



CEO Report – January 2021

Since the board last met on December 9, 2020, the province has changed and increased its measures to reduce the spread of COVID-19, several times. The chart below shows the date, terminology, and our local response level.

Date	Provincial Terms	Local Library Response Level
December 9, 2020	Orange Level (COVID-19 Response Framework (colour-coded zones))	Phase IV - Precautionary
December 14, 2020	RED (Control) Level (COVID-19 Response Framework (colour-coded zones))	Phase IV - Precautionary
December 26, 2020	Colour-coded Framework Paused. Provincewide Shutdown restrictions	Phase III – Limited services
January 14, 2021	Stay-at-Home Order	Phase II – Curbside

These latest measures (Stay-at-Home), including the provincial declaration of emergency under the EMCPA, orders under that Act, and amendments to regulations under the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 remain in effect for 28 days (to February 11, 2021).

Locally, for the library this requires a return to phase II of our response plan, however, unlike the first closure at this time we have not laid off staff. Library services have been provided an exception to the stay-at-home order and may open in accordance with the sector specific restrictions, as detailed below...

“Libraries may open:

- *For contactless curbside, delivery, and pick-up*
- *If they ensure that circulating materials returned to the library are disinfected or quarantined for an appropriate period of time before they are recirculated*
- *For permitted services (e.g., childcare services, mental health, and addiction support services to a limit of 10 persons [AA meetings], provision of social services)*
- *Contact information recording required”*

The exception for library services under the current stay-at-home order speaks to the province’s recognition of the value and benefits of access to reading materials. Education and entertainment help people stay home. In the words of author Neil Gaiman, there are valid science-backed reasons for reading and research evidence that shows its value and benefits on literacy levels, particularly amongst children and young people. **An improvement in concentration and memory, better vocabulary and writing skills, and increased empathy**

and general knowledge, but as well as linking with literacy, reading for pleasure – which includes both fiction and non-fiction (think about how many people enjoy looking at cooking books without taking them anywhere near the kitchen!) – **reduces stress, aids sleep, and alleviates depression**. All pluses when it comes to good mental health and well-being.

Operations

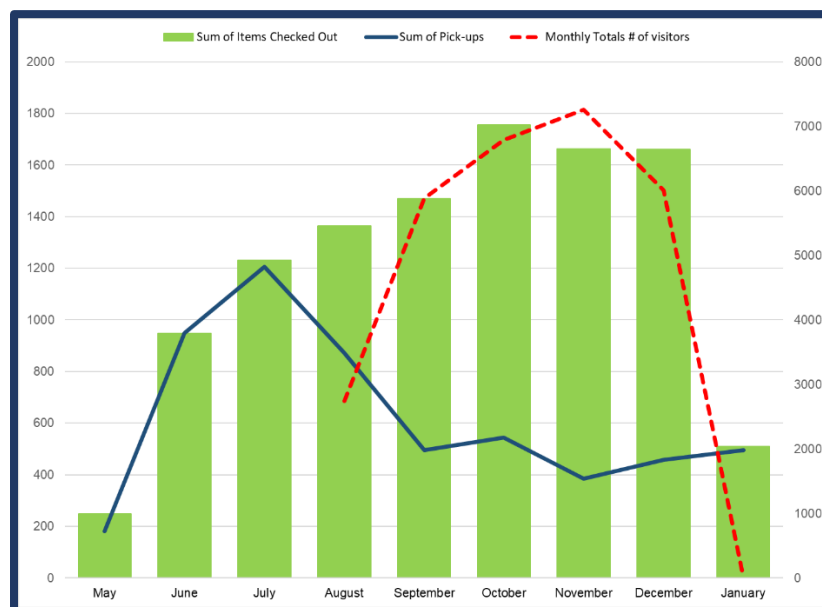
December began optimistically, with our doors at Mill Street open to the public and a greeter in place to screen all visitors, things were beginning to feel like we were moving in a positive way. With the provincial change implemented on December 26th, we were forced to revert to curbside pickup only and close the building to the public.

To keep as many staff home as possible, (stay at home order in place) the schedule was again revised to break the teams of four into two. Each team of two works every other day during their work week (still working one week on, one week off). Our casual staff have not been laid off (even though they are currently not being scheduled) as we still need them to be available to work if called in. If any of the nine PSAs currently going into the library cannot make it (for any reason) we need another set of hands quickly, and if we want to keep to our separate groupings, we cannot draw assistance from another team.

