

AGENDA

OXFORD COUNTY LIBRARY BOARD BOARD MEETING

Tuesday, April 15, 2025, 3:30 p.m.

21 Reeve Street, Woodstock Room 411

Recording will be available at <https://www.youtube.com/@oxfordcountyyontario>

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 March 18, 2025
5. DELEGATIONS AND PRESENTATIONS AND CONSIDERATION THEREOF
6. CONSIDERATION OF CORRESPONDENCE
7. REPORTS
 - 7.1 2025-14 Key Agenda Items and Policy Review Update (verbal report)
RECOMMENDATION
 1. That the Library Board receives verbal Report 2025-14, Key Agenda Items and Policy Review Update for information and discussion.
 - 7.2 2025-15 Librarian Report
RECOMMENDATION
 1. That the Library Board receives Report 2025-15, Librarian Report, for information and discussion.
 - 7.3 2025-16 Operational Policy Review: Membership and Circulation Policy
RECOMMENDATION
 1. That the Library Board approves amendments to the Membership and Circulation Policy as set out in Attachment 1 to Report 2025-16.
 - 7.4 2025-17 Governance Policy Review: Policy Development Policy

RECOMMENDATION

1. That the Library Board approves amendments to the Policy Development Policy as set out in Attachment 1 to Report 2025-17.

8. UNFINISHED BUSINESS

9. MOTIONS

10. NOTICE OF MOTIONS

11. ENQUIRIES

12. CLOSED SESSION

To consider correspondence regarding personal matters about an identifiable individual, including County or local board.

12.1 Closed Session Begins

12.1.1 Correspondence (Verbal Report)

12.2 Closed Session Ends

13. CONSIDERATION OF MATTERS ARISING FROM THE CLOSED SESSION

13.1 Correspondence (Verbal Report)

14. ADJOURNMENT



OXFORD COUNTY LIBRARY BOARD MEETING MINUTES

Tuesday, March 18, 2025

Members Present: Vice Chair Laura Langford
Councilor David Mayberry
Deputy Warden Brian Petrie
Megan Blair
Katherine Grieve
Cynthia Lacroix (arrives at 3:32 p.m.)

Members Absent: Chair Julia Harris

Staff Present: L.M. Williams, CEO/Chief Librarian
L. Buchner, Director of Corporate Services (arrives at 3:35 p.m.)

1. CALL TO ORDER

Oxford County Library meets in regular session this the eighteenth day of March 2025 in Room 222, Oxford County Administration Building, Woodstock at 3:30 p.m. with Vice Chair Laura Langford in the chair.

2. APPROVAL OF AGENDA

RESOLUTION 1

Moved By: Brian Petrie
Seconded By: David Mayberry

Resolved that the Agenda be approved.

DISPOSITION: 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: David Mayberry
Seconded By: Megan Blair

Resolved that the Library Board minutes of February 18, 2025 be adopted.

DISPOSITION: Motion Carried



5. DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF

5.1 Ryan van Leeuwen, Library Technician re: Oxford County Library Kobo Lending Program

RESOLUTION 3

Moved By: Brian Petrie

Seconded By: Cynthia Lacroix

That the Library Board receives the Kobo Lending Program Presentation for information.

DISPOSITION: Motion Carried

6. CONSIDERATION OF CORRESPONDENCE

NIL

7. REPORTS

7.1. 2025-11 Key Agenda Items and Policy Review Update (verbal report)

RESOLUTION 4

Moved By: David Mayberry

Seconded By: Megan Blair

That the Library Board receives Verbal Report 2025-11, Key Agenda Items and Policy Review Update for information and discussion.

DISPOSITION: Motion Carried

7.2. 2025-12 Librarian Report

RESOLUTION 5

Moved By: Cynthia Lacroix

Seconded By: Katherine Grieve

That the Library Board receives Report 2025-12, Librarian Report, for information and discussion.

DISPOSITION: Motion Carried

7.3. 2025-13 Governance Policy Review: Planning Policy

RESOLUTION 6

Moved By: Brian Petrie

Seconded By: Cynthia Lacroix

That the Library Board approves amendments to the Planning Policy as set out in Attachment 1 to Report 2025-13.

DISPOSITION: Motion Carried

8. UNFINISHED BUSINESS

NIL

9. MOTIONS

NIL

10. NOTICE OF MOTIONS

NIL

11. ENQUIRIES

11.1 D. Mayberry enquires about the format of the second version of the agenda that was circulated. The CEO/Chief Librarian responds.

12. ADJOURNMENT

RESOLUTION 7

Moved By: Brian Petrie

Seconded By: Cynthia Lacroix

Resolved that the Board meeting of March 18, 2025 be adjourned until the next meeting scheduled for April 15 at 3:30 p.m. at the Oxford County Administrative Building.

DISPOSITION: Motion Carried at 4:09 p.m.

Laura Langford, VICE CHAIR

Lisa Marie Williams, SECRETARY



Oxford County Library Board - Key Agenda Items 2025

| Agenda items | Jan | Feb | Mar | Apr | May | Jun | Jul | Sep | Oct | Nov | Notes |
|---|-----|---------|-----|-----|-----|-----|-----|-----|-----|-----|------------------------------|
| 2024 Board Evaluation | | X | | | | | | | | | Yearly Agenda Item - Delayed |
| 2024 Year End Statistics | | | | | | X | | | | | Yearly Agenda Item |
| Librarian's Report and Monthly Statistics | X | X | X | X | X | X | | X | X | X | Regular Agenda Item |
| Quarterly Metrics | | Q4 (24) | | | Q1 | | | Q2 | | Q3 | Regular Agenda Item |
| 2025 Business Plan and Budget Update | | | | | Q1 | | | Q2 | | Q3 | Regular Agenda Item |
| 2024 Annual Community Report | | | | | | X | | | | | Yearly Agenda Item |
| 2024 Financial Audit | | | | | | X | | | | | Yearly Agenda Item |
| 2026 Business Plan | | | | | | | | X | | | 2024 Planning |
| 2026 Budget | | | | | | | | | X | | 2024 Planning |
| Library Facilities Plan | | | | | X | | | | | | 2024 / 2025 Goal |
| CEO/Chief Librarian Performance Goals | | | | | | | | | | X | Yearly Agenda Item |
| 2025 Board Meeting Dates and Library Closures | | | | | | | | | X | | Yearly Agenda Item |

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REPORT TO LIBRARY BOARD

Librarian Report

To: Oxford County Library Board

From: CEO / Chief Librarian

RECOMMENDATION

1. That the Library Board receives Report 2025-15, Librarian Report, for information and discussion.

REPORT HIGHLIGHTS

- This report highlights the monthly usage statistics, as well as further information regarding library service.

IMPLEMENTATION POINTS

Financial Impact

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

Communications

Library staff regularly use e-blasts, social media, in branch signage, and other sources for the promotion of library services and programs. Some programs are given further consideration, utilizing social media boosts, print ads, and news releases with the assistance of Strategic Communications and Engagement.




Library statistics gathered for this document are utilized to present the yearly Community Report Card statistics.

2024-2028 LIBRARY STRATEGIC PLAN

Oxford County Library Board approved the [2024-2028 Library Strategic Plan](#) on February 20, 2024. The Plan outlines three key goals to advance the Library's vision to "Connect, discover, share, become." These goals are: (1) *Sustain service excellence*, (2) *Grow engagement and member relationships*, and (3) *Innovate access to service*.

The recommendation in this report supports the following strategic goals.

