.39	373.66	685.05	3,314.95	17.13%
1000-83610-0308 Repairs & Mtce. - Buildings	\$ 35,000.00	28,332.07	2,683.99	31,016.06	3,983.94	88.62%
1000-83610-0309 Caretaking Supplies	\$ 5,500.00	6,100.72	834.40	6,935.12	(1,435.12)	126.09%
1000-83610-0310 New Equipment	\$ 5,500.00	10,875.33	-	10,875.33	(5,375.33)	197.73%
1000-83610-0311 Equipment Repairs & Service	\$ 4,000.00	2,737.37	1,176.31	3,913.68	86.32	97.84%
1000-83610-0312 Printing & Office Supplies	\$ 10,000.00	11,506.09	1,355.97	12,862.06	(2,862.06)	128.62%
1000-83610-0313 Subscriptions & Memberships	\$ 2,800.00	2,271.57	1,017.60	3,289.17	(489.17)	117.47%
1000-83610-0314 Postage and Express	\$ 4,500.00	2,120.45	421.27	2,541.72	1,958.28	56.48%
1000-83610-0315 Advertising	\$ 21,450.00	22,702.23	6,947.68	29,649.91	(8,199.91)	138.23%
1000-83610-0321 Cost of Photocopying	\$ 6,500.00	2,716.81	-	2,716.81	3,783.19	41.80%
1000-83610-0322 Unallocated Visa	\$ -	212.38	-	212.38	(212.38)	#DIV/0!
1000-83610-0331 Staff Development	\$ 13,000.00	8,286.46	5,648.95	13,935.41	(935.41)	107.20%
1000-83610-0350 Telephone	\$ 14,800.00	5,784.72	2,268.70	8,053.42	6,746.58	54.42%
1000-83610-0351 Electricity	\$ 37,060.00	25,931.09	3,660.82	29,591.91	7,468.09	79.85%
1000-83610-0352 Heat	\$ 12,500.00	10,302.54	973.37	11,275.91	1,224.09	90.21%
1000-83610-0353 Water	\$ 2,000.00	2,098.87	172.19	2,271.06	(271.06)	113.55%
1000-83610-0370 Software & Liscensing	\$ 37,700.00	56,849.17	991.14	57,840.31	(20,140.31)	153.42%
1000-83610-0383 Consultant Services	\$ 97,060.00	460.00	-	460.00	96,600.00	0.47%
1000-83610-0393 Purchased Services	\$ 3,000.00	1,011.20	76.80	1,088.00	1,912.00	36.27%
1000-83610-0399 Miscellaneous	\$ 1,000.00	919.87	16.28	936.15	63.85	93.62%
1000-83610-0429 Computer Maintenance & Supplies	\$ 78,900.00	47,375.45	11,698.33	59,073.78	19,826.22	74.87%
1000-83610-0613 Library Materials	\$ 206,660.00	166,900.27	21,526.98	188,427.25	18,232.75	91.18%
1000-83610-0620 Professional Aids	\$ 1,000.00	-	-	-	1,000.00	0.00%
1000-83610-0621 Periodicals	\$ 10,500.00	9,179.98	5.96	9,185.94	1,314.06	87.49%
1000-83610-0625 Covers and Repairs	\$ 14,820.00	6,283.10	2,454.63	8,737.73	6,082.27	58.96%
1000-83610-0626 Cataloguing/Processing	\$ 35,040.00	18,726.50	473.48	19,199.98	15,840.02	54.79%
1000-83610-0627 Programmes	\$ 10,000.00	9,298.43	6,260.16	15,558.59	(5,558.59)	155.59%
1000-83610-0634 Standing Orders	\$ 48,250.00	8,148.44	1,254.65	9,403.09	38,846.91	19.49%
1000-83610-0635 Inter-Library Loans	\$ 300.00	318.76	-	318.76	(18.76)	106.25%
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!
TOTAL EXPENDITURES	\$ 2,779,310.00	\$ 2,179,950.20	\$ 283,518.30	\$ 2,463,468.50	\$ 315,841.50	88.64%

WOODSTOCK PUBLIC LIBRARY
SUMMARY OF TRUST ACCOUNT - # 0180-53012-0000
DECEMBER 31, 2019 - DRAFT #1

Balance - December 1, 2019	(\$2,125,926.11)
Add: Revenue (excluding Levy)	\$133,988.02
Levy	\$2,459,400.00
Less: Expenses	(\$91,832.18)
Payroll	(\$191,686.12)
Balance - December 31, 2019	\$183,943.61

SUMMARY OF JESSIE MCDOUGALL
TRUST FUND - # 0180-53014-0000
Year to Date
DECEMBER 31, 2019 - DRAFT #1

Balance - December 1, 2019	\$12,356.35
Add: Bank Interest	\$24.92
Balance - December 31, 2019	\$12,381.27



Subject:	Request for Single Source Purchase – Self Check Stations
Action:	For Review and Approval
Prepared By:	Lindsay Harris, Manager of Operations
Meeting Of:	February 11, 2020

Recommendation

That the Board approve the single source purchase of the Bibliotheca Hybrid selfCheck 1000.

Background

As listed in the approved 2020 Capital Budget, the Library is planning on replacing the two outdated self-check station at the library. These self-check stations require replacement for the following reasons:

- The equipment and operational system are no longer supported by the seller (3M).
- One of the two stations is no longer functional and cannot be repaired.
- The stations run on Windows XP, an operating system that has not been supported in many years.
- The stations are challenging for patrons to use due to their slow response time, inability to scan cards on users' devices, such as smart phones, and are subject to frequent down-time.

When looking for replacements for these machines, we took into account the following factors:

- Space and Design: replacements need to fit into both the physical space and the character of the Library, as well as providing an accessible and easy to use interface.
- Integration: Integration with SirsiDynix products and services are essential.
- Enhancements: Forward-thinking design that will provide an enhanced experience to library users while also remaining flexible enough for potential future changes in the Library.

Using the above factors, the Hybrid selfCheck 1000 by Bibliotheca (see page 2) has been chosen as the best option for the following key reasons:

- Sleek design that fits well into the Library architecture.
- Complete integration with SirsiDynix systems.
- Ability to scan library cards saved on smart phones and other mobile devices.
- Integration with Cloud Library, providing access to both print and electronic resources from one station, which is a service we do not currently provide to our users.
- Future-focused features that will keep the stations relevant for years to come, such as tactile-tape and RFID capability.
- AODA compliant adjustable height.

Costing and Policy Exemption Request

The projected cost of these two machines is \$39,480.00 plus tax. Given the high value of this purchase, our procurement policy requires a tendering process. However, these self-check stations are single sourced – they are only available from a single vendor.

As per article 21 of the procurement policy, we are requesting an “exemption from any or all of the purchasing methods outlined in this policy” on the grounds that there is only one vendor for these stations, rendering the tendering process inapplicable.

Bibliotheca hybrid selfCheck 1000





Subject:	Staff Development Days
Action:	As Directed by the Board
Prepared By:	David I. Harvie, Chief Executive Officer
Meeting Of:	February 11, 2020

Recommendation

Grant permission to the CEO to close the Library to the public three (3) days a year, in order to conduct staff development and training. Closure dates would be at the discretion of the CEO.

Background

The hours of operation for Woodstock Public Library are:

Regular Hours

Monday to Friday: 10:00 am to 8:30 pm
Saturday: 10:00 am to 5:00 pm
Sunday: 1:00 pm to 5:00 pm

Summer Hours (July & August)

Monday to Thursday: 10:00 am to 8:30 pm
Friday & Saturday: 10:00 am to 5:00 pm
Sunday: Closed

The Library is closed all statutory holidays and also on days identified in the Collective Agreement (e.g. Christmas Eve Day, New Year's Eve Day, etc.).

Discussion

The current hours of operation severely limit opportunities to provide professional development and staff training opportunities on an organizational level. Traditionally, training has been limited to one day a year on November 11. Given that this is Remembrance Day, it is sometimes difficult to schedule speakers and trainers.

There is a present and ongoing need to bring the entire staff together as a group in order to provide organization-wide skills development, to discuss issues facing the staff as a whole, to foster an esprit de corps, and to ensure good communications between all levels and departments within the Library.

In order to ensure that our staff can be responsive to changing needs in our community, they must receive timely, effective and ongoing training.

This request is well in keeping with the Board's current Strategic Plan that aims to "reinforce our capabilities" through enhancing staff skills and training.

Two additional staff development days a year are requested to accomplish this objective. The dates would be at the discretion of the CEO. Every attempt would be made to select dates that would limit the impact on library programs and services to the community. Closures would be communicated to the public in a timely manner.

Respectfully Submitted,

David I. Harvie
Chief Executive Officer



Subject:	Teen Space Project
Action:	As Directed by the Board
Prepared By:	David I. Harvie
Meeting Of:	February 11, 2020

Recommendation

That the Library Board re-affirm its commitment to the development of a Teen Space within the Library, and communicate that renewed commitment to the United Way of Oxford.

That the Library Board approve the release of the \$15,000 donation from the United Way Oxford from Library Reserves toward the project.

That the Library Board increase and approve a total project budget of \$95,000, by drawing on additional funds from Library Reserves.

Background

In 2017, the Library CEO developed a proposal for the creation of a Teen Space in the Library. The proposed space of approximately 490 square feet on the second floor of the east side of the Library was conceived as a welcoming environment for teens that would include a lounge-type environment, collaborative workspace, gaming area, and moveable furniture. The proposed space was a direct response to the Library's Strategic Plan that sought to "Strengthen our Community" by positioning the Library as a "destination for teens".

