



Special Oakville Public Library Board

Agenda

**Wednesday, April 29, 2020
Videoconference
9:30 a.m.**

www.opl.ca

Register as a delegation

Due to precautions being taken due to the COVID-19 emergency, in-person delegations will not be permitted at this meeting. You may register to join the videoconference meeting by emailing townclerk@oakville.ca by noon the day before the meeting.

Upon your registration the information to join the meeting will be provided.

Oakville Public Library Board Membership

The following Members of Council have been appointed to serve on the Library Board until November 14, 2022:

Councillor Janet Haslett-Theall
Councillor Jeff Knoll

The following Oakville residents have been appointed to serve on the Library Board for the term of Council 2018 – 2022 or until their successors are appointed.

Steven Bright
Pankaj Sardana
Bill Smith
Paul McIntyre Royston
Susan Fanelli
Andrew Cashman

Oakville Public Library Board

Special Meeting

Agenda

Wednesday, April 29, 2020

Videoconference

9:30 a.m.

Chairperson: Councillor Jeff Knoll

Regrets

Declarations of Pecuniary Interest

Discussion Item(s)

1. Oakville Public Library (OPL) response to COVID-19 - updated **5-10**

- Report from CEO Office, April 27, 2020

Recommendation:

That the OPL's response to COVID-19 – updated report be received for information.

Confidential Discussion Item(s)

C-1. Town Response to COVID-19

- Confidential Verbal Update from the Acting CAO, Town of Oakville

Adjournment

Oakville Public Library Board

Report

Meeting Date: April 29, 2020

From: CEO Office

Date: April 27, 2020

Subject: Oakville Public Library (OPL) response to COVID-19 - updated
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Recommendations

That the OPL's response to COVID-19 – updated report be received for information.

Key Facts

The following are key points for consideration with respect to this item:

- Due to COVID-19 pandemic, OPL branches were closed to the public on March 13.
- An initial OPL response to COVID-19 report was provided to the board at the last board meeting and highlighted the services and priorities for OPL to April 7.
- All part-time staff were placed on declared emergency leave as of April 20.
- OPL continues to develop impactful services to support Oakville residents within our current staffing capacity as well as support resources available through the town.
- OPL is working on several different scenarios for recovery in coordination with the Halton Library Network (HLN), the Canadian Urban Library Council (CULC) and the Town of Oakville.

Background

OPL is in an unprecedented time due to the COVID-19 global pandemic. To assist in halting the spread of COVID-19, OPL closed all branches to the public on March 13.

On March 17 public libraries were required to close as part of the Province of Ontario's State of Emergency declaration and cannot re-open until that declaration is lifted and it is deemed safe to do so.

April 7, OPL Board held an emergency meeting and was provided an OPL response to COVID19 report which outlined all aspects of OPL response to the pandemic including supporting the Emergency Command Team and launching a series of

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virtual services and program to provide Oakville residents access to as many library services as possible.

On April 20, all OPL part-time staff were placed on declared emergency leave. This leaves OPL with 49 full-time staff to continue to offer services and support to the Oakville community.

OPL has continued to develop innovative ways to continue to deliver services to the residents of Oakville while working closely with the Town of Oakville on managing the overall emergency response to COVID-19.

Comment/Options

1. Managing the Emergency Response

a) Communicating during the Emergency

- **Information for customers** - Weekly program summaries are posted via social media to inform customers of what programs will be offered that week. Newsletters are sent out regularly listing new services that are coming online as well as reminding customers of current offerings.

Customer inquiries have shifted to solely email and phone and OPL staff are working diligently to respond quickly to answer any questions or resolve any issues that arise.

- **Information for staff** – Updates are provided from the OPL CEO on Tuesdays and Thursdays each week and are accessed through a secure section of [OPL.ca](https://www.oakville.ca).

b) Supporting Oakville's Emergency Response

OPL CEO continues to be part of the Emergency Command Team and works closely with the rest of team to respond to any issues in a coordinated way.

c) Drop Boxes

On March 18, OPL closed all check-in stations and OPL is not accepting any returns at this time. Material due dates have been extended to ensure no fines are incurred at this time.

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d) **Regular branch inspections**

OPL facilities staff in conjunction with Town of Oakville facilities are visiting branches daily to do internal and external inspections and report any problems. To date, there have been no issues at any OPL facility.

2. **Online service enhancements during closure period**

OPL staff have been working diligently to enhance our online offerings and increase online support for customers.

a) **Changing website and expanding digital collections access to respond to remote access only**

OPL.ca has been updated to ensure customers can easily find updates to OPL's response to COVID-19 and any services and programs available.

For example:

- Increased visibility and promotion of remote card registration
- Increased focus on promotion of digital resources
- Updated program page to list all current programs and how to access them

b) **Enhancing staff's ability to provide remote support**

All 49 full-time staff now have access to the systems they require to perform their work. OPL continues to work with staff and IS to develop updated processes and address any technology challenges that arise.

c) **Halton Information Providers (HIP)**

OPL's Information Oakville and the Halton Community Services directory continue to be the go-to location for community services information in Halton. HIP continues to receive numerous requests from partners and are working hard to ensure they provide assistance where possible.

d) **Enhancing library programs available online**

OPL successfully shifted to offer programs remotely within a week closing the branches. Initially, OPL focused on delivering quality and accessible virtual learning for the public through the following options:

- Story time - Live and Recorded
- Online Book Clubs
- Tech Help – one on one help sessions with library staff
- Book Talks - videos of recommendations on YouTube
- Appy Hour - How-to videos on using various resources (e.g. Zoom)
- Author Visits – videos of local authors reading from their works.
- Creation Zone challenges – craft related challenges for school kid

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- Call a Friend – Staff call homebound customers to check-in.

OPL is continuing to provide the services/programs above as well as investigating new initiatives to help fill the gaps related to the vulnerable populations and those without internet access.

- **Phone a Story** - short stories/poems, children's stories and adult fiction - chapter by week available by dialing in to a set phone number.
- **Kids Library Club** - Videos on simple experiments, crafts, creation zone projects that can be done at home and relate to the Ontario School Curriculum.
- **Partnerships** – working with agencies like HIVE and HEN to develop and provide virtual meet-ups and engagement opportunities.
- **Outreach** – Reaching out to local Retirement Homes and Long- Term Care facilities to determine where the library can offer support and provide updates on our available services e.g. Tech Help and online resources.

OPL will continue to identify and address gaps balanced with our staffing capacity.

3. Preparing for recovery and long-term challenges

As Ontario's COVID-19 pandemic peaks, OPL and the Town of Oakville are developing recovery strategies. OPL will look to New Brunswick and Saskatchewan for best practices as well as consult with the HLN and CULC for recommendations and guidelines. CULC has just launched a 'Think Tank' on Recovery and Reimagined Library services post COVID-19. The 'Think Tank' consists of a steering committee and 6 teams:

- Digital delivery
- Programming and community connections
- Space and safe environments
- Labour and staffing
- Governance
- Communication and marketing
- Materials Handling

The 'Think Tank' report is targeted to be available in late May.

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OPL is also working closely with Recreation and Culture, Facilities and Construction Managements and Corporate Services to ensure we align with Town of Oakville best practices and processes where appropriate.

Prepared by: Tara Wong, CEO OPL