The current schedule seems to be working but it does mean long busy shifts for those on duty. The following is an excerpt from one of the emails left from one team to the next, giving you an idea of the chaos behind the numbers.

Shockingly, only 48 pick-ups, but PaGeS and PagEs of holds! It was bananas with long telephone calls ('Do you have this? Do you have that?' Can you renew this? Can you check that? Etc.) and Grab 'n' Go's and just EverYtHinG.

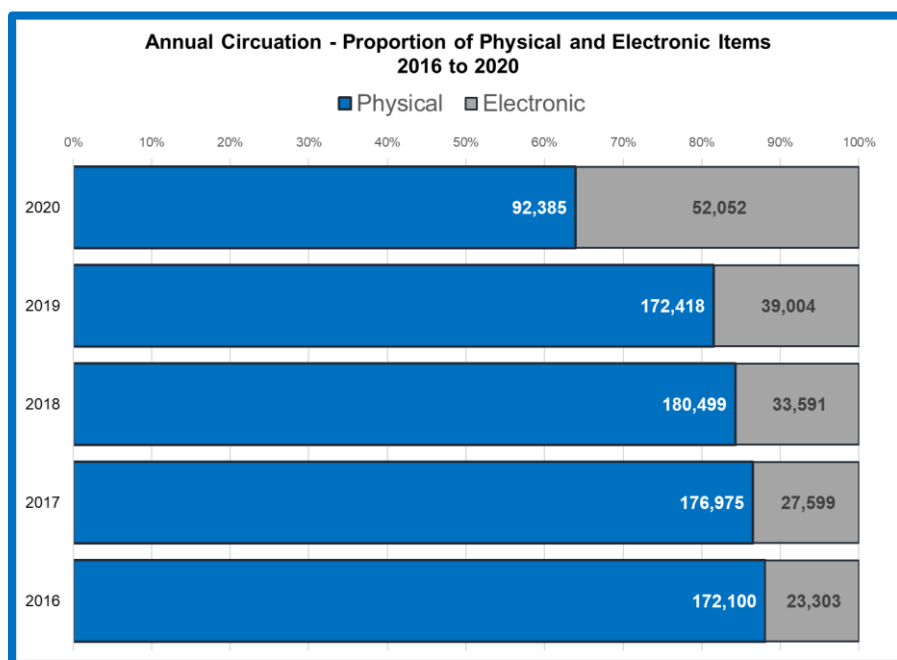
The chart below shows the monthly statistics for the number of items checked out. Note that January numbers are incomplete (data to the 13th only). What is obvious from the chart is that people want in the building, whether to access other services or simply to select their own material from the stacks/shelves and/or displays.

