

**DRAFT Agenda
Woodstock Public Library Board
January 16, 2024**

Date: Tuesday, January 16, 2024
Time: 4:15 p.m.
Place: Library Meeting Room

1. Call to Order

2. Indigenous Acknowledgement

The Library Board would like to acknowledge that we are meeting on traditional and ancestral land of the Haudenosaunee, Lanape, and Anishnaabek Peoples. We thank all generations of people who have taken care of this land and recognize and reflect upon their historic and present connection and contributions to this land and place.

3. Approval of the Agenda

Recommendation:

That the Board approves the Agenda as circulated (or following corrections or additions)

4. Declaration of Conflict of Interest

5. Minutes of the Meeting of November 14, 2023

Recommendation:

That the Board approves the Minutes of the meeting of November 14, 2023, as circulated (or following corrections)

6. Business Arising from the Minutes

None

7. Chairperson's Remarks

8. Delegations/Presentations

None

9. Board Education

a) Draft Organizational Chart

10. Consideration of Correspondence

a) Friends of the Library

Minutes of the Meeting of December 13, 2023

Recommendation:

That the Board receives the Minutes of the meeting of the Friends of the Woodstock Public Library for December 13, 2023, as information.

11. Administrative Reports

a) Monthly Report

- i) Report of the Chief Executive Officer
- ii) Report of the Director of Library Services

b) Statistics

- i) Library Systems Activities for the month of December, 2023

c) Policy Review

- i) Report – Health & Safety, and Prevention of Workplace Violence and Harassment Policies
- ii) Health & Safety Policy

Recommendation:

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

- iii) Prevention of Workplace Violence and Harassment Policy

Recommendation:

That the Library Board approves the Prevention of Workplace Violence and Harassment Policy as presented.

12. Committee Reports

a) Ontario Library Service Trustee Assembly

Verbal Update

b) Health and Safety

Minutes for November 9, 2023

Recommendation:

That the Board approves the Minutes of the Joint Health and Safety Committee meeting of November 9, 2023.

13. Committee of the Whole In-camera

Public Libraries Act, R.S.O. 1990, c. P.44 s. 16.1 (4)

A meeting or part of a meeting may be closed to the public if the subject matter being discussed is,

- (a) the security of the property of the board;*
 - (b) personal matters about an identifiable individual;*
 - (c) a proposed or pending acquisition or disposition of land by the board;*
 - (d) labour relations or employee negotiations*
 - (e) litigation or potential litigation, including matters before administrative tribunals, affecting the board;*
 - (f) advice that is subject to solicitor-client privilege, including communication necessary for that purpose;*
 - (g) a matter in respect of which a board or committee of a board may hold a closed meeting under another Act. 2002, c. 17, Sched. C, s.24 (5).*
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14. Finance

a) Treasurer's Report (as provided by Treasury)

Recommendation:

That the DRAFT Statement of Revenues and Expenditures for the period ending December 31, 2023, and the DRAFT Summary of Trust Account for the period ending December 31, 2023, and the DRAFT Summary of the Jessie McDougall Trust Fund for the period ending December 31, 2023, be received as information.

b) Revenue Fund (Operating) Budget 2024 Amendment

Recommendation:

That the Woodstock Public Library Board approves the amended additions to the base budget of the 2024 Draft Revenue Fund (Operating) Budget for the Woodstock Public Library.

15. New Business

a) Strategic Plan

Verbal Report

16. Notices of Motion

None

17. Attachments

a) Libraries and Librarians Feeling Effects of Economic Slowdown; Fast Facts – Recent Statistics from the Library Research Service, Colorado Department of Education; August 19, 2009

18. Next Meeting

Tuesday, February 13, 2024, 4:15 p.m.

19. Adjournment

VISION

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Woodstock Public Library Board

DRAFT Meeting Minutes November 14, 2023

A regular meeting of the Woodstock Public Library Board was held on Tuesday, November 14, 2023, at 4:15 pm, in the Meeting Room at the Woodstock Public Library.

a) The following Board members were present:

Mary Anne Silverthorn, Chair
Danielle Barry, Vice Chair
Lynn Wareing, Trustee
Ken Whiteford, Trustee
Councillor Kate Leatherbarrow
Councillor Deb Tait
Councillor Bernia Martin

b) The following persons were also present:

Lindsay Harris, CEO
Megan Cook, Manager of Public Services
Lori Peixoto, recorder

1. Call to Order

The Chair called the meeting to order at 4:16 pm.

2. Indigenous Acknowledgement

The Library Board would like to acknowledge that we are meeting on traditional and ancestral land of the Haudenosaunee, Lanape, and Anishnaabek Peoples. We thank all generations of people who have taken care of this land and recognize and reflect upon their historic and present connection and contributions to this land and place.

3. Approval of the Agenda

Motion 23-73

MOVED by B. Martin and seconded by K. Whiteford to approve the Agenda.

Motion carried.

4. Declaration of Conflict of Interest

None.

5. Minutes of the Meeting of October 17, 2023

Motion 23-74

MOVED by D. Barry and seconded by B. Martin to approve the Minutes of the meeting of October 17, 2023.

Motion carried.

6. Business Arising from the Minutes

None.

7. Chairperson's Remarks

None.

8. Delegations/Presentations

None.

9. Board Education

None.

10. Consideration of Correspondence

None.

11. Administrative Reports

a) Monthly Report

i. Report of the Chief Executive Officer

L. Harris reported on Ministry statistics, noting the Annual Survey was completed in October.

L. Harris also made note of upcoming Library events including Customer Appreciation Day on November 24; the staff recognition event taking place on December 1, following Staff Development Day; and the OLA SuperConference at the end of January, 2024.

There were no questions from the Board.

ii. Report of the Manager of Public Services

M. Cook reported on various library programs, noting the highest attendance on record for programs since pre-pandemic.

Discussion was had regarding the Trans-Atlantic Book Club, and positive feedback was received regarding the Oxford Reads programming.

M. Cook mentioned recent donations gifted to the Library being used to support the adult literacy collection as well as replacing new technical equipment.

b) Statistics: Library Systems Activities for the month of October, 2023

L. Harris reported that statistics were more favourable than pre-pandemic numbers, and it's expected that the Library would surpass 2,000 new library users by end of year. That milestone would reiterate the great need in the community for its library.

c) Policy Review

None.

12. Committee Reports

a) Ontario Library Service Trustee Assembly

L. Wareing reported that the meeting of Trustees would occur the day following this meeting of the Board, and she would report back at the next Board meeting in January.

b) Health and Safety

Minutes for October 12, 2023

Motion 23-75

MOVED by D. Tait and seconded by L. Wareing that the Board approves the Minutes of the Joint Health and Safety Committee meeting of October 12, 2023.

Motion carried.

13. Finance

a) Treasurer's Report

Motion 23-76

MOVED by B. Martin and seconded by L. Wareing that the DRAFT Statement of Revenues and Expenditures for the period ending October 31, 2023, be received as information.

L. Harris reported that at the end of October, 2023, the Library was 77% spent. Clarification was provided for a number of budget lines.

Motion carried.

b) Budget 2024

i. Budget Report – Revenue Fund (Operating) Budget

L. Harris reported to the Board a joint position that would be sought by City I.T. and the Library, providing onsite I.T. support for the Library. Discussion was had regarding budget implications for staffing and new positions in 2024.

ii. 2024 Revenue Fund (Operating) Budget

Motion 23-77

MOVED by D. Tait and seconded by K. Whiteford that the Woodstock Public Library Board approves the proposed 2024 Draft Revenue Fund (Operating) Budget, including additions to the base budget, for the Woodstock Public Library.

Motion carried.

c) Board Report – Allocation of 2023 Surplus Funds

L. Harris provided explanation for moving surplus funds to the Salaries Reserve account of the Board.
Discussion was had.

Motion 23-78

MOVED by D. Tait and seconded by D. Barry that the Board submits a request to City Council for the approval of the transfer of surplus funds in the 2023 Revenue Fund (Operating) Budget at the end of the current year; and that the surplus be directed to the Salaries Reserves of the Board.

Motion carried.

14. New Business

a) Meeting Dates

Discussion was had regarding the next regular meeting date. It was agreed by the Board that no meeting was necessary for December, 2023, and the Board would meet again on January 16, 2024.

15. Notices of Motion

None.

16. Attachments

None.

17. Committee of the Whole In-camera

None.

18. Next Meeting

Tuesday, January 16, 2024, 4:15 pm.

19. Adjournment

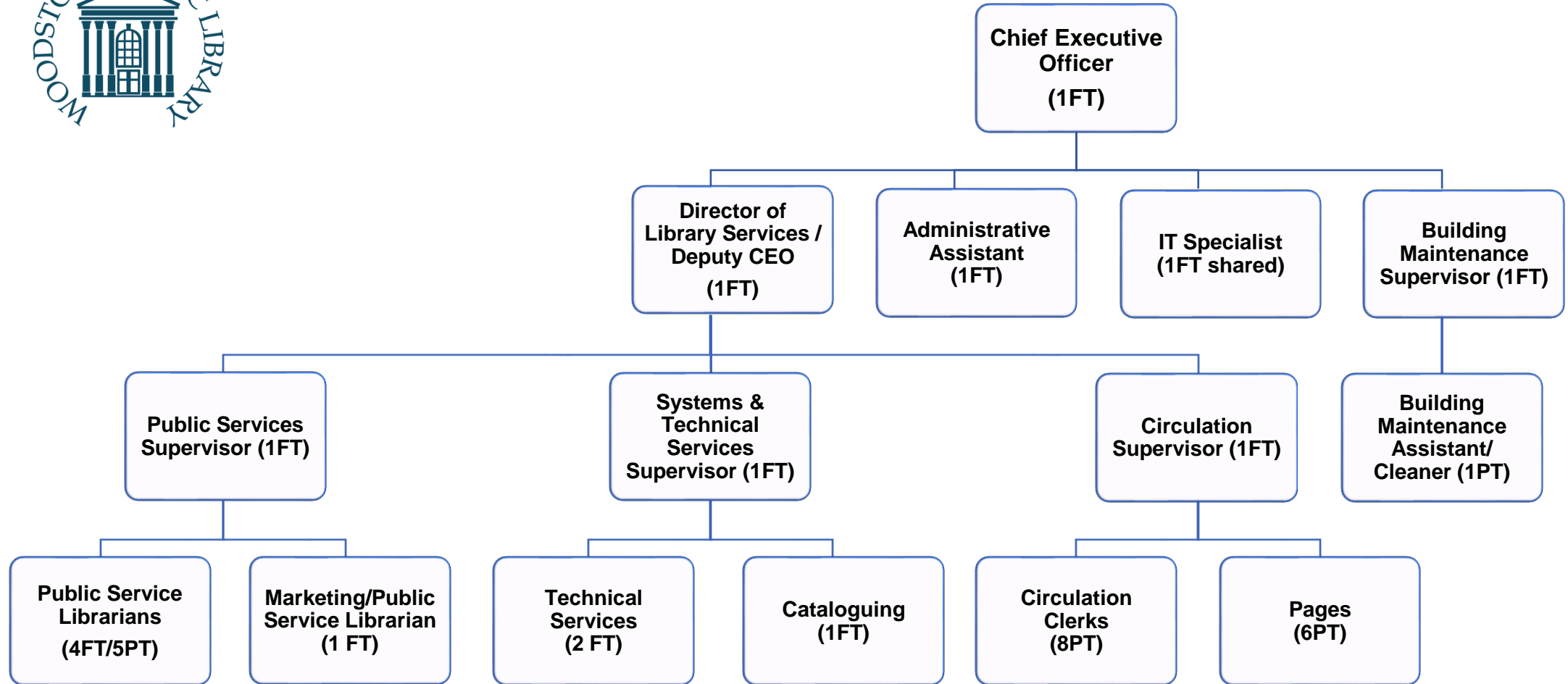
MOVED by K. Whiteford that the meeting adjourn at 5:16 pm.