Strategic Goals and Strategies

| GOAL 1 | GOAL 2 | GOAL 3 |
|--|---|--|
|  <p>Sustain service excellence</p> |  <p>Grow engagement and member relationships</p> |  <p>Innovate access to service</p> |
| <p>Strategy 1.1 – Develop and implement a long-term facilities plan to meet changing demands and create enjoyable and dynamic spaces for our communities.</p> <p>Strategy 1.2 – Develop and implement a referral framework to ensure that customers with diverse needs are referred to program and service supports provided by the most appropriate community organizations.</p> <p>Strategy 1.3 – Develop and implement a strategic approach to attract, retain and develop employees and volunteers to enhance and sustain OCL service excellence.</p> | <p>Strategy 2.1 – Create and implement a Communications Strategy to build OCL's brand awareness and service offerings in the community.</p> <p>Strategy 2.2 – Develop and implement a Patron Management and Growth Plan to increase usership and community engagement with library programs, services and spaces.</p> <p>Strategy 2.3 – Plan and implement the expansion of non-traditional services to include more digital resources, access to technology and unique collections.</p> | <p>Strategy 3.1 – Plan, design, and implement a Programs and Services Accessibility Strategy to make OCL inclusive and accessible to all residents.</p> <p>Strategy 3.2 – Expand the availability of self-service options and introduce more technology to increase access.</p> <p>Strategy 3.3 – Expand the Ox on the Run program to increase library access in communities without branches and to meet residents where they are to drive engagement.</p> |

See: [Oxford County Library 2024-2028 Strategic Plan](#)

DISCUSSION

CEO / Chief Librarian

- March 24 – Oxford County Library Staff Day
- March 25 – Oxford Leads
- March 25 – w/ Louise Wardrop of Oxford Community Foundation
- March 27 – Federation of Ontario Public Libraries – Rural Caucus
- April 4 – Ontario Library Consortium General Meeting
- April 7 – Asset Management Plan review w/ Capital Finance Team
- April 9 – A.I. and Collection Development Policies Working Group
- April 10 – Training: Leading Library Staff through Technology Changes
- April 14 – Oxford County ACE Committee

Monthly Statistics

Branch Attendance

Though increased attendance throughout the system continued to slow in March, several branches should be noted for their increased usage.

| Branch | March | Year to Date |
|--------------------|-------|--------------|
| Brownsville | 117% | 30% |
| Embro | 14% | |
| Innerkip | 13% | 21% |
| Otterville | 19% | 13% |
| Tavistock | 23% | 4% |

| % Total Change | March | Year to Date |
|---------------------|-------|--------------|
| 2023 to 2024 | 1% | -5.2% |

Report 2025-15
CORPORATE SERVICES
Board Date: April 15, 2025

Computer Use

Computer use at several branches continued to see increased usage.

| Branch | Type of Use | March |
|--------------------|-------------|-------|
| Brownsville | Computers | 244% |
| Otterville | Computers | 72% |
| Plattsville | Computers | 225% |
| Thamesford | Computers | 73% |

Library staff will also be working with the IT Networking team this year to determine strength of Wi-Fi at library branches to determine if changes need to be made as suggested in the 2024 Technology Review.

| % Total Change | March | Year to Date |
|---------------------------|--------|--------------|
| Total Computer Use | 8% | 0% |
| Total Wireless Use | -32% | -11% |
| Total Use Overall | -18.9% | -6.2% |

Physical Circulation

Though numbers continued to show some softening in many locations, four branches continued to show significant increases to their circulation in March.

| Branch | March | Year to Date |
|---------------------|-------|--------------|
| Burgessville | 29% | 34% |
| Innerkip | 8% | 21% |

Report 2025-15
CORPORATE SERVICES
Board Date: April 15, 2025

| | | |
|--------------------|-----|----|
| Oterville | 13% | 2% |
| Plattsville | 5% | 2% |

Physical circulation declines should be expected this year as the potential for higher material prices will likely impact the Library's ability to purchase materials – thus making less new items available for circulation.

| % Total Change | March | Year to Date |
|-----------------------|--------------|---------------------|
| 2023 to 2024 | -6% | -6% |

Digital Circulation

Streaming TV and Movies continued to show strong growth, as staff are also noticing physical circulation of DVDs increasing. Staff have had conversations with many customers who are cutting their streaming services at home due to budget constraints.

eBooks also continued to show steady usage at 2%, while Audiobooks and digital Magazines and Newspapers saw declines in usage. Staff are currently looking at the Library's Hoopla restrictions, specifically for Audiobooks in April to see if loosened restrictions in price points could increase usage.

| % Total Change | March | Year to Date |
|-----------------------|--------------|---------------------|
| 2023 to 2024 | -2% | 0% |

Community Outreach

Ox on the Run

Ox on the Run was off the road again briefly in March with continued braking issues. Said issues have now been resolved and the vehicle has been working well. They continue to support the four book stops and are working on e

Teen Book Boxes

The April Teen Book Boxes are being distributed to branches shortly. This month 90 boxes will be going out to teens for pickup at their local branch. Boxes for the Helping Hands Food Bank are also going out shortly with a small craft kit and information about library resources.

Oxford Pride Partnership

Outreach staff have been working with Oxford Pride to prepare for this June's Pride programming. This year OCL will continue to support Oxford Pride's Storytime with the Queens via their private rental space in Woodstock. OCL and Woodstock Public Library staff will be coordinating crafts and stories to be used during the events. Library staff are also working to help Oxford Pride select children's books that will be provided to attendees to the program thanks to a grant received by Oxford Pride.

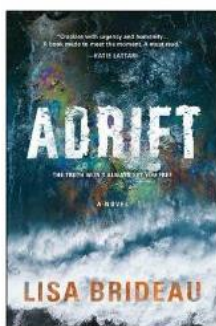
Bundles of Joy

The Outreach Team is currently working on the Bundles of Joy service and are expecting to launch in May of this year with anticipated drop offs to homes already worked into the draft Ox on the Run schedule for the summer months.

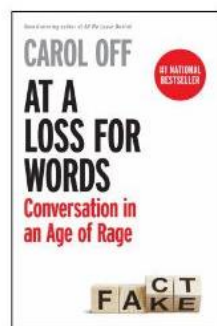
Collections and Technology

Oxford Reads Short List

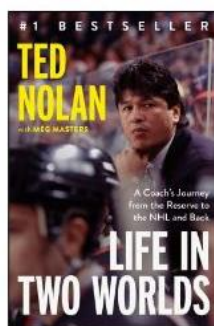
The Oxford Reads Short List was released April 7, with voting open until May 23.



Adrift
Lisa Brideau



At A Loss For Words: Conversation in an Age of Rage
Carol Off
 Community Nominated



Life in Two Worlds: A Coach's Journey from the Reserve to the NHL and Back
Ted Nolan



The Spoon Stealer
Lesley Crewe



We Spread
Iain Reid

Deep Freeze on Library Public Computers

Library staff and County IT have been working for two years to install privacy software on all public access computers. After several issues stalled the project, the team is happy to report

that nearly all library locations have been updated with the last two Village branches to be finished by June. Deep Freeze software works to wipe any personal information from the public computer after a user completes a session, thus increasing the privacy and security of the session.

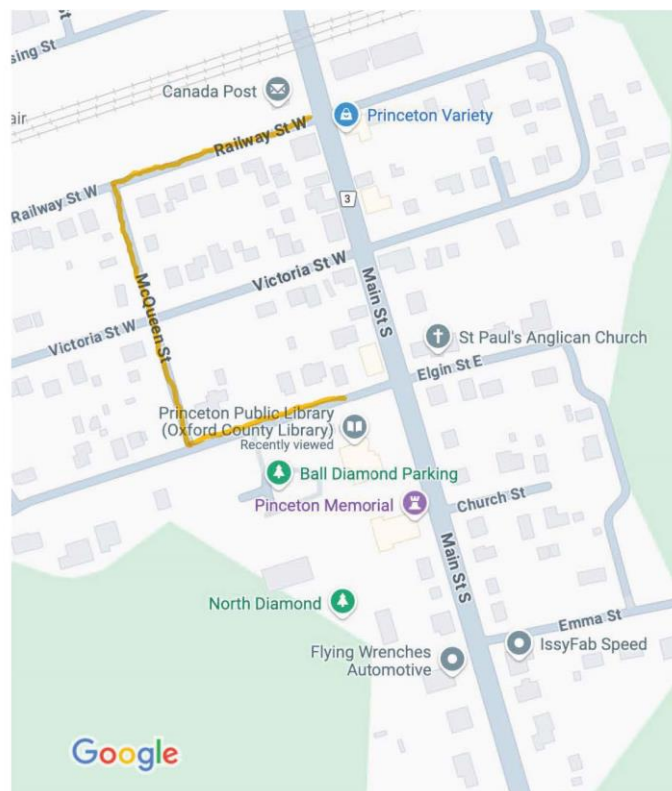
Library iPads

Library staff and County IT have also been working to update the Library's iPads. Children's iPads will now have a branded lock screen and home screen, as well as a narrower assortment of children's literacy applications that will not require a login for use. The joint division team will now be looking at other iPad groups used in Library Service to continue the update project.

Branches and Programming

Princeton Branch Affected by Road Closure.

Main Street in Princeton will be closed starting April 14 for a major construction project with completion expected by the end of October. Staff have been working with the Blanford Blenheim Public Works department for planning. At this time staff are anticipating that the public will need to utilize roads to the North of the branch to access the parking lot and building.



Map data ©2025 Google 100 m

Innerkip Community Centre Renovation

Library staff are working with the Township of East Zorra – Tavistock during the renovation of the Innerkip Community Centre. Throughout the Spring, the main doors, lobby and community hall will be closed to the public. With public washrooms unavailable, Library customers will need to use the outside facilities. Library customers will also need to use the Library specific door for the next few months until the main entry is again open to the public.