Mayhew, an interior design company located in Kitchener, was commissioned by the Library to provide conceptual drawings and cost estimates for the project in 2017 (attached). Mayhew's project budget, which included estimates for consulting services, construction, flooring, furniture, fixtures and equipment, was \$80,125.00 + taxes = \$90,541.25. A report on the project was presented at the September, 2017 Board meeting. The Board passed Motion 17-39 which "approved the submission of Project #2018-OO1LIB, Teen Space Renovation for review by City staff toward inclusion in the 2018 draft Capital Plan".

In March 2018, the United Way of Oxford provided the Library with a grant of \$15,000 from their Community Initiative Fund to support the project.

After the departure of the Library CEO in July, 2018, the project become dormant. In 2019, the Board approved the proposed 2020 Library Work Plan that included the development of a Teen Space. The 2020 Capital Budget, approved by the Board, identified \$50,000 from Library Reserves in support of the project. The project budget was approved with the understanding that the CEO might require additional funds once the project was fully developed.

On January 8, the Library received a letter from the Executive Director of the United Way Oxford requesting an update on the status of the funds provided to the Library in support of the Teen Space Project (attached). The United Way has requested the return of the grant monies if the Library is not proceeding with the proposed project.

On January 23, the Board Vice-chair and Library CEO met with Ms. Kelly Gilson, Executive Director of United Way Oxford, to discuss the project.

Present Activities

Since the beginning of the New Year, there has been much preliminary investigation and preparation work done.

Library Staff have met to discuss the movement of various collections in the library to facilitate the necessary space required for the creation of the Teen Space. The Audio Books on CD, Biographies, Mysteries, Graphic Novels, Young Adult collections will all need to be moved and relocated.

A meeting with the Chief Building Officer was held to discuss the project on January 23. The meeting attempted to identify any issues with building and fire codes, HVAC and electrical, and the need for building permits.

Teen Focus Groups are being scheduled to provide feedback from local teens. A joint meeting of the Library's Teen Advisory Group (TAG) and the Wellkin Teen Advisory Group is scheduled on February 11, and plans are underway to meet and elicit feedback from students at Woodstock Collegiate Institute. These meetings will attempt to gauge the interest of local teens in the project and how they would imagine the space.

Mayhew was contacted to discuss their past involvement in providing a concept design and high level project budget estimate. Given that the estimate is now 2 years out of date, a new project cost estimate will be required. A meeting with Mayhew has been scheduled to discuss the project further and what services they can provide.

Based on the original project estimate of \$90,541.25 + inflation (2% per annum), a total project budget of \$95,000 is requested for the project. The Board has ample reserves to draw from to support this amount.

Discussion

Assuming that local teens are supportive of this initiative, does the Library Board support this project, and how would they like to respond to the United Way?

Is the Board in favor of increasing the total project budget to \$95,000?

Project Funding Breakdown	
Approved Project Base Budget	\$50,000
United Way Grant	\$15,000
Requested Additional Funds	\$30,000
Total Project	\$95,000

Respectfully Submitted,

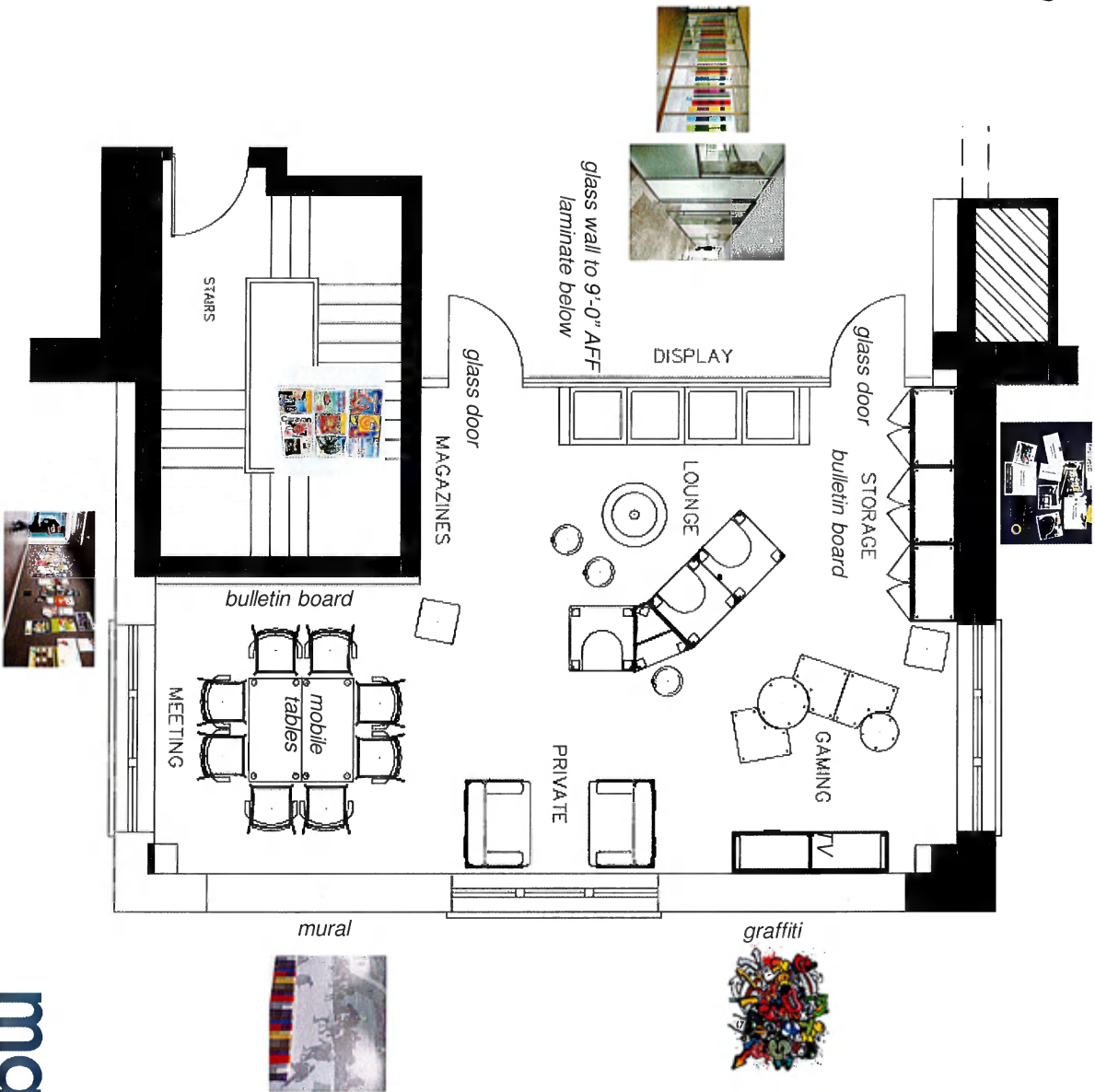
David I. Harvie
Chief Executive Officer

WOODSTOCK PUBLIC LIBRARY

TEEN SPACE



plan



walls



colour



film



architectural walls



graffiti



mural



interchangeable



magazines

custom shapes

display



wall to wall



bulletin board



floor



ceiling



OPTION A ambient



wayfinding



OPTION B suspended linear

furniture



mobile



task



backpacks

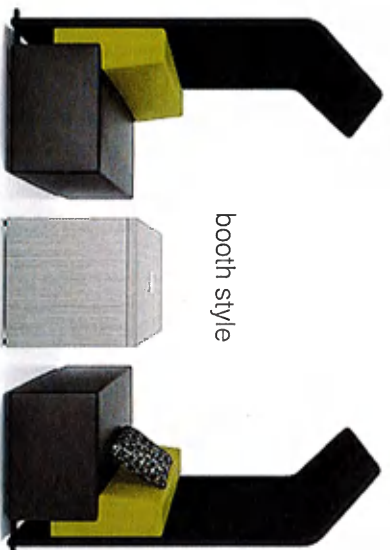
privacy



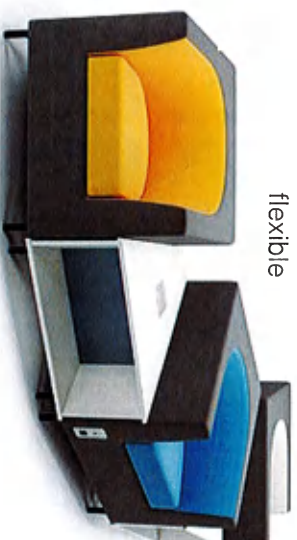
stackable



booth style



flexible



collaborative



furniture
gaming



furniture private



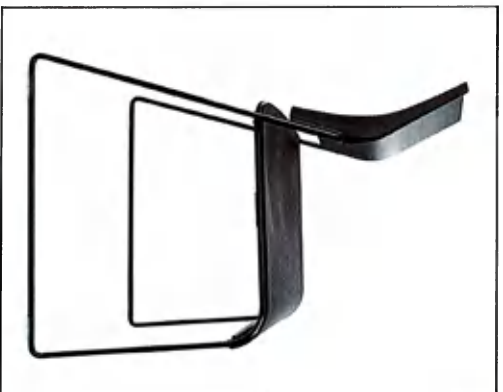
furniture

lounge



furniture

meeting



High Level Project Budget Estimate

Date: Woodstock Public Library
Project: WPL - teen space
Project No: 17-106
Project Address: 445 Hunter Street
Square Footage: 490
Project Description: new teen space on second floor

Assumptions:

