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AGENDA

OXFORD COUNTY LIBRARY BOARD
BOARD MEETING

Tuesday, May 21, 2024, 1:00 PM
Woodstock, Room 222 and online
www.oxfordcounty.ca/livestream

1. CALL TO ORDER

2. APPROVAL OF AGENDA

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

    4.1. April 16, 2024

5. DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF

6. CONSIDERATION OF CORRESPONDENCE

7. REPORTS

    7.1. 2024-21 Key Agenda Items and Policy Review Update (verbal report)

        RECOMMENDATION

        1. That the Library Board receives Verbal Report 2024-21, Key Agenda Items and Policy Review Update for information and discussion.

    7.2. 2024-22 Librarian's Report and Statistics

    RECOMMENDATION

        1. That the Library Board receives Report 2024-22, Librarian's Report and Statistics, for information and discussion.

    7.3. 2024-23 Update – Rural Community Engagement (verbal report)

        RECOMMENDATION

        1. That the Library Board receives Verbal Report 2024-23, Rural Community Engagement, for information and discussion.

    7.4. 2024-24 2023 Year End Statistics

        RECOMMENDATION

        1. That the Library Board receives Report 2024-24, 2023 Year End Statistics, for information and discussion.

    7.5. 2024-25 2024 Q1 Library Business Plan and Budget Update

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RECOMMENDATION

1. That the Library Board receives Report 2024-25, 2024 Q1 Library Business Budget Update, for information and discussion.

7.6. 2024-26 Policy: Board Code of Conduct Review and Update

RECOMMENDATION

1. That the Library Board receives Report 2024-26 Board Code   i and Update, and approves the changes made to the Board Code of Conduct as set out in Attachment 1.

8.   UNFINISHED BUSINESS

9.   MOTIONS

10. NOTICE OF MOTIONS

11. ENQUIRIES

12. ADJOURNMENT

OXFORD COUNTY LIBRARY

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OXFORD COUNTY LIBRARY BOARD MEETING MINUTES

Tuesday, April 16, 2024

Members Present:	Chair Julia Harris
	Vice-Chair Laura Langford
	Councillor David Mayberry
	Megan Blair
	Katherine Grieve
	Cynthia Lacroix
Members Absent:	Councillor Brian Petrie
Staff Present:	L.M. Williams, CEO/Chief Librarian
	L. Buchner, Director of Corporate Services

1. CALL TO ORDER

Oxford County Library meets in regular session this the sixteenth day of April, 2024 in Room 222, Oxford County Administration Building, Woodstock at 1:00 p.m. with Chair Julia Harris in the chair.

2. APPROVAL OF AGENDA

RESOLUTION 1

Moved By: David Mayberry
Seconded By: Laura Langford

Resolved that the Agenda be approved as amended to move Delegation, Presentations and Consideration Thereof item 5.1 to follow Enquiries.

DISPOSTION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

NIL

4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

RESOLUTION 2

Moved By: Laura Langford
Seconded By: Megan Blair

Resolved that the Library Board minutes of March 19, 2024 be adopted.

DISPOSTION: Motion Carried

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5. DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF

5.1 Good Governance Through the Lense of the Public Libraries Act (recording) by Ontario Library Service.

This presentation was dealt with following Enquiries.

RESOLUTION 6

Moved By: David Mayberry
Seconded By: Laura Langford

That the Library Board receives the recorded presentation by Ontario Library Service.

DISPOSTION: Motion Carried

6. CONSIDERATION OF CORRESPONDENCE

NIL

7. REPORTS

7.1. 2024-18 Key Agenda Items and Policy Review Update (verbal report)

RESOLUTION 3

Moved By: Katherine Grieve
Seconded By: David Mayberry

That the Library Board receives Verbal Report 2024-18, Key Agenda Items and Policy Review Update for information and discussion.

DISPOSITION: Motion Carried

7.2. 2024-19 Librarian's Report and Monthly Statistics

RESOLUTION 4

Moved By: Cynthia Lacroix
Seconded By: Megan Blair

That the Library Board receives Report 2024-19, Librarian's Report and Monthly Statistics, for information and discussion.

DISPOSITION: Motion Carried

7.3 2024-20 Rural Customer Engagement Update (Verbal Report)

RESOLUTION 5

Moved By: Katherine Greive
Seconded By: Megan Blair

That the Library Board receives Verbal Report 2024-20, Rural Customer Engagement Update for information and discussion.

DISPOSITION: Motion Carried

8. **UNFINISHED BUSINESS**
    NIL

9. **MOTIONS**
    NIL

10. **NOTICE OF MOTIONS**
    NIL

10. **ENQUIRIES**
    NIL

Cynthia Lacroix leaves the meeting at 2:03 p.m.

12. **ADJOURNMENT**

    <u>RESOLUTION 7</u>

    Moved By: David Mayberry
    Seconded By: Katherine Greive

    Resolved that the Board meeting of April 16, 2024 be adjourned until the next meeting scheduled for May 21, 2024 at 1:00 p.m.

    <u>DISPOSITION</u>: Motion Carried at 2:28 p.m.

    _____
    Julia Harris, CHAIR

    _____
    Lisa Marie Williams, SECRETARY

Oxford County Library Board - Key Agenda Items 2024

Agenda items	Jan	Feb	Mar	Apr	May	Jun	Jul	Sep	Oct	Nov	Notes
2023 Board Evaluation	X										Yearly Agenda Item
2023 Year End Statistics					X						Yearly Agenda Item
Librarian's Report and Monthly Statistics	X	X	X	X	X	X		X	X		Regular Agenda Item
Quarterly Metrics		Q3 (23)		Q4 (23)	Q1			Q2		Q3	Regular Agenda Item
2023 Business Plan and Budget Update					Q1			Q2		Q3	Regular Agenda Item
2022 Annual Community Report						X					Yearly Agenda Item
2023 Financial Audit						X					Yearly Agenda Item
2025 Business Plan								X			2024 Planning
2025 Budget Plan									X		2024 Planning
Library Technology Review											Date TBD
Library Facilities Plan											Date TBD
Rural Customer Engagement Report			X	X	X						Update Reports - Verbal
CEO/Chief Librarian Performance Goals										X	Yearly Agenda Item
2025 Board Meeting Dates and Library Closures										X	Yearly Agenda Item

Oxford County Library Board - Policy Review 2024

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

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

Librarian's Report and Statistics

RECOMMENDATION

1. That the Library Board receive Report 2024-22, Librarian's Report and Statistics, for information and discussion.
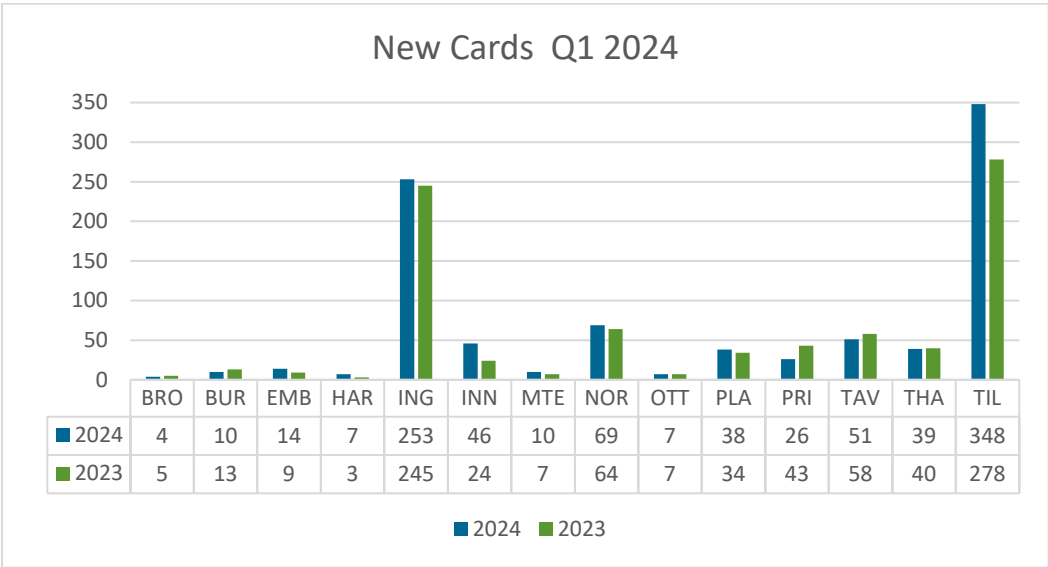
DISCUSSION

CEO / Chief Librarian

- April 24 – County Council Meeting
- April 25 – Book Bans and Their Impact on Canadian Communities, Round Table Discussion (McGill Library Virtual Event)
- April 26 – Ontario Library Consortium Annual Regular Meeting
- April 30 – Federation of Ontario Libraries / Service Canada Collaboration
- April 30 – RA in a Day – Speaker – Trigger Warning Live Chat
- May 6 – ISAN – Opening the Door to Reconciliation
- May 10 – OLA / Education Institute Discussion on Collection Development Speaker Invitation
- May 15 – Meeting w/ RFP Candidates for Technology Review
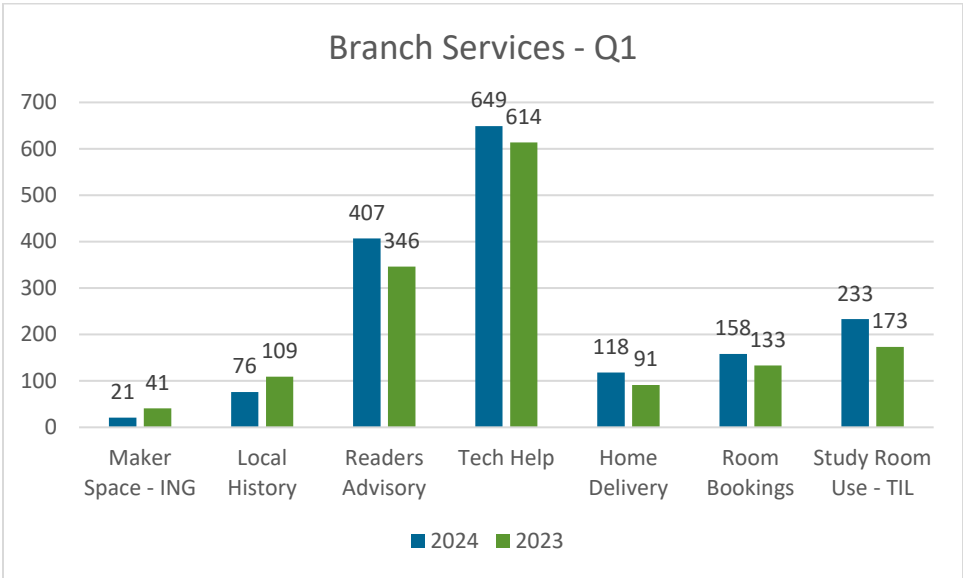
Q1 2024 Statistics

New Card Holders

New card registrations are up in the first quarter of 2024 though some individual branches have seen a slight decline in registrations.

Q1 Total New Card Holders		
2023	**2024**	**% Change**
830	922	11%

New Cards Q1 2024

|	BRO	BUR	EMB	HAR	ING	INN	MTE	NOR	OTT	PLA	PRI	TAV	THA	TIL
2024	4	10	14	7	253	46	10	69	7	38	26	51	39	348
2023	5	13	9	3	245	24	7	64	7	34	43	58	40	278

■ 2024 ■ 2023

Branch Services

The first quarter of 2024 saw increases in branch usage for readers' advisory, tech help, home delivery, room bookings and study room use, showing a growing demand for our in-branch services and spaces. Maker Space usage numbers are well below 2023. However, this is due to a large tour conducted by staff in January of 2023 when the space was new. Local history numbers declined slightly as well, though the service has been expanding its program offerings.

Branch Services - Q1

	Maker Space - ING	Local History	Readers Advisory	Tech Help	Home Delivery	Room Bookings	Study Room Use - TIL
2024	21	76	407	649	118	158	233
2023	41	109	346	614	91	133	173

■ 2024 ■ 2023

Program and events numbers for the first quarter of 2024 are well above those in 2023. This increase in programming has caused a decline in more passive activities and craft kits as staff shift their focus. Outreach numbers also show an increase as branch staff reconnect with schools after pandemic restrictions have given way.

Programming and Outreach - Q1
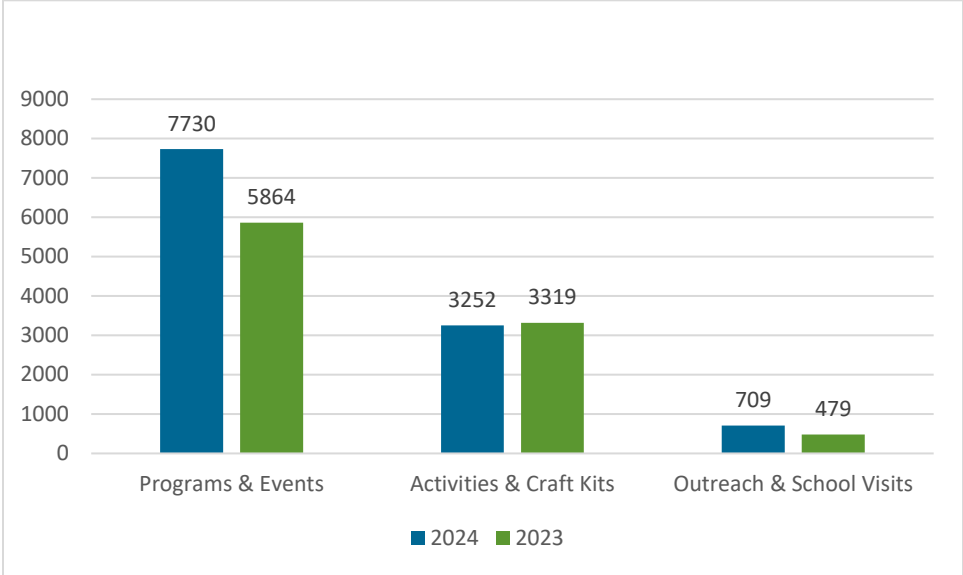
April Statistics

Branch Attendance

Attendance was up significantly in April over 2023 at 29.6%. Increases were seen in all but four branches for the month. Those branches with decreases in attendance saw their actual numbers decrease by less than 25 people at each location, with one location reporting only 5 less people attending the branch over April 2023.

% Total Change	April	Year to Date
2023 to 2024	29.6%	16.2%

Branch	January	Attendance / Hour
Brownsville	Up 215% over 2023	5.2
Plattsville	Up 34% over 2023	8.7
Princeton	Up 70% over 2023	7.3
Thamesford	Up 30% over 2023	6.2
Tillsonburg	Up 37% over 2023	31.3

Computer Use

Public Computer and Wi-Fi usage continue to grow at branch locations in April. Public Computers in many of our branches saw significant growth, with only slight declines in usage at some locations. With this in mind, public computers will be a focal point of the upcoming Technology Review.

% Total Change	April	Year to Date
Total Computer Use	2%	15%
Total Wireless Use	46%	15%
Total Use Overall	25.2%	15%

Physical Circulation

Branches saw moderate growth in April of the physical collections.