March Break Update

Library branches across the system held another successful March Break.

In Ingersoll, staff nearly doubled their program attendance from 2024 with 977 children and caregivers attending programs, up from 638 in 2024. Families from all across the County made their way to Ingersoll for a host of fun filled events.

In Tavistock, attendance more than doubled this year with six programs and 137 children and families in attendance.

More information about March Break will be included in the first quarter statistics in the May Librarian Report.

Increased Storytime Attendance

Branches are reporting increases in attendance at Library Storytimes. Plattsville is regularly hosting 50+ children and caregivers at their weekly storytime. While Tavistock branch has had great success with their intergenerational Storytime with Peoplecare, a program that supports long term care residents by hosting the storytime for young children and families in the centre.

To view our Program Calendar, go to:

<https://engagedpatrons.org/EventsCalendar.cfm?SiteID=2048>

Staff News

Oxford County Administration Building Renovations

Library staff working at the administration building will be impacted by the current renovation project. The third-floor workspace will be closed during the month of May for renovations. Library staff will be working from home, at branch locations, and utilizing the Library's storage space in the building for the duration of the closure.

CONCLUSIONS

Library Staff continue to work toward continued service excellence through community outreach; collections and technologies; and branch services and programs.

SIGNATURES

Departmental approval:

Original signed by

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 Monthly Statistics
Attachment 2 Ox on the Run Schedule

[illegible]

| | | | | | | | | | | | | | | | | |
|---------------------------|----------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| PLATTSVILLE | 25 | 2024 | 689 | 900 | 965 | 940 | 892 | 841 | 980 | 871 | 756 | 1,016 | 1,051 | 659 | 2,554 | 10,560 |
| | 25 | 2025 | 806 | 944 | 958 | | | | | | | | | | 2,708 | 2,708 |
| | % Change | | 17% | 5% | -1% | | | | | | | | | | 6% | -74% |
| PRINCETON | *16 | 2024 | 408 | 439 | 524 | 464 | 367 | 314 | 467 | 332 | 272 | 362 | 400 | 252 | 1,371 | 4,601 |
| | 16 | 2025 | 296 | 350 | 471 | | | | | | | | | | 1,117 | 1,117 |
| | % Change | | -27% | -20% | -10% | | | | | | | | | | -19% | -76% |
| TAVISTOCK | 35 | 2024 | 721 | 721 | 744 | 775 | 885 | 778 | 953 | 1,041 | 684 | 962 | 783 | 501 | 2,186 | 9548 |
| | 35 | 2025 | 679 | 680 | 918 | | | | | | | | | | 2,277 | 2277 |
| | % Change | | -6% | -6% | 23% | | | | | | | | | | 4% | -76% |
| THAMESFORD | 35 | 2024 | 865 | 753 | 922 | 928 | 981 | 785 | 987 | 965 | 750 | 820 | 826 | 608 | 2,540 | 10,190 |
| | 35 | 2025 | 756 | 714 | 842 | | | | | | | | | | 2,312 | 2,312 |
| | % Change | | -13% | -5% | -9% | | | | | | | | | | -9% | -77% |
| TILLSONBURG | 54 | 2024 | 6,728 | 7,219 | 7,104 | 7,387 | 6,690 | 6,213 | 7,996 | 7,660 | 5,934 | 7,786 | 7,342 | 4,830 | 21,051 | 82,889 |
| | 54 | 2025 | 5,951 | 5,592 | 6,927 | | | | | | | | | | 18,470 | 18,470 |
| | % Change | | -12% | -23% | -2% | | | | | | | | | | -12% | -78% |
| TOTAL | *351.5 | 2024 | 16,933 | 17,517 | 18,940 | 19,031 | 16,432 | 16,794 | 21,366 | 20,162 | 15,335 | 20,082 | 19,065 | 12,517 | 53,390 | 214,174 |
| | 352 | 2025 | 15,918 | 15,506 | 19,189 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 50,613 | 50,613 |
| TOTAL Change 2024 to 2025 | | | -6% | -11% | 1% | | | | | | | | | | -5.2% | -76.4% |

*Village Branch Hours Increased - September 9 2024

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]



Digital Circulation 2025

| | YEAR | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | YTD | TOTALS |
|--------------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Digital TV & Movies | 2024 | 740 | 703 | 764 | 696 | 744 | 704 | 769 | 726 | 693 | 733 | 850 | 867 | 2,207 | 8,989 |
| | 2025 | 853 | 910 | 955 | | | | | | | | | | 2,718 | 2,718 |
| | % Change | 15% | 29% | 25% | | | | | | | | | | 23% | -70% |
| Digital Magazines / Newspapers | 2024 | 5,237 | 6,149 | 5,521 | 4,532 | 3,899 | 3,852 | 4,152 | 3,785 | 4,719 | 5,035 | 5,170 | 5,402 | 16,907 | 57,453 |
| | 2025 | 5,747 | 5,246 | 5,095 | | | | | | | | | | 16,088 | 16,088 |
| | % Change | 10% | -15% | -8% | | | | | | | | | | -5% | -72% |
| Tumble Books | 2024 | 174 | 213 | 192 | 135 | 128 | 183 | 73 | 19 | 36 | 64 | 56 | 53 | 579 | 1,326 |
| | 2025 | 52 | 119 | 72 | | | | | | | | | | 243 | 243 |
| | % Change | -70% | -44% | -63% | | | | | | | | | | -58% | -82% |
| Digital Music | 2024 | 1,527 | 1,323 | 1,357 | 1,219 | 1,310 | 1,393 | 1,121 | 1,235 | 1,179 | 1,070 | 1,203 | 1,519 | 4,207 | 15,456 |
| | 2025 | 1,310 | 1,519 | 1,266 | | | | | | | | | | 4,095 | 4,095 |
| | % Change | -14% | 15% | -7% | | | | | | | | | | -3% | -74% |
| Digital Audiobooks | 2024 | 4,685 | 4,574 | 4,908 | 4,638 | 4,674 | 4,516 | 5,027 | 5,009 | 4,801 | 5,023 | 4,998 | 4,248 | 9,259 | 57,101 |
| | 2025 | 4,986 | 4,475 | 4,851 | | | | | | | | | | 14,312 | 14,312 |
| | % Change | 6% | -2% | -1% | | | | | | | | | | 55% | -75% |
| Digital ebooks | 2024 | 7,180 | 6,431 | 7,148 | 6,915 | 6,562 | 6,720 | 6,894 | 7,153 | 6,894 | 6,806 | 6,586 | 6,297 | 20,759 | 81,586 |
| | 2025 | 7,402 | 6,641 | 7,280 | | | | | | | | | | 21,323 | 21,323 |
| | % Change | 3% | 3% | 2% | | | | | | | | | | 3% | -74% |
| TOTAL Digital Circulation | 2024 | 19,543 | 19,393 | 19,890 | 18,135 | 17,317 | 17,368 | 18,036 | 17,927 | 18,322 | 18,731 | 18,863 | 18,386 | 58,826 | 221,911 |
| | 2025 | 20,350 | 18,910 | 19,519 | - | - | - | - | - | - | - | - | - | 58,779 | 58,779 |
| | % Change | 4% | -2% | -2% | | | | | | | | | | 0% | -74% |

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
 Digital eBooks includes the following: Freeding, Hoopla Comics, Hoopla eBooks, Overdrive eBooks








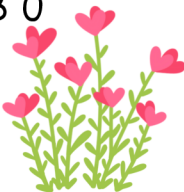
OX ON THE RUN

APRIL 2025

Report 2025-15
Attachment 2

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| SUN | MON | TUES | WED | THU | FRI | SAT |
|--|--|--------------------------------------|--|---|---|---|
| | | 1 Springford Hall 1:30-3:30pm | 2 | 3 EZT Administration Building Hickson 10am-12pm | 4 Chalmers United Church Kintore 10am-12pm | 5 |
| 6 | 7  | 8 | 9 Beachville District Museum 1:30-3:30pm | 10 | 11 Drumbo Township Office 1:30-3:30pm | 12 |
| 13  | 14 | 15 Springford Hall 1:30-3:30pm | 16  Embro Community Centre 10-11:30am | 17 EZT Administration Building Hickson 10am-12pm | 18 | 19 |
| 20  | 21 | 22 | 23 Beachville District Museum 1:30-3:30pm | 24 | 25  Mount Elgin Community Centre 10-11:30am Drumbo Township Office 1:30-3:30pm | 26 Reuse-A-palooz-Aha Sweaburg Ball Park Pavillion 8:00am-12:00pm |
| 27 | 28 | 29 Springford Hall 1:30-3:30pm | 30  | *Please note that stops are subject to change, and may be cancelled due to inclement weather. Please check our social media pages for updates.* | | |



OX ON THE RUN

MAY 2025

Report 2025-15
Attachment 2

Page 27 of 60



SUN

MON

TUES

WED

THU

FRI

SAT

Please note that stops are subject to change, and may be cancelled due to inclement weather. Please check our social media pages for updates.