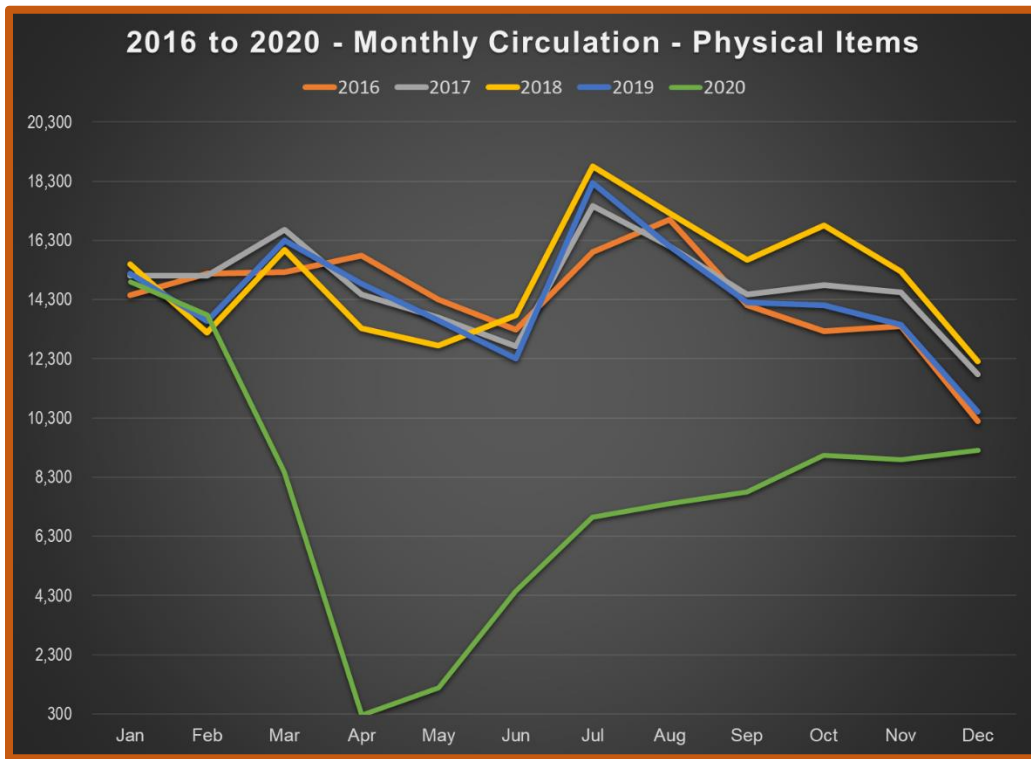


From the other perspective, below is a sampling of what people are saying...

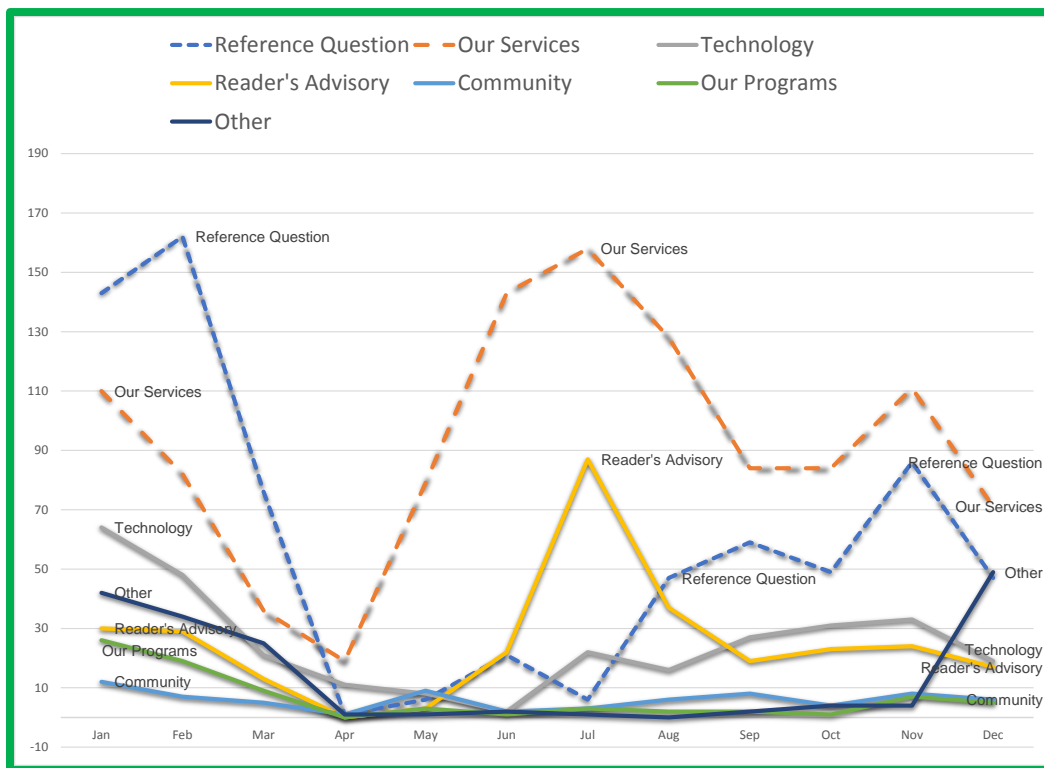
<p>From a new patron who moved to Mono from Toronto.</p> <p>Staff set her up with a grab bag and this was her response.</p>	<p>Thank you! I took a sneak peek at the list and they look great. The kids will be excited to look through.</p> <p>I'm also flipping through some magazines. Your site is great.</p> <p>I honestly thought one of the things I would really miss about Toronto is the library - it's fantastic. But you are even better I think; certainly, don't get the same level of service there!</p>
<p>Grab n Go reactions</p>	<p>"This is SO FUN!!!! So easy and my kids thought it was Christmas!!!! So excited to pick up the bags, open the bags and then reading all day long!"</p> <p>This is such a great idea!</p> <p>Hi there.</p> <p>I just saw a post about your surprise Grab bags. What a great idea!!</p>
<p>From two regular patrons</p>	<p>In reference to our services and the job we are doing, she said, we were "Wonderful, wonderful, wonderful".</p> <p>We are her essential service - the library is essential in her life. she would not be ok if the library wasn't open.</p>
<p>Curbside Pick-Up Service</p>	<p>"I wanted to send a quick note to thank the Orangeville Library Team. We are all living in extraordinary times right now. I find such joy when I pick up my bag of goodies from the library's curbside pick-up. Being able to escape into a great story or have some mindless time devouring a magazine is such a gift. Thank you for all that you do for our community. The Orangeville library, they have something for everyone."</p> <p>"Thanks a lot for such a brilliant service in this difficult situation," Yash.</p>