- 1 Based on Schematic Design Package issued September 8, 2017 - SP-2r
- 2 This estimate is only a guideline and a representation of the approximate high level budget costs for this project
- 3 Estimate assumes work is to be completed during regular business hours

Exclusions:

- 1 Legal Fees & Expenses
- 2 Owner's Staff & Management Costs
- 3 Financing Costs
- 4 Hazardous Material Abatement
- 5 Escalation Costs
- 6 Harmonized Sales Tax (HST)
- 7 Landlord / Property Management Fees

Consulting Services

Project Management	Budget Costs		Comments
	NIC		
Interior Design	8,000		included in S.G. Cunningham quote attached
Structural Engineering	-		
Mechanical Engineering	-		
Electrical Engineering	-		
Communications Engineer	-		
Architect	-		
Acoustical Engineering	-		
Audio Visual / Technology Consulting	-		
Landscape Architectural Service	-		
Civil Engineering	-		
LEED / Sustainability Consulting	-		
Inspection & Testing	-		
Move Management	-		
Kitchen Consultant	-		
Subtotal	\$	8,000	
Estimated Disbursements	15%	1,200	
Contingency	10%	920	

Consulting Services Total

\$ 10,120 \$ 21

Cost/SF

Construction

Budget Costs		Comments
Demolition	250	remove chair rail
Millwork	-	
Doors, Frames & Hardware	-	
Glazing	-	
Drywall & Acoustics	350	wall patching
Wall Finishes	350	painting
Specialties	1,000	linoleum tackboard
Plumbing	-	
Mechanical	-	
Fire Protection	-	
Electrical	3,500	\$7,500 minus \$4,000 for new LED recessed fixtures
Communications	-	
Construction Sub-Total	5,450	
General Conditions Sub-Total	4,410	
Project Sub-total	9,860	
Contractor Overhead	10%	986
Contractor Profit	10%	986
Construction Total	11,832	
Contingency	10%	1,183

Refer to attached quotation from S.G.Cunningham dated 09.14.17
Excludes lighting Option A (\$4,000) & Option B (\$3,000)

Cost/SF

13,015 \$ 27

Estimated Total for Construction

Flooring

Budget Costs		Comments
Carpet	2,000	carpet inserts
Hard Surface Flooring	N/A	
Floor Finishes	-	
Sub-Total	2,000	
Contingency	5%	100

Cost/SF

2,100 \$ 4

Estimated Total For Flooring

Furniture, Fixtures & Equipment

	Budget Costs	Comments
New Furniture	24,000	as per floor plan
Architectural Wall	17,550	27 linear feet x \$650
Magazine display	1,300	(2) 36" x 68" clear acrylic
Audio Visual	NIC	
Signage / Graphics	2,000	wayfinding (lounge, gaming, meeting); glass film
Window Coverings	1,200	roller shades for 3 windows
Mural	1,850	(2) 9' x 6'
TV	2,000	
Subtotal	49,900	
Contingency	10% 4,990	

Cost/SF

Estimated Total for Furniture, Fixtures & Equipment 54,890 \$ 112

Miscellaneous Services

	Budget Costs	Comments
Building Permit Fee	N/A	not required as per conversation with City
Removal & Reinstallation Existing Furniture	NIC	
Furniture Refurbishment	NIC	
Physical Move	NIC	
Move Boxes	NIC	
Accessories	NIC	
Final Cleaning	NIC	
Decommission Existing Location	NIC	
Subtotal	-	
Contingency	10% -	

Cost/SF

Estimated Total for Miscellaneous Services - \$ -

Grand Total for High Level Project Budget Estimate:

\$

80,125

\$

164

**Overall
Cost/SF**

Investing in the Modernization of Ontario's Public Libraries

2020 Pre-Budget Submission

The Ontario government's 2019/20 Budget maintained provincial Libraries Sector Support funding provided directly to Ontario's public libraries. While representing a modest 4% of local public library budgets, which are mostly municipally-supported, provincial funding nevertheless provides critical funding support for operations (such as the Public Library Operating Grant), shared resources, broadband connectivity and pay equity. Unlike most sectors in Ontario, provincial funding for libraries has been frozen for over 22 years. Despite no net increase in provincial or municipal funding over this period, public libraries have effectively managed their resources, evolved to meet the needs of their communities and embraced major leaps in technology.

Libraries across Ontario share best practices and use technology to make resources more accessible and responsive to people's changing needs. But in a growing number of communities, Ontario's libraries are reaching the limits of what they can do to keep up with these changes on their own, especially as it comes to meeting the growing need for access to digital resources. This is especially true for small and medium-sized municipalities, many of which are in rural and Northern Ontario, where the public library is a vital – and often the only – community hub and public resource for seniors, youth and families in the community.

Proposal to Address Gaps

By helping Ontario's public libraries modernize and investing additional funds, the government can make sure that all people – no matter where they live – continue to have access to modern, cost-effective resources and services through their local public libraries.

In addition to maintaining funding for Ontario's public libraries at current levels, this can be achieved by making a targeted investment of new funds into:

1. **Delivering on the Ontario Government's Broadband Action Plan through an Ontario Digital Public Library**
2. **Completing the Transformation of Inter-Library Loan**

Delivering on Ontario's Broadband Action Plan

Fair access to modern, digital resources for the people of Ontario – no matter where they live

Public libraries are increasingly focused on meeting the needs of their community for digital and online resources and services that can be accessed through the library or at home. Digital adoption by public libraries is happening at an incredible pace:

- Since 2000, Ontarians have accessed their local public library digitally 1.3 billion times.¹
- In 2018, 284,000 Ontarians enrolled in over 700,000 online courses through local public libraries across Ontario.²
- **Ontarians borrowed 494,026 e-books from local public libraries in 2018. Rural Ontario residents accessed twice as many e-books per capita through the library as people in urban communities.**³

Many public libraries and people in Ontario do not have the access they need to these increasingly core resources. E-resources and services are expensive, and when purchased on a patchwork, library-by-library basis, many local public libraries struggle to pay for or are unable to afford these high-quality resources. For example, people living in Ontario communities with populations of under 5,000 have access to **less than half the selection of e-book titles and a third of databases** available to residents of large urban centres like Toronto, Ottawa and Hamilton.⁴ Most First Nations public libraries have little to no access to e-resources or services.

E-learning platforms – like LinkedIn Learning (Lynda.com), Gale Courses, Mango Languages, Brainfuse, or RB Digital – are invaluable for job training and re-training, lifelong learning and homework help. **Over 80%** of libraries serving populations of under 5,000 have no subscriptions to e-learning platforms at all.⁵

Up to Speed: Ontario's Broadband and Cellular Action Plan recognized that public libraries in rural, remote and First Nations are struggling to provide access to digital resources. Furthermore, it set out how modernizing access to broadband and its capabilities is critical to delivering on several of the government's priorities, including:

- Making Ontario open for business by attracting and stimulating new economic activity & investment
- Enhancing access to government services
- Supporting expanded online learning for Ontario students
- Improving quality-of-life for all Ontarians

Creating an **Ontario Digital Public Library**, supported through ongoing, multi-year investment by the province and operated by Ontario's library services agencies, would leverage the province's significant purchasing power to give all Ontarians access to a common set of e-learning and online resources through their public library. People living in small, rural, Northern and First Nations would be able to access the same wide range of digital resources through their local public library as in big city libraries.

Specifically, this investment would:

- Make the Ontario Digital Public Library available free-of-charge to **all public libraries in Ontario**.
- Utilize cloud-based technology to develop and maintain a platform for Ontario Digital Public Library resources accessible through local public libraries.
- Provide shared access to extensive e-resources to all public libraries in Ontario, including e-learning and skills development resources to support job readiness.
- Enable negotiation of consortium and discounted pricing for e-resources and services, thereby achieving

significant cost savings.

- Help facilitate the digitization and preservation of heritage materials and documents in local public libraries across Ontario, protecting and making this unique content available to all Ontarians.
- Support training for library staff to help people access the available e-resources.

Summary of Proposed Annual Investment

- Databases
 - o Funding to provide a core suite of these digital resources to local public libraries in every community across Ontario.
- E-book collection enhancement
 - o Targeted to build capacity and availability in communities with limited or no access to e-books.
- Local IT strategy
 - o Support for local IT strategies and implementation for small and remote public libraries to ensure, expand and maintain access to these digital resources.
- Training and education for staff and communities
 - o Development and maintenance of the Ontario Digital Public Library platform, as well as training and support to ensure that local public libraries are able to help local residents effectively use the extensive resource base.
- **Total annual investment - \$4.5 - \$4.7 million annually in Year 1; increasing to \$12 million annually by Year 3**

Transforming Inter-Library Loan

Protecting services for the people and communities that need it most

Inter-library loan is a provincially-funded service that enables people to borrow materials from libraries across Ontario through their local public library. Coordinated by Ontario's library services agencies, inter-library loan allows public libraries, especially in small and medium-sized communities, to leverage the combined collection of hundreds of Ontario's public libraries to meet the needs of local residents. This helps them make smart purchasing choices – avoiding waste and the impossibility of carrying all the books and materials people need – while giving people access to the same selection of materials available in major urban libraries.

Following funding reductions for Ontario's library service agencies in the 2019 Ontario Budget, the Ontario Government and SOLS and OLS-N re-established inter-library loan services in Ontario after a brief service suspension. In Southern Ontario, this meant implementing a new model – already used in Northern Ontario – that no longer relies upon a dedicated van service. Now, inter-library loans are fulfilled by having public libraries access the preferential postage rates through Canada Post to deliver library materials.