Vision

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Mission

A welcoming place to create, connect and explore.





Friends of the Woodstock Public Library
December 13, 2023

Present:	Frances Gottschlich (Acting Vice-Chair)	Matthew Lloyd
	Marion Baker (Secretary)	Diana St. Clair
	Gerry Wormald (Treasurer)	Lee Mathers
	Rick Cole	Jenny deHaan
	Sylvia Weiser-Sutherland	Peter Reuhlicke
	Laura Schneider	Karen Leslie
	Andie Lennox	Kathie Richards

Also Present: Megan Cook, Manager of Public Services, Woodstock Public Library

Regrets: Jamina Tieu
Susan Hamilton
Gurleen Saini
Sharron Skevington

Acting Vice-Chair, Frances Gottschlich calls the meeting to order at 5:00 p.m. and welcomes those present.

Agenda:

Moved by: Rick Cole
Seconded by: Matthew Lloyd

That the Agenda for the December 13, 2023 meeting be approved. Carried.

Minutes:

Moved by: Frances Gottschlich
Seconded by: Karen Leslie

That the Minutes of the October 11, 2023 meeting be approved. Carried.
Please note that the meeting of November 8, 2023 was cancelled due to inclement weather conditions.

Reports:

Membership:

Secretary Marion introduces new Friends member Lee Mathers and returning member Andie Lennox, welcoming both to the meeting.

Financial:

Treasurer Gerry Wormald presents the current financial statement as at December 8, 2023.

Book Sale:

Megan Cook advises there will be a notice in the next edition of WOW (What's On Woodstock) magazine that the library is welcoming donations of children's books to be placed in the next Friends of the Library book sale and as well, donations of all books will be accepted once again.

Megan also advises she is working on designing a Friends of the Library bookmark that will be given out to patrons as they pass through the check-out desk. She also speaks about the Family Literacy Day to take place at the library on Saturday, January 27th. Friends members are invited to take part in the handing out of new books to children who visit the library that day.

Megan explains about the up-coming Author's visit to take place in 2024 which will be funded by a donation from Friends of the Library and is currently looking to secure an author who will speak at the gathering.

Rick Cole refers to a "For Better or Worse" cartoon strip he recently read and suggested we might use a quote from the strip: "Buying one book is like going to McDonalds and buying one French fry". He suggests that a large version of the wording be posted at the entrance to the book sale room for all patrons to read and enjoy.

Acting Vice-Chair Frances suggests that a change in the Chair, Vice-Chair and Secretary positions be discussed at the next meeting.

Date of Next Meeting:

Wednesday, January 10, 2024 at 5:00 p.m. in the library meeting room.

Adjournment:

Frances Gottschlich calls for the meeting to be adjourned.

The meeting is adjourned at 5:43 p.m.

Frances Gottschlich, Acting Chair _____



Subject: CEO Report

Action: For Information

Prepared by: Lindsay Harris

Meeting of: January 16, 2024

Reinforcing our Capabilities

The Library continued to see excellent engagement with our community during the final months of 2023. As predicted, the total number of new library card holders in 2023 far surpassed the previous record of 1932 card holders (2011) at 2106 new patrons. We thank all of our new and returning community members for their patronage during 2023, and look forward to continuing to meeting and exceeding their expectations in services as their public library.

The Library is looking forward to the imminent implementation of two new initiatives; the internal room booking software, as well as the return of the Mango Languages learning software. We anticipate the launch of Mango Languages to our community in early February, 2024.

Staff Training and Development

The Library held its second staff development day of 2023 on December 1, as well as its first annual staff recognition event. Both the staff development day and the recognition event were well received by Library employees, and we look forward to holding both events again in 2024.

A number of the Library's professional staff will be attending the Ontario Library Association's SuperConference later in January. We are thrilled that one of our librarians will be presenting during this year's conference and look forward to supporting her in this achievement.



Subject: Report for December, 2023

Action: For Information

Prepared by: Megan Cook

Meeting of: January 16, 2024

Contribute Vibrant Spaces

- This month we had several special storytime programs including a Stuffie Sleepover Storytime, Storytime with Santa, and a Family Story and Swim program at the Southside Aquatic Centre.

Our Storytime with Santa program had 108 people in attendance. Our Children and Teen Librarian received several emails after the program. Two emails are noted below:

"Thank you sooooo much. This definitely made my heart happy. I love it."

"Thank you for a wonderful event!"

Strengthen Our Community

- We reopened our Teen Advisory Group application process this month. The Teen Advisory Group (TAG) is a committee of young people (14-17 years) who help the library develop services that appeal to youth. This position offers teens an opportunity to develop leadership skills and engage in the community.
- Our team has been busy planning our Family Literacy Day event on Saturday, January 27. This is the 25th year that Family Literacy Day has been celebrated in Canada. Events are held in various organizations, including schools and libraries, to highlight the importance of reading and engaging in literacy-related activities as a family. We have a magic show, live music, a family storytime, and lots of games and activities planned for the entire family. The Friends of the Woodstock Public Library and EarlyON Oxford have generously donated funds and books to support this event and the Woodstock community.

Reinforcing Our Capabilities

- safeTalk training has been scheduled for January. safeTalk is a half-day training session in suicide alertness. The training is organized through a partnership with Communities Building Youth Futures and the Canadian Mental Health Association. Library staff will learn the four basic steps to create a lifesaving connection and how to connect people to lifesaving resources.
- The 2024 Super Conference takes place next month. Library staff are attending in-person and virtually. Our Outreach Librarian will be presenting a session titled “It Takes a Community: Initiating a library outreach service in a one branch system.” We are excited to have Woodstock Public Library represented at the conference and to share our experience and knowledge with the profession.



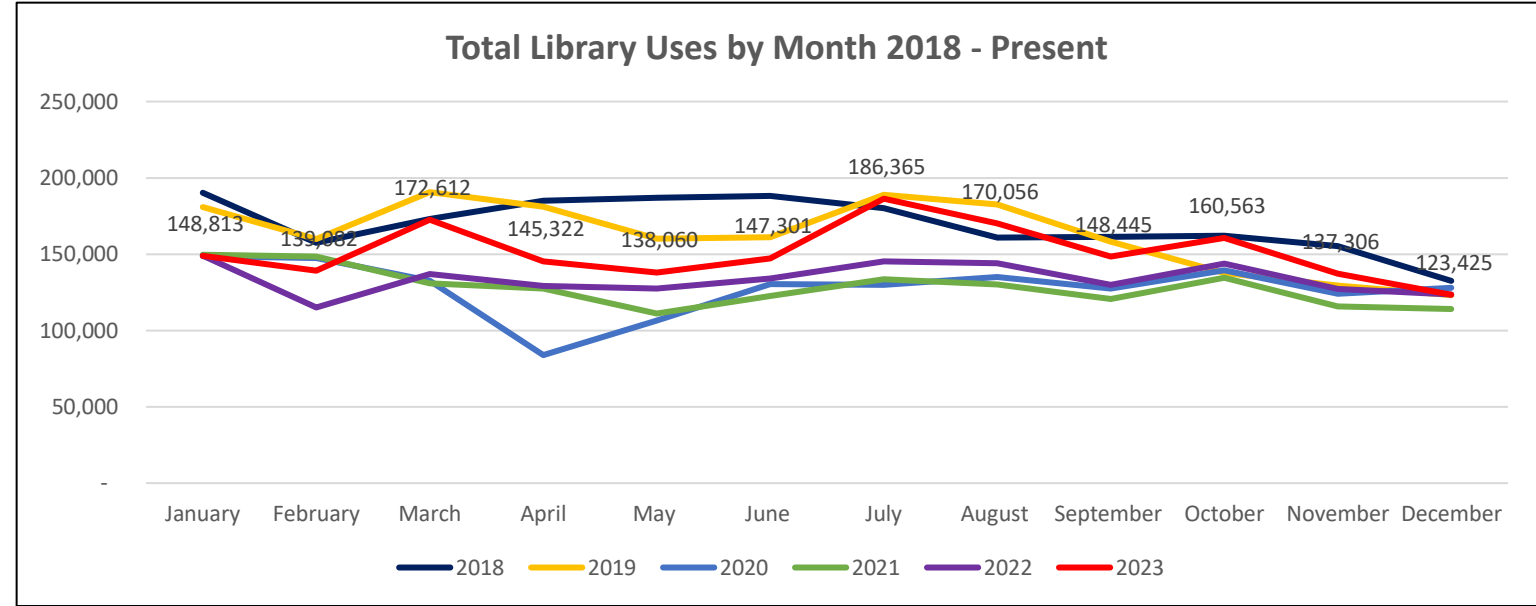
Year	Total Library Uses
2018	2,020,000
2019	1,950,000
2020	1,520,000
2021	1,520,000
2022	1,580,000
2023	1,820,000