% Total Change	April	Year to Date
2023 to 2024	3%	-3%

Digital Circulation

Digital circulation continued on double digit growth with OCL's Digital Music offerings seeing the only real decline in usage.

Growth, in the digital collection, continue to put strain on budgets for 2024. Library staff will need to look at budget and offerings for 2025 if the trend is to continue.

% Total Change	April	Year to Date
2023 to 2024	13%	15%

Community Engagement

Ox on the Run

The team has started bi-weekly visits to the Dereham Forge (Tillsonburg) and Adam Oliver (Ingersoll) housing co-ops this month with a focus on afternoon visits to reach adult residents.

Plans are also underway to visit local Area Councils in June and September to highlight the work of Ox on the Run over the past year.

School visits are a big part of the OOTR Team's May and June schedules to introduce students and educators to the bookmobile ahead of the busy summer season.

The team is also busy planning the summer lineup, which will include family picnics co-hosted with Oxford Early-ON

Attachment 2 provides the May and June Ox on the Run Calendars.

Brightside Youth Hub Partnership

OCL is once again offering pop-up events with our partners at the Brightside Youth Hub this summer at library locations. The free events for teens provide pizza, games and other activities for teens.

Pride Month

OCL and WPL will be celebrating Pride at Your Library on Saturday, June 8. Attachment 3 to this report provides the events at all three locations.

The Library will also be attending Oxford Pride's Family Fun Day on June 15 with a shared booth with WPL and supporting Oxford Pride's Drag Storytime on June 22 at Museum Woodstock.

Collections and Technology

Drumbo Hold Pickup with Ox on the Run

Ox on the Run and Collections staff are working to provide a hold pick-up location in Drumbo as a pilot over the next few months. The Drumbo location will be listed in the Library's Online Catalogue. Customers who select that location will be able to pick up their items one day a week from 4 to 6 PM. Details on this service are still being worked out by the teams involved, but staff anticipate the service will begin in June.

Technology Review

Library staff anticipate having a consultant selected to complete the 2024 Library Technology Review by the May Board Meeting. A Request for Proposals was released in this Spring and staff are currently working with Corporate Services to find a successful candidate.

With anticipation of having the review completed by the end of July, staff believe the July Board Meeting should be moved to August to allow the Board the opportunity to receive the final Technology Review report prior to the 2025 Business Plan draft planned for the September meeting.

Branch and Programming

Graphic Novels
Ingersoll and Tillsonburg branches will be hosting a graphic Novel Book Club for teens in June. The monthly program will focus on graphic novels, manga and anime.

Otterville Mural

The Otterville Children's Mural is almost complete. Staff anticipate having the work done by month end with a June Grand Opening event in the works. Further details will be shared with the Board once available.

Free Comic Book Day

Tillsonburg Branch celebrated May 4 as Free Comic Book Day with a variety of crafts and activities, along with a free Captain Canuck comic for 121 participants.

Local History Partnerships

Library staff partnered with the Oxford chapter of Ontario Ancestors to lead a genealogy session at the Tillsonburg Seniors Centre this Spring.

Local History staff also presented at the Tillsonburg and District Historical Society about the history of Carnegie Libraries.

Free Trees Initiative for Earth Day

Oxford County Library, partnering with Woodstock Public Library, offered trees again this year in partnership with the Neighborhood Forest, an American charitable organization. This year 536 White Birch trees were provided to Oxford County Library members.

Reading Buddies

Tillsonburg just wrapped up an in person Reading Buddies program for reluctant readers ages 6 -10. Volunteers that engaged with the program ranged from high school students volunteering for the first time to older adults looking for a way to give back to their community.

Parents of the child participants noted improvements in understanding of punctuation, confidence in reading aloud, ability to sound out words and felt that the program helped build a relationship between their families and the library.

The program will be taking a summer break, but will return in the fall.

Tillsonburg Sip N' Stitch

Tillsonburg Branch's Sip N' Stich group recently made 43 blankets for St. Vincent de Paul to donate to those in need in the community.

Ingersoll Branch Mini Renovation

Ingersoll Branch was closed the first week of May for a mini reno with carpet being the main focus. While getting the carpet replaced, staff took on the tasks of painting and re-organizing the space. The Teen and Public Computer sections were swapped; a small amount of adult shelving was removed; and the space was brightened with blue and green paint.

Staff are currently planning a Grand Reopening Event, details of which will be shared with the Board as soon as possible.

The branch will also be having new accessibility features to the public washrooms thanks to savings found in the carpet project by the County Facilities Team.

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

Staff News

"Opening the Door to Reconciliation" Event

A select number of staff were able to attend the reconciliation event that focused on interactive learning about Indigenous awareness through drumming, a blanket ceremony, and more interactive learning and reflection. The event was delivered by ISAN (Indigenous Solidarity and Awareness Network), CBYF (Communities Building Youth Futures), and spearheaded by Patricia Marshal-DeSutter of Willow Feather Conversations.

Oxford Child Care and Early Years Plan Engagement Session

Library staff took part in the engagement session for Child Care and Early Years planning at the Mount Elgin Community Centre on April 25. Beam Group consultants were on hand to lead the discussion and gather feedback from Oxford EarlyON's community partners to help with the development of a five-year Child Care and Early Years Plan.

Oxford Rural Entrepreneurs

Library staff attended an ORE networking event on May 8 at the Willow Grove Animal Wellness Centre near Princeton. There were 25 people in attendance at the event and the business owner, Kelsey Streef, provided a tour of the facility where canine rehabilitation and wellness services are offered.

Building an Inclusive Oxford County with United Way

A select number of staff are anticipated to attend this May 21 event hosted by the United Way Oxford. The program will help further library staff's DEI training by helping to recognize and understand implicit bias, stereotypes and microaggressions and reflect on how these understanding one's own behaviours can help buld a more welcoming and inclusive community.

SIGNATURES

Departmental Approval:

Original signed by

_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – April Board Statistics
Attachment 2 – Ox on the Run May & June calendars
Attachment 3 - 2024 Pride Events
Attachment 4 - Ingersoll Library Open House

Branch Attendance April 2024

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	12	2023	86	86	88	86	94	135	177	156	153	195	170	155	346	1,581
	12	2024	154	190	90	271									705	705
		% Change 22 to 23	79%	121%	2%	215%									104%	
BURGESSVILLE	15	2023	376	351	397	364	299	428	508	384	346	318	347	337	1,488	4,455
	15	2024	264	360	442	359									1,425	1,425
		% Change 22 to 23	-30%	3%	11%	-1%									-4%	
EMBRO	12	2023	149	122	151	140	132	126	186	280	145	143	118	106	562	1,798
	12	2024	154	145	147	119									565	565
		% Change 22 to 23	3%	19%	-3%	-15%									1%	
HARRINGTON	9	2023	134	120	102	132	161	141	100	119	142	131	131	84	488	1,497
	9	2024	133	136	113	164									546	546
		% Change 22 to 23	-1%	13%	11%	24%									12%	
INGERSOLL	51.5	2023	5,370	4,574	5,817	4,378	4,270	5,336	5,190	5,682	4,138	4,803	4,647	3,749	20,139	57,954
	51.5	2024	4,634	4,411	5,637	5,510									20,192	20,192
		% Change 22 to 23	-14%	-4%	-3%	26%									0%	
INNERKIP	12	2023	385	343	385	412	449	414	537	495	378	377	367	326	1,525	4,868
	12	2024	327	337	390	395									1,449	1,449
		% Change 22 to 23	-15%	-2%	1%	-4%									-5%	
MOUNT ELGIN	12	2023	140	109	127	119	125	122	186	218	114	122	177	129	495	1,688
	12	2024	126	148	142	111									527	527
		% Change 22 to 23	-10%	36%	12%	-7%									6%	
NORWICH	35	2023	1,456	1,289	1,869	1,307	1,464	1,842	1,752	1,713	1,448	1,487	1,616	1,439	5,921	18,682
	35	2024	1,553	1,586	1,650	1,657									6,446	6,446
		% Change 22 to 23	7%	23%	-12%	27%									9%	
OTTERVILLE	12	2023	253	300	370	284	286	304	320	362	215	344	377	306	1,207	3,721
	12	2024	262	341	317	310									1,230	1,230
		% Change 22 to 23	4%	14%	-14%	9%									2%	
PLATTSVILLE	25	2023	555	583	700	700	615	724	590	878	668	783	815	633	2,538	8,244
	25	2024	689	900	965	940									3,494	3,494
		% Change 22 to 23	24%	54%	38%	34%									38%	
	15	2023	279	220	398	273	251	317	328	375	297	334	366	326	1,170	3,764

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Branch Attendance April 2024

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
PRINCETON	15	2024	408	439	524	464									1,835	1,835
		% Change 22 to 23	46%	100%	32%	70%									57%	
TAVISTOCK	35	2023	679	629	937	665	699	820	860	971	541	733	770	596	2,910	8900
	35	2024	721	721	744	775									2,961	2961
		% Change 22 to 23	6%	15%	-21%	17%									2%	
THAMESFORD	35	2023	672	593	796	713	908	732	1,196	1,227	672	937	808	820	2,774	10,074
	35	2024	865	753	922	928									3,468	3,468
		% Change 22 to 23	29%	27%	16%	30%									25%	
TILLSONBURG	54	2023	4,934	4,480	6,702	5,383	5,642	5,687	7,453	8,058	6,396	7,269	7,478	5,739	21,499	75,221
	54	2024	6,728	7,219	7,104	7,387									28,438	28,438
		% Change 22 to 23	36%	61%	6%	37%									32%	
TOTAL	335	2023	15,468	13,799	18,839	14,956	15,395	17,128	19,383	20,918	15,653	17,976	18,187	14,745	63,062	202,447
	335	2024	17,018	17,686	19,187	19,390									73,281	73,281
TOTAL Change 2023 to 2024			10.0%	28.2%	1.8%	29.6%									16.2%	

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Computer Use April 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	Computers	2023	10	1	11	7	14	12	11	29	27	42	23	20	29	207
		2024	23	23	16	30									92	92
	% Change		130%	2200%	45%	329%									217%	-56%
	Wireless	2023	24	17	18	17	21	18	11	15	16	15	6	16	76	194
		2024	16	11	36	39									102	102
	% Change		-33%	-35%	100%	129%									34%	-47%
	Totals 2023		34	18	29	24	35	30	22	44	43	57	29	36	105	401
	Totals 2024		39	34	52	69									194	194
	% Change		15%	89%	79%	188%									85%	
BURGESSVILLE	Computers	2023	0	1	2	10	3	5	2	8	2	0	3	6	13	42
		2024	1	2	10	10									23	23
	% Change		100%	100%	400%	0%									100%	-45%
	Wireless	2023	13	25	25	21	30	64	29	19	26	13	9	4	84	278
		2024	16	24	30	28									98	98
	% Change		23%	-4%	20%	33%									17%	-65%
	Totals 2023		13	26	27	31	33	69	31	27	28	13	12	10	97	320
	Totals 2024		17	26	40	38									121	121
	% Change		31%	0%	48%	23%									25%	-62%
EMBRO	Computers	2023	1	1	0	0	0	0	1	1	4	0	3	2	2	13
		2024	0	6	2	3									11	11
	% Change		-100%	500%	200%	200%									450%	-15%
	Wireless	2023	30	31	49	39	68	59	318	39	107	129	176	48	149	1,093
		2024	31	85	197	46									359	359
	% Change		3%	174%	302%	18%									141%	-67%
	Totals 2023		31	32	49	39	68	59	319	40	111	129	179	50	151	1,106
	Totals 2024		31	91	199	49								0	370	370
	% Change		0%	184%	306%	26%									145%	-67%
HARRINGTON	Computers	2023	0	0	0	2	0	0	0	0	0	0	0	5	2	7
		2024	1	1	0	1									3	3
	% Change		100%	100%	100%	100%									100%	-57%
	Wireless	2023	10	18	8	12	10	12	9	5	11	12	6	12	48	125
		2024	11	15	12	14									52	52
	% Change		10%	-17%	50%	17%									8%	-58%
	Totals 2023		10	18	8	14	10	12	9	5	11	12	6	17	50	132
	Totals 2024		12	16	12	15									55	55
	% Change		20%	-11%	50%	7%									10%	-58%

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Computer Use April 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
INGERSOLL	Computers	2023	272	222	332	332	318	268	295	331	301	265	343	233	1,158	3,512
		2024	317	291	422	332									1,362	1,362
	% Change		17%	31%	27%	0%									18%	-61%
	Wireless	2023	66	87	155	117	138	147	147	133	167	155	156	127	425	1,595
		2024	260	234	422	265									1,181	1,181
	% Change		294%	169%	172%	126%									178%	-26%
	Totals 2023		338	309	487	449	456	415	442	464	468	420	499	360	1,583	5,107
	Totals 2024		577	525	844	597									2,543	2,543
	% Change		71%	70%	73%	33%									61%	-50%
INNERKIP	Computers	2023	17	8	12	8	0	0	19	16	7	6	2	0	45	95
		2024	6	12	29	14									61	61
	% Change		-65%	50%	142%	75%									36%	-36%
	Wireless	2023	10	11	22	14	54	43	6	11	23	15	77	12	57	298
		2024	29	16	29	26									100	100
	% Change		190%	45%	32%	86%									75%	-66%
	Totals 2023		27	19	34	22	54	43	25	27	30	21	79	12	102	393
	Totals 2024		35	28	58	40									161	161
	% Change		30%	47%	71%	82%									58%	-59%
MOUNT ELGIN	Computers	2023	0	0	0	2	3	0	0	1	0	1	0	0	2	7
		2024	3	4	0	1									8	8
	% Change		100%	100%	100%	-50%									300%	14%
	Wireless	2023	34	28	46	18	54	25	24	23	35	56	61	31	126	435
		2024	17	0	0	0									17	17
	% Change		-50%	-100%	-100%	-100%									-87%	-96%
	Totals 2023		34	28	46	20	57	25	24	24	35	57	61	31	128	442
	Totals 2024		20	4	0	1									25	25
	% Change		-41%	-86%	-100%	-95%									-80%	-94%
NORWICH	Computers	2023	158	138	215	130	176	220	259	260	213	197	210	216	641	2,392
		2024	313	193	155	141									802	802
	% Change		98%	40%	-28%	8%									25%	-66%
	Wireless	2023	190	159	232	238	274	296	310	259	196	190	199	143	819	2,686
		2024	224	243	289	233									989	989
	% Change		18%	53%	25%	-2%									21%	-63%
	Totals 2023		348	297	447	368	450	516	569	519	409	387	409	359	1,460	5,078
	Totals 2024		537	436	444	374									1,791	1,791
	% Change		54%	47%	-1%	2%									23%	-65%