Under the new model, both SOLS and OLS-N provide some subsidized funding to Ontario public libraries to help cover postage costs incurred from using Canada Post's library materials ("book") rate, while continuing to maintain the centralized online catalogue that lets library users find and request materials held at other Ontario public libraries.

The ministry's allocated funding is well below what is needed to meet the actual demand for inter-library loan across the province. Many public libraries, primarily in smaller urban communities and rural areas, are unable to meet the inter-library loan needs their communities. The funding for the re-launched inter-library loan service was determined based on the level of funding in Northern Ontario, which is historically low when compared to the support that was provided to Southern Ontario libraries.

As a result, approximately 35% of inter-library loan requests are not being fulfilled, even though the materials are available. Many public libraries can no longer afford to meet the needs of the people in their community, especially students and seniors, for this important service.

By increasing the subsidized funding for inter-library loans, all public libraries will be able to meet the needs of people in their communities and inter-library loan services in Northern Ontario will have its historic underfunding resolved, ensuring that all Ontarians have fair access to this provincially-supported service.

DID YOU KNOW?

- **Stratford** (pop. 31,500), **Belleville** (50,000) and **Quinte West** (43,500) were Ontario's top 3 public libraries for using inter-library loan in 2017; local residents in each community borrowed 10 times more materials through inter-library loan than residents in Toronto, Mississauga or Kitchener.
- In the same year, Toronto residents used inter-library loan less than Ontarians living in **Renfrew** (pop. 8,500), **Gravenhurst** (12,300) or **Trent Hills** (12,900).

Summary of Proposed Annual Investment

- Existing provincial funding for inter-library loan: \$361,000
- **Additional provincial funding required to meet anticipated demand in 2020-21: \$375,000 - \$425,000**

Public libraries are essential to people and families across Ontario

As Ontario's farthest-reaching, most cost-effective public resource and community hubs, public libraries are helping millions of Ontarians independently train, learn and reach their potential. Reaching 98% of Ontarians in hundreds of Ontario communities of all sizes, public libraries are local, close to home, and adapt to the priorities of the people and communities they serve. Trained, frontline library staff are people focused, responding to these unique needs by developing, providing and offering:

- Job training – and re-training – programs and resources
- Small business support and community economic development
- Equitable, reliable access to broadband internet in underserved areas
- Frontline access and support for digital government services through ServiceOntario
- Affordable, high-quality children's programs for young families

DID YOU KNOW?

Every dollar invested in public libraries generates significant direct economic benefits back to the community. Here are just a few examples:

- **Vaughan:** \$1 = \$5.57⁷
- **Milton:** \$1 = \$5.67⁸
- **Pickering:** \$1 = \$5.85⁹
- **Stratford:** \$1 = \$7.48¹⁰
- **Ottawa:** \$1=\$4.17¹¹

Public libraries deliver a big return on investment in communities across Ontario. They've become experts at maximizing the value of every dollar, with an overwhelming focus on providing frontline support and people-focused resources. Over the past 20 years, that has included a constant commitment to evolve and invest to meet the needs of the people in their local communities.

It's no surprise that public libraries are consistently voted by people as one of Ontario's most trusted institutions.⁶

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.

¹Ministry of Heritage, Sport, Tourism and Culture Industries. (2018). [Ontario Public Library Statistics](#)

²Ibid, 2018.

³Ibid, 2018.

⁴Ibid, 2018.

⁵Ibid, 2018.

⁶Pew Research Center, 2016, 2017; Varheim, 2014.

⁷Vaughan Public Library (2017). [The Economic Impact of Vaughan Public Libraries on the City of Vaughan.](#)

⁸Milton Public Library. (2014). [The Economic Impact of the Milton Public Library on the Town of Milton.](#)

⁹Pickering Public Library. (2014). [The Economic Impact of the Pickering Public Library on the City of Pickering.](#)

¹⁰Stratford Public Library. (2015). [Under the Umbrella: Stratford Public Library's economic impact.](#)

¹¹Ottawa Public Library. (2016). [Check out the Benefit: The Economic Benefits of the Ottawa Public Library.](#)



ECONOMIC BENEFITS
OF THE
WOODSTOCK PUBLIC LIBRARY

STUDY 2018

Economic Benefits of the Woodstock Public Library

5 February 2020

Executive Summary

32% of Woodstock residents are active users of the Library.

The total economic benefit derived from Woodstock Public Library's activities in 2018 was **\$19.3 million**.

The methodology analyzes two key areas of benefit creation:

Direct Benefits – the value created through the usage of free services provided by WPL in lieu of paid alternatives;

Indirect Benefits – value created through spending of wages at local shops and services, creating jobs, and additional economic value. This benefit includes the initial speeding and multipliers based on traditional economic impact methodologies.

The combined benefit of **\$19.3 million** is comprised of direct benefits (value created by public interaction with library products, services and activities) of **\$14.7 million**, direct spending of **\$2.6 million**, and indirect benefits (value created by WPL spending) of **\$1.9 million**. This study breaks down these benefits by activity and spending category.

\$7.20 in benefits for every \$1.00 invested in the Library

With the total benefit of WPL activities measured in this study calculated at \$19.3 million and the total expenditure for WPL in 2018 at \$2.6 million, a \$7.20 benefit is returned for every \$1.00 invested in the Library.

Additionally, WPL calculated the value created **per resident in Woodstock (\$478.17)**, **per household (\$1,113.73)**, and **per active library card holder (\$1,508.42)**.

This return on investment is in a consistent range with other library systems in Ontario that have conducted economic benefit studies using the MPI model. It demonstrates that the shared investment in library programs, activities, and services creates significant collective benefits for the dollars spent.

\$4,427.34 in benefits per open hour

The value of an open hour was calculated by separating the benefits tied to services available 24 hours a day online (such as e-books, video, downloadable music, and electronic database access). In 2018, **\$4,427.34** in benefit was created for each hour the library was open for a total benefit of **\$19.3 million**.

Introduction

For many years, Woodstock Public Library has been measuring and sharing its performance with its Library Board, stakeholders, funders, the public and staff. These results have included usage statistics benchmarked against other libraries in Ontario, customer feedback, formal surveys, and anecdotal stories from patrons on how the Library made a difference in their lives.

As part of its new Strategic Plan, the Woodstock Public Library aims to expand the understanding of the value that WPL brings to the community beyond basic qualitative and quantitative data to include more financially-based quantitative data. Determining the economic impact of the Library, including the return on investment (ROI) to the City of Woodstock, are deemed to be important steps.

This study estimates the benefits of Woodstock Public Library (WPL) programs, activities and services in the community it serves. The aim is to better understand the scope and scale of this benefit, and how the investment in the WPL ripples throughout the community.

In order to conduct this study, WPL selected a methodology created by the Martin Prosperity Institute (MPI) at the University of Toronto for the Toronto Public Library. Details about the methodology may be found in this report. This methodology was intentionally conservative in nature, and has since been used by a number of public libraries such as Halton Hills, London, Milton, Stratford, Georgina and Pickering.

The methodology looks at two key areas of benefit creation – direct and indirect benefits. The definitions and full methodology can be found in this report.

WPL customized the methodology to reflect its own library services, as well as best practices from other library impact reports. Some portions of the methodology were not utilized in the study, since they didn't reflect current WPL services or activities.

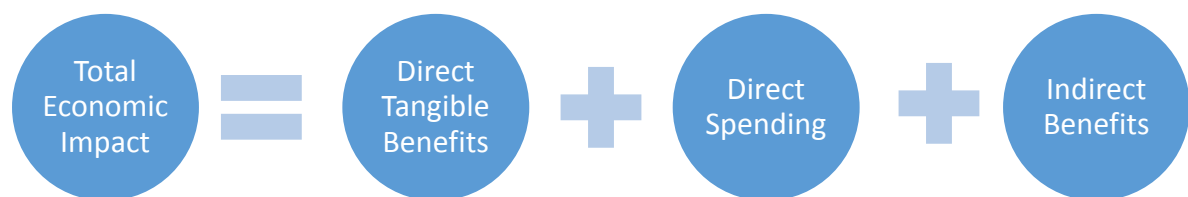
Library activity statistics from 2018 were utilized for the study. While 2019 statistics were available, the impact of the cyber incident suffered by the Library during the last three months in 2019 were considered not to provide a typical picture of normal library activities upon which to base the study.

Woodstock Public Library would like to thank Toronto Public Library for the use of the methodology developed by the Martin Prosperity Institute, and to Halton Hills Public Library for developing the framework for a working model that was used in the study.

Methodology

WPL reviewed a number of studies in library literature as part of this study and determined that the *2013 Economic Impact Study of the Toronto Public Library* (TPL), conducted by the Martin Prosperity Institute (MPI), provided a suitable methodology for using local market prices for substitute products and services to calculate value. The methodology has since been used by other public libraries in Ontario, which include the London Public Library, Milton Public Library, Halton Hills Public Library and Pickering Public Library, City of Kawartha Lakes Public Library and Georgina Public Library. This creates the opportunity to make comparisons between libraries.

The methodology identifies and analyzes three key components that together comprise the total economic impact:



Direct Tangible Benefits – value created by usage of free services provided by WPL in lieu of paid alternative.

Direct Spending – all monies spent on operations, capital improvements, employment, and collections materials.

Indirect Benefits – value created through spending by WPL – i.e. employee spending of wages at local shops and services, creating jobs and additional economic value. This benefit includes the initial spending and multipliers based on traditional economic impact methodologies.