2023	Total Circulation	In Person Visits	Electronic Visits*	Social Media Engagments	Program Attendance	Public Computer Use	WIFI Access	Database Searches	Total Library Uses
January	28,685	11,049	78,387	23,964	1,527	901	1,712	2,588	148,813
February	24,472	9,861	74,734	24,494	1,126	544	1,549	2,302	139,082
March	24,727	12,742	79,698	46,899	3,692	847	1,629	2,378	172,612
April	25,240	11,138	67,050	35,918	1,851	853	1,856	1,416	145,322
May	27,396	10,872	66,409	26,812	2,046	863	2,006	1,656	138,060
June	24,825	10,388	68,699	35,073	4,136	881	1,981	1,318	147,301
July	32,392	12,053	95,721	37,720	4,907	698	1,509	1,365	186,365
August	28,650	11,030	92,508	29,201	4,835	740	1,353	1,739	170,056
September	24,869	11,446	84,563	20,906	1,389	920	1,931	2,421	148,445
October	25,643	12,751	71,228	43,613	1,842	997	2,367	2,122	160,563
November	24,890	12,161	71,002	22,813	1,399	1,068	1,978	1,995	137,306
December	23,118	9,550	70,458	15,126	1,042	756	1,534	1,841	123,425
TOTAL	314,907	135,041	920,457	362,539	29,792	10,068	21,405	23,141	1,817,350

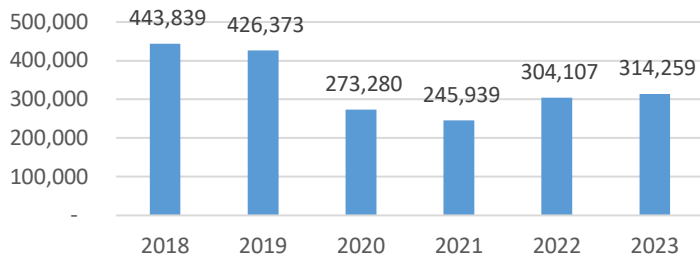
* Data missing from July 5 through August 15, 2023

Total Library Uses by Month 2018 - Present

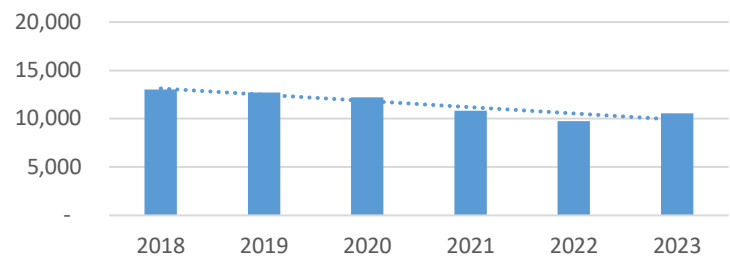
Month	2018	2019	2020	2021	2022	2023
January	148,813	182,000	148,813	148,813	148,813	148,813
February	139,882	160,000	139,882	139,882	115,000	139,882
March	172,612	190,000	135,000	135,000	135,000	172,612
April	145,322	185,000	85,000	130,000	130,000	145,322
May	138,060	160,000	110,000	110,000	130,000	138,060
June	147,301	160,000	130,000	125,000	130,000	147,301
July	186,365	190,000	130,000	135,000	145,000	186,365
August	170,056	185,000	135,000	135,000	145,000	170,056
September	148,445	160,000	125,000	125,000	135,000	148,445
October	160,563	145,000	140,000	135,000	145,000	160,563
November	137,306	130,000	125,000	115,000	125,000	137,306
December	123,425	125,000	125,000	115,000	125,000	123,425



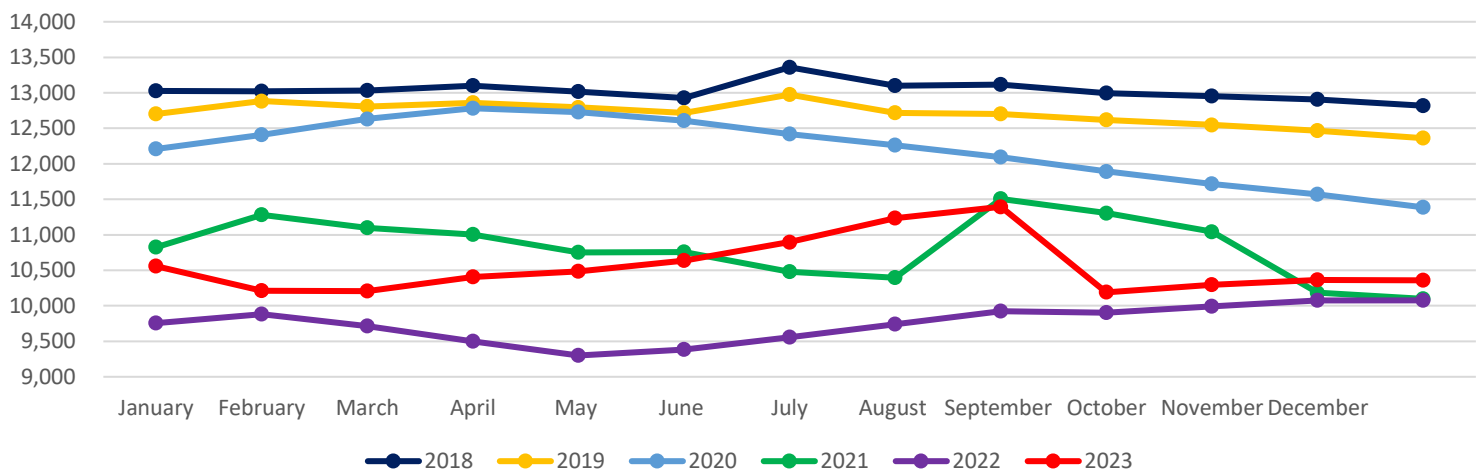
Annual Library Circulation Total 2018-2023



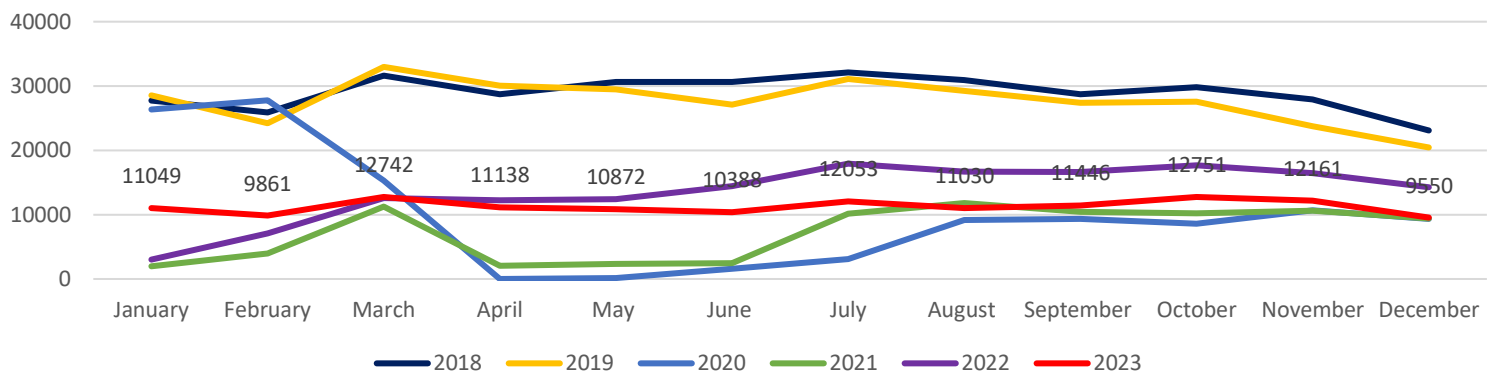
Monthly Average Active Users Count 2018-2023 YTD



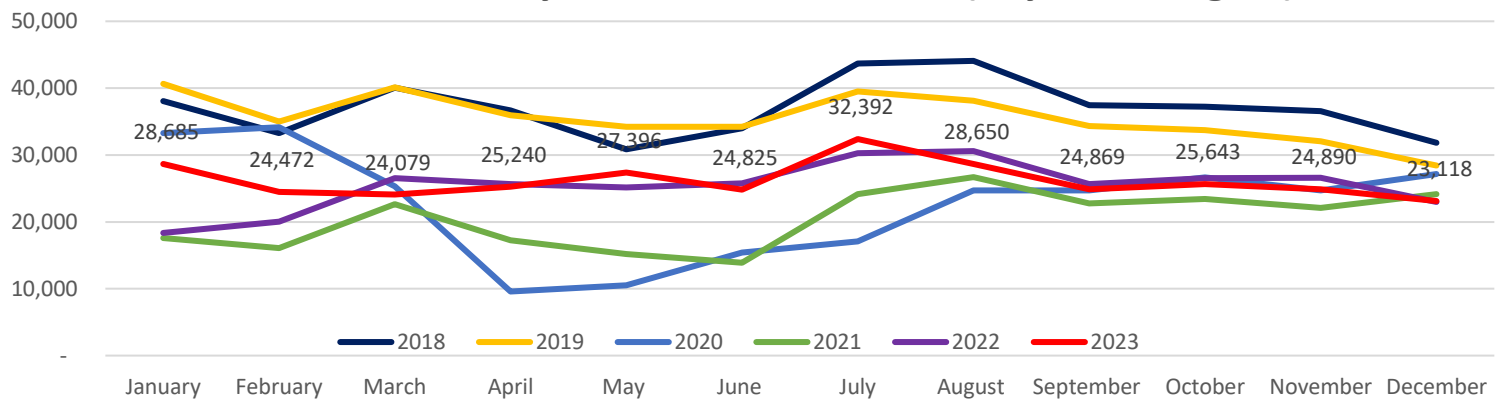
Active Cardholders 2018-2023



In Person Visits - 2018-2023



Total Circulation by Month - 2018-Present (Physical & Digital)





Subject: **Health & Safety and Prevention of Workplace Violence and Harassment Policies**

Action: **For Review and Approval**

Prepared by: **L. Harris**

Meeting of: **January 16, 2024**

Recommendations

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

That the Library Board approves the Prevention of Workplace Violence and Harassment Policy as presented.

Introduction

The Woodstock Public Library Board is committed to providing and promoting a safe working environment for its employees. The Health & Safety, and Prevention of Workplace Violence and Harassment Policies act as the cornerstone of the Library's annual health and safety review.

Discussion

The Library's Health & Safety, and Prevention of Workplace Violence and Harassment policies are required to be reviewed and approved on an annual basis. Minimal grammar changes have been made to these policies since their last review in June of 2023.

Review and approval of these policies at the beginning of this calendar year completes the re-alignment plan for these policies as commenced in December, 2022.



Woodstock Public Library Policy

Policy Name: Health & Safety

Category: Personnel

Version: 16 January 2024

POLICY STATEMENT AND RATIONALE

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

SCOPE

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

DEFINITIONS

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

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

Library means the Woodstock Public Library.

Library Board means the Woodstock Public Library Board.