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Computer Use April 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
OTTERVILLE	Computers	2023	15	10	14	119	7	21	13	21	6	19	22	29	158	296
		2024	18	29	29	44									120	120
	% Change			20%	190%	107%	-63%									-24%	-59%
	Wireless	2023	27	12	28	7	6	14	26	29	24	10	21	0	74	204
		2024	35	29	47	33									144	144
	% Change			30%	142%	68%	371%									95%	-29%
	Totals 2023		42	22	42	126	13	35	39	50	30	29	43	29	232	500
	Totals 2024		53	58	76	77									264	264
	% Change		26%	164%	81%	-39%									14%	-47%
PLATTSVILLE	Computers	2023	13	15	15	13	9	3	11	19	11	22	16	9	56	156
		2024	12	8	20	40									80	80
	% Change			-8%	-47%	33%	208%									43%	-49%
	Wireless	2023	220	223	251	260	354	272	10	17	176	208	226	141	954	2,358
		2024	159	190	164	141									654	654
	% Change			-28%	-15%	-35%	-46%									-31%	-72%
	Totals 2023		233	238	266	273	363	275	21	36	187	230	242	150	1,010	2,514
	Totals 2024		171	198	184	181									734	734
	% Change		-27%	-17%	-31%	-34%									-27%	-71%
PRINCETON	Computers	2023	9	14	10	7	13	2	3	3	9	9	3	1	40	83
		2024	4	11	2	1									18	18
	% Change			-56%	-21%	-80%	-86%									-55%	-78%
	Wireless	2023	8	15	23	22	40	44	38	32	23	20	29	24	68	318
		2024	37	63	88	62									250	250
	% Change			363%	320%	283%	182%									268%	-21%
	Totals 2023		17	29	33	29	53	46	41	35	32	29	32	25	108	401
	Totals 2024		41	74	90	63									268	268
	% Change		141%	155%	173%	117%									148%	-33%
TAVISTOCK	Computers	2023	16	21	25	15	20	16	20	45	12	46	34	27	77	297
		2024	11	0	0	0									11	11
	% Change			-31%	-100%	-100%	-100%									-86%	-96%
	Wireless	2023	14	16	20	32	20	19	15	28	16	20	24	31	82	255
		2024	35	62	52	48									197	197
	% Change			150%	288%	160%	50%									140%	-23%
	Totals 2023		30	37	45	47	40	35	35	73	28	66	58	58	159	552
	Totals 2024		46	62	52	48									208	208
	% Change		53%	68%	16%	2%									31%	-62%

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Computer Use April 2024

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
THAMESFORD	Computers	2023	13	17	18	26	24	22	16	13	8	19	29	21	74	226
		2024	21	13	15	21									70	70
	% Change		62%	-24%	-17%	-19%									-5%	-69%
	Wireless	2023	47	92	65	57	59	43	49	49	49	38	49	166	261	763
		2024	55	46	56	66									223	223
	% Change		17%	-50%	-14%	16%									-15%	-71%
	Totals 2023		60	109	83	83	83	65	65	62	57	57	78	187	335	989
	Totals 2024		76	59	71	87									293	293
	% Change		27%	-46%	-14%	5%									-13%	-70%
TILLSONBURG	Computers	2023	331	338	476	372	447	388	387	430	402	431	516	412	1,517	4,930
		2024	490	444	368	422									1,724	1,724
	% Change		48%	31%	-23%	13%									14%	-65%
	Wireless	2023	770	676	1,156	352	357	325	391	394	387	473	483	363	2,954	6,127
		2024	586	629	765	754									2,734	2,734
	% Change		-24%	-7%	-34%	114%									-7%	-55%
	Totals 2023		1,101	1,014	1,632	724	804	713	778	824	789	904	999	775	4,471	11,057
	Totals 2024		1,076	1,073	1,133	1,176									4,458	4,458
	% Change		-2%	6%	-31%	62%									0%	-60%
TOTAL COMPUTERS		2023	855	786	1130	1043	1034	957	1037	1177	1002	1057	1204	981	3814	12263
		2024	1220	1037	1068	1060									4385	4385
	% Change		43%	32%	-5%	2%									15%	-64%
TOTAL WIRELESS		2023	1463	1410	2098	1206	1485	1381	1383	1053	1256	1354	1522	1118	6177	16729
		2024	1511	1647	2187	1755									7100	7100
	% Change		3%	17%	4%	46%									15%	-58%
TOTAL USAGE		2023	2,318	2,196	3,228	2,249	2,519	2,338	2,420	2,230	2,258	2,411	2,726	2,099	9,991	28,992
		2024	2,731	2,684	3,255	2,815									11,485	11,485
% Change 2022 to 2023			17.8%	22.2%	0.8%	25.2%									15.0%	-60%

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Physical Circulation April 2024

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
BROWNSVILLE	2023	257	123	196	186	202	195	249	187	191	291	240	176	762	2,493
	2024	188	235	263	238									924	924
% CHANGE 2023 to 2024		-27%	91%	34%	28%									21%	
BURGESSVILLE	2023	2,176	1,958	2,185	1,918	1,626	2,414	2,809	2,423	1,887	1,708	1,898	1,588	8,237	24,590
	2024	1,652	1,795	2,129	2,003									7,579	7,579
% CHANGE 2023 to 2024		-24%	-8%	-3%	4%									-8%	
EMBRO	2023	710	707	760	650	730	665	913	921	820	573	672	697	2,827	8,818
	2024	731	679	885	782									3,077	3,077
% CHANGE 2023 to 2024		3%	-4%	16%	20%									9%	
HARRINGTON	2023	648	571	584	588	689	703	617	449	625	477	593	346	2,391	6,890
	2024	479	518	468	552									2,017	2,017
% CHANGE 2023 to 2024		-26%	-9%	-20%	-6%									-16%	
INGERSOLL	2023	10,191	8,887	10,956	10,355	10,394	10,529	12,343	12,607	10,579	10,596	10,138	8,636	40,389	126,211
	2024	10,724	9,553	10,152	10,835									41,264	41,264
% CHANGE 2023 to 2024		5%	7%	-7%	5%									2%	
INNERKIP	2023	1,420	1,227	1,356	1,350	1,455	1,295	1,387	1,481	1,242	1,128	1,057	890	5,353	15,288
	2024	1,008	917	1,000	1,305									4,230	4,230
% CHANGE 2023 to 2024		-29%	-25%	-26%	-3%									-21%	
MOUNT ELGIN	2023	806	628	902	655	809	792	822	974	759	967	855	537	2,991	9,506
	2024	636	636	776	648									2,696	2,696
% CHANGE 2023 to 2024		-21%	1%	-14%	-1%									-10%	
NORWICH	2023	5,262	3,993	5,053	3,814	3,593	3,789	4,553	4,584	3,748	3,691	3,631	3,936	18,122	49,647
	2024	4,650	4,179	4,167	4,059									17,055	17,055
% CHANGE 2023 to 2024		-12%	5%	-18%	6%									-6%	

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Physical Circulation April 2024

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTAL
OTTERVILLE	2023	1,280	1,436	1,453	1,355	1,302	1,279	1,516	1,511	1,272	1,249	1,507	1,259	5,524	16,419
	2024	1,108	1,147	1,281	1,289									4,825	4,825
% Change 2022 to 2023		-13%	-20%	-12%	-5%									-13%	
Ox on the Run	2023						96	150	203	107	96	49	70	0	771
	2024	64	115	144	77									400	
% CHANGE 2023 to 2024															
PLATTSVILLE	2023	2,049	1,914	2,114	1,877	1,863	1,769	2,146	2,515	1,926	1,774	1,583	1,500	7,954	23,030
	2024	1,600	1,805	2,109	1,941									7,455	7,455
% CHANGE 2023 to 2024		-22%	-6%	0%	3%									-6%	
PRINCETON	2023	1,205	1,121	1,434	1,336	1,270	1,244	1,251	1,353	1,265	1,272	1,235	1,145	5,096	15,131
	2024	1,334	1,627	1,923	1,486									6,370	6,370
% CHANGE 2023 to 2024		11%	45%	34%	11%									25%	
TAVISTOCK	2023	2,570	2,152	3,010	2,335	2,145	2,381	2,602	3,025	2,107	2,192	2,113	1,783	10,067	28,415
	2024	2,486	2,257	2,480	2,299									9,522	9,522
% CHANGE 2023 to 2024		-3%	5%	-18%	-2%									-5%	
THAMESFORD	2023	1,980	1,587	1,779	1,850	1,820	1,765	2,523	2,354	1,909	1,793	1,799	1,563	7,196	22,722
	2024	1,925	1,764	2,106	1,965									7,760	7,760
% CHANGE 2023 to 2024		-3%	11%	18%	6%									8%	
TILLSONBURG	2023	7,588	6,830	8,236	7,236	6,518	6,707	7,994	7,879	7,024	6,693	6,851	6,044	29,890	85,600
	2024	6,978	6,630	6,702	6,973									27,283	27,283
% CHANGE 2023 to 2024		-8%	-3%	-19%	-4%									-9%	
TOTAL	2023	38,142	33,134	40,018	35,505	34,416	35,623	41,875	42,466	35,461	34,500	34,221	30,170	146,799	435,531
	2024	35,627	33,972	36,729	36,529									142,857	142,857
% CHANGE 2023 to 2024		-7%	3%	-8%	3%									-3%	-67%

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Digital Circulation April 2024

	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	TOTALS
Digital TV & Movies	**2023**	792	706	673	655	643	658	680	758	843	901	907	723	**2,826**	**8,939**
	2024	740	703	764	696									**2,903**	**2,903**
% Change - Digital TV & Movies		-7%	0%	14%	6%									3%	
Digital Magazines and Newspapers	**2023**	3,587	2,650	3,663	3,306	2,744	3,119	2,967	3,053	3,277	3,707	4,133	4,384	**13,206**	**40,590**
	2024	5,237	6,149	5,521	4,532									**21,439**	**21,439**
% Change - Digital Magazines & Newspapers		46%	132%	51%	37%									62%	
Tumble Books	**2023**	92	66	73	79	62	92	25	31	86	205	224	233	**310**	**1,268**
	2024	174	213	192	135									**714**	**714**
% Change - Tumble Books		89%	223%	163%	71%									130%	
Digital Music	**2023**	2,769	2,346	1,418	1,455	1,389	1,366	1,573	1,465	1,573	1,686	2,696	1,871	**7,988**	**21,607**
	2024	1,527	1,323	1,357	1,219									**5,426**	**5,426**
% Change - Digital Music		-45%	-44%	-4%	-16%									-32%	
Digital Audiobooks	**2023**	3,973	3,646	4,133	4,001	4,221	3,812	4,030	4,557	4,228	4,485	4,423	4,394	**15,753**	**49,903**
	2024	4,685	4,574	4,908	4,638									**18,805**	**18,805**
% Change - Digital Audiobooks		18%	25%	19%	16%									19%	
Digital ebooks	**2023**	6,885	6,489	6,865	6,489	6,437	6,318	7,065	7,181	6,648	7,000	6,390	7,555	**26,728**	**81,322**
	2024	7,180	6,431	7,148	6,915									**27,674**	**27,674**
% Change - eBooks		4%	-1%	4%	7%									4%	
TOTAL Digital Circulation	**2023**	18,098	15,903	16,825	15,985	15,496	15,365	16,340	17,045	16,655	17,984	18,773	19,160	**66,811**	**203,629**
	2024	19,543	19,393	19,890	18,135	-	-	-	-	-	-	-		**76,961**	**76,961**
% Change - Digital Circulation		8%	22%	18%	13%									15%	

Definitions:

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

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

Digital Music includes the following: Freegal, Hoopla Music

Digital Audiobooks includes the following: Hoopla Audiobooks, Overdrive Audiobooks

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

OX ON THE RUN
MAY 2024

OX on the RUN
Mobile Library Unit

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SUN	MON	TUES	WED	THU	FRI	SAT
			1	**2**	**3** Tech Help Drop-In Burgessville Library 2:30-4pm	**4** Little Hobby Hill Farm 11am-2pm
5	**6**	**7**	**8** Embro Community Centre 10-11:30am	**9**	**10** Mount Elgin Community Centre 10-11:30am	**11**
12	**13** Make and Mingle Innerkip Community Centre 6-7:30pm	**14**	**15** Tech Help Drop-in Innerkip Library 2-3:30pm Tech Help Drop-in Harrington Library 4-6pm	**16** Tech Help Drop-in Plattsville Library 10am-12pm	**17**	**18**
19	**20** Calithumpian Parade Thamesford 1:00pm	**21** Tillsonburg Horticultural Society Plant Sale Lions Auditorium 5:00pm	**22**	**23**	**24** Kintore Coffee Embro 10am-12pm	**25**
26	**27**	**28**	**29**	**30** Plattsville Arena 10-11:30am	**31** Tavistock Memorial Hall 10-11:30am Tech Help Drop-in Tavistock Library 1-3pm	

OX ON THE RUN JUNE 2024

15 Jun — Thamesford Lions Community Event South Lions Park 12-4pm

23 Jun — Beachville District Museum Community Car Show 12-4pm

26 Jun — Tillsonburg Helping Hands Food Bank 1-3pm

28 Jun — Ingersoll Library Summer Reading Club Launch Party 10am-2pm

CELEBRATE PRIDE AT YOUR LIBRARY

WOODSTOCK PUBLIC LIBRARY

Oxford County Library

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Saturday, June 8

Woodstock Public Library
Pride Family Storytime from 10:30-11:30am

Drop in and join us for an interactive staff-led storytime full of love and joy with songs, stories, and more! There will be colourful family-friendly crafts and activities following the storytime. No registration required.

Tillsonburg Public Library
Pride Family Storytime at 10:00am

Come celebrate Pride Month with a staff-led, interactive storytime, colourful crafting party, and photo booth! Inclusive fun for the whole family! No registration required.

Ingersoll Public Library
Pride Family Fun Day from 10:00-12:00pm
Small Town Pride documentary at 1:00pm

Join us for oversized games, crafts, and button making for the whole family! At 1pm we will be screening the "Small Town Pride" documentary in partnership with Oxford County Community Health Centre. No registration required.

Oxford County Community Health Centre

OXFORD COUNTY PRIDE

MAY 29, 2024

INGERSOLL LIBRARY OPEN HOUSE

5 PM - 6 PM

WE INVITE YOU TO JOIN US AT THE LIBRARY FOR REFRESHMENTS, A PRIZE DRAW, AND TO SEE ALL OF THE EXCITING CHANGES WE HAVE MADE!

130 Oxford St.
Ingersoll

OxfordCounty **Library**

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To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

2023 Year End Statistics

RECOMMENDATION

1. **That the Library Board receive Report 2024-24, 2023 Year End Statistics, for information and discussion.**

REPORT HIGHLIGHTS

* Highlighting the key statistics and performance indicators from 2023.

Implementation Points

Information provided in this report will help shape the Library's 2023 Annual Community Report which will be provided to the Library Board at an upcoming meeting.

Financial Impact

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

Communications

The information within this report will be used in reporting going forward to other government organizations and in planning for 2025.

DISCUSSION

Background

Year-End statistics are traditionally provided to the Library Board in the first quarter of each new year. This year statistics were delayed to provide further information to the Board captured as part of the Provincial Annual Survey of Libraries.

Comments

Active Library Card Holders

In 2023 the Library saw a 3% decline in active library card memberships from 2022. This decline could in part be due to the considerable increase in registration in 2021. Library Cards expire every two years, making 2023 the year for many new cardholders registered during the pandemic to renew their library cards. This trend is likely to continue in 2024.