4



5

6

7

Beachville District
Museum 1:30-3:30

8

9

Drumbo Township
Office 1:30-3:30

10



11

12

13

Springford Hall
1:30-3:30

14



Embro Community
Centre
10-11:30am

15

EZT Admin Building
Hickson 10am-12pm
Oxford Children's
Water Festival
Pittock
Conservation 5-8pm

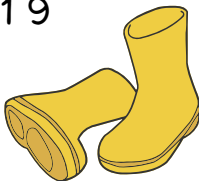
16

Chalmers United
Church
Kintore
10am-12pm

17

18

19



20

21

Beachville District
Museum 1:30-3:30

22

23



Mount Elgin
Community Centre
10-11:30am
Drumbo Township
Office 1:30-3:30

24

25

Beachville Car
Show 12-4pm

26

27

Springford Hall
1:30-3:30

28

29

EZT
Administration
Building
Hickson
10am-12pm

30

Chalmers United
Church
Kintore
10am-12pm

31

REPORT TO LIBRARY BOARD

Operational Policy Review: Membership and Circulation Policy

To: Oxford County Library Board

From: CEO / Chief Librarian

RECOMMENDATION

1. That the Library Board approves amendments to the Membership and Circulation Policy as set out in Attachment 1 to Report 2025-16.

REPORT HIGHLIGHTS

- The updated *Membership and Circulation Policy*, Attachment 1, has minor updates to policy language to reflect current practices.
- A tracked changes version of the policy has been provided in Attachment 2.
- The policy has also been updated to current policy format.

IMPLEMENTATION POINTS

The updated *Membership and Circulation Policy* will be distributed once approved.

Financial Impact

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

Communications

Pursuant to the Library Board's approval, the policy will be posted on the Library website for public information under the Operational Policy section.

2024-2028 LIBRARY STRATEGIC PLAN

Oxford County Library Board approved the [2024-2028 Library Strategic Plan](#) on February 20, 2024. The Plan outlines three key goals to advance the Library's vision to "Connect, discover, share, become." These goals are: (1) *Sustain service excellence*, (2) *Grow engagement and member relationships*, and (3) *Innovate access to service*.

The recommendation in this report supports the following strategic goal.

Strategic Goals and Strategies

| GOAL 1 | GOAL 2 | GOAL 3 |
|--|--|--|
|  <p>Sustain service excellence</p> |  <p>Grow engagement and member relationships</p> |  <p>Innovate access to service</p> |
| <p>Strategy 1.3 – Develop and implement a strategic approach to attract, retain and develop employees and volunteers to enhance and sustain OCL service excellence.</p> | | |

See: [Oxford County Library 2024-2028 Strategic Plan](#)

DISCUSSION

Background

The current *Membership and Circulation Policy*, Attachment 3, was passed by the Library Board at the July 11, 2022, meeting as part of Report 2022-16. The policy replaced the 2017 *Circulation Policy*, adding significant detail required by the 2022 Ontario Public Library's Guidelines Council.

The *Membership and Circulation Policy* is being reviewed in 2025 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 reaccreditation by the Ontario Public Library Guidelines Council.

Comments

The updated *Membership and Circulation Policy* includes the following changes:

- Overall changes to the policy format to match current standards.
- **Housekeeping Changes**

- Library Cardholder used instead of Customer, Library member, etc.
- Capitalization of Library when speaking specifically to Oxford County Library or another organization.
- Simplification of language where warranted.
- **Procedure Section**
 - 1.8 – addition of the words “or Barred” to language regarding account status. Blocked status refers to customers owing money over the account threshold and / or those who need to renew. Barred status refers to customers who have lost library privileges due to Code of Conduct issues.
 - 2.4.4 – changing hold period from seven to 10 days.
 - 2.5 – strengthening language around acceptance of replacement copies for lost material.
 - 3.1 – updating language regarding the Ontario Library Service’s Resource Sharing Group.
 - 3.10 – changing the hold pickup language for interlibrary loan material from seven to 10 days, matching language changed in 2.4.4
 - 5.0 – updated References and Related Documents section to align with policy updates.

CONCLUSIONS

The updated *Membership and Circulation Policy* will provide Library staff and the public with clear guidelines for obtaining a library card and borrowing of materials. The update of this policy will also allow the Library Board to meet their policy review schedule as required for re-accreditation by the Ontario Public Library Guidelines Council.

SIGNATURES

Departmental approval:

Original signed by

Lisa Marie Williams
 CEO/Chief Librarian

ATTACHMENTS

Attachment 1 Updated Membership and Circulation Policy, 2025
 Attachment 2 Updated Membership and Circulation Policy, 2025 with tracked changes
 Attachment 3 Current Membership and Circulation Policy, 2022



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MEMBERSHIP AND CIRCULATION POLICY

BACKGROUND

The Oxford County Library provides a wide variety of lending material available in both physical and digital formats. These items are freely available to all those that hold an Oxford County Library card.

The Library ensures fair conditions and equitable access for library membership and borrowing privileges, while protecting resources in a responsible manner and in accordance with the *Public Libraries Act*, R.S.O. 1990, c. P.44.

Oxford County Library Board eliminated the collection of overdue fines for materials in 2018.

PURPOSE

This policy serves to provide parameters for membership, borrowing of materials and all other related services at the Oxford County Library.

PROCEDURES

1.0 Library Membership

- 1.1 Oxford County Library provides free membership to all Oxford County residents. Staff may request identification with the applicant's current address (photo ID preferred).
- 1.2 Library Cardholders agree to abide by the policies and procedures of the Library. Cardholders are responsible for any items borrowed on the card, until a card is reported lost or stolen.
- 1.3 Oxford County Library participates in reciprocal borrowing agreements with other libraries in Southwestern Ontario. Libraries included in this agreement are:
 - 1.3.1 Brant County Public Library
 - 1.3.2 Elgin County Public Library
 - 1.3.3 Middlesex County Library
 - 1.3.4 Norfolk County Public Library



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1.3.5 Region of Waterloo Library

1.3.6 London Public Library

1.3.7 St. Mary's Public Library

1.3.8 Stratford Public Library

1.4 Residents of communities in the reciprocal borrowing agreement are welcome to apply for an Oxford County Library card. Oxford County Library members may also visit any of the above listed libraries with identification and their Oxford County Library card to obtain a membership at that location

1.5 Non-residents who do not live in areas with reciprocal borrowing privileges may apply for a library card by presenting proof of home address at an Oxford County Library Branch.

1.6 Children and teens are eligible for an Oxford County Library Card.

1.6.1 Parents/Caregivers may apply on behalf of their child, up to and including the age of 13.

1.6.2 Teens, 14 years old and over, may apply for a library card without parental consent, provided they can provide their own identification. Examples of identification include, a student ID card, a bill or recent piece of mail with name and address, a report card.

1.6.3 Library card applications may be made available for teachers and/or care providers to have cards prepared for children in anticipation of class visits and/or tours. Applications for children ages 13 and under must be signed by a parent/caregiver in order for the card to be issued.

1.7 Staff members of Oxford County daycare centres, institutions, schools, agencies, organizations and supportive housing facilities may apply for a community card. Community card applications require the signature or letter of intent of an administrator, manager or principal of the organization who is authorized to accept financial responsibility for the organization. The staff member seeking a community card must present proof of affiliation with the group or institution.

Community cards carry additional conditions for use:

1.7.1 Community cards cannot be used for personal use.



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1.7.2 Oxford County Library reserves the right to impose limitations on the amount and type of material available, or to shorten/extend the loan period.

1.7.3 Library digital media and DVDs are for personal use only, unless otherwise stated. Organizations that wish to make use of Library media collections must obtain a public performance license to use these collections in a public setting.

1.8 Library Cards expire two years from the date of registration and may be renewed with verification of the card holder's current address. A card may not be renewed if the account status is Blocked or Barred.

1.9 A replacement fee may be charged for any lost or damaged card.

2.0 **Borrowing Privileges and Responsibilities**

2.1 Equal access to library services and materials depends on the reasonable use of such services and materials by all members.