Worker means any of the following: a person who performs work or supplies services for monetary compensation; a secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates that school in which the student is enrolled; a person who performs work or supplies services for no monetary compensation under a program

approved by a college of applied arts and technology, university, private career college or other post-secondary institution; or such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation.

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

POLICY, PROCEDURE AND IMPLEMENTATION

1.0 Responsibility

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

RELATED DOCUMENTS AND POLICIES

Ontario Occupational Health and Safety Act

DOCUMENT REVISION RECORD

Adoption Date: 12 May 2020
Review Cycle: Annually
Last Reviewed: 16 January 2024
Resolution No.:



Woodstock Public Library Policy

Policy Name: Prevention of Workplace Violence and Harassment

Category: Personnel

Version: 16 January 2024

POLICY STATEMENT AND RATIONALE

This Policy recognizes that workplace harassment and violence may occur between the following:

- Library co-workers
- Library workers and visitors
- Library workers and clients/contractors
- Library workers and members of the public
- Library workers and family members

This policy applies to all work-related duties and activities which may occur at or away from the workplace.

Every employee of the Woodstock Public Library has the responsibility to ensure a healthy, safe, and respectful work environment.

SCOPE

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

DEFINITIONS

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

Complainant means a person or persons filing a complaint against another person or persons.

Domestic Violence means a pattern of abusive behaviours by one or both partners in an intimate relationship such as marriage, dating, family, cohabitation, or friends.

Domestic violence may include but is not limited to:

- a) Physical aggression (i.e. hitting, kicking, biting, shoving, restraining, throwing objects), or threats thereof,
- b) Sexual abuse, emotional abuse, controlling or domineering behaviour, intimidation,
- c) Stalking (i.e. unwelcome visits to the workplace, threatening phone calls and/or emails), neglect, and economic deprivation.

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

HSR means Health and Safety Representative.

JHSC means Joint Health and Safety Committee.

Library means the Woodstock Public Library.

Library Board means the Woodstock Public Library Board.

MLTSD means Ministry of Labour, Training, and Skills Development.

OHRC means Ontario Human Rights Commission.

Respondent means a person or persons who have a complaint filed against them.

Supervisor means Department Heads, Directors, Managers, Superintendents, and Supervisors.

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

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

Workplace Harassment means:

- a) Engaging in a course of vexatious comment or conduct against a worker, in a workplace, that is known or ought reasonably to be known to be unwelcome; or
- b) Workplace sexual harassment includes:
 - i. Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or
 - ii. Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome; or
- c) Workplace harassment can involve unwelcome words or actions, or a pattern of behaviours that are known or should be known to be offensive, embarrassing, humiliating, or demeaning to a worker or group of workers. It can also include behaviour that intimidates, isolates, or even discriminates against the targeted individual(s).

Examples of Workplace Harassment may include but aren't limited to:

- i. Making remarks, jokes, or innuendos that ridicule or intimidate.
 - ii. Displaying or circulating offensive pictures or material in print or electronic form.
 - iii. Bullying.
 - iv. Repeated offensive or intimidating phone calls or electronic messages.
 - v. Inappropriate sexual touching, advances, suggestions, or requests.
 - vi. Any offensive or harassing conduct based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy and gender identity), sexual orientation, disability, age (18 and over, 16 and over in occupancy of accommodation), marital status (including same sex partners), family status, receipt of public assistance (in accommodation only), and record of offences (in employment only).
- d) Not considered to be Workplace Harassment:

Reasonable action or conduct by an employer, manager, or supervisor relating to the management and direction of workers or the workplace would not normally be considered workplace harassment. This is the case even if there are sometimes unpleasant consequences for a worker.

Examples can include but aren't limited to:

- i. Changes in work assignments, scheduling, job assessment and evaluation, workplace inspection.
- ii. Implementation of dress code, and disciplinary action.
- iii. Differences of opinion or minor disagreements between co-workers would also not generally be considered workplace harassment.
- iv. In addition, any behaviour that would meet the definition of *Workplace Violence* would not be considered to be *Workplace Harassment*.

Workplace Violence means:

- a) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- b) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.
- c) A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Examples of Workplace Violence may include but aren't limited to:

- i. Verbally threatening to attack a worker.
- ii. Leaving threatening notes at or sending threatening electronic messages to a workplace.
- iii. Shaking a fist in a worker's face.
- iv. Wielding a weapon at work.
- v. Hitting or trying to hit a worker.
- vi. Throwing an object at a worker.
- vii. Sexual violence against a worker.
- viii. Kicking an object a worker is standing on; *i.e.* ladder, step-stool.
- ix. Trying to run down/over a worker using a vehicle or equipment; *i.e.* book cart.

Workplace Violence is NOT an accidental violent situation such as a worker tripping over an object and falling into/pushing a co-worker as a result.

POLICY, PROCEDURE AND IMPLEMENTATION

1.0 GENERAL POLICY STATEMENT

The Woodstock Public Library Board is committed to the principle of equal rights and opportunities for all employees and to providing and promoting a safe work environment. The Library will take all reasonable steps and abide by all applicable legal requirements to ensure that the workplace is free of violence, harassment, sexual harassment, fear of violence or harassment, threatening acts, and bullying conduct.

The Library Board recognizes a positive work environment is built upon mutual respect, inclusion, and a culture committed to health and safety. The Library will include risks of harassment and/or violence in job hazard assessments.

The Library Board is dedicated to this through an annual review of our program in consultation with the Joint Health & Safety Committee and Health & Safety Representatives.

The Library Board has a zero-tolerance policy toward harassment of any kind, violence, threatening behavior, and bullying in the workplace. Workers in violation of this policy are accountable for their behaviour and may be subject to disciplinary action up to and including termination. External parties in violation of this policy may have their contract terminated and be refused access to the workplace.

The Library maintains a zero-tolerance policy for any verbal, non-verbal or physical behaviour that is threatening or harassing to self, others, property, or physical behaviour that causes or threatens harm to self, others, or property that is initiated by any employee, Library worker family member, client, customer, visitor, contractor, or member of the public.

The Library does not tolerate reprisals or retaliation toward **any person** for complying with this policy. This includes those who report concerns and/or violent incidents, witness violent or inappropriate conduct, and/or cooperate with an investigation. Anyone who initiates reprisals or retaliation will be subject to disciplinary action, up to and including dismissal.

The Library educates and informs all supervisors and workers of their rights and obligations and has developed procedures for reporting and enquiring.

2.0 APPLICATION

2.1 Responsibility

2.1.1 The CEO is responsible for implementing the appropriate procedures to ensure that Library staff understand and adhere to the intent of the policy.

2.2 Confidentiality

2.2.1 Information about complaints and incidents shall be kept confidential to the extent possible by all parties. Information obtained about an incident or complaint of workplace harassment and/or workplace violence, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary:

- a) to protect workers,
- b) to investigate the complaint/incident,

- c) to take corrective action or otherwise as required by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and/or other applicable legislation.

2.2.2 All parties involved in the investigation, or who reported or witnessed the alleged behaviour, shall maintain strict confidentiality of all information except for reporting of an investigation, participating in an investigation, and providing information to law enforcement or other governing body as required; both throughout the investigation and afterward.

2.2.3 The person(s) conducting the investigation may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation. All records of the investigation will be kept confidential, subject to MFIPPA and the OHRC.

2.3 Employer Responsibilities

2.3.1 The responsibilities of the employer include:

- a) Ensure that the working environment is maintained free of violence and harassment for every person.
- b) Conduct risk assessments as needed to identify actual and/or potential workplace violence and harassment issues.
- c) Inform workers and/or the Joint Health & Safety Committee (JHSC) and Health & Safety Representatives (HSR) of the results of the hazard assessment.
- d) Review all applicable legal requirements and take all reasonable precautions to minimize or eliminate violence and harassment-related issues.
- e) Establish procedures for preventing, reporting, investigating, documenting, and mitigating incidents of violence and harassment.
- f) Ensure workers are provided with information and instruction that is appropriate for the worker on the contents of the policy and procedure with respect to the prevention of workplace violence and harassment.
- g) Provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if a worker can be expected to encounter that person during his or her work and the risk of workplace violence is likely to expose that worker to physical injury.
- h) Review the violence and harassment prevention program at minimum annually in consultation with the JHSC and HSRs.

2.4 Supervisor Responsibilities

2.4.1 The responsibilities of supervisors include:

- a) Act respectfully toward others at work and while conducting work-related activities.
- b) Promote and encourage reporting incidents of violence and harassment.
- c) Maintain records of violence and harassment-related complaints, issues, concerns, and investigations.
- d) Assist in investigating claims of violence, harassment, and domestic violence.

2.5 Worker Responsibilities

2.5.1 The responsibilities of workers include:

- a) Report all instances of workplace violence, harassment, or discrimination of which they are aware; immediately or within 24 hours of the incident, to ensure timely response and corrective action.
- b) Act respectfully at work and while conducting work-related activities.
- c) Attend training and education sessions when required.
- d) Immediately report to supervisor incidents and/or knowledge of workplace violence or harassment.
- e) Cooperate with investigations.
- f) Follow the measures and procedures set out in the Library's violence and harassment prevention program.

3.0 REPORTING PROCEDURE

3.1 Self Help

- a) If you feel that you are being harassed or threatened, and you feel comfortable and confident and it is appropriate, the first step is to tell the person their conduct is unwelcome. Do so as soon as you receive any unwelcome comments or conduct.
- b) Report the incident to the supervisor regardless of the outcome.
- c) If you believe that someone who is not an employee has harassed, discriminated, or threatened to commit a violent act against you (*this may*

include Domestic Violence), immediately report the harassment to your supervisor.

3.2 Management Intervention

- a) Report directly to your supervisor if:
 - Step 3.1 is not appropriate in the situation;
 - You are not comfortable with step 3.1; or
 - You witness an incident and are not directly involved.
- b) The supervisor will address the matter as appropriate to the situation (which may include a documented discussion, investigation, conflict resolution, or other corrective action).
- c) If the supervisor deems that the situation requires more formal resolution and the decision and expertise of a higher authority or specialist, the supervisor shall report the incident to Management.
- d) It is important to report your complaint as soon as possible so that the issue can be investigated to prevent escalation or reoccurrence.

3.3 Formal Report

- a) You are directed to file a formal written report:
 - i. If you are not comfortable reporting the incident to your supervisor;
 - ii. If informal means of resolution are inappropriate or ineffective;
 - iii. If requested by Management; or
 - iv. If the supervisor is the alleged perpetrator.
- b) Individuals initiating a formal complaint shall use the violence and harassment report, or provide the information in a written letter that includes:
 - The name(s) of the offending person(s) and any witnesses,
 - The location, date and time of the incident, and
 - Details of the incident, behaviour, circumstances.
- c) Submit the report to the supervisor, or if the supervisor is the alleged perpetrator, to the next highest level of authority in the workplace.