Staff are working on completing a year-end report summarizing all data collected in 2020, however, at this time the following three charts provide a glimpse into how the year compares (or not) to previous years.





The line graph below is a snapshot of the various requests and questions fielded by library staff over this past year.



Professional Development / Training

Identified as a priority, **Diversity and Inclusion** training for staff has begun with a series of webinars initiated at the corporate level.

- Interrupting Patterns and New Paths Forward: Diversity & Inclusion
 - All library employees participated (November – December 2020)
- Outsmarting Unconscious Bias (Inclusive Hiring and Talent Management focus)
 - Managers and supervisors (January 2021)
- Emotional Intelligence to Boost Morale and Ease Conflict
 - scheduled for late January 2021

Further actions will be required with the recognition that systemic racism is a real barrier experienced by many of our colleagues, neighbors, and patrons, and to ensure that the Orangeville Public Library complies with the spirit, principles, and intent of the Canadian Library Association Statement on Diversity (<http://cfla-fcab.ca/en/guidelines-and-position-papers/position-statement-on-diversity-and-inclusion>).

The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.



Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs, or beliefs.

All Public Service Assistants (PSAs) have completed the WHMIS: GHS Classification & Communication – online training modules.

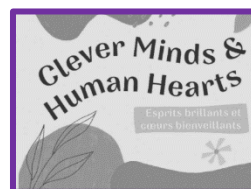
Super Conference 2021: Clever Minds & Human Hearts - February 3 to 6, 2021.

Access to the virtual Ontario Library Association Super Conference 2021 has been secured and registration is underway. You should have received an email confirming your registration along with login details to create your virtual conference account and start building your personal schedule.

The Super Conference has been re-imagined into a completely virtual event.

Your registration will provide you access to:

- All-Conference Keynote sessions;
- Divisional Spotlight talks;
- Over 100 interactive and engaging sessions;
- Live conversations and opportunities to engage in meaningful dialogue;
- An exciting Virtual Expo floor full of products and demonstrations from vendors across library land.



2021 Budget Process

The 2021 proposed operating and capital budgets were presented to Council on Monday, January 18, 2021 with Capital and Operating (consolidated) presentations reserved for February 1st and 2nd respectively. Additional meetings will be scheduled in February should Council require further deliberation.

Collection

The Radon detectors are all out being used with a wait list of 13. Final beta testing for the hot spots (mobile Wi-Fi) is being completed and they should be ready to be added to the collection in February.

Orangeville is one of the many libraries across the province participating in the Parks Day-Use Vehicle Permit Lending Program. Patrons can borrow a day-use vehicle permit, which will include free entry, and discount coupons for a future regular day-use vehicle permit to Ontario Parks. Ontario Parks Passes will be added to the non-traditional collection this month.

Although actively encouraging use of electronic materials, the physical collection remains in demand. New material and items from other libraries (Interlibrary loan continues with many libraries still participating) continue to circulate through Mill Street. Although delivery of new items has been confirmed with most suppliers, there have been numerous delays in receiving in-demand (new) material.

Monthly use of electronic resources, other than Overdrive Libby collection, has increased 550% over last year (monthly average 193 in 2019 versus 1260 in 2020). The Ancestry Library Edition continues to be available from home until at least March.

The ScanPro microfilm reader is out for some much-needed upgrades.

Miscellaneous

We have received a request from the Ontario Paranormal Research Society seeking access to the Mill Street library for a paranormal investigation. They would be happy to document this event and provide the library with any evidence that they capture. A. Delurey expressed a strong interest in learning the history around some of our town's historic landmarks like the Orangeville Public Library and would be absolutely overjoyed to receive approval for the investigation. Obviously not possible now with the current restrictions in place, but perhaps some time in the future.