	2020	**2021**	**2022**	**2023**
Active Library Card Holders	13,710	16,551	17,691	17,167

New Card Holders

Despite the decline in active card membership, the library staff registered 18% more new cards in 2023 than in 2022. Ox on the Run also registered 101 new cards in 2023. Those cards would be reported below under the branch identified by the cardholder as their "home branch."

New Cards 2023

	BRO	BUR	EMB	HAR	ING	INN	MTE	NOR	OTT	PLA	PRI	TAV	THA	TIL
2022	12	44	35	23	931	74	9	276	44	122	75	172	137	816
2023	22	44	60	16	1016	111	25	266	34	99	88	188	250	1040

■ 2022 ■ 2023
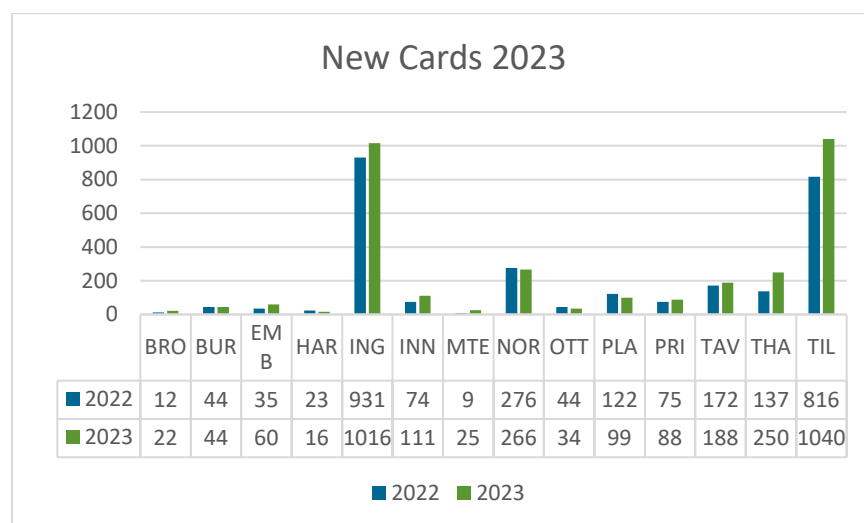
Branch Attendance

Branch attendance saw significant gains over 2022 with an increase of 57.1% overall. However, it should be noted that branches in 2022 did not open fully until April / May 2022.

% Total Change	Year over Year
2022 to 2023	57.1%

Branch Attendance

250,000

202,449

200,000

150,000
128,861

100,000

50,000

0
            2022   2023
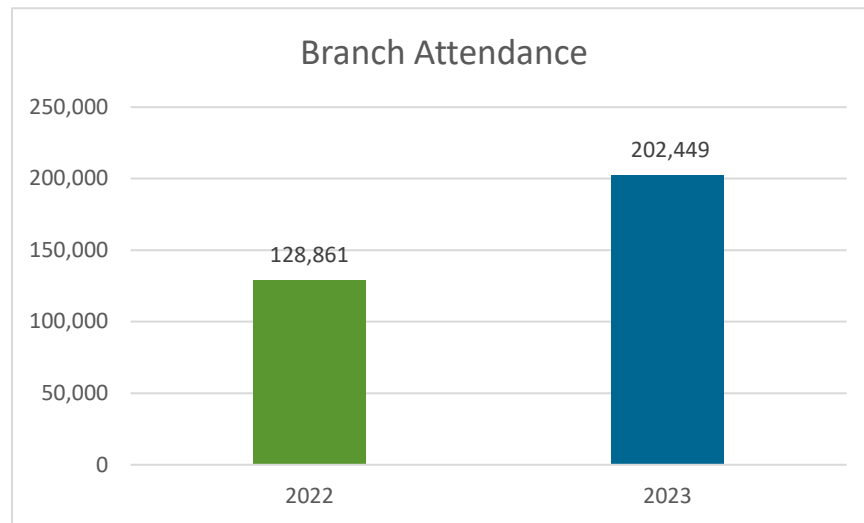
2023 Branches of Note

Branch	% Change 2019 to 2023	% Change 2022 to 2023	Attendance / Hour
Brownsville	12%	16%	2.6
Harrington	45%	13%	3.3

Both Brownsville and Harrington showed increases in attendance from both 2019 and 2022. Both branches have showed consistent growth in attendance even at lower hours of service.

Computer Use

In 2023 public computers in branches saw a 43% increase in usage over 2022. This increase is in part due to the reopening of branch services fully throughout 2022.

Wireless usage declined in 2023. This could be in part due to issues with service due to older infrastructure with an effect on speeds. Equipment replacements in early 2024 have already seen speeds increase and usage begin to return.

% Total Change	Year over Year
Total Computer Use	43%
Total Wireless Use	-10%
Total Use Overall	7%

Computer Use 2022 / 2023
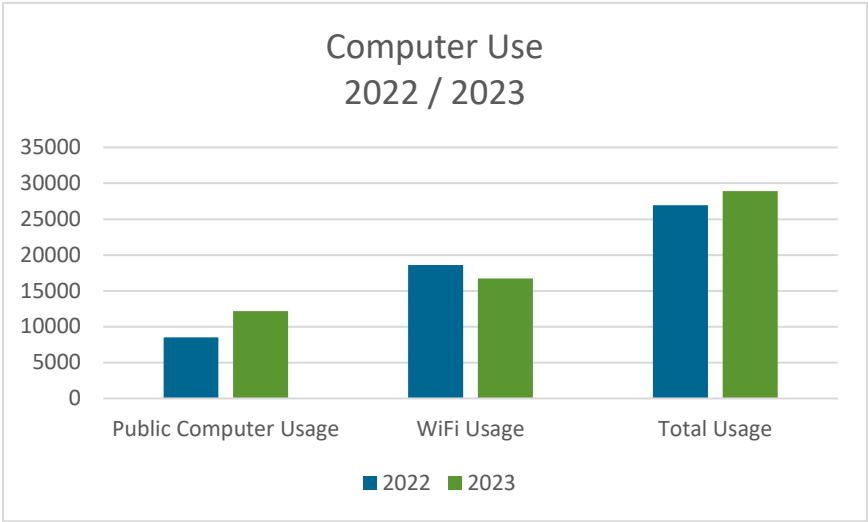
Physical Circulation

Circulation in branches saw a modest increase of 3% over 2022, but a 7% increase over pre-pandemic 2019 circulation numbers.

% Total Change	Year over Year
2022 to 2023	3%

Physical Circulation Totals
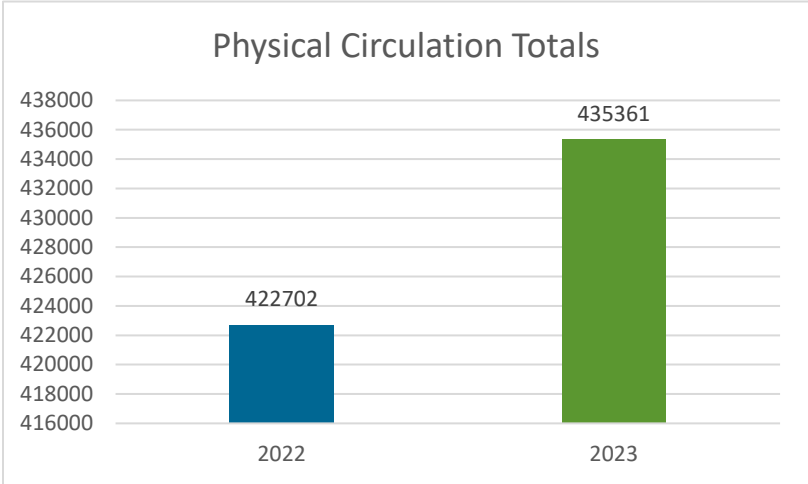
2023 Branches of Note:

Branch	% Change 2019 to 2023	% Change 2022 to 2023	Circulation / Hour
Embro	25%	3%	14.5
Ingersoll	11%	15%	48.4
Mount Elgin	5%	3%	15.5
Princeton	84%	21%	20.1
Tavistock	35%	6%	16.1
Thamesford	43%	7%	12.7

These six branches showed considerable increases in usage from 2019, the last year of regular library service; while also providing continuing increases over 2022 numbers.

Interlibrary Loan

Interlibrary Loan is the service by which libraries across Ontario share physical resources by loaning their material to other library systems and their customers.

In 2023 Oxford County Library borrowed 1943 items from other libraries and loaned 1307 items.

2023 Interlibrary Loan Service

1307

1943

■ Borrowed ■ Loaned
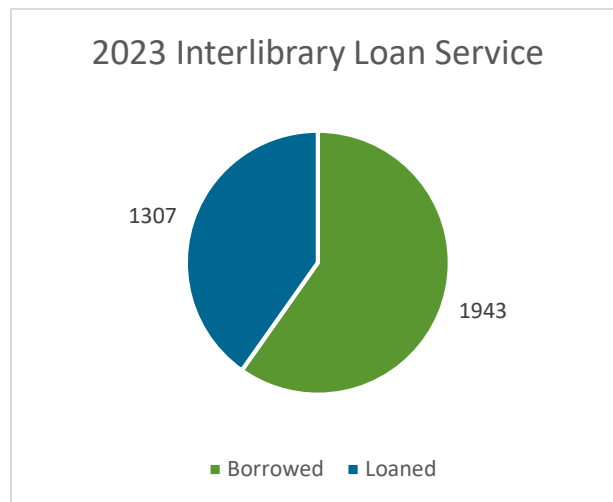
Digital Circulation

Digital Circulation continued to grow in 2023 increasing by 13% over 2022. In 2023 the highest areas of digital circulation were Magazines and Newspapers at 76% and TV and Movies at 14%.

% Total Change	Year over Year
2022 to 2023	13%

Digital Circulation Totals
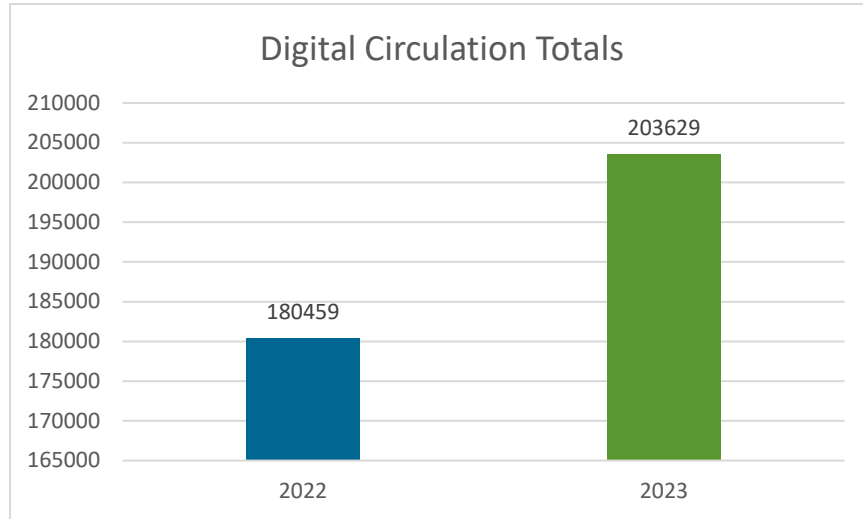
Branch Services

The Branch Services chart below tracks the usage of 7 services throughout 2023. These numbers will be used in 2024 to compare usage year over year.

Ingersoll's Maker Space saw 130 customers use the space in 2023, its first full year of operations.

Local History requests, while strongest at the Ingersoll and Tillsonburg branches, were answered across the system for 290 customers.

Readers' Advisory and Tech Help continued to be the library's core services. These services rely heavily on the staff knowledge and experience.

Home Delivery service provided material to those unable to visit a branch location with the support of Library Volunteers delivering material and dedicated staff making material selections for customers.

Room Bookings provided free and paid spaces for individuals, community groups and businesses. Many of these bookings help the Library offer co-sponsored programming including VON exercise classes and Community Employment Services appointments for those in need of career assistance.

Study Room usage at the Tillsonburg branch shows significant use of just two small rooms over the course of the year to provide a quiet space for individuals and small groups to work, read, or study.

Branch Services 2023
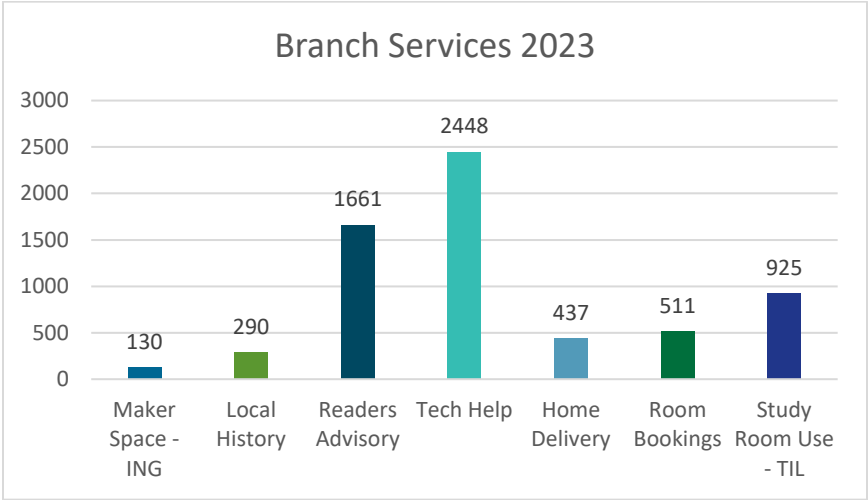
Programming and Outreach Attendance

2023 saw the full return of in branch programs, events and activities.

Programs and Events highlights attendance at staff or co-partner led programs for all ages.
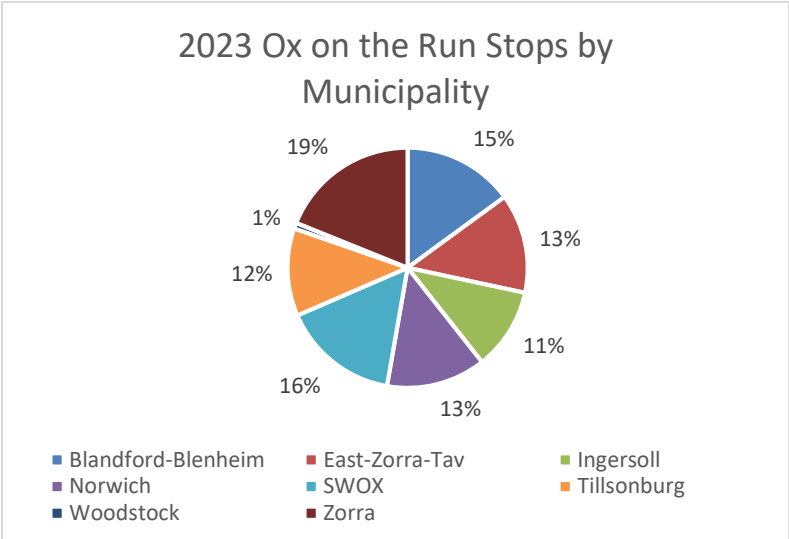
Activities and Craft Kits provides the number of people who took advantage of in branch activities such as scavenger hunts and community puzzles, as well as our ever-popular kids craft kits.