If Management or the Board are the alleged perpetrators, submit your report to the designated independent third party:

- Ward & Uptigrove Human Resources Solutions at:
HRresults@w-u.on.ca

4.0 INVESTIGATION PROTOCOL

- 4.1.1 Upon receipt of a formal report an investigation will commence.
- 4.1.2 The services of an impartial external investigator who possesses appropriate knowledge, experience, and/or qualifications may be used to conduct the investigation if deemed necessary/appropriate by the Library, or the Ministry of Labour.

- 4.1.3 The investigation may include but is not limited to:

- Interviewing the complainant and respondent to ascertain all of the facts and circumstances relevant to the complaint,
- Obtain date(s), time(s) and locations of alleged complaint,
- Interview witnesses (if any),
- Review any related documentation, and
- Compile detailed notes of the investigation and maintain them in a confidential manner.

Note: Union representation may be invited to attend during the investigative interview at either side's request.

- 4.1.4 Management shall make all reasonable efforts to complete the investigation as soon as reasonably possible, and attempt to complete the investigation within 45 days, as dependent on the specific circumstances.
- 4.1.5 Upon completion of the investigation, a detailed report of the findings will be prepared and forwarded to the appropriate Management personnel and including the Library CEO and the Board as suitable in the circumstances.
- 4.1.6 The Library will communicate the findings of the investigation with the complainant and the respondent once the investigation is completed.
- 4.1.7 Full-time and part-time employees affected by an incident will be encouraged to use the free counselling services provided by the Library's *Employee and Family Assistance Program (EFAP)*.

5.0 INVESTIGATION RESULTS AND CORRECTIVE ACTIONS

5.1 Substantiated Evidence Following Investigation

- 5.1.2 The Library will take appropriate corrective measures, regardless of the respondent's seniority or position.
- 5.1.3 The responsible supervisor, manager, CEO, or the Board, shall determine the most appropriate actions for resolution, as per the investigation findings.

5.1.4 Corrective measures may include but aren't limited to:

- a) Discipline, such as a verbal warning, written warning, suspension, up to and including termination; as appropriate.
- b) Referral for mandatory counselling (i.e. anger management or sensitivity training).
- c) Updating security measures and protocols.
- d) Training and education for staff.
- e) Removal of a customer or contractor from the premises.

Note: Disciplinary action for violations of this policy and program will be considered by the nature and impact of the violations and be in accordance with the Library's Progressive Discipline policy.

5.1.5 The results of the investigation including corrective action that has been taken (if any) will be furnished in writing to the complainant and the respondent, as appropriate and respecting MFIPPA and other confidentiality obligations.

5.2 Unsubstantiated Evidence Following Investigation

5.2.1 In the event the claim(s) is unsubstantiated, Management may implement corrective actions, appropriate to the situation, to maintain a respectful and productive workplace.

5.2.2 Unsubstantiated allegations will not result in negative consequences to the complainant, witnesses, or alleged harasser.

5.3 False Allegations

5.3.1 Deliberate false and malicious accusations are serious and will result in disciplinary action up to and including termination. An unsubstantiated claim does not mean that there was a deliberate false allegation.

6.0 NOTIFICATIONS

6.1 Notify the Police if there is immediate danger to any person from violent behaviour.

RELATED DOCUMENTS AND POLICIES

Occupational Health and Safety Act (OHSA)

Ministry of Labour Guideline – *Workplace Violence and Harassment: Understanding the Law*

Ontario Human Rights Code

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

MLTSD Code of Practice to Address Workplace Harassment under Ontario's Occupational Health and Safety Act

DOCUMENT REVISION RECORD

Adoption Date: 12 May 2020
Review Cycle: Annually
Last Reviewed: 16 January 2024
Resolution No.:

Minutes
Woodstock Public Library
Joint Health & Safety Committee
November 9, 2023

Employer Representatives: M. Cook, Manager of Public Services
L. Peixoto, Administrative Assistant

Employee Representatives: N. Bailey
S. Bean

City Representative: K. Stamenov

Recorder: L. Peixoto

The meeting of the Joint Health & Safety Committee (JHSC) was called to order on November 9, 2023, at 2:15 pm.

1. Agenda

There were no additions, and therefore, the Agenda was approved.

2. Minutes

a) Meeting of August 10, 2023

There were no errors or omissions, and therefore, the Minutes of the JHSC meeting of August 10, 2023, were approved.

b) Meeting of October 12, 2023

There were no errors or omissions, and therefore, the Minutes of the JHSC meeting of October 12, 2023, were approved.

3. Co-chair Report – M. Cook

M. Cook noted positive changes in going back to the City's Inspection Report form again. This would be the form the JHSC uses, going forward.

The following items were discussed, and questions from previous meetings were resolved:

- It was noted that an inspection sheet would be posted by the ladder.
- Caution tape would be placed around paint cans in the attic.
- The issue of items blocking a clear path to and from the staff entrance had been resolved.

- Expired paint would be removed by the Building and Maintenance Supervisor with junk removal.
- It was confirmed that fire doors could not be left propped open, and therefore, there was no need to replace the door stops.
- The issue of power bars at the Circulation desks had been resolved.
- It was confirmed that the Building and Maintenance Supervisor performed monthly audits with the first aid kit in addition to the AED unit and fire extinguishers.
- It was confirmed that the battery in the AED unit door was functioning properly, as tested by L. Peixoto and M. Cook.
- Step stools without proper grips had been removed for junk.
- Concern regarding the non-fiction shelving in Children's had resolved with solutions provided that included staff wearing a mask if and when in close quarters with people, donning emergency pendants while on the floor, and insisting patrons enter the aisle ahead of an employee who may be concerned about feeling trapped.
- Discussion would be had with the Building and Maintenance Supervisor regarding the location of the SDS binder for easy access by the JHSC.
- It was confirmed that 'panic pendants' and 'panic buttons' are tested regularly. Emergency lights and fire alarms are tested monthly.
- Expired bottles of hand sanitizer should be trashed by any staff member noticing them. The Building and Maintenance Supervisor, and the Cleaner would continue to refill the wall-mounted and stand-alone sanitizer stations.
- Discussion would be had regarding power tool inspection sheets.
- Current policies for Prevention of Workplace Violence and Harassment, and Health and Safety are now posted on the Health and Safety bulletin board. This was standard practice, but had been missed with the updated versions of the policies.

4. Training

Discussion was had regarding the City's Safety Talks. K. Stamenov offered to forward the Winter Awareness Safety Talk to M. Cook for distribution to Library staff. K. Stamenov also reported that there are many Safety Talks the Library could access for staff. M. Cook would follow up with this.

5. Regulatory Information

None.

6. Workplace Inspections

a) Inspection of November 6, 2023

No hazards reported.

It was confirmed that three months of Inspection Reports would be posted on the Health and Safety bulletin board.

7. Incident Summary (Injuries/Lost Time)

a) Injuries/Lost Time Report

There were (no) injuries or lost time reported during this period.

b) First Aid Supplies

- i. Discussion was had, and there is currently no need for a new, larger supply box. The current box was appropriately purchased from a local supplier based on the number of employees at the Library.
- ii. It was noted that bandages were the only items taken from the first aid supply box during this period. Staff would continue to be encouraged to record the reason for taking supplies out of the first aid supply box.

4. Old Business

None.

5. New Business

a) Staff Concern – rubberizing stairwell

Discussion was had. It was determined that due to the fact that the stairwell at the staff entrance is not a valid place to store items due to fire code regulations, there would be little to no need for staff to be retrieving items under the stairwell.

b) Roles and Responsibilities for Members of the JHSC

Discussion was had regarding the document provided by M. Cook, and all agreed to their roles and responsibilities on the Committee.

c) Adjustment to Inspection Schedule

It was agreed by all Committee members that the City's Inspection Report would be used at the Library's monthly inspection. Inspections would be held the first week of each month.

d) Frequency of Meetings

Discussion was had, and all members agreed that meetings would occur bimonthly, going forward.

Staff would be encouraged to approach their supervisor for any health and safety concerns prior to waiting for a meeting to bring issues to the table.

This would be in everyone's best interest, and would ensure matters are dealt with efficiently.

6. Next Inspection

The next workplace inspection would occur the first week of December, and representatives N. Bailey and L. Peixoto would perform the inspection.

7. Next Meeting

The next meeting of the Joint Health and Safety Committee is scheduled for January 11, 2024, at 2:15 pm in the Conference Room.

With nothing further, the meeting adjourned at 2:57 pm.



Subject: Amended Additions to Base 2024 Revenue Budget

Action: For Review and Approval

Prepared by: Lindsay Harris

Meeting of: January 16, 2024

Recommendation

That the Woodstock Public Library Board approves the amended additions to the base budget of the 2024 Draft Revenue Fund (Operating) Budget for the Woodstock Public Library.

Background and Discussion

The Library's identified IT needs have continued to increase. As such, there is an identified need to advance the commencement of the proposed partnership position between the Library and City IT. The shortened timeline does have an impact on the previously approved 2024 Revenue Fund (Operating) Budget submission to City Council.

To mitigate the impact of this late change to the budget ask, the Library will delay the hiring of the other new position being asked for in 2024 (subject to City Council approval of said position), as well as gap one other vacancy until July of 2024. However, there is still a slight increase of \$10,043.09 to the Additions to Base Budget submission than was previously submitted to the City. As such, the Library Board is asked to consider the amended Additions to Base Budget for approval and submission to the City.