2.2 **Conditions of Membership**

2.2.1 Library members shall:

2.2.1.1 Present a valid Oxford County library card when borrowing material or requesting account information;

2.2.1.2 Report any changes to their and/or their dependent's information as soon as possible. Lost or stolen cards should be reported to any branch immediately;

2.2.1.3 Pay any fees incurred for damage or lost material.

2.3 **Borrowing**

2.3.1 Loan periods and lending limits are posted on the Library website.

2.3.2 Extended loan period requests may be granted, subject to staff discretion, and is based on the number and types of material available.

2.3.3 The Library reserves the right to limit the loan period and/or number of items borrowed based on local demand and material supply.

2.3.4 Materials may be returned to any Oxford County Library branch.



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2.3.5 The Library automatically renews all eligible materials until items reach their maximum renewal limit. Cardholders may opt-out of this service.

2.3.6 Items not eligible for renewal include:

2.3.6.1 Items with holds

2.3.6.2 Quick Picks

2.3.6.3 DVD Binge Boxes

2.3.6.4 Park Passes

2.3.6.5 Other specialty collections

2.3.7 The Library reminds cardholders to return overdue materials through a series of mailed, emailed notices resulting in a bill for lost material after 12 weeks.

2.4 Holds

2.4.1 Cardholders may place a hold on any item owned by the Library or on order.

2.4.2 Cardholders may place holds via the Library's online catalogue, in person at any branch, or by telephone during open hours.

2.4.3 When a hold is available, the customer will be notified by email, text message or auto phone service. Hold materials are held at the requested branch location for ten days. If items are not picked-up within the ten, the hold will be removed.

2.4.4 Cardholders may cancel or suspend holds via the Library's online catalogue, in person at any branch or by phone during open hours.

2.5 Lost / Damaged Items

2.5.1 Cardholders shall report lost or damaged items at the earliest possible opportunity.

2.5.2 Charges for lost / damaged items are based on the cost of each individual item. At the discretion of staff, a lost / damage fee may be reduced or waved depending on the age of the item and the circumstances of the situation.



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2.5.3 Repeated loss, damage or misuse of material will result in the suspension of privileges or exclusion from the Library.

2.5.4 Replacement copies or donations in lieu of payment will not be accepted unless approved by the CEO/Chief Librarian or designate.

2.5.5 Refunds will be issued for lost items returned to the Library in good condition within six months after the charges for the item have been paid. Lost and paid material charges will first be applied to any outstanding charges on the customer's account, any remaining balance will be refunded.

2.5.6 Refunds of \$10 or less will be issued by branch staff by cash or as a credit on the customer's account. Amounts over \$10 will be issued by cheque.

2.6 Suspension of Borrowing Privileges

2.6.1 Borrowing privileges will be suspended when cardholders have fees and/or overdue materials in excess of the maximum allowable amount.

2.6.1.1 Adult Card Maximums:

2.6.1.1.1 Ten overdue items

2.6.1.1.2 \$30 or more in fees

2.6.1.2 Child / Teen Card Maximums:

2.6.1.2.1 Twenty overdue items

2.6.1.2.2 \$50 or more in fees

2.6.2 Accounts suspended due to overdue items or outstanding balances will be reactivated when the total number of overdue items or balance owing falls below the threshold.

3.0 Interlibrary Loans (ILLO)

3.1 Oxford County Library is committed to resource-sharing with other Libraries in order to help meet cardholders' educational and entertainment needs. To meet those needs, the Library participates in the Ontario Library Service's Resource Sharing Group.



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- 3.2 Oxford County Library cardholders with a valid library card may request the loan of items not in the Library's collection through ILLO at any branch or online using the requested module.
- 3.3 The Library limits the number of requests per borrower in order to keep the service as cost effective as possible.
- 3.4 The Library may limit the formats available for lending/borrowing through this service.
- 3.5 The Library will not borrow items that have a financial penalty imposed by the lending institution.
- 3.6 Items borrowed for a customer through the ILLO service will have a standard loan period, unless otherwise specified by the lending institution.
- 3.7 ILLO items are not available for automatic renewal. Renewal of borrowed items are at the discretion of the lending institution.
- 3.8 Cardholders with overdue ILLO items will be subject to a suspension of borrowing privileges until the ILLO item is returned.
- 3.9 The loss of an ILLO item will result in the termination of ILLO borrowing privileges.
- 3.10 ILLO items not picked up within ten days after being notified may result in the loss of ILLO privileges.

4.0 Confidentiality of Personal Information

- 4.1 Oxford County Library respects the privacy of all cardholders and will keep all information related to membership confidential in accordance with the Library's *Privacy and Access to Personal Information Policy*.
- 4.2 Identification documents are used to verify name and address only when applying for a library card. No other information on the document(s) presented is kept or recorded.
- 4.3 Confidentiality of all personal information held by Oxford County library in matters relating to lending services is governed by the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, and related County of Oxford policies, including *Anti-Spam Policy* and *Access and Privacy Policy*.

5.0 References and Related Documents

- 5.1 Legislation



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5.1.1 *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56*

5.1.2 *Public Libraries Act, R.S.O. 1990, c. P.44*


5.2 Oxford County By-Laws and Policies

5.2.1 County of Oxford. (2014, August). *Anti-Spam Policy*.

5.2.2 County of Oxford. (2019, November). *Access and Privacy Policy*.

5.3 Oxford County Library Policies

5.3.1 Oxford County Library. (2022, September). *Privacy and Access to Personal Information Policy*.

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Membership and Circulation Policy MEMBERSHIP AND CIRCULATION POLICY

BACKGROUND

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The Library ensures fair conditions and equitable access for library membership and borrowing privileges, while protecting resources in a responsible manner and in accordance with the *Public Libraries Act*, R.S.O. 1990, c. P.44.

~~In an effort to reduce barriers to access, the~~ Oxford County Library Board eliminated the collection of overdue fines for materials in 2018.


PURPOSE

This policy serves to provide parameters for membership, borrowing of materials and all other related services at the Oxford County Library.

PROCEDURES

1.0 Library Membership

- 1.1 Oxford County Library provides free membership to all Oxford County residents. Staff may request identification with the applicant's current address (photo ID preferred).
- 1.2 ~~Once obtaining a library card, borrowers~~ Library Cardholders agree to abide by the policies and procedures of the Library. Cardholders are responsible for any items borrowed on the card, until a card is reported lost or stolen.
- 1.3 Oxford County Library participates in reciprocal borrowing agreements with other libraries in Southwestern Ontario. Libraries included in this agreement are:
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1.4 Residents of communities in the reciprocal borrowing agreement are welcome to apply for an Oxford County Library card. Oxford County Library members may also visit any of the above listed libraries with identification and their ~~OCL-Oxford County Library~~ card to obtain a ~~library~~ membership at that location

1.5 Non-residents who do not live in areas with reciprocal borrowing privileges may apply for a library card by presenting proof of home address at an Oxford County Library Branch.

1.6 Children and teens are eligible for an Oxford County Library Card.

1.6.1 Parents/Caregivers may apply on behalf of their child, up to and including the age of 13.


1.6.2 Teens, 14 years old and over, may apply for a library card without parental consent, provided they can provide their own identification. Examples of identification include, a student ID card, a bill or recent piece of mail with name and address, a report card.

1.6.3 Library card applications may be made available for teachers and/or care providers to have cards prepared for children in anticipation of class visits and/or tours. Applications for children ages 13 and under must be signed by a parent/caregiver in order for the card to be issued.

1.7 Staff members of Oxford County daycare centres, institutions, schools, agencies, organizations and supportive housing facilities may apply for a community card. Community card applications require the signature or letter of intent of an administrator, manager or ~~principle~~ of the organization who is authorized to accept financial responsibility for the organization. The staff member seeking a community card must present proof of affiliation with the group or institution.

Community cards carry additional conditions for use:

1.7.1 Community cards cannot be used for personal use.

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1.7.2 Oxford County Library reserves the right to impose limitations on the amount and type of material available, or to shorten/extend the loan period.

1.7.3 Library digital media and DVDs are for personal use only, unless otherwise stated. Organizations that wish to make use of ~~library~~-Library media collections must obtain a public performance license to use these collections in a public setting.

1.8 Library Cards expire two years from the date of registration and may be renewed with verification of the card holder's current address. A card may not be renewed if the account status is Blocked or Barred.

1.9 A replacement fee may be charged for any lost or damaged card.

2.0 **Borrowing Privileges and Responsibilities**

2.1 Equal access to library services and materials depends on the reasonable use of such services and materials by all ~~library~~-members.