Outreach and School Visits provides the number of people we visited outside our branches at school visits and other community events.
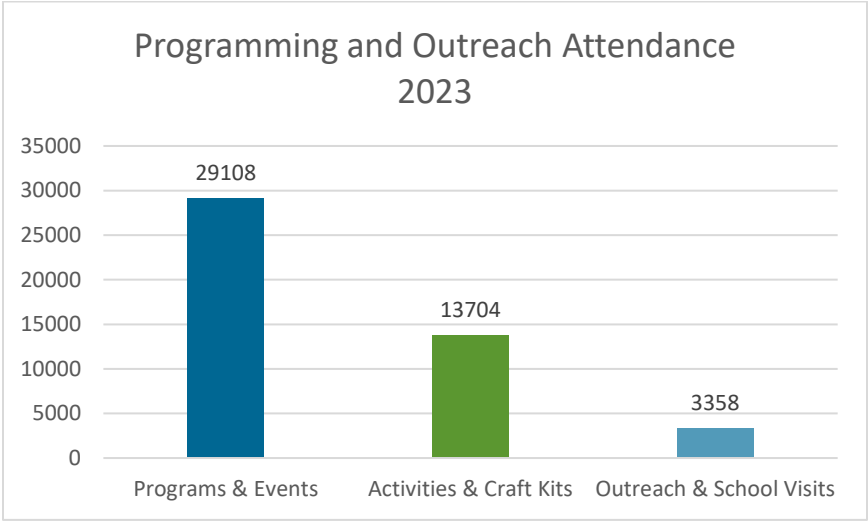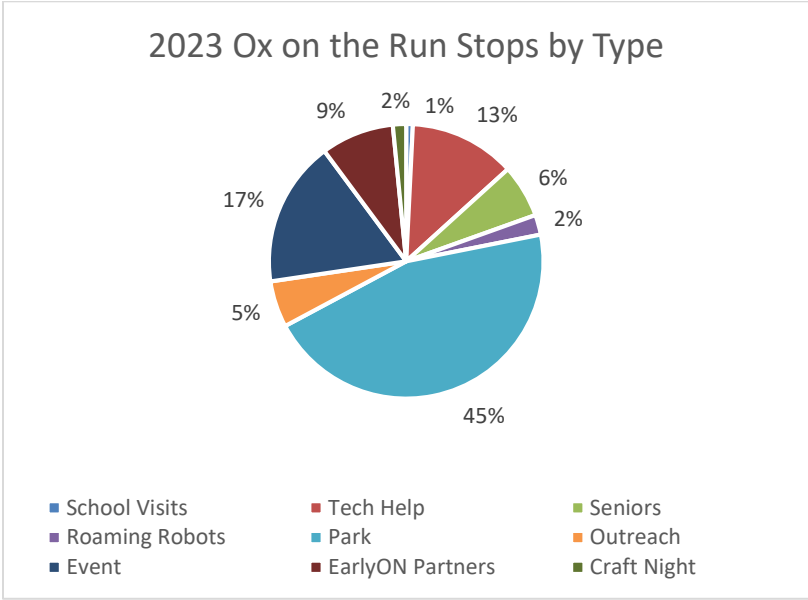
Ox on the Run

The Ox on the Run team made 127 stops from June to December 2023. The team saw 3,692 people during their stops and registered 100 library cards.

2023 Ox on the Run Stops by Municipality

Blandford-Blenheim 15%, East-Zorra-Tav 13%, Ingersoll 11%, Norwich 13%, SWOX 16%, Tillsonburg 12%, Woodstock 1%, Zorra 19%

Legend: Blandford-Blenheim, East-Zorra-Tav, Ingersoll, Norwich, SWOX, Tillsonburg, Woodstock, Zorra

*Note: Woodstock related stops were associated with Events held in Woodstock that would attract community members from across the County.

2023 Ox on the Run Stops by Type

School Visits 1%, Tech Help 13%, Seniors 6%, Roaming Robots 2%, Park 45%, Outreach 5%, Event 17%, EarlyON Partners 9%, Craft Night 2%

Legend: School Visits, Tech Help, Seniors, Roaming Robots, Park, Outreach, Event, EarlyON Partners, Craft Night

Stop Types:

- Tech Help – technology help sessions held at OCL branches during closed hours.

- Seniors – stops at seniors' residences across Oxford County

- School Visits – visits area schools

- Roaming Robots – robotics, coding and STEM programming

- Park – stops at local parks, recreation centres or local businesses

- Outreach – stops at local cooperative housing in Ingersoll and Tillsonburg

- Event – Fairs, festivals and other events hosted through summer and fall

- EarlyON – Co-sponsored programs with EarlyON at non-library locations

- Craft Night – Adult focused craft night events at non-library venues

Conclusions

2023 was Oxford County Library's first full year back after pandemic closures and adjusted service levels. The year also saw the Ox on the Run pilot start mid-year to provide further library support throughout Oxford County.

Library staff were excited to return to regular library programming and service delivery, and well received by the community returning with strong branch attendance and usage.

SIGNATURE

Departmental Approval:

Original signed by
_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENT

Attachment 1 – 2023 Library Statistics

Branch Attendance Statistics - 2023

Oxford County Library
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BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
	15	2019	90	69	120	107	90	124	167	148	121	149	128	97	1410
		2022	19	12	37	56	55	121	160	88	74	97	123	56	898
BROWNSVILLE	12	2023	86	86	88	86	94	135	177	156	153	195	170	155	1,581
		% Change 19 to 23	-4%	25%	-27%	-20%	4%	9%	6%	5%	26%	31%	33%	60%	12%
		% Change 22 to 23	353%	617%	138%	54%	71%	12%	11%	77%	107%	101%	38%	177%	76%
	15	2019	443	414	452	432	367	466	467	524	412	532	459	279	5247
		2022	169	180	276	348	312	349	363	419	349	313	260	259	3,597
BURGESSVILLE	15	2023	376	351	397	364	299	428	508	384	346	318	347	337	4,455
		% Change 19 to 23	-15%	-15%	-12%	-16%	-19%	-8%	9%	-27%	-16%	-40%	-24%	21%	-15%
		% Change 22 to 23	122%	95%	44%	5%	-4%	23%	40%	-8%	-1%	2%	33%	30%	24%
	12	2019	197	192	211	203	214	188	346	225	233	308	168	117	2602
		2022	72	84	135	128	141	151	186	207	130	168	123	105	1,630
EMBRO	12	2023	149	122	151	140	132	126	186	280	145	143	118	106	1,798
		% Change 19 to 23	-24%	-36%	-28%	-31%	-38%	-33%	-46%	24%	-38%	-54%	-30%	-9%	-31%
		% Change 22 to 23	107%	45%	12%	9%	-6%	-17%	0%	35%	12%	-15%	-4%	1%	10%
	12	2019	60	46	66	55	78	54	132	159	66	69	160	84	1029
		2022	58	70	90	96	75	127	104	148	117	104	237	102	1,328
HARRINGTON	9	2023	134	120	102	132	161	141	100	119	142	131	131	84	1,497
		% Change 19 to 23	123%	161%	55%	140%	106%	161%	-24%	-25%	115%	90%	-18%	0%	45%
		% Change 22 to 23	131%	71%	13%	38%	115%	11%	-4%	-20%	21%	26%	-45%	-18%	13%
	60	2019	8274	6908	8698	8430	7549	7333	7714	7205	6286	6644	6548	5313	86902
		2022	979	1,824	2,767	2,578	2,544	3,586	3,788	4,120	2,910	3,126	3,986	2,465	34,673
INGERSOLL	51.5	2023	5,370	4,574	5,817	4,378	4,270	5,336	5,190	5,682	4,138	4,803	4,647	3,749	57,954
		% Change 19 to 23	-35%	-34%	-33%	-48%	-43%	-27%	-33%	-21%	-34%	-28%	-29%	-29%	-33%
		% Change 22 to 23	449%	151%	110%	70%	68%	49%	37%	38%	42%	54%	17%	52%	67%

Branch Attendance Statistics - 2023

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
	12	2019	466	408	515	489	510	438	551	557	445	662	465	379	5885
		2022	198	171	290	300	286	336	324	338	274	289	349	190	3,345
INNERKIP	12	2023	385	343	385	412	449	414	537	495	378	377	367	326	4,868
	% Change 19 to 23		-17%	-16%	-25%	-16%	-12%	-5%	-3%	-11%	-15%	-43%	-21%	-14%	-17%
	% Change 22 to 23		94%	101%	33%	37%	57%	23%	66%	46%	38%	30%	5%	72%	46%
	12	2019	185	156	182	170	212	160	259	198	166	171	175	144	2178
		2022	91	54	76	98	116	145	159	136	119	120	122	95	1,331
MOUNT ELGIN	12	2023	140	109	127	119	125	122	186	218	114	122	177	129	1,688
	% Change 19 to 23		-24%	-30%	-30%	-30%	-41%	-24%	-28%	10%	-31%	-29%	1%	-10%	-22%
	% Change 22 to 23		54%	102%	67%	21%	8%	-16%	17%	60%	-4%	2%	45%	36%	27%
	35	2019	1851	1674	1966	1687	1743	1762	2207	2137	2239	1939	2008	1431	22644
		2022	324	302	397	610	713	978	1,293	1,668	1,485	1,256	1,414	1,102	11,542
NORWICH	35	2023	1,456	1,289	1,869	1,307	1,464	1,842	1,752	1,713	1,448	1,487	1,616	1,439	18,682
	% Change 19 to 23		-21%	-23%	-5%	-23%	-16%	5%	-21%	-20%	-35%	-23%	-20%	1%	-17%
	% Change 22 to 23		349%	327%	371%	114%	105%	88%	35%	3%	-2%	18%	14%	31%	62%
	12	2019	336	314	364	337	342	369	473	545	400	404	326	276	4486
		2022	139	131	179	214	209	290	302	370	250	240	265	208	2,797
OTTERVILLE	12	2023	253	300	370	284	286	304	320	362	215	344	377	306	3,721
	% Change 19 to 23		-25%	-4%	2%	-16%	-16%	-18%	-32%	-34%	-46%	-15%	16%	11%	-17%
	% Change 22 to 23		82%	129%	107%	33%	37%	5%	6%	-2%	-14%	43%	42%	47%	33%
	25	2019	660	611	797	923	860	802	1127	902	789	939	790	629	9829
		2022	294	283	485	416	552	711	734	763	584	474	602	407	6,305
PLATTSVILLE	25	2023	555	585	700	700	615	724	590	878	668	783	815	633	8,246
	% Change 19 to 23		-16%	-4%	-12%	-24%	-28%	-10%	-48%	-3%	-15%	-17%	3%	1%	-16%
	% Change 22 to 23		89%	107%	44%	68%	11%	2%	-20%	15%	14%	65%	35%	56%	31%

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Branch Attendance Statistics - 2023

BRANCH	HOURS PER WEEK	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
	15	2019	323	273	408	450	417	438	603	422	391	477	401	286	4889
		2022	88	113	94	172	228	240	402	212	219	245	252	164	2,429
PRINCETON	15	2023	279	220	398	273	251	317	328	375	297	334	366	326	3,764
	% Change 19 to 23		-14%	-19%	-2%	-39%	-40%	-28%	-46%	-11%	-24%	-30%	-9%	14%	-23%
	% Change 22 to 23		217%	95%	323%	59%	10%	32%	-18%	77%	36%	36%	45%	99%	55%
	35	2019	1026	741	1083	940	1014	927	1300	1226	879	1079	918	757	11890
		2022	302	317	426	525	560	585	756	908	564	696	723	478	6840
TAVISTOCK	35	2023	679	629	937	665	699	820	860	971	541	733	770	596	8900
	% Change 19 to 23		-34%	-15%	-13%	-29%	-31%	-12%	-34%	-21%	-38%	-32%	-16%	-21%	-25%
	% Change 22 to 23		125%	98%	120%	27%	25%	40%	14%	7%	-4%	5%	7%	25%	30%
	35	2019	882	717	913	902	993	750	1202	1246	814	1147	1041	787	11394
		2022	178	229	319	431	455	500	737	930	541	588	753	526	6,187
THAMESFORD	35	2023	672	593	796	713	908	732	1,196	1,227	672	937	808	820	10,074
	% Change 19 to 23		-24%	-17%	-13%	-21%	-9%	-2%	0%	-2%	-17%	-18%	-22%	4%	-12%
	% Change 22 to 23		278%	159%	150%	65%	100%	46%	62%	32%	24%	59%	7%	56%	63%
	59	2019	7866	6408	9328	8104	7759	7329	8650	8037	7227	10209	7430	5991	94338
		2022	2,323	2,725	3,736	3,686	3,373	4,022	4,571	5,258	3,980	4,328	4,664	3,378	46,044
TILLSONBURG	54	2023	4,934	4,480	6,702	5,383	5,642	5,687	7,453	8,058	6,396	7,269	7,478	5,739	75,221
	% Change 19 to 23		-37%	-30%	-28%	-34%	-27%	-22%	-14%	0%	-11%	-29%	1%	-4%	-20%
	% Change 22 to 23		112%	64%	79%	46%	67%	41%	63%	53%	61%	68%	60%	70%	63%
	366	2019	22,659	18,931	25,103	23,229	22,148	21,140	25,198	23,531	20,468	24,729	21,017	16,570	264,723
TOTALS		2022	5,234	6,495	9,307	9,658	9,619	12,141	13,879	15,565	11,596	12,044	13,788	9,535	128,861
	335	2023	15,468	13,801	18,839	14,956	15,395	17,128	19,383	20,918	15,653	17,976	18,187	14,745	202,449
TOTAL Change 2019 to 2023			-31.7%	-27.1%	-25.0%	-35.6%	-30.5%	-19.0%	-23.1%	-11.1%	-23.5%	-27.3%	-13.5%	-11.0%	-23.5%
TOTAL Change 2022 to 2023			195.5%	112.5%	102.4%	54.9%	60.0%	41.1%	39.7%	34.4%	35.0%	49.3%	31.9%	54.6%	57.1%