2024 Library Budget

Additions to Base Budget - Amended

Draft with Notes

Account	Description	2024 Budget		2023 Budget	% change	Difference
Revenue						
1000-63082-0000	REVENUE-PROVINCE OF ONTARIO-	54,860.00	No change Expected in Provincial Grant Funding in 2024	54,860.00	0%	-
1000-69701-0000	LIBRARY-DONATIONS	5,000.00	No change	5,000.00	0%	-
1000-69702-0000	REVENUE-PHOTOCOPYING-	4,000.00	Based on 2023 actuals	2,800.00	43%	1,200.00
1000-69703-0000	REVENUE-FINES, FEES-	350.00	No change from 2023	350.00	0%	-
1000-69705-0000	LIBRARY-GIFT SHOP SALES	300.00	Few sales expected. Based on 2022 actuals	500.00	-40%	- 200.00
1000-69706-0000	REVENUE-INTEREST EARNED-	2,000.00	Increase from 2023 based on actuals	600.00	233%	1,400.00
1000-69707-0000	NON-RESIDENT FEES-	7,000.00	No change from 2023	7,000.00	0%	-
1000-69708-0000	MISCELLANEOUS REVENUE-	100.00	None raised in 2023	1,000.00	-90%	- 900.00
1000-69710-0000	LIBRARY-ROOM RENTAL	500.00	Based on 2023 actuals	500.00	0%	-
1000-69715-0000	ONTARIO - PAY EQUITY GRANT-	5,310.00	No change Expected in Provincial Grant Funding in 2023	5,310.00	0%	-
1000-69717-0000	LIBRARY-LOST/DAMAGED ITEMS	3,000.00	No change from 2023	3,000.00	0%	-
1000-69720-0000	TRANS. FROM DEV. CHARGES - LIBRARY	80,000.00	Library Materials subsidy	80,000.00	0%	-
1000-69723-0000	TRANS FROM RESERVE - CONSULTANTS SERVICES	80,000.00	Completion of Pay Equity review & other HR projects (not completed in 2023 as predicted)	130,000.00	-38%	- 50,000.00
1000-69724-0000	TRANS FROM AUTOMATION RESERVE	50,000.00	Anticipated IT infrastructure needs in 2024	50,000.00	0%	-
1000-69722-0000	TRANS FROM SALARIES	0.00	Not required	70,000.00	-100%	-70000.00
Total Revenue		292,420.00		410,920.00	-29%	- 118,500.00
Operating Expenditures						
1000-83610-0101	LIBRARY-SALARIES & WAGES-REGULAR	1,219,927.33		1,194,281.00	2%	25,646.33
1000-83610-0102	LIBRARY - SALARIES & WAGES - OVERTIME	1,200.00		1,200.00	0%	-
1000-83610-0103	LIBRARY-SALARIES & WAGES - P/TIME	598,000.00		580,000.00	3%	18,000.00
1000-83610-0104	LIBRARY - SHIFT PAY	11,298.00		11,298.00	0%	-
1000-83610-0105	LIBRARY-VACATION PAY	95,956.55		111,862.00	-14%	- 15,905.45
1000-83610-0108	LIBRARY - LIEU PAY	-	Orphan budget line	-		-
1000-83610-0150	LIBRARY-O.M.E.R.S.	153,259.76		172,441.00	-11%	- 19,181.24
1000-83610-0151	LIBRARY-C.P.P.	100,846.00		95,548.00	6%	5,298.00
1000-83610-0152	LIBRARY-E.I.	34,494.00		33,791.00	2%	703.00
1000-83610-0154	LIBRARY-EMPLOYERS HEALTH TAX	38,307.00		37,357.00	3%	950.00
1000-83610-0158	LIBRARY- HEALTH BENEFITS	193,884.00		173,329.00	12%	20,555.00
1000-83610-0171	LIBRARY-WORKER'S COMPENSATION	6,243.00		5,088.00	23%	1,155.00
1000-83610-0172	LIBRARY-MILEAGE	3,000.00	No change from 2023	3,000.00	0%	-
1000-83610-0198	PAY IN LIEU OF BENEFITS	32,103.00		29,641.00	8%	2,462.00
1000-83610-0301	LIBRARY-AUDIT FEES	1,500.00	Same as previous years	1,500.00	0%	-
1000-83610-0306	LIBRARY-UNION NEGOTIATION/RELATED	4,000.00	Mediation/arbitration/negotiation contingency	4,000.00	0%	-
1000-83610-0308	LIBRARY-REPAIRS & MAINTENANCE TO BUILDINGS	45,000.00	No change	45,000.00	0%	-
1000-83610-0309	LIBRARY-CARETAKING SUPPLIES	7,000.00	No change	7,000.00	0%	-
1000-83610-0300	LIBRARY - MATERIALS/REPAIRS/MAINTENANCE	1,500.00	No Change	1,500.00	0%	-
1000-83610-0310	LIBRARY-NEW EQUIPMENT	5,500.00	No Change	5,500.00	0%	-
1000-83610-0311	LIBRARY-EQUIPMENT REPAIRS & SERVICE	3,000.00	No Change	3,000.00	0%	-
1000-83610-0312	LIBRARY - OFFICE SUPPLIES	10,000.00	Based on 2023 actuals	9,000.00	11%	1,000.00
1000-83610-0313	LIBRARY-SUBSCRIPTIONS & MEMBERSHIPS	2,500.00	No change	2,500.00	0%	-
1000-83610-0314	LIBRARY-POSTAGE & EXPRESS	3,500.00	No change	3,500.00	0%	-

1000-83610-0315	LIBRARY-ADVERTISING	6,000.00	Reduction - WOW cost absorbed by City of Woodstock	15,000.00	-60%	-	9,000.00
1000-83610-0318	LIBRARY- BOARD DEVELOPMENT	2,500.00	Return of in person OLA Board Bootcamp	2,000.00	25%		500.00
1000-83610-0321	LIBRARY-COST OF PHOTOCOPYING	4,000.00	No change	4,000.00	0%		-
1000-83610-0331	LIBRARY - STAFF DEVELOPMENT	20,000.00	Slight increase due to organizational needs	18,000.00	11%		2,000.00
1000-83610-0350	LIBRARY-TELEPHONE	8,400.00	No change	8,400.00	0%		-
1000-83610-0351	LIBRARY-ELECTRICITY	33,075.00	No change	33,075.00	0%		-
1000-83610-0352	LIBRARY-HEAT	14,500.00	No change	14,500.00	0%		-
1000-83610-0353	LIBRARY-WATER	2,100.00	No change	2,100.00	0%		-
1000-83610-0370	LIBRARY-SOFTWARE & LICENSING	92,000.00	Additional software purchases	90,000.00	2%		2,000.00
1000-83610-0383	LIBRARY - CONSULTANTS SERVICES	60,000.00	Completion of Pay Equity Review	60,000.00	0%		-
1000-83610-0393	LIBRARY-PURCHASED SERVICES	2,000.00	Based on 2023 actuals	2,500.00	-20%	-	500.00
1000-83610-0399	LIBRARY-MISCELLANEOUS	1,000.00	No change	1,000.00	0%		-
1000-83610-0429	LIBRARY-COMPUTER MAINT & SUPPLIES	50,000.00	Decreased - moved funds to personnel budgets due to City IT staff position	70,000.00	-29%	-	20,000.00
1000-83610-0613	LIBRARY - LIBRARY MATERIALS	265,000.00	Increase cost/demand on library materials, especially e-products	248,000.00	7%		17,000.00
1000-83610-0620	LIBRARY-PROFESSIONAL AIDS	1,000.00	No change	1,000.00	0%		-
1000-83610-0621	LIBRARY-PERIODICALS	10,500.00	No change	10,500.00	0%		-
1000-83610-0625	LIBRARY-COVERS AND REPAIRS	9,000.00	No change	9,000.00	0%		-
1000-83610-0626	LIBRARY-CATALOGUING/PROCESSING	43,500.00	4% vendor increase plus vendor change	42,000.00	4%		1,500.00
1000-83610-0627	LIBRARY-PROGRAMMES	20,000.00	Increase outreach opportunities	18,000.00	11%		2,000.00
1000-83610-0634	LIBRARY-STANDING ORDERS	8,000.00	Based on 2022 actuals	8,000.00	0%		-
1000-83610-0635	LIBRARY-INTER-LIBRARY LOANS	2,000.00	Based on 2022 actuals	2,000.00	0%		-
Total Expenditures		3,226,593.64		3,190,411.00	-5%		36,182.64

2024 Total Revenue	292,420.00
2024 Total Operating Expenditures	3,226,593.64
Net Total	2,934,173.64
2024 Library Budget	2,934,173.64
2023 Library Budget	2,779,491.00
Increase	154,682.64
% Increase	5.6%

410,920.00	2023 Revenue
3,190,411.00	2023 Operating
2,779,491.00	Net Total

Libraries and Librarians Feeling Effects of Economic Slowdown

ED3/110.10/No. 277

August 19, 2009

The economic recession's impact on libraries has become a hot topic in recent months. Prompted by editorials and news stories from around the country, the Library Research Service (LRS) undertook our latest 60-Second Survey, "Libraries and the Economic Recession." The goal of this survey was to gather input from librarians in the field about how their libraries and careers have been impacted by the current economic situation. Nearly 500 people working in public, academic, school, and special libraries responded. The results indicate that while public libraries are seeing much of the increase in traffic and library use, employees in all types of libraries are feeling the pressures of the economic recession.

Increases in Library Use and Requests for Help

The first set of questions asked for respondents' personal observations about increases in requests for assistance and increases in the use of library services.

Computer use was a dominant theme in the responses. When asked if they were helping more patrons with selected library services, 70 percent of respondents said they had noticed an increase in requests for help using computers, while 66 percent reported more requests for assistance with job-seeking activities, such as filling out online applications or resume preparation (see Chart 1). These percentages were even higher among those working at public libraries, with nine out of ten public library employees identifying an increase in requests for assistance with computers and/or job-seeking activities.