2.2 **Conditions of Membership**

2.2.1 Library members shall:

2.2.1.1 Present a valid Oxford County library card when borrowing material or requesting account information;

2.2.1.2 Report any changes to ~~one's information~~their and/or their dependent's information as soon as possible. Lost or stolen cards should be reported to any branch ~~library~~-immediately;


2.2.1.3 Pay any fees incurred for damage or lost ~~library~~-material.

2.3 **Borrowing**

2.3.1 Loan periods and lending limits ~~may vary. Please refer to the Oxford County Library website for the most up to date information are posted on the Library website.~~

2.3.2 Extended loan period requests may be granted, subject to staff discretion, and is based on the number and types of material available.

2.3.3 The ~~Library~~ reserves the right to limit the loan period and/or number of items borrowed ~~on the basis of~~based on local demand and material supply.

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2.3.4 Materials may be returned to any Oxford County Library branch.

2.3.5 The Library automatically renews all eligible ~~library~~ materials until items reach their maximum renewal limit. ~~Customers-Cardholders~~ may opt-out of this service.

2.3.6 Items not eligible for renewal include:

2.3.6.1 Items with holds

2.3.6.2 Quick Picks

2.3.6.3 DVD Binge Boxes

2.3.6.4 Park Passes

2.3.6.5 Other specialty collections

2.3.7 The Library reminds ~~cardholders-customers~~ to return overdue materials through a series of mailed, emailed notices ~~culminating-resulting~~ in a bill for lost material after 12 weeks.

2.4 Holds

2.4.1 ~~Customers-Cardholders~~ may place a hold on any item owned by the Library or on order.

2.4.2 ~~CardholdersCustomers~~ may place holds via the Library's online catalogue, in person at any branch, or by telephone during open hours.


2.4.3 When a hold is available, the customer will be notified by email, text message or auto phone service. Hold materials are held at the requested branch location for ~~seven (7) ten~~ days. If items are not picked-up within the ~~seven (7) daysten~~, the hold will be removed.

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2.5 Lost / Damaged Items

2.5.1 ~~Library membersCardholders~~ shall report lost or damaged items at the earliest possible opportunity.

2.5.2 Charges for lost / damaged items are based on the cost of each individual item. At the discretion of staff, a lost / damage fee may be reduced or

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2.5.3 Repeated loss, damage or misuse of ~~library~~ material will result in the suspension of ~~library~~ privileges or ~~exclusion from the library and/or prosecution.~~

2.5.4 Replacement copies or donations in lieu of payment ~~may will~~ not be accepted unless approved by the CEO/Chief Librarian or designate. ~~.~~

2.5.5 Refunds will be issued for lost items returned to the library in good condition within six ~~(6)~~ months after the charges for the item have been paid. Lost and paid material charges will first be applied to any ~~further~~ outstanding charges on the customer's account, any remaining balance will be refunded.

2.5.6 Refunds of \$10 or less will be issued by branch staff by cash or as a credit on the customer's account. Amounts over \$10 will be issued by cheque.

2.6 Suspension of Borrowing Privileges

2.6.1 Borrowing privileges will be suspended when ~~library members~~ cardholders have fees and/or overdue materials in excess of the maximum allowable amount.

2.6.1.1 Adult Card Maximums:

2.6.1.1.1 Ten ~~(10)~~ overdue items

2.6.1.1.2 \$30 or more in fees

2.6.1.2 Child / Teen Card Maximums:


2.6.1.2.1 Twenty ~~(20)~~ overdue items

2.6.1.2.2 \$50 or more in fees

2.6.2 Accounts suspended due to overdue items or outstanding balances will be reactivated when the total number of overdue items or balance owing falls below the threshold.

3.0 Interlibrary Loans (ILLO)

3.1 Oxford County Library is committed to resource-sharing with other libraries in order to help meet cardholders' ~~the needs of our library members'~~ educational


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and entertainment ~~needs-needs~~. To meet those needs, the ~~L~~ibrary participates in the ~~Information Network For Ontario (INFO) system-Ontario Library Service's Resource Sharing Group~~.

- 3.2 Oxford County Library ~~customers-cardholders~~ with a valid library card may request the loan of items not in the ~~L~~ibrary's collection through ILLO at any branch or online using the requested module.
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4.0 Confidentiality of Personal Information

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- 4.3 Confidentiality of all personal information held by Oxford County library in matters relating to lending services is governed by the *Municipal Freedom of Information*

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and Protection of Privacy Act (MFIPPA), and related County of Oxford policies, including: including Anti-Spam Policy and Access and Privacy Policy.

5.0 References and Related Documents

5.1 Legislation

5.1.1 *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56*

Public Libraries Act, R.S.O. 1990, c. P.44

5.1.2

5.2 Oxford County By-Laws and Policies

5.2.1 *County of Oxford. (2014, August). Anti-Spam Policy.*

County of Oxford. (2019, November). Access and Privacy Policy.

5.2.2

~~5.4~~ 5.3 Oxford County Library Policies

~~5.1.1~~ 5.3.1 Oxford County Library. (2015, June 2022, September). Privacy and Access to Personal Information Policy.
<https://www.ocl.net/Portals/OxfordCountyLibrary/Documents/policies/Protection%20of%20Privacy%20and%20Access%20to%20Information%20Policy.pdf>

~~5.2~~ County of Oxford Policies

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Membership and Circulation Policy

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Library Membership

1. Oxford County Library provides free membership to all Oxford County residents. Staff may request identification with the applicant's current address (photo ID preferred).
2. Once obtaining a library card, borrowers agree to abide by the policies and procedures of the library. Cardholders are responsible for any items borrowed on the card, until a card is reported lost or stolen.
3. Oxford County Library participates in reciprocal borrowing agreements with other libraries in Southwestern Ontario. Libraries included in this agreement are:
 - a. County of Brant Public Library
 - b. Elgin County Library
 - c. Middlesex County Library
 - d. Norfolk County Public Library
 - e. Region of Waterloo Library
 - f. London Public Library
 - g. St. Mary's Public Library
 - h. Stratford Public Library



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Residents of communities in the reciprocal borrowing agreement are welcome to apply for an Oxford County Library card. Oxford County Library members may also visit any of the above listed libraries with identification and their OCL card to obtain a library membership at that location.

4. Non-residents who do not live in areas with reciprocal borrowing privileges may apply for a library card by presenting proof of home address.
5. Children and teens are eligible for an Oxford County Library card.
 - a. Parents/Caregivers may apply on behalf of their child, up to and including the age of 13.
 - b. Teens, 14 years old and over, may apply for a library card without parental consent, provided they can provide their own identification. Examples of identification include: a student ID Card, a bill or recent piece of mail with name and address, a report card.
 - c. Library card applications may be made available for teachers and/or care providers to have cards prepared for children in anticipation of class visits and/or tours. Applications for children ages 13 and under must be signed by a parent/caregiver in order for the card to be issued.
6. Staff members of Oxford County daycare centres, institutions, schools, agencies, organizations and supportive housing facilities may apply for a community card. Community card applications requires the signature or letter of intent of an administrator, manager or principle of the organization who is authorized to accept financial responsibility for the organization. The staff member seeking a community card must present proof of affiliation with the group or institution.

Community cards carry additional conditions for use:

- a. Community cards cannot be used for personal use.
 - b. Oxford County Library reserves the right to impose limitations on the amount and type of material available, or to shorten/extend the loan period.
 - c. Library digital media and DVDs are for personal use only, unless otherwise stated. Organizations that wish to make use of library media must obtain a public performance license to use these collections in a public setting.
7. Library cards expire two years from the date of registration and may be renewed with verification of the card holder's current address. A card may not be renewed if the account status is Blocked.
8. A replacement fee may be charged for any lost or damaged card.

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Borrowing Privileges and Responsibilities

Equal access to library services and materials depends on the reasonable use of such services and materials by all library members.

Conditions of Membership

Library members shall:

1. Present a valid Oxford County Library card when borrowing material or requesting account information;
2. Report any changes to one's information as soon as possible. Lost or stolen cards should be reported to any branch library immediately;
3. Pay any fees incurred for damage or lost library material.

Borrowing

1. Loan periods and lending limits may vary. Please refer to the Oxford County Library website for the most up to date information.
2. Extended loan period requests may be granted, subject to staff discretion, and is based on the number and types of material available.
3. The library reserves the right to limit the loan period and/or number of items borrowed on the basis of local demand and material supply.
4. Materials may be returned to any Oxford County Library branch.
5. The library automatically renews all eligible library materials until items reach their maximum renewal limit. Customers may opt-out of this service.
6. Items not eligible for renewal include:
 - a. Items with holds
 - b. Quick Picks
 - c. DVD Binge Boxes
 - d. Park Passes
 - e. Other specialty collections
7. The library reminds customers to return overdue materials through a series of mailed, emailed notices culminating in a bill for lost material after 12 weeks.