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Computer Use - 2023

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
BROWNSVILLE	Computers	2022	0	1	0	0	0	12	16	9	5	8	14	0	65
		2023	10	1	11	7	14	12	11	29	27	42	23	20	207
	Wireless	2022	12	7	10	19	25	20	59	63	47	39	29	58	388
		2023	24	17	18	17	21	18	11	15	16	15	6	16	194
	Totals 2022		12	8	10	19	25	32	75	72	52	47	43	58	453
	Totals 2023		34	18	29	24	35	30	22	44	43	57	29	36	401
	% Change		183%	125%	190%	26%	40%	-6%	-71%	-39%	-17%	21%	-33%	-38%	-11%
BURGESSVILLE	Computers	2022	0	0	0	0	2	3	1	13	11	1	2	0	33
		2023	0	1	2	10	3	5	2	8	2	0	3	6	42
	Wireless	2022	38	14	19	30	42	44	32	31	34	18	14	12	328
		2023	13	25	25	21	30	64	29	19	26	13	9	4	278
	Totals 2022		38	14	19	30	44	47	33	44	45	19	16	12	361
	Totals 2023		13	26	27	31	33	69	31	27	28	13	12	10	320
	% Change		-66%	86%	42%	3%	-25%	47%	-6%	-39%	-38%	-32%	-25%	-17%	-11%
EMBRO	Computers	2022	0	0	0	0	2	3	4	1	1	2	0	1	14
		2023	1	1	0	0	0	0	1	1	4	0	3	2	13
	Wireless	2022	53	49	61	120	72	71	285	45	69	75	95	32	1,027
		2023	30	31	49	39	68	59	318	39	107	129	176	48	1,093
	Totals 2022		53	49	61	120	74	74	289	46	70	77	95	33	1,041
	Totals 2023		31	32	49	39	68	59	319	40	111	129	179	50	1,106
	% Change		-42%	-35%	-20%	-68%	-8%	-20%	10%	-13%	59%	68%	88%	52%	6%
HARRINGTON	Computers	2022	0	0	0	0	0	0	0	1	0	0	0	0	1
		2023	0	0	0	2	0	0	0	0	0	0	0	5	7
	Wireless	2022	7	12	10	14	6	6	6	7	17	17	23	11	136
		2023	10	18	8	12	10	12	9	5	11	12	6	12	125
	Totals 2022		7	12	10	14	6	6	6	8	17	17	23	11	137
	Totals 2023		10	18	8	14	10	12	9	5	11	12	6	17	132
	% Change		43%	50%	-20%	0%	67%	100%	50%	-38%	-35%	-29%	-74%	55%	-4%

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Computer Use - 2023

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
INGERSOLL	Computers	2022	33	180	224	207	169	220	251	226	227	231	255	238	2,461
		2023	272	222	332	332	318	268	295	331	301	265	343	233	3,512
	Wireless	2022	53	54	135	103	102	110	146	137	121	87	103	59	1,210
		2023	66	87	155	117	138	147	147	133	167	155	156	127	1,595
	Totals 2022		86	234	359	310	271	330	397	363	348	318	358	297	3,671
	Totals 2023		338	309	487	449	456	415	442	464	468	420	499	360	5,107
	% Change		293%	32%	36%	45%	68%	26%	11%	28%	34%	32%	39%	21%	39%
INNERKIP	Computers	2022	0	3	11	11	16	30	12	12	8	27	16	6	152
		2023	17	8	12	8	0	0	19	16	7	6	2	0	95
	Wireless	2022	37	32	19	22	56	41	68	21	8	23	30	31	388
		2023	10	11	22	14	54	43	6	11	23	15	77	12	298
	Totals 2022		37	35	30	33	72	71	80	33	16	50	46	37	540
	Totals 2023		27	19	34	22	54	43	25	27	30	21	79	12	393
	% Change		-27%	-46%	13%	-33%	-25%	-39%	-69%	-18%	88%	-58%	72%	-68%	-27%
MOUNT ELGIN	Computers	2022	0	0	1	1	0	0	2	0	0	0	2	0	6
		2023	0	0	0	2	3	0	0	1	0	1	0	0	7
	Wireless	2022	11	0	33	45	81	85	36	22	40	53	48	53	507
		2023	34	28	46	18	54	25	24	23	35	56	61	31	435
	Totals 2022		11	0	34	46	81	85	38	22	40	53	50	53	513
	Totals 2023		34	28	46	20	57	25	24	24	35	57	61	31	442
	% Change		209%	2800%	35%	-57%	-30%	-71%	-37%	9%	-13%	8%	22%	-42%	-14%
NORWICH	Computers	2022	0	0	3	32	42	31	34	183	214	142	210	136	1,027
		2023	158	138	215	130	176	220	259	260	213	197	210	216	2,392
	Wireless	2022	345	267	277	363	191	213	237	265	217	233	240	194	3,042
		2023	190	159	232	238	274	296	310	259	196	190	199	143	2,686
	Totals 2022		345	267	280	395	233	244	271	448	431	375	450	330	4,069
	Totals 2023		348	297	447	368	450	516	569	519	409	387	409	359	5,078
	% Change		1%	11%	60%	-7%	93%	111%	110%	16%	-5%	3%	-9%	9%	25%

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Computer Use - 2023

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
	Computers	2022	0	6	10	6	9	6	12	19	15	10	11	9	113
		2023	15	10	14	13	7	21	13	21	6	19	22	29	190
	Wireless	2022	14	2	11	11	14	27	72	41	32	24	17	18	283
OTTERVILLE		2023	27	12	28	7	6	14	26	29	24	10	21	0	204
	Totals 2022		14	8	21	17	23	33	84	60	47	34	28	27	396
	Totals 2023		42	22	42	20	13	35	39	50	30	29	43	29	394
	% Change		200%	175%	100%	18%	-43%	6%	-54%	-17%	-36%	-15%	54%	7%	-1%
	Computers	2022	1	9	15	10	10	4	13	4	3	7	6	7	89
		2023	13	15	15	13	9	3	11	19	11	22	16	9	156
	Wireless	2022	38	75	114	147	123	126	6	13	41	54	149	173	1,059
PLATTSVILLE		2023	220	223	251	260	354	272	10	17	176	208	226	141	2,358
	Totals 2022		39	84	129	157	133	130	19	17	44	61	155	180	1,148
	Totals 2023		233	238	266	273	363	275	21	36	187	230	242	150	2,514
	% Change		497%	183%	106%	74%	173%	112%	11%	112%	325%	277%	56%	-17%	119%
	Computers	2022	0	2	0	13	7	17	16	10	7	9	7	3	91
		2023	9	14	10	7	13	2	3	3	9	9	3	1	83
	Wireless	2022	14	1	2	13	17	21	16	13	15	12	10	10	144
PRINCETON		2023	8	15	23	22	40	44	38	32	23	20	29	24	318
	Totals 2022		14	3	2	26	24	38	32	23	22	21	17	13	235
	Totals 2023		17	29	33	29	53	46	41	35	32	29	32	25	401
	% Change		21%	867%	1550%	12%	121%	21%	28%	52%	45%	38%	88%	92%	71%
	Computers	2022	0	1	5	5	8	5	8	16	21	13	16	9	107
		2023	16	21	25	15	20	16	20	45	12	46	34	27	297
	Wireless	2022	84	8	13	11	24	31	24	22	25	27	22	31	322
TAVISTOCK		2023	14	16	20	32	20	19	15	28	16	20	24	31	255
	Totals 2022		84	9	18	16	32	36	32	38	46	40	38	40	429
	Totals 2023		30	37	45	47	40	35	35	73	28	66	58	58	552
	% Change		-64%	311%	150%	194%	25%	-3%	9%	92%	-39%	65%	53%	45%	29%

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Computer Use - 2023

BRANCH		YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
	Computers	2022	1	7	11	10	14	14	11	17	15	19	17	18	154
		2023	13	17	18	26	24	22	16	13	8	19	29	21	226
	Wireless	2022	37	16	14	26	24	71	107	40	56	63	73	56	583
THAMESFORD		2023	47	92	65	57	59	43	49	49	49	38	49	166	763
	Totals 2022		38	23	25	36	38	85	118	57	71	82	90	74	737
	Totals 2023		60	109	83	83	83	65	65	62	57	57	78	187	989
	% Change		58%	374%	232%	131%	118%	-24%	-45%	9%	-20%	-30%	-13%	153%	34%
	Computers	2022	150	251	267	327	350	321	417	496	408	419	390	249	4,045
		2023	331	338	476	372	447	388	387	430	402	431	516	412	4,930
	Wireless	2022	338	126	652	1,010	863	913	1,143	1,087	895	707	900	550	9,184
TILLSONBURG		2023	770	676	1,156	352	357	325	391	394	387	473	483	363	6,127
	Totals 2022		488	377	919	1,337	1,213	1,234	1,560	1,583	1,303	1,126	1,290	799	13,229
	Totals 2023		1,101	1,014	1,632	724	804	713	778	824	789	904	999	775	11,057
	% Change		126%	169%	78%	-46%	-34%	-42%	-50%	-48%	-39%	-20%	-23%	-3%	-16%
TOTAL COMPUTER USAGE		2022	1,266	1,123	1,917	2,556	2,269	2,445	3,034	2,814	2,552	2,320	2,699	1,964	26,959
		2023	2,318	2,196	3,228	2,143	2,519	2,338	2,420	2,230	2,258	2,411	2,726	2,099	28,886
% Change 2022 to 2023			83.1%	95.5%	68.4%	-16.2%	11.0%	-4.4%	-20.2%	-20.8%	-11.5%	3.9%	1.0%	6.9%	7.1%

Physical Circulation - 2023

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
BROWNSVILLE	2019	197	156	326	240	189	235	252	254	199	258	240	195	**2741**
	2022	234	123	161	288	296	340	388	255	234	177	315	190	**3,001**
	2023	257	123	196	186	202	195	249	187	191	291	240	176	**2,493**
% Change 2019 to 2023		30%	-21%	-40%	-23%	7%	-17%	-1%	-26%	-4%	13%	0%	-10%	**-9%**
% Change 2022 to 2023		10%	0%	22%	-35%	-32%	-43%	-36%	-27%	-18%	64%	-24%	-7%	**-17%**
BURGESSVILLE	2019	1,805	1,504	1,715	1,685	1,482	1,454	1,731	1,759	1,666	1,755	1,657	1,030	**19,243**
	2022	2,070	1,658	2,665	2,746	2,101	2,212	2,551	3,105	2,484	2,213	2,068	1,585	**27,458**
	2023	2,176	1,958	2,185	1,918	1,626	2,414	2,809	2,423	1,887	1,708	1,898	1,588	**24,590**
% Change 2019 to 2023		21%	30%	27%	14%	10%	66%	62%	38%	13%	-3%	15%	54%	**28%**
% Change 2022 to 2023		5%	18%	-18%	-30%	-23%	9%	10%	-22%	-24%	-23%	-8%	0%	**-10%**
EMBRO	2019	664	566	605	623	611	577	614	640	510	628	542	470	**7,050**
	2022	575	591	761	750	673	733	793	887	676	733	723	690	**8,585**
	2023	710	707	760	650	730	665	913	921	820	573	672	697	**8,818**
% Change 2019 to 2023		7%	25%	26%	4%	19%	15%	49%	44%	61%	-9%	24%	48%	**25%**
% Change 2022 to 2023		23%	20%	0%	-13%	8%	-9%	15%	4%	21%	-22%	-7%	1%	**3%**
HARRINGTON	2019	204	119	241	145	172	214	383	247	197	182	257	286	**2,647**
	2022	419	492	733	650	645	594	697	683	651	729	674	709	**7,676**
	2023	648	571	584	588	689	703	617	449	625	477	593	346	**6,890**
% Change 2019 to 2023		218%	380%	142%	306%	301%	229%	61%	82%	217%	162%	131%	21%	**160%**
% Change 2022 to 2023		55%	16%	-20%	-10%	7%	18%	-11%	-34%	-4%	-35%	-12%	-51%	**-10%**
INGERSOLL	2019	10,247	8,563	10,320	8,815	8,713	8,591	12,338	11,258	9,006	9,265	8,936	7,910	**113,962**
	2022	6,167	6,963	9,840	8,982	8,262	9,227	11,559	12,616	9,370	9,109	9,557	7,748	**109,400**
	2023	10,191	8,887	10,956	10,355	10,394	10,529	12,343	12,607	10,579	10,596	10,138	8,636	**126,211**
% Change 2019 to 2023		-1%	4%	6%	17%	19%	23%	0%	12%	17%	14%	13%	9%	**11%**
% Change 2022 to 2023		65%	28%	11%	15%	26%	14%	7%	0%	13%	16%	6%	11%	**15%**
INNERKIP	2019	1,632	1,269	1,600	1,699	1,443	1,613	1,649	1,576	1,222	1,618	1,407	1,165	**17,893**
	2022	1,164	1,293	1,804	1,546	1,485	1,206	1,392	1,477	1,310	1,210	1,306	966	**16,159**
	2023	1,420	1,227	1,356	1,350	1,455	1,295	1,387	1,481	1,242	1,128	1,057	890	**15,288**
% Change 2019 to 2023		-13%	-3%	-15%	-21%	1%	-20%	-16%	-6%	2%	-30%	-25%	-24%	**-15%**

Physical Circulation - 2023

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
% Change 2022 to 2023		22%	-5%	-25%	-13%	-2%	7%	0%	0%	-5%	-7%	-19%	-8%	**-5%**
MOUNT ELGIN	**2019**	654	642	801	770	927	698	864	887	759	691	718	612	**9,023**
	2022	785	873	768	839	676	823	815	929	823	721	820	398	**9,270**
	2023	806	628	902	655	809	792	822	974	759	967	855	537	**9,506**
% Change 2019 to 2023		23%	-2%	13%	-15%	-13%	13%	-5%	10%	0%	40%	19%	-12%	**5%**
% Change 2022 to 2023		3%	-28%	17%	-22%	20%	-4%	1%	5%	-8%	34%	4%	35%	**3%**
NORWICH	**2019**	5,380	4,657	4,906	4,179	4,387	4,508	5,649	5,421	4,237	4,970	5,132	4,023	**57,449**
	2022	3,418	2,812	2,924	3,719	4,057	4,382	6,034	6,594	4,984	5,130	4,713	3,842	**52,609**
	2023	5,262	3,993	5,053	3,814	3,593	3,789	4,553	4,584	3,748	3,691	3,631	3,936	**49,647**
% Change 2019 to 2023		-2%	-14%	3%	-9%	-18%	-16%	-19%	-15%	-12%	-26%	-29%	-2%	**-14%**
% Change 2022 to 2023		54%	42%	73%	3%	-11%	-14%	-25%	-30%	-25%	-28%	-23%	2%	**-6%**
OTTERVILLE	**2019**	955	973	890	981	805	1,241	1,535	1,430	1,176	1,170	1,160	847	**13,163**
	2022	1,097	957	1,730	1,468	1,233	1,593	1,898	1,957	1,339	1,149	1,139	1,403	**16,963**
	2023	1,280	1,436	1,453	1,355	1,302	1,279	1,516	1,511	1,272	1,249	1,507	1,259	**16,419**
% Change 2019 to 2023		34%	48%	63%	38%	62%	3%	-1%	6%	8%	7%	30%	49%	**25%**
% Change 2022 to 2023		17%	50%	-16%	-8%	6%	-20%	-20%	-23%	-5%	9%	32%	-10%	**-3%**
Ox on the Run	**2023**						96	150	203	107	96	49	70	**771**
PLATTSVILLE	**2019**	1,293	1,164	1,210	1,498	1,366	1,213	1,555	1,399	1,266	1,381	1,260	991	**15,596**
	2022	1,466	1,392	2,028	1,978	1,910	1,952	2,562	2,718	1,987	1,981	1,967	1,562	**23,503**
	2023	2,049	1,914	2,114	1,877	1,863	1,769	2,146	2,515	1,926	1,774	1,583	1,500	**23,030**
% Change 2019 to 2023		58%	64%	75%	25%	36%	46%	38%	80%	52%	28%	26%	51%	**48%**
% Change 2022 to 2023		40%	38%	4%	-5%	-2%	-9%	-16%	-7%	-3%	-10%	-20%	-4%	**-2%**
PRINCETON	**2019**	623	686	746	802	760	667	898	791	637	606	508	488	**8,212**
	2022	742	872	1,125	1,204	1,034	886	926	1,107	1,134	1,040	1,182	1,219	**12,471**
	2023	1,205	1,121	1,434	1,336	1,270	1,244	1,251	1,353	1,265	1,272	1,235	1,145	**15,131**
% Change 2019 to 2023		93%	63%	92%	67%	67%	87%	39%	71%	99%	110%	143%	135%	**84%**
% Change 2022 to 2023		62%	29%	27%	11%	23%	40%	35%	22%	12%	22%	4%	-6%	**21%**