The Alder Recreation Centre is currently closed to the public and although we have staff going into the library once a day, facilities staff are busy painting the interior of the Alder library branch.

Southern Ontario Library Services (SOLS) and Ontario Library Services North (OLS-North)

In February 2020, Library CEOs were informed that the Southern Ontario Library Services (SOLS) and Ontario Library Services North (OLS-North) boards had struck a Joint Amalgamation Committee. Its primary responsibility was to conduct an in-depth exploration and discussion on amalgamation of the two organizations. Since February, the committee has completed the due diligence review to identify any barriers or concerns with regards to a merger.

A final report from the Joint Amalgamation Committee was submitted to the OLS-North and SOLS Boards at special meetings held on May 28th and 29th, respectively. In both cases, the boards accepted the recommendation of the Committee to proceed with the merger and to

establish a Joint Transition Committee to negotiate the Amalgamation Agreement. This Committee is comprised of the Chairs, Vice Chairs and CEOs of OLS-North and SOLS. Once completed, the Amalgamation Agreement was presented to each board for final approval in the fall of 2020. The goal is to have the new amalgamated organization up and running by April 1st, 2021 to coincide with the new fiscal year. Further details and information will be shared as it becomes available.

Community Partners

Due to COVID-19 restrictions, the Friends of the Library did not decorate the library for the holidays this year. We were contacted by Branching Out Support Services about hand-made ornaments they had created. We were honoured to display their work on this festive tree.



Program and Research Update

The end of the programming year looked very different than it did at the beginning of 2020 for the Orangeville Public Library.

With the cancellation of numerous programs, including the high attendance March Break Shows, and the transition to virtual programming, it is unsurprising that there is a 55% decrease in the number of programs offered in 2020, and a 44% decrease in overall attendance compared to 2019.

2020 vs. 2019 Comparison of Total Program and Events Numbers

	2019 Total	2020 Total	Difference
Program and Events	538	242	55%
Attendance	9850	5468	44%

It is important to note that in-person attendance and virtual “attendance” are not a direct comparison, the statistic used varies by the type of virtual program (video recordings capture the unique number of views in one week versus a live Microsoft Teams event is an attendance

number, and in some instances where the event is also recorded, it includes a unique view count as well).

Another important note is that the number of programs/events and attendance in January, February and March of 2020 reflects in-person events only. During the transition to virtual programming in late March, the first three Virtual Storytime recordings (March 24, 26 and 31) were not captured in the initial LSI data. In the spirit of reporting on all program data, the decision was made to update the LSI with those missing figures, but to group them into the very first month of all virtual programming, which was April 2020 to keep a clear line between the very different types of counts. As demonstrated in the chart below, the April numbers have now increased significantly for attendance due to the high unique view counts for the first Virtual Storytime recordings before weekly views levelled off later in the year.

2020 LSI – Community Use – Program and Events Numbers

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Program and Events	40	42	16	14	11	10	30	35	16	10	9	9
Attendance	666	919	244	928	306	257	402	400	263	144	190	749

For December 2020 programs remained virtual, as they have been since late March. Although patrons were unable to gather in person, Program and Research staff offered a full line-up of exciting programs including hosting virtual authors, a Storytelling feature on the Orangeville Foodbank, and a virtual re-imagining of the extremely popular annual Stories with Santa program.

During Ontario Public Library Week in October, the Orangeville Library launched a fall reading challenge through our Beanstack tool called 5 to Try. A total of 46 community members (and 8 staff) registered to participate in the challenge, from all age groups. The challenge closed on the official last day of fall (December 21), and nine winners were announced. The recipients were pleased to win gift certificate prizes to local businesses just before Christmas.

The winners of the Design a Kids Card Contest which closed on December 1 were announced publicly on December 11 – congratulations to Emma and Evalie. The order for membership cards with the new designs has been placed and the cards are expected to arrive the last week of January. Staff are planning for the unveiling of the new card to the public.

Adult Programs

The annual Writers' Open Mic Night, held in partnership with local writing group the Headwaters Writers' Guild, was unfortunately cancelled in April 2020 after the initial lockdown closure, with the hope of rescheduling later in the year. Working with members of the Guild, the library decided to try a virtual version of the Writers' Open Mic Night. On December 3, 18 people gathered in Microsoft Teams and enjoyed an evening of poetry and prose from talented authors and writers. Master of Ceremonies, Dufferin County Poet Laureate Harry Posner, introduced a lineup of 12 captivating speakers which included not one, but four Poet Laureates from around Ontario.