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Holds

1. Customers may place a hold on any item owned by the library or on order.
2. Customers may place holds via the library's online catalogue, in person at any branch, or by telephone during open hours.
3. When a hold is available, the customer will be notified by email, text message or auto phone service. Hold materials are held at the requested branch location for seven (7) days. If items are not picked-up within the seven (7) days, the hold will be removed.
4. Customers may cancel or suspend holds via the library's online catalogue, in person at any branch or by phone during open hours.

Lost / Damaged Items

1. Library members shall report lost or damaged items at the earliest possible opportunity.
2. Charges for lost / damaged items are based on the cost of each individual item. At the discretion of staff, a lost / damage fee may be reduced or waved depending on the age of the item and the circumstances of the situation.
3. Repeated loss, damage or misuse of library material will result in the suspension of library privileges, exclusion from the library and/or prosecution.
4. Replacement copies or donations in lieu of payment may not accepted.
5. Refunds will be issued for lost items returned to the library in good condition within six (6) months after the charges for the item have been paid. Lost and paid material charges will first be applied to any further outstanding charges on the customer's account, any remaining balance will be refunded.
6. Refunds of \$10 or less will be issued by branch staff by cash or as a credit on the customer's account. Amounts over \$10 will be issued by cheque.

Suspension of Borrowing Privileges

1. Borrowing privileges will be suspended when library members have fees and/or overdue materials in excess of the maximum allowable amount.
 - a. Adult Card Maximums:
 - i. Ten (10) overdue items
 - ii. \$30 or more in fees
 - b. Child / Teen Card Maximums:



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- i. Twenty (20) overdue items
 - ii. \$50 or more in fees
2. Accounts suspended due to overdue items or outstanding balances will be reactivated when the total number of overdue items or balance owing falls below the threshold.

Interlibrary Loans (ILLO)

Oxford County Library is committed to resource-sharing with other libraries in order to help meet the needs of our library members' educational and entertainment needs. To meet those needs, the library participates in the Information Network For Ontario (INFO) system.

1. Oxford County Library customers with a valid library card may request the loan of items not in the library's collection through ILLO at any branch or online using the requested module.
2. The library limits the number of requests per borrower in order to keep the service as cost effective as possible.
3. The library may limit the formats available for lending/borrowing through this service.
4. The library will not borrow items that have a financial penalty imposed by the lending institution.
5. Items borrowed for a customer through the ILLO service will have a standard loan period, unless otherwise specified by the lending institution.
6. ILLO items are not available for automatic renewal. Renewal of borrowed items are at the discretion of the lending institution.
7. Customers with overdue ILLO items will be subject to a suspension of borrowing privileges until the ILLO item is returned.
8. The loss of an ILLO item will result in the termination of ILLO borrowing privileges.
9. ILLO items not picked up within seven (7) days after being notified may result in the loss of ILLO privileges.

Confidentiality of Personal Information

Oxford County Library respects the privacy of all library members and will keep all information related to membership confidential in accordance with the Library's *Privacy and Access to Personal Information Policy*.

1. Identification documents are used to verify name and address only when applying for a library membership. No other information on the document(s) presented is kept or recorded.



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- Confidentiality of all personal information held by Oxford County library in matters relating to lending services is governed by the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, and related County of Oxford policies, including: *Anti-Spam Policy* and *Access and Privacy Policy*.

References and Related Documents

Oxford County Library Policies

Oxford County Library. (2015, June). *Privacy and Access to Personal Information Policy*.
<https://www.ocl.net/Portals/OxfordCountyLibrary/Documents/policies/Protection%20of%20Privacy%20and%20Access%20to%20Information%20Policy.pdf>

County of Oxford Policies

County of Oxford. (2014, August). *Anti-Spam Policy*.

County of Oxford. (2019, November). *Access and Privacy Policy*.

Legislation

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56

Public Libraries Act, R.S.O. 1990, c. P.44

REPORT TO LIBRARY BOARD

Governance Policy Review: Policy Development Policy

To: Oxford County Library Board

From: CEO / Chief Librarian

RECOMMENDATION

1. That the Library Board approves amendments to the Policy Development Policy as set out in Attachment 1 to Report 2025-17.

REPORT HIGHLIGHTS

- The updated *Policy Development Policy*, Attachment 1, has been significantly updated from the original policy adopted on March 21, 2022, Attachment 2.

IMPLEMENTATION POINTS

The updated *Policy Development Policy* will be distributed once approved.

Financial Impact

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

Communications

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

2024-2028 LIBRARY STRATEGIC PLAN

Oxford County Library Board approved the [2024-2028 Library Strategic Plan](#) on February 20, 2024. The Plan outlines three key goals to advance the Library's vision to "Connect, discover, share, become." These goals are: (1) *Sustain service excellence*, (2) *Grow engagement and member relationships*, and (3) *Innovate access to service*.

The recommendation in this report supports the following strategic goal.

Strategic Goals and Strategies

| GOAL 1 | GOAL 2 | GOAL 3 |
|--|---|---|
|  <p>Sustain service excellence</p> |  <p>Grow engagement and member relationships</p> |  <p>Innovate access to service</p> |
| <p>Strategy 1.3 – Develop and implement a strategic approach to attract, retain and develop employees and volunteers to enhance and sustain OCL service excellence.</p> | | |

See: [Oxford County Library 2024-2028 Strategic Plan](#)

DISCUSSION

Background

The current *Policy Development 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 is being reviewed in 2025 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 *Policy Development Policy* includes the following changes:

- Background Section
 - Move definitions to a new *Definitions* section.
 - Updated background language.
- Purpose Section

- Simplified language specifically to the purpose of the policy.
- New Definitions Section
 - Definitions previously in the Background section were modified to align with the County *Corporate Development Policy* and simplified.
- Procedures Section
 - Adjusted three subsections down to two specific policy subsections and the References and Related Documents subsection found in most policies.
 - Reformatted to current Policy format.
 - Expanded language to include information found in current policy's purpose section, and alignment with County's *Corporate Policy Development*.

CONCLUSIONS

The updated *Policy Development Policy* will provide the Library Board, CEO/Chief Librarian and staff with clear guidelines regarding the development of current and future Library policies. The update of this policy will also allow the Library Board to meet their policy review schedule as required for re-accreditation by the Ontario Public Library Guidelines Council.

SIGNATURES

Departmental approval:

Original signed by

Lisa Marie Williams
 CEO / Chief Librarian

ATTACHMENTS

Attachment 1 Updated *Policy Development Policy*, 2025
 Attachment 2 Current *Policy Development Policy*, 2022
 Attachment 3 Oxford County's *Corporate Policy Development Policy*, 2009



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

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| Section: | Governance | Chairperson's Signature: | |
| Board Motion Number: | 2022-04 | Date Approved: | March 21, 2022 |
| Pages: | 1 of 3 | Revision Dates: | April 15, 2025 |

BOARD POLICY DEVELOPMENT

BACKGROUND

The *Public Libraries Act, R.S.O 1990, c. P44, s. 3(3)* establishes that the Oxford County Library is under management and control of the Board, giving the Board authority and responsibility for establishing policy.

The Library Board will establish policies to set a framework for governance and operations of the Library and provide direction to the Library Board and staff. Policies are also tools for achieving the Library's purpose and advance the mission. Board members and staff are responsible for knowing, understanding, and complying with Oxford County Library policies.

PURPOSE

This policy outlines the process for developing and revising policies for Oxford County Library.

DEFINITIONS

| | |
|----------------------------|---|
| Resolution | An official expression of opinion by the members of the Library Board to express desires on specific matters pertaining to governance or management. |
| Motion | An official proposal presented at a duly authorized meeting of the Library Board to place an item on the table for discussion. Once passed, it is used by the Library Board to provide authority for an individual, committee or staff member to act on behalf of the Library Board and to receive reports of those actions and Library Board decisions. |
| Policy | A written statement designed to guide the conduct of the Oxford County Public Library's affairs, authorized by the Library Board. The Library Board's policies are meant to clarify a) what the library hopes to accomplish over time and b) provide the parameters, terms, conditions and procedures which will guide Board, committee and staff action. |
| Foundational Policy | A policy that records decisions on the Library Board's mission, vision or values. An example of a foundational policy is a Diversity Policy. |
| Governance Policy | A policy that sets out how the Board will conduct its work. |



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Operational Policy A policy that regulates the services and day-to-day operations of the Library.

Corporate Policies A policy that has been approved by Oxford County Council. Such policies must be reviewed and approved by the Oxford County Library Board to ensure compliance with the *Public Libraries Act*, the *Employment Standards Act* and any other legislation governing public libraries.