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Physical Circulation - 2023

BRANCH	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
TAVISTOCK	2019	1,517	1,339	1,689	1,768	1,686	1,794	2,390	2,395	1,750	1,833	1,679	1,243	21,083
	2022	1,654	1,720	2,189	2,364	2,382	2,104	2,522	2,958	2,327	2,371	2,376	1,764	26,731
	2023	2,570	2,152	3,010	2,335	2,145	2,381	2,602	3,025	2,107	2,192	2,113	1,783	28,415
% Change 2019 to 2023		69%	61%	78%	32%	27%	33%	9%	26%	20%	20%	26%	43%	35%
% Change 2022 to 2023		55%	25%	38%	-1%	-10%	13%	3%	2%	-9%	-8%	-11%	1%	6%
THAMESFORD	2019	1,393	1,190	1,363	1,278	1,159	1,146	1,551	1,498	1,239	1,511	1,622	957	15,907
	2022	963	1,257	1,540	1,646	1,706	1,705	2,296	2,527	2,199	1,869	1,802	1,734	21,244
	2023	1,980	1,587	1,779	1,850	1,820	1,765	2,523	2,354	1,909	1,793	1,799	1,563	22,722
% Change 2019 to 2023		42%	33%	31%	45%	57%	54%	63%	57%	54%	19%	11%	63%	43%
% Change 2022 to 2023		106%	26%	16%	12%	7%	4%	10%	-7%	-13%	-4%	0%	-10%	7%
TILLSONBURG	2019	9,678	8,280	9,222	8,478	8,068	7,931	10,393	9,503	7,474	8,248	7,717	6,891	101,883
	2022	6,263	6,371	7,713	7,836	7,143	7,188	8,147	8,836	7,094	7,578	7,201	6,262	87,632
	2023	7,588	6,830	8,236	7,236	6,518	6,707	7,994	7,879	7,024	6,693	6,851	6,044	85,600
% Change 2019 to 2023		-22%	-18%	-11%	-15%	-19%	-15%	-23%	-17%	-6%	-19%	-11%	-12%	-16%
% Change 2022 to 2023		21%	7%	7%	-8%	-9%	-7%	-2%	-11%	-1%	-12%	-5%	-3%	-2%
TOTALS:	2019	36,242	31,108	35,634	32,961	31,768	31,882	41,802	39,058	31,338	34,116	32,835	27,108	405,852
	2022	27,017	27,374	35,981	36,016	33,603	34,945	42,580	46,649	36,612	36,010	35,843	30,072	422,702
	2023	38,142	33,134	40,018	35,505	34,416	35,623	41,875	42,466	35,461	34,500	34,221	30,000	435,361
Change 2019 to 2023		5%	7%	12%	8%	8%	12%	0%	9%	13%	1%	4%	11%	7%
Change 2022 to 2023		41%	21%	11%	-1%	2%	2%	-2%	-9%	-3%	-4%	-5%	0%	3%

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Digital Circulation - 2023

	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
Digital TV & Movies	**2022**	726	644	669	636	561	575	655	641	513	619	766	817	**7,822**
	2023	792	706	673	655	643	658	680	758	843	901	907	723	**8,939**
% Change - Digital TV & Movies		9%	10%	1%	3%	15%	14%	4%	18%	64%	46%	18%	-12%	14%
Digital Magazines and Newspapers	**2022**	2,253	1,325	1,448	1,369	1,692	1,477	1,662	1,627	1,822	2,239	3,051	3,080	**23,045**
	2023	3,587	2,650	3,663	3,306	2,744	3,119	2,967	3,053	3,277	3,707	4,133	4,384	**40,590**
% Change - Digital Magazines & Newspapers		59%	100%	153%	141%	62%	111%	79%	88%	80%	66%	35%	42%	76%
Tumble Books	**2022**	248	143	162	145	117	138	39	40	10	38	100	57	**1,237**
	2023	92	66	73	79	62	92	25	31	86	205	224	233	**1,268**
% Change - Tumble Books		-63%	-54%	-55%	-46%	-47%	-33%	-36%	-23%	760%	439%	124%	309%	3%
Digital Music	**2022**	1,564	1,724	2,837	1,596	2,291	2,430	1,239	1,460	1,605	1,236	1,498	1,965	**21,445**
	2023	2,769	2,346	1,418	1,455	1,389	1,366	1,573	1,465	1,573	1,686	2,696	1,871	**21,607**
% Change - Digital Music		77%	36%	-50%	-9%	-39%	-44%	27%	0%	-2%	36%	80%	-5%	1%
Digital Audiobooks	**2022**	6,176	5,522	6,153	3,385	3,430	3,424	3,571	3,842	3,536	3,523	3,652	3,565	**49,779**
	2023	3,973	3,646	4,133	4,001	4,221	3,812	4,030	4,557	4,228	4,485	4,423	4,394	**49,903**
% Change - Digital Audiobooks		-36%	-34%	-33%	18%	23%	11%	13%	19%	20%	27%	21%	23%	0%
Digital ebooks	**2022**	6,996	6,315	6,686	6,500	6,464	6,258	6,683	6,827	5,893	6,317	6,055	6,137	**77,131**
	2023	6,885	6,489	6,865	6,489	6,437	6,318	7,065	7,181	6,648	7,000	6,390	7,555	**81,322**
% Change - eBooks		-2%	3%	3%	0%	0%	1%	6%	5%	13%	11%	6%	23%	5%
TOTAL Digital Circulation	**2022**	17,963	15,673	17,955	13,631	14,555	14,302	13,849	14,437	13,379	13,972	15,122	15,621	**180,459**
	2023	18,098	15,903	16,825	15,985	15,496	15,365	16,340	17,045	16,655	17,984	18,773	19,160	**203,629**
% Change - Digital Circulation		1%	1%	-6%	17%	6%	7%	18%	18%	24%	29%	24%	23%	13%

Definitions:

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

Digital Magazines and Newspapers include the following: Overdrive Magazines, Zinio (Jan 2021 to April 2021), Press Reader

Digital Music includes the following: Freegal, Hoopla Music

Digital Audiobooks includes the following: Hoopla Audiobooks, Overdrive Audiobooks, Axis 360 Audiobooks

Digtal eBooks includes the following: Freading, Hoopla Comics, Hoopla eBooks, Overdrive eBooks, Axis 360 eBooks

To: **Oxford County Library Board**

From: **Director of Corporate Services**

2024 Q1 Library Business Plan and Budget Update

RECOMMENDATION

1. **That the Library Board receives Report 2024-25, 2024 Q1 Library Business Plan and Budget Update, for information and discussion.**

REPORT HIGHLIGHTS

- Delivery of the 2024 goals and objectives is progressing as planned

- Budget variance report is projecting a preliminary year end surplus of $269

Implementation Points

Staff will continue to monitor rising inflation's impact on the Library's budget and take appropriate action where required. The next financial update for the Board will be in September for the period ending June 30, 2024.

Financial Impact

The 2024 year-end forecast as of March 31, 2024 projects a surplus of $269. Additional detailed information regarding the forecasted variances can be found on Attachment 2 to this report.

As the much of the Library's programming is concentrated in Q2 and Q3 of the year, the year to date figures are not indicative of the remaining year's financial activity.

Communications

This report is intended to update the Board on the Library's progress in meeting the goals and objectives set out for 2024 and a view of the Q1 budget variance with forecasted year end results.

DISCUSSION

Background

In accordance with the reporting provisions contained within the Long Term Financial Sustainability Plan, staff have prepared progress updates for each of the approved goals and objectives within the business plan, accompanied by budget variance reports as of March 31, 2024.

Comments

The 2024 Business Plan is progressing as planned with the Rural Branch Survey now concluded and staff analysis in progress.

Staff continue to promote the Library's pilot mobile outreach programming and support program under the guise of *Ox on the Run*, documenting activities and feedback for assessing the program's continuation later this fall. More details on the Technology Review; Facilities Plan and Enriched Membership Engagement through Patron Point, being the remaining 2024 goals and objectives can be found in Attachment 1.

Staff review the financial activity on a monthly basis for potential areas of concern and to ensure spending will remain within the budget provisions approved by the Board. To date, the financial activity is as expected for the first quarter with the only variances forecasted related to the final insurance premiums paid which came in slightly below budget by $1,600. The year to date expenses and forecast figures as of the end of Q1 2024 are presented on Attachment 2 with no emergency or unplanned expenses recorded, with the exception of approximately $3,000 in guides and tools that was unanticipated.

Conclusions

Overall, this report demonstrates that the Library's year-end projected surplus relates to 2024 insurance premiums being less than the approved budget. To date, the Library is well positioned to deliver the 2024 Business Plan and Budget as approved.

SIGNATURES

Departmental Approval:

Original signed by

_____

Lynn S. Buchner, CPA, CGA
Director of Corporate Services

Approved for submission:

Original signed by

_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – 2024 Q1 Library Business Plan and Budget Update
Attachment 2 – 2024 Q1 Library Variance Report

Oxford County

Oxford County Library
Library

Growing stronger together

Report 2024-25
Attachment 1

2024
BUDGET

Goals and Objectives

Description	2024	2025	2026	Library Strategic Plan	Status Update
Library Facilities Plan Develop a Library Facilities Plan (LFP) to meet the changing demands and create enjoyable and dynamic spaces for our communities. The review should help inform Oxford County Library and its existing partners of how much library space is required to meet community needs to the year 2034. The LFP will look at existing spaces and partnerships to provide required actions, while also looking at potential opportunities to work with partners on potential shared facilities in future locations. Project would start in Q3 with expected finalized report in 2025.	●	●		Sustain Service Excellence	Anticipating project to commence in Q3 2024
Library Technology Review Engage a Technology Consultant to work with County IS & IT teams, as well as Library staff, to develop a future focused roadmap for library technology needs. The review should look at current state and recommend changes to both County and Library infrastructure to meet current and future needs of library staff and customers. Project should be completed by June for impacts on 2025 budget.	●			Innovate Access to Services	Project to kickoff in May or early June with completion by end of July
Rural Branch Customer Engagement Engage residents in catchment areas of Village and Regional Branches through surveys, mailings and focus groups to better serve the communities through review of operating hours, programming opportunities, and collections.	●	●		Sustain Service Excellence	Customer Engagement campaign has concluded and staff are analyzing comments from 636 participants
Enriched Membership Engagement Through Patron Point Develop and implement new enriched membership engagement strategy with the addition of Patron Point, a marketing automation platform to onboard, inform and engage library customers. The platform will provide segmented data on members to provide more targeted email information; streamlined processes of renewal and registration of memberships via an online portal; as well as regular survey opportunities of customers for better feedback. Implementation should be complete by end of Q2 with survey data on member satisfaction data available by Q3. KPI – Increase in membership renewals / Increased attendance at library programs and events.	●	●		Grow Engagement and Member Relationships	Survey data measuring member satisfaction will be reported in Q3

OxfordCounty
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LIBRARY
March Variance Reporting
For the Period Ending March 31, 2024

	YTD ACTUAL	FORECAST	REVISED BUDGET*	FORECAST VARIANCE $	FORECAST VARIANCE %
CAPITAL					
LIBRARY ADMINISTRATION					
60000 LIBRARY ADMINISTRATION	61,923	229,000	229,000	-	-
TOTAL LIBRARY ADMINISTRATION	61,923	229,000	229,000	-	-
OCL ING					
80000 CAPITAL	(5,292)	181,000	181,000	-	-
92605 R - LIBRARIES - CAPITAL	-	(181,000)	(181,000)	-	-
TOTAL OCL ING	(5,292)	-	-	-	-
PLATTSVILLE LIBRARY					
80000 CAPITAL	-	2,000	2,000	-	-
92605 R - LIBRARIES - CAPITAL	-	(2,000)	(2,000)	-	-
TOTAL PLATTSVILLE LIBRARY	-	-	-	-	-
THAMESFORD LIBRARY					
80000 CAPITAL	-	55,000	55,000	-	-
92605 R - LIBRARIES - CAPITAL	-	(55,000)	(55,000)	-	-
TOTAL THAMESFORD LIBRARY	-	-	-	-	-
TILLSONBURG LIBRARY					
80000 CAPITAL	-	51,000	51,000	-	-
92605 R - LIBRARIES - CAPITAL	-	(51,000)	(51,000)	-	-
TOTAL TILLSONBURG LIBRARY	-	-	-	-	-
TOTAL CAPITAL	56,631	229,000	229,000	-	-
OCL					
LIBRARY ADMINISTRATION					
60000 LIBRARY ADMINISTRATION					
REVENUES					
GENERAL REVENUES					
3200 REV - PROVINCIAL GOVT	-	(135,675)	(135,675)	-	-
3203 REV - PROV-PAY EQUITY	-	(3,229)	(3,229)	-	-
3325 REV - SERVICE RECOVERY FEES	(4,769)	(17,600)	(17,600)	-	-
3332 REV - INTEREST	(1,443)	(1,977)	-	1,977	-
3334 REV - DONATIONS	-	(11)	-	11	-
TOTAL GENERAL REVENUES	(6,212)	(158,492)	(156,504)	1,988	(1.3%)
TOTAL REVENUES	(6,212)	(158,492)	(156,504)	1,988	(1.3%)
EXPENSES					
SALARIES AND BENEFITS					
SALARIES	151,589	641,781	641,781	-	-
HONORARIUM	1,400	5,500	5,500	-	-
BENEFITS	49,489	192,087	192,087	-	-
TOTAL SALARIES AND BENEFITS	202,478	839,368	839,368	-	-
OPERATING EXPENSES					
5000 MEETING COSTS	-	500	500	-	-
5002 CREDIT CARD COSTS	(75)	150	150	-	-
5012 COMPUTER SOFTWARE & SUPPORT	21,370	41,610	41,610	-	-
5015 ADVERTISING/MARKETING/PROMO	515	18,000	18,000	-	-
5018 TELECOMMUNICATIONS	539	3,180	3,180	-	-
5020 MEMBERSHIP/DUES/SUBSCRIPTIONS	10,913	14,245	14,245	-	-