The remaining adult offerings in December were regular ongoing programs, including the monthly Orange thREADs meeting, the Storytelling Series done in partnership with Community

Living Dufferin, and the Coffee, Conversation & Books - local author feature done in partnership with Grand Valley and Shelburne libraries.

Orangeville Foodbank Director, Heather Hayes, was the featured speaker for the December 14 Storytelling event and provided an enlightening look into the local operation during the COVID-19 pandemic.

On December 17, the Orangeville Library hosted local author and artist Mark Grice, speaking about his novel: Paint the Horse Blue. The program proved to be one of the library's most popular adult virtual programs garnering 11 live attendees in Microsoft Teams and 67 unique views in one week for the video recording released on YouTube after the event.

Children's Programs

Virtual Storytime took a pause in December to offer a special holiday series. In lieu of the annual Stories with Santa visit at Mill Street, the Program and Research staff (with the technical assistance from Collection and Systems Librarian, Kim Carson) worked with Santa to do a series of video recordings featuring Jolly old St. Nick reading stories by the Mill St. fireplace. With video editing assistance from volunteer Katrina Creelman, the videos came to life and were scheduled to release every Friday morning in December, ending on Christmas Day. The series was very successful with positive feedback from the community. News outlets around the town, including the Banner, the Citizen, and MyFM Radio, featured a story on the program and helped raise awareness. In turn, the series garnered 550 unique views between the four videos. The premiere video released on December 4 had the highest "attendance" with 276 unique views in the first week of release. Between the four videos, the average viewership was 137.

To compliment the virtual Stories with Santa Series, holiday themed Craft Kits were handed out for families to continue the literacy fun at home. Starting on December 18, the "gift of literacy" (wrapped children's books) was also handed out on a first come, first serve basis – a total of 88 books were given out for young readers to enjoy.



In November of 2020, staff began to engage with Teen Advisory Group members again via email to solicit feedback on how teens would like to interact with the library during the pandemic while in-person meetings are on hold. Feedback received indicated that the teens are still keen

to earn community service hours and would be interested in future virtual meetings or programs. The Program and Research team will continue to communicate with the group and investigate virtual possibilities for 2021. In the interim, the opportunity to earn volunteer hours in return for review and feedback on the Beanstack tool (by registering for and participating in the 5 to Try challenge) was offered and a few students were eager to participate.

Coming up in 2021...

- Virtual Storytime resumes in January with new recordings released every Tuesday.
- Virtual Orange thREADs meetings continue the third Tuesday of the month.
- Program staff at the Orangeville Library will continue to work with neighbouring Shelburne and Grand Valley Public Libraries to offer the Coffee, Conversation & Books program virtually on the Microsoft Teams platform. The program will be reduced slightly to be held on a quarterly basis. Orangeville will host the first program on January 20 featuring a discussion on The Ryepoint Redemption trilogy.
- To celebrate National Family Literacy Day on January 27, program staff have worked with local author and artist Winston F. Uytendyk to have a special story reading. Winston will be reading his first ever children's book, The Library Pet Parade and the video will be released at 10 a.m. on the library YouTube channel. Community members are encouraged to enter the library Family Literacy Day photo contest – entering a picture of their pet, or stuffed animal – for a chance to win a copy of Winston's book.
- The monthly Storytelling Series of programming will resume for the 2021 year in February. At the time being our partner, Community Living Dufferin, is not able to assist with this program due to the pandemic but hopes to rejoin when the situation changes. In the meantime, library staff will continue to grow this virtual offering.
- STEM based virtual workshops – Scientists in Situ – presented with the assistance of the Scientists in School organization will continue in 2021. Workshops are booked to take place on Saturday, February 13 and 26 for children ages 4 to 12 to enjoy with their families at home.
- Program and Research Staff are working with Parks and Recreation Staff within the town to develop an alternative Family Day offering for the community of Orangeville.
- The 100% Certainty Book Club, done in partnership with Hospice Dufferin, will continue virtually for 2021. The first meeting date is March 4 featuring the book "Traveling with Ghosts: A Memoir of Loss and Love" by Shannon Leone Fowler. Registration is now open.