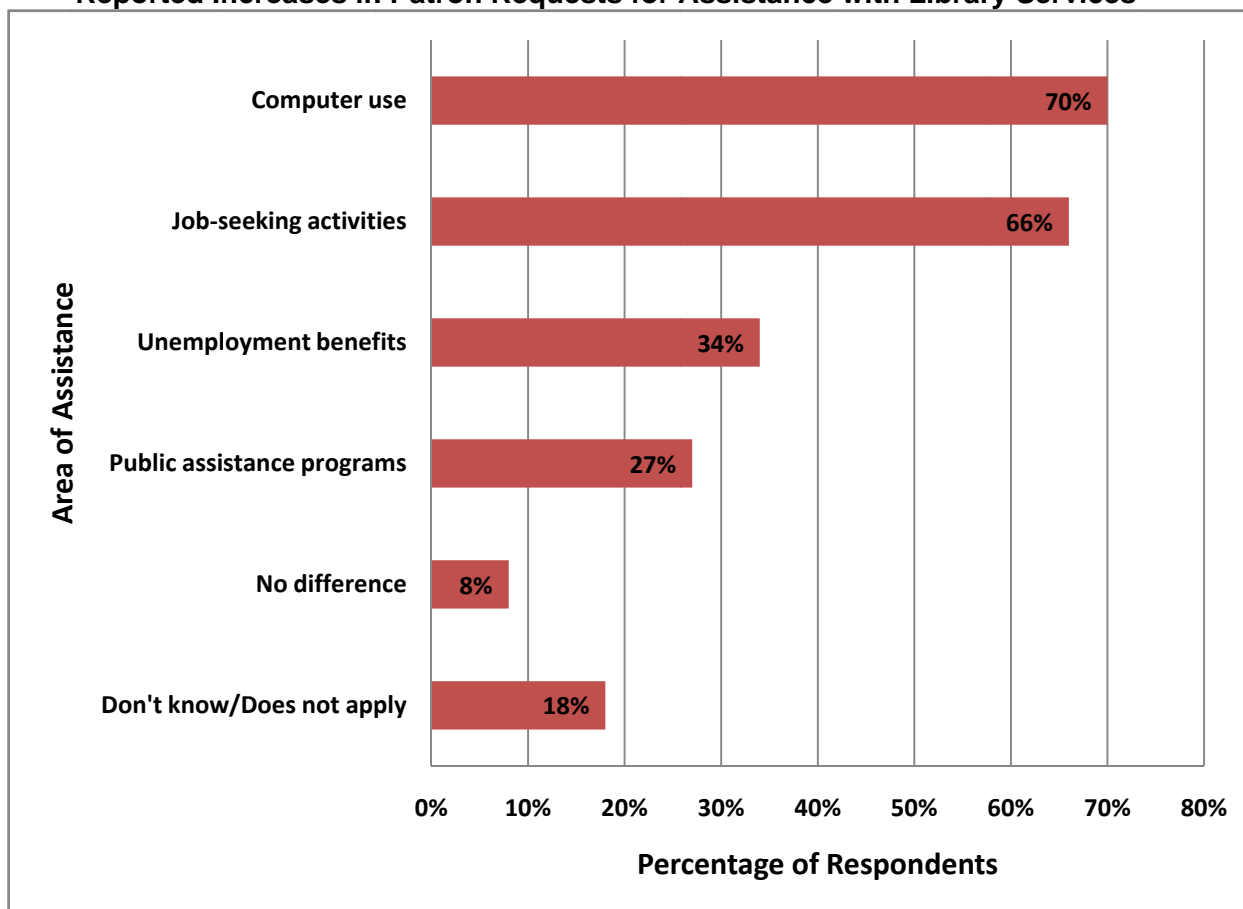
What is an LRS 60-Second Survey?

In the style of an online readers' poll, the 60-Second Survey format is short and to the point. By definition, the survey can be answered in a minute or less. Narrow by intent, 60-Second Surveys capture the perceptions and knowledge of respondents on a single timely topic. The online surveys are distributed electronically via email, listservs, blogs, etc. Results are reported briefly on the LRS blog and in more detail in Fast Facts.

"As a librarian in a large urban library system struggling to keep up with the sheer volume of customers needing help with technology, I have experienced the impact of the economic downturn firsthand - in particular with access to technology. Often my staff and I are helping multiple customers with few or no computer skills..."



Chart 1
Reported Increases in Patron Requests for Assistance with Library Services



Note: Chart details responses to the question, "In the last 12 months, have you had to help more patrons with the following services?"

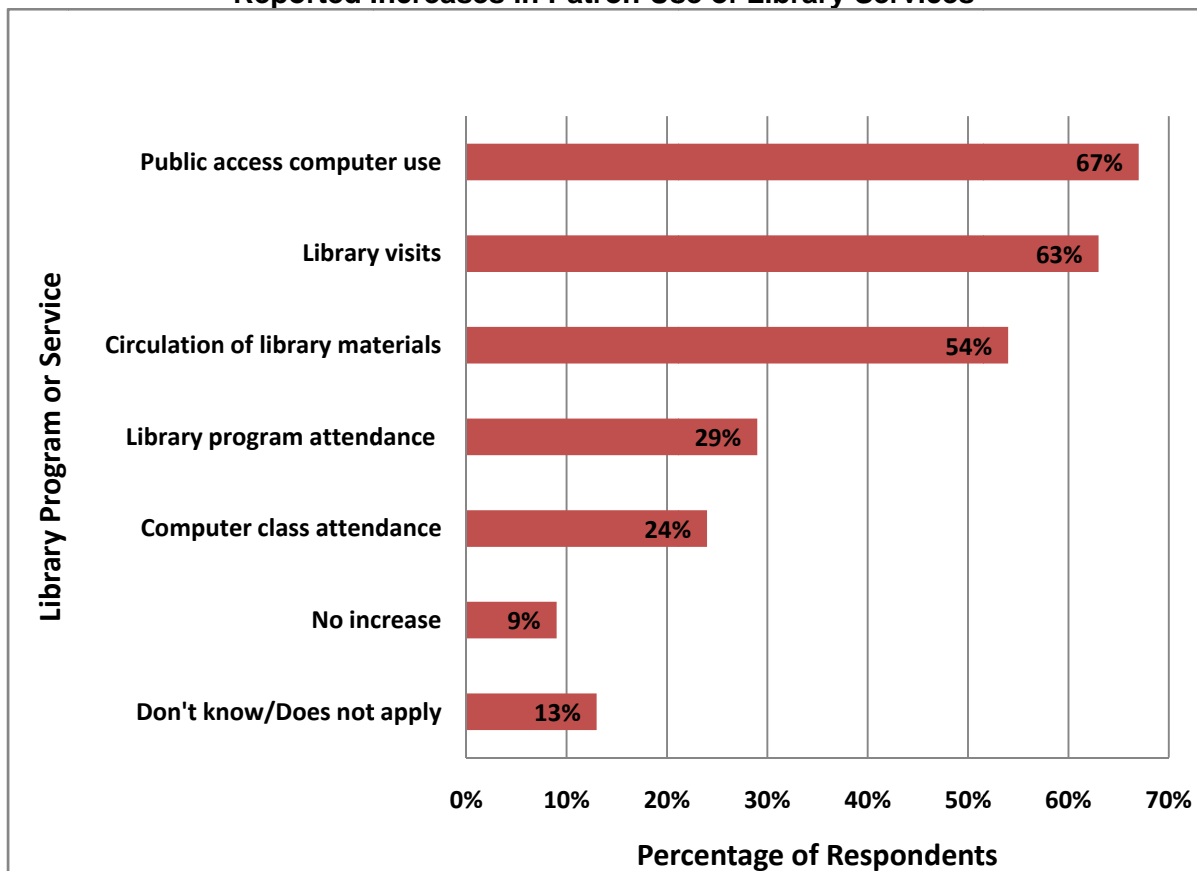
Similarly, when asked whether they had personally noticed an increase in use of selected library resources in the last 12 months, 67 percent reported an increase in the use of public access computers. Sixty-three percent noted an increase in library visits, and 54 percent said they had seen an increase in the circulation of library materials (see Chart 2).

"Many people have come in to apply for jobs or apply for unemployment benefits that don't know how to use a computer and helping them has been a strain. Also, many people have sad stories to tell and just need someone to listen."

"There are more people coming into the library than ever before. We are getting patrons who tell us they didn't know we existed, never needed us before. Now they need us for job information, computers, printers, and public assistance information. Most of our users have never needed public assistance. I have lots of pamphlets and information that I never see anyone take, but it needs [to be] constantly re-stocked. I have also seen an increase in very stressed-out people on the edge. I'm just hoping I still have a job next year."



Chart 2
Reported Increases in Patron Use of Library Services



Note: Chart details responses to the question, "In the last 12 months have you personally noticed an increase in use of the following resources at your library?"

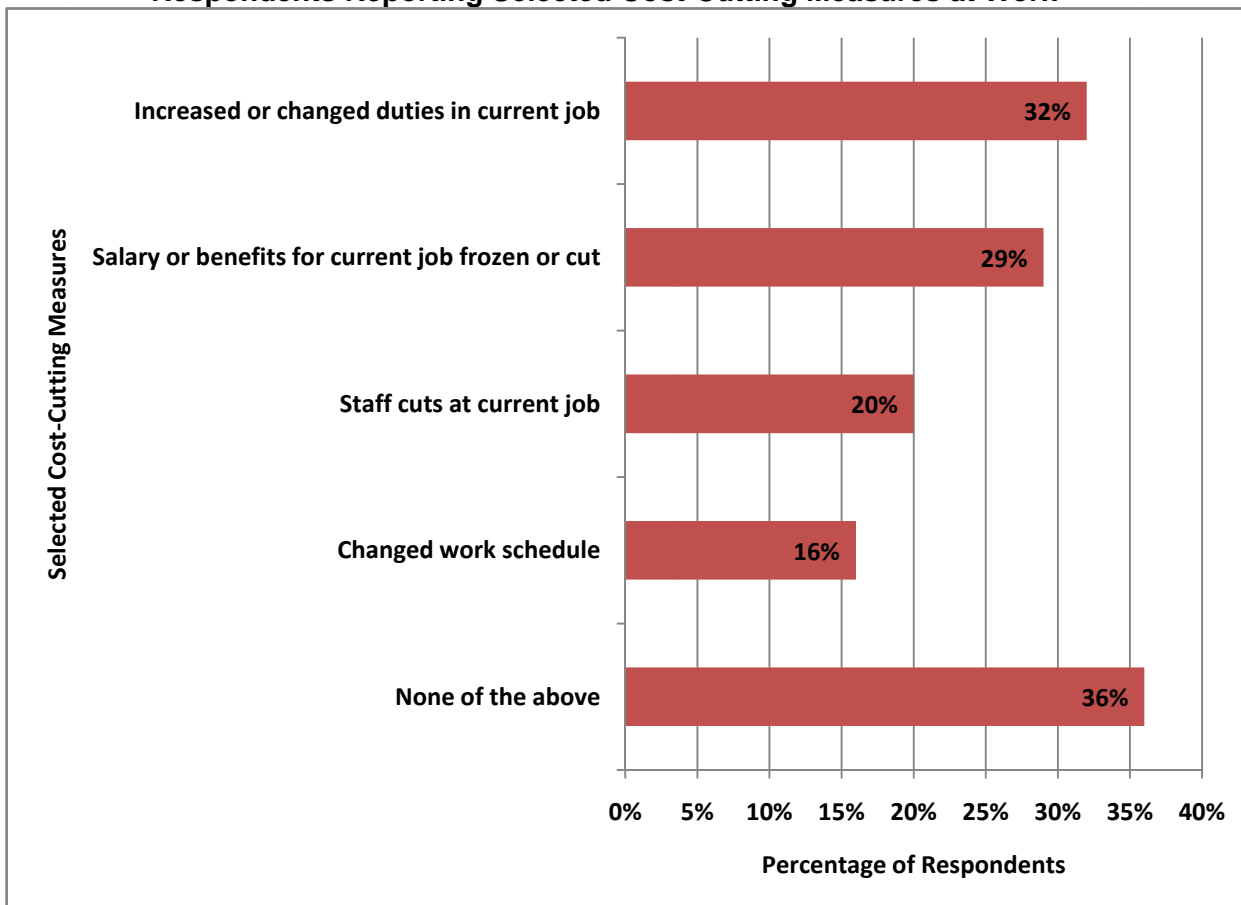
Impact on Library Jobs

The second set of questions in the survey asked respondents how the economic recession has impacted their jobs. To determine which staff-related cost-cutting measures libraries were taking, the survey asked respondents to identify any cost-cutting measures they had experienced in the last 12 months. The largest percentage (36%) indicated that none of the selected measures had been taken at their library. Nearly one in three (32%) said their job duties had increased or changed in the last 12 months, and almost 30 percent said salaries or benefits in their current job had been frozen or cut (see Chart 3).