	YTD ACTUAL	FORECAST	REVISED BUDGET*	FORECAST VARIANCE $	FORECAST VARIANCE %
5021 TRAINING/SEMINARS/CONFERENCE	1,361	18,300	18,300	-	-
5023 POSTAGE	1,779	7,750	7,750	-	-
5025 TRAVEL-EXPENSES, MILEAGE	3,274	14,000	14,000	-	-
5026 TOOLS/EQUIPMENT PURCHASE	531	5,000	5,000	-	-
5029 R & M - EQUIPMENT	140	14,500	14,500	-	-
5045 OFFICE SUPPLIES/EXPENSES	1,594	3,000	3,000	-	-
5303 INSURANCE	17,185	17,185	18,640	1,455	7.8%
5308 PURCHASED SERVICES	5,055	23,000	23,000	-	-
5310 CONSULTANT FEES	-	120,000	120,000	-	-
6006 DONATION WITHDRAWAL	11	11	-	(11)	-
6019 SUPPLIES/PROGRAM EXPENSES	2,888	10,000	10,000	-	-
6020 BOOKS - HARD COPY	1,123	11,000	11,000	-	-
6023 CULTURAL PROGRAMS	8,233	45,400	45,400	-	-
6024 GUIDES & TOOLS	24,776	25,248	22,230	(3,018)	(13.6%)
6028 BOOKS - ELECTRONIC	102,334	252,108	252,108	-	-
TOTAL OPERATING EXPENSES	**203,546**	**644,187**	**642,613**	**(1,574)**	**(0.2%)**
INTERDEPARTMENTAL CHARGES					
7000 CHARGE FROM FINANCE	19,491	77,962	77,962	-	-
7001 CHARGE FROM FIN-CAPITAL PLAN	1,902	7,610	7,610	-	-
7005 CHARGE FROM CUSTOMER SERVICE	7,302	29,205	29,205	-	-
7010 CHARGE FROM IT (OPERATING)	132,366	529,467	529,467	-	-
7011 CHARGE FROM IT - V.O.I.P.	1,713	6,847	6,847	-	-
7012 CHARGE FROM IT - COPIER	2,136	8,541	8,541	-	-
7020 CHARGE FROM FACILITIES	14,550	58,200	58,200	-	-
7030 CHARGE FROM FLEET	-	28,505	28,505	-	-
7050 CHARGE FROM HUMAN RESOURCES	15,234	60,930	60,930	-	-
8300 CAPITAL - CHARGE FROM IS	5,028	20,113	20,113	-	-
TOTAL INTERDEPARTMENTAL CHARGES	**199,722**	**827,380**	**827,380**	**-**	**-**
TOTAL EXPENSES	**605,746**	**2,310,935**	**2,309,361**	**(1,574)**	**(0.1%)**
	599,534	**2,152,443**	**2,152,857**	**414**	**0.0%**
91600 DC - LIBRARY	**-**	**(59,149)**	**(59,149)**	**-**	**-**
92600 R - LIBRARIES	**-**	**(120,000)**	**(120,000)**	**-**	**-**
TOTAL LIBRARY ADMINISTRATION	**599,534**	**1,973,294**	**1,973,708**	**414**	**0.0%**
BRANCH LIBRARIES					
61000 BROWNSVILLE LIBRARY	**11,876**	**34,528**	**34,531**	**3**	**0.0%**
61001 BURGESSVILLE LIBRARY	**16,478**	**80,119**	**80,118**	**(1)**	**(0.0%)**
61002 EMBRO LIBRARY	**8,836**	**44,544**	**44,549**	**5**	**0.0%**
61003 HARRINGTON LIBRARY	**8,747**	**43,547**	**43,208**	**(339)**	**(0.8%)**
61004 INGERSOLL LIBRARY	**184,270**	**798,876**	**798,867**	**(9)**	**(0.0%)**
61005 INNERKIP LIBRARY	**22,861**	**81,777**	**81,783**	**6**	**0.0%**
61006 MT-ELGIN LIBRARY	**9,823**	**50,776**	**50,699**	**(77)**	**(0.2%)**
61007 NORWICH LIBRARY	**58,993**	**268,965**	**268,963**	**(2)**	**(0.0%)**
61008 OTTERVILLE LIBRARY	**17,588**	**76,429**	**76,432**	**3**	**0.0%**
61009 PLATTSVILLE LIBRARY	**20,913**	**128,557**	**128,884**	**327**	**0.3%**
61010 PRINCETON LIBRARY	**14,257**	**66,254**	**66,259**	**5**	**0.0%**
61011 TAVISTOCK LIBRARY	**51,266**	**232,860**	**232,692**	**(168)**	**(0.1%)**

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	YTD ACTUAL	FORECAST	REVISED BUDGET*	FORECAST VARIANCE $	FORECAST VARIANCE %
61012 THAMESFORD LIBRARY	48,632	218,521	218,581	60	0.0%
61013 TILLSONBURG LIBRARY	169,753	768,906	768,948	42	0.0%
92605 R - LIBRARIES - CAPITAL	31,630	126,520	126,520	-	-
TOTAL BRANCH LIBRARIES	675,923	3,021,179	3,021,034	(145)	(0.0%)
SPECIAL PROGRAMS					
62006 MOBILE OUTREACH	34,232	185,899	185,899	-	-
92600 R - LIBRARIES	-	(185,899)	(185,899)	-	-
TOTAL SPECIAL PROGRAMS	34,232	-	-	-	-
TOTAL OCL	1,309,689	4,994,473	4,994,742	269	0.0%
TOTAL LIBRARY	1,366,320	5,223,473	5,223,742	269	0.0%

To: **Oxford County Library Board**

From: **CEO/Chief Librarian**

Board Code of Conduct Review and Update

RECOMMENDATION

1. **That the Library Board receive Report 2024-26, Board Code of Conduct Review and Update, and approves the changes made to the Board Code of Conduct as set out in Attachment 1.**

REPORT HIGHLIGHTS

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

- Due to the significant changes, a tracked changes version of the policy has not been included for review.

Implementation Points

The updated Board Code of Conduct policy will be distributed to the Library Board and staff once approved. Library Leadership will also review the policy highlights with staff at the upcoming Staff Development Day in June.

Financial Impact

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

Communications

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

DISCUSSION

Background

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

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

Comments

The updated Board Code of Conduct policy, Attachment 1, has been completely overhauled to provide clearer guidance to Library Board members.

Changes include:

- Background and Purpose: Each section has been updated to provide clearer language and direction. The purpose statement has also been updated to provide reference to the Oxford County Council Code of Conduct Policy as it extends to the Library Board.

- Procedures:

  o Governing Style and Accountability: This section has added to clarify the governing style of the Board and the Board's areas of accountability.

  o Commitment to "One Voice": This section has been added to clarify the ideals of "One Voice" and the commitment Board Members make to respect decisions made by the Board as a whole.

  o Authority: This section has been added to provide members of the Board with direction regarding their individual authority and to link back to language found in the Advocacy Policy passed by the Board in February 2024.

  o Conflicts of Interest: Though Conflicts of Interest are covered in the Oxford County Council Code of Conduct Policy, this section provides further clarification and information to assist Board Members in their duties.

  o Personal Accountability: This section has been added to provide details for individual board members on their personal accountability to the Board and to the Library.

  o Confidentiality: Though confidentiality is covered extensively in the Oxford County Council Code of Conduct Policy, this section has been included to provide specific information regarding confidentiality for Library Board Members.

o References and Related Documents: This section is a current standard for all new policies when references to legislation and/or other policies at the County or Library level are included within the document.

Conclusions

The updated Board Code of Conduct policy is intended to provide the Library Board, CEO/Chief Librarian and Library staff with clear guidelines and expectations. The update of the policy will also allow the Board to meet their policy review schedule as required for re-accreditation by the Ontario Public Library Guidelines Council.

SIGNATURE

Departmental Approval:

Original signed by

_____

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1: Updated Board Code of Conduct policy, 2024
Attachment 2: Current Board Code of Conduct policy, 2022

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

LIBRARY BOARD CODE OF CONDUCT

BACKGROUND

Oxford County Library Board is committed to the highest level of integrity and ethics in all of its dealings in accordance with all current legislation, as well as all Library and County of Oxford policies and by-laws.

PURPOSE

Oxford County Library Board is bound by the Oxford County Council Code of Conduct Policy (9.17 of the General Policy Manual). This policy further defines the code by which Oxford County Library Board Members will conduct business with each other, with library staff and with the library's partners.

PROCEDURES

Governing Style and Accountability

1. The Oxford County Library Board will govern with a style that ensures:
    a. encouragement of, and respect for, diverse opinions;
    b. strategic leadership;
    c. clear distinction between Board and CEO/Chief Librarian Roles; and
    d. collective, rather than individual, decisions.
2. Furthermore, the Library Board shall:
    a. act in the interests of the Oxford County Library and the greater Oxford County community served by the Library, over and above other interest group involvement, membership on other boards or personal interests;
    b. speak with one voice once a decision has been reached or a resolution passed;
    c. prepare for meetings to make informed decisions and actively participate in carrying out the work of the Board;
    d. adhere to all of the policies approved by the Board;
    e. conduct the business of the Board with integrity to reflect credit on the Library and inspire the confidence, respect and trust of colleagues, staff and the community;
    f. support the Library's Values as outlined in its Strategic Plan; and
    g. monitor and discuss the Board's performance.

Commitment to "One Voice"

1. Individual Board members shall exercise their authority responsibly, respect Board decisions and maintain decorum to uphold the integrity and discipline of the Library Board governance.
2. Once the Board has made a decision, each Board member, regardless of individual dissent, will respect the decision of the Board.

Oxford County Library connect. discover. share. **become.**	**OXFORD COUNTY LIBRARY BOARD POLICY MANUAL**	
Board Motion Number:		Date of Review:	
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3. Although all Board members are at liberty to express differences of opinion on Board issues during debate, individual members shall not express their differences of opinion in a manner which would create polarization, or undermine a decision of the Board.

Authority

1. Board members acting independently have no authority to insert themselves in Library operations except when explicitly authorized by the Board and carried out by the CEO/Chief Librarian. Furthermore,
   a. no Board member will involve staff members in their disputes or negotiations;
   b. further, Board members shall not involve themselves in the disputes or negotiations between staff; and,
   c. any information requested by a Board member of Library personnel must be brought to the Library Board for approval.
2. Board members' interaction with the public, press or other entities must recognize the same limitation and the similar inability of any Board member or Board members to speak for the Board. Board members will adhere to the Board's Advocacy Policy regarding the guidelines for Library Spokesperson.
3. Board members will make no judgments of the CEO / Chief Librarian or staff performance except when assessed according to Board policy.

Conflicts of Interest

1. Board members must adhere to the requirements of the *Municipal Conflict of Interest Act, R.S.O 1990, c. M.50* with respect to pecuniary or fiduciary conflicts of interest.
2. Members will disclose their involvement with family members, relatives, or other close personal relations, as well as other organizations, vendors, or any other associations that may be considered or perceived as a conflict of interest.
3. Members are encouraged to seek guidance from legal advisors when they become aware that they may have a conflict between their responsibilities to the public as a member and any other interest, including a direct or indirect pecuniary interest.
4. When a Board member has a direct or indirect pecuniary interest in any matter, and is present at a Board meeting at which the matter is the subject of consideration, the Board member, in accordance with the *Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50 s. 5 (1),* shall:
   a. prior to any consideration of the matter at the meeting, disclose the interest, and the general nature thereof;
   b. not take part in the discussion of, or vote on any question in respect to the matter; and
   c. not attempt in any way whether before, during or after the meeting to influence the voting on any such question.
5. A record of the disclosure shall be recorded in the minutes of the meeting, and entered into a registry of disclosures maintained by the Board Secretary in accordance with the *Municipal Conflict of Interest Act, R.S.O 1990, c. M.50 s. 6 (1).*

Oxford County Library *connect. discover. share. become.*	**OXFORD COUNTY LIBRARY BOARD POLICY MANUAL**	
Board Motion Number:		Date of Review:	
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Personal Accountability

1. The accountability of Board members' governance of the Library must take precedence over any conflicting loyalties, including those towards advocacy or interest groups; membership on other boards, organizations, or staff; and the personal interests of individual board members as consumers of the Library's services.
2. Oxford County Library Board members shall:
   a. treat others in a courteous, dignified and fair manner;
   b. encourage and respect diversity of viewpoints and skills;
   c. take responsibility for personal professional development through continuing educational opportunities and participation in regional, provincial or national library organizations; and
   d. support the value of Intellectual Freedom as referenced in library operational polices.

Confidentiality

1. Board members shall not disclose or release by any means to any person either in oral or written form any confidential information acquired by virtue of their office except when required by law to do so.
2. Board members have a duty to hold in strict confidence all information concerning matters dealt with in meetings closed to the public in accordance with the *Public Libraries Act, R.S.O 1990,* or any other legislation.
3. All information, documentation or deliberation received, reviewed or taken in a closed meeting of the Board is confidential unless the matter ceases to be confidential as determined by the Board.
4. No Board member shall:
   a. obtain access, or attempt to obtain access, to confidential information in the custody or control of the Library except when required or authorized by the Board or otherwise by law to do so;
   b. use confidential information for personal or private gain or benefit, or for the personal or private gain or benefit of any other person or body; or
   c. disclose or discuss, through written, electronic or oral communication, to any individual or corporate third party, any information that has been or will be discussed at a closed session of the Board or a Board Committee until such time that the Board or a Board Committee has determined, or has been advised by Staff that the matter, or any part of the matter, can be made public subject to review under the *Municipal Freedom of Information and Protection of Privacy Act,* or if directed to do so by a court of law.
5. When a Board Member ceases to be a Member, the duty to not disclose or release any confidential information acquired by virtue of one's office, except when required by law to do so, continues.

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

References and Related Documents:

Legislation
> *Public Libraries Act, R.S.O. 1990, c. P. 44.*
> *Municipal Act, 2011, S.O. 2001, c. 25*
> *Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50*
> *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56*

Oxford County By-Laws and Policies
> County of Oxford. (August, 2023). *Procedural By-Law No. 6268-2020*
> County of Oxford. (October, 2019). *Council Code of Conduct Policy, No. 9.17*

Oxford County Library Policies
> Oxford County Library Board. (February, 2024). *Board Advocacy Policy.*

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

CODE OF CONDUCT

BACKGROUND

The Oxford County Library Board expects of itself and its members, proper use of authority and appropriate decorum in group and individual behaviour when acting on the Library's behalf.

PURPOSE

1. Only decisions approved by motion of the Board shall have legal and binding authority, unless rescinded or amended by motion of the Board.

2. Board member accountability to the library shall supersede any conflicting loyalty, such as that to advocacy or interest groups and membership on other boards, organizations, or staffs, and the personal interest of any Board member acting as an individual consumer of the Library's service.

PROCEDURES

Board members shall:

1. Exert no authority as individuals over the Library, the CEO or the staff.

2. Be loyal to the interests of the library.

3. Adhere to the regulations of the *Municipal Conflict of Interest Act* in respect of pecuniary or fiduciary conflicts of interest;

4. Respect the confidentiality appropriate to issues of a confidential nature.

5. Conduct themselves with integrity to reflect credit on the Library, and inspire the confidence, respect and trust of colleagues, subordinates and the community;

6. Recognize the inability of any board member or board members to speak for the board except as explicitly set forth in board policies.

7. Adhere to all of the policies approved by the Board.