To calculate direct benefits, market values for comparators to WPL offerings were researched. In order to account for value differentials between owning and borrowing materials, discounts of 40% and 80% were applied to the valuation to calculate mid-point and low-point values. The 40% discount is used as a conservative mid-point for this study.

To calculate indirect benefits, WPL used multipliers on spending consistent with Statistics Canada's national and provincial multipliers applicable to library spending, and a 2012 report from the Canadian Library Association's Executive Council titled *National Statistical and Values Profile of Canadian Libraries*.

Details on the full methodology can be found in the study's workbook. The Library made several methodological exclusions to best represent WPL's specific programs, activities, and services, as outlined below.

WPL Exclusions and Adaptions to the MPI Methodology

Circulation of Library Materials (Exhibit 1) – WPL used the retail values of books, audio books, CDs, DVDs, based the findings of the *Canadian Library Purchasing Power 2018 Report* by the Library Service Centre (LSC).

Materials Delivered and Returned (Exhibit 3) – WPL does not currently have a home delivery service for library patrons, and since it operates from one building, this was excluded from the study.

Program Offered (Exhibit 4) – The market value of programing was reduced from the TPL default values to better reflect Woodstock. Preschool, children and teen programs was set at \$10 each, with Adult and Seniors programs at \$20.00 each.

Reference and Database Services (Exhibit 5) – The TPL default value of \$25 per hour was reduced to \$15 per hour for Woodstock.

Incentive Programs (Exhibit 6) - WPL does not currently offer any incentive programs for free admission to local museums and art galleries, or free bus passes. This section was excluded from the study.

Technology Access (Exhibit 7) – The TPL study bases its market value on rental rates charged by school boards or similar local facilities (cyber-cafes). The value used for the WPL study was based on the cost of a medium coffee at a local coffee shop, which offers free WIFI to customers.

Meeting Space and Study Space (Exhibit 8) – While WPL does and can provide its program room as rental space, the lack of space in the library and the number of library programs occurring in the room, makes this a rarity. This calculation for meeting space was not included in the methodology. The conservative estimation that 20% of our visitors' use of the library as a study space, was based on our annual typical week survey.

Value of an Open Hour (Exhibit 9) – The total annual library open hours was based on the actual hours of operation in 2018 that excluded Sunday and holiday closures.

Page experience (Exhibit 12) – The Toronto Public Library study cites a 2007 study by the IZA Institute for the Study of Labour (Polachek, 2007) that provides for work experience in the broader Canadian economy that they applied to page positions. Though WPL employs staff members as Pages, these individuals are typically adults, rather than young adults in their first employment experience. This calculation was not included in the study.

Study Findings

Direct Benefits - \$14.7million

Direct benefits accrue to the library through customer interactions with programs, activities, and services. These benefits can be reasonably estimated through a number of methods. For this study, market comparators were used to determine the benefits provided to Woodstock residents using these resources for free.

The benefits in this study include: Collection Use, Programs, Reference and database services, and Technology access.

Collection Use - \$12.6 million

Collection Use includes circulating items and in-house use of materials. Benefits are created by the persons using the materials for free in lieu of purchasing the item at market value.

Circulation statistics used in the study are comprised of all items borrowed through the WPL including books, audio books, periodicals, CDs and DVDs, video games, electronic titles in 2018. By borrowing these materials, customers are able to reap the benefit of the item without paying a direct cost. In order to calculate the value of these materials, WPL researched the average market prices for each of the labelled categories. WPL buys the majority of its collections through middle men (e.g. “jobbers”) or consortiums in order to achieve bulk purchase discount savings.

To establish the economic benefit of collection use, the MPI study model uses a conservative midpoint estimate based on a 40% discount of the market price of library materials circulated.

Programs - \$310,000

Woodstock Public Library provides a wide range of free programs aimed at both personal and professional development. Programs are grouped into four key age ranges – preschool, children, teen, and adult/seniors. For most programs offered, customers would have to pay a fee to experience the same content or instruction elsewhere.

In order to provide a conservative comparator, the following values were assigned: Preschool, children and teen programs was set at \$10 each, with Adult and Seniors programs at \$20.00 each.

Reference and Database Services - \$1.5 million

Access to electronic databases provides research services and information to students, prospective and current entrepreneurs, citizen activities, and others throughout the community. Trained library professionals provide guidance and research support saving WPL patrons search time by providing them with the most relevant and verified resources efficiently.

Reference and database services also create benefit for customers by reducing the cost of academic or market research. For reference service, a market value of \$15 was used per query, and \$25 was used for searches of licenced web databases. The 59,659 licensed web database searches and 638 reference questions in 2018, resulted in a calculated value of \$1,501,045.00.

Technology Access - \$84,000

Woodstock Public Library helps bridge the digital divide by providing access to public internet stations and WIFI to Woodstock patrons in the Library. With 30,489 public internet stations uses and 9,631 WIFI uses in 2018, it is clear that this access is important to Woodstock residents that don't have access to the Internet. Access to this technology creates economic benefits by providing necessary connectivity to those who may wish to stay connected socially, apply for jobs, or fill out government program forms or registrations.

To provide a comparable tangible value, WPL used the cost of a medium cup of coffee at a local coffee shop as an alternative cost for WIFI access or a public internet terminal. The resulting mid-point value for technology access was calculated to be \$84,252.00 in 2018.

Direct Spending - \$2.7 million

The value of direct spending is broken down into 4 components within the MPI methodology: operations, employment, materials and capital spending.

Library Operations Spending - \$540,000

WPL spent approximately \$540,000 in operating costs in 2018. This included costs to run and maintain the building, hydro, heating, training, audit fees, telecommunications, and other corporate services. Procurement of supplies and services support jobs and wages in other organizations, creating a ripple effect captured by economic impact models. The value of this spending is presented by geographical location, with multipliers applied to demonstrate indirect economic impact.

Employment Spending - \$1.8 million

As a customer service organization, the Library's largest area of WPL spending is on employee wages and benefits. Through employee spending, these wages create an impact on businesses and organizations in the local community greater than the initial wages. In 2018, WPL spent \$1.8 million on employee wages and benefits.

Capital Spending - \$18,000

There was no capital spending at the Library's 2018 budget with the exception of the purchase of computer hardware at approximately \$18,000. The City of Woodstock takes on the responsibility to providing any building capital repairs or improvements. Costs of large capital projects are included in the City's budget rather than the Library's capital budget. As such, only the computer hardware was reported in this analysis, which was purchased locally.

Library Materials Spending - \$294,000

In addition to operations, employment and, capital spending, Woodstock Public Library spends funds each year on both physical and digital materials. Similar to other direct spending, this procurement creates ripples throughout the economy. WPL spent \$293,994.00 on materials in 2018. The MPI model uses the multiplier of 1.4 to estimate the economic spin-offs. Of this spending, approximately 69% was with a supplier located in Ontario, 15% located elsewhere in Canada and 13% from the USA and 1.7% with an international supplier. The MPI model uses the multiplier of 1.4 to estimate the economic benefits for library materials spending.

Indirect Benefits - \$1.9 million

Libraries also contribute to the economy through spending on operations, procurement and employment. These benefits ripple through the economy, providing revenue for local suppliers. In addition, library staff personal spending on housing, transportation, food, etc. has an economic benefit on our entire community.

To calculate these benefits, WPL considered both the location of suppliers and the use of common multipliers cited by other studies for spending within the region. Where spending occurred elsewhere in the country or internationally, multipliers were not applied to the spending included in this study, as limited local impact would be felt by those dollars. For employee wages, common standards for calculating the economic impact of wages were applied. The methodology and calculations used to determine indirect benefits can be found in Exhibits 10-13 in the study's attachments.

The methodology identifies a total economic indirect benefit of direct spending as \$1.9 million (midpoint estimate).

Indirect Tangible Benefits Breakdown	
Operations	\$377,937.00
Capital	\$12,562.28
Employment	\$1,308,115.20
Materials	\$205,795.80
TOTAL	\$1,904,410.28

Library Generated Return on Investment (ROI)

The return on investment (ROI) is calculated by the total economic benefit, which is the sum of the tangible benefits and indirect benefits divided by the cost to operate the Library.

The MPI model calculates a midpoint value to residents of direct tangible benefits and indirect tangible benefits of \$16,636,152.08. With a total budget of \$2,683,783.11 in 2018, the Library's return on investment (midpoint) is calculated to be 619.9%.

Summary

In calculating the benefits of Library programs, activities, and services on the community, WPL has demonstrated a significant return investment. Library services create considerable benefits per person, per household, per card holder and per dollar invested.

These benefits, in-line with other libraries in Ontario who have used the same methodologies, illustrate that the value of the Woodstock Public Library is more than the initial investment.

Summary of Benefits

Value of a Library Membership: \$1,508.42

The value of \$1 invested in Woodstock Public Library: \$7.20

Total Value of all Library Hours in 2018: \$13,040,734.91

Average Value generated by one open hour: \$4,427.34

Average cost of one open hour: \$703.66

Total Economic Impact on the City of Woodstock: \$19,319,935.19

Total Economic Impact for each Woodstock Household: \$1,113.73

Total Economic Impact for each Woodstock Resident: \$478.17

Return On Investment (ROI): 619.9%

Acknowledgements

Woodstock Public Library would like to acknowledge and thank the Toronto Public Library and the Martin Prosperity Institute (Rotman School of Management, University of Toronto) for taking a leadership role in publishing their ground-breaking study: *"So Much More: the Economic Impact of the Toronto Public Library on the City of Toronto"*, and for sharing the methodologies with public libraries. WPL would also like to thank the Halton Hills Public Library for developing the template of TPL's formulae and their guidance.