"We are serving people in our community who had never before used any of our services. They are surprised to see how much we have to offer. They did not expect the level of technology, variety of programs, or the up-to-date collection to be available in their hometown public library."



Chart 3
Respondents Reporting Selected Cost-Cutting Measures at Work



Note: Chart details responses to the question, "Which, if any, of the following has happened to you in the last 12 months?"

"Not only are we seeing an increase in overall visitors, we notice an increase in highly educated people with very limited library skills. Upper middle class new users who are making the decision to use "prepaid" public library services when they used to meet those needs through video rentals, bookstores, home Internet, etc."

When asked how the current economic recession has changed their career plans, two out of five (40%) said their plans had not changed. One in four (25%) said they would retire later than planned; 39% claimed they would stay in their current library job as a result of the recession. Responses to these job-related questions indicate that although libraries were seeing changes, a large percentage of respondents were unaffected and had not changed their career plans.

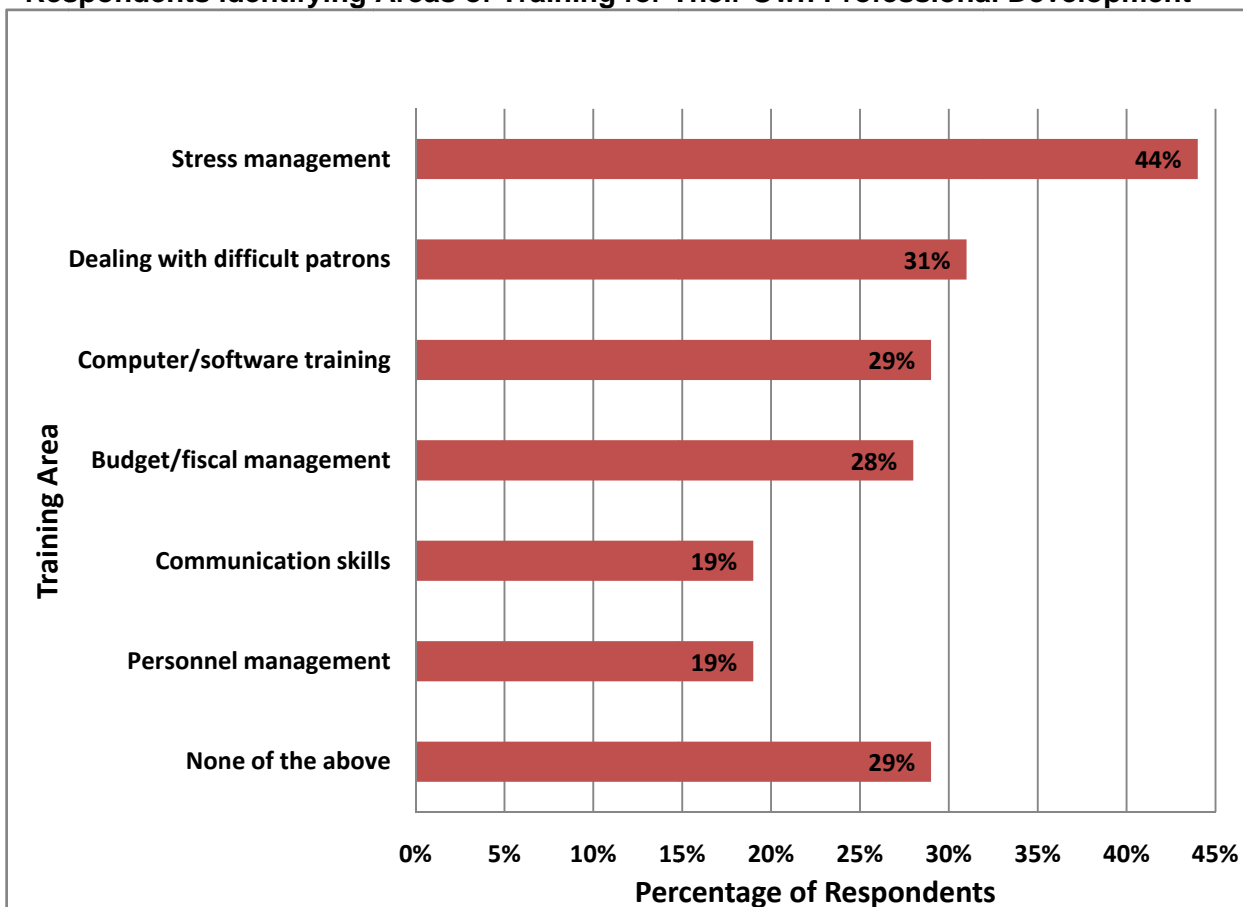
"As a solo librarian in a small library, I have lost my total budget and now must rely on donations and free books for acquisitions. Additionally the part-time assistant position has been cut so I must pick-up those job tasks as well as other tasks created by lost positions in other parts of the organization."



Additional Training

The final set of questions asked respondents whether they felt the need for additional professional training. When asked if they could use training for their own professional development, 44 percent identified stress management as an area in which they could use assistance, 31 percent said dealing with difficult patrons, and 29 percent chose computer skills/software training (see Chart 4).

Chart 4
Respondents Identifying Areas of Training for Their Own Professional Development

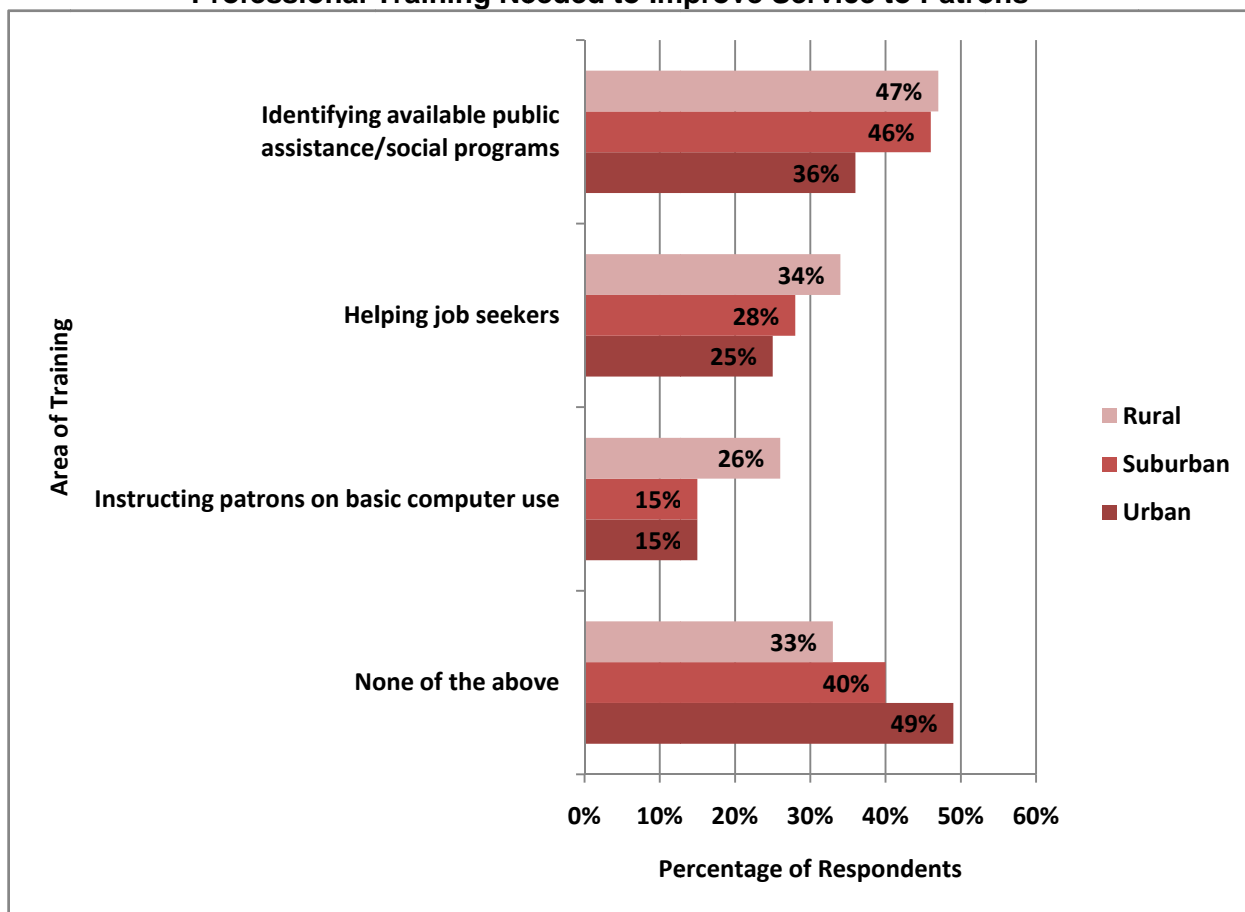


Note: Chart details responses to the question, "As a result of the current economic downturn, do you feel a need for additional training in any of the following areas for your own professional development?"

Finally, respondents were asked whether they would benefit from additional professional training in order to better serve patrons. Nearly half (46%) said they could use training on identifying available assistance/social programs for patrons. Thirty percent said they would benefit from training on how to help job seekers, and 18 percent selected training on how to instruct patrons on basic computer use. Almost another half (44%) chose "none of the above." Those working in rural libraries were more likely than their counterparts in urban or suburban libraries to say they would benefit from additional professional training (see Chart 5).



Chart 5
Professional Training Needed to Improve Service to Patrons



Note: Chart details responses to the question, "To better serve patrons, do you feel a need for additional professional training in any of the following areas," arranged by the community type respondents selected.

Conclusion

Media stories about the economic recession's impact on library use and services are largely focused on public libraries. While this 60-Second Survey is not a comprehensive look at how the recession is challenging libraries, it does provide a snapshot of the changes employees at all types of libraries have witnessed with their patrons and experienced for themselves. Survey results and the anecdotal evidence provided by respondents in their open-ended comments demonstrate how the economic situation has influenced the way patrons use libraries and in many cases increased the stress of librarians.

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