PROCEDURES

1.0 Responsibilities

1.1 The initiative to develop a new policy or revise an existing policy may come from several sources:

- 1.1.1 The CEO / Chief Librarian or Library staff
- 1.1.2 A member of the Library Board
- 1.1.3 County Council
- 1.1.4 Provincial or Federal Government through legislative requirements.

1.2 The CEO / Chief Librarian will develop new policies and/or draft revisions to existing policies for Board approval.

1.3 Policies passed by the Oxford County Council, with impacts on Library staff or operations, will be brought to the Library Board for approval. The full Oxford County General Policy Manual will be brought to the Board for approval by section as part of the four-year review cycle.

1.4 The Library Board will:

- 1.4.1 Establish a review schedule for existing policies. This schedule will be integrated into Board agendas.
- 1.4.2 Review all Library Policies at least once during the Board's four-year term.
- 1.4.3 Ensure that policies comply with the *Public Libraries Act*, and any applicable County by-laws, provincial or federal legislation.
- 1.4.4 Ensure that all policies are consistent with the Library's mission, vision, values and stated strategic goals.

1.5 The Library Board is responsible for approval of all policies and will:

- 1.5.1 Receive all policies in draft as part of a regular meeting agenda package.



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- 1.5.2 Approve, table or amend policies as part of motion at a duly constituted Library Board meeting.

2.0 Policy Distribution

- 2.1 All policies will be documented in the standard format consistent with the Oxford County *Corporate Policy Development Policy* (2.2).
- 2.2 A digitally signed copy of the approved policy will be saved to the Oxford County's digital document management system.
- 2.3 Following approval of a policy, the CEO/Chief Librarian will post a copy of the approved version on the Library Website and distribute a copy to library staff.

3.0 References and Related Documents

3.1 Legislation

- 3.1.1 *Public Libraries Act, R.S.O. 1990, c. P44*

3.2 Oxford County By-Laws and Policies

- 3.2.1 Oxford County. (May, 2009). *Corporate Policy Development Policy, No. 2.2*



OXFORD COUNTY LIBRARY BOARD GOVERNANCE POLICY MANUAL

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|----------------------|----------------|--------------------------|------|
| Board Motion Number: | 2022-04 | Date of Review: | 2026 |
| Date Approved: | March 21, 2022 | Chairperson's signature: | |

POLICY DEVELOPMENT

BACKGROUND

The **Public Libraries Act** gives the Oxford County Library Board the authority to set policy for the library to ensure its effective governance and organization over time and to direct the future discretionary action of board members, committees and staff. Accordingly, the Board includes Foundation, Governance and Operational policies to ensure effective governance, management and administration of the library's affairs.

Resolution – A resolution is considered to be an official expression of opinion by the members of the library to express desires on specific matters pertaining to governance or management.

Motion – A motion is considered to be an official proposal presented at a duly authorized meeting of the Board to place an item on the table for discussion. Once passed, it is used by the Board to provide authority for an individual, committee or staff member to act on behalf of the Board and to receive reports of those actions and Board decisions.

Policy – A policy is considered to be a written statement designed to guide the conduct of the Oxford County Public Library's affairs, authorized by the Board. The Board's policies are meant to clarify a) what the library hopes to accomplish over time and b) provide the parameters, terms, conditions and procedures which will guide Board, committee and staff action.

Foundation Policies – Foundation Policies are considered to be those policies which broadly define why the Oxford County Public Library exists, what it will seek to accomplish, with whom it will work and the steps it will take in achieving this mission.

Governance Policies - Governance Policies are considered to be those policies which set out how the Board will conduct its work. Governance policies include those policies included in this Governance Policy Manual.

Operational Policies - Operational Policies are considered to be those statements that direct the future action of all personnel in carrying out their duties.

PURPOSE

1. Governance and Operational policies shall include three sections: Background, Purpose, and Procedures. The Background statement defines the background and legislative context for the policy while the Purpose section aligns the policy with library goals and priorities. Finally the procedure portion identifies who is responsible for implementing the policy as well as how and when implementation shall occur.
2. All policies shall be reviewed once during the board's four-year term.



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3. No policy shall contravene the **Public Libraries Act**, any applicable County by-law or provincial or federal legislation. If there is doubt as to whether the policy contravenes any of the above, a legal review shall be required.
4. All policies shall be consistent with the library mission and goals.

PROCEDURES

Initiation

1. Initial suggestions for policy development may come from Board members, committee members, library staff, municipal council, provincial government or other funding agencies.

Approval

1. A policy recommendation may be introduced through a motion at a duly-constituted Board meeting.
2. The motion may be tabled for a second reading at a subsequent meeting or passed at the initial meeting.

Distribution

1. Following approval of a policy, the Chief Executive Officer shall include a copy in the Policy manual and post a public copy on the library website.
2. All policies shall be coded according to policy type and shall indicate the date of approval and the date of the next review.

GENERAL POLICY MANUAL

| | | | |
|-------------------|--------------|--------------|-------------------|
| SECTION: | Introduction | APPROVED BY: | |
| NUMBER: | 2.2 | SIGNATURE: | <i>MR B. Cagg</i> |
| PAGE: | Page 1 of 2 | DATE: | May 13, 2009 |
| REFERENCE POLICY: | | REVISED: | |

Corporate Policy Development

PURPOSE

This policy outlines the process for developing a new corporate policy, revising an existing corporate policy and the requirements to ensure corporate policies remain current.

DEFINITIONS

| | |
|-----------------------------------|--|
| policy | means a course of action which dictates how the County or any department, division or office thereof will operate and conduct its affairs. |
| corporate policy | a policy approved by a resolution of County Council that has implications for the entire organization. Corporate policies comprise the Oxford County General Policy Manual. |
| departmental / operational policy | policy approved by the management of a specific County department, division or office that dictates how that department, division or office will conduct its affairs and or specific operations. |
| procedure | means a series of tasks or steps required to advance or implement a policy or an aspect of a policy. Procedures generally provide specific instructions including the who, when, where and why. |

POLICIES AND PROCEDURES

1.0 Proposing New Corporate Policies and Procedures

- 1.1 A staff member or committee with responsibility to develop corporate policy may, when a new or revised policy is needed, approach their Department Head and discuss the need for the proposed policy or revision.
- 1.2 Where the Department Head agrees that the policy or revision is needed, the parties will confer regarding the drafting of the document and the appropriate channels for consultation and approval.
- 1.3 The staff member assigned to draft the document shall ensure that consultation occurs with the appropriate stakeholders regarding the document's development.

2.0 Formatting and Writing Corporate Policies and Procedures

- 2.1 Corporate policies shall be formatted using the approved policy template as displayed in this policy.

GENERAL POLICY MANUAL

| | | | |
|-------------------|--------------|--------------|-----------------|
| SECTION: | Introduction | APPROVED BY: | |
| NUMBER: | 2.2 | SIGNATURE: | <i>MR Bragg</i> |
| PAGE: | Page 2 of 2 | DATE: | May 13, 2009 |
| REFERENCE POLICY: | | REVISED: | |

2.3 All policies and procedures must be clear, concise and coherent. The following principles shall apply:

- 2.3.1 Use only plain English which is inclusive and non-discriminatory.
- 2.3.2 Avoid complex or convoluted sentence structures.
- 2.3.3 Use acronyms and abbreviations only after they have been referenced earlier in the document and spelled out fully.
- 2.3.4 All policies and procedures shall be titled so that the specific nature of the policy's subject can be clearly identified.
- 2.3.5 All policies and procedures shall be dated and signed upon approval.

3.0 Approving Corporate Policies and Procedures

- 3.1 All new corporate policies require the review and approval of the Management Group. Policies approved by the Management Group shall then be reported to County Council for review and approval.
- 3.2 A resolution of Council is required before final approval is granted and the Chief Administrative Officer shall sign the policy.

4.0 Revising Corporate Policies and Procedures

- 4.1 Minor revisions or amendments to a corporate policy that do not change the intent of the original policy may be reviewed and approved by the Management Group. Minor revisions or amendments to a corporate policy do not require reporting to and approval by County Council.
- 4.2 All corporate policies shall be reviewed on an appropriate basis and revised as necessary.

5.0 Departmental/Operational Policies and Procedures

- 5.1 County departments, divisions and offices may develop departmental/operational policies and procedures as required to address specific operational needs.
- 5.2 Departmental / operational policies and procedures must be consistent with related corporate policies. Corporate policies shall always take precedence over departmental / operational policies and procedures.
- 5.3 Departmental / operational policies and procedures shall be consistent with the writing principles outlined in section 2.3 and shall be approved and signed by the Department Head.