Attachments:

Methodology Worksheets – Exhibits 1-14

Population, Household and graphing data		Library Name:		Woodstock Public Library	
Total Woodstock Residents	40,404				
% of Library Users - per current survey results	32%				
Total number of households in Woodstock (Stats Can)	17,347				
Based on the total of direct benefits up to and use of the Library by	\$ 19,319,935.19 32%				
32 % of Woodstock Population use Woodstock Public Library	12,808.07				
Value of a Library membership - 32% of Woodstock residents who use WPL services receive a total direct benefit of this amount					
	\$ 1,508.42				
The value of \$1 invested in the Woodstock Public Library, residents receive this benefit amount					
	\$ 7.20				
Total Value of all Library Hours in 2018 - total direct benefits that require a branch to be open for the services to be available					
	\$ 13,040,734.91				
Average value generated of one open hour - direct benefits that are only possible because the branch is open					
	\$ 4,427.34				
Average cost of one open hour - The total direct spending to fund benefit-generating services, that are only available when The Library is open.					
	\$ 703.66				
Total Direct Spending	\$ 2,683,783.11				
Less: Capital	\$ 12,562.28				
Less: e-Titles	\$ 598,595.67				
Direct spending to fund benefit-generating services	\$ 2,072,625.16	Total Open hours	2945.5		
Graph Data					
Total Direct Tangible Benefits	\$ 14,731,741.80				
Collection Use (including in-library use)	\$ 12,666,257.60				
Meeting & Study Space	165,427.20				
Technology Access	\$ 84,252.00				
Reference & Database Services	\$ 1,501,045.00				
Programs	\$ 314,760.00				
Total Indirect Tangible Benefits	\$ 1,904,410.28				
Total Direct Spending	\$ 2,683,783.11				
City of Woodstock Total Economic Impact	\$ 19,319,935.19				
Total Economic Impact for PER HOUSEHOLD within the City of Woodstock	\$ 1,113.73				
Total Economic Impact for PER RESIDENT within the City of Woodstock	\$ 478.17				

		Library Name:	Woodstock Public Library	
Total Quantifiable Benefits				Exhibit 1A
		Low* (\$)	Estimate* (\$)	High * (\$)
Direct Tangible Benefits	Collection Use	\$ 4,222,085.87	\$ 12,666,257.60	\$ 21,110,429.34
	Programs	\$ 314,760.00	\$ 314,760.00	\$ 314,760.00
	Reference & Database Services	\$ 1,501,045.00	\$ 1,501,045.00	\$ 1,501,045.00
	Technology Access	\$ 84,252.00	\$ 84,252.00	\$ 84,252.00
	Meeting & Study Room	\$ 55,142.40	165,427.20	275,712.00
	Total Direct Tangible Benefits	\$ 6,177,285.27	\$ 14,731,741.80	\$ 23,286,198.34
Direct Spending	Operations		\$ 539,910.00	
	Capital (annual average)		\$ 17,946.11	
	Employment		\$ 1,868,736.00	
	Materials		\$ 293,994.00	
	Total Gross Spending		\$ 2,720,586.11	
	Revenue offsets to Cost (Donations & Fines)		36,803.00	
	Total Direct Spending	\$ 2,683,783.11	\$ 2,683,783.11	\$ 2,683,783.11
*Indirect Tangible Benefits	Operations	\$ 215,964.00	\$ 377,937.00	\$ 539,910.00
	Capital (annual average)	\$ 7,178.44	\$ 12,562.28	\$ 17,946.11
	Employment	\$ 747,494.40	\$ 1,308,115.20	1,868,736.00
	Materials	\$ 117,597.60	\$ 205,795.80	293,994.00
	Pages Employment Experience Benefits	\$ -	\$ -	-
	Total Indirect Tangible Benefits	\$ 1,088,234.44	\$ 1,904,410.28	\$ 2,720,586.11
		LOW	MIDPOINT	HIGH
Total Economic Impact		\$ 9,949,302.82	\$ 19,319,935.19	\$ 28,690,567.56
Impact per Dollar Spent (Total Direct Spending /Total Econ Impact)		\$ 3.71	\$ 7.20	\$ 10.69
Impact per Woodstock Resident (Total Economic Impact/Population)		\$ 246.25	\$ 478.17	\$ 710.09
Impact per Woodstock Household (Total Economic Impact/# of households)		\$ 573.55	\$ 1,113.73	\$ 1,653.92
Total Benefits - Total Direct & Indirect Tangible Benefits		\$ 7,265,519.71	\$ 16,636,152.08	\$ 26,006,784.45
Return on Investment (Benefits/Total Direct Spending)		270.7%	619.9%	969.0%
Average Value of One Open Hour at a Branch			\$ 4,427.34	
*	Indirect Tangible Benefit - taken as multiplier benefit			
	Assumes Woostock Population of	40404		
	Assumes number of Woodstock households	17347		
	Total Economic Impact = All tangible benefits and direct spending			
	Total Benefits - The sum of tangible benefits			
	Direct Tangible - directly measurable			
	Direct Spending - budgeted investment			

				Library Name:	Woodstock Public Librar
	Summary - Economic Impact of Library				
	Economic Benefit - Collection Use				
Direct Tangible Benefits	Category	From Exhibit #	Volume	Total Value 80% Discount (Low)	Total Value 40% Discount (Midpoint)
	Circulation	1	460,630	2,326,685.87	6,980,057.60
	In-house Use	2	702,000	1,895,400.00	5,686,200.00
	Materials Delivered	3	13,500	-	-
	All Incentive Programs	6	0	-	-
	TOTAL		1,176,130	\$ 4,222,085.87	\$ 12,666,257.60
	Total Economic Benefit - Programs Offered				
	Program Category	From Exhibit #	# of Attendees	Total Economic Value	
	All Programs	4	28,014	\$ 314,760.00	
	TOTAL		28,014	\$ 314,760.00	
	Total Economic Benefit - Reference and Database Services provided				
	Category	From Exhibit #	Amount	Total Economic Value	
	Total Reference Queries	5	638	9,570.00	
	Licensed Web Databases Search	5	59,659	1,491,475.00	
	TOTAL		60,297	\$ 1,501,045.00	
	Total Economic Benefit - Technology Access				
	Technology Accessed	From Exhibit #	# of sessions (60 Minutes)	Total Economic Value	
	Total Workstation Usage & WiFi	7	40,120	84,252.00	
	TOTAL		40,120	\$ 84,252.00	
	Total Economic Benefit - Meeting & Study Space Available				
	Meeting & Study Space	From Exhibit #	# of Bookings	Total Value 80% Discount (Low)	Total Value 40% Discount (Midpoint)
	Meeting Room	8	0	\$ -	\$ -
	Study and Work Space	8	68928	\$ 55,142.40	\$ 165,427.20
	TOTAL		68928	\$ 55,142.40	\$ 165,427.20
Total Direct Tangible Benefit				6,177,285.27	14,731,741.80
				Low	Midpoint

			Library Name:	Woodstock Public Library	
Summary - Economic Impact of Library				Exhibit 1B	
Economic Benefit - Collection Use					
Category	From Exhibit #	Volume	Total Value 80% Discount (Low)	Total Value 40% Discount (Midpoint)	Total Value Without Discount (High)
Circulation	1	460,630	2,326,685.87	6,980,057.60	11,633,429.34
In-house Use	2	702,000	1,895,400.00	5,686,200.00	9,477,000.00
Materials Delivered	3	13,500	-	-	-
All Incentive Programs	6	0	-	-	-
TOTAL		1,176,130	\$ 4,222,085.87	\$ 12,666,257.60	\$ 21,110,429.34
Total Economic Benefit - Programs Offered					
Program Category	From Exhibit #	# of Attendees	Total Economic Value		
All Programs	4	28,014	\$ 314,760.00		
TOTAL		28,014	\$ 314,760.00		
Total Economic Benefit - Reference and Database Services provided					
Category	From Exhibit #	Amount	Total Economic Value		
Total Reference Queries	5	638	9,570.00		
Licensed Web Databases Search	5	59,659	1,491,475.00		
TOTAL		60,297	\$ 1,501,045.00		
Total Economic Benefit - Technology Access					
Technology Accessed	From Exhibit #	# of sessions (60 Minutes)	Total Economic Value		
Total Workstation Usage & WiFi	7	40,120	84,252.00		
TOTAL		40,120	\$ 84,252.00		
Total Economic Benefit - Meeting & Study Space Available					
Meeting & Study Space	From Exhibit #	# of Bookings	Total Value 80% Discount (Low)	Total Value 40% Discount (Midpoint)	Total Value Without Discount (High)
Meeting Room	8	0	\$ -	\$ -	\$ -
Study and Work Space	8	68928	\$ 55,142.40	\$ 165,427.20	\$ 275,712.00
TOTAL		68928	\$ 55,142.40	\$ 165,427.20	\$ 275,712.00
Total Direct Tangible Benefit			6,177,285.27	14,731,741.80	23,286,198.34
			Low	Midpoint	High

Summary - Economic Impact of Library					Exhibit 1B
Total Economic Benefit - Library Operations Spending					
Expenditure by Location	From Exhibit #	\$ Spent (direct spending)	Multiplier: 1.4	Multiplier 2.0	
ALL LOCATIONS	10	539,910.00	755,874.00	1,079,820.00	
Total Economic Benefit - Library Capital Spending					
Year Range	From Exhibit #	Total Capital Spending	Multiplier: 1.4	Multiplier 2.0	
Average Annual	11	\$ 17,946.11	\$ 25,124.56	\$ 35,892.22	
Total Economic Benefit - Library Employment Spending					
Year Range	From Exhibit #	Annual Salary Costs	Multiplier 1.4	Multiplier 2.0	
2018	12	\$ 1,868,736.00	2,616,230.40	3,737,472.00	
Total Economic Benefit - Work Experience -Library Pages					
Number of Pages working av	From Exhibit #	Total Value	Multiplier 1.4	Multiplier 2.0	
0	12	\$ -	\$ -	\$ -	
Total Economic Benefit - Library Material Spending					
Year Range	From Exhibit #	aterials Expenditure	Multiplier: 1.4	Multiplier 2.0	
ALL LOCATIONS	13	293,994.00	411,591.60	587,988.00	
Total Direct Spending & Indirect Tangible			2,720,586.11	3,808,820.56	5,441,172.22
		Low	Midpoint	High	

			Library Name:	Woodstock Public Library	
Circulation of Library Materials					Exhibit 1
	Circulation (# of items)		Total Value with 80% Disc (Low)		Total Value w/o Discount (High)
Books		*Retail value		Midpoint Value 40% Disc	
Adult	136,042	\$ 29.33	\$ 798,022.37	\$ 2,394,067.12	\$ 3,990,111.86
Teen	4,810	\$ 23.82	\$ 22,914.84	\$ 68,744.52	\$ 114,574.20
Children	96,900	\$ 18.31	\$ 354,847.80	\$ 1,064,543.40	\$ 1,774,239.00
Total Book	237,752		\$ 1,175,785.01	\$ 3,527,355.04	\$ 5,878,925.06
Audio Books					
Adult	7,232	\$ 49.68	\$ 71,857.15	\$ 215,571.46	\$ 359,285.76
Teen	165	\$ 45.60	\$ 1,504.80	\$ 4,514.40	\$ 7,524.00
Children	1,262	\$ 44.52	\$ 11,236.85	\$ 33,710.54	\$ 56,184.24
Total Audio Book	8,659		\$ 84,598.80	\$ 253,796.40	\$ 422,994.00
Periodicals					
Adult	9,937	\$ 8.00	\$ 15,899.20	\$ 47,697.60	\$ 79,496.00
Teen		\$ 8.00	\$ -	\$ -	\$ -
Children		\$ 8.00	\$ -	\$ -	\$ -
Total Periodical	9,937		\$ 15,899.20	\$ 47,697.60	\$ 79,496.00
CDs					
Adult	7,180	\$ 17.76	\$ 25,503.36	\$ 76,510.08	\$ 127,516.80
Teen		\$ 17.76	\$ -	\$ -	\$ -
Children		\$ 17.76	\$ -	\$ -	\$ -
Total CD	7,180		\$ 25,503.36	\$ 76,510.08	\$ 127,516.80
DVDs					
Adult	96,686	\$ 30.25	\$ 584,950.30	\$ 1,754,850.90	\$ 2,924,751.50
Teen	26,726	\$ 30.25	\$ 161,692.30	\$ 485,076.90	\$ 808,461.50
Children		\$ 17.85	\$ -	\$ -	\$ -
Total DVD	123,412		\$ 746,642.60	\$ 2,239,927.80	\$ 3,733,213.00
Video Games					
Adult	262	\$ 56.17	\$ 2,943.31	\$ 8,829.92	\$ 14,716.54
Teen		\$ 56.17	\$ -	\$ -	\$ -
Children	6,873	\$ 55.13	\$ 75,781.70	\$ 227,345.09	\$ 378,908.49
Total DVD	7,135		\$ 78,725.01	\$ 236,175.02	\$ 393,625.03
Other Circulating Items					
eTitles (books, audio video)	66,555	\$ 14.99	\$ 199,531.89	\$ 598,595.67	\$ 997,659.45
ESL materials		\$ 28.00	\$ -	\$ -	\$ -
Other Items (scores, VHS, pedometers)		\$ -	\$ -	\$ -	\$ -
USB Keys		\$ 2.00	\$ -	\$ -	\$ -
Energy Meter		\$ 5.00	\$ -	\$ -	\$ -
Pedometers		\$ 5.00	\$ -	\$ -	\$ -
OPTIONAL;		\$ -	\$ -	\$ -	\$ -
Kobos, Ereaders		\$ 80.00	\$ -	\$ -	\$ -
Laptop (Dell Inspiron)		\$ 300.00	\$ -	\$ -	\$ -
Daisy Disk Readers (Humanware)		\$ 475.00	\$ -	\$ -	\$ -
Total Other Materials	66,555		\$ 199,531.89	\$ 598,595.67	\$ 997,659.45
Total Circulation	460,630		\$ 2,326,685.87	\$ 6,980,057.60	\$ 11,633,429.34
*Retail values assigned to each category are from typical prices from Canadian booksellers or online retailers such as Indigo. Default values entered are those used by WPL)					
Note that this table does not include in-house use of materials or materials delivery					
80% Discount to factor that the library materials are used and not owned					
Full value assumes user would read material once and experience 100% value					
Data collected from Workflows Integrated Library System					

				Library Name:	Woodstock Public Library	
Materials Delivered & Returned						Exhibit 3
On hold items that are delivered to the branch of choice (TPL valued this at the cost of a single TTC Fare \$3.00)						
	# of Materials Delivered		Travel Cost	Total Value with 80% Disc (Low)	Midpoint 40% Disc	Total Value w/o Discount (High)
				\$ -	\$ -	\$ -
TOTAL	-			\$ -	\$ -	\$ -
Delivery service to pull material off the shelf						
	# of Holds Pulled	Time/Hold (minute)	Cost of Delivery (Lib Aide rate/hr)	Total Value with 80% Disc (Low)	Midpoint 40% Disc	Total Value w/o Discount (High)
	13,500			\$ -	\$ -	\$ -
TOTAL	13,500			\$ -	\$ -	\$ -
TOTAL	13,500			\$ -	\$ -	\$ -
Statistics collected and extrapolated from 1 week survey						
Branch 1	Pull List		Materials Delivered / Returned to Branch of Convenience			
Date	# of Pull List items	Time (minutes) taken for Pull List Searching & Checking in	Number of items from Acton on Hold	Number of items from Acton NOT on hold		
	0	0	0	0		
Branch 2						
Date	# of Pull List items	Time (minutes) taken for Pull List Searching & Checking in	Number of items from Gtn on Hold	Number of items from Gtn NOT on hold		
	0	0	0	0		
TOTAL per wk	0	0	0	0		
Annualized	0	0	0	0		
			0			

	Library Name:	Woodstock Public Library	
Programs Offered			Exhibit 4
		*Market Value of	
Program Category	# of Attendees	Program (TPL default)	Total Economic Value
Preschool Programs	8,859	\$ 10.00	\$ 88,590.00
Children's Programs	15,012	\$ 10.00	\$ 150,120.00
Teen Programs	681	\$ 10.00	\$ 6,810.00
Adult Programs	3,462	\$ 20.00	\$ 69,240.00
Senior Programs		\$ 20.00	\$ -
		\$ -	\$ -
		\$ -	\$ -
Total	28,014		\$ 314,760.00
*Market value may be less in other communities			
Based on Monthly Statistics Report		TPL Market Value of Programs	
		Preschool-Childrens-Teens - \$45	
		Adults and Seniors- \$15	
		Reduced for Woodstock	

		Library Name:	Woodstock Public Library	
Reference and Database Services Offered				Exhibit 5
Query Categories	# of queries	Market Value of Service	Total Economic Value	
Central Branches	638	\$ 15.00	\$ 9,570.00	
Community Branches		\$ 15.00	\$ -	
		\$ 15.00	\$ -	
		\$ 15.00	\$ -	
		\$ 15.00	\$ -	
		\$ 15.00	\$ -	
Total	638		\$ 9,570.00	
For the purpose of evaluating the value of a reference question, assume each reference question is 10 minutes				
TPL based the fee for reference questions on a service they where they 'rent' a research librarian for \$100 per hour with a minimum charge of \$25				
Database or Ref name	# of searches	Market Value of Service	Total Economic Value	
Licensed Web Databases	59659	\$ 25.00	\$ 1,491,475.00	
Total	59659		\$ 1,491,475.00	
The value of the licensed web databases is based on the consumer pricing posted on the vendor websites for an annual subscriptions - TPL default consistent with comparable studies.				
TOTAL SEARCHES	60297		\$ 1,501,045.00	
Based on Monthlyl Statistics Reports and Survey Week Statistics				

[illegible]

[illegible]

					Library Name:	Woodstock Public Library	
Meeting and Study Space							Exhibit 8
					Total Value with 80% Disc (Low)	Midpoint 40% Disc	Total Economic Value
Meeting Room Type	# of Bookings	1 Booking = 1 hour	Commercial Rate per Hour				
Small Meeting Room (0-30)		0	\$ 12.20		\$ -	\$ -	\$ -
Medium Meeting Room		0			\$ -	\$ -	\$ -
Large Meeting Room (30-250)			\$ 50.00				\$ -
Event Space- Theatre (<250)			\$ 2,500.00				\$ -
							\$ -
							\$ -
							\$ -
							\$ -
							\$ -
TOTAL BOOKED SPACE USE	0				\$ -	\$ -	\$ -
Study or Work Space	# of Library Visitors	% of Visitors use library for study or work	Number visits for study or work	Market Rate per Hour	Total Value with 80% Disc (Low)	Midpoint 40% Disc	Total Economic Value
Study or work space	344,640	20%	68,928	\$ 4.00	\$ 55,142.40	\$ 165,427.20	\$ 275,712.00
TOTAL STUDY SPACE USE	344,640		68,928		\$ 55,142.40	\$ 165,427.20	\$ 275,712.00
Can also be listed by Branch							
Depends how statistics are collected							
TPL used 48% of Total people visiting the library							
Total Meeting Room & Study Space			68,928		\$ 55,142.40	\$ 165,427.20	\$ 275,712.00
Gtn Branch visits				Mid Range		165427.2	
Acton Branch visits							
As per one wk statistics	0						
Annualized	0						
Library visit statistics collected from security gates.							

	Library Name:	Woodstock Public Library		
The Value of an Open Hour		Exhibit 9		
This is determined by dividing the sum of benefits delivered while the library is open by the number of annual open hours.				
E-titles and database searches are not included, as their availability is not dependent on the open hours of the library.				
Midpoint values have been used for circulating items.				
Benefit	Value to Resident			
Total Book	\$ 3,527,355.04			
Total Audio Book	\$ 253,796.40			
Total Periodical	\$ 47,697.60			
Total CD	\$ 76,510.08			
Total DVD	\$ 2,239,927.80			
Total Video Games	\$ 236,175.02			
Total Other Materials	\$ 399,063.78			
In-house Use	\$ 5,686,200.00			
Materials Delivered	\$ -			
Preschool Programs	\$ 88,590.00			
Children's Programs	\$ 150,120.00			
Teen Programs	\$ 6,810.00			
Adult Programs	\$ 69,240.00			
Senior Programs	\$ -			
Total Reference Queries	\$ 9,570.00			
Workstation usage	\$ 64,026.90			
WiFi Usage	\$ 20,225.10			
All Incentive Programs	\$ -			
Meeting Room	\$ -			
Study and Work Space	\$ 165,427.20			
TOTAL	\$ 13,040,734.91			
Annual Library Open Hours	2,946	open hours		
(Less Sundays closed and Holidays)				
Average Value of One Hour at a Branch	\$ 4,427.34			
Calculating Open hours	Branch 1 # of hrs	Branch 2 # of hrs	Branch 3 # of hrs	TOTAL
Monday - 10:00 to 8:30	10.5			10.5
Tuesday - 10:00 to 8:30	10.5			10.5
Wednesday - 10:00 to 8:30	10.5			10.5
Thursday - 10:00 to 8:30	10.5			10.5
Friday - 10:00 to 5:00	7			7
Saturday - 10:00 to 5:00	7			7
Sunday 1:00 to 5:00	4.00			4.00
TOTAL	60.00	0	0	60.00

				Library Name:	Woodstock Public Library	
Library Operations Spending						Exhibit 10
Operations spending (spending on items other than library materials), offer a benefit to the area in which it serves.						
The expenditures do not include salaries, wages, benefits and library materials.						
Spending is presented by geographic location, with multipliers applied to demonstrate indirect economic impact.						
				Multipliers used to demonstrate economic impact		
Expenditure by Location	\$ Spent (direct spending)	% Share	Multiplier Benefit amt 1.4	Multiplier: 1.4	Multiplier Benefit 2.0	Multiplier 2.0
ALL LOCATIONS	539,910.00	100.00%	215,964.00	755,874.00	539,910.00	1,079,820.00
		Est.				
Home City/Town	350,941.50	65.00%	65.00%	491,318.10		701,883.00
Outside of Home City Canada	134,977.50	25.00%	20.00%	188,968.50		269,955.00
Outside of Home City / USA	53,991.00	10.00%	15.00%	75,587.40		107,982.00
	-			-		-
	-			-		-
	-			-		-
	-			-		-
	-			-		-
TOTAL	539,910.00	100.00%		755,874.00		1,079,820.00
Quantifiable Benefits						
Indirect tangible benefits						
0.4 Multiplier amount	215,964.00					
1.0 Multiplier amount	539,910.00					
Est. mid value						
Calculation; ((.4 multiplier + 1.0 multiplier)/2))	377,937.00					

				Library Name:	Woodstock Public Library	
Library Capital Spending						Exhibit 11
Capital spending includes building and renovations and investments in new technology.						
Geographic allocation has not been applied, as the majority of purchases are local.						
Multipliers have been applied to demonstrate indirect economic impact.						
					Multipliers used to demonstrate economic impact	
Expenditure year	Project #	Building & Renovations	Investments in new technology	Total Capital Spending	Multiplier: 1.4	Multiplier 2.0
2018				161,515.00	226,121.00	323,030.00
				-	-	-
				-	-	-
				-	-	-
				-	-	-
				-	-	-
				-	-	-
				-	-	-
				-	-	-
Average Annual		#DIV/0!	#DIV/0!	\$ 17,946.11	\$ 25,124.56	\$ 35,892.22
Multiplier Impact					\$ 7,178.44	\$ 17,946.11
Geographical spending allocations can be applied if applicable.						
Quantifiable Benefits						
Indirect tangible benefits						
0.4 Multiplier amount	7,178.44					
1.0 Multiplier amount	17,946.11					
Est. mid value						
Calculation; ((.4 multiplier + 1.0 multiplier)/2))	12,562.28					

				Library Name:		Woodstock Public Library	
Library Employment Spending						Exhibit 12	
The majority of staff live within the community it serves.							
Annual salary costs include full time and part time wages and benefit costs.							
Multipliers have been applied to demonstrate indirect economic impact.							
Total Salaries , Wages and Benefits				1,868,736.00			
Multipliers used to demonstrate economic impact		Annual Salary Costs		Multiplier Benefit		Total Economic Benefit	
Multiplier 1.4		1,868,736.00		747,494.40		2,616,230.40	
Multiplier 2.0		1,868,736.00		1,868,736.00		3,737,472.00	
2018							
Quantifiable Benefits - Indirect tangible benefits							
0.4 Multiplier amount		747,494.40					
1.0 Multiplier amount		1,868,736.00					
Est. mid value							
Calculation; ((.4 multiplier + 1.0 multiplier)/2))		1,308,115.20					
Work Experience - Library Pages Employment Program							
The TPL study valued the years of experience Library Pages gain while working.							
The value is based on a labour study that assumes two year of job experience is worth \$1123 in Canada (Study of Labor,							
The study assumes Library pages are 14 years of age, work a maximum of 20 hrs/wk at approx. \$11.33 per hour and that the value diminishes over a 5 year period.							
For TPL, they have assumed a 50% turnover rate in page staffing, thus 50% of pages are receiving the work experience benefit in any given year.							
Year		Salary Increase		Number of Pages working average 20 hrs/wk		Total Value	
0		\$ -		0		0.4 Multiplier amount	
1		\$ 1,123.00		0		\$ -	
2		\$ 898.40		0		\$ -	
3		\$ 673.80		0		\$ -	
4		\$ 449.20		0		\$ -	
5		\$ 224.60		0		\$ -	
0		\$ 1,060.00		0		\$ -	
Total				\$ -		Quantifiable Benefits - Indirect tangible benefits	
Multiplier 1.4				1.4		\$ -	
Multiplier 2.0				2.0		\$ -	
		10 hrs/wk		20 hrs/wk			
Pages Branch 1				0		This section was not used in the WPL study as Pages are adults.	
Pages Branch 2				0			
TOTAL		0		0			
Average hrs worked is 10/wk and study assumes 20 hrs/wk, we have divided number of pages in half.							

		Library Name:	Woodstock Public Library	
Library Materials Spending				Exhibit 13
Library materials spending is assumed to be in the GTA and offers an economic benefit to this area.				
Spending is presented by geographic location, with multipliers applied to demonstrate indirect economic impact.				
			Multipliers used to demonstrate economic impact	
Expenditure by Location	Total Materials Expenditure\$ Spent	% Share	Multiplier: 1.4	Multiplier 2.0
ALL LOCATIONS	293,994.00	100.00%	411,591.60	587,988.00
		Estimate		
GTA	202,855.86	69.00%	283,998.20	405,711.72
Canada	45,275.08	15.40%	63,385.11	90,550.15
USA	40,865.17	13.90%	57,211.23	81,730.33
International	4,997.90	1.70%	6,997.06	9,995.80
	-		-	-
	-		-	-
	-		-	-
	-		-	-
TOTAL	293,994.00	100.00%	411,591.60	587,988.00
Multiplier Benefit			117,597.60	293,994.00
Quantifiable Benefits				
Indirect tangible benefits				
0.4 Multiplier amount	117,597.60			
1.0 Multiplier amount	293,994.00			
Est. mid value				
Calculation; ((.4 multiplier + 1.0 multiplier)/2))	205,795.80			
Library Materials expenditure data collected from financial report				

		Library Name:	Woodstock Public Library
Library Generated Return on Investment			Exhibit 14
The return on investment (ROI) is calculated by			
Total economic benefit -which is the sum of tangible benefits and indirect benefits			
divided by			
The cost to run the Library or service			
	Value to Resident (LOW)	Value to Resident (MIDPOINT)	Value to Resident (HIGH)
Direct Tangible Benefit	6,177,285.27	14,731,741.80	23,286,198.34
Indirect Tangible	1,088,234.44	1,904,410.28	2,720,586.11
TOTAL	7,265,519.71	16,636,152.08	26,006,784.45
Library 2013 Total Direct Spending		\$ 2,683,783.11	
Return on Investment (LOW)		270.7%	
Return on Investment (MIDPOINT)		619.9%	
Return on Investment (HIGH)		969.0%	